



COMMERCE COMMISSION

Airport Quality Working Session Agenda

Wednesday 16 December 2009

Purpose of the Working Session

The purpose of the working session is to assist the Commission to consider how best to specify information disclosure requirements for quality for regulated airport services.

The broad approach is to review work undertaken to date by the joint working group convened by NZAA and BARNZ to ensure that the identified measures are relevant to the regulatory purpose under Part 4 of the Commerce Act and are consistent with best practice in performance measurement.

Issues regarding requisite quality and target quality are out of scope for this working session.

10:00 am - 10:15 am

Introduction & overview of Part 4 Information Disclosure for airports

The purpose of the introduction is to confirm with participants the purpose of the working session, and to provide a brief overview of the context for the work within the broader work programme.

10:15 am - 10:35 am

Attendees comment on the Consultant's report¹ and proposed quality measures

This session is for attendees to briefly comment on the Consultant's report and the quality measures proposed in the Consultant's report (Appendix 1).

Session 1 Quality Measures (Appendix 1)

The purpose of this session is to review existing work to date undertaken by the joint working group on measures in relation to airfield services, aircraft and freight services, and specified passenger services. The following will be discussed:

- whether particular quality measures are relevant to Information Disclosure, and reflect matters that are most material to airports, passengers, airlines, or other major groups;
- whether quality measures are correctly defined (Appendix 2, definitions proposed by the JWD);
- whether unit of measures are specific and not subject to manipulation; and
- whether quality measures are enduring and are able to stand the test of time; and

¹ Network Advisory Services, *Regulation of Specified Airport Services: Information Disclosure – Quality measures report*, September 2009

- whether the data/information is currently available.

The focus of this session will be on the areas that are not included in the Joint Working Document (JWD)² but are proposed in the Consultant's report.

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| 10:35 am - 11:00 am | Airfield services <ul style="list-style-type: none"> • Reliability measures • Capacity and utilisation measures |
| 11:00 am - 11:05 am | Aircraft and freight services <ul style="list-style-type: none"> • Reliability measures |
| 11:05 am - 1:00 pm | Specified passenger terminal services <ul style="list-style-type: none"> • Customer perception • Reliability measures • Capacity and utilisation measures |
| 1:00 pm - 2:00 pm | Lunch |

Session 2 Data collection (Appendix 3)

The purpose of this session is to identify and resolve issues regarding the data collection process. This session will invite ideas on technical solutions of how information can be collected. The cost-effectiveness of compiling the information will be taken into consideration.

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| 2:00 pm - 2:45 pm | Capacity & utilisation - the definition of a representative Busy Day/Busy Hour |
| 2:45 pm - 3:30 pm | Customer perception - the customer perception survey |
| 3:30 pm - 3:50 pm | Afternoon tea |

Session 3 Key Performance Indicators (KPIs) (Appendix 4)

The purpose of this session is to consider which of the quality measure(s) should be reflected in the KPI. The KPI(s) proposed in submissions and cross-submissions will be reviewed and discussed.

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| 4:00 pm - 5:00 pm | Reliability, Capacity & utilisation, Customer perception Key Performance Indicators (KPIs) |
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² NZ Airports Association and BARNZ, *Quality Service Monitoring for Specified Airport Companies. A joint working document produced by NZ Airports Association, BARNZ, 24 June 2009*

Appendix 1 Airport Service Quality Measures³

| Service Quality Measure | | Units of Measure | Consultant's Comments | Submitters' Views |
|-----------------------------|---|--|--|---------------------|
| <i>Airfield Services</i> | | | | |
| Reliability Measures | | | | |
| 1.1 | Interruption to runway services | Number and duration Specify whether the interruptions are due to: <ul style="list-style-type: none"> • Airports; • Airlines/other; or • Undefined reasons. | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides an indication of runway services reliability; ▪ Aligns with consumer values of airlines; ▪ Measure is fully within the airports' reasonable control; ▪ Only applicable to runways with scheduled services or where aircraft is unable to land on runway; and ▪ Suitable for comparison between airports. | Consistent with JWD |
| 1.2 | Interruption to taxiway services | Number and duration Specify whether the interruptions are due to: <ul style="list-style-type: none"> • Airports; • Airlines/other; or • Undefined reasons. | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides an indication of taxiway services reliability; ▪ Aligns with consumer values of airlines; ▪ Measure is fully within the airports' reasonable control; ▪ No data consistency issues; and ▪ Suitable for comparison between airports. | Consistent with JWD |
| 1.3 | Interruption to remote stands and means of embarkation/disembarkation | Number and duration Specify whether the interruptions are due to: <ul style="list-style-type: none"> • Airports; • Airlines/other; or • Undefined reasons. | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides an indication of remote stands reliability; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; ▪ No data consistency issues; and ▪ Suitable for comparison between airports. | Consistent with JWD |
| 1.4 | Interruption to contact stands | Number and duration Specify whether the interruptions are due to: <ul style="list-style-type: none"> • Airports; • Airlines/other; or • Undefined reasons. | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides an indication of contact stands reliability; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; ▪ No data consistency issues; and ▪ Suitable for comparison between airports. | Consistent with JWD |
| 1.5 | On time departure delay | Number of flights affected | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document | Consistent with JWD |

³ Source: Network Advisory Services, *Regulation of Specified Airport Services: Information Disclosure – Quality measures report*, September 2009

