



 **Departures**

YOUR LONDON AIRPORT
Gatwick

**MONTHLY
PERFORMANCE
REPORT**
FEBRUARY 2020

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

If you have any comments or feedback to help us improve please send them to 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

FEBRUARY 2020

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

NORTH TERMINAL	Target	Average score	February 2020
	3.80	3.94	3.94
SOUTH TERMINAL	Target	Average score	February 2020
	3.80	3.98	4.01



airport cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

NORTH TERMINAL	Target	Average score	February 2020
	4.00	4.13	4.12
SOUTH TERMINAL	Target	Average score	February 2020
	4.00	4.17	4.18

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

FEBRUARY 2020

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

February 2020

4.19

SOUTH
TERMINAL

Target

4.10

Average score

4.30

February 2020

4.31



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

4.38

February 2020

4.39

SOUTH
TERMINAL

Target

4.20

Average score

4.51

February 2020

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

FEBRUARY 2020

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
95.00%

Average score
97.18%

February 2020
98.62%

SOUTH
TERMINAL

Target
95.00%

Average score
96.97%

February 2020
98.49%



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
98.00%

Average score
99.97%

February 2020
100%

SOUTH
TERMINAL

Target
98.00%

Average score
99.94%

February 2020
99.91%

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

FEBRUARY 2020

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

February 2020

0

SOUTH
TERMINAL

Target

0

Average score

0

February 2020

0



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

100%

February 2020

100%

SOUTH
TERMINAL

Target

95.00%

Average score

97.68%

February 2020

98.38%

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

FEBRUARY 2020

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
95.00%

Average score
99.78%

February 2020
100%

SOUTH
TERMINAL

Target
95.00%

Average score
99.72%

February 2020
99.78%



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
95.00%

Average score
99.97%

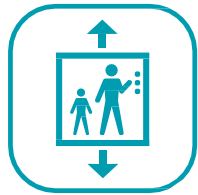
February 2020
100%

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

FEBRUARY 2020

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.

NORTH
TERMINAL

Target

99.00%

Average score

99.67%

February 2020

99.69%

SOUTH
TERMINAL

Target

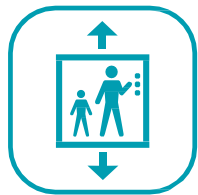
99.00%

Average score

99.57%

February 2020

99.64%



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.

NORTH
TERMINAL

Target

99.00%

Average score

99.60%

February 2020

99.77%

SOUTH
TERMINAL

Target

99.00%

Average score

99.59%

February 2020

99.71%

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

FEBRUARY 2020

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
97.00%

Average score
99.22%

February 2020
99.92%

SOUTH
TERMINAL

Target
97.00%

Average score
99.92%

February 2020
99.96%



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
99.00%

Average score
99.96%

February 2020
100%

SOUTH
TERMINAL

Target
99.00%

Average score
99.99%

February 2020
100%

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

FEBRUARY 2020

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
99.00%

Average score
99.86%

February 2020
99.66%

SOUTH
TERMINAL

Target
99.00%

Average score
99.79%

February 2020
99.54%



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
99.00%

Average score
99.89%

February 2020
99.89%

SOUTH
TERMINAL

Target
99.00%

Average score
99.79%

February 2020
99.50%

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

FEBRUARY 2020

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
95.00%

Average score
96.95%

February 2020
97.06%

SOUTH
TERMINAL

Target
95.00%

Average score
98.39%

February 2020
98.82%



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
99.00%

Average score
99.94%

February 2020
99.80%

SOUTH
TERMINAL

Target
99.00%

Average score
99.97%

February 2020
99.98%

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

FEBRUARY 2020

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%

February 2020
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
99.38%

February 2020
98.66%

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

FEBRUARY 2020

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
99.00%

Average score
99.80%

February 2020
99.38%

SOUTH
TERMINAL

Target
99.00%

Average score
99.75%

February 2020
99.73%



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
0

Average score
0.5

February 2020
0

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

FEBRUARY 2020

YOUR LONDON AIRPORT
Gatwick



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 February 2020
SMALL/ MEDIUM AIRCRAFT	94.76%

