



 Departures

YOUR LONDON AIRPORT

*Gatwick*

MONTHLY  
PERFORMANCE  
REPORT

SEPTEMBER 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)

## CONTENTS

Core Service Standards



Airline Service Standards



Special Assistance Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

SEPTEMBER 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>3.98</b>	September 2019 <b>3.90</b>
<b>SOUTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>3.94</b>	September 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

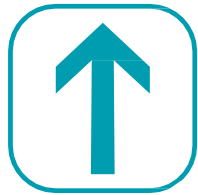
<b>NORTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.13</b>	September 2019 <b>4.12</b>
<b>SOUTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.16</b>	September 2019 <b>4.17</b>

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

SEPTEMBER 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 4.18	September 2019 4.16
SOUTH TERMINAL	Target 4.10	Average score 4.28	September 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	September 2019 4.37
SOUTH TERMINAL	Target 4.20	Average score 4.50	September 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

SEPTEMBER 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>96.81%</b>	September 2019 <b>98.04%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>96.80%</b>	September 2019 <b>97.08%</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>99.96%</b>	September 2019 <b>99.96%</b>
SOUTH TERMINAL	Target <b>98.00%</b>	Average score <b>99.95%</b>	September 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

SEPTEMBER 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.

<b>NORTH TERMINAL</b>	Target	0	Average score	0	September 2019	0
<b>SOUTH TERMINAL</b>	Target	0	Average score	0	September 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.

<b>NORTH TERMINAL</b>	Target	95.00%	Average score	100%	September 2019	100%
<b>SOUTH TERMINAL</b>	Target	95.00%	Average score	97.42%	September 2019	98.23%

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

SEPTEMBER 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>99.78%</b>	September 2019 <b>99.69%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>99.71%</b>	September 2019 <b>99.82%</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.

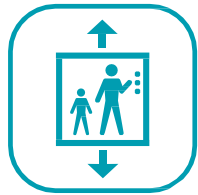
EXTERNAL CONTROL POSTS	Target <b>95.00%</b>	Average score <b>99.92%</b>	September 2019 <b>100%</b>
------------------------------	-------------------------	--------------------------------	-------------------------------

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

SEPTEMBER 2019

YOUR LONDON AIRPORT  
*Gatwick*

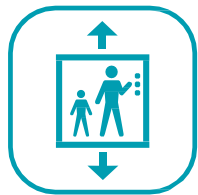


## passenger sensitive equipment priority availability

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	September 2019
NORTH TERMINAL	99.00%	99.70%	99.67%
SOUTH TERMINAL	99.00%	99.50%	99.48%



## 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	September 2019
NORTH TERMINAL	99.00%	99.64%	99.43%
SOUTH TERMINAL	99.00%	99.63%	99.39%

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

SEPTEMBER 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

NORTH TERMINAL	Target <b>97.00%</b>	Average score <b>99.17%</b>	September 2019 <b>95.24%</b>
SOUTH TERMINAL	Target <b>97.00%</b>	Average score <b>99.93%</b>	September 2019 <b>99.88%</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>99.96%</b>	September 2019 <b>99.81%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.99%</b>	September 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.

# CORE SERVICE STANDARDS

SEPTEMBER 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

NORTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.89%</b>	September 2019 <b>99.49%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.84%</b>	September 2019 <b>99.81%</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>	September 2019 <b>99.85%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.82%</b>	September 2019 <b>99.33%</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

SEPTEMBER 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*	Average score	September 2019
	<b>94.00%</b>	<b>96.64%</b>	<b>97.02%</b>
SOUTH TERMINAL	Target	Average score	September 2019
	<b>95.00%</b>	<b>98.26%</b>	<b>98.35%</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	Average score	September 2019
	<b>99.00%</b>	<b>99.91%</b>	<b>99.98%</b>
SOUTH TERMINAL	Target	Average score	September 2019
	<b>99.00%</b>	<b>99.94%</b>	<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

SEPTEMBER 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 <b>99.00%</b>	Average score <b>100%</b>	September 2019 <b>100%</b>
----------------	-------------------------	------------------------------	-------------------------------



## 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 <b>97.00%</b>	Average score <b>99.31%</b>	September 2019 <b>99.72%</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

SEPTEMBER 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.

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.90%</b>	September 2019 <b>99.71%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.83%</b>	September 2019 <b>99.63%</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

<b>AIRPORT OVERALL</b>	Target <b>0</b>	Average score <b>0.3</b>	September 2019 <b>0</b>
----------------------------	--------------------	-----------------------------	----------------------------

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

SEPTEMBER 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 September 2019
SMALL/ MEDIUM AIRCRAFT	<b>88.14%</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	4,086	91.26%	Ryanair MENZIES AVIATION	288	95.14%
British Airways GATWICK GROUND SERVICES	1,339	93.65%	Aurigny AURIGNY HANDLING	170	98.82%
Norwegian RED HANDLING	748	97.59%	Aer Lingus MENZIES AVIATION	154	90.91%
Vueling MENZIES AVIATION	373	88.47%	TAP Portugal MENZIES AVIATION	87	80.46%
TUI Airways MENZIES AVIATION	302	31.46%	Turkish Airlines MENZIES AVIATION	79	35.44%

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*

SEPTEMBER 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	76	92.11%	Rossiya Airlines DNATA	30	100%
Iberia Express MENZIES AVIATION	60	73.33%	WestJet MENZIES AVIATION	28	85.71%
Air Europa MENZIES AVIATION	58	63.79%	Enter Air MENZIES AVIATION	25	68.00%
Ukraine International Airlines MENZIES AVIATION	55	60.00%	Air Arabia Maroc MENZIES AVIATION	24	50.00%
Wizz Air MENZIES AVIATION	33	93.94%	Royal Air Maroc MENZIES AVIATION	23	26.09%
Air Malta MENZIES AVIATION	30	53.33%	All other airlines	112	64.29%