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|--|---|--|---|---------------------|
| | | | <p>(reproduced in full in Appendix 2);</p> <ul style="list-style-type: none"> ▪ Provides an indication of extent of delays at the airport; ▪ Aligns with consumer values of airlines; ▪ Measure is partially within the airports' reasonable control, but airlines may also have a significant influence; ▪ May be data consistency issues, given the extent to which airlines influence service quality and the fact that this measure is yet to be trialled by airports. Consequently, commentary must accompany this measure to clearly state that performance is influenced by factors beyond the airport's control; and ▪ Suitable for comparison between airports ▪ Given that the is measure is yet to be trialled by airports, reporting should not commence until at least 12 months of consistent data is available for each regulated airport. | |
| Capacity and Utilisation Measures | | | | |
| 2.1 | Description of runway(s) including: <ul style="list-style-type: none"> ▪ Orientation; ▪ Length of pavement; ▪ Width; and ▪ Runway Code | Directions, lengths and codes as appropriate | <ul style="list-style-type: none"> ▪ Provides descriptive context for the physical aspects of the airport; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 2.2 | Description of main taxiway(s) | Either: <ul style="list-style-type: none"> ▪ full length; ▪ single; or ▪ dual | <ul style="list-style-type: none"> ▪ Provides descriptive context for the physical aspects of the airport; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard terms – no data consistency issues. | Consistent with JWD |
| 2.3 | Declared Capacity by Airways or the Airport for each runway | Aircraft movements per hour | <ul style="list-style-type: none"> ▪ Value determined by each airport that provides context for the size and busyness of the airport; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 2.4 | Category of Instrument Landing System | Description in words | <ul style="list-style-type: none"> ▪ Provides descriptive context for the physical aspects of the airport; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard descriptions – no data consistency issues. | Consistent with JWD |
| 2.5 | Number of aircraft parking stands for the following aircraft purposes: <ul style="list-style-type: none"> ▪ International; ▪ Domestic; and ▪ Cargo | Number | <ul style="list-style-type: none"> ▪ Provides context for the physical aspects of the airport; ▪ Aligns with consumer values of airlines; ▪ Measure is fully within the airports' reasonable control; and ▪ No data consistency issues. | Consistent with JWD |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|-----|--|-----------------------------|---|---------------------|
| | and for the following aircraft types: <ul style="list-style-type: none"> ▪ Jet; and ▪ Turboprop and for the following forms of terminal access: <ul style="list-style-type: none"> ▪ Airbridge; ▪ Walkway; and ▪ Remote/Bussed | | | |
| 2.6 | Number of operable aircraft parking stands per arriving aircraft during the selected Busy Hour for the following aircraft purposes: <ul style="list-style-type: none"> ▪ International; ▪ Domestic; and ▪ Cargo and for the following aircraft types: <ul style="list-style-type: none"> ▪ Jet; and ▪ Turboprop and for the following forms of terminal access: <ul style="list-style-type: none"> ▪ Airbridge; ▪ Walkway; and ▪ Remote/Bussed | Parking stands per aircraft | <ul style="list-style-type: none"> ▪ Provides an indication of the airports ability to provide parking stands for arriving aircraft during busy periods; ▪ Aligns with consumer values of airlines; ▪ Can be used to identify pressure points for aircraft parking stands; ▪ Measure is fully within the airports' reasonable control; ▪ Suitable for comparison between airports and over time; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 2.7 | Number of aircraft movements during the selected Busy Hour for runway activity, categorised by: <ul style="list-style-type: none"> ▪ Arrivals; ▪ Departures; and ▪ Total | Number | <ul style="list-style-type: none"> ▪ Provides context for the size and busyness of the airport; ▪ Aligns with consumer values of airlines; ▪ Can be used to identify pressure points for the runway system; ▪ Measure is partially within the airports' reasonable control, but airlines have a significant influence; ▪ May be data consistency issues, given the extent to which airlines influence service quality. Consequently, commentary must accompany this measure to clearly state that performance is influenced by factors beyond the airport's control; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until | Consistent with JWD |

| Service Quality Measure | | Units of Measure | Consultant's Comments | Submitters' Views |
|---|---|------------------|---|-----------------------------------|
| | | | the Busy Hour is appropriately defined. | |
| 2.8 | Average number of aircraft turnarounds for the selected representative Busy Day for the following aircraft purposes: <ul style="list-style-type: none"> ▪ International; ▪ Domestic; and ▪ Cargo and for the following aircraft types: <ul style="list-style-type: none"> ▪ Jet; and ▪ Turboprop and for the following forms of terminal access: <ul style="list-style-type: none"> ▪ Airbridge; ▪ Walkway; and ▪ Remote/Bussed | Number | <ul style="list-style-type: none"> ▪ Provides an indication of the airports ability to handle aircraft arrivals and departures during busy periods; ▪ Aligns with consumer values of airlines; ▪ Can be used to identify pressure points for the runway, taxiway, ramp and apron systems; ▪ Measure is partially within the airports' reasonable control, but airlines have a significant influence; ▪ May be data consistency issues, given the extent to which airlines influence service quality. Consequently, commentary must accompany this measure to clearly state that performance is influenced by factors beyond the airport's control; and Given that the definition of the Busy Day will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | Consistent with JWD |
| 2.9 | Fixed electrical ground power availability (Auckland Airport only) | Percentage | <ul style="list-style-type: none"> ▪ Provides context for the physical aspects of the airport; ▪ Aligns with consumer values of airlines; ▪ Measure is fully within the airports' reasonable control; ▪ Data not available at all airports, and the definition of electrical ground power may differ between airports, particularly internationally; and ▪ Suitable for comparison between airports where data available. | NZAA: only applicable in Auckland |
| <i>Aircraft and Freight Services</i> | | | | |
| Capacity and Utilisation Measures | | | | |
| 3.1 | Tonnes landed | Tonnes | <ul style="list-style-type: none"> ▪ Provides context for the size and busyness of the airport; and ▪ Standard measures – no data consistency issues. | Supported by NZAA |
| <i>Specified Passenger Terminal Services⁴</i> | | | | |

