

Performance monitoring report 2018/19

Date of issue: 31 July 2019

Gatwick Airport Limited

1. Introduction

This report provides an update on performance at Gatwick in the financial year 2018/19, ending 31 March 2019.

Gatwick Airport is continuing to perform very well for passengers and airlines and has delivered consistently good service performance in nearly all areas, achieving 100% of its monthly Core Service Standards for the second year in a row.

All of the data in this report have been made available to airline users during 2018/19. In publishing this report, Gatwick Airport welcomes feedback from airlines users, passenger representatives and the CAA.

2. Traffic

Gatwick Airport served 46.4 million passengers in the financial year 2018/19. This was an increase of 1.6% over the previous year. Driving this growth was an increase in long haul routes, increasing by 1.1 million passengers or 14.3%, while short haul and domestic traffic passenger numbers were 0.4 million below prior year, mainly as a result of the loss of Monarch Airlines in October 2017, and the slow utilisation of Monarch's previous slot allocation.

Table 1: Traffic data

	2017/18	2018/19	% change
Passenger traffic (m)	45.7	46.4	1.6%
Air Transport Movements - flights (k)	280.8	281.7	0.3%
Seats per ATM	187.4	191.0	1.9%
Load factor (%)	86.3%	86.8%	0.5ppt
Passengers per ATM	162.7	164.8	1.3%

Additional information on our traffic trends is available in our monthly traffic updates¹.

¹ <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 metrics².

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%. 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).

² Gatwick's monthly service quality reports can be accessed here: <https://www.gatwickairport.com/business-community/about-gatwick/performance-reports/monthly-performance-reports/>

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Table 2: QSM scores

		Target	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19
Departure lounge seat availability	North	3.80	4.02	4.01	4.02	4.02	4.02	4.04	4.03	4.02	4.01	4.01	4.00	3.99
	South	3.80	3.96	3.94	3.94	3.93	3.94	3.94	3.92	3.92	3.93	3.92	3.92	3.93
Cleanliness	North	4.00	4.13	4.12	4.12	4.11	4.11	4.12	4.12	4.12	4.12	4.13	4.12	4.13
	South	4.00	4.15	4.15	4.14	4.14	4.15	4.16	4.16	4.15	4.16	4.16	4.16	4.16
Wayfinding	North	4.10	4.21	4.20	4.20	4.20	4.20	4.20	4.20	4.20	4.19	4.19	4.18	4.18
	South	4.10	4.26	4.26	4.26	4.25	4.26	4.27	4.27	4.27	4.27	4.28	4.28	4.28
Flight information	North	4.20	4.42	4.41	4.41	4.40	4.40	4.40	4.40	4.39	4.39	4.39	4.38	4.39
	South	4.20	4.49	4.49	4.50	4.50	4.50	4.50	4.49	4.49	4.49	4.49	4.49	4.50

During 2018/19, all the QSM targets have been passed.

Security Search

The security metrics measure security queuing 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 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19
Central <5 min	North	95.00%	97.67%	97.38%	96.50%	95.69%	95.81%	97.21%	96.17%	97.67%	97.26%	98.19%	97.37%	97.30%
	South	95.00%	97.88%	97.10%	96.71%	96.09%	96.05%	97.04%	96.25%	97.88%	97.94%	98.43%	98.44%	97.10%
Central <15 min	North	98.00%	99.96%	99.96%	99.96%	99.96%	100.00%	99.96%	99.92%	100.00%	99.96%	99.96%	100.00%	100.00%
	South	98.00%	99.96%	100.00%	100.00%	99.96%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.96%	99.96%
Central >30 min	North	0.00	-	-	-	-	-	-	-	-	-	-	-	-
	South	0.00	-	-	-	-	-	-	-	-	-	-	-	-
Transfer <10 min	North	95.00%	99.09%	99.60%	99.27%	99.90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	South	95.00%	98.65%	97.98%	95.52%	96.47%	98.69%	98.23%	97.78%	96.15%	97.98%	96.37%	97.99%	96.37%
Staff <5 min	North	95.00%	99.56%	98.26%	98.92%	*99.74%	99.95%	99.90%	99.86%	99.75%	99.76%	99.81%	99.89%	99.95%
	South	95.00%	99.90%	99.92%	99.79%	*99.79%	99.80%	99.90%	100.00%	99.69%	99.70%	99.95%	99.67%	99.34%
External <15min		95.00%	100.00%	100.00%	100.00%	99.90%	100.00%	100.00%	100.00%	100.00%	99.90%	100.00%	99.55%	99.70%

All security measures were passed in 2018/19.

