



 **Departures**

YOUR LONDON AIRPORT  
*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**  
**SEPTEMBER 2017**

[gatwickairport.com/performance](http://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](https://gatwickairport.com/performance)

If you have any comments or feedback to help us improve please send them to [customer.services@gatwickairport.com](mailto:customer.services@gatwickairport.com)

# CONTENTS

Core Service Standards



Airline Service Standards



PRM Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

SEPTEMBER 2017

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	September 2017
	3.80	4.05	3.99
SOUTH TERMINAL	Target	Average score	September 2017
	3.80	3.91	3.93



## 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	September 2017
	4.00	4.08	4.12
SOUTH TERMINAL	Target	Average score	September 2017
	4.00	4.15	4.14

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

SEPTEMBER 2017

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	September 2017
	4.10	4.16	4.21
SOUTH TERMINAL	Target	Average score	September 2017
	4.10	4.26	4.26



## 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	September 2017
	4.20	4.39	4.41
SOUTH TERMINAL	Target	Average score	September 2017
	4.20	4.48	4.49

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

SEPTEMBER 2017

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	September 2017
	95.00%	97.79%	98.04%
SOUTH TERMINAL	Target	Average score	September 2017
	95.00%	97.57%	98.38%



## 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	September 2017
	98.00%	99.96%	100%
SOUTH TERMINAL	Target	Average score	September 2017
	98.00%	99.96%	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

SEPTEMBER 2017

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	September 2017
	0	0	0
SOUTH TERMINAL	Target	Average score	September 2017
	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	September 2017
	95.00%	99.70%	100%
SOUTH TERMINAL	Target	Average score	September 2017
	95.00%	98.87%	98.29%

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

SEPTEMBER 2017

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  
**99.95%**

September 2017  
**100%**

**SOUTH  
TERMINAL**

Target  
**95.00%**

Average score  
**99.75%**

September 2017  
**99.55%**



## 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  
**99.96%**

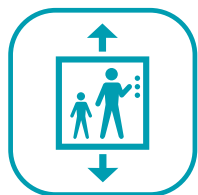
September 2017  
**99.90%**

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

SEPTEMBER 2017

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  
**99.54%**

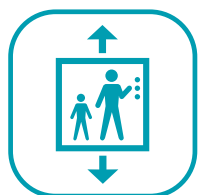
September 2017  
**99.64%**

SOUTH  
TERMINAL

Target  
**99.00%**

Average score  
**99.64%**

September 2017  
**99.59%**



## 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%**

September 2017  
**99.61%**

SOUTH  
TERMINAL

Target  
**99.00%**

Average score  
**99.70%**

September 2017  
**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

SEPTEMBER 2017

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	Average score	September 2017
	97.00%	99.41%	99.88%
SOUTH TERMINAL	Target	Average score	September 2017
	97.00%	99.42%	99.61%



## 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	September 2017
	99.00%	99.95%	99.97%
SOUTH TERMINAL	Target	Average score	September 2017
	99.00%	99.91%	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

SEPTEMBER 2017

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  
**99.93%**

September 2017  
**99.86%**

**SOUTH  
TERMINAL**

Target  
**99.00%**

Average score  
**99.92%**

September 2017  
**99.84%**



## 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  
**99.85%**

September 2017  
**99.89%**

**SOUTH  
TERMINAL**

Target  
**99.00%**

Average score  
**99.77%**

September 2017  
**99.78%**

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

SEPTEMBER 2017

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  
**96.54%**

September 2017  
**96.86%**

**SOUTH  
TERMINAL**

Target  
**95.00%**

Average score  
**97.54%**

September 2017  
**97.37%**



## 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  
**99.84%**

September 2017  
**99.86%**

**SOUTH  
TERMINAL**

Target  
**99.00%**

Average score  
**99.82%**

September 2017  
**99.85%**

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

SEPTEMBER 2017

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  
**99.99%**

September 2017  
**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  
**99.30%**