⁴ For all of the measures listed for Specified Passenger Terminal Services, these should be provided for each airport:

- International terminal;
- Domestic terminal; and
- Integrated (combined) areas, where applicable (AIAL).

| Service Quality Measure | | Units of Measure | Consultant's Comments | Submitters' Views |
|--------------------------------------|--|--|---|---------------------|
| Passenger Perception Measures | | | | |
| 4.1 | Ease of finding your way through an airport | Average ranking for the financial year | <ul style="list-style-type: none"> ▪ Provides an indication of passenger perceptions of various airport services; ▪ Due to subjective nature of the survey, data cannot be verified ▪ Aligns with consumer values of passengers; ▪ Measures are fully within the airports' reasonable control; ▪ Can be used, in conjunction with quantitative measures, to identify pressure points; ▪ Where international and domestic terminals are not separated, the airport can elect to report results for Domestic, International, or Combined; and ▪ Suitable for comparison between airports | Consistent with JWD |
| 4.2 | Ease of making connections with other flights | Average ranking for the financial year | | |
| 4.3 | Flight information display screens | Average ranking for the financial year | | |
| 4.4 | Walking distance within and/or between terminals | Average ranking for the financial year | | |
| 4.5 | Availability of baggage carts/trolleys | Average ranking for the financial year | | |
| 4.6 | Courtesy, helpfulness of airport staff (excluding check-in and security) | Average ranking for the financial year | | |
| 4.7 | Availability of washrooms/toilets | Average ranking for the financial year | | |
| 4.8 | Cleanliness of washrooms/toilets | Average ranking for the financial year | | |
| 4.9 | Comfort of waiting/gate areas | Average ranking for the financial year | | |
| 4.10 | Cleanliness of airport terminal | Average ranking for the financial year | | |
| 4.11 | Ambience of the airport | Average ranking for the financial year | | |
| 4.12 | Waiting time at passport and visa inspection | Average ranking for the financial year | <ul style="list-style-type: none"> ▪ Provides an indication of passenger perceptions of various airport services; ▪ Due to subjective nature of the survey, data cannot be verified ▪ Aligns with consumer values of passengers; ▪ Measures are partially within the airports' reasonable control, but airlines and other third parties have a significant influence; ▪ Can be used, in conjunction with quantitative measures, to identify pressure points; ▪ May be data consistency issues, given the extent to which airlines and other third parties influence service quality. Consequently, commentary must accompany this measure to clearly state that performance is influenced by factors beyond the airport's control; ▪ Where international and domestic terminals are not separated, the | |
| 4.13 | Waiting time at security inspection | Average ranking for the financial year | | |
| 4.14 | Waiting time in check-in queue/line | Average ranking for the financial year | | |
| 4.15 | Feeling of being safe and secure | Average ranking for the financial year | | |

