



 Departures

YOUR LONDON AIRPORT

Gatwick

MONTHLY PERFORMANCE REPORT

APRIL 2019

gatwickairport.com/performance

At Gatwick we are committed to ensuring all areas of our business live up to the expectations of our passengers, our partners and our regulator. As part of this commitment we publish monthly reports which we have now brought together into one easy to follow report.

You can view or download these reports at any time at gatwickairport.com/performance

If you have any comments or feedback to help us improve please send them to passenger.experience@gatwickairport.com

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Core Service Standards



Airline Service Standards



Special Assistance Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
Gatwick



departure lounge seating availability

Ease of finding a seat

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

NORTH TERMINAL	Target 3.80	Average score 4.01	April 2019 3.98
SOUTH TERMINAL	Target 3.80	Average score 3.93	April 2019 3.93



airport cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

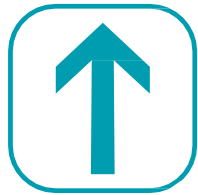
NORTH TERMINAL	Target 4.00	Average score 4.12	April 2019 4.13
SOUTH TERMINAL	Target 4.00	Average score 4.15	April 2019 4.16

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
Gatwick



airport wayfinding

Ease of finding your way around our airport

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

NORTH TERMINAL	Target 4.10	Average score 4.19	April 2019 4.18
SOUTH TERMINAL	Target 4.10	Average score 4.27	April 2019 4.29



airport flight information

Accuracy and ease of finding flight information

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

NORTH TERMINAL	Target 4.20	Average score 4.39	April 2019 4.38
SOUTH TERMINAL	Target 4.20	Average score 4.50	April 2019 4.50

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
Gatwick



waiting time at central security search

Percentage of time when passengers queued for 5 minutes or less

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target 95.00%	Average score 96.88%	April 2019 96.04%
SOUTH TERMINAL	Target 95.00%	Average score 97.12%	April 2019 96.38%



waiting time at central security search

Percentage of time when passengers queued for 15 minutes or less

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target 98.00%	Average score 99.97%	April 2019 99.96%
SOUTH TERMINAL	Target 98.00%	Average score 99.98%	April 2019 99.92%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
Gatwick



waiting time at central security search

Instance where a single queue is measured at 30 minutes or more

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target	0	Average score	0	April 2019	0
SOUTH TERMINAL	Target	0	Average score	0	April 2019	0



flight connections security search

Percentage of time when passengers queued for 10 minutes or less

This measure applies to 95% of core hours.

NORTH TERMINAL	Target	95.00%	Average score	99.90%	April 2019	100%
SOUTH TERMINAL	Target	95.00%	Average score	97.34%	April 2019	98.54%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
Gatwick



staff security search

Percentage of time when staff
queued for 5 minutes or less

This measure applies to 95% of core hours. North Terminal Staff performance calculated as average performance of both search areas.

NORTH TERMINAL	Target 95.00%	Average score 99.63%	April 2019 99.80%
SOUTH TERMINAL	Target 95.00%	Average score 99.79%	April 2019 99.90%



external control posts security search

Percentage of time when queue time
is 15 minutes or less

This measure applies to 95% of core hours.
Performance for the Northern Approach Gate.

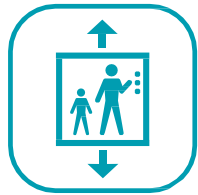
EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.91%	April 2019 99.90%
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
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passenger sensitive equipment priority availability

Availability of priority equipment including lifts, escalators and passenger conveyors

This covers instances of equipment breakdown or unplanned maintenance affecting the availability of priority Passenger Sensitive Equipment (PSE) during core operational hours.

NORTH
TERMINAL

Target
99.00%

Average score
99.70%

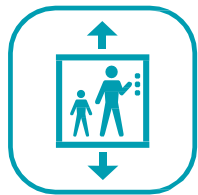
April 2019
99.80%

SOUTH
TERMINAL

Target
99.00%

Average score
99.50%

April 2019
99.53%



passenger sensitive equipment general availability

Availability of general equipment including lifts, escalators and passenger conveyors

This covers instances of equipment breakdown or unplanned maintenance affecting the availability of general Passenger Sensitive Equipment (PSE) during core operational hours.

