LONDON GATWICK

MONTHLY PERFORMANCE REPORT

JANUARY 2024

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

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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

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

NORTH TERMINAL	Target	Average score	January 2024
	3.80	4.07	4.11

SOUTH TERMINAL	Target	Average score	January 2024
	3.80	4.00	4.07

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	January 2024
	4.00	4.04	4.10

SOUTH TERMINAL	Target	Average score	January 2024
	4.00	4.04	4.09

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
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	January 2024
	4.10	4.29	4.32

SOUTH TERMINAL	Target	Average score	January 2024
	4.10	4.25	4.27

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	January 2024
	4.20	4.53	4.57

SOUTH TERMINAL	Target	Average score	January 2024
	4.20	4.51	4.52

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	January 2024
	4.00	4.19	4.36

SOUTH TERMINAL	Target	Average score	January 2024
	4.00	4.21	4.42

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	January 2024
	4.00	4.36	4.50

SOUTH TERMINAL	Target	Average score	January 2024
	4.00	4.32	4.37

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	January 2024
	95.00%	97.29%	99.73%
SOUTH TERMINAL	Target	Average score	January 2024
	95.00%	97.26%	99.53%

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	January 2024
	98.00%	99.79%	100%
SOUTH TERMINAL	Target	Average score	January 2024
	98.00%	99.88%	99.96%

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

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	January 2024
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	January 2024
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.

NORTH TERMINAL	Target 95.00%	Average score 99.24%	January 2024 99.58%
SOUTH TERMINAL	Target 95.00%	Average score 99.59%	January 2024 99.93%
ATLANTIC HOUSE	Target 97.00%	Average score 99.71%	January 2024 99.56%
JUBILEE HOUSE	Target 97.00%	Average score 99.44%	January 2024 99.86%

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.
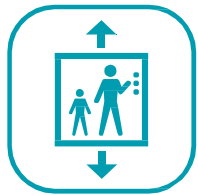
EXTERNAL CONTROL POSTS	Target 95.00%	Average score 98.26%	January 2024 99.03%

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.

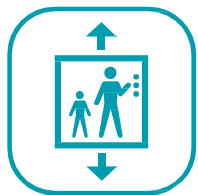|	Target	Average score	January 2024
NORTH TERMINAL	99.00%	99.68%	99.72%
SOUTH TERMINAL	99.00%	99.57%	99.19%

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	January 2024
NORTH TERMINAL	99.00%	99.66%	99.78%
SOUTH TERMINAL	99.00%	99.61%	99.42%

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

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	January 2024
	99.00%	99.97%	99.94%

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	January 2024
	97.00%	99.81%	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

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% | January 2024 99.84% |
| SOUTH TERMINAL | Target 99.50% | Average score 99.96% | January 2024 99.95% |

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 99.80% | January 2024 99.65% |
| SOUTH TERMINAL | Target 99.00% | Average score 99.76% | January 2024 99.67% |

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	January 2024
NORTH TERMINAL	95.00%	97.24%	96.76%
SOUTH TERMINAL	95.00%	99.47%	99.26%

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	January 2024
NORTH TERMINAL	99.50%	99.90%	99.70%
SOUTH TERMINAL	99.50%	99.91%	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

JANUARY 2024

LONDON 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	January 2024
	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.

	Target	Average score	January 2024
NORTH TERMINAL	98.50%	99.88%	99.77%
SOUTH TERMINAL	98.50%	99.79%	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

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	Average score	January 2024
	98.00%	99.95%	99.99%

SOUTH TERMINAL	Target	Average score	January 2024
	98.00%	99.44%	99.85%

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	Average score	January 2024
	99.00%	99.99%	99.99%

SOUTH TERMINAL	Target	Average score	January 2024
	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	January 2024
	99.90%	99.99%	100.00%

SOUTH TERMINAL	Target	Average score	January 2024
	99.90%	99.98%	100.00%

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.