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

SEPTEMBER 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 September 2019
	<b>92.59%</b>
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	315	98.10%	Vueling MENZIES AVIATION	105	98.10%
Norwegian RED HANDLING	285	98.60%	Virgin Atlantic SWISSPORT	103	90.29%
Thomas Cook Airlines MENZIES AVIATION	238	83.19%	Qatar Airlines SWISSPORT	89	97.75%
TUI Airways MENZIES AVIATION	225	84.00%	Emirates DNATA	88	97.73%
easyJet DHL	186	94.09%	WestJet MENZIES AVIATION	88	82.95%

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

YOUR LONDON AIRPORT  
*Gatwick*

SEPTEMBER 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	83	97.59%	TAP Portugal MENZIES AVIATION	17	88.24%
Air Transat SWISSPORT	78	100%	RwandAir MENZIES AVIATION	14	78.57%
Turkish Airlines MENZIES AVIATION	62	88.71%	Hi Fly MENZIES AVIATION	13	69.23%
Cathay Pacific DNATA	30	100%	China Eastern DNATA	13	92.31%
Icelandair MENZIES AVIATION	21	100%	Titan Airways MENZIES AVIATION	12	83.33%
China Airlines DNATA	21	100%	All other airlines	19	63.16%

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

SEPTEMBER 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  
September 2019

**98.32%**

### AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	856,520	99.72%	Ryanair	48,563	98.69%
British Airways	335,023	98.68%	Emirates	42,461	98.98%
Norwegian	224,124	100%	Virgin Atlantic	30,160	100%
TUI	157,001	96.25%	WestJet	24,794	100%
Thomas Cook Airlines	78,414	88.61%	Air Transat	23,664	100%
Vueling	74,034	95.89%	All other airlines	188,130	99.14%

# SPECIAL ASSISTANCE STATISTICS

SEPTEMBER 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](https://gatwickairport.com/prm)

Number of flights with passengers needing special assistance met			<b>19,721</b>
Number of passengers needing special assistance met			<b>80,634</b>
Percentage of pre-notifications at least 48 hours before flight*			<b>75.18%</b>
Number of compliments received (per 1000 PRM passengers)	12 month average	<b>0.64</b>	September 2019 <b>0.78</b>
Number of complaints received (per 1000 PRM passengers)	12 month average	<b>1.08</b>	September 2019 <b>1.17</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

SEPTEMBER 2019

## departing April to September 2019

### PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
<b>10 mins</b>	<b>80%</b>	<b>99.55%</b>	<b>99.28%</b>	<b>99.29%</b>	<b>99.47%</b>	<b>97.97%</b>	<b>99.38%</b>
<b>20 mins</b>	<b>90%</b>	<b>99.76%</b>	<b>99.56%</b>	<b>99.56%</b>	<b>99.56%</b>	<b>98.51%</b>	<b>99.59%</b>
<b>30 mins</b>	<b>100%</b>	<b>99.96%</b>	<b>99.77%</b>	<b>99.67%</b>	<b>99.69%</b>	<b>98.91%</b>	<b>99.82%</b>

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

# SPECIAL ASSISTANCE STATISTICS

SEPTEMBER 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%	88.23%	87.68%
<b>10 mins</b>	90%	97.29%	96.25%	96.31%	96.32%	94.41%	94.89%
<b>20 mins</b>	100%	99.86%	99.72%	99.69%	99.27%	98.93%	99.24%

### NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
<b>25 mins</b>	80%	99.38%	99.05%	98.78%	98.88%	98.66%	98.95%
<b>35 mins</b>	90%	99.72%	99.56%	99.42%	99.43%	99.37%	99.59%
<b>45 mins</b>	100%	99.82%	99.75%	99.70%	99.77%	99.70%	99.76%

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

# ON-TIME PERFORMANCE

SEPTEMBER 2019

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

AIRPORT  
OVERALL

September 2019  
**58.1%**



## arrivals on-time performance

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

AIRPORT  
OVERALL

September 2019  
**57.4%**

# ACI ASQ – HOW DO WE COMPARE?

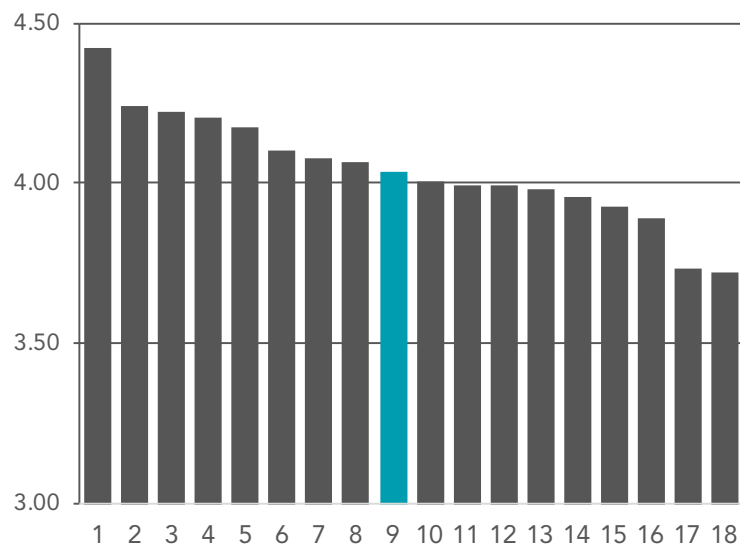
Q2 2019



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

