



 **Departures**

YOUR LONDON AIRPORT
Gatwick

**MONTHLY
PERFORMANCE
REPORT**
OCTOBER 2019

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

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DOCUMENT HISTORY

OCTOBER 2019

YOUR LONDON AIRPORT
Gatwick

Month of report	Published	Republished	Page reference	Metric	Reason for change
October 2019	November 2019	January 2020	12	North Terminal Pier Service	A newly-opened stand was wrongly classified as remote in the database, thereby causing the system to under-report the North Terminal Pier Service performance. This has now been corrected, and the score for October 2019 has consequently been revised from 96.97% to 97.03%

CORE SERVICE STANDARDS

OCTOBER 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

NORTH TERMINAL	Target	Average score	October 2019
	3.80	3.97	3.91
SOUTH TERMINAL	Target	Average score	October 2019
	3.80	3.95	4.00



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	October 2019
	4.00	4.13	4.12
SOUTH TERMINAL	Target	Average score	October 2019
	4.00	4.16	4.17

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

OCTOBER 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	Average score	October 2019
	4.10	4.18	4.16
SOUTH TERMINAL	Target	Average score	October 2019
	4.10	4.29	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	Average score	October 2019
	4.20	4.38	4.37
SOUTH TERMINAL	Target	Average score	October 2019
	4.20	4.50	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

OCTOBER 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 95.00%	Average score 96.94%	October 2019 97.66%
SOUTH TERMINAL	Target 95.00%	Average score 96.89%	October 2019 97.34%



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%	October 2019 100%
SOUTH TERMINAL	Target 98.00%	Average score 99.95%	October 2019 99.96%

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

OCTOBER 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.

NORTH TERMINAL	Target	Average score	October 2019
	0	0	0
SOUTH TERMINAL	Target	Average score	October 2019
	0	0	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	Average score	October 2019
	95.00%	100%	100%
SOUTH TERMINAL	Target	Average score	October 2019
	95.00%	97.35%	96.98%

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

OCTOBER 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	Average score	October 2019
	95.00%	99.74%	99.40%
SOUTH TERMINAL	Target	Average score	October 2019
	95.00%	99.70%	99.85%



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.

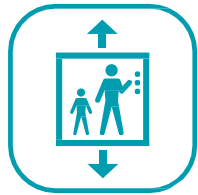
EXTERNAL CONTROL POSTS	Target	Average score	October 2019
	95.00%	99.92%	100%

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

OCTOBER 2019

YOUR LONDON AIRPORT
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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
99.70%

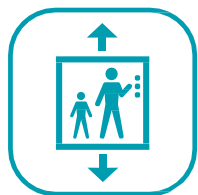
October 2019
99.61%

SOUTH
TERMINAL

Target
99.00%

Average score
99.51%

October 2019
99.71%



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
99.65%

October 2019
99.76%

SOUTH
TERMINAL

Target
99.00%

Average score
99.63%

October 2019
99.76%

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

OCTOBER 2019

YOUR LONDON AIRPORT
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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	Average score	October 2019
	97.00%	99.17%	99.95%
SOUTH TERMINAL	Target	Average score	October 2019
	97.00%	99.94%	99.98%



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	Average score	October 2019
	99.00%	99.95%	100%
SOUTH TERMINAL	Target	Average score	October 2019
	99.00%	99.99%	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

OCTOBER 2019

YOUR LONDON AIRPORT
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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
99.89%

October 2019
99.95%

SOUTH
TERMINAL

Target
99.00%

Average score
99.84%

October 2019
99.95%



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
99.90%

October 2019
99.85%

SOUTH
TERMINAL

Target
99.00%

Average score
99.79%

October 2019
99.58%

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

OCTOBER 2019

YOUR LONDON AIRPORT
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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*
94.00%

Average score
96.70%

October 2019
97.03%

SOUTH
TERMINAL

Target
95.00%

Average score
98.26%

October 2019
98.48%



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
99.92%

October 2019
99.98%

SOUTH
TERMINAL

Target
99.00%

Average score
99.95%

October 2019
99.96%

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

OCTOBER 2019

YOUR LONDON AIRPORT
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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%

October 2019
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
99.39%

October 2019
99.59%

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

OCTOBER 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.

NORTH
TERMINAL

Target
99.00%

Average score
99.89%

October 2019
99.83%

SOUTH
TERMINAL

Target
99.00%

Average score
99.82%

October 2019
99.79%



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

October 2019
2

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

OCTOBER 2019

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

SMALL/
MEDIUM
AIRCRAFT

Flights within
target time in
October 2019

93.43%

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	3,996	94.42%	TUI Airways MENZIES AVIATION	192	39.06%
British Airways GATWICK GROUND SERVICES	1,407	96.87%	Aurigny AURIGNY HANDLING	177	100%
Norwegian RED HANDLING	764	98.69%	Aer Lingus MENZIES AVIATION	177	97.18%
Vueling MENZIES AVIATION	386	93.01%	TAP Portugal MENZIES AVIATION	92	86.96%
Ryanair MENZIES AVIATION	305	99.34%	airBaltic MENZIES AVIATION	78	96.15%

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

OCTOBER 2019

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	62	90.32%
Iberia Express MENZIES AVIATION	60	86.67%
Turkish Airlines MENZIES AVIATION	53	45.28%
Ukraine International Airlines MENZIES AVIATION	52	88.46%
Air Malta MENZIES AVIATION	34	82.35%
Rossiya Airlines DNATA	31	100%

