

A blurred photograph of an airport departures sign. The sign is illuminated in yellow and features a stylized figure of a person walking with a suitcase. The background shows a busy airport terminal with people and lights.

 **Departures**

YOUR LONDON AIRPORT
Gatwick

**MONTHLY
PERFORMANCE
REPORT**
AUGUST 2021

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

If you have any comments or feedback to help us improve please send them to 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.

DOCUMENT HISTORY

AUGUST 2021

Month of report	Published	Republished	Page reference	Metric	Reason for change
August 2021	September 2021	November 2021	4	North Terminal Pier Service	Reclassification of pier coached arrivals from Common Travel Area (CTA) destinations as not applicable for dispensation. This has now been corrected, and the score for August 2021 has consequently been revised from 99.99% to 99.73%

CORE SERVICE STANDARDS

AUGUST 2021

YOUR LONDON AIRPORT
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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	Average score	August 2021
	95.00%	99.21%	99.73%



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	Average score	August 2021
	0	0.0	0

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.