



 Departures

YOUR LONDON AIRPORT

*Gatwick*

# MONTHLY PERFORMANCE REPORT

JULY 2019

[gatwickairport.com/performance](https://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](https://gatwickairport.com/performance)

If you have any comments or feedback to help us improve please send them to [passenger.experience@gatwickairport.com](mailto:passenger.experience@gatwickairport.com)

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# CORE SERVICE STANDARDS

JULY 2019

YOUR LONDON AIRPORT  
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## 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 <b>3.80</b>	Average score <b>4.00</b>	July 2019 <b>3.93</b>
SOUTH TERMINAL	Target <b>3.80</b>	Average score <b>3.94</b>	July 2019 <b>3.98</b>



## 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 <b>4.00</b>	Average score <b>4.13</b>	July 2019 <b>4.14</b>
SOUTH TERMINAL	Target <b>4.00</b>	Average score <b>4.16</b>	July 2019 <b>4.17</b>

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

JULY 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	July 2019 4.17
SOUTH TERMINAL	Target 4.10	Average score 4.28	July 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	July 2019 4.39
SOUTH TERMINAL	Target 4.20	Average score 4.50	July 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

JULY 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 <b>95.00%</b>	Average score <b>96.75%</b>	July 2019 <b>95.60%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>96.86%</b>	July 2019 <b>95.56%</b>



## 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 <b>98.00%</b>	Average score <b>99.97%</b>	July 2019 <b>99.96%</b>
SOUTH TERMINAL	Target <b>98.00%</b>	Average score <b>99.95%</b>	July 2019 <b>99.84%</b>

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

JULY 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	July 2019	0
SOUTH TERMINAL	Target	0	Average score	0	July 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	100%	July 2019	100%
SOUTH TERMINAL	Target	95.00%	Average score	97.38%	July 2019	97.48%

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

JULY 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 <b>95.00%</b>	Average score <b>99.83%</b>	July 2019 <b>99.72%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>99.78%</b>	July 2019 <b>99.72%</b>



## 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.

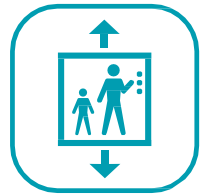
EXTERNAL CONTROL POSTS	Target <b>95.00%</b>	Average score <b>99.92%</b>	July 2019 <b>100%</b>
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

JULY 2019

YOUR LONDON AIRPORT  
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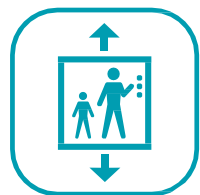


## passenger sensitive equipment priority availability

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.

Terminal	Target	Average score	July 2019
NORTH TERMINAL	99.00%	99.72%	99.60%
SOUTH TERMINAL	99.00%	99.53%	99.32%



## 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.

Terminal	Target	Average score	July 2019
NORTH TERMINAL	99.00%	99.68%	99.63%
SOUTH TERMINAL	99.00%	99.65%	99.43%

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

JULY 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 <b>97.00%</b>	Average score <b>99.60%</b>	July 2019 <b>*97.41%</b>
SOUTH TERMINAL	Target <b>97.00%</b>	Average score <b>99.92%</b>	July 2019 <b>99.93%</b>



## 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 <b>99.00%</b>	Average score <b>99.97%</b>	July 2019 <b>99.92%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.99%</b>	July 2019 <b>99.99%</b>

\*On 4 July 2019 there was a baggage system fault in North Terminal which resulted in a poor baggage service for some airlines and passengers that was not reflected in the automated performance measurement. A payment equivalent to the CSS rebate will be made by GAL to significantly affected airlines in relation to this day's baggage performance.

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

JULY 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 <b>99.00%</b>	Average score <b>99.91%</b>	July 2019 <b>99.91%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.84%</b>	July 2019 <b>99.94%</b>



## 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 <b>99.00%</b>	Average score <b>99.89%</b>	July 2019 <b>99.99%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.87%</b>	July 2019 <b>99.97%</b>

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

JULY 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.

