



 **Departures**



# **MONTHLY PERFORMANCE REPORT SEPTEMBER 2023**

[gatwickairport.com/performance](https://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](https://gatwickairport.com/performance)

If you have any comments or feedback to help us improve please send them to [passenger.experience@gatwickairport.com](mailto: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

SEPTEMBER 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	September 2023
	3.80	4.07	3.88
SOUTH TERMINAL	Target	Average score	September 2023
	3.80	4.01	3.86



## airport cleanliness

Overall cleanliness of the terminal

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

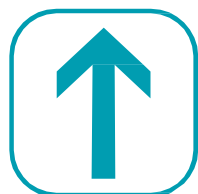
NORTH TERMINAL	Target	Average score	September 2023
	4.00	4.05	4.01
SOUTH TERMINAL	Target	Average score	September 2023
	4.00	4.05	4.01

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

SEPTEMBER 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	September 2023
	4.10	4.29	4.31
SOUTH TERMINAL	Target	Average score	September 2023
	4.10	4.24	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	September 2023
	4.20	4.51	4.52
SOUTH TERMINAL	Target	Average score	September 2023
	4.20	4.48	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

SEPTEMBER 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	September 2023
	4.00	4.10	4.24
SOUTH TERMINAL	Target	Average score	September 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	September 2023
	4.00	4.30	4.36
SOUTH TERMINAL	Target	Average score	September 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

SEPTEMBER 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	September 2023
	95.00%	97.99%	98.54%
SOUTH TERMINAL	Target	Average score	September 2023
	95.00%	97.59%	96.19%



## 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	September 2023
	98.00%	99.93%	100%
SOUTH TERMINAL	Target	Average score	September 2023
	98.00%	99.89%	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

SEPTEMBER 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	September 2023
	0	0
SOUTH TERMINAL	Target	September 2023
	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

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

SEPTEMBER 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	September 2023
	95.00%	99.30%	99.61%
	Target	Average score	September 2023
	95.00%	99.58%	99.34%
ATLANTIC HOUSE	Target	Average score	September 2023
	97.00%	99.79%	99.44%
JUBILEE HOUSE	Target	Average score	September 2023
	97.00%	99.46%	99.51%



## 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.

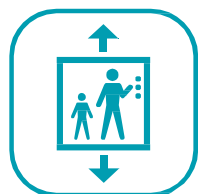
EXTERNAL CONTROL POSTS	Target	Average score	September 2023
	95.00%	98.28%	98.26%

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

SEPTEMBER 2023

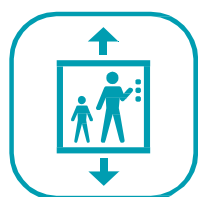


## passenger sensitive equipment priority availability

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	September 2023
	99.00%	99.69%	99.84%
SOUTH TERMINAL	Target	Average score	September 2023
	99.00%	99.65%	99.89%



## 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	September 2023
	99.00%	99.62%	99.84%
SOUTH TERMINAL	Target	Average score	September 2023
	99.00%	99.62%	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

SEPTEMBER 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%

September 2023  
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  
97.00%

Average score  
99.81%

September 2023  
99.65%

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

SEPTEMBER 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%

September 2023

100%

SOUTH  
TERMINAL

Target

99.50%

Average score

99.96%

September 2023

99.88%



## 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%

September 2023

99.74%

SOUTH  
TERMINAL

Target

99.00%

Average score

99.76%

September 2023

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

SEPTEMBER 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	Average score	September 2023
	95.00%	97.31%	97.19%
SOUTH TERMINAL	Target	Average score	September 2023
	95.00%	99.55%	99.38%



## 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	Average score	September 2023
	99.50%	99.90%	99.95%
SOUTH TERMINAL	Target	Average score	September 2023
	99.50%	99.93%	99.93%

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

SEPTEMBER 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	September 2023
	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	September 2023
	98.50%	99.90%	99.91%
SOUTH TERMINAL	Target	Average score	September 2023
	98.50%	99.79%	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

SEPTEMBER 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%	September 2023 99.99%
SOUTH TERMINAL	Target 98.00%	Average score 99.66%	September 2023 99.96%



