



 Departures

YOUR LONDON AIRPORT

*Gatwick*

# MONTHLY PERFORMANCE REPORT

## OCTOBER 2020

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

YOUR LONDON AIRPORT  
*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](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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## Core Service Standards

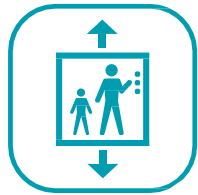


As a result of the ongoing effects of Covid-19 on the operations of Gatwick Airport we are currently reporting on a subset of the Core Service Standards.

# CORE SERVICE STANDARDS

OCTOBER 2020

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## passenger sensitive equipment priority availability

NORTH  
TERMINAL

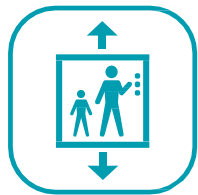
Target  
**99.00%**

Average score  
**99.78%**

October 2020  
**99.95%**

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.



## passenger sensitive equipment general availability

NORTH  
TERMINAL

Target  
**99.00%**

Average score  
**99.71%**

October 2020  
**99.88%**

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.

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months (excluding the period from March to July 2020 when the Core Service Standards scheme was suspended).

# CORE SERVICE STANDARDS

OCTOBER 2020

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## airfield stand availability

Percentage of time when aircraft stands are available

Stand availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

NORTH  
TERMINAL

Target

**99.00%**

Average score

**99.82%**

October 2020

**99.96%**



## airfield jetty/airbridge availability

Percentage of time when aircraft jetties (airbridges) are available for aircraft boarding/disembarking

Jetty availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

NORTH  
TERMINAL

Target

**99.00%**

Average score

**99.89%**

October 2020

**99.98%**

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months (excluding the period from March to July 2020 when the Core Service Standards scheme was suspended).

# CORE SERVICE STANDARDS

OCTOBER 2020

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## airfield pier service

Percentage of time when stands with pier service are available as opposed to remote stands

This measure is based on the total number of passenger movements (arrivals and departures). If a passenger is able to walk into the pier, then the stand is classed as a pier served stand.

NORTH TERMINAL	Target <b>95.00%</b>	Average score <b>97.27%</b>	October 2020 <b>97.85%</b>
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## airfield fixed electrical ground power

Percentage of time when fixed electrical ground power (FEGP) units are available for aircraft

FEGP availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00. FEGP powers aircraft when on a stand allowing engines to be turned off.

NORTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.96%</b>	October 2020 <b>100%</b>
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months (excluding the period from March to July 2020 when the Core Service Standards scheme was suspended).

# CORE SERVICE STANDARDS

OCTOBER 2020

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## inter-terminal shuttle one shuttle available

Percentage of time when one shuttle with a minimum of one car is available

Core hours vary dependent on agreed maintenance periods.

INTER-  
TERMINAL

Target

99.00%

Average score

100%

October 2020

100%



## inter-terminal shuttle two shuttles available

Percentage of time when two shuttles with a minimum of one car each are available

Core hours vary dependent on agreed maintenance periods.

INTER-  
TERMINAL

Target

97.00%

Average score

99.43%

October 2020

99.85%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months (excluding the period from March to July 2020 when the Core Service Standards scheme was suspended).

# CORE SERVICE STANDARDS

OCTOBER 2020

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## 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  
**99.00%**

Average score  
**99.77%**

October 2020  
**99.95%**



## aerodrome congestion term

An event occurs which is the responsibility of the airport or its agents which causes an impact in terms of a number of aircraft movements lost or deferred

AIRPORT  
OVERALL

Target  
**0**

Average score  
**0.0**

October 2020  
**0**

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months (excluding the period from March to July 2020 when the Core Service Standards scheme was suspended).