



 **Departures**

YOUR LONDON AIRPORT

Gatwick

MONTHLY
PERFORMANCE
REPORT

AUGUST 2019

gatwickairport.com/performance

YOUR LONDON AIRPORT
Gatwick

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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Airline Service Standards



Special Assistance Service and Notification



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ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

AUGUST 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 3.99	August 2019 3.91
SOUTH TERMINAL	Target 3.80	Average score 3.94	August 2019 3.98



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 4.13	August 2019 4.13
SOUTH TERMINAL	Target 4.00	Average score 4.16	August 2019 4.17

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

AUGUST 2019

YOUR LONDON AIRPORT
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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 4.18	August 2019 4.17
SOUTH TERMINAL	Target 4.10	Average score 4.28	August 2019 4.30



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	August 2019 4.37
SOUTH TERMINAL	Target 4.20	Average score 4.50	August 2019 4.51

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

AUGUST 2019

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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 96.74%	August 2019 95.73%
SOUTH TERMINAL	Target 95.00%	Average score 96.80%	August 2019 95.24%



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 99.96%	August 2019 99.96%
SOUTH TERMINAL	Target 98.00%	Average score 99.95%	August 2019 99.96%

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

AUGUST 2019

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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	August 2019	0
	SOUTH TERMINAL	Target	0	Average score	0	August 2019



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	100%	August 2019	100%
	SOUTH TERMINAL	Target	95.00%	Average score	97.42%	August 2019

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

AUGUST 2019

YOUR LONDON AIRPORT
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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 99.80%	August 2019 99.53%
SOUTH TERMINAL	Target 95.00%	Average score 99.71%	August 2019 99.02%



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.

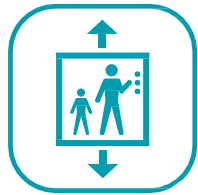
EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.92%	August 2019 100%
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 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%

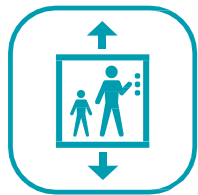
August 2019
99.51%

SOUTH
TERMINAL

Target
99.00%

Average score
99.52%

August 2019
99.42%



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
99.67%

August 2019
99.57%

SOUTH
TERMINAL

Target
99.00%

Average score
99.65%

August 2019
99.68%

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

AUGUST 2019

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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 99.57%	August 2019 99.55%
SOUTH TERMINAL	Target 97.00%	Average score 99.94%	August 2019 99.97%



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 99.97%	August 2019 99.98%
SOUTH TERMINAL	Target 99.00%	Average score 99.99%	August 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

AUGUST 2019

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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 99.92%	August 2019 99.96%
SOUTH TERMINAL	Target 99.00%	Average score 99.84%	August 2019 99.96%



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 99.89%	August 2019 99.90%
SOUTH TERMINAL	Target 99.00%	Average score 99.86%	August 2019 99.74%

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

AUGUST 2019

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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.

NORTH TERMINAL	Target*	Average score	August 2019
	94.00%	96.58%	97.04%
SOUTH TERMINAL	Target	Average score	August 2019
	95.00%	98.27%	98.27%



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.

NORTH TERMINAL	Target	Average score	August 2019
	99.00%	99.90%	99.96%
SOUTH TERMINAL	Target	Average score	August 2019
	99.00%	99.93%	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

AUGUST 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%

August 2019
100%



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
99.32%

August 2019
99.48%

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

AUGUST 2019

YOUR LONDON AIRPORT
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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 99.92%	August 2019 99.71%
SOUTH TERMINAL	Target 99.00%	Average score 99.86%	August 2019 99.59%



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 0.3	August 2019 1
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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

AUGUST 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 August 2019 86.71%
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	4,146	89.41%	Ryanair MENZIES AVIATION	298	91.95%
British Airways GATWICK GROUND SERVICES	1,527	93.71%	Aurigny AURIGNY HANDLING	175	99.43%
Norwegian RED HANDLING	766	97.26%	Aer Lingus MENZIES AVIATION	169	85.21%
Vueling MENZIES AVIATION	375	87.20%	TAP Portugal MENZIES AVIATION	91	69.23%
TUI Airways MENZIES AVIATION	333	28.23%	Turkish Airlines MENZIES AVIATION	84	36.90%

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

YOUR LONDON AIRPORT
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AUGUST 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 MENZIES AVIATION	79	92.41%	Rossiya Airlines DNATA	31	100%
Air Europa MENZIES AVIATION	61	73.77%	Royal Air Maroc MENZIES AVIATION	31	29.03%
Ukraine International Airlines MENZIES AVIATION	57	71.93%	Air Malta MENZIES AVIATION	31	70.97%
Iberia Express MENZIES AVIATION	56	66.07%	Air Arabia Maroc MENZIES AVIATION	27	77.78%
Wizz Air MENZIES AVIATION	38	89.47%	Enter Air MENZIES AVIATION	23	39.13%
WestJet MENZIES AVIATION	31	87.10%	All other airlines	124	62.10%

