



 **Departures**



**MONTHLY
PERFORMANCE
REPORT
MAY 2024**

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

MAY 2024



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

Terminal	Target	Average score	May 2024
NORTH TERMINAL	3.80	4.03	4.11
SOUTH TERMINAL	3.80	3.97	3.99



airport cleanliness

Overall cleanliness of the terminal

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

Terminal	Target	Average score	May 2024
NORTH TERMINAL	4.00	4.05	4.12
SOUTH TERMINAL	4.00	4.06	4.10

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

MAY 2024



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 4.10	Average score 4.31	May 2024 4.33
SOUTH TERMINAL	Target 4.10	Average score 4.27	May 2024 4.31



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 4.20	Average score 4.55	May 2024 4.53
SOUTH TERMINAL	Target 4.20	Average score 4.52	May 2024 4.57

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

MAY 2024



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 4.00	Average score 4.25	May 2024 4.22
SOUTH TERMINAL	Target 4.00	Average score 4.27	May 2024 4.24



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 4.00	Average score 4.42	May 2024 4.44
SOUTH TERMINAL	Target 4.00	Average score 4.33	May 2024 4.40

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

MAY 2024



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	May 2024
	95.00%	96.56%	97.02%
SOUTH TERMINAL	Target	Average score	May 2024
	95.00%	97.03%	95.63%



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	May 2024
	98.00%	99.78%	100%
SOUTH TERMINAL	Target	Average score	May 2024
	98.00%	99.90%	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 97.84% and 99.78% for 5 minute and 15 minute queues respectively and therefore no rebate was triggered.

CORE SERVICE STANDARDS

MAY 2024



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	May 2024	0
SOUTH TERMINAL	Target	0	May 2024	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!	May 2024	-
SOUTH TERMINAL	Target	95.00%	Average score	#DIV/0!	May 2024	-

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

MAY 2024



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.

Terminal	Target	Average score	May 2024
NORTH TERMINAL	95.00%	99.30%	99.87%
SOUTH TERMINAL	95.00%	99.45%	99.13%
ATLANTIC HOUSE	97.00%	99.54%	99.36%
JUBILEE HOUSE	97.00%	99.46%	99.48%



external control posts security search

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

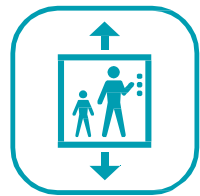
This measure applies to all hours when the control post is open. Opening times are aligned to airfield users requirements. Performance for the Northen Approach Gate.

Terminal	Target	Average score	May 2024
EXTERNAL CONTROL POSTS	95.00%	98.55%	98.52%

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

MAY 2024

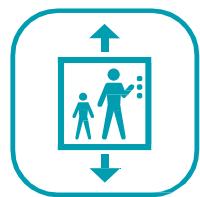


passenger sensitive equipment priority availability

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.

Terminal	Target	Average score	May 2024
NORTH TERMINAL	99.00%	99.71%	99.90%
SOUTH TERMINAL	99.00%	99.52%	99.49%



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.

Terminal	Target	Average score	May 2024
NORTH TERMINAL	99.00%	99.71%	99.83%
SOUTH TERMINAL	99.00%	99.63%	99.74%

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

MAY 2024



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	May 2024
	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	May 2024
	97.00%	99.81%	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.

CORE SERVICE STANDARDS

MAY 2024



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%	May 2024 99.98%
SOUTH TERMINAL	Target 99.50%	Average score 99.95%	May 2024 99.98%



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%	May 2024 99.81%
SOUTH TERMINAL	Target 99.00%	Average score 99.78%	May 2024 99.81%

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

MAY 2024



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.

Terminal	Target	Average score	May 2024
NORTH TERMINAL	95.00%	96.94%	96.54%
SOUTH TERMINAL	95.00%	99.32%	99.07%



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

Terminal	Target	Average score	May 2024
NORTH TERMINAL	99.50%	99.89%	99.92%
SOUTH TERMINAL	99.50%	99.90%	99.95%

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

MAY 2024



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	May 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.

NORTH TERMINAL	Target	Average score	May 2024
	98.50%	99.87%	99.94%
SOUTH TERMINAL	Target	Average score	May 2024
	98.50%	99.78%	99.64%

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

MAY 2024



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

Terminal	Target	Average score	May 2024
NORTH TERMINAL	98.00%	99.96%	99.99%
SOUTH TERMINAL	98.00%	99.68%	99.99%



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

Terminal	Target	Average score	May 2024
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

MAY 2024



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

MAY 2024



small/medium aircraft baggage performance

Target time for small/medium aircraft – **last bag delivered within 40 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 May 2024
SMALL/MEDIUM AIRCRAFT	
96.70%	

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	5,385	97.33%	Ryanair MENZIES AVIATION	276	99.64%
Vueling GATWICK GROUND SERVICES	701	98.29%	Aurigny AURIGNY	184	97.83%
British Airways GATWICK GROUND SERVICES	632	96.52%	TAP Portugal RED HANDLING	109	82.57%
Norwegian RED HANDLING	366	95.36%	Eastern Airways AURIGNY	81	98.77%
TUI Airways ASC HANDLING	323	86.07%	SunExpress MENZIES AVIATION	69	89.86%

Measures defined and targets set in agreement with the airlines.

