



 **Departures**

YOUR LONDON AIRPORT
Gatwick

**MONTHLY
PERFORMANCE
REPORT**
JANUARY 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

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CORE SERVICE STANDARDS

JANUARY 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	January 2020
	3.80	3.94	3.93
SOUTH TERMINAL	Target	Average score	January 2020
	3.80	3.97	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	January 2020
	4.00	4.13	4.12
SOUTH TERMINAL	Target	Average score	January 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

JANUARY 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

January 2020

4.19

SOUTH
TERMINAL

Target

4.10

Average score

4.30

January 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

January 2020

4.39

SOUTH
TERMINAL

Target

4.20

Average score

4.51

January 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

JANUARY 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
97.08%

January 2020
98.91%

SOUTH
TERMINAL

Target
95.00%

Average score
96.97%

January 2020
98.83%



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%

January 2020
100%

SOUTH
TERMINAL

Target
98.00%

Average score
99.94%

January 2020
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

JANUARY 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	Average score	January 2020
	0	0	0
SOUTH TERMINAL	Target	Average score	January 2020
	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	January 2020
	95.00%	100%	100%
SOUTH TERMINAL	Target	Average score	January 2020
	95.00%	97.65%	96.57%

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

JANUARY 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	Average score	January 2020
	95.00%	99.77%	99.90%
SOUTH TERMINAL	Target	Average score	January 2020
	95.00%	99.71%	99.82%



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.

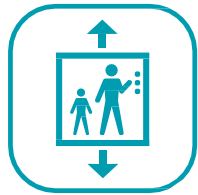
EXTERNAL CONTROL POSTS	Target	Average score	January 2020
	95.00%	99.93%	100%

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

JANUARY 2020

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

99.68%

January 2020

99.70%

SOUTH
TERMINAL

Target

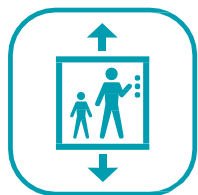
99.00%

Average score

99.56%

January 2020

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

99.60%

January 2020

99.47%

SOUTH
TERMINAL

Target

99.00%

Average score

99.59%

January 2020

99.67%

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

JANUARY 2020

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
97.00%

Average score
99.15%

January 2020
99.96%

SOUTH
TERMINAL

Target
97.00%

Average score
99.92%

January 2020
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
99.00%

Average score
99.95%

January 2020
100%

SOUTH
TERMINAL

Target
99.00%

Average score
99.99%

January 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

JANUARY 2020

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
99.87%

January 2020
99.77%

SOUTH
TERMINAL

Target
99.00%

Average score
99.82%

January 2020
99.90%



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%

January 2020
99.54%

SOUTH
TERMINAL

Target
99.00%

Average score
99.81%

January 2020
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

JANUARY 2020

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
96.89%

January 2020
97.05%

SOUTH
TERMINAL

Target
95.00%

Average score
98.34%

January 2020
98.75%



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%

January 2020
99.99%

SOUTH
TERMINAL

Target
99.00%

Average score
99.95%

January 2020
99.88%

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

JANUARY 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%

January 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
99.35%

January 2020
98.89%

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

JANUARY 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
99.84%

January 2020
99.58%

SOUTH
TERMINAL

Target
99.00%

Average score
99.77%

January 2020
99.77%



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

January 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

JANUARY 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 January 2020
SMALL/ MEDIUM AIRCRAFT	93.01%

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	2,623	93.06%	Aer Lingus MENZIES AVIATION	172	98.26%
British Airways GATWICK GROUND SERVICES	1,154	96.36%	Aurigny AURIGNY HANDLING	150	100%
Norwegian RED HANDLING	713	98.18%	TUI Airways MENZIES AVIATION	106	57.55%
Vueling MENZIES AVIATION	386	95.85%	TAP Portugal RED HANDLING	94	91.49%
Ryanair MENZIES AVIATION	279	98.57%	Turkish Airlines MENZIES AVIATION	82	68.29%

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

JANUARY 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	Airline & Handling Agent	Number of flights	Flights within target time
Air Europa MENZIES AVIATION	62	80.65%	Titan Airways MENZIES AVIATION	30	56.67%
Iberia Express MENZIES AVIATION	61	80.33%	Air Malta MENZIES AVIATION	29	96.55%
airBaltic MENZIES AVIATION	60	98.33%	Royal Air Maroc MENZIES AVIATION	28	35.71%
Ukraine International Airlines MENZIES AVIATION	33	63.64%	Air Arabia Maroc MENZIES AVIATION	27	81.48%
Rossiya Airlines DNATA	31	100%	Wizz Air MENZIES AVIATION	22	95.45%
Jazeera MENZIES AVIATION	31	64.52%	All other airlines	61	81.97%

