



 **Departures**

YOUR LONDON AIRPORT
Gatwick

**MONTHLY
PERFORMANCE
REPORT**
JUNE 2022

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



Airline 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

JUNE 2022

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 4.23	June 2022 3.96
SOUTH TERMINAL	Target 3.80	Average score -	June 2022 -



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 4.15	June 2022 4.00
SOUTH TERMINAL	Target 4.00	Average score -	June 2022 -

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

JUNE 2022

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 4.31	June 2022 4.24
SOUTH TERMINAL	Target 4.10	Average score -	June 2022 -



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 4.57	June 2022 4.53
SOUTH TERMINAL	Target 4.20	Average score -	June 2022 -

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

JUNE 2022



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	June 2022
NORTH TERMINAL	4.00	4.33	4.13
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	June 2022
NORTH TERMINAL	4.00	4.34	4.20
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

JUNE 2022

YOUR LONDON AIRPORT
Gatwick



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	June 2022
	95.00%	92.54%	71.20%
SOUTH TERMINAL	Target	Average score	June 2022
	95.00%	64.80%	64.80%



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	June 2022
	98.00%	99.64%	97.42%
SOUTH TERMINAL	Target	Average score	June 2022
	98.00%	96.27%	96.27%

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

JUNE 2022



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	June 2022	5
SOUTH TERMINAL	Target	0	June 2022	2



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	-	June 2022	-
SOUTH TERMINAL	Target	95.00%	Average score	-	June 2022	-

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

JUNE 2022

YOUR LONDON AIRPORT
Gatwick



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	June 2022
NORTH TERMINAL	95.00%	99.89%	99.96%
SOUTH TERMINAL	95.00%	99.52%	99.62%
ATLANTIC HOUSE	97.00%	-	-
JUBILEE HOUSE	97.00%	-	-



external control posts security search

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

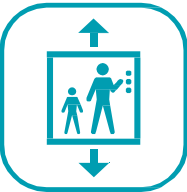
This measure applies to all hours when the control post is open. Opening times are aligned to airfield users requirements. Performance for the Northen Approach Gate.

Terminal	Target	Average score	June 2022
EXTERNAL CONTROL POSTS	95.00%	99.43%	97.56%

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

JUNE 2022

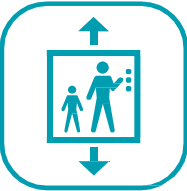


passenger sensitive equipment priority availability

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	June 2022
NORTH TERMINAL	99.00%	99.68%	99.76%
SOUTH TERMINAL	99.00%	99.67%	99.67%



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	June 2022
NORTH TERMINAL	99.00%	99.70%	99.70%
SOUTH TERMINAL	99.00%	99.79%	99.79%

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

JUNE 2022



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	June 2022
	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	June 2022
	97.00%	99.88%	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.

CORE SERVICE STANDARDS

JUNE 2022



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	June 2022
NORTH TERMINAL	99.50%	99.97%	99.98%
SOUTH TERMINAL	99.00%	100%	100%



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	June 2022
NORTH TERMINAL	99.00%	99.89%	99.86%
SOUTH TERMINAL	99.00%	99.77%	99.77%

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

JUNE 2022



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	June 2022
NORTH TERMINAL	95.00%	98.01%	97.20%
SOUTH TERMINAL	95.00%	99.33%	99.32%



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	June 2022
NORTH TERMINAL	99.50%	99.90%	99.93%
SOUTH TERMINAL	99.00%	99.96%	99.96%

*South Terminal Pier Service – the 12 month rolling average will not be reported until March 2023 due to the inability to report this measure for the 12 months April 2021 to March 2022 whilst the terminal was closed as a consequence of Covid-19.

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

JUNE 2022



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	June 2022
	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	June 2022
	98.50%	99.79%	99.91%
SOUTH TERMINAL	Target	Average score	June 2022
	99.00%	99.90%	99.86%

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

JUNE 2022



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	June 2022
NORTH TERMINAL	98.00%	99.91%	99.97%
SOUTH TERMINAL	98.00%	99.98%	99.97%



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	June 2022
NORTH TERMINAL	99.00%	99.99%	100%
SOUTH TERMINAL	99.00%	100%	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.

CORE SERVICE STANDARDS

JUNE 2022

YOUR LONDON AIRPORT
Gatwick



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 99.93%	June 2022 100%
SOUTH TERMINAL	Target 99.90%	Average score 99.98%	June 2022 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.

AIRLINE SERVICE STANDARDS

JUNE 2022



small/medium aircraft baggage performance

Target time for small/medium aircraft – **last bag delivered within 35 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 June 2022
SMALL/MEDIUM AIRCRAFT	73.58%

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	4,028	67.20%	TUI Airways ASC HANDLING	226	64.16%
British Airways GATWICK GROUND SERVICES	696	85.92%	Aurigny AURIGNY	168	97.02%
Vueling GATWICK GROUND SERVICES	626	93.61%	Aer Lingus MENZIES AVIATION	163	74.23%
Norwegian RED HANDLING	476	94.75%	TAP Portugal RED HANDLING	81	85.19%
Ryanair MENZIES AVIATION	280	81.43%	airBaltic MENZIES AVIATION	71	71.83%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal.

