

Performance monitoring report 2017/18

Date of issue: 20 July 2018

Gatwick Airport Limited

1. Introduction

This report provides an update on performance at Gatwick in the financial year 2017/18, ending 31 March 2018.

Gatwick Airport is continuing to perform well for passengers and airlines and has delivered consistently good service performance in nearly all areas, achieving 100% of its monthly Core Service Standards¹.

All of the data in this report have been made available to airline users during 2017/18. In publishing this report, Gatwick Airport welcomes feedback from airlines users, passenger representatives and the CAA.

¹ As noted later in this report GAL achieved 100% of the targets, but choose to accept a rebate related to a baggage system failure in May 2017 in recognition of the adverse effect this had on our airline partners.

2. Traffic

Gatwick Airport served 45.7 million passengers in the financial year 2017/18. This was an increase of 3.6% over the previous year.

Table 1: Traffic data

	2016/17	2017/18	% change
Passenger traffic (m)	44.1	45.7	3.6%
Air Transport Movements - flights (k)	278.9	280.8	0.7%
Seats per ATM	185.6	187.4	1%
Load factor (%)	85.2%	86.8%	+1.6ppt
Passengers per ATM	158.1	162.7	2.9%

Additional information on our traffic trends is available in our monthly traffic updates².

² <http://www.gatwickairport.com/business-community/about-gatwick/our-performance/monthly-traffic-figures/>

3. Service Quality

This section provides an overview of service quality at Gatwick. It sets out a summary of our performance against the Core Service Standards to which we have committed and against other metrics important to our passengers, including baggage delivery and on time performance. Our published monthly reports contain a brief description of the service quality metrics³.

Core Service Standards

Under the Commitments framework, Gatwick has agreed targets across a range of services with our airline community. These Core Service Standards specify the standards we are committed to delivering through the operations and facilities we provide to users. Where we fail to achieve the target in a given month, we issue a rebate on the airport charge to the airlines operating in the affected terminal.

There are 21 Core Service Standards, 18 of which have individual measures for each terminal. The airport-wide measures are those relating to the inter-terminal shuttle system, external control post security queuing and the airfield congestion term. In total, Gatwick's performance is measured against 40 separate service targets for each month, giving 480 scores during the course of a year.

The sections below describe performance across these measures, grouped into four categories: Quality of Service Monitor (QSM) metrics, measuring passenger experience of the terminals; security search; passenger operational metrics; and airfield operational metrics. All 480 scores were passed, giving a pass rate of 100%. However, due to the operational impact of a baggage failure in May 2017, GAL decided to issue a rebate in recognition of the performance impact on our users. Overall, GAL's service quality performance was excellent in the year.

QSM metrics

The QSM (Quality of Service Monitor) survey generates a set of passenger experience metrics. These are interview-based perception scores and capture how our passengers perceive Gatwick on a 1 to 5 scale (where 5 is 'Excellent'; 4 is 'Good'; 3 is 'Average'; 2 'Poor' and 1 'Extremely Poor'), across four different categories: seating availability, cleanliness, wayfinding, and flight information. The scores are calculated as moving annual totals (MATs).

³ Gatwick's monthly service quality reports can be accessed here: <http://www.gatwickairport.com/business-community/about-gatwick/our-performance/>

Table 2: QSM scores

		Target	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Departure lounge seat availability	North	3.80	4.05	4.05	4.05	4.02	4.01	3.99	4.00	4.00	4.01	4.02	4.02	4.02
	South	3.80	3.89	3.90	3.90	3.91	3.93	3.93	3.94	3.94	3.96	3.96	3.97	3.96
Cleanliness	North	4.00	4.08	4.09	4.10	4.12	4.12	4.12	4.13	4.13	4.13	4.13	4.14	4.13
	South	4.00	4.15	4.15	4.16	4.16	4.15	4.14	4.14	4.14	4.14	4.14	4.14	4.15
Wayfinding	North	4.10	4.16	4.17	4.19	4.20	4.21	4.21	4.21	4.21	4.22	4.22	4.22	4.22
	South	4.10	4.26	4.26	4.26	4.26	4.26	4.26	4.26	4.26	4.26	4.26	4.26	4.26
Flight information	North	4.20	4.38	4.40	4.41	4.41	4.41	4.41	4.42	4.42	4.42	4.41	4.42	4.42
	South	4.20	4.48	4.49	4.48	4.48	4.49	4.49	4.50	4.50	4.50	4.50	4.50	4.49

During 2017/18, all the QSM targets have been passed.

