

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

## MAY 2019

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

## CONTENTS

Core Service Standards



Airline Service Standards



Special Assistance Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

MAY 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

<b>NORTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>4.01</b>	May 2019 <b>3.97</b>
<b>SOUTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>3.93</b>	May 2019 <b>3.94</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

<b>NORTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.12</b>	May 2019 <b>4.14</b>
<b>SOUTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.15</b>	May 2019 <b>4.16</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

MAY 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 <b>4.10</b>	Average score <b>4.19</b>	May 2019 <b>4.18</b>
SOUTH TERMINAL	Target <b>4.10</b>	Average score <b>4.27</b>	May 2019 <b>4.29</b>



## 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 <b>4.20</b>	Average score <b>4.39</b>	May 2019 <b>4.39</b>
SOUTH TERMINAL	Target <b>4.20</b>	Average score <b>4.50</b>	May 2019 <b>4.50</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

MAY 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 <b>95.00%</b>	Average score <b>96.78%</b>	May 2019 <b>96.13%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>97.01%</b>	May 2019 <b>95.85%</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>	May 2019 <b>99.92%</b>
SOUTH TERMINAL	Target <b>98.00%</b>	Average score <b>99.97%</b>	May 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

MAY 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	May 2019	0
	SOUTH TERMINAL	Target	0	Average score	0	May 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	99.93%	May 2019	100%
	SOUTH TERMINAL	Target	95.00%	Average score	97.22%	May 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

MAY 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 <b>95.00%</b>	Average score <b>99.75%</b>	May 2019 <b>99.67%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>99.79%</b>	May 2019 <b>99.95%</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.

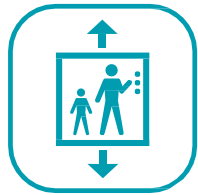
EXTERNAL CONTROL POSTS	Target <b>95.00%</b>	Average score <b>99.91%</b>	May 2019 <b>100%</b>
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

MAY 2019

YOUR LONDON AIRPORT  
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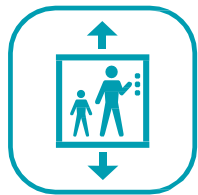


## passenger sensitive equipment priority availability

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	May 2019
NORTH TERMINAL	99.00%	99.70%	99.64%
SOUTH TERMINAL	99.00%	99.53%	99.66%



## 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	May 2019
NORTH TERMINAL	99.00%	99.68%	99.59%
SOUTH TERMINAL	99.00%	99.67%	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

MAY 2019

YOUR LONDON AIRPORT  
*Gatwick*



## 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

<b>NORTH TERMINAL</b>	Target <b>97.00%</b>	Average score <b>99.82%</b>	May 2019 <b>99.34%</b>
<b>SOUTH TERMINAL</b>	Target <b>97.00%</b>	Average score <b>99.92%</b>	May 2019 <b>99.89%</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

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.98%</b>	May 2019 <b>99.96%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.99%</b>	May 2019 <b>100%</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

MAY 2019

YOUR LONDON AIRPORT  
*Gatwick*



## 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

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.85%</b>	May 2019 <b>99.89%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.83%</b>	May 2019 <b>99.82%</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

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.86%</b>	May 2019 <b>99.97%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.86%</b>	May 2019 <b>99.95%</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

MAY 2019

YOUR LONDON AIRPORT  
*Gatwick*



## 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>96.40%</b>	May 2019 <b>96.98%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>98.29%</b>	May 2019 <b>98.13%</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>99.88%</b>	May 2019 <b>99.97%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.90%</b>	May 2019 <b>99.96%</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

MAY 2019

YOUR LONDON AIRPORT  
*Gatwick*



## 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%**

May 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  
**99.18%**

May 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

MAY 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>99.93%</b>	May 2019 <b>99.97%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.93%</b>	May 2019 <b>99.99%</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>	May 2019 <b>1</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

MAY 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 May 2019 <b>95.72%</b>
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	4,334	98.25%	TUI Airways MENZIES AVIATION	258	43.41%
British Airways GATWICK GROUND SERVICES	1,434	98.47%	Aer Lingus MENZIES AVIATION	178	89.89%
Norwegian RED HANDLING	763	98.82%	Aurigny AURIGNY HANDLING	173	99.42%
Vueling MENZIES AVIATION	400	95.25%	TAP Portugal MENZIES AVIATION	108	80.56%
Ryanair MENZIES AVIATION	302	98.68%	Turkish Airlines MENZIES AVIATION	77	81.82%

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

MAY 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	70	95.71%	Rossiya Airlines DNATA	31	100%
Ukraine International Airlines MENZIES AVIATION	61	93.44%	WestJet MENZIES AVIATION	24	95.83%
Iberia Express MENZIES AVIATION	61	90.16%	Air Arabia Maroc MENZIES AVIATION	24	95.83%
Air Europa MENZIES AVIATION	57	96.49%	Travel Service MENZIES AVIATION	19	94.74%
Wizz Air MENZIES AVIATION	32	96.88%	Belavia MENZIES AVIATION	15	86.67%
Air Malta MENZIES AVIATION	32	90.63%	All other airlines	92	86.96%

# AIRLINE SERVICE STANDARDS

MAY 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.