| Service Quality Measure | | Units of Measure | Consultant's Comments | Submitters' Views |
|-----------------------------|--|--|--|--|
| | | | airport can elect to report results for Domestic, International, or Combined; and <ul style="list-style-type: none"> ▪ Suitable for comparison between airports | |
| Reliability Measures | | | | |
| 5.1 | Number of hours outbound baggage sortation system is in use | Duration in system-hours for the financial year | <ul style="list-style-type: none"> ▪ Provides context to the total amount of time the outbound baggage sortation systems are used at the terminal for departing passengers; ▪ In this context, system-hours represents the total (combined) number of hours the outbound baggage sortation systems within the terminal are used; and ▪ No data consistency issues. | |
| 5.2 | Number of hours baggage reclaim belts in use | Duration in system-hours for the financial year | <ul style="list-style-type: none"> ▪ Provides context to the total amount of time the inbound baggage sortation systems are used at the terminal for arriving passengers; ▪ In this context, system-hours represents the total (combined) number of hours the inbound baggage sortation systems within the terminal are used; and ▪ No data consistency issues | |
| 5.3 | Interruption (unplanned) to baggage sortation system on departures | Number and duration in system-hours for the financial year. Specify whether the interruptions are due to: <ul style="list-style-type: none"> • Airports; • Airlines/other; or • Undefined reasons. | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association's joint working document (reproduced in full in Appendix 2); ▪ An Interruption is defined as per the definition provided in Appendix 2; ▪ Provides an indication on the number and duration of interruptions specifically to the baggage sortation system at the terminal on departures; ▪ In this context, system-hours represents the total (combined) number of hours the outbound baggage sortation systems within the terminal were unavailable due to unplanned interruptions; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; ▪ No data consistency issues; and ▪ Suitable for comparison between airports. | Consistent with JWD |
| 5.4 | Interruptions (planned) to outbound baggage sortation system | Number and duration in system hours for the financial year Specify whether the interruptions are due to: <ul style="list-style-type: none"> • Airports; • Airlines/other; or • Undefined reasons. | <ul style="list-style-type: none"> ▪ Provides context to the extent and frequency of planned maintenance to the outbound baggage sortation systems at the terminal for departing passengers; ▪ A Planned Interruption is defined as per the definition provided in Appendix 2; ▪ In this context, system-hours represents the total (combined) number of hours the outbound baggage sortation systems within the terminal were unavailable due to planned interruptions, | The JWD noted that planning for maintenance is an integral part of an asset owner managing the service capability of its assets and maintaining reliability, and therefore interruptions which were planning, and in respect |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|-----|---|--|---|---|
| | | | <p>including where the planned interruption go longer than originally planned. This eliminates the excessive administrative complexity of disaggregating planned interruptions that go longer than anticipated into planned and unplanned components;</p> <ul style="list-style-type: none"> ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; ▪ No data consistency issues; and ▪ Suitable for comparison between airports. <p><i>Note: Planned interruptions for runaway, stand position, airbridge and baggage handling services at check in are required to be disclosed under Airport Authorities Regulations 1999 (Schedule to the Requirements, Clause 8(g)). Current unit of measure – total number and total duration.</i></p> | of which users had the requisite degree of notice, should not be disclosed as interruptions |
| 5.5 | Interruption (unplanned) to baggage reclaim belts | <p>Number and duration in system-hours for the financial year</p> <p>Specify whether the interruptions are due to:</p> <ul style="list-style-type: none"> • Airports; • Airlines/other; or • Undefined reasons. | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association's joint working document (reproduced in full in Appendix 2); ▪ An Interruption is defined as per the definition provided in Appendix 2; ▪ Provides an indication on the impact on flights caused by interruptions to the inbound baggage reclaim systems at the terminal; ▪ In this context, system-hours represents the total (combined) number of hours the inbound baggage reclaim systems within the terminal were unavailable due to unplanned interruptions; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; ▪ No data consistency issues; and ▪ Suitable for comparison between airports. | Consistent with JWD |
| 5.6 | Interruptions (planned) to baggage reclaim belts | <p>Number and duration in system-hours for the financial year</p> <p>Specify whether the interruptions are due to:</p> <ul style="list-style-type: none"> • Airports; • Airlines/other; or • Undefined reasons. | <ul style="list-style-type: none"> ▪ Provides context to the extent and frequency of planned maintenance to the inbound baggage reclaim systems at the terminal for arriving passengers; ▪ A Planned Interruption is defined as per the definition provided in Appendix 2; ▪ In this context, system-hours represents the total (combined) number of hours the inbound baggage reclaim systems within the terminal were unavailable due to planned interruptions, including where the planned interruption go longer than originally planned. This eliminates the excessive administrative complexity of disaggregating planned interruptions that go longer than anticipated into planned and unplanned components; | |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|--|--|--|--|---------------------|
| | | | <ul style="list-style-type: none"> ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; ▪ No data consistency issues; and ▪ Suitable for comparison between airports. | |
| Capacity and Utilisation Measures | | | | |
| 6.1 | Check-in overall functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the check-in area provided at the terminal; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.2 | Description and capacity of outbound manual/automatic baggage sortation system | Nominal (realistic) processing capacity in bags per hour | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the capacity of the outbound baggage sortation system provided at the terminal; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.3 | Baggage make-up area overall functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the baggage make-up area provided by the airport; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.4 | Landside circulation overall functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the overall landside circulation area provided at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.5 | Security screening overall functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the overall security screening area provided at the terminal; ▪ Aligns with consumer values of passengers; | Consistent with JWD |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|------|---|------------------------------|--|---------------------|
| | | | <ul style="list-style-type: none"> ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | |
| 6.6 | Passport control (outbound) overall functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the overall outbound passport control area provided at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.7 | Passport control (inbound) overall functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the overall inbound passport control area provided at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.8 | Departure lounge overall functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the overall departure lounge area provided at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.9 | Lounge area per departing passenger during selected Busy Hour | m ² per passenger | <ul style="list-style-type: none"> ▪ Provides an indication of the extent of crowding at the terminals' departure lounges during busy periods; ▪ Aligns with consumer values of passengers; ▪ Can be used to identify pressure points for the lounge areas; ▪ Measure is fully within the airports' reasonable control; ▪ Based on the total number of passengers departing on aircraft during the selected Busy hour; ▪ Suitable for comparison between airports; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | Supported by NZAA |
| 6.10 | Airside circulation overall functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the overall airside circulation area provided at the terminal; | Consistent with JWD |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|------|---|------------------------------|---|---------------------|
| | | | <ul style="list-style-type: none"> ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | |
| 6.11 | Baggage reclaim functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the baggage reclaim area provided at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.12 | Bio-security screening and inspection and customs secondary inspection functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the bio-security and customers screening and inspection areas provided at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.13 | Arrivals concourse functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the arrivals concourse area provided at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.14 | Passenger facilities functional floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the passenger facilities area provided at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.15 | Total terminal functional areas aggregate floor space | m ² as at 30 June | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides context for the size of the total terminal area provided at the terminal; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ Standard measures – no data consistency issues. | Consistent with JWD |
| 6.16 | Number of airbridges | Number as at 30 June | <ul style="list-style-type: none"> ▪ Provides context for the physical aspects of the terminal; | |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|------|---|----------------------------------|---|-------------------|
| | | | <ul style="list-style-type: none"> ▪ No data consistency issues; and ▪ Aligns with consumer values of airlines; and ▪ Measure is fully within the airports' reasonable control. | |
| 6.17 | Time of selected Busy Hour for arriving passengers | Time of day in hours and minutes | <ul style="list-style-type: none"> ▪ Identifies the busiest hour for arrivals at the terminal based on the actual number of passengers arriving; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 6.18 | Time of selected Busy Hour for departing passengers | Time of day in hours and minutes | <ul style="list-style-type: none"> ▪ Identifies the busiest hour for departures at the terminal based on the actual number of passengers departing; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 6.19 | Total number of passengers arriving during selected Busy Hour | Number | <ul style="list-style-type: none"> ▪ Provides context to the size and busyness of the terminal during busy periods; ▪ Can be used to identify pressure points for arrivals generally; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 6.20 | Total number of passengers departing during selected Busy Hour | Number | <ul style="list-style-type: none"> ▪ Provides context to the size and busyness of the terminal during busy periods; ▪ Can be used to identify pressure points for departures generally; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 6.21 | Total number of arriving passengers from international aircraft at the international terminal | Total for financial year | <ul style="list-style-type: none"> ▪ Provides context to the size and busyness of the international terminal; and ▪ No data consistency issues. | |
| 6.22 | Total number of departing passengers in international aircraft at the international terminal | Total for financial year | <ul style="list-style-type: none"> ▪ Provides context to the size and busyness of the international terminal; and ▪ No data consistency issues. | |
| 6.23 | Total number of arriving | Total for financial year | <ul style="list-style-type: none"> ▪ Provides context to the size and busyness of the terminal; and | |

