

A blurred photograph of an airport terminal. In the foreground, a yellow sign with a stylized figure icon and the word "Departures" is visible. The background shows a busy walkway with people and overhead lights.

 Departures

YOUR LONDON AIRPORT

Gatwick

MONTHLY PERFORMANCE REPORT

FEBRUARY 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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ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

FEBRUARY 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 4.02	February 2019 4.00
SOUTH TERMINAL	Target 3.80	Average score 3.94	February 2019 3.92



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	February 2019 4.12
SOUTH TERMINAL	Target 4.00	Average score 4.15	February 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

FEBRUARY 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 4.20	February 2019 4.18
SOUTH TERMINAL	Target 4.10	Average score 4.27	February 2019 4.28



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 4.40	February 2019 4.38
SOUTH TERMINAL	Target 4.20	Average score 4.49	February 2019 4.49

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

FEBRUARY 2019

YOUR LONDON AIRPORT
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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 97.11%	February 2019 97.37%
SOUTH TERMINAL	Target 95.00%	Average score 97.38%	February 2019 98.44%



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%	February 2019 100%
SOUTH TERMINAL	Target 98.00%	Average score 99.99%	February 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

FEBRUARY 2019

YOUR LONDON AIRPORT
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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	February 2019	0
SOUTH TERMINAL	Target	0	Average score	0	February 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	99.81%	February 2019	100%
SOUTH TERMINAL	Target	95.00%	Average score	97.41%	February 2019	97.99%

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

FEBRUARY 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 99.58%	February 2019 99.89%
SOUTH TERMINAL	Target 95.00%	Average score 99.81%	February 2019 99.67%



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.

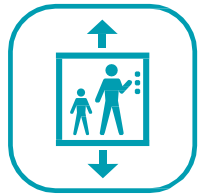
EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.94%	February 2019 99.55%
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

FEBRUARY 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
99.71%

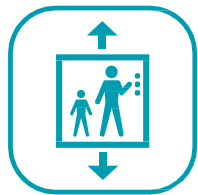
February 2019
99.84%

SOUTH
TERMINAL

Target
99.00%

Average score
99.55%

February 2019
99.56%



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
99.70%

February 2019
99.77%

SOUTH
TERMINAL

Target
99.00%

Average score
99.67%

February 2019
99.73%

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

FEBRUARY 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 99.85%	February 2019 99.10%
SOUTH TERMINAL	Target 97.00%	Average score 99.89%	February 2019 99.98%



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%	February 2019 99.87%
SOUTH TERMINAL	Target 99.00%	Average score 99.99%	February 2019 100%

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

FEBRUARY 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 99.82%	February 2019 99.78%
SOUTH TERMINAL	Target 99.00%	Average score 99.88%	February 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%	February 2019 99.96%
SOUTH TERMINAL	Target 99.00%	Average score 99.85%	February 2019 99.67%

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

FEBRUARY 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	February 2019
NORTH TERMINAL	94.00%	96.33%	96.30%
SOUTH TERMINAL	95.00%	98.27%	98.22%



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	February 2019
NORTH TERMINAL	99.00%	99.90%	99.96%
SOUTH TERMINAL	99.00%	99.90%	99.77%

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

FEBRUARY 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%

February 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
98.97%

February 2019
98.30%

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

FEBRUARY 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 99.92%	February 2019 99.95%
SOUTH TERMINAL	Target 99.00%	Average score 99.92%	February 2019 99.95%



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	February 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

FEBRUARY 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 February 2019
SMALL/MEDIUM AIRCRAFT	96.33%

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	3,116	98.33%	Aer Lingus MENZIES AVIATION	165	99.39%
British Airways GATWICK GROUND SERVICES	1,125	95.73%	Aurigny AURIGNY HANDLING	159	100%
Norwegian RED HANDLING	696	98.99%	TUI Airways AIRLINE SERVICES	104	57.69%
Ryanair MENZIES AVIATION	280	99.29%	TAP Portugal MENZIES AVIATION	98	93.88%
Vueling MENZIES AVIATION	230	95.65%	Turkish Airlines AIRLINE SERVICES	97	70.10%

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. 14

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
Gatwick

FEBRUARY 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
Flybe AIRLINE SERVICES	71	100%	Air Malta AIRLINE SERVICES	29	96.55%
Air Europa MENZIES AVIATION	54	96.30%	Rossiya Airlines DNATA	28	100%
airBaltic AIRLINE SERVICES	51	100%	WOW Air AIRLINE SERVICES	26	100%
Iberia Express MENZIES AVIATION	50	88.00%	Air Arabia Maroc MENZIES AVIATION	21	90.48%
Ukraine International Airlines MENZIES AVIATION	30	80.00%	Royal Air Maroc MENZIES AVIATION	19	84.21%
Titan Airways MENZIES AVIATION	30	63.33%	All other airlines	83	86.75%

