

# Performance monitoring report for second half of 2016/17

**Date of issue: 28 July 2017**

## **Gatwick Airport Limited**

### 1. Introduction

This report provides an update on performance at Gatwick in the second half of financial year 2016/17, from October 2016 to end of March 2017.

Gatwick Airport is continuing to perform well for passengers and airlines and has delivered consistently good service performance in nearly all areas, achieving 99.8% of its monthly Core Service Standards in the second half of 2016/17, up from 99% in the previous year.

All of the data in this report have been made available to airline users during the second half of 2016/17. In publishing this report, Gatwick Airport welcomes feedback from airlines users, passenger representatives and the CAA.

## 2. Traffic

Gatwick Airport served 44.1 million passengers in the financial year 2016/17. This was an increase of 7.7% over the previous year. The growth in passenger numbers was due to a combination of a higher number of Air Traffic Movements (ATMs), larger average aircraft size and higher load factors.

Table 1: Traffic data

	2016/17	2015/16	% change
<b>Passenger traffic (m)</b>	44.1	40.9	7.7%
<b>ATMs (k)</b>	278.9	266.0	4.9%
<b>Seats per ATM</b>	185.6	181.4	2.3%
<b>Load factor (%)</b>	85.2%	84.8%	+0.4ppt
<b>Passengers per ATM</b>	158.1	153.9	2.2%

Additional information on our traffic trends is available in our monthly traffic updates<sup>1</sup>.

<sup>1</sup> <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 provides an overview 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 metrics<sup>2</sup>.

### 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 exceptions to this are the measures 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 240 scores for a 6 month period.

The sections below describe performance across these measures, grouped into four categories: Quality of Service Metrics (QSM); security search; passenger operational metrics; and airfield operational metrics. Out of 240 total scores, 239 were passed, giving a pass rate of 99.6%. This is a very good performance.

#### 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).

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<sup>2</sup> 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	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17
Departure lounge seating availability	North	3.80	4.09	4.08	4.05	4.05	4.04	4.06
	South	3.80	3.92	3.92	3.90	3.90	3.89	3.89
Cleanliness	North	4.00	4.05	4.06	4.06	4.06	4.06	4.07
	South	4.00	4.14	4.14	4.14	4.14	4.14	4.14
Wayfinding	North	4.10	4.13	4.13	4.13	4.13	4.14	4.15
	South	4.10	4.26	4.26	4.26	4.26	4.25	4.25
Flight information	North	4.20	4.36	4.37	4.36	4.37	4.37	4.38
	South	4.20	4.46	4.47	4.47	4.47	4.47	4.48

Over the period of the second half of 2016/17, 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	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17
Central <5 minutes	North	95.00%	98.51%	97.88%	97.10%	99.44%	98.79%	98.43%
	South	95.00%	96.37%	96.13%	96.17%	98.43%	98.88%	98.75%
Central <15 minutes	North	98.00%	100.00%	99.96%	99.88%	100.00%	100.00%	99.88%
	South	98.00%	99.96%	99.96%	99.88%	99.92%	99.96%	100.00%
Central >30 minutes	North	0	-	-	-	-	-	-
	South	0	-	-	-	-	-	-
Transfer <10 minutes	North	95.00%	98.19%	99.58%	99.69%	99.01%	100.00%	100.00%
	South	95.00%	98.39%	97.40%	98.99%	97.70%	99.07%	98.64%
Staff <5 minutes	North	95.00%	100.00%	100.00%	99.87%	100.00%	99.94%	99.94%
	South	95.00%	99.80%	100.00%	98.79%	100.00%	100.00%	100.00%
External <15 minutes	All	95.00%	100.00%	100.00%	100.00%	100.00%	99.77%	100.00%

All security measures were passed in the second half of 2016/17. Following on from some teething problems in North Terminal in the first half of the year, associated with the introduction of new Generation 2 passenger security screening equipment and processes, performance against the 95%/5 minute target in the winter months was consistently above target, achieving 97-99%.