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

JANUARY 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
January 2020

96.68%

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	337	95.85%	Emirates DNATA	93	100%
Norwegian RED HANDLING	199	98.99%	Qatar Airlines SWISSPORT	80	98.75%
TUI Airways MENZIES AVIATION	149	90.60%	Wizz Air MENZIES AVIATION	59	100%
Virgin Atlantic SWISSPORT	125	93.60%	WestJet MENZIES AVIATION	46	97.83%
easyJet DHL	101	97.03%	Air Transat SWISSPORT	31	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. 16

AIRLINE SERVICE STANDARDS

JANUARY 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
China Eastern DNATA	29	100%
Icelandair MENZIES AVIATION	26	100%
Cathay Pacific DNATA	25	100%
Vueling MENZIES AVIATION	24	100%
China Airlines DNATA	18	100%
Air China MENZIES AVIATION	17	88.24%

Airline & Handling Agent	Number of flights	Flights within target time
TAP Portugal RED HANDLING	14	100%
RwandAir MENZIES AVIATION	12	91.67%
Turkish Airlines MENZIES AVIATION	9	100%
Aegean Airlines MENZIES AVIATION	9	100%
Finnair MENZIES AVIATION	5	80.00%
All other airlines	6	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

JANUARY 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
January 2020

99.21%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	544,257	100%	Virgin Atlantic	36,953	99.86%
British Airways	259,352	100%	Aer Lingus	20,148	100%
TUI	72,269	97.61%	Wizz Air	16,804	100%
Vueling	54,593	98.20%	Qatar Airways	16,651	99.73%
Ryanair	43,712	99.13%	WestJet	12,780	100%
Emirates	39,838	95.71%	All other airlines	274,950	99.42%

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

JANUARY 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		11,416
Number of passengers needing special assistance met		44,158
Percentage of pre-notifications at least 48 hours before flight*		73.53%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.67
	January 2020	0.97
Number of complaints received (per 1000 PRM passengers)	12 month average	1.10
	January 2020	1.15

* 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

JANUARY 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

JANUARY 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

JANUARY 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%	-	-
20 mins	90%	99.85%	99.85%	99.87%	99.68%	-	-
30 mins	100%	99.93%	99.91%	99.93%	99.77%	-	-

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

SPECIAL ASSISTANCE STATISTICS

YOUR LONDON AIRPORT
Gatwick

JANUARY 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%	-	-
10 mins	90%	96.98%	97.13%	94.62%	96.15%	-	-
20 mins	100%	99.30%	99.59%	98.96%	99.48%	-	-

NON PRE-BOOKED

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

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

ON-TIME PERFORMANCE

JANUARY 2020

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

AIRPORT
OVERALL

January 2020

85.3%



arrivals on-time performance

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

AIRPORT
OVERALL

January 2020

83.0%

ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT
Gatwick

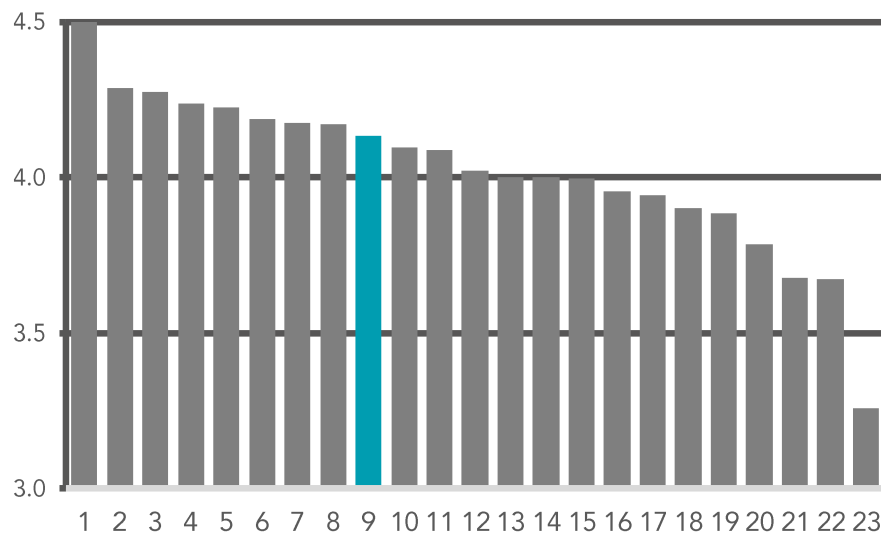
Q4 2019



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

