



 **Departures**

YOUR LONDON AIRPORT  
*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**  
**JANUARY 2022**

[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



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

JANUARY 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	Average score	January 2022
	3.80	4.38	4.37
SOUTH TERMINAL	Target	Average score	January 2022
	3.80	–	–



## airport cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys Measured  
as a score from 1-5  
5 = Excellent 1 = Extremely Poor

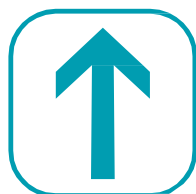
NORTH TERMINAL	Target	Average score	January 2022
	4.00	4.23	4.22
SOUTH TERMINAL	Target	Average score	January 2022
	4.00	–	–

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

JANUARY 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	Average score	January 2022
	4.10	4.34	4.34
SOUTH TERMINAL	Target	Average score	January 2022
	4.10	–	–



## 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	Average score	January 2022
	4.20	4.61	4.61
SOUTH TERMINAL	Target	Average score	January 2022
	4.20	–	–

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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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

NORTH TERMINAL	Target	Average score	January 2022
	4.00	4.38	4.40
SOUTH TERMINAL	Target	Average score	January 2022
	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

NORTH TERMINAL	Target	Average score	January 2022
	4.00	4.39	4.42
SOUTH TERMINAL	Target	Average score	January 2022
	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

JANUARY 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 95.00%	Average score 99.06%	January 2022 98.52%
SOUTH TERMINAL	Target 95.00%	Average score –	January 2022 –



## 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 98.00%	Average score 100%	January 2022 100%
SOUTH TERMINAL	Target 98.00%	Average score –	January 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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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	Average score	January 2022
	0	0	0
SOUTH TERMINAL	Target	Average score	January 2022
	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

NORTH TERMINAL	Target	Average score	January 2022
	95.00%	-	-
SOUTH TERMINAL	Target	Average score	January 2022
	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

JANUARY 2022

YOUR LONDON AIRPORT  
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## 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.

NORTH TERMINAL	Target 95.00%	Average score -	January 2022 -
SOUTH TERMINAL	Target 95.00%	Average score -	January 2022 -
ATLANTIC HOUSE	Target 97.00%	Average score -	January 2022 -
JUBILEE HOUSE	Target 97.00%	Average score -	January 2022 -



## 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 Northern Approach Gate.

EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.67%	January 2022 99.60%
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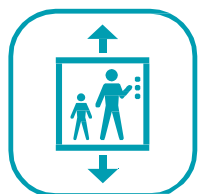
Measures defined and targets set in agreement with the airlines and endorsed by the CAA.  
Average scores calculated from the monthly scores reported in the last 12 months.



# CORE SERVICE STANDARDS

JANUARY 2022

YOUR LONDON AIRPORT  
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## 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.

NORTH  
TERMINAL

Target

99.00%

Average score

99.64%

January 2022

99.82%

SOUTH  
TERMINAL

Target

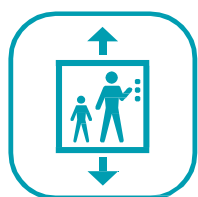
99.00%

Average score

-

January 2022

-



## 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.

NORTH  
TERMINAL

Target

99.00%

Average score

99.60%

January 2022

99.40%

SOUTH  
TERMINAL

Target

99.00%

Average score

-

January 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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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

99.00%

Average score

99.98%

January 2022

99.98%



## 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

97.00%

Average score

99.93%

January 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.

# CORE SERVICE STANDARDS

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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.

NORTH TERMINAL	Target	Average score	January 2022
	99.50%	99.99%	100%
SOUTH TERMINAL	Target	Average score	January 2022
	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

NORTH TERMINAL	Target	Average score	January 2022
	99.00%	99.86%	99.77%
SOUTH TERMINAL	Target	Average score	January 2022
	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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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.