### 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.

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Table 4: Passenger operational scores

		Target	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17
PSE priority	North	99.00%	98.46%	99.36%	99.61%	99.34%	99.79%	99.77%
	South	99.00%	99.51%	99.70%	99.59%	99.55%	99.63%	99.61%
PSE general	North	99.00%	99.43%	99.63%	99.47%	99.60%	99.56%	99.81%
	South	99.00%	99.67%	99.64%	99.48%	99.68%	99.78%	99.71%
Shuttle - monthly	One	99.00%	99.89%	100.00%	100.00%	100.00%	100.00%	100.00%
	Both	97.00%	99.53%	99.90%	99.47%	99.01%	99.78%	99.78%
Outbound baggage Daily	North	97.00%	99.24%	99.87%	99.31%	99.31%	99.86%	99.86%
	South	97.00%	99.92%	99.63%	98.50%	98.50%	99.60%	99.27%
Outbound baggage Monthly	North	99.00%	99.77%	99.96%	99.95%	99.95%	99.99%	99.98%
	South	99.00%	99.99%	99.93%	99.65%	99.65%	99.95%	99.96%
Arrivals baggage reclaim availability	North	99.00%	99.86%	99.88%	100.00%	100.00%	100.00%	100.00%
	South	99.00%	99.94%	99.96%	99.53%	100.00%	100.00%	100.00%

Overall we achieved a very good performance across these measures, with only one single failure in October 2016 caused by the failure of a non-passenger facing lift in Jubilee house.

### Airfield operational metrics

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

Table 5: Airfield operational scores

		Target	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17
Stands	North	99.00%	99.94%	99.86%	99.94%	99.80%	100.00%	99.99%
	South	99.00%	99.92%	99.91%	99.92%	99.75%	99.99%	99.99%
Jetties	North	99.00%	99.87%	99.63%	99.88%	99.85%	99.88%	99.92%
	South	99.00%	99.83%	99.90%	99.86%	99.84%	99.76%	99.62%
Pier Service	North	95.00%	96.53%	96.53%	96.34%	96.28%	96.32%	96.34%
	South	95.00%	97.82%	97.82%	97.68%	97.62%	97.44%	97.43%
FEGP	North	99.00%	99.21%	99.66%	99.96%	99.91%	99.94%	99.97%
	South	99.00%	99.97%	100.00%	99.92%	99.13%	99.69%	99.87%
Congestion term	All	0	-	-	-	-	-	-

All the airline operational metrics targets were met in the second half of 2016/17.

## 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 the airline's 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

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deduction is made from any Core Service Standard rebate they 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.

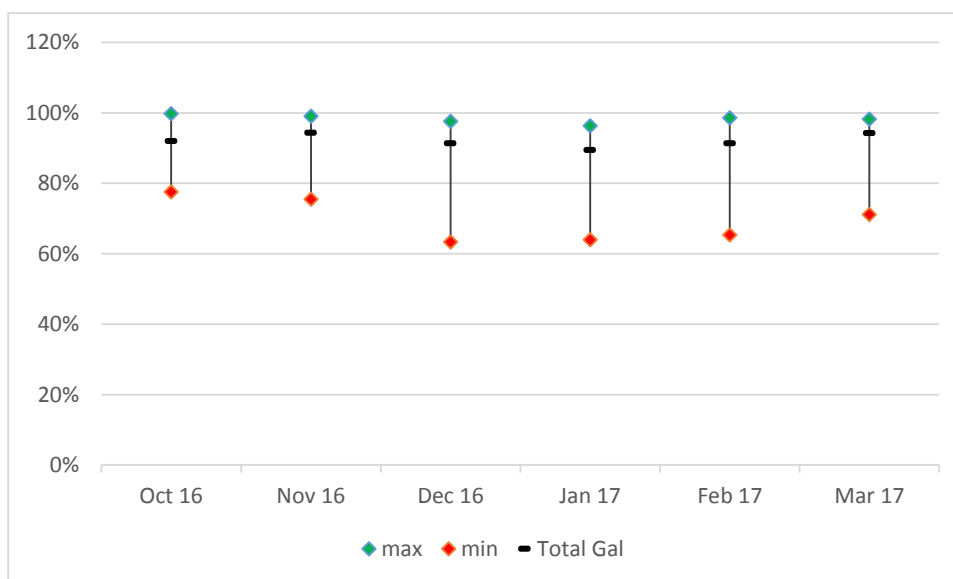
### Inbound Baggage Delivery

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 pickup 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 performance**

		Target	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17
Inbound baggage	<55 min	97.00%	99.40%	99.30%	98.15%	99.20%	98.49%	99.10%
	S/M <35 min	95.00%	90.62%	94.68%	91.75%	89.61%	91.64%	93.69%
	L <50 min	95.00%	95.04%	92.15%	88.85%	88.34%	89.63%	93.81%

**Chart 1 Variation in baggage delivery performance of top 5 airlines**





In addition to this, Gatwick operates an incentive scheme for inbound baggage for the ground handlers (top line in table above). As in previous years there is a variation in performance between carriers and agents, and over the summer the financial difficulties of Aviator has negatively impacted on the baggage delivery performance of its customer airlines.