September 2017  
**98.73%**

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

SEPTEMBER 2017

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  
**99.91%**

September 2017  
**99.84%**

**SOUTH  
TERMINAL**

Target  
**99.00%**

Average score  
**99.84%**

September 2017  
**99.62%**



## 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**

September 2017  
**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

SEPTEMBER 2017

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  
September 2017

**92.64%**

### 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 MENZIES	4,098	97.68%	Thomson Airways AIRLINE SERVICES	224	37.05%
British Airways BA GGS	1,301	94.39%	Aurigny AIRLINE SERVICES	171	91.81%
Norwegian NORWEGIAN	840	91.31%	Aer Lingus MENZIES	159	98.74%
Ryanair MENZIES	406	97.78%	TAP Air Portugal MENZIES	99	67.68%
Vueling MENZIES	263	93.92%	Monarch AIRLINE SERVICES	83	91.57%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours:  
0400-2200 from May to October for both terminals, 0500-2100 between November to May for North Terminal and 0500-2200 between November to May for South Terminal.

# AIRLINE SERVICE STANDARDS

SEPTEMBER 2017

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
Flybe AIRLINE SERVICES	79	100%
Air Europa Líneas Aéreas MENZIES	60	80.00%
Iberia Express MENZIES	59	76.27%
Ukraine International Airlines MENZIES	54	62.96%
airBaltic AIRLINE SERVICES	51	90.20%
Air Dolomiti AIRLINE SERVICES	43	62.79%

Airline & Handling Agent	Number of flights	Flights within target time
Thomas Cook MENZIES	42	80.95%
Royal Air Maroc MENZIES	34	94.12%
Small Planet Airlines MENZIES	31	74.19%
Meridiana AIRLINE SERVICES	31	87.10%
WestJet AIRLINE SERVICES	30	76.67%
All other airlines	229	74.24%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours:  
0400-2200 from May to October for both terminals, 0500-2100 between November to May for North Terminal and 0500-2200 between November to May for South Terminal.



# AIRLINE SERVICE STANDARDS

SEPTEMBER 2017

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  
September 2017

**95.35%**

### 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 BA GGS	327	98.47%	Norwegian Air Shuttle NORWEGIAN	130	97.69%
Monarch AIRLINE SERVICES	316	98.42%	Emirates DNATA	90	96.67%
Thomas Cook MENZIES	249	99.60%	WestJet AIRLINE SERVICES	85	85.88%
Thomson Airways AIRLINE SERVICES	239	84.94%	Vueling MENZIES	77	100%
Virgin Atlantic VS SWP	159	96.23%	Air Transat VS SWP	74	97.30%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours:  
0400-2200 from May to October for both terminals, 0500-2100 between November to May for North Terminal and 0500-2200 between November to May for South Terminal.

# AIRLINE SERVICE STANDARDS

SEPTEMBER 2017

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
Turkish Airlines AIRLINE SERVICES	61	86.89%
WOWAir AIRLINE SERVICES	47	97.87%
Icelandair MENZIES	34	97.06%
Air Canada VS SWP	29	96.55%
Cathay Pacific DNATA	28	100%
Wizz Air MENZIES	25	100%

Airline & Handling Agent	Number of flights	Flights within target time
RWANDAIR AIRLINE SERVICES	11	81.82%
Med-View Airlines MENZIES	10	60.00%
Tianjin Airlines AIRLINE SERVICES	8	62.50%
Aeroflot Russian Airlines DNATA	1	100%
Norwegian NORWEGIAN	1	100%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours:  
0400-2200 from May to October for both terminals, 0500-2100 between November to May for North Terminal and 0500-2200 between November to May for South Terminal.