Security Search

The security metrics measure security queueing performance in 15 minutes periods across the day. The main targets are:

- Queues should be less than 5 minutes in more than 95% of 15 minute periods in a month in central passenger search;
- Queues should be less than 15 minutes in more than 98% of 15 minute periods in a month in central passenger search;
- There should not be any queues longer than 30 minutes in central passenger search.

There are also targets for transfer passenger search, staff search and external control posts.

Table 3: Security search scores

		Target	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Central <5 min	North	95.00%	96.83%	97.26%	97.67%	96.69%	96.81%	98.04%	96.90%	98.42%	97.02%	98.87%	97.77%	98.39%
	South	95.00%	97.88%	98.15%	97.92%	96.41%	97.34%	98.38%	98.31%	99.17%		98.35%		98.79%
Central <15 min	North	98.00%	99.96%	99.92%	100.00%	100.00%	99.92%	100.00%	99.72%	99.92%	99.96%	100.00%	99.91%	99.96%
	South	98.00%	99.88%	100.00%	100.00%	100.00%	100.00%	100.00%	99.96%	100.00%	99.96%	100.00%	99.91%	100.00%
Central >30 min ²	North	0.00	-	-	-	-	-	-	-	-	-	-	-	-
	South	0.00	-	-	-	-	-	-	-	-	-	-	-	-
Transfer <10 min	North	95.00%	100.00%	100.00%	100.00%	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.89%	99.90%
	South	95.00%	99.69%	99.60%	99.60%	99.19%	99.90%	98.29%	98.79%	99.17%	99.50%	98.49%	98.81%	97.08%
Staff <5 min	North	95.00%	100.00%	99.97%	99.97%	99.82%	99.92%	100.00%	99.95%	99.97%	100.00%	99.97%	99.97%	99.57%
	South	95.00%	99.79%	99.77%	99.72%	99.75%	99.80%	99.55%	99.75%	99.90%	99.85%	99.90%	99.95%	99.60%
External <15min		95.00%	100.00%	100.00%	100.00%	100.00%	99.80%	99.90%	100.00%	99.90%	99.90%	100.00%	99.78%	99.90%

All security measures were passed in 2017/18.

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Passenger operational metrics

The passenger operational metrics are a range of measures targeting the availability of specific facilities at the airport. These measures range from availability of Passenger Sensitive Equipment (PSE) such as escalators and lifts, to that of the inter-terminal shuttle and the baggage system.

Table 4: Passenger operational scores

		Target	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
PSE ³ - Priority	North	99.00%	99.64%	99.73%	99.62%	99.79%	99.75%	99.64%	99.50%	99.18%	99.52%	99.73%	99.77%	99.62%
	South	99.00%	99.76%	99.75%	99.67%	99.58%	99.76%	99.59%	99.28%	99.68%	99.72%	99.76%	99.80%	99.62%
PSE ³ - General	North	99.00%	99.68%	99.72%	99.70%	99.51%	99.74%	99.61%	99.51%	99.42%	99.67%	99.75%	99.69%	99.66%
	South	99.00%	99.78%	99.83%	99.70%	99.57%	99.82%	99.71%	99.57%	99.72%	99.73%	99.83%	99.85%	99.51%
Shuttle (NT only)	1 car	99.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	2 cars	97.00%	97.66%	99.62%	99.57%	99.29%	99.05%	98.73%	99.37%	99.09%	99.90%	99.56%	99.69%	99.27%
Arrivals baggage reclaim availability	North	99.00%	99.82%	99.98%	99.87%	99.81%	99.84%	99.84%	99.92%	99.96%	99.86%	99.88%	99.89%	99.90%
	South	99.00%	99.78%	99.91%	99.78%	99.76%	99.82%	99.62%	99.78%	99.80%	99.81%	99.96%	99.89%	99.95%

All passenger operational measures were passed.

Airline operational metrics

The airline operational metrics, like the passenger operational metrics, measure the availability for use of specific assets.