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	Flights within target time in January 2024
SMALL/ MEDIUM AIRCRAFT	**93.82%**

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	2,265	96.91%	Aurigny AURIGNY	167	97.01%
Vueling GATWICK GROUND SERVICES	472	98.94%	TUI Airways ASC HANDLING	155	69.03%
British Airways GATWICK GROUND SERVICES	435	94.94%	Aer Lingus GATWICK GROUND SERVICES	117	98.29%
Ryanair MENZIES AVIATION	307	99.02%	TAP Portugal RED HANDLING	90	80.00%
Norwegian RED HANDLING	221	83.71%	Eastern Airways AURIGNY	72	95.83%

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

JANUARY 2024

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
Air Europa MENZIES AVIATION	61	77.05%
airBaltic MENZIES AVIATION	51	92.16%
Lufthansa SWISSPORT	40	97.50%
Jet2.com RED HANDLING	35	37.14%
Iberia Express GATWICK GROUND SERVICES	35	88.57%
Royal Air Maroc MENZIES AVIATION	31	38.71%

Airline & Handling Agent	Number of flights	Flights within target time
Air Malta SWISSPORT	31	100%
Titan Airways MENZIES AVIATION	23	69.57%
Sky Express MENZIES AVIATION	22	95.45%
Swiss International Air Lines SWISSPORT	16	100%
Air Arabia Maroc MENZIES AVIATION	15	80.00%
All other airlines	31	90.32%

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**

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 January 2024
	93.25%

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	602	94.02%	Norwegian RED HANDLING	113	97.35%
Wizz Air MENZIES AVIATION	473	99.37%	Norse RED HANDLING	98	87.76%
easyJet DHL AVIATION SERVICES	178	100%	Emirates DNATA	93	90.32%
TUI Airways ASC HANDLING	133	89.47%	Turkish Airlines DNATA	90	94.44%
Vueling GATWICK GROUND SERVICES	118	100%	Air India GATWICK GROUND SERVICES	52	50.00%

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

JANUARY 2024

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 Transat SWISSPORT	45	95.56%
Qatar Airlines SWISSPORT	43	100%
JetBlue DNATA	35	100%
Ryanair MENZIES AVIATION	33	100%
China Eastern DNATA	31	93.55%
Air China MENZIES AVIATION	30	86.67%

Airline & Handling Agent	Number of flights	Flights within target time
Air Mauritius RED HANDLING	26	65.38%
Iberia Express GATWICK GROUND SERVICES	24	100%
Icelandair MENZIES AVIATION	19	100%
Saudia RED HANDLING	19	26.32%

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

JANUARY 2024

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 January 2024
	98.70%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	395,795	100%	Emirates	30,492	97.14%
British Airways	187,218	89.01%	Air India	13,254	98.00%
Vueling	85,615	99.74%	Turkish Airlines	12,197	99.54%
TUI	72,328	100%	Aer Lingus	11,829	99.65%
Ryanair	49,416	100%	Qatar Airways	10,775	100%
Norwegian	43,836	100%	All other airlines	215,003	99.59%

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

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SPECIAL ASSISTANCE STATISTICS

LONDON GATWICK

JANUARY 2024

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	10,215
Number of passengers needing special assistance met	41,698
Percentage of pre-notifications at least 36 hours before flight*	65.90%

	12 month average		January 2024	
Number of **compliments** received (per 1000 PRM passengers)	12 month average	0.78	January 2024	1.13
Number of **complaints** received (per 1000 PRM passengers)	12 month average	1.19	January 2024	1.03

* 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.

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SPECIAL ASSISTANCE STATISTICS

JANUARY 2024

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

LONDON GATWICK

departing
October 2023 to March 2024

PRE-BOOKED

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

* waiting time once passengers requiring special assistance made themselves known.

This table will be updated each month.

SPECIAL ASSISTANCE STATISTICS

JANUARY 2024

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%	88.14%	-	-
10 mins	90%	90.01%	95.13%	89.47%	94.39%	-	-
20 mins	100%	99.32%	99.86%	99.00%	99.47%	-	-

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	93.61%	94.66%	90.27%	93.96%	-	-
35 mins	90%	97.32%	97.78%	96.10%	97.26%	-	-
45 mins	100%	98.98%	99.29%	98.98%	98.80%	-	-

* time assistance available at gate from arrival on chocks.

These tables will be updated each month.

ON-TIME PERFORMANCE

LONDON GATWICK

departures
on-time performance

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

AIRPORT OVERALL	January 2024 77.18%

arrivals
on-time performance

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

AIRPORT OVERALL	January 2024 75.52%

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.