



 **Departures**

YOUR LONDON AIRPORT
Gatwick

**MONTHLY
PERFORMANCE
REPORT**
DECEMBER 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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CORE SERVICE STANDARDS

DECEMBER 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	December 2019
	3.80	3.95	3.93
SOUTH TERMINAL	Target	Average score	December 2019
	3.80	3.96	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	December 2019
	4.00	4.13	4.12
SOUTH TERMINAL	Target	Average score	December 2019
	4.00	4.16	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

DECEMBER 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	December 2019
	4.10	4.18	4.18
SOUTH TERMINAL	Target	Average score	December 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	December 2019
	4.20	4.38	4.40
SOUTH TERMINAL	Target	Average score	December 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

DECEMBER 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	Average score	December 2019
	95.00%	97.02%	97.02%
SOUTH TERMINAL	Target	Average score	December 2019
	95.00%	96.93%	97.78%



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	Average score	December 2019
	98.00%	99.97%	99.96%
SOUTH TERMINAL	Target	Average score	December 2019
	98.00%	99.94%	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

DECEMBER 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	December 2019
	0	0	0
SOUTH TERMINAL	Target	Average score	December 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	December 2019
	95.00%	100%	100%
SOUTH TERMINAL	Target	Average score	December 2019
	95.00%	97.64%	98.79%

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

DECEMBER 2019

YOUR LONDON AIRPORT
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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	December 2019
	95.00%	99.76%	99.75%
SOUTH TERMINAL	Target	Average score	December 2019
	95.00%	99.72%	99.97%



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.

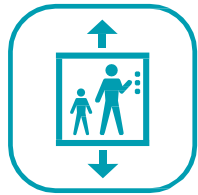
EXTERNAL CONTROL POSTS	Target	Average score	December 2019
	95.00%	99.93%	100%

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

DECEMBER 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
99.69%

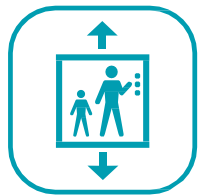
December 2019
99.78%

SOUTH
TERMINAL

Target
99.00%

Average score
99.54%

December 2019
99.74%



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
99.62%

December 2019
99.66%

SOUTH
TERMINAL

Target
99.00%

Average score
99.60%

December 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

DECEMBER 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	December 2019
	97.00%	99.15%	99.74%
	SOUTH TERMINAL		
	Target	Average score	December 2019
	97.00%	99.92%	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	Average score	December 2019
	99.00%	99.95%	99.98%
	SOUTH TERMINAL		
	Target	Average score	December 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

DECEMBER 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	Average score	December 2019
	99.00%	99.88%	99.97%
SOUTH TERMINAL	Target	Average score	December 2019
	99.00%	99.81%	99.74%



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	Average score	December 2019
	99.00%	99.93%	99.95%
SOUTH TERMINAL	Target	Average score	December 2019
	99.00%	99.81%	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

DECEMBER 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
95.00%

Average score
96.82%

December 2019
97.00%

SOUTH
TERMINAL

Target
95.00%

Average score
98.30%

December 2019
98.65%



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
99.95%

December 2019
99.98%

SOUTH
TERMINAL

Target
99.00%

Average score
99.96%

December 2019
99.95%

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

DECEMBER 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%

December 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
99.35%

December 2019
99.27%

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

DECEMBER 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
99.87%

December 2019
99.77%

SOUTH
TERMINAL

Target
99.00%

Average score
99.78%

December 2019
99.82%



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

December 2019
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

DECEMBER 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
December 2019

94.91%

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	3,329	95.73%	Aer Lingus MENZIES AVIATION	181	93.92%
British Airways GATWICK GROUND SERVICES	1,121	96.88%	Aurigny AURIGNY HANDLING	167	98.20%
Norwegian RED HANDLING	680	98.09%	TUI Airways MENZIES AVIATION	101	60.40%
Vueling MENZIES AVIATION	348	96.84%	TAP Portugal RED HANDLING	87	93.10%
Ryanair MENZIES AVIATION	303	97.03%	Turkish Airlines MENZIES AVIATION	69	65.22%

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

DECEMBER 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
airBaltic MENZIES AVIATION	61	98.36%
Air Europa MENZIES AVIATION	59	94.92%
Iberia Express MENZIES AVIATION	58	91.38%
Air Malta MENZIES AVIATION	46	97.83%
Ukraine International Airlines MENZIES AVIATION	35	74.29%
Rossiya Airlines DNATA	31	100%