| Service Quality Measure | | Units of Measure | Consultant's Comments | Submitters' Views |
|-------------------------|--|--|--|---|
| | passengers in all aircraft | | <ul style="list-style-type: none"> No data consistency issues. | |
| 6.24 | Total number of departing passengers in all aircraft | Total for financial year | <ul style="list-style-type: none"> Provides context to the size and busyness of the terminal; and No data consistency issues. | |
| 6.25 | Number of arriving international aircraft using airbridges at the international terminal | Total for financial year | <ul style="list-style-type: none"> Provides context to the utilisation of airbridges for international flights; Aligns with consumer values of passengers; Measure is partially within the airports' reasonable control, but airlines may have a significant influence; and May be data consistency issues given the extent to which airlines may influence service quality. Consequently, commentary must accompany this measure to clearly state that performance is influenced by factors beyond the airport's control. | |
| 6.26 | Number of passengers arriving from international aircraft via airbridges at the international terminal | Total for financial year | <ul style="list-style-type: none"> Provides context to the utilisation of airbridges for international flights; Aligns with consumer values of passengers; Measure is partially within the airports' reasonable control; and May be data consistency issues given the extent to which airlines may influence service quality. Consequently, commentary must accompany this measure to clearly state that performance is influenced by factors beyond the airport's control. | |
| 6.27 | Number of passengers departing in international aircraft via airbridges at the international terminal | Total for financial year | <ul style="list-style-type: none"> Provides context to the utilisation of airbridges for international flights; Aligns with consumer values of passengers; Measure is partially within the airports' reasonable control; and May be data consistency issues given the extent to which airlines may influence service quality. Consequently, commentary must accompany this measure to clearly state that performance is influenced by factors beyond the airport's control. | |
| 6.28 | Number of seats in gate lounges | Number as at 30 June | <ul style="list-style-type: none"> Provides an indication of the capacity of gate lounges at the terminal (provides quantitative context to qualitative ACI ASQ Survey results); Aligns with consumer values of passengers; Measure is fully within the airports' reasonable control; and No data consistency issues | BARNZ considers that this measure can be used to support passenger perceptions the comfort in gate and waiting areas. |
| 6.29 | Seats per departing passenger during selected Busy Hour | Seats per passenger (based on the outbound passengers numbers in the selected Busy Hour) | <ul style="list-style-type: none"> Provides an indication of the availability of seats in the gate lounge during busy periods in relation to the volume of passengers using the lounge and departing on aircraft during the selected Busy Hour; Aligns with consumer values of passengers; | |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|------|--|--|---|---|
| | | | <ul style="list-style-type: none"> ▪ Measure is fully within the airports' reasonable control; ▪ Can be used to identify pressure points for lounges; ▪ Suitable for comparison between airports; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 6.30 | Number of working accessible baggage trolleys | Number as at 30 June | <ul style="list-style-type: none"> ▪ Provides an indication of the number of baggage trolleys at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ No data consistency issues. | BARNZ considers that this measure can be used to support passenger perceptions on availability of baggage trolleys. |
| 6.31 | Number of baggage trolleys per passenger during selected Busy Hour | Number per passenger (based on the combined inbound and outbound passengers numbers in the selected Busy Hour) | <ul style="list-style-type: none"> ▪ Provides an indication of the availability of baggage trolleys during busy periods in relation to the total (combined) number of inbound and outbound passengers using the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; ▪ Can be used to identify pressure points for baggage trolleys; ▪ Suitable for comparison between airports; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 6.32 | Number of Flight Information Display (FID) screens | Number as at 30 June | <ul style="list-style-type: none"> ▪ Provides an indication of the number of FID screens at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ No data consistency issues. | BARNZ considers that this measure can be used to support passenger perceptions on FIDs screens. |
| 6.33 | Number of FID screens per passenger during selected Busy Hour | Number per passenger (based on the combined inbound and outbound passengers numbers in the selected Busy Hour) | <ul style="list-style-type: none"> ▪ Provides an indication of the availability of FID screens during busy periods in relation to the total (combined) number of inbound and outbound passengers using the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; ▪ Can be used to identify pressure points for FID screens; ▪ Suitable for comparison between airports; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the | |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|------|---|--|--|---------------------|
| | | | regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 6.34 | Number of information points | Number as at 30 June | <ul style="list-style-type: none"> ▪ Provides an indication of the number of information points at the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; and ▪ No data consistency issues | |
| 6.35 | Number of information points per passenger during selected Busy Hour | Number per passenger (based on the combined inbound and outbound passengers numbers in the selected Busy Hour) | <ul style="list-style-type: none"> ▪ Provides an indication of the availability of information points (i.e. manned service desks or information kiosks) during busy periods in relation to the total (combined) number of inbound and outbound passengers using the terminal; ▪ Aligns with consumer values of passengers; ▪ Measure is fully within the airports' reasonable control; ▪ Can be used to identify pressure points for information points; ▪ No data consistency issues; ▪ Suitable for comparison between airports; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 6.36 | Estimated throughput of baggage through the outbound baggage sortation systems in the selected Busy Hour for domestic passengers, and the hour before the selected Busy Hour for international passengers | Bags per hour | <ul style="list-style-type: none"> ▪ Definition as per the Airports Association joint working document (reproduced in full in Appendix 2); ▪ Provides an estimate of the actual capacity of the outbound baggage handling system provided at the terminal during busy periods for departing passengers; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; ▪ Can be used to identify pressure points for baggage sortation systems; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | Consistent with JWD |
| 6.37 | Number of outbound bags handled | Number for the financial year | <ul style="list-style-type: none"> ▪ Provides context to the total number of outbound baggage handled at the terminal for departing passengers; and ▪ No data consistency issues. | |
| 6.38 | Estimated throughput of baggage through the | Bags per hour | <ul style="list-style-type: none"> ▪ Definition similar to the Airports Association joint working document (JWD), however the baggage sortation system | |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|------|--|----------------------------------|---|---------------------|
| | inbound baggage sortation systems in the selected Busy Hour for domestic and international passengers | | <p>throughput is not to be measured during the hour before the selected Busy Hour for international flights. Rather, the baggage sortation system throughput is to be measured during the selected Busy Hour for both domestic and international passengers;</p> <ul style="list-style-type: none"> ▪ Provides an estimate of the actual capacity of the inbound baggage handling system provided at the terminal during busy periods for arriving passengers; ▪ Aligns with consumer values of airlines and passengers; ▪ Measure is fully within the airports' reasonable control; ▪ Can be used to identify pressure points for baggage sortation systems; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |
| 6.39 | Number of inbound bags handled | Number for the financial year | <ul style="list-style-type: none"> ▪ Provides context to the total volume of inbound baggage handled at the terminal for arriving passengers; ▪ No data consistency issues; and ▪ Not suitable for comparison between airports. | |
| 6.40 | <p>Throughput of passengers per 100m² for the selected Busy Hour for departing, arriving, domestic and international passengers for the following areas:</p> <ul style="list-style-type: none"> ▪ Bio-security screening and inspection and customs secondary inspection; ▪ Check-in; ▪ Baggage make-up area; ▪ Landside circulation overall; ▪ Security screening overall; ▪ Passport control (outbound); ▪ Passport control (inbound); | Passengers per 100m ² | <ul style="list-style-type: none"> ▪ This definition is consistent with the Airports Association joint working document; ▪ Provides an indication of the number of passengers handled during busy periods in relation to the space provided at the terminal; ▪ Measure is fully within the airports' reasonable control; ▪ Can be used to identify pressure points for the areas listed; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | Consistent with JWD |

