



 **Departures**

YOUR LONDON AIRPORT  
*Gatwick*

# MONTHLY PERFORMANCE REPORT

**APRIL 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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Special Assistance and Service Notification



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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

APRIL 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	April 2022
	3.80	4.31	4.16
SOUTH TERMINAL	Target	Average score	April 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

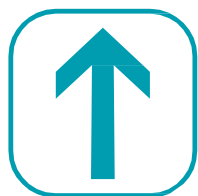
NORTH TERMINAL	Target	Average score	April 2022
	4.00	4.20	4.12
SOUTH TERMINAL	Target	Average score	April 2022
	4.00	–	–

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

APRIL 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	April 2022
	4.10	4.34	4.30
SOUTH TERMINAL	Target	Average score	April 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	April 2022
	4.20	4.58	4.54
SOUTH TERMINAL	Target	Average score	April 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

APRIL 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	April 2022
	4.00	4.39	4.34
SOUTH TERMINAL	Target	Average score	April 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	April 2022
	4.00	4.38	4.29
SOUTH TERMINAL	Target	Average score	April 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

APRIL 2022

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.

NORTH TERMINAL	Target 95.00%	Average score 96.40%	April 2022 87.05%
SOUTH TERMINAL	Target 95.00%	Average score –	April 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 99.93%	April 2022 99.56%
SOUTH TERMINAL	Target 98.00%	Average score –	April 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

APRIL 2022

YOUR LONDON AIRPORT  
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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.

NORTH TERMINAL	Target 0	April 2022 2
SOUTH TERMINAL	Target 0	April 2022 -



## 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 -	April 2022 -
SOUTH TERMINAL	Target 95.00%	Average score -	April 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

APRIL 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 –	April 2022 –
SOUTH TERMINAL	Target 95.00%	Average score –	April 2022 –
ATLANTIC HOUSE	Target 97.00%	Average score –	April 2022 –
JUBILEE HOUSE	Target 97.00%	Average score –	April 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 99.63%	April 2022 99.65%
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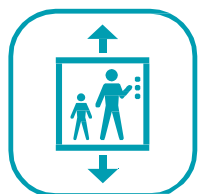
Measures defined and targets set in agreement with the airlines and endorsed by the CAA.  
Average scores calculated from the monthly scores reported in the last 12 months.



# CORE SERVICE STANDARDS

APRIL 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

99.69%

April 2022

99.84%

SOUTH  
TERMINAL

Target

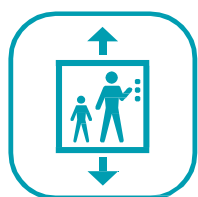
99.00%

Average score

-

April 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

99.70%

April 2022

99.66%

SOUTH  
TERMINAL

Target

99.00%

Average score

-

April 2022

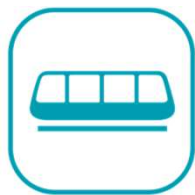
-

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

APRIL 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	Average score	April 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	April 2022
	97.00%	99.85%	99.41%

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

APRIL 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	April 2022
	99.50%	99.97%	100%
SOUTH TERMINAL	Target	Average score	April 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	April 2022
	99.00%	99.88%	99.82%
SOUTH TERMINAL	Target	Average score	April 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

APRIL 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	April 2022
	95.00%	98.47%	97.19%
SOUTH TERMINAL	Target	Average score	April 2022
	95.00%	99.45%	99.45%



## 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	April 2022
	99.50%	99.89%	99.91%
SOUTH TERMINAL	Target	Average score	April 2022
	99.00%	–	–

\*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

APRIL 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

0

April 2022

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

98.50%

Average score

99.76%

April 2022

99.97%

SOUTH  
TERMINAL

Target

99.00%

Average score

–

April 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

APRIL 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	April 2022
	98.00%	99.89%	99.96%
SOUTH TERMINAL	Target	Average score	April 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	April 2022
	99.00%	99.99%	100%
SOUTH TERMINAL	Target	Average score	April 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

APRIL 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	April 2022
	99.90%	99.92%	100%
SOUTH TERMINAL	Target	Average score	April 2022
	99.90%	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.