# AIRLINE SERVICE STANDARDS

SEPTEMBER 2017

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  
September 2017

**98.17%**

### AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline / Operator	Departing Passengers	Service Score
easyJet	865,187	100%
British Airways	303,816	97.64%
Norwegian	199,595	99.68%
Thomson Airways	144,999	99.56%
Monarch	105,090	100%
Thomas Cook Airlines	97,063	82.25%

Airline / Operator	Departing Passengers	Service Score
Ryanair	69,057	99.94%
Virgin Atlantic	48,113	100%
Vueling	48,001	98.84%
Emirates	42,723	98.46%
Aer Lingus	21,639	99.93%
All other airlines	169,107	98.89%

# PRM STATISTICS

SEPTEMBER 2017

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](https://gatwickairport.com/prm)

Number of flights with PRM passengers met	20,179	
Number of passengers needing special assistance met	73,041	
Percentage of pre-notifications at least 48 hours before flight*	39.37%	
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average 0.69	September 2017 0.37
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average 1.05	September 2017 1.16

\* Passengers pre-notification to their airline is required by EU regulation EC 1107/2006/.  
Pre-notification furthermore helps us provide a better service

# PRM STATISTICS

SEPTEMBER 2017

YOUR LONDON AIRPORT  
*Gatwick*

## departing

### PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	93.44%	77.85%	87.06%	85.63%	89.41%	80.20%
20 mins	90%	96.72%	88.61%	95.52%	95.63%	96.32%	90.88%
30 mins	100%	98.36%	92.41%	98.51%	98.13%	98.75%	94.88%

\* waiting time once PRM made themselves known.

# PRM STATISTICS

SEPTEMBER 2017

YOUR LONDON AIRPORT  
*Gatwick*

## arriving

### PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	98.30%	85.96%	84.81%	87.02%	77.50%	86.82%
10 mins	90%	99.07%	89.38%	88.66%	89.64%	90.49%	94.74%
20 mins	100%	99.74%	95.41%	94.63%	95.43%	96.08%	95.90%

### NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	99.63%	94.38%	93.86%	93.79%	92.61%	91.31%
35 mins	90%	99.62%	95.55%	95.95%	96.93%	96.39%	95.72%
45 mins	100%	99.87%	97.17%	98.31%	98.21%	97.90%	97.60%

\* time assistance available at gate from arrival on chocks.

# ON-TIME PERFORMANCE

SEPTEMBER 2017

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

AIRPORT  
OVERALL

September 2017

**62.10%**



## arrivals on-time performance

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

AIRPORT  
OVERALL

September 2017

**57.70%**



# ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT  
*Gatwick*

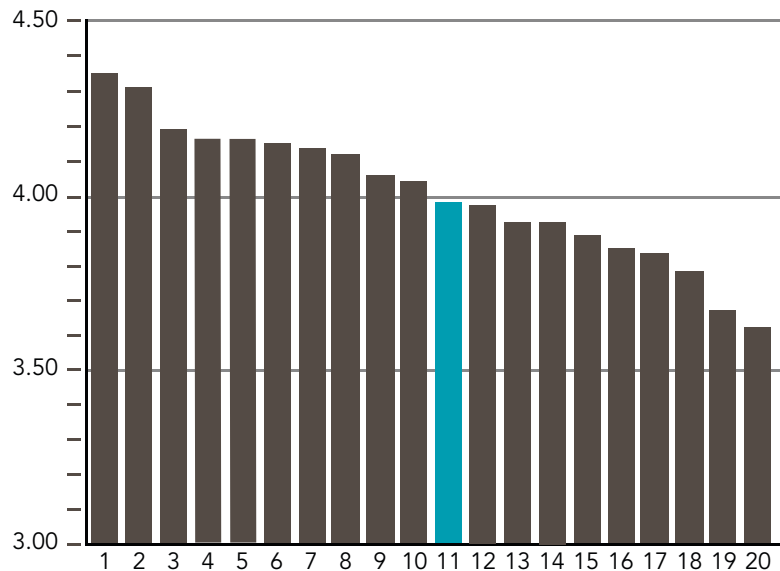
Q1 2017



**Airports Council International** produce a measure of overall satisfaction with the airport. It shows how we compare against a panel of 20 European Competitor airports, as well as how our score (out of 5) has changed over time.



Gatwick ranked 11 out of 20 in Q1 2017



How we have performed over time