NORTH
TERMINAL

Target
99.00%

Average score
99.68%

April 2019
99.72%

SOUTH
TERMINAL

Target
99.00%

Average score
99.66%

April 2019
99.62%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
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baggage outbound baggage process

Percentage of flights when bags are delivered to the airline ground handler 25 minutes or more before the scheduled time of departure

This is a **daily** event based measure; the score shown relates to the lowest daily performance

NORTH TERMINAL	Target 97.00%	Average score 99.88%	April 2019 99.79%
SOUTH TERMINAL	Target 97.00%	Average score 99.92%	April 2019 99.87%



baggage outbound baggage process

Percentage of flights when bags are delivered to the airline ground handler 25 minutes or more before the scheduled time of departure

This is a **monthly** average measure

NORTH TERMINAL	Target 99.00%	Average score 99.98%	April 2019 99.98%
SOUTH TERMINAL	Target 99.00%	Average score 99.99%	April 2019 99.99%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
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airfield stand availability

Percentage of time when aircraft stands are available

Stand availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

NORTH TERMINAL	Target 99.00%	Average score 99.85%	April 2019 99.97%
SOUTH TERMINAL	Target 99.00%	Average score 99.84%	April 2019 99.83%



airfield jetty/airbridge availability

Percentage of time when aircraft jetties (airbridges) are available for aircraft boarding/disembarking

Jetty availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

NORTH TERMINAL	Target 99.00%	Average score 99.86%	April 2019 99.85%
SOUTH TERMINAL	Target 99.00%	Average score 99.86%	April 2019 99.78%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
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airfield pier service

Percentage of time when stands with pier service are available as opposed to remote stands

This measure is based on the total number of passenger movements (arrivals and departures). If a passenger is able to walk into the pier, then the stand is classed as a pier served stand.

Terminal	Target*	Average score	April 2019
NORTH TERMINAL	94.00%	96.33%	96.76%
SOUTH TERMINAL	95.00%	98.30%	98.13%



airfield fixed electrical ground power

Percentage of time when fixed electrical ground power (FEGP) units are available for aircraft

FEGP availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00. FEGP powers aircraft when on a stand allowing engines to be turned off.

Terminal	Target	Average score	April 2019
NORTH TERMINAL	99.00%	99.88%	99.96%
SOUTH TERMINAL	99.00%	99.91%	99.98%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

*By agreement with the airlines, the target for North Terminal pier service has been reduced from 95% to 94% for the period 1 November 2018 to 31 October 2019.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
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inter-terminal shuttle one shuttle available

Percentage of time when one shuttle with a minimum of one car is available

Core hours vary dependent on agreed maintenance periods.

INTER-TERMINAL	Target 99.00%	Average score 100%	April 2019 100%
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inter-terminal shuttle two shuttles available

Percentage of time when two shuttles with a minimum of one car each are available

Core hours vary dependent on agreed maintenance periods.

INTER-TERMINAL	Target 97.00%	Average score 99.11%	April 2019 99.38%
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

APRIL 2019

YOUR LONDON AIRPORT
Gatwick



arrivals baggage reclaim carousels

Availability of our baggage reclaim carousels for arriving flights

For information on the arrivals baggage performance please refer to the Airline Service Standards section of this report.

NORTH TERMINAL	Target 99.00%	Average score 99.93%	April 2019 99.99%
SOUTH TERMINAL	Target 99.00%	Average score 99.92%	April 2019 99.94%



aerodrome congestion term

An event occurs which is the responsibility of the airport or its agents which causes an impact in terms of a number of aircraft movements lost or deferred

AIRPORT OVERALL	Target 0	Average score 0	April 2019 0
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

AIRLINE SERVICE STANDARDS

APRIL 2019



small/medium aircraft baggage performance

Target time for small/medium aircraft – last bag delivered within 35 minutes

Time from the 'on-chocks' time supplied by the airlines' handling agents to delivery to the baggage carousel.
Airlines achieving 95% or higher are considered to have met the target successfully.