Table 5: Airline operational scores

		Target	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Outbound baggage - Daily	North	97.00%	99.36%	99.64%	99.85%	99.04%	97.22%	99.88%	99.93%	99.94%	99.73%	99.94%	99.54%	99.44%
	South	97.00%	99.62%	99.48%	99.68%	99.59%	99.69%	99.61%	98.67%	99.25%	99.34%	99.89%	99.89%	99.45%
Outbound baggage - Monthly	North	99.00%	99.96%	99.97%	99.99%	99.95%	99.92%	99.97%	99.99%	99.99%	99.98%	99.99%	99.97%	99.98%
	South	99.00%	99.96%	99.96%	99.96%	99.93%	99.95%	99.98%	99.92%	99.96%	99.96%	99.99%	99.99%	99.98%
Stands	North	99.00%	100.00%	99.98%	99.86%	99.95%	99.94%	99.86%	99.89%	99.97%	99.69%	99.99%	99.84%	99.77%
	South	99.00%	99.96%	99.97%	99.88%	99.97%	99.99%	99.84%	99.89%	99.89%	99.57%	99.99%	99.81%	99.74%
Jetties	North	99.00%	99.76%	99.83%	99.95%	99.94%	99.82%	99.89%	99.86%	99.94%	99.55%	99.70%	99.94%	99.93%
	South	99.00%	99.77%	99.52%	99.97%	99.85%	99.50%	99.78%	99.82%	99.91%	99.77%	99.71%	99.87%	99.71%
Pier service	North	95.00%	96.49%	96.58%	96.69%	96.69%	96.82%	96.86%	96.91%	97.02%	97.09%	97.11%	97.06%	96.77%
	South	95.00%	97.46%	97.46%	97.47%	97.42%	97.42%	97.37%	97.35%	97.45%	97.53%	97.61%	97.82%	97.94%
FEGP	North	99.00%	99.98%	99.77%	99.99%	99.89%	99.93%	99.86%	99.69%	99.94%	99.98%	99.80%	99.86%	99.97%
	South	99.00%	99.88%	99.96%	99.99%	99.91%	99.71%	99.85%	99.75%	99.97%	99.97%	99.88%	99.92%	99.89%
Congestion term		<3	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

All the airline operational metrics targets were met in 2017/18, however in due to the operational impact of a baggage failure on one day in May 2017 GAL decided to issue a rebate in recognition of the performance impact on our users. This is highlighted in red for the outbound baggage daily metric for May (showing that GAL paid a rebate), even though the scores for that month were 99.64% and 99.48% in North and South Terminal respectively, some way above the target of 97.00%.

Airline Service Standards

Airline Service Standards are the performance metrics which we apply to our airline customers. These are targeted at areas we identified in our Commitments as being of key concern to our passengers, but which are not under our direct control.

The two metrics we identified in our Commitments which are important that airlines meet are inbound baggage delivery and check-in queuing. These two functions are both controlled by the airlines but delivered by each airline itself or by its nominated ground handling company. The metrics are designed to create an incentive for airlines to deliver a minimum level of service acceptable to passengers in these areas. If an airline fails to achieve the target in a given month, then a deduction is made from any Core Service Standard rebate that it would otherwise have been entitled to in that month. If no rebate is owed (because Gatwick met all relevant service standards in that month), then the airline concerned is not subject to any financial penalty.

Inbound Baggage Delivery and Check in queues

The first airline service standards measure is inbound baggage delivery. The standard is divided into separate metrics for small/medium sized aircraft (such as a Boeing 737 or Airbus A319) and large aircraft (such as Boeing 777, Airbus A380 or Boeing Dreamliners). The target is for the last bag off an aircraft to be delivered to the baggage carousel (for pick up by a passenger) within 35 minutes of the aircraft arriving on stand for small and medium sized aircraft and within 50 minutes for large aircraft. Gatwick Airport incentivises its airline users to achieve these targets for at least 95% of respective flights each month.

Table 5: Baggage delivery and check in queue performance

		Target	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
In-bound baggage	<55 mins	97%	99.10%	99.66%	99.48%	99.46%	99.47%	99.59%	99.85%	99.76%	99.56%	99.58%	99.88%	99.88%
	S/M* <35 mins	95%	94.46%	95.73%	93.51%	91.95%	92.27%	92.64%	96.32%	94.02%	92.79%	92.06%	95.11%	95.30%
	L** <50 mins	95%	95.85%	96.87%	95.52%	94.60%	94.71%	95.35%	97.45%	96.93%	96.86%	96.03%	96.90%	96.97%
Check -in Queue Performance	< 30 mins	95%	99.02%	98.22%	98.44%	97.12%	97.88%	98.17%	98.98%	99.38%	98.60%	99.57%	99.32%	98.77%

In addition to this, Gatwick operates an incentive scheme for inbound baggage for the ground handlers (shown in the top line of the table above). As in previous years, there has been a marked variation in performance between carriers and agents.