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

FEBRUARY 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 February 2019
LARGE AIRCRAFT	97.78%

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	312	99.04%	Emirates DNATA	84	100%
Norwegian RED HANDLING	246	100%	Vueling MENZIES AVIATION	68	98.53%
Thomas Cook Airlines MENZIES AVIATION	138	91.30%	Qatar Airlines SWISSPORT	64	100%
Virgin Atlantic SWISSPORT	131	97.71%	WestJet AIRLINE SERVICES	40	100%
TUI Airways AIRLINE SERVICES	124	90.32%	Icelandair MENZIES AVIATION	31	100%

AIRLINE SERVICE STANDARDS

FEBRUARY 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
Level Airlines MENZIES AVIATION	28	100%	China Eastern DNATA	12	100%
Air Transat SWISSPORT	28	100%	RwandAir AIRLINE SERVICES	12	91.67%
easyJet DHL	27	100%	Air China MENZIES AVIATION	9	100%
Cathay Pacific DNATA	27	100%	Titan Airways MENZIES AVIATION	7	100%
WOW Air AIRLINE SERVICES	14	100%	Finnair MENZIES AVIATION	7	100%
China Airlines DNATA	13	100%	All other airlines	19	100%

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
Gatwick

FEBRUARY 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.

AIRPORT
OVERALL

Service score
February 2019

99.30%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	643,688	100%	Virgin Atlantic	45,712	100%
British Airways	259,272	99.73%	Thomas Cook Airlines	44,109	96.06%
Norwegian	190,050	100%	Emirates	39,496	97.61%
TUI	71,637	100%	Aer Lingus	21,947	100%
Ryanair	48,954	99.65%	Turkish Airlines	13,459	99.89%
Vueling	45,759	99.34%	All other airlines	142,582	99.11%

SPECIAL ASSISTANCE STATISTICS

FEBRUARY 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			11,372
Number of passengers needing special assistance met			40,630
Percentage of pre-notifications at least 48 hours before flight*			74.58%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.62	February 2019 0.66
Number of complaints received (per 1000 PRM passengers)	12 month average	1.20	February 2019 1.13

* 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

FEBRUARY 2019

departing

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	100%	98.99%	100%	100%	100%	99.90%
20 mins	90%	100%	100%	100%	100%	100%	100%
30 mins	100%	100%	100%	100%	100%	100%	100%

* waiting time once passengers requiring special assistance made themselves known.

SPECIAL ASSISTANCE STATISTICS

FEBRUARY 2019

arriving

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	66.38%	68.84%	65.56%	74.29%	74.76%	75.92%
10 mins	90%	76.53%	78.19%	76.02%	85.79%	86.10%	86.49%
20 mins	100%	88.68%	88.02%	87.49%	96.22%	97.62%	97.76%

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	91.41%	89.83%	88.20%	96.51%	97.27%	97.54%
35 mins	90%	95.46%	95.04%	94.42%	98.58%	98.79%	98.92%
45 mins	100%	97.44%	97.60%	97.37%	99.43%	99.70%	99.55%

* time assistance available at gate from arrival on chocks.

ON-TIME PERFORMANCE

FEBRUARY 2019

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

AIRPORT
OVERALL

February 2019
71.8%



arrivals on-time performance

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

AIRPORT
OVERALL

February 2019
71.2%

ACI ASQ – HOW DO WE COMPARE?

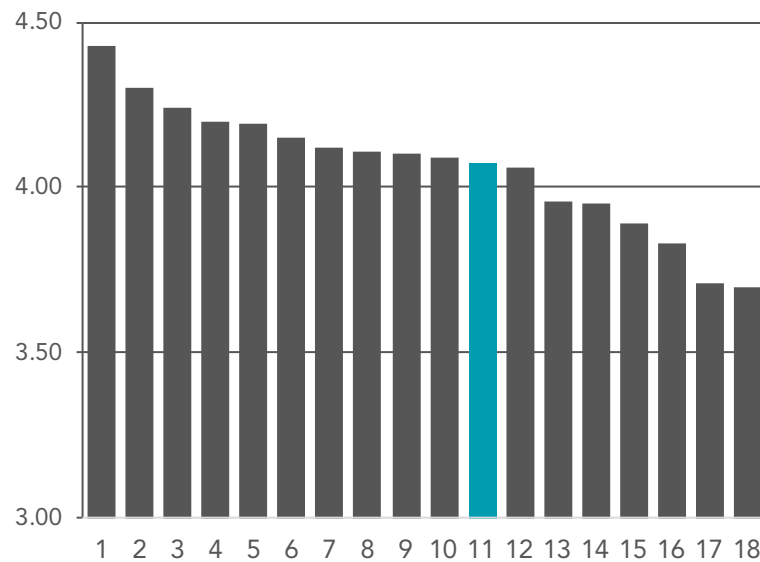
Q4 2018



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 11 out of 18 in Q4 2018



How we have performed over time