| | Service Quality Measure | Units of Measure | Consultant's Comments | Submitters' Views |
|------|--|---|--|-------------------|
| | <ul style="list-style-type: none"> ▪ Departure lounge; ▪ Airside circulation; and ▪ Baggage reclaim. | | | |
| 6.41 | <p>Average waiting time per passenger during selected Busy Hour for:</p> <ul style="list-style-type: none"> ▪ Check-in area; ▪ Inbound immigration area (international terminal only) ▪ Outbound immigration area (international terminal only); and ▪ Inbound baggage inspection area | Duration (hours, minutes and seconds) per passenger | <ul style="list-style-type: none"> ▪ Provides an indication of the waiting times experienced by passengers during busy periods in areas where the space is provided at the terminal; ▪ Average waiting time for departing passengers in the check-in areas and the outbound immigration areas; ▪ Average waiting time for arriving passengers in the inbound baggage inspection areas and the inbound immigration areas; ▪ Third parties typically supply immigration and baggage inspection services, and so appropriate commentary is required to ensure that the extent to which these services are provided by third parties is made clear ▪ Aligns with consumer values of airlines, passengers and third party operators; ▪ Measure is partially within the airports' reasonable control, but airlines and third party operators have a significant influence. Consequently, commentary must accompany this measure to clearly state that performance is influenced by factors beyond the airport's control; ▪ Can be used to identify pressure points for the areas listed; ▪ Suitable for comparison between airports; and ▪ Given that the definition of the Busy Hour will depend on the outcome of a trial of various methodologies across each of the regulated airports, data cannot be collected for this measure until the Busy Hour is appropriately defined. | |

Appendix 2 Definitions⁵

| Service Quality Measure | Definitions |
|---|--|
| Airfield services | |
| Reliability Measures | |
| Interruption to runway services | A scheduled aircraft cannot land or depart due to closure of a runway, e.g. a plane leaves debris on the runway which results in a closure affecting scheduled services. If there is no scheduled aircraft there is no loss of service. So long as scheduled operators can still land on the runway there is no loss of service. E.g. if there is a reduced length such that only 737s can land, there is no loss of service if no aircraft larger than a 737 are scheduled. |
| Interruption to taxiway services | For all practical purposes the taxiway is unusable by scheduled aircraft and there is no alternative path reasonably available. E.g., scheduled operator cannot use material portions of the taxiway. |
| Interruption to remote stands and means of embarkation/disembarkation | A remote stand with bussing operations or walking to or from the terminal was scheduled, but the remote stand and/or means of passengers accessing the terminal was not available and no alternative was provided. The operator had to wait for another stand or for the means of passengers accessing the terminal. |
| Interruption to contact stands | A contact stand/airbridge was scheduled and no alternative contact stand/airbridge was provided. The operator either had to use a remote stand alternative or wait. This would include interruptions due to another airline not using the equipment correctly, i.e. if a second airline was affected. |
| On time departure delay | A scheduled service has been delayed by more than 15 minutes primarily as a result of unavailability of identified airport activity services or facilities, e.g. a major IT outage affects check-in and FIDs and results in an on time departure delay. |
| Specified passenger terminal services | |
| Reliability Measures | |
| Interruption to baggage sortation system on departures | The baggage sortation system for departing bags was unavailable for more than 15 minutes, irrespective of where the breakdown was within the system. |
| Interruption to baggage reclaim belts | The baggage reclaim unit scheduled was not available and no baggage reclaim unit alternative was available for use. |
| Interruption | In relation to a service provided by a specified airport company: <ul style="list-style-type: none"> - Means the withdrawal by the company of the service, during operational hours, for a period of 15 minutes or longer; but - Does not include an interruption to runway services due to weather conditions; and - Does not include planned interruptions. |

