LONDON GATWICK

MONTHLY PERFORMANCE REPORT

NOVEMBER 2023

gatwickairport.com/performance

LONDON 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

CONTENTS

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.

CORE SERVICE STANDARDS

LONDON 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

	Target	Average score	November 2023
NORTH TERMINAL	3.80	4.08	4.04
SOUTH TERMINAL	3.80	4.01	3.97

airport cleanliness

Overall cleanliness of the terminal

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

	Target	Average score	November 2023
NORTH TERMINAL	4.00	4.04	3.97
SOUTH TERMINAL	4.00	4.05	3.99

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

NOVEMBER 2023

LONDON 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	November 2023
	4.10	4.29	4.26

SOUTH TERMINAL	Target	Average score	November 2023
	4.10	4.25	4.22

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	November 2023
	4.20	4.52	4.50

SOUTH TERMINAL	Target	Average score	November 2023
	4.20	4.49	4.50

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

LONDON GATWICK

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	November 2023
	4.00	4.15	4.25

SOUTH TERMINAL	Target	Average score	November 2023
	4.00	4.15	4.25

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	November 2023
	4.00	4.33	4.38

SOUTH TERMINAL	Target	Average score	November 2023
	4.00	4.31	4.25

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

LONDON 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	November 2023
	95.00%	97.67%	97.19%

SOUTH TERMINAL	Target	Average score	November 2023
	95.00%	97.41%	99.43%

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	November 2023
	98.00%	99.91%	99.95%

SOUTH TERMINAL	Target	Average score	November 2023
	98.00%	99.89%	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.
Queue times in the month were significantly impacted by major project work. With these queues excluded, North Terminal adjusted performance was 97.74% for 5
minute queues and therefore no rebate was triggered.

CORE SERVICE STANDARDS

LONDON 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.

	Target	November 2023
NORTH TERMINAL	0	0
SOUTH TERMINAL	0	0

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

	Target	Average score	November 2023
NORTH TERMINAL	95.00%	#DIV/0!	-
SOUTH TERMINAL	95.00%	#DIV/0!	-

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

LONDON GATWICK

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.

	Target	Average score	November 2023
NORTH TERMINAL	95.00%	99.28%	99.52%
SOUTH TERMINAL	95.00%	99.58%	99.83%
ATLANTIC HOUSE	97.00%	99.73%	99.75%
JUBILEE HOUSE	97.00%	99.52%	99.66%

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.

	Target	Average score	November 2023
EXTERNAL CONTROL POSTS	95.00%	98.07%	97.78%

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

LONDON GATWICK
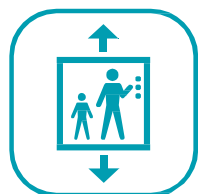
passenger sensitive equipment priority availability

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.

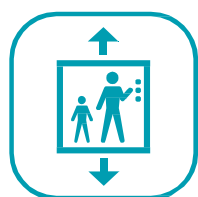|	Target	Average score	November 2023
NORTH TERMINAL	99.00%	99.69%	99.80%
SOUTH TERMINAL	99.00%	99.60%	99.18%

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.

	Target	Average score	November 2023
NORTH TERMINAL	99.00%	99.63%	99.85%
SOUTH TERMINAL	99.00%	99.62%	99.55%

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

LONDON GATWICK

inter-terminal shuttle
one shuttle available

INTER-TERMINAL	Target	Average score	November 2023
	99.00%	99.97%	99.97%

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

This is measured 24 hours each day.

inter-terminal shuttle
two shuttles available

INTER-TERMINAL	Target	Average score	November 2023
	97.00%	99.81%	100%

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.

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

LONDON 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.

NORTH TERMINAL	Target **99.50%**	Average score **99.96%**	November 2023 **99.98%**
SOUTH TERMINAL	Target **99.50%**	Average score **99.96%**	November 2023 **100%**

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

NORTH TERMINAL	Target **99.00%**	Average score **99.83%**	November 2023 **99.83%**
SOUTH TERMINAL	Target **99.00%**	Average score **99.76%**	November 2023 **99.76%**

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

LONDON 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.

	Target	Average score	November 2023
NORTH TERMINAL	95.00%	97.31%	96.99%
SOUTH TERMINAL	95.00%	99.52%	99.34%

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

	Target	Average score	November 2023
NORTH TERMINAL	99.50%	99.90%	99.83%
SOUTH TERMINAL	99.50%	99.92%	99.88%

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

LONDON GATWICK

airfield
runway availability

AIRPORT OVERALL	Target	November 2023
	0	0

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.

arrivals
baggage reclaim carousels

	Target	Average score	November 2023
NORTH TERMINAL	98.50%	99.89%	99.82%
SOUTH TERMINAL	98.50%	99.76%	99.52%

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.