Airline & Handling Agent	Number of flights	Flights within target time
Jazeera MENZIES AVIATION	31	70.97%
Royal Air Maroc MENZIES AVIATION	29	72.41%
Air Arabia Maroc MENZIES AVIATION	26	92.31%
Wizz Air MENZIES AVIATION	26	96.15%
Titan Airways MENZIES AVIATION	20	70.00%
All other airlines	52	80.77%

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

DECEMBER 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
December 2019

96.99%

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	329	98.18%	Emirates DNATA	93	98.92%
Norwegian RED HANDLING	233	100%	Qatar Airlines SWISSPORT	80	100%
TUI Airways MENZIES AVIATION	146	86.99%	Vueling MENZIES AVIATION	67	100%
easyJet DHL	141	97.87%	Wizz Air MENZIES AVIATION	62	100%
Virgin Atlantic SWISSPORT	138	92.75%	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

DECEMBER 2019

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	31	100%
China Eastern DNATA	28	100%
Cathay Pacific DNATA	27	100%
Icelandair MENZIES AVIATION	24	95.83%
Turkish Airlines MENZIES AVIATION	21	100%
TAP Portugal RED HANDLING	18	100%

Airline & Handling Agent	Number of flights	Flights within target time
China Airlines DNATA	17	100%
Air China MENZIES AVIATION	16	100%
RwandAir MENZIES AVIATION	13	76.92%
Aegean Airlines MENZIES AVIATION	12	100%
Finnair MENZIES AVIATION	9	100%
All other airlines	9	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

DECEMBER 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
December 2019

97.41%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score
easyJet	754,045	100%
British Airways	282,452	99.95%
TUI	83,577	93.75%
Vueling	67,846	89.78%
Ryanair	54,747	97.45%
Emirates	49,533	95.63%

Airline/Operator	Departing Passengers	Service Score
Virgin Atlantic	43,177	100%
Aer Lingus	23,819	99.63%
Qatar Airways	19,247	98.84%
Turkish Airlines	14,096	98.27%
WestJet	13,892	100%
All other airlines	354,947	97.46%

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

DECEMBER 2019

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			13,781
Number of passengers needing special assistance met			51,347
Percentage of pre-notifications at least 48 hours before flight*			75.03%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.68	December 2019 0.70
Number of complaints received (per 1000 PRM passengers)	12 month average	1.08	December 2019 0.97

* 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

DECEMBER 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

DECEMBER 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

DECEMBER 2019

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%	-	-	-
20 mins	90%	99.85%	99.85%	99.87%	-	-	-
30 mins	100%	99.93%	99.91%	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

DECEMBER 2019

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%	-	-	-
10 mins	90%	96.98%	97.13%	94.62%	-	-	-
20 mins	100%	99.30%	99.59%	98.96%	-	-	-

NON PRE-BOOKED

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

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

ON-TIME PERFORMANCE

DECEMBER 2019

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

AIRPORT
OVERALL

December 2019

69.7%



arrivals on-time performance

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

AIRPORT
OVERALL

December 2019

70.9%

ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT
Gatwick

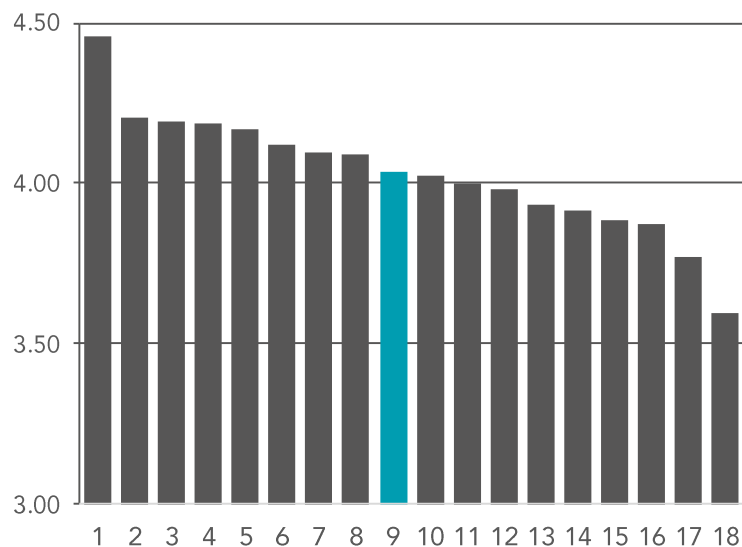
Q3 2019



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