## 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 100%	September 2023 99.99%
SOUTH TERMINAL	Target 99.00%	Average score 99.99%	September 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

SEPTEMBER 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	September 2023
	99.90%	99.98%	100%
SOUTH TERMINAL	Target	Average score	September 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

SEPTEMBER 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  
September 2023

88.32%

### 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	4,455	90.33%	Ryanair MENZIES AVIATION	240	97.50%
Vueling GATWICK GROUND SERVICES	616	96.92%	Aurigny AURIGNY	167	96.41%
British Airways GATWICK GROUND SERVICES	574	91.46%	TAP Portugal RED HANDLING	109	73.39%
Norwegian RED HANDLING	392	87.24%	Aer Lingus MENZIES AVIATION	103	91.26%
TUI Airways ASC HANDLING	330	40.00%	Eastern Airways AURIGNY	78	97.44%

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

SEPTEMBER 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	63	98.41%
SunExpress MENZIES AVIATION	61	67.21%
Lufthansa SWISSPORT	59	94.92%
Air Europa MENZIES AVIATION	57	92.98%
Iberia Express GATWICK GROUND SERVICES	53	98.11%
Enter Air MENZIES AVIATION	31	77.42%

Airline & Handling Agent	Number of flights	Flights within target time
Royal Air Maroc MENZIES AVIATION	30	50.00%
Air Malta MENZIES AVIATION	29	93.10%
Freebird MENZIES AVIATION	24	66.67%
Corendon Airlines MENZIES AVIATION	24	91.67%
Turkish Airlines DNATA	22	59.09%
All other airlines	87	80.46%

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

SEPTEMBER 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  
September 2023

91.15%

### 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	484	98.76%	Vueling GATWICK GROUND SERVICES	103	99.03%
British Airways GATWICK GROUND SERVICES	481	95.63%	Air Transat SWISSPORT	90	98.89%
easyJet DHL AVIATION SERVICES	253	95.65%	Emirates DNATA	88	73.86%
TUI Airways ASC HANDLING	205	75.12%	Norwegian RED HANDLING	87	96.55%
Norse RED HANDLING	144	90.97%	Turkish Airlines DNATA	86	90.70%

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

SEPTEMBER 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
JetBlue DNATA	52	100%	Delta Air Lines RED HANDLING	28	96.43%
Ryanair MENZIES AVIATION	51	100%	Air China MENZIES AVIATION	27	88.89%
Air India GATWICK GROUND SERVICES	51	29.41%	Sky Express MENZIES AVIATION	24	100%
Qatar Airlines SWISSPORT	39	94.87%	Icelandair MENZIES AVIATION	22	95.45%
WestJet MENZIES AVIATION	30	96.67%			
Saudia RED HANDLING	30	13.33%			

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

SEPTEMBER 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  
September 2023

97.42%

### AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	947,966	99.96%	Emirates	35,249	95.53%
British Airways	247,976	91.03%	Air Transat	17,191	96.89%
TUI	137,062	92.67%	Turkish Airlines	14,234	99.88%
Vueling	117,663	97.51%	Aurigny	13,574	99.69%
Norwegian	58,854	100%	TAP Portugal	12,383	98.13%
Ryanair	46,854	99.94%	All other airlines	329,124	98.07%

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

SEPTEMBER 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](https://gatwickairport.com/prm)

Number of flights with passengers needing special assistance met	18,755		
Number of passengers needing special assistance met	76,008		
Percentage of pre-notifications at least 36 hours before flight*	68.67%		
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 month average	0.80	September 2023 0.58
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 month average	1.16	September 2023 1.59

\* 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

SEPTEMBER 2023

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## 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%	100%

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



# SPECIAL ASSISTANCE STATISTICS

SEPTEMBER 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

SEPTEMBER 2023

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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%

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



# SPECIAL ASSISTANCE STATISTICS

SEPTEMBER 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

SEPTEMBER 2023



## departures on-time performance

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

AIRPORT  
OVERALL

September 2023

40.56%



## arrivals on-time performance

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

AIRPORT  
OVERALL

September 2023

42.79%

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.