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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 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19
*On 2nd July there was a technical issue with the automated queue measurement system, as a result of which part of this day's data was unavailable. This only affected the staff security search areas. As agreed with representatives of the airlines, this day's data has been excluded from the above measures.														
PSE - Priority	North	99.00%	99.79%	99.62%	99.55%	99.69%	99.71%	99.66%	99.63%	99.83%	99.79%	99.83%	99.84%	99.49%
	South	99.00%	99.75%	99.29%	99.35%	99.52%	99.56%	99.66%	99.62%	99.51%	99.65%	99.47%	99.56%	99.30%
PSE - General	North	99.00%	99.72%	99.63%	99.49%	99.60%	99.67%	99.78%	99.68%	99.81%	99.82%	99.76%	99.77%	99.47%
	South	99.00%	99.70%	99.52%	99.61%	99.59%	99.70%	99.71%	99.76%	99.77%	99.73%	99.73%	99.73%	99.47%
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%	98.05%	98.87%	98.87%	98.05%	99.55%	99.76%	98.69%	99.87%	99.35%	98.95%	98.30%	99.66%
Arrivals baggage reclaim availability	North	99.00%	99.96%	99.91%	99.81%	99.93%	99.92%	99.95%	99.95%	99.85%	99.98%	99.92%	99.95%	99.98%
	South	99.00%	99.97%	99.87%	99.90%	99.92%	99.88%	99.96%	99.97%	99.80%	99.94%	99.93%	99.95%	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 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19
Outbound baggage -Daily	North	97.00%	99.96%	99.97%	99.98%	99.97%	99.93%	99.97%	99.99%	99.96%	99.94%	99.98%	99.10%	99.93%
	South	97.00%	99.92%	99.95%	99.96%	99.91%	99.78%	99.91%	99.94%	99.97%	99.94%	99.99%	99.98%	99.88%
Outbound baggage - Monthly	North	99.00%	99.97%	100.00%	100.00%	99.99%	99.99%	100.00%	100.00%	100.00%	99.99%	99.99%	99.87%	99.99%
	South	99.00%	99.99%	100.00%	99.99%	99.99%	99.99%	99.99%	99.99%	100.00%	99.99%	100.00%	100.00%	99.99%
Stands	North	99.00%	99.77%	99.85%	99.18%	99.92%	99.92%	99.87%	99.94%	99.96%	99.98%	99.85%	99.78%	99.97%
	South	99.00%	99.77%	99.90%	99.84%	99.90%	99.99%	99.83%	99.96%	99.99%	99.96%	99.88%	99.83%	99.99%
Jetties	North	99.00%	99.95%	99.93%	99.87%	99.73%	99.88%	99.87%	99.75%	99.68%	99.88%	99.90%	99.96%	99.97%
	South	99.00%	99.93%	99.95%	99.86%	99.85%	99.86%	99.86%	99.91%	99.87%	99.82%	99.89%	99.67%	99.96%
Pier service (MAT)	North	95.00%	96.51%	96.24%	96.22%	96.26%	96.26%	96.30%	96.32%	96.23%	96.30%	96.30%	96.30%	96.52%
	South	95.00%	98.04%	98.16%	98.21%	98.34%	98.36%	98.45%	98.46%	98.40%	98.36%	98.32%	98.22%	98.15%
FEGP	North	99.00%	99.96%	100.00%	99.88%	99.88%	99.87%	99.91%	99.83%	99.56%	99.96%	99.98%	99.96%	99.77%
	South	99.00%	99.98%	100.00%	99.92%	99.81%	99.88%	99.85%	99.81%	99.99%	99.90%	99.97%	99.77%	99.98%
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 2018/19.

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 specified in our Commitments 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 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	
In-bound baggage	<35 mins	95%	96.66%	96.59%	96.19%	93.60%	92.79%	93.71%	95.76%	96.87%	96.50%	95.67%	96.33%	96.20%
	<50 mins	95%	97.89%	97.78%	98.11%	97.27%	94.58%	97.34%	97.21%	96.92%	97.40%	95.93%	97.78%	97.10%
Check-in Queue Performance	< 30 mins	95%	99.38%	98.65%	97.50%	96.22%	98.36%	98.52%	98.79%	99.69%	98.61%	99.37%	99.30%	98.88%

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. The monthly performance of both baggage delivery and check by airline can be found in the monthly performance reports on our website³.