### Check in Queuing

In our Commitments, we indicated that this metric would be introduced once a robust measurement system had been identified. This metric was not yet operational during 2016/17. A suitable measurement system was trialled in this period and has now been deployed in check-in zones across the airport. The metric has been switched on within Airline Service Standards from April 2017 and will be included in the next performance report, for the first half of 2017/18.

The new queue measurement system also enables us to offer services to both airlines and passengers. Real time information to airlines should enable better real time service delivery and improved resource scheduling. We may also be able to provide passengers with expected queue time information to help them better manage their travel as well as airline choice.

## Other performance indicator

### On time performance

On time performance is not part of the core or airline service standards, however it is important to passengers, airlines and airports.

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

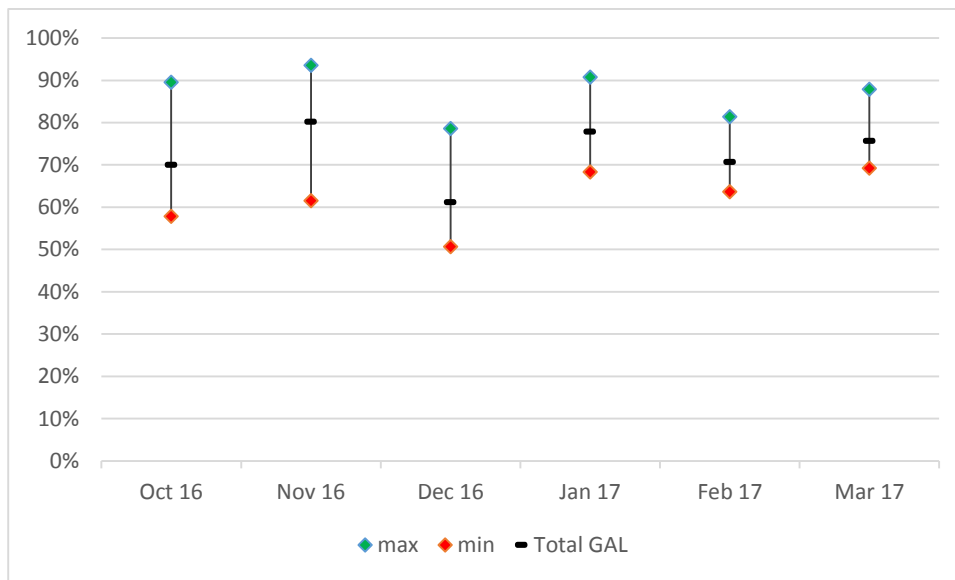
- Weather (such as high wind, snow, thunderstorms)
- Air space congestion and disruption
- Airline schedules
- Ground handling performance
- Ramp congestion

The table below illustrates how airline punctuality varied month by month during the second half of 2016/17. The percentage of departures on time over this period averaged 72.51% each month. Although still below Gatwick's target of 77%, punctuality improved in the first quarter of 2017, rising to 74.65%, which is 1.2 percentage points above the monthly average for the first quarter of 2016. It is important to note that at an airport of the size and complexity of Gatwick airline-specific factors, such as ground handling performance, can have wider effects. For example, if an airline struggles to offload baggage from an aircraft on time, then this might have an impact not only on the directly affected aircraft, but also on the next aircraft due to use the affected stand.

**Table 6: On time performance**

	Target	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17
<b>On-time departures</b>	<b>Total Gatwick</b>	<b>77%</b>	<b>69.90%</b>	<b>80.10%</b>	<b>61.10%</b>	<b>77.80%</b>	<b>75.57%</b>

**Chart 2: Variation in departure punctuality performance of top 5 airlines**



Punctuality has become a major problem over the past three 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.