



 **Departures**



MONTHLY PERFORMANCE REPORT AUGUST 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

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

AUGUST 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	August 2023
	3.80	4.07	3.91
SOUTH TERMINAL	Target	Average score	August 2023
	3.80	4.00	3.82



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	August 2023
	4.00	4.04	4.02
SOUTH TERMINAL	Target	Average score	August 2023
	4.00	4.05	4.02

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

AUGUST 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	August 2023
	4.10	4.28	4.31
SOUTH TERMINAL	Target	Average score	August 2023
	4.10	4.24	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	August 2023
	4.20	4.51	4.55
SOUTH TERMINAL	Target	Average score	August 2023
	4.20	4.46	4.49

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

AUGUST 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	August 2023
	4.00	4.07	4.18
SOUTH TERMINAL	Target	Average score	August 2023
	4.00	4.12	4.14



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	August 2023
	4.00	4.28	4.37
SOUTH TERMINAL	Target	Average score	August 2023
	4.00	4.31	4.30

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

AUGUST 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	August 2023
	95.00%	97.63%	97.44%
SOUTH TERMINAL	Target	Average score	August 2023
	95.00%	96.86%	96.76%



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	August 2023
	98.00%	99.86%	99.88%
SOUTH TERMINAL	Target	Average score	August 2023
	98.00%	99.89%	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.

CORE SERVICE STANDARDS

AUGUST 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	August 2023
			0
SOUTH TERMINAL	Target	0	August 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	August 2023
			#DIV/0!	-
SOUTH TERMINAL	Target	95.00%	Average score	August 2023
			#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

AUGUST 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	August 2023
	95.00%	99.30%	98.81%
	Target	Average score	August 2023
	95.00%	99.60%	99.43%
ATLANTIC HOUSE	Target	Average score	August 2023
	97.00%	99.83%	99.41%
JUBILEE HOUSE	Target	Average score	August 2023
	97.00%	99.46%	98.53%



external control posts security search

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

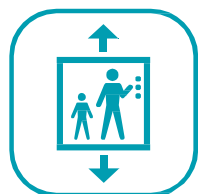
This measure applies to all hours when the control post is open.
Opening times are aligned to airfield users requirements.
Performance for the Northern Approach Gate.

EXTERNAL CONTROL POSTS	Target	Average score	August 2023
	95.00%	98.35%	98.39%

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

AUGUST 2023

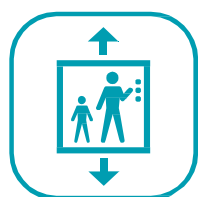


passenger sensitive equipment priority availability

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	Average score	August 2023
	99.00%	99.67%	99.55%
SOUTH TERMINAL	Target	Average score	August 2023
	99.00%	99.64%	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.

NORTH TERMINAL	Target	Average score	August 2023
	99.00%	99.62%	99.33%
SOUTH TERMINAL	Target	Average score	August 2023
	99.00%	99.61%	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

AUGUST 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

99.00%

Average score

99.98%

August 2023

99.97%



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

97.00%

Average score

99.83%

August 2023

99.63%

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

AUGUST 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

99.96%

August 2023

99.99%

SOUTH
TERMINAL

Target

99.50%

Average score

99.97%

August 2023

99.94%



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%

August 2023

99.85%

SOUTH
TERMINAL

Target

99.00%

Average score

99.76%

August 2023

99.71%

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

AUGUST 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%

August 2023

97.32%

SOUTH
TERMINAL

Target

95.00%

Average score

99.55%

August 2023

99.48%



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

99.89%

August 2023

99.97%

SOUTH
TERMINAL

Target

99.50%

Average score

99.93%

August 2023

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

AUGUST 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

0

August 2023

1



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

98.50%

Average score

99.89%

August 2023

99.87%

SOUTH
TERMINAL

Target

98.50%

Average score

99.79%

August 2023

99.86%

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

AUGUST 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	Average score	August 2023
	98.00%	99.95%	99.88%
SOUTH TERMINAL	Target	Average score	August 2023
	98.00%	99.66%	99.88%



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	August 2023
	99.00%	100%	99.99%
SOUTH TERMINAL	Target	Average score	August 2023
	99.00%	99.99%	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

AUGUST 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	August 2023
	99.90%	99.98%	100%
SOUTH TERMINAL	Target	Average score	August 2023
	99.90%	99.98%	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.

