



 **Departures**



MONTHLY PERFORMANCE REPORT DECEMBER 2023

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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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

DECEMBER 2023



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	December 2023
	3.80	4.08	4.07
SOUTH TERMINAL	Target	Average score	December 2023
	3.80	4.00	3.98



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	December 2023
	4.00	4.04	4.02
SOUTH TERMINAL	Target	Average score	December 2023
	4.00	4.04	4.01

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

DECEMBER 2023



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	December 2023
	4.10	4.29	4.26
SOUTH TERMINAL	Target	Average score	December 2023
	4.10	4.25	4.25



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	December 2023
	4.20	4.52	4.53
SOUTH TERMINAL	Target	Average score	December 2023
	4.20	4.50	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

DECEMBER 2023



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	December 2023
	4.00	4.17	4.27
SOUTH TERMINAL	Target	Average score	December 2023
	4.00	4.18	4.34



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	December 2023
	4.00	4.34	4.44
SOUTH TERMINAL	Target	Average score	December 2023
	4.00	4.31	4.32

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

DECEMBER 2023



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	December 2023
	95.00%	97.28%	93.03%
SOUTH TERMINAL	Target	Average score	December 2023
	95.00%	97.26%	96.65%



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	December 2023
	98.00%	99.79%	98.59%
SOUTH TERMINAL	Target	Average score	December 2023
	98.00%	99.89%	99.91%

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 97.84% and 99.78% for 5 minute and 15 minute queues respectively and therefore no rebate was triggered.

CORE SERVICE STANDARDS

DECEMBER 2023



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	December 2023 0
SOUTH TERMINAL	Target 0	December 2023 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

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

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

DECEMBER 2023



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	Average score	December 2023
	95.00%	99.24%	99.15%
	Target	Average score	December 2023
	95.00%	99.59%	99.73%
ATLANTIC HOUSE	Target	Average score	December 2023
	97.00%	99.73%	99.85%
JUBILEE HOUSE	Target	Average score	December 2023
	97.00%	99.44%	99.15%



external control posts security search

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

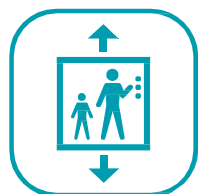
This measure applies to all hours when the control post is open.
Opening times are aligned to airfield users requirements.
Performance for the Northern Approach Gate.

EXTERNAL CONTROL POSTS	Target	Average score	December 2023
	95.00%	98.20%	99.16%

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

DECEMBER 2023



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

99.69%

December 2023

99.82%

SOUTH
TERMINAL

Target

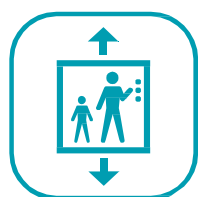
99.00%

Average score

99.61%

December 2023

99.40%



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

99.65%

December 2023

99.76%

SOUTH
TERMINAL

Target

99.00%

Average score

99.64%

December 2023

99.57%

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

DECEMBER 2023



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	December 2023
	99.00%	99.97%	100%



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	December 2023
	97.00%	99.81%	99.97%

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

DECEMBER 2023



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

99.97%

December 2023

99.98%

SOUTH
TERMINAL

Target

99.50%

Average score

99.96%

December 2023

99.92%



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

99.82%

December 2023

99.69%

SOUTH
TERMINAL

Target

99.00%

Average score

99.77%

December 2023

99.75%

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

DECEMBER 2023



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.

NORTH
TERMINAL

Target

95.00%

Average score

97.28%

December 2023

96.80%

SOUTH
TERMINAL

Target

95.00%

Average score

99.49%

December 2023

99.29%



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

NORTH
TERMINAL

Target

99.50%

Average score

99.91%

December 2023

99.92%

SOUTH
TERMINAL

Target

99.50%

Average score

99.92%

December 2023

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

DECEMBER 2023



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	December 2023
	0	5



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	December 2023
	98.50%	99.89%	99.95%
SOUTH TERMINAL	Target	Average score	December 2023
	98.50%	99.78%	99.79%

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

DECEMBER 2023



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 99.95%	December 2023 99.99%
SOUTH TERMINAL	Target 98.00%	Average score 99.44%	December 2023 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 99.99%	December 2023 99.99%
SOUTH TERMINAL	Target 99.00%	Average score 99.98%	December 2023 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

DECEMBER 2023



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	December 2023
	99.90%	99.99%	99.92%
SOUTH TERMINAL	Target	Average score	December 2023
	99.90%	99.98%	99.92%