NORTH TERMINAL	Target* <b>94.00%</b>	Average score <b>96.52%</b>	July 2019 <b>96.95%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>98.28%</b>	July 2019 <b>98.19%</b>



## 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 <b>99.00%</b>	Average score <b>99.89%</b>	July 2019 <b>99.97%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.92%</b>	July 2019 <b>99.99%</b>

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

JULY 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%**

July 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%**

July 2019  
**99.46%**

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

JULY 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 <b>99.00%</b>	Average score <b>99.94%</b>	July 2019 <b>99.94%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.89%</b>	July 2019 <b>99.83%</b>



## 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 <b>0</b>	Average score <b>0</b>	July 2019 <b>2</b>
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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

JULY 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 July 2019
SMALL/ MEDIUM AIRCRAFT	<b>89.71%</b>

### 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	4,027	95.21%	Ryanair MENZIES AVIATION	295	88.81%
British Airways GATWICK GROUND SERVICES	1,508	96.09%	Aurigny AURIGNY HANDLING	177	98.87%
Norwegian RED HANDLING	739	96.21%	Aer Lingus MENZIES AVIATION	158	77.22%
TUI Airways MENZIES AVIATION	363	33.06%	Turkish Airlines MENZIES AVIATION	85	68.24%
Vueling MENZIES AVIATION	358	80.45%	TAP Portugal MENZIES AVIATION	85	74.12%

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*

JULY 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	81	86.42%	Rossiya Airlines DNATA	31	100%
Air Europa MENZIES AVIATION	62	61.29%	WestJet MENZIES AVIATION	31	74.19%
Iberia Express MENZIES AVIATION	60	75.00%	Royal Air Maroc MENZIES AVIATION	29	55.17%
Ukraine International Airlines MENZIES AVIATION	55	58.18%	Air Arabia Maroc MENZIES AVIATION	27	92.59%
Wizz Air MENZIES AVIATION	32	90.63%	Enter Air MENZIES AVIATION	19	47.37%
Air Malta MENZIES AVIATION	31	74.19%	All other airlines	116	73.28%

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

JULY 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 July 2019
LARGE AIRCRAFT	<b>92.98%</b>

### 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	385	98.70%	Virgin Atlantic SWISSPORT	134	100%
Thomas Cook Airlines MENZIES AVIATION	352	82.95%	Vueling MENZIES AVIATION	107	97.20%
Norwegian RED HANDLING	298	98.99%	Air Transat SWISSPORT	97	100%
TUI Airways MENZIES AVIATION	223	74.44%	WestJet MENZIES AVIATION	95	82.11%
easyJet DHL	188	98.94%	Emirates DNATA	93	97.85%



# AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT  
*Gatwick*

JULY 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
Qatar Airlines SWISSPORT	91	98.90%	Icelandair MENZIES AVIATION	23	100%
Wizz Air MENZIES AVIATION	73	98.63%	China Airlines DNATA	23	100%
Turkish Airlines MENZIES AVIATION	62	88.71%	RwandAir MENZIES AVIATION	16	87.50%
Level Airlines MENZIES AVIATION	34	97.06%	China Eastern DNATA	13	100%
Cathay Pacific DNATA	31	100%	Iberia Express MENZIES AVIATION	2	100%
TAP Portugal MENZIES AVIATION	23	78.26%	All other airlines	-	-

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. 17

# AIRLINE SERVICE STANDARDS

JULY 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	944,622	99.95%	Ryanair	54,196	98.89%
British Airways	421,948	96.31%	Emirates	50,814	99.41%
Norwegian	256,074	100%	Virgin Atlantic	48,268	100%
TUI	190,701	96.84%	Air Transat	30,444	100%
Thomas Cook Airlines	113,671	93.04%	WestJet	29,401	99.89%
Vueling	80,451	90.38%	All other airlines	240,532	98.26%

Measures defined and targets set in agreement with the airlines. Check-in queue performance is measured for the time in which an airline's individual check-in is open or the agreed defined time of an airline's check-in operation.

# SPECIAL ASSISTANCE STATISTICS

JULY 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](http://gatwickairport.com/prm)

Number of flights with passengers needing special assistance met			<b>19,377</b>
Number of passengers needing special assistance met			<b>62,295</b>
Percentage of pre-notifications at least 48 hours before flight*			<b>74.86%</b>
Number of compliments received (per 1000 PRM passengers)	12 month average	<b>0.64</b>	July 2019 <b>0.79</b>
Number of complaints received (per 1000 PRM passengers)	12 month average	<b>1.07</b>	July 2019 <b>1.28</b>

\* 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

JULY 2019

departing  
April to September 2019

## PRE-BOOKED

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

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

# SPECIAL ASSISTANCE STATISTICS

JULY 2019

## arriving April to September 2019

### PRE-BOOKED

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

### NON PRE-BOOKED

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

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

# ON-TIME PERFORMANCE

JULY 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

July 2019

**49.7%**



## arrivals on-time performance

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

AIRPORT  
OVERALL

July 2019

**50.5%**

# ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT  
*Gatwick*

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 9 out of 18 in Q2 2019

How we have performed over time