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	2,783	95.90%	Aer Lingus MENZIES AVIATION	174	98.85%
British Airways GATWICK GROUND SERVICES	1,143	95.54%	Aurigny AURIGNY HANDLING	150	100%
Norwegian RED HANDLING	637	97.96%	TUI Airways MENZIES AVIATION	96	53.13%
Vueling MENZIES AVIATION	310	98.39%	Turkish Airlines MENZIES AVIATION	79	74.68%
Ryanair MENZIES AVIATION	290	97.93%	TAP Portugal RED HANDLING	74	100%

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

FEBRUARY 2020

YOUR LONDON AIRPORT
Gatwick



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
Air Europa MENZIES AVIATION	55	96.36%
Iberia Express MENZIES AVIATION	54	94.44%
airBaltic MENZIES AVIATION	51	100%
Titan Airways MENZIES AVIATION	38	47.37%
Ukraine International Airlines MENZIES AVIATION	29	100%
Rossiya Airlines DNATA	29	100%

Airline & Handling Agent	Number of flights	Flights within target time
Air Malta MENZIES AVIATION	29	100%
Jazeera MENZIES AVIATION	28	75.00%
Royal Air Maroc MENZIES AVIATION	24	41.67%
Air Arabia Maroc MENZIES AVIATION	23	82.61%
Wizz Air MENZIES AVIATION	18	100%
All other airlines	85	77.65%

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

FEBRUARY 2020

YOUR LONDON AIRPORT
Gatwick



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

LARGE
AIRCRAFT

Flights within
target time in
February 2020

96.87%

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	97.78%	Emirates DNATA	87	97.70%
Norwegian RED HANDLING	187	99.47%	Qatar Airlines SWISSPORT	75	100%
TUI Airways MENZIES AVIATION	141	91.49%	Wizz Air MENZIES AVIATION	53	100%
easyJet DHL	129	99.22%	Vueling MENZIES AVIATION	50	100%
Virgin Atlantic SWISSPORT	123	95.12%	WestJet MENZIES AVIATION	46	91.30%

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

FEBRUARY 2020

YOUR LONDON AIRPORT
Gatwick



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
Air Transat SWISSPORT	29	100%
Icelandair MENZIES AVIATION	26	100%
TAP Portugal RED HANDLING	21	100%
China Airlines DNATA	17	94.12%
RwandAir MENZIES AVIATION	13	84.62%
Cathay Pacific DNATA	9	88.89%

Airline & Handling Agent	Number of flights	Flights within target time
Air China MENZIES AVIATION	6	33.33%
Finnair MENZIES AVIATION	4	100%
China Eastern DNATA	3	100%
Aer Lingus MENZIES AVIATION	2	100%
Titan Airways MENZIES AVIATION	1	0.00%
All other airlines	3	100%

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

FEBRUARY 2020

YOUR LONDON AIRPORT
Gatwick



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
February 2020

98.19%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score
easyJet	609,658	99.95%
British Airways	284,630	95.71%
Norwegian	158,921	100%
TUI	73,455	97.29%
Vueling	54,952	92.06%
Ryanair	50,046	99.18%

Airline/Operator	Departing Passengers	Service Score
Emirates	38,306	96.43%
Virgin Atlantic	37,794	99.71%
Aer Lingus	22,575	99.94%
Qatar Airways	15,332	99.91%
WestJet	13,130	99.83%
All other airlines	133,691	98.56%

Measures defined and targets set in agreement with the airlines. Check-in queue performance is measured for the time in which an airline's individual check-in is open or the agreed defined time of an airline's check-in operation.