Airline & Handling Agent	Number of flights	Flights within target time
Wizz Air MENZIES AVIATION	29	96.55%
Air Arabia Maroc MENZIES AVIATION	27	92.59%
Royal Air Maroc MENZIES AVIATION	24	91.67%
WestJet MENZIES AVIATION	18	83.33%
Belavia MENZIES AVIATION	16	75.00%
All other airlines	89	77.53%

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

OCTOBER 2019

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
October 2019

97.76%

AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time
British Airways GATWICK GROUND SERVICES	343	99.42%
Norwegian RED HANDLING	291	98.63%
easyJet DHL	191	96.86%
TUI Airways MENZIES AVIATION	168	93.45%
Virgin Atlantic SWISSPORT	122	100%

Airline & Handling Agent	Number of flights	Flights within target time
Emirates DNATA	93	98.92%
Vueling MENZIES AVIATION	81	98.77%
Turkish Airlines MENZIES AVIATION	79	94.94%
Wizz Air MENZIES AVIATION	79	100%
Qatar Airlines SWISSPORT	77	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

YOUR LONDON AIRPORT
Gatwick

OCTOBER 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
WestJet MENZIES AVIATION	72	95.83%	China Eastern DNATA	15	100%
Air Transat SWISSPORT	41	100%	RwandAir MENZIES AVIATION	14	100%
Icelandair MENZIES AVIATION	37	100%	Titan Airways MENZIES AVIATION	5	80.00%
Cathay Pacific DNATA	25	100%	Atlasjet MENZIES AVIATION	4	75.00%
China Airlines DNATA	21	100%	Aegean Airlines MENZIES AVIATION	2	100%
TAP Portugal MENZIES AVIATION	16	87.50%	All other airlines	8	50.00%

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. 18

AIRLINE SERVICE STANDARDS

OCTOBER 2019

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
October 2019

98.98%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score
easyJet	829,995	100%
British Airways	342,925	99.95%
Norwegian	231,671	100%
TUI	109,070	95.90%
Vueling	65,865	95.95%
Ryanair	52,563	99.41%

Airline/Operator	Departing Passengers	Service Score
Emirates	46,833	98.98%
Virgin Atlantic	43,799	99.88%
Aer Lingus	23,680	100%
WestJet	21,959	100%
Turkish Airlines	19,735	98.18%
All other airlines	164,048	99.09%

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

YOUR LONDON AIRPORT
Gatwick

OCTOBER 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

Number of flights with passengers needing special assistance met		17,369
Number of passengers needing special assistance met		68,573
Percentage of pre-notifications at least 48 hours before flight*		77.39%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.66
	October 2019	0.85
Number of complaints received (per 1000 PRM passengers)	12 month average	1.07
	October 2019	1.20

* 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

OCTOBER 2019

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

OCTOBER 2019

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

OCTOBER 2019

departing
October 2019 to March 2020

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	99.69%	-	-	-	-	-
20 mins	90%	99.85%	-	-	-	-	-
30 mins	100%	99.93%	-	-	-	-	-

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

SPECIAL ASSISTANCE STATISTICS

YOUR LONDON AIRPORT
Gatwick

OCTOBER 2019

arriving October 2019 to March 2020

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	91.77%	-	-	-	-	-
10 mins	90%	96.98%	-	-	-	-	-
20 mins	100%	99.30%	-	-	-	-	-

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	98.57%	-	-	-	-	-
35 mins	90%	99.31%	-	-	-	-	-
45 mins	100%	99.79%	-	-	-	-	-

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

ON-TIME PERFORMANCE

OCTOBER 2019

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

AIRPORT
OVERALL

October 2019
72.1%



arrivals on-time performance

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

AIRPORT
OVERALL

October 2019
71.5%

ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT
Gatwick

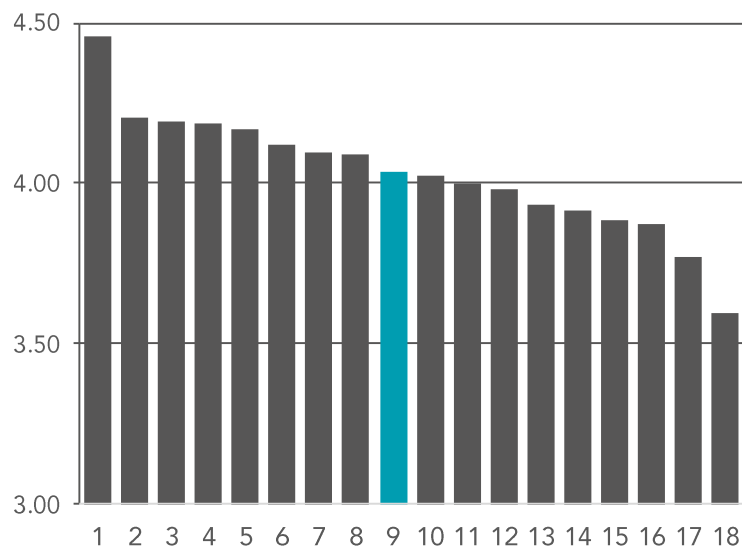
Q3 2019



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 Q3 2019



How we have performed over time

