



CEO REPORT FOR GATCOM

DATA

October 2019 – December 2019

Gatwick Airport Limited
Stewart Wingate, CEO

YOUR LONDON AIRPORT
Gatwick

Overview – October to December

Traffic Performance



10.3m
passengers



62.9k
air traffic movements



85.0%
aircraft load factor



Top Destinations
Spain, Italy, USA, UK

Operational Performance



Core Service Standards
118/120
(40 measures over 3 months)



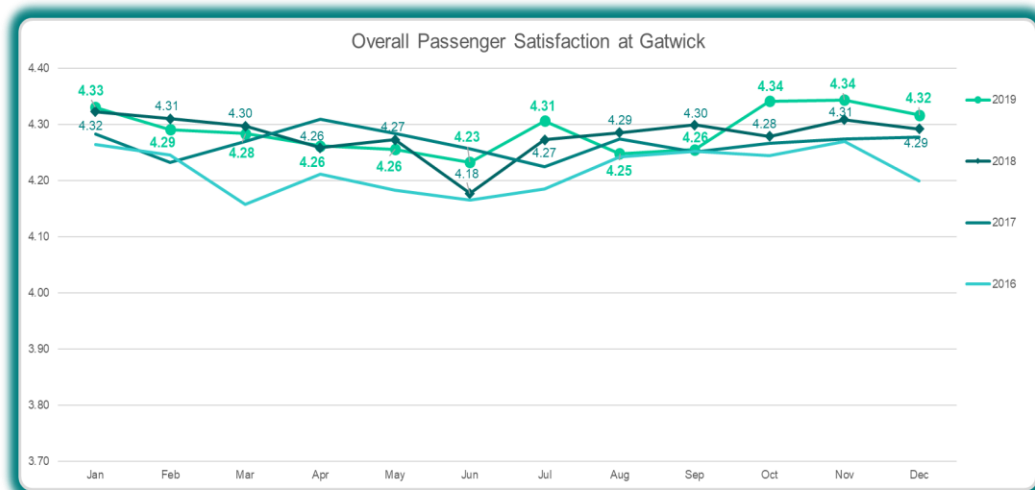
In Bound Baggage
99.62% in 55 mins or less
Target 99%



On Time Departures
74.8%
Target: 70% summer & 75% winter

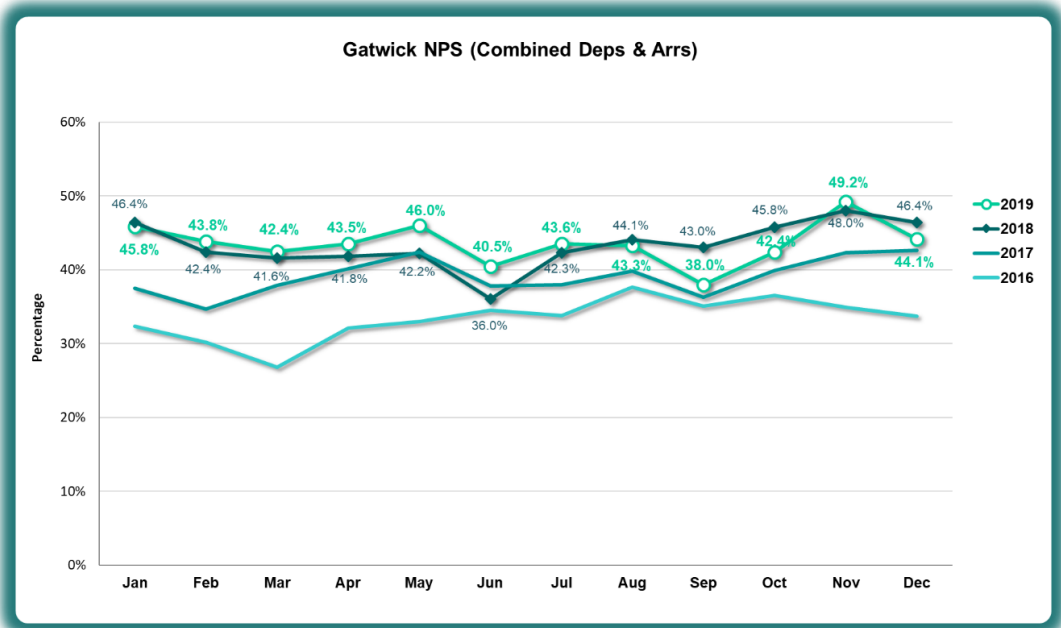


Aircraft track performance
98.36%



Our **Quality of Service Monitor (QSM) Survey** captures the level of overall passenger satisfaction amongst both Departing and Arriving passengers on a 5-point scale (1=Extremely Poor; 2=Poor; 3=Average; 4=Good & 5=Excellent) and the average scores over the last four years are shown in the graph above. The overall monthly

scores over the last 12 months have been tracking high at just below 4.30 – and in the last quarter the scores have been 4.34; 4.34 & 4.32 – the highest scores ever achieved for October, November & December respectively.



Net Promoter Score: This measure of advocacy (or how much our passengers are likely to recommend Gatwick to friends and family) has also been tracking upwards for the last few years. In the latest 3 months, the NPS hit a new all-time high in November (of 49.2%) but has otherwise been tracking a little below the scores achieved last year driven by lower advocacy amongst arriving passengers in both terminals.

In the last quarter we have continued to exceed the Civil Aviation Authority “Very Good” target of 98% on a monthly basis for our **special assistance service**. Since the start of October 2019 PRM volumes have dropped off and the growth versus last year has slowed compared to the start of 2019. November 2019 only seeing a 0.18% increase versus November 2018 and December just under a 4% increase.

Delay performance has continually improved in the last quarter with November 2019 being the best month on record for PRM attributable delays. December saw some variability in delays however the month score was still below the 1% target finishing at 0.72%.

Parameter		Quarterly Performance	
		Q4 2019	Q3 2019
Track keeping performance (% on track)	▲	98.36%	98.14%
Core Night CDO (% achievement)	▼	83.55%	89.93%
Day/Shoulder CDO (% achievement)	▲	89.93%	89.21%
24 Hour CDO (% achievement)	▲	89.57%	89.30%

1000ft Infringements (No.)	-	0	0
1000ft Infringements (No. below 900ft)	-	0	0
Departure Noise Infringements (Day)	-	0	0
Departure Noise Infringements (Night/Shoulder)	-	0	0
West/East Runway Split (%)	-	69/31	76/24