SPECIAL ASSISTANCE STATISTICS

FEBRUARY 2020

YOUR LONDON AIRPORT
Gatwick



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

Number of flights with passengers needing special assistance met			11,360
Number of passengers needing special assistance met			42,831
Percentage of pre-notifications at least 48 hours before flight*			73.74%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.71	February 2020 0.79
Number of complaints received (per 1000 PRM passengers)	12 month average	1.06	February 2020 0.65

* 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

YOUR LONDON AIRPORT
Gatwick

FEBRUARY 2020

departing
April to September 2019

PRE-BOOKED

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

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

SPECIAL ASSISTANCE STATISTICS

YOUR LONDON AIRPORT
Gatwick

FEBRUARY 2020

arriving
April to September 2019

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	93.32%	90.00%	89.71%	90.71%	88.23%	87.68%
10 mins	90%	97.29%	96.25%	96.31%	96.32%	94.41%	94.89%
20 mins	100%	99.86%	99.72%	99.69%	99.27%	98.93%	99.24%

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	99.38%	99.05%	98.78%	98.88%	98.66%	98.95%
35 mins	90%	99.72%	99.56%	99.42%	99.43%	99.37%	99.59%
45 mins	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.

SPECIAL ASSISTANCE STATISTICS

YOUR LONDON AIRPORT
Gatwick

FEBRUARY 2020

departing
October 2019 to March 2020

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	99.69%	99.80%	99.83%	99.40%	99.90%	-
20 mins	90%	99.85%	99.85%	99.87%	99.68%	99.98%	-
30 mins	100%	99.93%	99.91%	99.93%	99.77%	99.98%	-

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

SPECIAL ASSISTANCE STATISTICS

YOUR LONDON AIRPORT
Gatwick

FEBRUARY 2020

arriving
October 2019 to March 2020

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	91.77%	93.61%	89.93%	92.17%	90.42%	-
10 mins	90%	96.98%	97.13%	94.62%	96.15%	95.50%	-
20 mins	100%	99.30%	99.59%	98.96%	99.48%	99.04%	-

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	98.57%	98.17%	98.17%	99.07%	98.64%	-
35 mins	90%	99.31%	99.09%	99.30%	99.51%	99.24%	-
45 mins	100%	99.79%	99.40%	99.78%	99.95%	99.53%	-

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

ON-TIME PERFORMANCE

FEBRUARY 2020

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

AIRPORT
OVERALL

February 2020
70.9%



arrivals on-time performance

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

AIRPORT
OVERALL

February 2020
68.1%

ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT
Gatwick

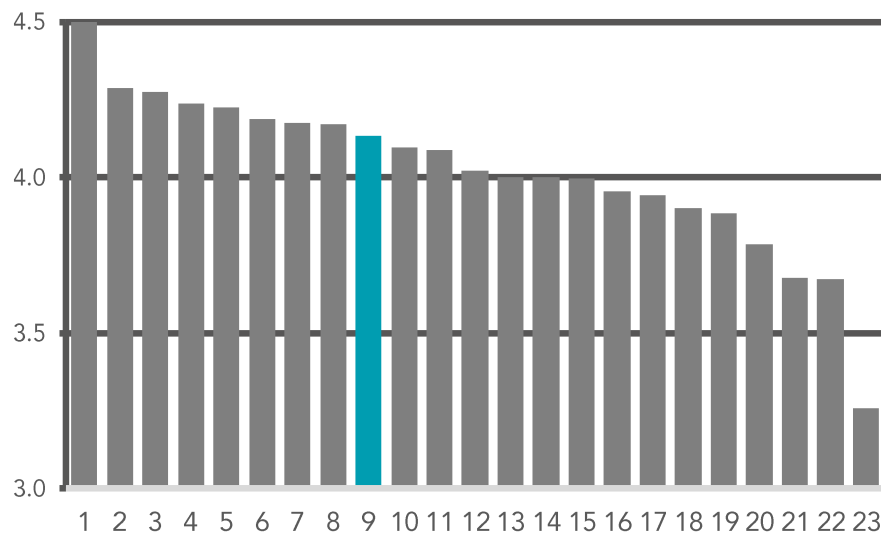
Q4 2019



Airports Council International produce a measure of overall satisfaction with the airport. It shows how we compare against a panel of 23 European competitor airports, as well as how our score (out of 5) has changed over time.



Gatwick ranked 9 out of 23 in Q4 2019



How we have performed over time

