



 **Departures**

YOUR LONDON AIRPORT
Gatwick

**MONTHLY
PERFORMANCE
REPORT**
JULY 2022

gatwickairport.com/performance

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



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As a result of the ongoing effects of Covid-19 on the operations of Gatwick Airport we are currently reporting on a subset of the Core Service Standards.

Where a Core Service Standard is not currently being reported on, the corresponding section in this report has been faded out.

CORE SERVICE STANDARDS

JULY 2022



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	July 2022
	3.80	4.19	3.91
SOUTH TERMINAL	Target	Average score	July 2022
	3.80	-	-



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	July 2022
	4.00	4.13	3.96
SOUTH TERMINAL	Target	Average score	July 2022
	4.00	-	-

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022



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	July 2022
	4.10	4.30	4.23
SOUTH TERMINAL	Target	Average score	July 2022
	4.10	-	-



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	July 2022
	4.20	4.56	4.53
SOUTH TERMINAL	Target	Average score	July 2022
	4.20	-	-

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.
Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022



airport passenger wi-fi

Ease of using passenger wi-fi

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

NORTH TERMINAL	Target	Average score	July 2022
	4.00	4.29	3.99
SOUTH TERMINAL	Target	Average score	July 2022
	4.00	-	-



airport special assistance

Quality of information and assistance provided

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

NORTH TERMINAL	Target	Average score	July 2022
	4.00	4.31	4.08
SOUTH TERMINAL	Target	Average score	July 2022
	4.00	-	-

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022

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, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target	Average score	July 2022
	95.00%	90.15%	68.64%
SOUTH TERMINAL	Target	Average score	July 2022
	95.00%	63.63%	62.46%



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, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target	Average score	July 2022
	98.00%	99.49%	98.16%
SOUTH TERMINAL	Target	Average score	July 2022
	98.00%	96.00%	95.74%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022

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, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target	0	July 2022	1
SOUTH TERMINAL	Target	0	July 2022	5



flight connections security search

Percentage of time when passengers queued for **10 minutes or less**

North Terminal: This measure applies to all hours where the security post is open and accepting passengers.

South Terminal: This is measured between the following agreed core hours: 07:30 and 15:29

NORTH TERMINAL	Target	95.00%	Average score	-	July 2022	-
SOUTH TERMINAL	Target	95.00%	Average score	-	July 2022	-

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022



staff security search

Percentage of time when staff queued for **5 minutes or less**

This measure applies to all hours when the security post is open and accepting staff. Staff security opening times are aligned to the airlines' flight schedules.

Terminal	Target	Average score	July 2022
NORTH TERMINAL	95.00%	99.89%	99.87%
SOUTH TERMINAL	95.00%	99.56%	99.63%
ATLANTIC HOUSE	97.00%	-	-
JUBILEE HOUSE	97.00%	-	-



external control posts security search

Percentage of time when queue time is **10 minutes or less**

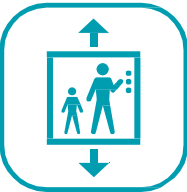
This measure applies to all hours when the control post is open. Opening times are aligned to airfield users requirements. Performance for the Northen Approach Gate.

Terminal	Target	Average score	July 2022
EXTERNAL CONTROL POSTS	95.00%	99.44%	99.50%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022

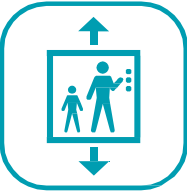


passenger sensitive equipment priority availability

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.

Terminal	Target	Average score	July 2022
NORTH TERMINAL	99.00%	99.65%	99.39%
SOUTH TERMINAL	99.00%	99.67%	99.66%



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.

Terminal	Target	Average score	July 2022
NORTH TERMINAL	99.00%	99.69%	99.64%
SOUTH TERMINAL	99.00%	99.79%	99.78%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022



inter-terminal shuttle one shuttle available

Percentage of time when one shuttle with a minimum of one car is available

This is measured 24 hours each day.

INTER-TERMINAL	Target	Average score	July 2022
	99.00%	99.98%	99.98%



inter-terminal shuttle two shuttles available

Percentage of time when two shuttles with a minimum of one car each are available

This is measured 24 hours each day, except during specified maintenance periods.

INTER-TERMINAL	Target	Average score	July 2022
	97.00%	99.88%	99.87%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022

YOUR LONDON AIRPORT
Gatwick



airfield stand availability

Percentage of required occasions when an aircraft stand is available to accommodate a scheduled aircraft turn

Stand availability is measured 24 hours each day.

