

A blurred photograph of an airport terminal. In the upper left, a yellow sign with a stylized figure icon and the word "Departures" is visible. The background shows a busy terminal with people walking and overhead lights.

 **Departures**

YOUR LONDON AIRPORT
Gatwick

**MONTHLY
PERFORMANCE
REPORT**
DECEMBER 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



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

DECEMBER 2021

YOUR LONDON AIRPORT
Gatwick



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 3.80	Average score 4.38	December 2021 4.38
SOUTH TERMINAL	Target 3.80	Average score -	December 2021 -



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 4.00	Average score 4.24	December 2021 4.24
SOUTH TERMINAL	Target 4.00	Average score -	December 2021 -

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

DECEMBER 2021

YOUR LONDON AIRPORT
Gatwick



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 4.35	December 2021 4.35
SOUTH TERMINAL	Target 4.10	Average score -	December 2021 -



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 4.61	December 2021 4.61
SOUTH TERMINAL	Target 4.20	Average score -	December 2021 -

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

DECEMBER 2021



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

Terminal	Target	Average score	December 2021
NORTH TERMINAL	4.00	4.36	4.36
SOUTH TERMINAL	4.00	-	-



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

Terminal	Target	Average score	December 2021
NORTH TERMINAL	4.00	4.35	4.35
SOUTH TERMINAL	4.00	-	-

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.

CORE SERVICE STANDARDS

DECEMBER 2021

YOUR LONDON AIRPORT
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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.

	Target	Average score	December 2021
NORTH TERMINAL	95.00%	99.24%	98.50%
SOUTH TERMINAL	95.00%	-	-



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.

	Target	Average score	December 2021
NORTH TERMINAL	98.00%	100%	100%
SOUTH TERMINAL	98.00%	-	-

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.

CORE SERVICE STANDARDS

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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.

Terminal	Target	Average score	December 2021
NORTH TERMINAL	0	0	0
SOUTH TERMINAL	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

Terminal	Target	Average score	December 2021
NORTH TERMINAL	95.00%	-	-
SOUTH TERMINAL	95.00%	-	-

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.

CORE SERVICE STANDARDS

DECEMBER 2021



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	December 2021
NORTH TERMINAL	95.00%	-	-
SOUTH TERMINAL	95.00%	-	-
ATLANTIC HOUSE	97.00%	-	-
JUBILEE HOUSE	97.00%	-	-



external control posts security search

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

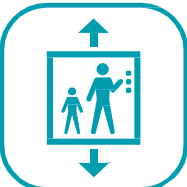
This measure applies to all hours when the control post is open. Opening times are aligned to airfield users requirements. Performance for the Northen Approach Gate.

Terminal	Target	Average score	December 2021
EXTERNAL CONTROL POSTS	95.00%	99.69%	99.73%

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

DECEMBER 2021

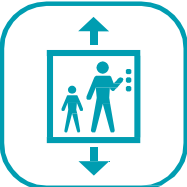


passenger sensitive equipment priority availability

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	December 2021
NORTH TERMINAL	99.00%	99.58%	99.62%
SOUTH TERMINAL	99.00%	-	-



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	December 2021
NORTH TERMINAL	99.00%	99.67%	99.55%
SOUTH TERMINAL	99.00%	-	-

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.

CORE SERVICE STANDARDS

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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	December 2021
	99.00%	99.98%	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	December 2021
	97.00%	99.91%	99.97%

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

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YOUR LONDON AIRPORT
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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.

Terminal	Target	Average score	December 2021
NORTH TERMINAL	99.50%	99.99%	99.98%
SOUTH TERMINAL	99.00%	-	-



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

Terminal	Target	Average score	December 2021
NORTH TERMINAL	99.00%	99.89%	99.94%
SOUTH TERMINAL	99.00%	-	-

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.

CORE SERVICE STANDARDS

DECEMBER 2021



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	December 2021
NORTH TERMINAL	95.00%	99.29%	97.62%
SOUTH TERMINAL	95.00%	-	-



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	December 2021
NORTH TERMINAL	99.50%	99.85%	99.94%
SOUTH TERMINAL	99.00%	-	-

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.

CORE SERVICE STANDARDS

DECEMBER 2021

YOUR LONDON AIRPORT
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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	December 2021
	0	0.0	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	December 2021
	98.50%	99.88%	99.86%
SOUTH TERMINAL	Target	Average score	December 2021
	99.00%	-	-

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.

CORE SERVICE STANDARDS

DECEMBER 2021



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	December 2021
NORTH TERMINAL	98.00%	99.90%	99.95%
SOUTH TERMINAL	98.00%	-	-



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	December 2021
NORTH TERMINAL	99.00%	100%	99.98%
SOUTH TERMINAL	99.00%	-	-

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.

CORE SERVICE STANDARDS

DECEMBER 2021

YOUR LONDON AIRPORT
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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 99.90%	Average score 99.81%	December 2021 99.43%
SOUTH TERMINAL	Target 99.90%	Average score -	December 2021 -

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.

SPECIAL ASSISTANCE STATISTICS

DECEMBER 2021



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			6,366
Number of passengers needing special assistance met			20,575
Percentage of pre-notifications at least 48 hours before flight*			66.87%
Number of compliments received (per 1000 PRM passengers)	12 month average	2.15	December 2021 1.31
Number of complaints received (per 1000 PRM passengers)	12 month average	0.38	December 2021 0.34

* Passengers' pre-notification to their airline is required by EU regulation EC 1107/2006/. Pre-notification furthermore helps us provide a better service.

SPECIAL ASSISTANCE STATISTICS

DECEMBER 2021

departing
October 2021 to March 2022

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	99.13%	99.41%	98.08%	-	-	-
20 mins	90%	100%	100%	99.74%	-	-	-
30 mins	100%	100%	100%	100%	-	-	-

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

SPECIAL ASSISTANCE STATISTICS

DECEMBER 2021

arriving

October 2021 to March 2022

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	91.14%	92.26%	87.16%	-	-	-
10 mins	90%	96.17%	97.29%	93.40%	-	-	-
20 mins	100%	99.59%	99.83%	99.60%	-	-	-

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	99.48%	99.52%	99.14%	-	-	-
35 mins	90%	99.84%	99.88%	99.70%	-	-	-
45 mins	100%	99.90%	99.94%	100%	-	-	-

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

SPECIAL ASSISTANCE STATISTICS

DECEMBER 2021

departing April to September 2021

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	100%	99.65%	99.87%	97.73%	95.98%	94.61%
20 mins	90%	100%	100%	100%	99.51%	99.09%	98.65%
30 mins	100%	100%	100%	100%	99.80%	99.94%	99.75%

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

SPECIAL ASSISTANCE STATISTICS

DECEMBER 2021

arriving

April to September 2021

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	96.23%	95.13%	91.40%	89.49%	90.29%	85.06%
10 mins	90%	98.29%	99.44%	96.37%	95.55%	95.37%	90.53%
20 mins	100%	100%	100%	99.71%	99.34%	98.76%	97.26%

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	100%	99.58%	99.75%	98.80%	98.25%	97.69%
35 mins	90%	100%	99.58%	100%	99.20%	98.49%	99.21%
45 mins	100%	100%	100%	100%	99.33%	99.20%	99.72%

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

ON-TIME PERFORMANCE

DECEMBER 2021

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

Percentage of flights departing Gatwick within 16 minutes of the scheduled time

AIRPORT
OVERALL

December 2021
84.07%



arrivals on-time performance

Percentage of flights arriving at Gatwick within 16 minutes of the scheduled time

AIRPORT
OVERALL

December 2021
83.72%