⁵ Source: NZ Airports Association and BARNZ, *Quality Service Monitoring for Specified Airport Companies*. A joint working document produced by NZ Airports Association, BARNZ, 24 June 2009

| Service Quality Measure | Definitions |
|--|--|
| | Operational hours, in relation to a service provided by a specified airport company, means the periods when the service is normally made available |
| Planned interruptions | In relation to a service provided by a specified airport company, an interruption of which the customer affected by it had at least 24 hours' notice, an interruption of which the customer affected by it had at least 24 hours' notice. |
| Capacity and Utilisation Measures | |
| Check in overall functional floor space | <p>Overall functional floor space (m²) including areas utilised by passengers and staff in direct contact with passengers as part of the process – check-in counters, kiosks, help desks, service desks, ticketing counters, baggage scales, baggage injector feeds, takeaway baggage conveyors, bag drop belts, queuing zones, seating and waiting areas associated with the check-in area, and circulation areas directly associated with the function.</p> <p>Excludes airline and airport offices, unless used directly by passengers as part of normal processing and services.</p> <p>Excludes retail and concession areas and floor cartilage area of 1m width at entries/exits to retail/concessions and adjacent to shop-front window displays for retail/concessions.</p> |
| Description and capacity of outbound manual/automatic baggage sortation system | Description of the type of baggage sortation system(s) (manual or automated sortation). |
| Baggage make-up area overall functional floor space | Overall functional floor space (m ²) of areas occupied by baggage make-up conveyors, loops and laterals, dolly circulation and staging, staff sorting and loading space and Hold Baggage Screening equipment |
| Landside circulation overall functional floor space | <p>Overall functional floor space (m²) of areas providing general circulation to provide access for passengers to/from check-in, security and landside retail/concessions.</p> <p>Excludes retail and concession areas and floor curtilage area of 1m width at entries/exits to retail/concessions and adjacent to shop-front window displays for retail/concessions.</p> |
| Security screening overall functional floor space | <p>Overall functional floor space (m²) of areas providing security screening services for passengers including the areas occupied by screening equipment and tables, and the staff operating the screening, queuing zones and an area up to 2m after the tables on the airside of the screening zone.</p> <p>Excludes Avsec offices.</p> <p>Notional (realistic) throughput capacity based on the number of screening stations and Avsec's advised sustainable processing rate (for domestic and international separately)</p> |
| Passport control (outbound) | Overall functional floor space (m ²) of areas providing passport |

| Service Quality Measure | Definitions |
|---|--|
| overall functional floor space | <p>control for departing passengers including the areas occupied by counters, and the Customs staff operating the control point screening, queuing zones and an area up to 2m after the tables on the booths on the airside of the control point.</p> <p>Excludes Customs and Immigration offices.</p> <p>Notional (realistic) throughput capacity based on the number of Customs counters and Smartgate portals, and Customs' advised sustainable processing rates for each method separately.</p> |
| Passport control (inbound) overall functional floor space | <p>Overall functional floor space (m²) of areas providing passport control for arriving passengers including the areas occupied by counters, and the Customs staff operating the control point screening, queuing zones and an area up to 2m after the tables on the booths on the airside of the control point.</p> <p>Excludes Customs and Immigration offices.</p> <p>Notional (realistic) throughput capacity based on the number of Customs counters and Smartgate portals, and Customs' advised sustainable processing rates for each method separately.</p> |
| Departure lounge overall functional floor space | <p>Overall functional floor space (m²) of areas occupied by departure gate lounges including seating and waiting areas, and airline boarding control desks and areas occupied by airline staff controlling boarding.</p> <p>Excludes retail and concession areas and floor curtilage area of 1m width at entries/exits to retail/concessions and adjacent to shop-front window displays for retail/concessions.</p> <p>Excludes airport lounges and pay-per-use lounges and facilities such as showers</p> |
| Airside circulation overall functional floor space | <p>Overall functional floor space (m²) of areas providing general circulation, travelators and concourse areas that provide access for passengers to/from security screening, outbound and inbound passport control (for international), departure lounges, airbridge/terminal doorways (where passengers depart or arrive into corridors) and airside retail/concessions.</p> <p>Excludes retail and concession areas and floor curtilage area of 1m width at entries/exits to retail/concessions and adjacent to shop-front window displays for retail/concessions.</p> |
| Baggage reclaim functional floor space | <p>Overall functional floor space (m²) of areas occupied by baggage reclaim belts, waiting areas, trolley storage areas, baggage services counters and areas occupied by airline staff directly interfacing with passengers.</p> <p>Excludes areas in the baggage room such as the drop-off belt.</p> |