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Chart 1: Baggage delivery for small/medium sized aircraft

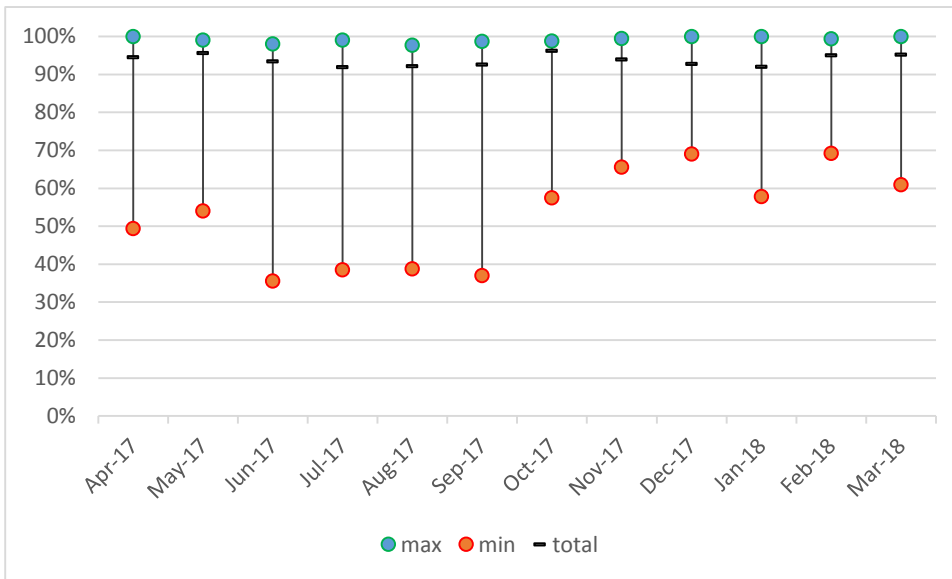
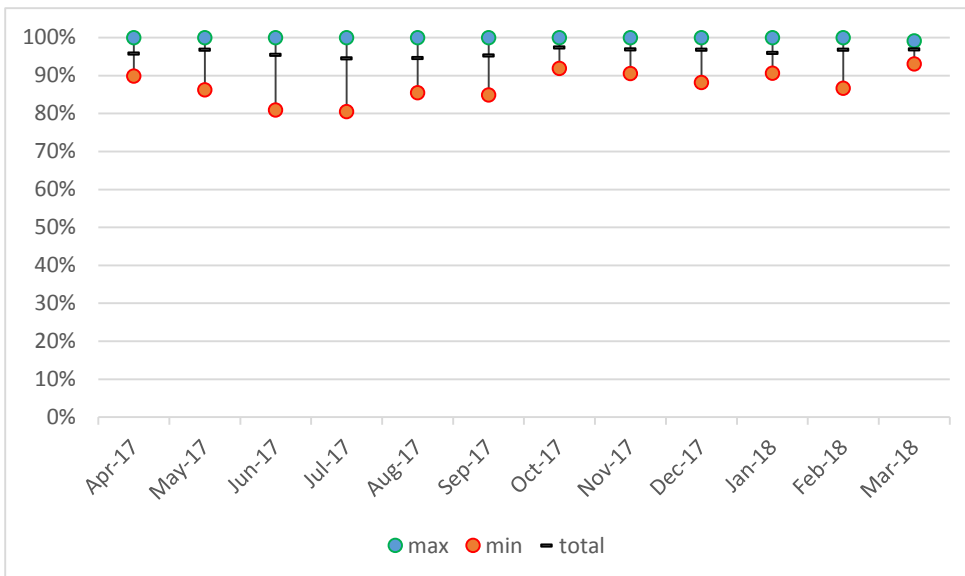


Chart 2: Baggage delivery for large aircraft



Other performance indicators

On time performance

On time performance is not part of the Core or Airline Service Standards. It is however important to passengers, airlines and airports.