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

NOVEMBER 2023

LONDON 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

	Target	Average score	November 2023
NORTH TERMINAL	98.00%	99.95%	99.88%
SOUTH TERMINAL	98.00%	99.42%	99.67%

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

	Target	Average score	November 2023
NORTH TERMINAL	99.00%	99.99%	99.99%
SOUTH TERMINAL	99.00%	99.98%	99.99%

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

LONDON GATWICK

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

NORTH TERMINAL	Target	Average score	November 2023
	99.90%	99.97%	99.94%

SOUTH TERMINAL	Target	Average score	November 2023
	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

LONDON 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 November 2023

97.74%

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	2,613	99.16%	Aurigny AURIGNY	159	100%
Vueling GATWICK GROUND SERVICES	553	99.64%	Aer Lingus GATWICK GROUND SERVICES	129	97.67%
British Airways GATWICK GROUND SERVICES	414	96.62%	TUI Airways ASC HANDLING	113	81.42%
Norwegian RED HANDLING	334	93.41%	TAP Portugal RED HANDLING	89	100%
Ryanair MENZIES AVIATION	293	99.32%	Eastern Airways AURIGNY	80	97.50%

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

LONDON 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	59	100%	Jet2.com RED HANDLING	18	22.22%
airBaltic MENZIES AVIATION	56	100%	SunExpress MENZIES AVIATION	16	87.50%
Iberia Express GATWICK GROUND SERVICES	49	97.96%	Air Arabia Maroc MENZIES AVIATION	13	92.31%
Lufthansa SWISSPORT	41	100%	Nouvelair MENZIES AVIATION	8	100%
Air Malta SWISSPORT	30	100%	Titan Airways MENZIES AVIATION	7	100%
Royal Air Maroc MENZIES AVIATION	26	76.92%	All other airlines	39	89.74%

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

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 November 2023 96.07%

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	559	96.42%	Emirates DNATA	90	98.89%
Wizz Air MENZIES AVIATION	424	99.76%	Turkish Airlines DNATA	90	100%
easyJet DHL AVIATION SERVICES	237	99.58%	Norse RED HANDLING	82	91.46%
TUI Airways ASC HANDLING	115	86.96%	Norwegian RED HANDLING	77	100%
Vueling GATWICK GROUND SERVICES	99	98.99%	JetBlue DNATA	60	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

LONDON GATWICK

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
Air India GATWICK GROUND SERVICES	52	55.77%
Air Transat SWISSPORT	43	100%
Ryanair MENZIES AVIATION	37	100%
Qatar Airlines SWISSPORT	30	100%
Air Mauritius RED HANDLING	30	80.00%
Sky Express MENZIES AVIATION	25	100%

Airline & Handling Agent	Number of flights	Flights within target time
Icelandair MENZIES AVIATION	25	100%
China Eastern DNATA	21	100%
Air China MENZIES AVIATION	19	89.47%
Saudia RED HANDLING	17	82.35%

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

LONDON GATWICK

NOVEMBER 2023

waiting time at
check-in

AIRPORT OVERALL	Service score November 2023
	98.34%

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.

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	497,558	100%	Emirates	30,838	98.49%
British Airways	182,864	86.84%	Turkish Airlines	12,945	99.42%
Vueling	92,738	100%	Air India	12,405	100%
TUI	59,114	97.62%	Aurigny	11,252	100%
Norwegian	59,004	100%	Air Europa	9,569	99.84%
Ryanair	53,035	99.87%	All other airlines	225,812	99.24%

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

19

SPECIAL ASSISTANCE STATISTICS

LONDON GATWICK

NOVEMBER 2023

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 asssitance met		11,169
Number of passengers needing special assistance met		44,907
Percentage of pre-notifications at least 36 hours before flight*		66.71%
Number of **compliments** received (per 1000 PRM passengers)	12 month average 0.75	November 2023 0.82
Number of **complaints** received (per 1000 PRM passengers)	12 month average 1.17	November 2023 0.94

* 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

LONDON GATWICK

departing
April to September 2023

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	99.96%	99.99%	99.99%	99.93%	99.88%	99.99%
20 mins	90%	99.97%	99.99%	99.99%	99.98%	99.90%	99.99%
30 mins	100%	99.98%	99.99%	99.99%	100%	99.91%	99.99%

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

SPECIAL ASSISTANCE STATISTICS

LONDON GATWICK

arriving
April to September 2023

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	84.37%	78.08%	73.48%	75.62%	75.38%	72.50%
10 mins	90%	91.75%	87.71%	83.72%	85.95%	86.52%	83.82%
20 mins	100%	99.85%	98.91%	98.35%	98.68%	97.51%	98.30%

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	93.50%	91.14%	89.78%	91.10%	93.63%	90.78%
35 mins	90%	98.05%	97.02%	95.96%	96.05%	96.68%	96.15%
45 mins	100%	99.38%	99.23%	98.42%	98.52%	98.31%	98.33%

* time assistance available at gate from arrival on chocks.

These tables will be updated each month.

SPECIAL ASSISTANCE STATISTICS

departing
October 2023 to March 2024

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	99.00%	100%	-	-	-	-
20 mins	90%	100%	100%	-	-	-	-
30 mins	100%	100%	100%	-	-	-	-

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

SPECIAL ASSISTANCE STATISTICS

LONDON GATWICK

arriving
October 2023 to March 2024

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	81.02%	89.36%	-	-	-	-
10 mins	90%	90.01%	95.13%	-	-	-	-
20 mins	100%	99.32%	99.86%	-	-	-	-

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	93.61%	94.66%	-	-	-	-
35 mins	90%	97.32%	97.78%	-	-	-	-
45 mins	100%	98.98%	99.29%	-	-	-	-

* time assistance available at gate from arrival on chocks.

These tables will be updated each month.

ON-TIME PERFORMANCE

NOVEMBER 2023

LONDON GATWICK

departures
on-time performance

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

AIRPORT OVERALL	November 2023
	76.22%

arrivals
on-time performance

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

AIRPORT OVERALL	November 2023
	76.93%

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.