NORTH TERMINAL	Target	Average score	January 2022
	95.00%	99.18%	97.46%
SOUTH TERMINAL	Target	Average score	January 2022
	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

NORTH TERMINAL	Target	Average score	January 2022
	99.50%	99.84%	99.80%
SOUTH TERMINAL	Target	Average score	January 2022
	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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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	January 2022
	0	0.1	1



## 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	January 2022
	98.50%	99.77%	99.44%
SOUTH TERMINAL	Target	Average score	January 2022
	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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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

NORTH TERMINAL	Target	Average score	January 2022
	98.00%	99.83%	99.62%
SOUTH TERMINAL	Target	Average score	January 2022
	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

NORTH TERMINAL	Target	Average score	January 2022
	99.00%	100%	99.99%
SOUTH TERMINAL	Target	Average score	January 2022
	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

JANUARY 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	Average score	January 2022
	99.90%	99.86%	100.00%
SOUTH TERMINAL	Target	Average score	January 2022
	99.90%	-	-

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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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

SMALL/  
MEDIUM  
AIRCRAFT

Flights within  
target time in  
January 2022

97.01%

### AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time
easyJet DHL AVIATION SERVICES	1,367	98.61%
Ryanair MENZIES AVIATION	242	98.76%
Norwegian RED HANDLING	171	95.91%
Aurigny AURIGNY	118	99.15%
Vueling GATWICK GROUND SERVICES	106	98.11%

Airline & Handling Agent	Number of flights	Flights within target time
TUI Airways ASC HANDLING	84	91.67%
Aer Lingus MENZIES AVIATION	68	95.59%
TAP Portugal RED HANDLING	65	90.77%
Air Europa MENZIES AVIATION	58	89.66%
airBaltic MENZIES AVIATION	47	97.87%

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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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
Eastern Airways AURIGNY	29	93.10%
Swiss International Air Lines MENZIES AVIATION	28	89.29%
Ukraine International Airlines MENZIES AVIATION	27	96.30%
British Airways GATWICK GROUND SERVICES	16	100%
Jet2.com MENZIES AVIATION	16	31.25%
Titan Airways MENZIES AVIATION	9	88.89%

Airline & Handling Agent	Number of flights	Flights within target time
Wizz Air MENZIES AVIATION	7	100%
Iraqi Airways MENZIES AVIATION	5	80.00%
Air Malta MENZIES AVIATION	3	100%
Enter Air MENZIES AVIATION	2	100%
Turkish Airlines DNATA	2	100%
All other airlines	4	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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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  
  
LARGE  
AIRCRAFT

Flights within  
target time in  
January 2022

97.94%

### 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
British Airways GATWICK GROUND SERVICES	221	95.48%	JetBlue DNATA	29	100%
TUI Airways ASC HANDLING	117	100%	Wizz Air MENZIES AVIATION	19	100%
easyJet DHL AVIATION SERVICES	105	100%	Titan Airways MENZIES AVIATION	16	100%
Turkish Airlines DNATA	47	100%	WestJet MENZIES AVIATION	15	86.67%
Emirates DNATA	31	100%	Air Transat SWISSPORT	11	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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## large aircraft baggage performance

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

### AIRLINES 11-15 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time
Vueling GATWICK GROUND SERVICES	10	100%
Scoot MENZIES AVIATION	3	66.67%
SunExpress MENZIES AVIATION	3	100%
Air Europa MENZIES AVIATION	2	100%
TAP Portugal RED HANDLING	1	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.

# SPECIAL ASSISTANCE STATISTICS

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



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](https://gatwickairport.com/prm)

Number of flights with passengers needing special assistance met		4,250
Number of passengers needing special assistance met		14,706
Percentage of pre-notifications at least 36 hours before flight*		69.93%
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 month average 2.02	January 2022 1.77
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 month average 0.36	January 2022 0.14

\* 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

YOUR LONDON AIRPORT  
*Gatwick*

JANUARY 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%	-	-
20 mins	90%	100%	100%	99.74%	99.89%	-	-
30 mins	100%	100%	100%	100%	100%	-	-

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

# SPECIAL ASSISTANCE STATISTICS

YOUR LONDON AIRPORT  
*Gatwick*

JANUARY 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%	-	-
10 mins	90%	96.17%	97.29%	93.40%	96.19%	-	-
20 mins	100%	99.59%	99.83%	99.60%	99.78%	-	-

### NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	99.48%	99.52%	99.14%	98.97%	-	-
35 mins	90%	99.84%	99.88%	99.70%	100%	-	-
45 mins	100%	99.90%	(ie	100%	100%	-	-

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

# SPECIAL ASSISTANCE STATISTICS

YOUR LONDON AIRPORT  
*Gatwick*

JANUARY 2022

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

YOUR LONDON AIRPORT  
*Gatwick*

JANUARY 2022

## 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

JANUARY 2022

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

AIRPORT  
OVERALL

January 2022

87.69%



## arrivals on-time performance

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

AIRPORT  
OVERALL

January 2022

83.22%