On time performance is driven by a range of different factors, including:

- Weather (such as high wind, snow, thunderstorms)
- Air space congestion and disruption
- Airline schedules

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- Ground handling performance
- Ramp congestion

The chart below illustrates how the overall on time departure punctuality⁴ of all airlines operating at Gatwick varied month by month during 2017/18.

Chart 3: On time departure performance

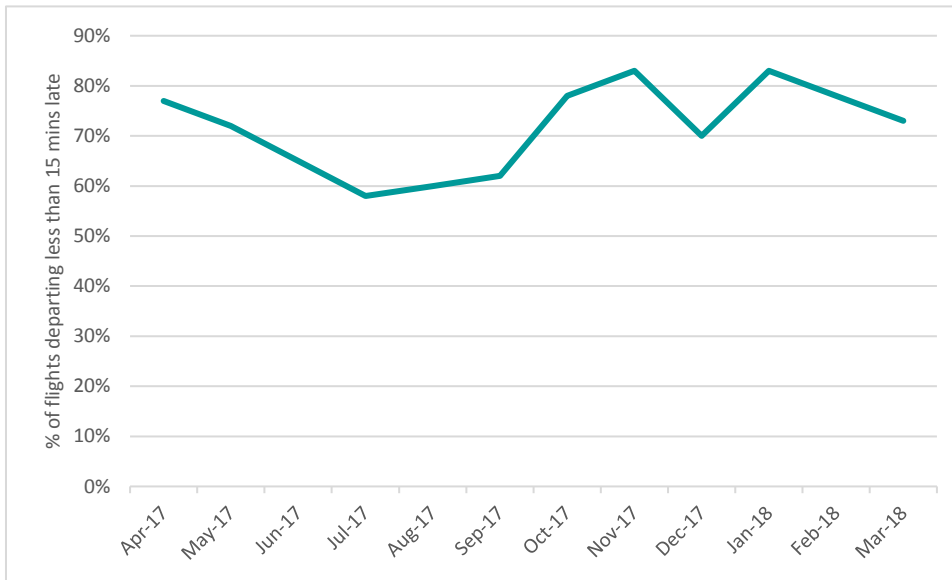
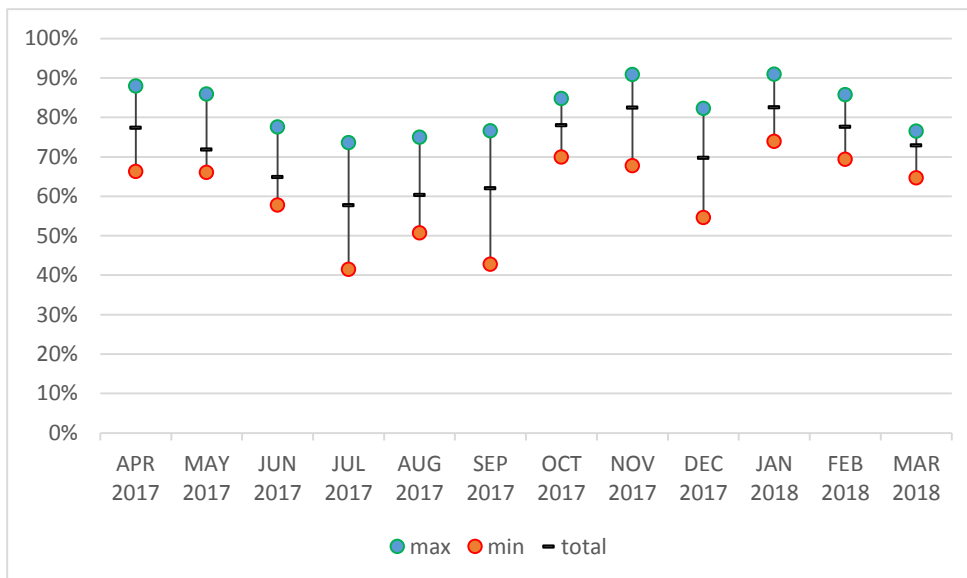


Chart 4: Variation in departure punctuality performance of top 10 airlines



⁴ On time departure measured as the percentage of flights departing (defined as the time the aircraft pushes back from its stand, its 'off block' time) within 15 minutes 59 seconds of its scheduled off block time