AIRLINE SERVICE STANDARDS

JUNE 2022



small/medium aircraft baggage performance

Target time for small/medium aircraft – **last bag delivered within 35 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
Corendon Airlines MENZIES AVIATION	61	40.98%	Royal Air Maroc MENZIES AVIATION	30	53.33%
Air Europa MENZIES AVIATION	60	41.67%	Enter Air MENZIES AVIATION	27	40.74%
Eastern Airways AURIGNY	59	98.31%	Air Malta MENZIES AVIATION	26	23.08%
Iberia Express MENZIES AVIATION	47	46.81%	SunExpress MENZIES AVIATION	25	24.00%
Wizz Air MENZIES AVIATION	45	68.89%	Freebird MENZIES AVIATION	25	44.00%
Turkish Airlines DNATA	39	66.67%	All other airlines	54	46.30%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal.

AIRLINE SERVICE STANDARDS

JUNE 2022



large aircraft baggage performance

Target time for large aircraft – **last bag delivered within 50 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 June 2022
LARGE AIRCRAFT	84.47%

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
Wizz Air MENZIES AVIATION	355	78.31%	Turkish Airlines DNATA	97	96.91%
TUI Airways ASC HANDLING	303	93.40%	WestJet MENZIES AVIATION	88	52.27%
British Airways GATWICK GROUND SERVICES	258	90.70%	Air Transat SWISSPORT	71	100%
easyJet DHL AVIATION SERVICES	245	71.84%	Emirates DNATA	60	90.00%
Vueling GATWICK GROUND SERVICES	99	98.99%	JetBlue DNATA	30	100%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal.

AIRLINE SERVICE STANDARDS

JUNE 2022



large aircraft baggage performance

Target time for large aircraft – **last bag delivered within 50 minutes**

AIRLINES 11-19 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Qatar Airlines SWISSPORT	26	100%	Scot MENZIES AVIATION	8	0.00%
TAP Portugal RED HANDLING	26	100%	Corendon Airlines MENZIES AVIATION	8	62.50%
Norwegian RED HANDLING	24	100%	Iberia Express MENZIES AVIATION	2	50.00%
Icelandair MENZIES AVIATION	21	76.19%			
SunExpress MENZIES AVIATION	19	26.32%			
Ryanair Menzies Aviation	18	100%			

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal.

AIRLINE SERVICE STANDARDS

JUNE 2022



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 June 2022 90.19%
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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	818,846	99.91%	WestJet	24,697	100%
British Airways	187,018	67.95%	Emirates	21,675	63.46%
TUI	154,493	71.19%	Turkish Airlines	19,220	88.20%
Vueling	114,009	96.73%	TAP Portugal	13,787	89.98%
Norwegian	69,816	99.94%	Aurigny	13,289	99.36%
Ryanair	48,200	99.35%	All other airlines	218,384	94.53%

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

JUNE 2022



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			16,306
Number of passengers needing special assistance met			55,739
Percentage of pre-notifications at least 36 hours before flight*			65.20%
Number of compliments received (per 1000 PRM passengers)	12 month average	1.54	June 2022 1.09
Number of complaints received (per 1000 PRM passengers)	12 month average	0.79	June 2022 2.35

* 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

JUNE 2022

departing April to September 2022

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	99.13%	99.78%	99.96%	-	-	-
20 mins	90%	99.71%	99.92%	99.99%	-	-	-
30 mins	100%	99.95%	99.97%	100%	-	-	-

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

SPECIAL ASSISTANCE STATISTICS

JUNE 2022

arriving

April to September 2022

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	74.59%	55.42%	49.33%	-	-	-
10 mins	90%	83.85%	63.89%	59.55%	-	-	-
20 mins	100%	95.76%	78.47%	75.08%	-	-	-

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	96.06%	81.49%	75.63%	-	-	-
35 mins	90%	98.38%	88.75%	85.33%	-	-	-
45 mins	100%	99.21%	92.51%	91.33%	-	-	-

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

SPECIAL ASSISTANCE STATISTICS

JUNE 2022

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%	98.56%	99.27%	99.49%
20 mins	90%	100%	100%	99.74%	99.89%	99.76%	99.92%
30 mins	100%	100%	100%	100%	100%	99.95%	99.96%

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

SPECIAL ASSISTANCE STATISTICS

JUNE 2022

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%	91.61%	85.80%	81.23%
10 mins	90%	96.17%	97.29%	93.40%	96.19%	93.13%	89.37%
20 mins	100%	99.59%	99.83%	99.60%	99.78%	99.46%	97.64%

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	99.48%	99.52%	99.14%	98.97%	99.41%	97.27%
35 mins	90%	99.84%	99.88%	99.70%	100%	99.75%	98.43%
45 mins	100%	99.90%	99.94%	100%	100%	100%	99.40%

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

ON-TIME PERFORMANCE

JUNE 2022

YOUR LONDON AIRPORT
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departures on-time performance

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



arrivals on-time performance

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



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.