AIRPORT OVERALL	Flights within target time in April 2019 96.84%
SMALL/ MEDIUM AIRCRAFT	

AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
easyJet DHL	4,172	98.56%	Aurigny AURIGNY HANDLING	172	100%
British Airways GATWICK GROUND SERVICES	1,370	97.45%	Aer Lingus MENZIES AVIATION	170	97.65%
Norwegian RED HANDLING	749	99.07%	TUI Airways AIRLINE SERVICES	119	65.55%
Vueling MENZIES AVIATION	371	96.23%	TAP Portugal MENZIES AVIATION	102	88.24%
Ryanair MENZIES AVIATION	291	98.97%	Turkish Airlines AIRLINE SERVICES	70	77.14%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours:

0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 14

AIRLINE SERVICE STANDARDS

APRIL 2019



small/medium aircraft baggage performance

Target time for small/medium aircraft – last bag delivered within 35 minutes

AIRLINES 11-21 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
airBaltic AIRLINE SERVICES	69	100%	Royal Air Maroc MENZIES AVIATION	30	63.33%
Air Europa MENZIES AVIATION	60	95.00%	Air Malta AIRLINE SERVICES	29	100%
Ukraine International Airlines MENZIES AVIATION	59	77.97%	Air Arabia Maroc MENZIES AVIATION	25	88.00%
Iberia Express MENZIES AVIATION	58	86.21%	Titan Airways MENZIES AVIATION	23	52.17%
Wizz Air MENZIES AVIATION	30	100%	Travel Service MENZIES AVIATION	14	100%
Rossiya Airlines DNATA	30	100%	All other airlines	65	78.46%

AIRLINE SERVICE STANDARDS

APRIL 2019



large aircraft baggage performance

Target time for large aircraft – last bag delivered within 50 minutes

Time from the 'on-chocks' time supplied by the airlines' handling agents to delivery to the baggage carousel.
Airlines achieving 95% or higher are considered to have met the target successfully.

AIRPORT
OVERALL

LARGE
AIRCRAFT

Flights within
target time in
April 2019

98.21%

AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
British Airways GATWICK GROUND SERVICES	355	98.59%	Vueling MENZIES AVIATION	87	100%
Norwegian RED HANDLING	280	98.93%	Emirates DNATA	76	98.68%
Thomas Cook Airlines MENZIES AVIATION	241	95.85%	Qatar Airlines SWISSPORT	60	96.67%
TUI Airways AIRLINE SERVICES	182	97.25%	Wizz Air MENZIES AVIATION	59	100%
Virgin Atlantic SWISSPORT	135	99.26%	Level Airlines MENZIES AVIATION	58	100%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours:

0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 16

AIRLINE SERVICE STANDARDS

APRIL 2019



large aircraft baggage performance

Target time for large aircraft – last bag delivered within 50 minutes

AIRLINES 11-21 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Turkish Airlines AIRLINE SERVICES	52	98.08%	China Eastern DNATA	13	100%
WestJet AIRLINE SERVICES	45	97.78%	RwandAir AIRLINE SERVICES	13	100%
Air Transat SWISSPORT	38	100%	TAP Portugal MENZIES AVIATION	6	100%
Icelandair MENZIES AVIATION	34	97.06%	Titan Airways MENZIES AVIATION	5	80.00%
Cathay Pacific DNATA	30	100%	Iberia Express MENZIES AVIATION	1	100%
China Airlines DNATA	22	95.45%	All other airlines	-	-

AIRLINE SERVICE STANDARDS

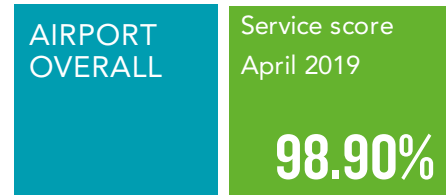
APRIL 2019



waiting time at check-in

Percentage of time when passengers queued for 30 minutes or less

The waiting time is the delay imposed by the queue for check-in or bag drop within a defined airline check-in area, up to the point that the passenger reaches the check-in desk or bag drop desk/kiosk. Airlines achieving 95% or higher are considered to have met the target successfully.



AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	839,377	100%	Ryanair	51,356	99.48%
British Airways	316,339	99.49%	Virgin Atlantic	44,622	100%
Norwegian	221,664	100%	Emirates	38,420	99.80%
TUI	86,143	99.27%	Aer Lingus	22,666	99.93%
Vueling	67,992	98.16%	Turkish Airlines	16,995	100%
Thomas Cook Airlines	59,401	92.34%	All other airlines	165,324	98.80%

SPECIAL ASSISTANCE STATISTICS

APRIL 2019



Gatwick provides a range of services to passengers with reduced mobility (PRM) or who require special assistance.

For information on how to access these services please go to gatwickairport.com/prm

Number of flights with passengers needing special assistance met		15,402
Number of passengers needing special assistance met		51,765
Percentage of pre-notifications at least 48 hours before flight*		74.49%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.61
	April 2019	0.58
Number of complaints received (per 1000 PRM passengers)	12 month average	1.16
	April 2019	0.89

* Passengers' pre-notification to their airline is required by EU regulation EC 1107/2006/.
Pre-notification furthermore helps us provide a better service.

SPECIAL ASSISTANCE STATISTICS

APRIL 2019

departing April to September 2019

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	99.55%	-	-	-	-	-
20 mins	90%	99.76%	-	-	-	-	-
30 mins	100%	99.96%	-	-	-	-	-

* waiting time once passengers requiring special assistance made themselves known.
This table will be updated each month.

SPECIAL ASSISTANCE STATISTICS

APRIL 2019

arriving April to September 2019

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	93.32%	-	-	-	-	-
10 mins	90%	97.29%	-	-	-	-	-
20 mins	100%	99.86%	-	-	-	-	-

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	99.38%	-	-	-	-	-
35 mins	90%	99.72%	-	-	-	-	-
45 mins	100%	99.82%	-	-	-	-	-

* time assistance available at gate from arrival on chocks.
These tables will be updated each month.

ON-TIME PERFORMANCE

APRIL 2019

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

Percentage of flights departing Gatwick within 16 minutes of the scheduled time

AIRPORT
OVERALL

April 2019
80.7%



arrivals on-time performance

Percentage of flights arriving at Gatwick within 16 minutes of the scheduled time

AIRPORT
OVERALL

April 2019
80.6%

ACI ASQ – HOW DO WE COMPARE?

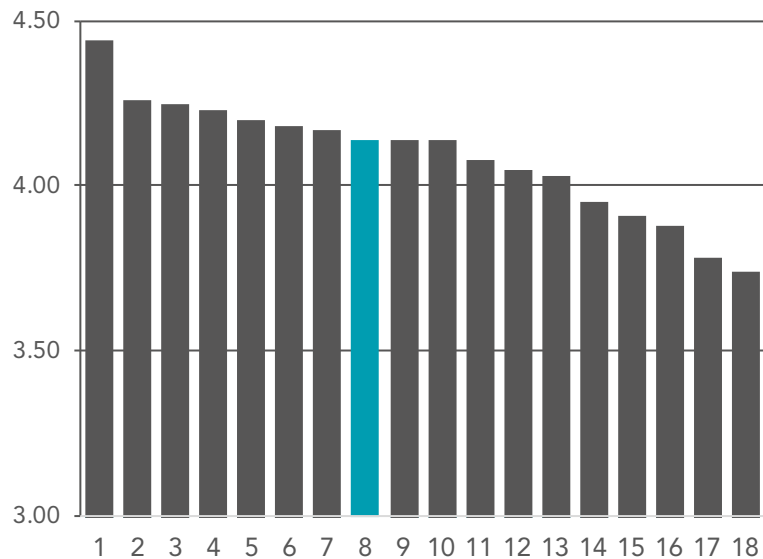
Q1 2019



Airports Council International produce a measure of overall satisfaction with the airport. It shows how we compare against a panel of 18 European competitor airports, as well as how our score (out of 5) has changed over time.



Gatwick ranked 8 out of 18 in Q1 2019



How we have performed over time