AIRLINE SERVICE STANDARDS

AUGUST 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
August 2023

89.17%

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	4,771	91.51%	Ryanair MENZIES AVIATION	236	97.03%
Vueling GATWICK GROUND SERVICES	663	97.89%	Aurigny AURIGNY	181	95.03%
British Airways GATWICK GROUND SERVICES	596	93.62%	TAP Portugal RED HANDLING	110	79.09%
Norwegian RED HANDLING	419	87.83%	Aer Lingus MENZIES AVIATION	109	86.24%
TUI Airways ASC HANDLING	371	45.01%	Eastern Airways AURIGNY	81	93.83%

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

AUGUST 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
airBaltic MENZIES AVIATION	66	93.94%
Air Europa MENZIES AVIATION	61	93.44%
Lufthansa SWISSPORT	58	96.55%
SunExpress MENZIES AVIATION	55	67.27%
Iberia Express GATWICK GROUND SERVICES	53	94.34%
Turkish Airlines DNATA	40	92.50%

Airline & Handling Agent	Number of flights	Flights within target time
Royal Air Maroc MENZIES AVIATION	35	57.14%
Air Malta MENZIES AVIATION	31	87.10%
Enter Air MENZIES AVIATION	30	56.67%
Corendon Airlines MENZIES AVIATION	25	76.00%
Freebird MENZIES AVIATION	25	48.00%
All other airlines	104	77.88%

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

AUGUST 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
August 2023

92.84%

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	497	98.19%	Vueling GATWICK GROUND SERVICES	111	100%
British Airways GATWICK GROUND SERVICES	474	94.73%	Air Transat SWISSPORT	102	100%
easyJet DHL AVIATION SERVICES	282	98.23%	Emirates DNATA	92	91.30%
TUI Airways ASC HANDLING	223	80.27%	Norwegian RED HANDLING	89	95.51%
Norse RED HANDLING	149	88.59%	Turkish Airlines DNATA	88	98.86%

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

AUGUST 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
Ryanair MENZIES AVIATION	67	100%	Delta Air Lines RED HANDLING	30	83.33%
JetBlue DNATA	62	98.39%	Sky Express MENZIES AVIATION	23	100%
Qatar Airlines SWISSPORT	59	93.22%	Saudia RED HANDLING	23	8.70%
Air India GATWICK GROUND SERVICES	52	34.62%	SunExpress MENZIES AVIATION	22	95.45%
WestJet MENZIES AVIATION	31	93.55%			
Air China MENZIES AVIATION	31	93.55%			

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

AUGUST 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
August 2023

95.47%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	1,060,904	99.11%	Emirates	46,906	88.41%
British Airways	267,326	89.57%	Air Transat	24,534	90.90%
TUI	174,230	89.22%	Turkish Airlines	19,892	97.14%
Vueling	134,748	93.08%	Qatar Airways	14,930	99.54%
Norwegian	80,268	100%	Aurigny	14,446	100%
Ryanair	55,539	100%	All other airlines	399,732	96.81%

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

AUGUST 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	17,559		
Number of passengers needing special assistance met	60,896		
Percentage of pre-notifications at least 36 hours before flight*	63.64%		
Number of compliments received (per 1000 PRM passengers)	12 month average	0.84	August 2023
			0.67
Number of complaints received (per 1000 PRM passengers)	12 month average	1.14	August 2023
			1.31

* 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

AUGUST 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%	-
20 mins	90%	99.97%	99.99%	99.99%	99.98%	99.90%	-
30 mins	100%	99.98%	99.99%	99.99%	100%	99.91%	-

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

SPECIAL ASSISTANCE STATISTICS

AUGUST 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%	-
10 mins	90%	91.75%	87.71%	83.72%	85.95%	86.52%	-
20 mins	100%	99.85%	98.91%	98.35%	98.68%	97.51%	-

NON PRE-BOOKED

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

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

SPECIAL ASSISTANCE STATISTICS

AUGUST 2023



departing
October 2022 to March 2023

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	100%	99.99%	99.95%	99.94%	99.93%	99.92%
20 mins	90%	100%	100%	99.97%	99.97%	99.96%	99.96%
30 mins	100%	100%	100%	99.98%	99.99%	99.97%	99.98%

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

SPECIAL ASSISTANCE STATISTICS

AUGUST 2023

arriving October 2022 to March 2023

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	78.24%	85.55%	79.50%	87.96%	87.96%	85.07%
10 mins	90%	88.32%	93.26%	88.76%	95.06%	95.36%	92.49%
20 mins	100%	99.06%	99.77%	98.64%	99.74%	99.88%	99.49%

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	92.27%	94.57%	93.76%	95.27%	94.99%	93.82%
35 mins	90%	96.95%	98.79%	97.22%	98.56%	98.84%	97.84%
45 mins	100%	98.94%	99.80%	99.22%	99.24%	99.79%	99.77%

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

ON-TIME PERFORMANCE

AUGUST 2023



departures on-time performance

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

AIRPORT
OVERALL

August 2023
38.18%



arrivals on-time performance

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

AIRPORT
OVERALL

August 2023
45.89%

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.