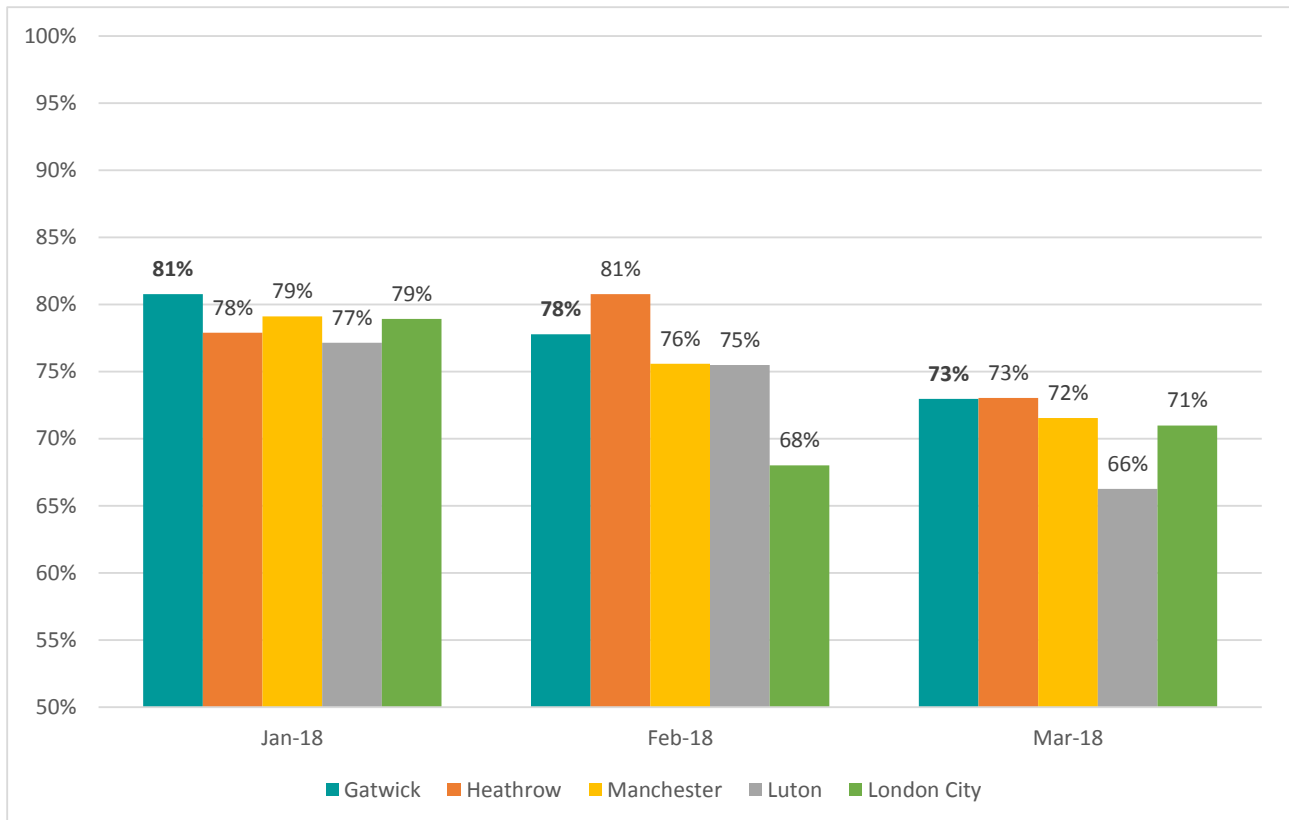
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As can be seen, there is significant variations between the best and worse airlines in terms of punctuality performance. The impact of European airspace disruption in the summer is also clearly visible in the overall performance.

