

A blurred photograph of an airport departures sign. The sign is illuminated in yellow and features a stylized figure icon to the left of the word "Departures". The background shows a busy airport terminal with people walking and overhead lights.

Departures

YOUR LONDON AIRPORT
Gatwick

**MONTHLY
PERFORMANCE
REPORT**
MAY 2022

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



Airline Service Standards



Special Assistance and Service Notification



On-time Performance



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.

DOCUMENT HISTORY

MAY 2022

Month of report	Published	Republished	Page reference	Metric	Reason for change
May 2022	July 2022	August 2022	20	Airline Service Standards – Waiting time at check-in	Results for this Airline Service Standard were excluded from the original publication whilst awaiting the finalised data set. An additional page has now been added to this report, displaying the finalised results for May.

CORE SERVICE STANDARDS

MAY 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	May 2022
	3.80	4.27	4.08
SOUTH TERMINAL	Target	Average score	May 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	May 2022
	4.00	4.17	4.07
SOUTH TERMINAL	Target	Average score	May 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

MAY 2022

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 4.32	May 2022 4.27
SOUTH TERMINAL	Target 4.10	Average score -	May 2022 -



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 4.58	May 2022 4.53
SOUTH TERMINAL	Target 4.20	Average score -	May 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

MAY 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

Terminal	Target	Average score	May 2022
NORTH TERMINAL	4.00	4.36	4.22
SOUTH TERMINAL	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

Terminal	Target	Average score	May 2022
NORTH TERMINAL	4.00	4.37	4.29
SOUTH TERMINAL	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

MAY 2022



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	May 2022
	95.00%	95.21%	86.85%
SOUTH TERMINAL	Target	Average score	May 2022
	95.00%	-	-



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	May 2022
	98.00%	99.91%	99.79%
SOUTH TERMINAL	Target	Average score	May 2022
	98.00%	-	-

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

MAY 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	May 2022	0
SOUTH TERMINAL	Target	0	May 2022	-



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	-	May 2022	-
SOUTH TERMINAL	Target	95.00%	Average score	-	May 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

MAY 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.

NORTH TERMINAL	Target 95.00%	Average score 99.83%	May 2022 99.83%
SOUTH TERMINAL	Target 95.00%	Average score 99.43%	May 2022 99.43%
ATLANTIC HOUSE	Target 97.00%	Average score -	May 2022 -
JUBILEE HOUSE	Target 97.00%	Average score -	May 2022 -



external control posts security search

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

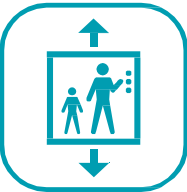
This measure applies to all hours when the control post is open. Opening times are aligned to airfield users requirements. Performance for the Northen Approach Gate.

EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.66%	May 2022 99.90%
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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

MAY 2022

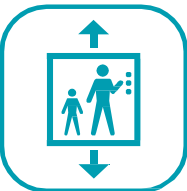


passenger sensitive equipment priority availability

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	May 2022
NORTH TERMINAL	99.00%	99.67%	99.54%
SOUTH TERMINAL	99.00%	-	-



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	May 2022
NORTH TERMINAL	99.00%	99.70%	99.73%
SOUTH TERMINAL	99.00%	-	-

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

MAY 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	May 2022
	99.00%	99.98%	99.95%



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	May 2022
	97.00%	99.87%	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

MAY 2022



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	May 2022
NORTH TERMINAL	99.50%	99.97%	99.98%
SOUTH TERMINAL	99.00%	-	-



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	May 2022
NORTH TERMINAL	99.00%	99.89%	99.92%
SOUTH TERMINAL	99.00%	-	-

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

MAY 2022



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	May 2022
NORTH TERMINAL	95.00%	98.24%	97.21%
SOUTH TERMINAL	95.00%	99.34%	99.22%



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	May 2022
NORTH TERMINAL	99.50%	99.90%	99.95%
SOUTH TERMINAL	99.00%	-	-

*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

MAY 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	May 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	May 2022
	98.50%	99.77%	99.82%
SOUTH TERMINAL	Target	Average score	May 2022
	99.00%	99.94%	99.94%

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

MAY 2022

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 98.00%	Average score 99.90%	May 2022 99.99%
SOUTH TERMINAL	Target 98.00%	Average score 99.99%	May 2022 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