### 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	365	100%	WestJet MENZIES AVIATION	86	94.19%
Norwegian RED HANDLING	293	98.63%	Vueling MENZIES AVIATION	76	100%
Thomas Cook Airlines MENZIES AVIATION	281	91.10%	Emirates DNATA	63	100%
TUI Airways MENZIES AVIATION	156	89.10%	Qatar Airlines SWISSPORT	62	98.39%
Virgin Atlantic SWISSPORT	134	97.01%	Turkish Airlines MENZIES AVIATION	62	95.16%



# AIRLINE SERVICE STANDARDS

MAY 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
Wizz Air MENZIES AVIATION	56	100%	China Eastern DNATA	13	100%
Air Transat SWISSPORT	56	100%	RwandAir MENZIES AVIATION	13	92.31%
Level Airlines MENZIES AVIATION	45	100%	Air Europa MENZIES AVIATION	5	100%
Icelandair MENZIES AVIATION	27	96.30%	TAP Portugal MENZIES AVIATION	3	100%
Cathay Pacific DNATA	23	100%	Azerbaijan Airlines MENZIES AVIATION	1	100%
China Airlines DNATA	22	100%	All other airlines	4	100%

# AIRLINE SERVICE STANDARDS

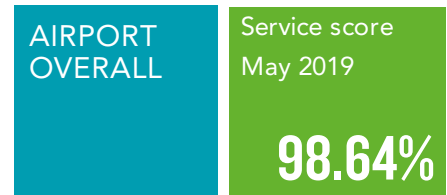
MAY 2019



## 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	898,010	100%	Ryanair	52,846	98.62%
British Airways	356,491	99.58%	Virgin Atlantic	42,495	100%
Norwegian	227,010	100%	Emirates	28,035	99.74%
TUI	150,923	98.62%	Aer Lingus	23,694	99.54%
Thomas Cook Airlines	92,231	90.57%	WestJet	22,741	100%
Vueling	75,914	96.46%	All other airlines	175,647	99.33%

# SPECIAL ASSISTANCE STATISTICS

MAY 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>18,453</b>
Number of passengers needing special assistance met		<b>71,417</b>
Percentage of pre-notifications at least 48 hours before flight*		<b>75.87%</b>
Number of compliments received (per 1000 PRM passengers)	12 month average	<b>0.61</b>
	May 2019	<b>0.76</b>
Number of complaints received (per 1000 PRM passengers)	12 month average	<b>1.09</b>
	May 2019	<b>0.80</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

MAY 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%	-	-	-	-
<b>20 mins</b>	90%	99.76%	99.56%	-	-	-	-
<b>30 mins</b>	100%	99.96%	99.77%	-	-	-	-

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

# SPECIAL ASSISTANCE STATISTICS

MAY 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%	-	-	-	-
<b>10 mins</b>	90%	97.29%	96.25%	-	-	-	-
<b>20 mins</b>	100%	99.86%	99.72%	-	-	-	-

### NON PRE-BOOKED

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

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

# ON-TIME PERFORMANCE

MAY 2019

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

AIRPORT  
OVERALL

May 2019

74.2%



## arrivals on-time performance

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

AIRPORT  
OVERALL

May 2019

73.7%

# ACI ASQ – HOW DO WE COMPARE?

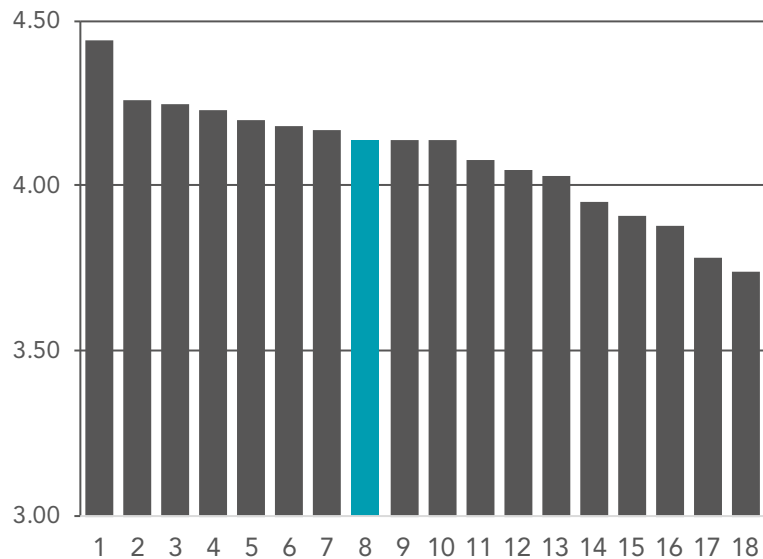
Q1 2019



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