| Service Quality Measure | Definitions |
|--|--|
| | <p>Notional (realistic) capacity of passengers and bags based on practical number of narrow-body jets per reclaim unit per hour for domestic, and of wide-body jets per reclaim unit per hour for international.</p> |
| <p>Bio-security screening and inspection and customs secondary inspection functional floor space</p> | <p>Overall functional floor space (m²) of areas providing biosecurity screening and inspection, Customs secondary inspection for arriving passengers including the areas occupied by counters, screening equipment, and the MAF and Customs staff operating the screening and inspection areas, queuing zones and an area up to 2m after the screening equipment or counters on the landside of the screening and inspection points.</p> <p>Excludes MAF and Customs offices and search rooms.</p> <p>Notional (realistic) throughput capacity based on the number of MAF screening stations and MAF's advised sustainable processing rate.</p> |
| <p>Arrivals concourse functional floor space</p> | <p>Overall functional floor space (m²) of areas occupied by the landside public meeting areas including seating and waiting areas.</p> <p>Excludes retail and concession areas and floor curtilage area of 1m width at entries/exits to retail/concessions and adjacent to shop-front window displays for retail/concessions.</p> |
| <p>Passenger facilities functional floor space</p> | <p>Overall functional floor space (m²) of areas providing general facilities for passengers such as toilets, help desks, information desks, telephone and internet facilities, etc.</p> <p>Excludes plant/service areas, cleaners rooms etc.</p> |
| <p>Total terminal functional areas aggregate floor space</p> | <p>Aggregate of terminal functional floor space (m²) of all areas described above (except outbound baggage sortation system) providing facilities and service directly for passengers.</p> <p>Notional capacity of the terminal, based on limiting throughput capacity assessed for the various components described above.</p> <p>Reported for total areas relating to departures and arrivals separately, and for the overall total of departures plus arrivals.</p> |
| <p>Estimated throughput of baggage through the outbound baggage sortation systems in the selected Busy Hour for domestic passengers, and the hour before the selected Busy Hour for international passengers</p> | <p>For reclaim units and manual sortation outbound systems, this will be estimated using estimated numbers of bags per passenger. For automated outbound baggage sortation systems, this may be able to be estimated by reference to historical records of actual bags processed through the system during the relevant hour.</p> |

Appendix 3 Data Collection

1. The definition of a representative Busy Day/Busy Hour

This issue has been identified in the JWD. The JWD noted that NZAA and BARNZ will seek independent advice from AirBiz regarding the most appropriate means of determining the representative Busy Day and/or Busy Hour in the New Zealand environment.

The Commission's consultant also noted in the Report the definition of Busy Day/Hour should be finalised before reporting on the quality measures can be commenced.

This session will discuss:

- what is the current status of this project;
- what is the scope of the project;
- when will the result be available; and
- how to assess whether the recommended method is appropriate.

2. The customer perception survey

NZAA, **BARNZ** and **Air NZ** support the use of the ACI ASQ survey for collecting passenger perception data.

The submitters also note that mandating the ACI ASQ survey may not be necessary/desirable and may potentially cause issues. **Air NZ** suggests alternative surveys should be allowed. **NZAA** is not aware of a better alternative survey.

The JWD suggested that the airport either undertake this survey itself or can utilise the services of an organisation (such as ACI ASQ survey) and that in all cases robust and objectively independent sampling methods and data collection processes must be able to be demonstrated and a statistically significant sample should be obtained. It also proposed that the disclosure should include:

- a description of the sampling methodology used;
- the annual score across a number of services offered; and
- any commentary which the airport wishes to provide regarding these statistics including steps undertaken during the year or planned to be undertaken to address any issues highlighted by the survey.

This session will discuss the following:

- the process of designing a survey (minimum requirements);
- when the surveys will be conducted;
- how frequent the surveys should be conducted;
- what is the appropriate sample size; and
- how the survey can be audited.

Appendix 4 Key Performance Indicators

1. Reliability

As the Discussion Paper excluded “Reliability” as an aspect of quality, there was no submission or cross submission suggesting appropriate reliability indicators. Attendees will be invited to propose appropriate reliability KPIs during the working session.

2. Capacity utilisation performance indicator (Q141, Discussion Paper)

BARNZ considers that the key capacity utilisation performance indicator would be a snapshot of relevant peak hour utilisation of key facilities:

$$\frac{\text{Number of Aircraft Movements in relevant busy hour}}{\text{Notional maximum number of aircraft movements on runway}}$$

$$\frac{\text{Number of arriving international passengers in relevant busy hour}}{\text{Overall sustainable peak arriving passenger processing capacity of international terminal}}$$

$$\frac{\text{Number of departing international passengers in relevant busy hour}}{\text{Overall sustainable peak departing passenger processing capacity of international terminal}}$$

$$\frac{\text{Number of arriving domestic passengers in relevant busy hour}}{\text{Sustainable peak arriving passenger processing capacity of domestic terminal}}$$

$$\frac{\text{Number of departing domestic passengers in relevant busy hour}}{\text{Sustainable peak departing passenger processing capacity of domestic terminal}}$$

Air NZ refers the Commission to the **BARNZ** response to question 141.

NZAA considers that there is no single capacity utilisation measure that is appropriate given the significant and varied core components of airport assets. **NZAA** pointed out in its cross submission that the indicators the airlines proposed are not entirely consistent with the industry proposal on quality monitoring.

3. Customer perception performance indicator (Q142, Discussion Paper)

BARNZ considers that the most appropriate key performance indicator for customer perception would be the annual average score for the relevant airport for the categories measured, either be expressed as a core out of five or converted to a percentage.

NZAA suggests that customer perception indicators should be provided separately for each measure.

Air NZ notes that the indicator could be developed through assessing the results of the ACI ASQ survey across the categories measured.