

21 December 2009

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Dear John

Quality Monitoring Workshop

Thank you for organising the workshop on quality monitoring for airports which was held last week. We considered it to be a most useful exchange between industry and Commission staff.

As you may be aware, for the last ten years BARNZ has been monitoring the information disclosure statements produced by Auckland, Wellington and Christchurch Airports under the Airport Authorities Act Information Disclosure Regulations. I enclose a copy of the report which was produced with respect to the disclosures for the 2008 financial year so that you can see the type of work which BARNZ undertakes and the measures the airlines find most useful. Please feel free to ask any questions of BARNZ with respect to the matters contained in this report.

I have set out below the outcomes which we recorded from the discussion at the workshop on whether particular measures ought to be included or not, and also on any definitional issues with various measures.

- 2.5 Aircraft parking stands – multi-use of gates for international, domestic and cargo will mean that a range of measures will need to be disclosed. Also the cargo category should really be a catch all category including military and other aircraft types.
- 2.6 Parking stands per arriving aircraft – consensus this should be removed as aircraft remain on stands for differing lengths of time.
- 2.9 GPU availability – consensus this should be changed to a reliability measure with airports to disclose unavailability where GPUs are provided
- 4.12 – 15 ASQ measures regarding passenger perceptions of queue length – general consensus these should remain
- 5.1 Hours outbound baggage system is in use – general consensus this is not needed. Reliability measures already included are more important.
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- 5.4 Planned interruptions to outbound baggage sortation system – general consensus that this should be removed. Any significant planned interruption will be reflected in OTDD measures.
- 5.6 Planned interruptions to inbound baggage sortation system – general consensus that this should be removed.
- 6.9 Lounge area per departing passenger – duplication of later measure (6.40)
- 6.8 and 6.9 Significant discussion around what is a lounge and recent practice of open plan waiting areas and not formal separate lounges. Unresolved issue as to how to measure lounges.
- 6.16 Number of airbridges – consensus to include
- 6.17 – 6.20 Disclosure of busy hour and passenger volumes – Consensus these measures are suitable and reflect the intention of the JWD, but a caution was noted for the Commission to be clear as to whether the measure is for domestic and/or international passengers and also how transit and transfer passengers should be treated. General view that transfer and transit passengers should be separately shown and only counted once.
- 6.21 and onwards Various passenger measures. The issue of international/domestic and transit/transfer is also relevant when defining these measures.
- 6.25 – 6.27 Airbridge use measures – after discussion the industry consensus was that these measures should be replaced by a measure of the number of aircraft movements where an airbridge was expected/desired but was unavailable, in other words the unmet demand for airbridges. Thus remote movements by carriers which are happy to use a remote stand will not be included in this statistic.
- 6.28 Number of seats in gate lounges – general consensus to delete
- 6.29 Seats per departing passenger during busy hour – while the airports objected to this measure it was agreed after some discussion that a measure of available seats in general waiting areas (ie not just lounges) per passenger was appropriate as seat availability is important to passengers.
- 6.30 Number of baggage trolleys – general consensus to delete
- 6.31 Baggage trolleys per passenger during selected busy hour – airports favour removal, BARNZ left it to the Commission to decide
- 6.32 Number of FIDS screens – airports favour removal, BARNZ left it to the Commission to decide
- 6.33 Number of FIDS screens per passenger – consensus to remove
- 6.34 Information points – consensus to remove
- 6.35 Information points per passenger – consensus to remove
- 6.36 Throughput of outbound baggage sortation system in busy hour – consensus to include as it is needed and was in the Joint Working Document

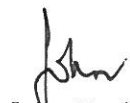
- 6.37 Number of outbound bags handled – consensus not needed
- 6.38 Throughput of inbound baggage sortation system in busy hour – consensus to include and it was in the Joint Working Document
- 6.39 Number of inbound bags handled – consensus not needed and also not known by airport
- 6.40 Measures of passenger throughput for various functional areas within the terminal – consensus these should be included as they are within the Joint Working Document but definitions of the areas will need careful reviewing
- 6.41 Waiting times for Avsec, customs and check-in during the busy hour – consensus that these should be deleted as it is not possible to measure them in advance and it is questionable as to whether they are within the definition of regulated services.

One issue which we note was not discussed is the question of whether airline surveys of quality perception should be provided for. NAS advised against the inclusion of such surveys at this time due to practical difficulties being experienced by the ACCC when interpreting the data from airline surveys and attempting to derive meaningful conclusions. BARNZ members consider that airline surveys should be provided for.

Airlines are a significant customer group for airports, and provide the majority of revenue earned by airports from regulated activities. The difficulties being experienced by the ACCC should be taken into account by the Commission when designing an appropriate survey, but should not be permitted to act as a deterrent for measuring the quality perceptions airlines have with respect to the provision of regulated services by the three airports.

Again, please accept our appreciation for the Commission having organised such a useful workshop. With the timetable having been extended, we trust the Commission will be able to programme future workshops on other issues relevant to the airport sector.

Yours sincerely



John Beckett
Executive Director