Other performance indicators

On time performance

³ <https://www.gatwickairport.com/business-community/about-gatwick/performance-reports/monthly-performance-reports/>

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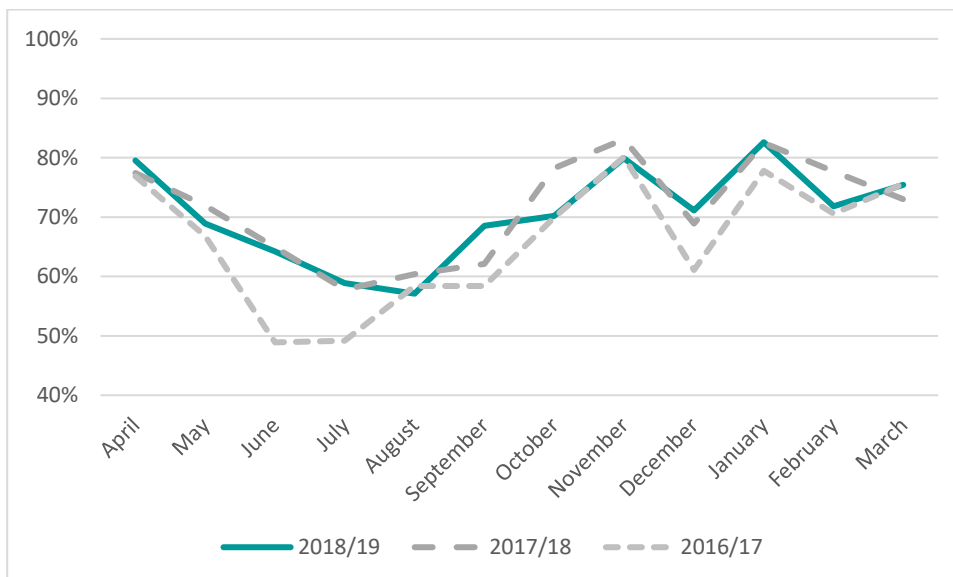
On time performance is not part of the Core or Airline Service Standards. It is however important to passengers, airlines and airports.

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
- 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 2018/19. It shows that performance was broadly in line with 2017/18, and an improvement on 2016/17 – particularly in the summer months.

Chart 1: On time departure performance

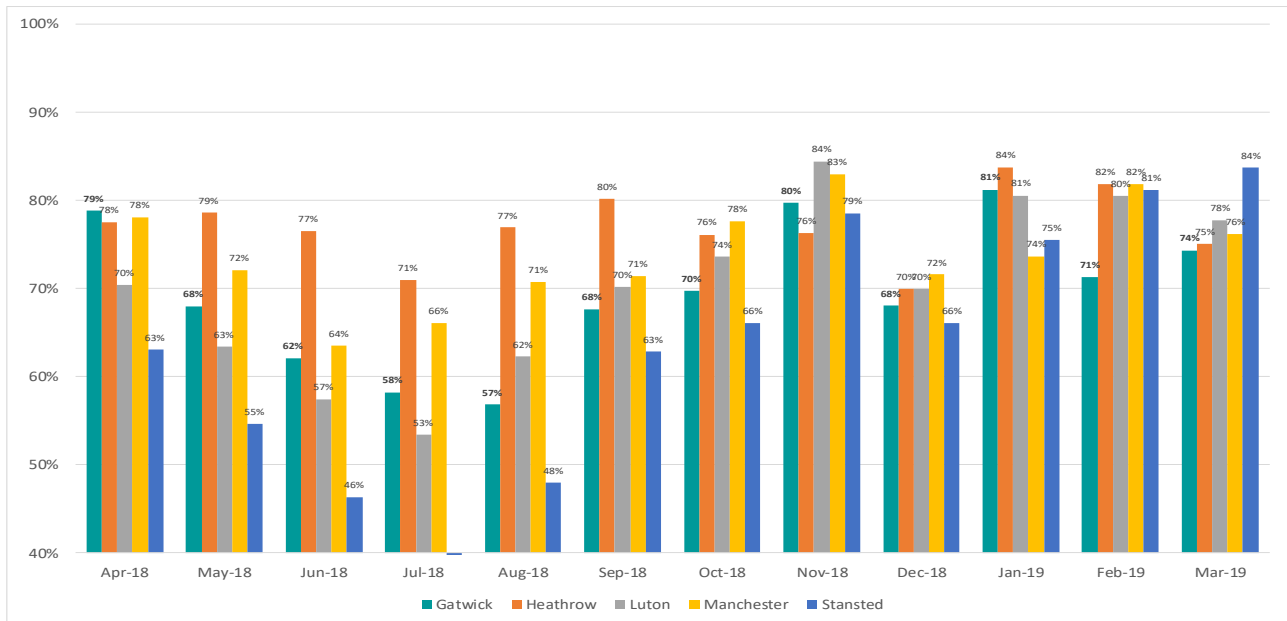


There is significant variations between the best and worse airlines in terms of punctuality performance. The impact of European airspace disruption in the summer is also clearly visible in the overall performance.

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.

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

Chart 2: Variation in punctuality at major UK and London Airports



As can be seen from Chart 2, Gatwick’s punctuality performance since robust comparable data became available has been broadly in line with the other major UK airports. In addition to the good punctuality performance, Gatwick has comparably low percentage of flights cancelled. The main exception to this was the extraordinary events due to drone disruption in December 2018.

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.