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. 15

AIRLINE SERVICE STANDARDS

AUGUST 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	Flights within target time in August 2019 92.80%
LARGE 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
British Airways GATWICK GROUND SERVICES	380	97.37%	Virgin Atlantic SWISSPORT	154	100%
Thomas Cook Airlines MENZIES AVIATION	352	82.67%	Vueling MENZIES AVIATION	102	100%
Norwegian RED HANDLING	292	98.63%	Air Transat SWISSPORT	98	100%
TUI Airways MENZIES AVIATION	269	79.55%	WestJet MENZIES AVIATION	96	85.42%
easyJet DHL	195	97.44%	Qatar Airlines SWISSPORT	94	100%

AIRLINE SERVICE STANDARDS

AUGUST 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
Emirates DNATA	93	93.55%	RwandAir MENZIES AVIATION	20	90.00%
Wizz Air MENZIES AVIATION	69	100%	TAP Portugal MENZIES AVIATION	19	94.74%
Turkish Airlines MENZIES AVIATION	61	77.05%	Icelandair MENZIES AVIATION	18	94.44%
Cathay Pacific DNATA	31	100%	China Eastern DNATA	13	92.31%
Level Airlines MENZIES AVIATION	29	100%	Iberia Express MENZIES AVIATION	5	100%
China Airlines DNATA	22	100%	All other airlines	5	100%

AIRLINE SERVICE STANDARDS

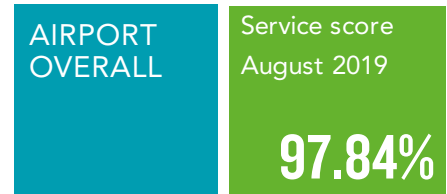
AUGUST 2019



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	958,234	99.95%	Ryanair	53,570	97.72%
British Airways	407,170	97.49%	Emirates	51,343	98.76%
Norwegian	252,166	100%	Virgin Atlantic	48,513	100%
TUI	200,447	98.15%	Air Transat	30,709	100%
Thomas Cook Airlines	112,623	91.33%	WestJet	29,565	99.89%
Vueling	80,293	93.14%	All other airlines	228,009	98.32%

SPECIAL ASSISTANCE STATISTICS

AUGUST 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		19,786
Number of passengers needing special assistance met		60,337
Percentage of pre-notifications at least 48 hours before flight*		73.58%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.62
	August 2019	0.66
Number of complaints received (per 1000 PRM passengers)	12 month average	1.07
	August 2019	1.21

* 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

AUGUST 2019

departing April to September 2019

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	99.55%	99.28%	99.29%	99.47%	97.97%	-
20 mins	90%	99.76%	99.56%	99.56%	99.56%	98.51%	-
30 mins	100%	99.96%	99.77%	99.67%	99.69%	98.91%	-

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

SPECIAL ASSISTANCE STATISTICS

AUGUST 2019

arriving April to September 2019

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	93.32%	90.00%	89.71%	90.71%	88.23%	-
10 mins	90%	97.29%	96.25%	96.31%	96.32%	94.41%	-
20 mins	100%	99.86%	99.72%	99.69%	99.27%	98.93%	-

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	99.38%	99.05%	98.78%	98.88%	98.66%	-
35 mins	90%	99.72%	99.56%	99.42%	99.43%	99.37%	-
45 mins	100%	99.82%	99.75%	99.70%	99.77%	99.70%	-

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

ON-TIME PERFORMANCE

AUGUST 2019

YOUR LONDON AIRPORT
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departures on-time performance

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

AIRPORT
OVERALL

August 2019
51.8%



arrivals on-time performance

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

AIRPORT
OVERALL

August 2019
51.6%

ACI ASQ – HOW DO WE COMPARE?

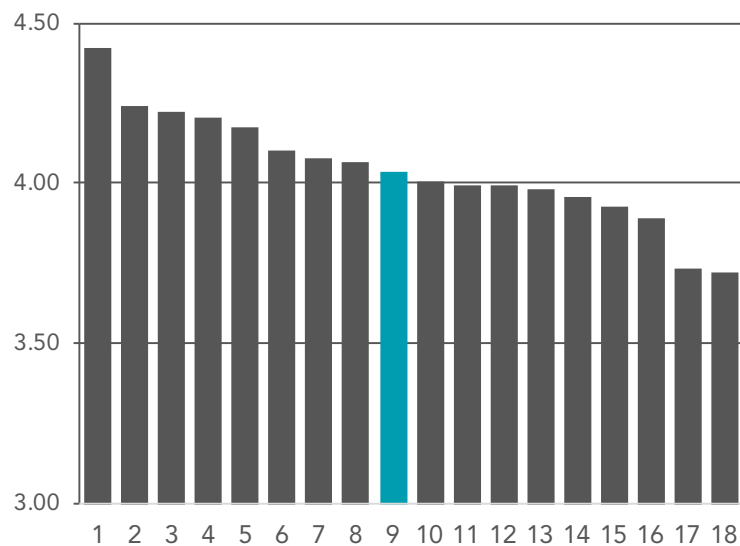
Q2 2019



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 9 out of 18 in Q2 2019



How we have performed over time