# AIRLINE SERVICE STANDARDS

APRIL 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  
April 2022

89.37%

### 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	3,687	87.52%	Aer Lingus MENZIES AVIATION	168	93.45%
Vueling GATWICK GROUND SERVICES	593	99.33%	Aurigny AURIGNY	150	96.67%
Norwegian RED HANDLING	446	97.31%	TUI Airways ASC HANDLING	126	84.13%
Ryanair MENZIES AVIATION	282	95.74%	TAP Portugal RED HANDLING	87	91.95%
British Airways GATWICK GROUND SERVICES	264	96.21%	airBaltic MENZIES AVIATION	72	90.28%

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

YOUR LONDON AIRPORT  
*Gatwick*

APRIL 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
Eastern Airways AURIGNY	60	95.00%
Air Europa MENZIES AVIATION	59	47.46%
Iberia Express MENZIES AVIATION	58	70.69%
Corendon Airlines MENZIES AVIATION	45	86.67%
Turkish Airlines DNATA	35	80.00%
Royal Air Maroc MENZIES AVIATION	30	73.33%

Airline & Handling Agent	Number of flights	Flights within target time
Wizz Air MENZIES AVIATION	30	90.00%
Air Malta MENZIES AVIATION	23	73.91%
Titan Airways MENZIES AVIATION	22	27.27%
SunExpress MENZIES AVIATION	18	50.00%
Jet2.com MENZIES AVIATION	10	40.00%
All other airlines	36	72.22%

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

APRIL 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  
April 2022

93.98%

### 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	94.93%	Turkish Airlines DNATA	60	100%
British Airways GATWICK GROUND SERVICES	253	89.72%	Emirates DNATA	60	96.67%
easyJet DHL AVIATION SERVICES	226	89.82%	WestJet MENZIES AVIATION	30	83.33%
TUI Airways ASC HANDLING	170	100%	JetBlue DNATA	30	100%
Vueling GATWICK GROUND SERVICES	79	98.73%	Icelandair MENZIES AVIATION	24	95.83%

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

APRIL 2022

YOUR LONDON AIRPORT  
*Gatwick*



## 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
Air Transat SWISSPORT	21	100%
TAP Portugal RED HANDLING	19	100%
Ryanair MENZIES AVIATION	17	100%
Titan Airways MENZIES AVIATION	12	83.33%
SunExpress MENZIES AVIATION	9	88.89%
Scoot Menzies Aviation	8	62.50%

Airline & Handling Agent	Number of flights	Flights within target time
Norwegian RED HANDLING	3	100%
Iberia Express MENZIES AVIATION	2	100%
Privilege Style MENZIES AVIATION	1	0.00%

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

APRIL 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	9,447		
Number of passengers needing special assistance met	38,024		
Percentage of pre-notifications at least 36 hours before flight*	65.02%		
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 month average	1.41	April 2022 1.10
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 month average	0.59	April 2022 1.13

\* 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*

APRIL 2022

departing  
April to September 2022

## PRE-BOOKED

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

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

# SPECIAL ASSISTANCE STATISTICS

YOUR LONDON AIRPORT  
*Gatwick*

APRIL 2022

## arriving April to September 2022

### PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	74.59%	-	-	-	-	-
10 mins	90%	83.85%	-	-	-	-	-
20 mins	100%	95.76%	-	-	-	-	-

### NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	96.06%	-	-	-	-	-
35 mins	90%	98.38%	-	-	-	-	-
45 mins	100%	99.21%	-	-	-	-	-

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

# SPECIAL ASSISTANCE STATISTICS

YOUR LONDON AIRPORT  
*Gatwick*

APRIL 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

YOUR LONDON AIRPORT  
*Gatwick*

APRIL 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

APRIL 2022

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

AIRPORT  
OVERALL

April 2022  
69.61%



## arrivals on-time performance

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

AIRPORT  
OVERALL

April 2022  
72.06%

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.