AIRLINE SERVICE STANDARDS

MAY 2024



small/medium aircraft baggage performance

Target time for small/medium aircraft – **last bag delivered within 40 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
airBaltic MENZIES AVIATION	66	100%	Royal Air Maroc MENZIES AVIATION	30	96.67%
Air Europa MENZIES AVIATION	60	100%	Corendon Airlines MENZIES AVIATION	29	96.55%
Iberia Express GATWICK GROUND SERVICES	50	98.00%	Tunisair MENZIES AVIATION	22	100%
Lufthansa SWISSPORT	37	100%	Enter Air MENZIES AVIATION	21	80.95%
Swiss International Air Lines SWISSPORT	31	100%	Turkish Airlines DNATA	15	100%
KM Malta SWISSPORT	31	100%	All other airlines	118	94.92%

Measures defined and targets set in agreement with the airlines.

AIRLINE SERVICE STANDARDS

MAY 2024



large aircraft baggage performance

Target time for large aircraft – **last bag delivered within 55 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 May 2024
LARGE AIRCRAFT	97.89%

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	826	97.94%	Norse RED HANDLING	107	93.46%
Wizz Air MENZIES AVIATION	617	99.68%	Turkish Airlines DNATA	95	100%
easyJet DHL AVIATION SERVICES	433	99.77%	Vueling GATWICK GROUND SERVICES	95	100%
TUI Airways ASC HANDLING	241	97.93%	Emirates DNATA	93	100%
Norwegian RED HANDLING	145	97.24%	Qatar Airlines GATWICK GROUND SERVICES	62	100%

Measures defined and targets set in agreement with the airlines.

AIRLINE SERVICE STANDARDS

MAY 2024



large aircraft baggage performance

Target time for large aircraft – **last bag delivered within 55 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	61	100%	Air China MENZIES AVIATION	30	90.00%
Air Transat SWISSPORT	57	100%	Air Mauritius RED HANDLING	28	89.29%
Air India GATWICK GROUND SERVICES	53	83.02%	Air Peace RED HANDLING	27	62.96%
Ryanair MENZIES AVIATION	34	100%	WestJet MENZIES AVIATION	25	100%
China Eastern DNATA	31	100%			
Delta Air Lines RED HANDLING	31	90.32%			

Measures defined and targets set in agreement with the airlines.

AIRLINE SERVICE STANDARDS

MAY 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 May 2024 96.74%
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AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	941,282	99.77%	Emirates	28,974	98.42%
British Airways	271,507	78.85%	Qatar Airways	14,955	99.57%
Vueling	131,652	94.19%	SunExpress	14,877	93.10%
TUI	130,059	99.08%	TAP Portugal	14,735	99.55%
Norwegian	78,143	100%	Aurigny	11,016	100%
Ryanair	53,553	99.94%	All other airlines	342,484	97.92%

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

MAY 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 assistance met			17,983
Number of passengers needing special assistance met			75,448
Percentage of pre-notifications at least 36 hours before flight*			66.76%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.84	May 2024 1.14
Number of complaints received (per 1000 PRM passengers)	12 month average	1.08	May 2024 0.72

* 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

MAY 2024

departing

April to September 2024

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	100.00%	99.99%	-	-	-	-
20 mins	90%	100.00%	99.99%	-	-	-	-
30 mins	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

MAY 2024

arriving

April to September 2024

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	87.10%	84.34%	-	-	-	-
10 mins	90%	92.81%	92.75%	-	-	-	-
20 mins	100%	99.66%	99.55%	-	-	-	-

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	93.08%	90.98%	-	-	-	-
35 mins	90%	97.59%	96.52%	-	-	-	-
45 mins	100%	99.01%	98.75%	-	-	-	-

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

SPECIAL ASSISTANCE STATISTICS

MAY 2024

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%	99.99%	100.00%
20 mins	90%	100%	100%	100.00%	100.00%	99.99%	100.00%
30 mins	100%	100%	100%	100.00%	100.00%	100.00%	100.00%

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

SPECIAL ASSISTANCE STATISTICS

MAY 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%	90.48%	88.61%
10 mins	90%	90.01%	95.13%	89.47%	94.39%	96.24%	95.21%
20 mins	100%	99.32%	99.86%	99.00%	99.47%	99.94%	99.89%

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	93.61%	94.66%	90.27%	93.96%	94.85%	92.55%
35 mins	90%	97.32%	97.78%	96.10%	97.26%	98.39%	97.30%
45 mins	100%	98.98%	99.29%	98.98%	98.80%	99.69%	99.51%

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

ON-TIME PERFORMANCE

MAY 2024



departures on-time performance

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

AIRPORT
OVERALL

May 2024
66.26%



arrivals on-time performance

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

AIRPORT
OVERALL

May 2024
71.02%

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.