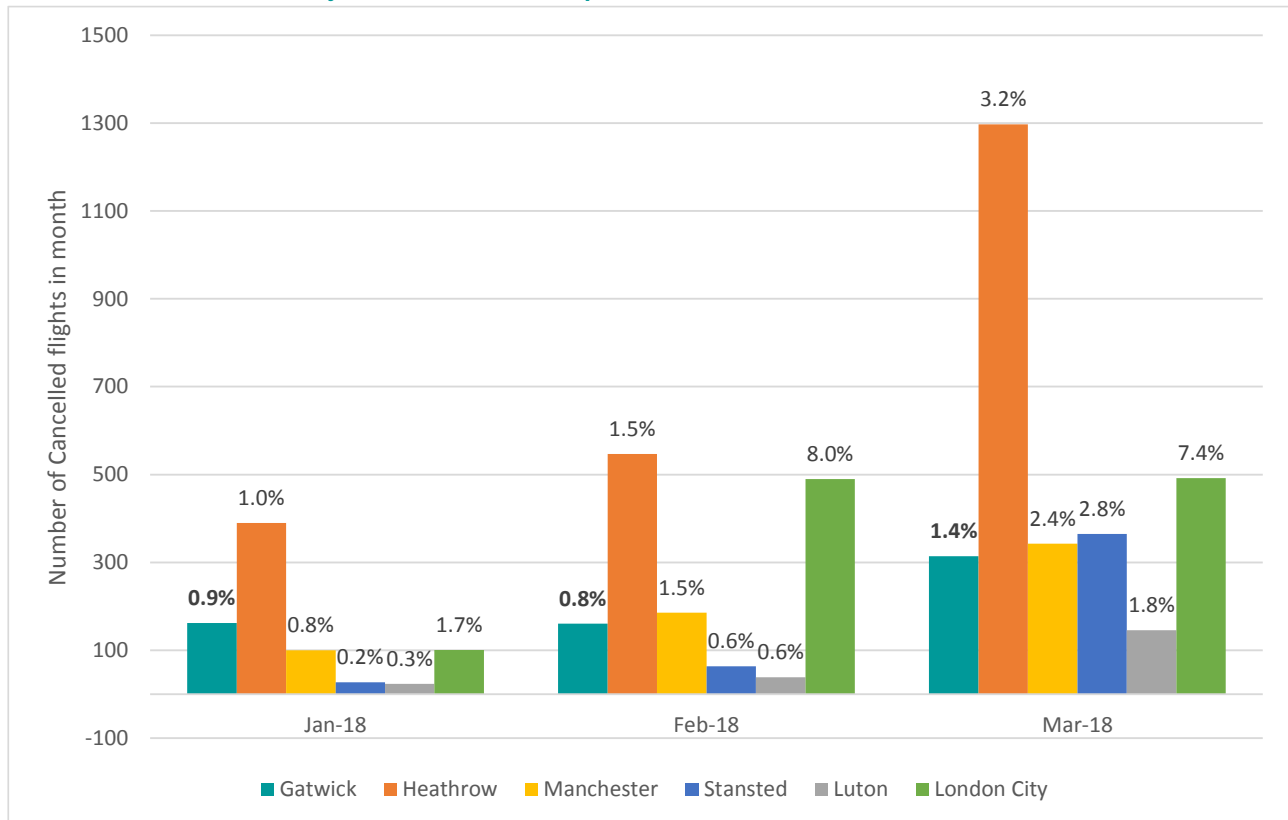
In January 2018, the CAA started reporting on time performance for UK airports using industry standard metrics (based on departure times defined from 'off block'), as well as including cancellations within the total of late flights.

Chart 5: Variation in punctuality at major UK and London Airports



As can be seen from Chart 5, Gatwick's punctuality performance since robust comparable data became available has been among the best in the London system. Chart 6 shows the number of cancelled flights, as well as the percentage of flights that were cancelled. In addition to the good punctuality performance, Gatwick has comparably low levels of cancellations, both in terms of percentage of flights cancelled and the total number of cancelled flights.

Chart 6: Cancellations at Major UK and London Airports



Punctuality has become a major problem over recent years due in particular to an increase European airspace congestion and disruption. This presents significant challenges for the airport community as the delayed aircraft spend more time on the ground than expected when they were scheduled. This places additional strain on the resourcing of the ground handling operation.

The challenge to on time performance created by the constraints within European airspace is so severe that it requires all parties at the airport working together to help mitigate the impact on passengers. Gatwick is working actively with the airline community to help improve the on time performance of the airlines on our campus. This includes work to help the airlines be ready for the start of the day, increased use of collaborative working, and other operational initiatives to help support the operation. While infrastructure takes time to plan and build in a busy operational environment (and is therefore not a short term solution), we are examining whether there is additional infrastructure which may help support airline operations and tackle these challenges.