NORTH TERMINAL	Target 99.00%	Average score 99.99%	May 2022 100%
SOUTH TERMINAL	Target 99.00%	Average score 100%	May 2022 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

MAY 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	May 2022
NORTH TERMINAL	99.90%	99.92%	99.94%
SOUTH TERMINAL	99.90%	99.97%	99.94%

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

MAY 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
May 2022

81.12%

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	4,387	74.86%	TUI Airways ASC HANDLING	182	86.26%
Vueling GATWICK GROUND SERVICES	616	97.24%	Aurigny AURIGNY	176	97.16%
British Airways GATWICK GROUND SERVICES	539	92.58%	Aer Lingus MENZIES AVIATION	176	85.80%
Norwegian RED HANDLING	477	98.95%	TAP Portugal RED HANDLING	94	95.74%
Ryanair MENZIES AVIATION	293	89.76%	Corendon Airlines MENZIES AVIATION	67	58.21%

AIRLINE SERVICE STANDARDS

MAY 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
airBaltic MENZIES AVIATION	63	90.48%	Royal Air Maroc MENZIES AVIATION	28	64.29%
Eastern Airways AURIGNY	62	93.55%	Air Malta MENZIES AVIATION	21	61.90%
Air Europa MENZIES AVIATION	62	67.74%	SunExpress MENZIES AVIATION	20	35.00%
Iberia Express MENZIES AVIATION	56	60.71%	Freebird MENZIES AVIATION	13	69.23%
Wizz Air MENZIES AVIATION	53	79.25%	Nouvelair MENZIES AVIATION	12	100%
Turkish Airlines DNATA	41	56.10%	All other airlines	46	67.39%

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

MAY 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	Flights within target time in May 2022
LARGE AIRCRAFT	90.39%

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
Wizz Air MENZIES AVIATION	385	93.51%	WestJet MENZIES AVIATION	80	70.00%
British Airways GATWICK GROUND SERVICES	266	92.11%	Turkish Airlines DNATA	74	95.95%
easyJet DHL AVIATION SERVICES	248	78.63%	Emirates DNATA	61	93.44%
TUI Airways ASC HANDLING	197	96.95%	Air Transat SWISSPORT	51	100%
Vueling GATWICK GROUND SERVICES	95	98.95%	JetBlue DNATA	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.

AIRLINE SERVICE STANDARDS

MAY 2022



large aircraft baggage performance

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

AIRLINES 11-18 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Norwegian RED HANDLING	23	100%	Iberia Express MENZIES AVIATION	6	50.00%
Icelandair MENZIES AVIATION	21	85.71%	Corendon Airlines MENZIES AVIATION	2	100%
TAP Portugal RED HANDLING	19	100%			
Ryanair MENZIES AVIATION	12	100%			
SunExpress MENZIES AVIATION	11	63.64%			
Scoot Menzies Aviation	10	40.00%			

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

MAY 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 May 2022 90.50%
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AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	835,486	99.23%	Emirates	23,249	78.59%
British Airways	168,827	54.72%	WestJet	19,792	98.01%
TUI	129,954	80.80%	Turkish Airlines	17,892	94.26%
Vueling	98,288	92.65%	Aurigny	13,161	99.92%
Norwegian	62,931	99.95%	TAP Portugal	13,015	91.18%
Ryanair	48,437	99.87%	All other airlines	195,595	96.61%

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

MAY 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			14,793
Number of passengers needing special assistance met			53,485
Percentage of pre-notifications at least 36 hours before flight*			64.85%
Number of compliments received (per 1000 PRM passengers)	12 month average	1.49	May 2022 0.90
Number of complaints received (per 1000 PRM passengers)	12 month average	0.76	May 2022 2.37

* 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

MAY 2022

departing April to September 2022

PRE-BOOKED

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

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

SPECIAL ASSISTANCE STATISTICS

MAY 2022

arriving

April to September 2022

PRE-BOOKED

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

NON PRE-BOOKED

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

* time assistance available at gate from arrival on chocks.

These tables will be updated each month.

SPECIAL ASSISTANCE STATISTICS

MAY 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

MAY 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

MAY 2022

YOUR LONDON AIRPORT

Gatwick



departures on-time performance

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

AIRPORT
OVERALL

May 2022
51.48%



arrivals on-time performance

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

AIRPORT
OVERALL

May 2022
58.97%

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.