Terminal	Target	Average score	July 2022
NORTH TERMINAL	99.50%	99.97%	100%
SOUTH TERMINAL	99.00%	99.99%	99.98%



airfield jetty/airbridge availability

Percentage of required occasions when a jetty is available to accommodate a scheduled aircraft turn

Jetty availability is measured 24 hours each day

Terminal	Target	Average score	July 2022
NORTH TERMINAL	99.00%	99.89%	99.94%
SOUTH TERMINAL	99.00%	99.83%	99.89%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022

YOUR LONDON AIRPORT
Gatwick



airfield pier service*

Percentage of passengers who used pier-served stands as opposed to using remote stands

This measure is based on the total number of passengers (arriving and departing) by terminal during a 12 month rolling period. If a passenger is able to walk into the pier, then the stand is classed as a pier served stand.

Terminal	Target	Average score	July 2022
NORTH TERMINAL	95.00%	97.76%	97.03%
SOUTH TERMINAL	95.00%	99.33%	99.30%



airfield fixed electrical ground power

Percentage of required occasions when fixed electrical ground power (FEGP) units are available to accommodate a scheduled aircraft turn

FEGP availability is measured 24 hours each day

Terminal	Target	Average score	July 2022
NORTH TERMINAL	99.50%	99.91%	99.97%
SOUTH TERMINAL	99.00%	99.96%	99.96%

*South Terminal Pier Service – the 12 month rolling average will not be reported until March 2023 due to the inability to report this measure for the 12 months April 2021 to March 2022 whilst the terminal was closed as a consequence of Covid-19.

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022

YOUR LONDON AIRPORT
Gatwick



airfield runway availability

An unplanned event occurs which is the responsibility of the airport or its agents and causes the runway to be closed for a period longer than 15 minutes, impacting operations.

AIRPORT OVERALL	Target	July 2022
	0	0



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	Average score	July 2022
	98.50%	99.80%	99.93%
SOUTH TERMINAL	Target	Average score	July 2022
	99.00%	99.88%	99.83%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022



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

Terminal	Target	Average score	July 2022
NORTH TERMINAL	98.00%	99.91%	99.98%
SOUTH TERMINAL	98.00%	99.98%	99.99%



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

Terminal	Target	Average score	July 2022
NORTH TERMINAL	99.00%	99.99%	100%
SOUTH TERMINAL	99.00%	100%	100%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

CORE SERVICE STANDARDS

JULY 2022



Information technology flight information display system availability

Availability of the flight information display system (FIDS)

FIDS availability is measured between the following agreed core hours: 02:00 and 22:59

Terminal	Target	Average score	July 2022
NORTH TERMINAL	99.90%	99.92%	99.80%
SOUTH TERMINAL	99.90%	99.94%	99.80%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average scores calculated from the monthly scores reported in the last 12 months.

AIRLINE SERVICE STANDARDS

JULY 2022



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
July 2022

69.95%

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 AVIATION SERVICES	4,412	62.17%	TUI Airways ASC HANDLING	208	74.04%
British Airways GATWICK GROUND SERVICES	744	88.17%	Aurigny AURIGNY	177	100%
Vueling GATWICK GROUND SERVICES	594	91.92%	Aer Lingus MENZIES AVIATION	142	76.76%
Norwegian RED HANDLING	504	80.75%	TAP Portugal RED HANDLING	90	75.56%
Ryanair MENZIES AVIATION	294	77.89%	airBaltic MENZIES AVIATION	74	62.16%

AIRLINE SERVICE STANDARDS

JULY 2022



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
Eastern Airways AURIGNY	72	100%	Royal Air Maroc MENZIES AVIATION	30	30.00%
Wizz Air MENZIES AVIATION	72	59.72%	Iberia Express MENZIES AVIATION	30	46.67%
Turkish Airlines DNATA	70	77.14%	Air Malta MENZIES AVIATION	29	41.38%
Air Europa MENZIES AVIATION	61	39.34%	SunExpress MENZIES AVIATION	28	21.43%
Corendon Airlines MENZIES AVIATION	60	46.67%	Freebird MENZIES AVIATION	22	63.64%
Enter Air MENZIES AVIATION	31	29.03%	All other airlines	49	63.27%

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.

AIRLINE SERVICE STANDARDS

JULY 2022



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
July 2022

85.77%

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
TUI Airways ASC HANDLING	354	98.87%	Vueling GATWICK GROUND SERVICES	104	100%
Wizz Air MENZIES AVIATION	319	75.24%	Turkish Airlines DNATA	103	95.15%
easyJet DHL AVIATION SERVICES	255	72.94%	Air Transat SWISSPORT	96	100%
British Airways GATWICK GROUND SERVICES	245	93.47%	Emirates DNATA	67	77.61%
WestJet MENZIES AVIATION	106	62.26%	JetBlue DNATA	32	96.88%

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.