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

DECEMBER 2023



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
December 2023

94.56%

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	3,358	98.06%	Aurigny AURIGNY	162	96.30%
Vueling GATWICK GROUND SERVICES	568	99.12%	TUI Airways ASC HANDLING	145	74.48%
British Airways GATWICK GROUND SERVICES	399	95.49%	Aer Lingus GATWICK GROUND SERVICES	126	95.24%
Ryanair MENZIES AVIATION	290	97.93%	TAP Portugal RED HANDLING	92	79.35%
Norwegian RED HANDLING	285	72.28%	Jet2.com RED HANDLING	72	34.72%

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

DECEMBER 2023



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
Eastern Airways AURIGNY	66	95.45%
Air Europa MENZIES AVIATION	62	96.77%
airBaltic MENZIES AVIATION	57	100%
Iberia Express GATWICK GROUND SERVICES	47	97.87%
Lufthansa SWISSPORT	38	94.74%
Air Malta SWISSPORT	32	100%

Airline & Handling Agent	Number of flights	Flights within target time
Royal Air Maroc MENZIES AVIATION	29	55.17%
Titan Airways MENZIES AVIATION	22	72.73%
Air Arabia Maroc MENZIES AVIATION	17	94.12%
Nouvelair MENZIES AVIATION	11	81.82%
Volotea Airlines SWISSPORT	10	90.00%
All other airlines	48	91.67%

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

DECEMBER 2023



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
December 2023

93.87%

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	646	95.67%	Norwegian RED HANDLING	118	89.83%
Wizz Air MENZIES AVIATION	488	100%	Norse RED HANDLING	117	81.20%
easyJet DHL AVIATION SERVICES	309	100%	Turkish Airlines DNATA	94	97.87%
TUI Airways ASC HANDLING	140	87.14%	Emirates DNATA	92	91.30%
Vueling GATWICK GROUND SERVICES	123	100%	JetBlue DNATA	62	98.39%

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

DECEMBER 2023



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
Air India GATWICK GROUND SERVICES	53	50.94%	Air China MENZIES AVIATION	30	93.33%
Qatar Airlines SWISSPORT	45	100%	Sky Express MENZIES AVIATION	22	100%
Air Transat SWISSPORT	44	100%	Saudia RED HANDLING	18	38.89%
Ryanair MENZIES AVIATION	38	100%	Icelandair MENZIES AVIATION	17	100%
Air Mauritius RED HANDLING	31	54.84%			
China Eastern DNATA	30	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

DECEMBER 2023



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
December 2023

97.43%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	702,454	100%	Emirates	42,176	95.00%
British Airways	213,566	81.14%	Aer Lingus	17,367	97.68%
Vueling	110,470	99.84%	Turkish Airlines	16,039	98.64%
TUI	81,759	98.85%	Jet2.com	14,319	99.60%
Norwegian	65,443	100%	Air India	13,780	97.95%
Ryanair	56,317	99.53%	All other airlines	302,105	98.57%

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

DECEMBER 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 assistance met	13,308		
Number of passengers needing special assistance met	49,737		
Percentage of pre-notifications at least 36 hours before flight*	66.88%		
Number of compliments received (per 1000 PRM passengers)	12 month average	0.76	December 2023 0.78
Number of complaints received (per 1000 PRM passengers)	12 month average	1.18	December 2023 0.92

* 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

DECEMBER 2023

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

DECEMBER 2023

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

DECEMBER 2023



departing
October 2023 to March 2024

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	99.00%	100%	100.00%	-	-	-
20 mins	90%	100%	100%	100.00%	-	-	-
30 mins	100%	100%	100%	100.00%	-	-	-

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

SPECIAL ASSISTANCE STATISTICS

DECEMBER 2023

arriving October 2023 to March 2024

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	81.02%	89.36%	81.24%	-	-	-
10 mins	90%	90.01%	95.13%	89.47%	-	-	-
20 mins	100%	99.32%	99.86%	99.00%	-	-	-

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	93.61%	94.66%	90.27%	-	-	-
35 mins	90%	97.32%	97.78%	69.10%	-	-	-
45 mins	100%	98.98%	99.29%	98.98%	-	-	-

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

ON-TIME PERFORMANCE

DECEMBER 2023



departures on-time performance

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

AIRPORT
OVERALL

December 2023

56.44%



arrivals on-time performance

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

AIRPORT
OVERALL

December 2023

57.52%

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.