

A blurred photograph of an airport terminal. In the foreground, 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

JANUARY 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

CONTENTS

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

JANUARY 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

95.00%

Average score

97.88%

January 2021

98.75%



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

January 2021

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).