AIRLINE SERVICE STANDARDS

JULY 2022



large aircraft baggage performance

Target time for large aircraft – **last bag delivered within 50 minutes**

AIRLINES 11-20 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Qatar Airlines SWISSPORT	31	100%	Scot MENZIES AVIATION	9	55.56%
Norwegian RED HANDLING	28	92.86%	Corendon Airlines MENZIES AVIATION	6	50.00%
Icelandair MENZIES AVIATION	23	86.96%	Royal Air Maroc MENZIES AVIATION	1	0.00%
SunExpress MENZIES AVIATION	22	22.73%	Air Europa MENZIES AVIATION	1	100%
TAP Portugal RED HANDLING	17	88.24%			
Ryanair Menzies Aviation	15	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.

AIRLINE SERVICE STANDARDS

JULY 2022



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
July 2022

89.14%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	978,421	99.91%	Emirates	36,401	58.65%
British Airways	228,151	60.37%	WestJet	29,152	99.77%
TUI	173,556	87.57%	Turkish Airlines	29,039	63.16%
Vueling	124,968	93.18%	Air Transat	19,246	99.61%
Norwegian	87,645	99.83%	TAP Portugal	14,864	85.60%
Ryanair	54,055	99.67%	All other airlines	249,424	94.99%

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.

** Due to scaffolding in South Terminal Zones J-K, some carriers have been excluded due to lack of data

SPECIAL ASSISTANCE STATISTICS

JULY 2022



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			16,426
Number of passengers needing special assistance met			48,992
Percentage of pre-notifications at least 36 hours before flight*			65.66%
Number of compliments received (per 1000 PRM passengers)	12 month average	1.49	July 2022 0.96
Number of complaints received (per 1000 PRM passengers)	12 month average	0.98	July 2022 1.22

* Passengers' pre-notification to their airline is required by EU regulation EC 1107/2006/. Pre-notification furthermore helps us provide a better service. From January 2022, under CAP1228A, GAL will report percentage of pre-notifications at least 36 hours before flight (previously reported 48 hours).

SPECIAL ASSISTANCE STATISTICS

JULY 2022

departing April to September 2022

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	99.13%	99.78%	99.96%	99.98%	-	-
20 mins	90%	99.71%	99.92%	99.99%	100%	-	-
30 mins	100%	99.95%	99.97%	100%	100%	-	-

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

SPECIAL ASSISTANCE STATISTICS

JULY 2022

arriving

April to September 2022

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	74.59%	55.42%	49.33%	64.14%	-	-
10 mins	90%	83.85%	63.89%	59.55%	74.06%	-	-
20 mins	100%	95.76%	78.47%	75.08%	88.75%	-	-

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	96.06%	81.49%	75.63%	84.71%	-	-
35 mins	90%	98.38%	88.75%	85.33%	92.31%	-	-
45 mins	100%	99.21%	92.51%	91.33%	95.94%	-	-

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

SPECIAL ASSISTANCE STATISTICS

JULY 2022

departing
October 2021 to March 2022

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	99.13%	99.41%	98.08%	98.56%	99.27%	99.49%
20 mins	90%	100%	100%	99.74%	99.89%	99.76%	99.92%
30 mins	100%	100%	100%	100%	100%	99.95%	99.96%

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

SPECIAL ASSISTANCE STATISTICS

JULY 2022

arriving

October 2021 to March 2022

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	91.14%	92.26%	87.16%	91.61%	85.80%	81.23%
10 mins	90%	96.17%	97.29%	93.40%	96.19%	93.13%	89.37%
20 mins	100%	99.59%	99.83%	99.60%	99.78%	99.46%	97.64%

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	99.48%	99.52%	99.14%	98.97%	99.41%	97.27%
35 mins	90%	99.84%	99.88%	99.70%	100%	99.75%	98.43%
45 mins	100%	99.90%	99.94%	100%	100%	100%	99.40%

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

ON-TIME PERFORMANCE

JULY 2022

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

AIRPORT
OVERALL

July 2022
36.68%



arrivals on-time performance

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

AIRPORT
OVERALL

July 2022
48.75%

Departure punctuality target of 70% in the Summer season (April – October) and 75% in the Winter season (November – March). Arrival punctuality assessed against these targets for reference only.