



Australian
Competition &
Consumer
Commission

Airport quality of service monitoring guideline

October 2008

© Commonwealth of Australia 2008

This work is copyright. Apart from any use permitted by the *Copyright Act 1968*, no part may be reproduced without permission of the Australian Competition and Consumer Commission. Requests and inquiries concerning reproduction and rights should be addressed to the Director Publishing, Australian Competition and Consumer Commission, GPO Box 3131, Canberra ACT 2601.

Contents

Glossary	v
1 Introduction	1
2 Regulatory requirements	2
2.1 Airports Act.....	2
2.2 Government policy.....	2
3 Objectives of quality of service monitoring.....	3
4 Quality of service monitoring program.....	3
4.1 Facilities and services to be monitored	3
4.2 Responsibility for quality of service standards	4
4.3 Setting standards	5
4.4 Role of criteria	5
4.5 Objective and subjective criteria.....	6
4.6 Data collection and acceptance	6
5 Quality of service criteria.....	7
5.1 Process used in determining criteria	7
5.2 The coverage of quality of service criteria.....	7
6 Analysis and interpretation of data	8
7 Reporting on quality of service monitoring	9
7.1 Publication by the ACCC.....	9
7.2 Confidentiality	9
8 Implementation of this guideline	10
Attachment A: Quality of service criteria and data requirements.....	10

Glossary

Aspect	A particular airport service or facility (for example, aerobridges). <i>Aspects</i> are listed in the Airports Regulations 1997.
Availability	Describes the capacity of an airport's service or facilities or the ability to provide services or facilities. An assessment of availability gives an indication of whether airport operators are undertaking capacity-enhancing investment.
Criteria	A measure used to monitor or evaluate the quality of an <i>aspect</i> (for example, 'Percentage of [international] passengers arriving using an aerobridge').
Determination	A notice in writing by the ACCC of the <i>criteria</i> against which the monitoring and evaluation of an <i>aspect</i> will be performed. A determination in this document does not refer to a legislative instrument.
Performance indicator	The term previously used to describe <i>criteria</i> . Remains the term described in the Airports Regulations 1997 in Schedule 2.
Standard	Describes the physical condition of an airport's service or facilities. An assessment of standard gives an indication of whether services or facilities meet the standard requirements of users.

1 Introduction

Quality of service at major airports has been monitored by the Australian Competition and Consumer Commission (ACCC) since 1 July 1997.¹ It originally formed part of the package of regulatory measures established by the Australian Government following the privatisation of airports.

Since 2002-03 the ACCC has reported on an increased number of quality of service *criteria*. In particular, a number of objective *criteria* were introduced to complement the (largely subjective) surveys of airport users' perceptions. Basic measures of number, or size, of a facility have been converted to *criteria* of adequacy or quality of service (for example, by expressing as an amount per passenger at peak hour). The introduction of these objective *criteria* followed a consultative process with airports and other stakeholders undertaken in 2002 in response to comments made in the Productivity Commission's (PC's) report, *Price regulation of airport services inquiry*.²

In 2006 the *Airports Act 1996* was amended. The changes enabled the ACCC—following consultation with the Department of Infrastructure, Transport, Regional Development and Local Government—to decide which quality of service indicators should be reported by airports for monitoring purposes.

Also in 2006 the PC undertook an inquiry into price regulation of airport services. The Australian Government response to the report supported a further six-year period of monitoring at Australia's major airports. The response also meant that price and quality monitoring reports were combined from the 2006-07 report onward. The Government also supported the recommendation that the ACCC examine opportunities to improve and streamline monitoring, particularly in the areas of (i) information from the Australian Customs Service (ACS), (ii) overlap in current measures, and (iii) international benchmarking. As a result of this examination, the ACS now coordinates a broader survey response. The survey results include the three core border agencies (the ACS, the Department of Immigration and Citizenship, and the Australian Quarantine Inspection Service).

In administering its monitoring program under the *Airports Act*, the ACCC will focus on facilities and services that are provided by, or whose provision can be influenced by, an airport operator.

¹ ACCC exercises its quality of service monitoring and reporting powers and functions pursuant to Part 8 of the *Airports Act 1996*.

² Productivity Commission, *Price regulation of airport services inquiry*, report no. 19, Canberra, January 2002.

The ACCC's approach to its quality of service monitoring role is outlined in this guideline.³ In particular, this guideline highlights:

- regulatory requirements under the Airports Act and government policy
- objectives of quality of service monitoring
- quality of service monitoring program—including the facilities and services to be monitored and the responsibility for quality of service standards
- process used in determining quality of service *criteria* and the coverage of the *criteria*
- analysis and interpretation of the data
- reporting on quality of service monitoring.

2 Regulatory requirements

2.1 Airports Act

Part 8 of the Airports Act provides for the ACCC to monitor quality of service at certain leased airports and contains provisions relating to quality of service monitoring and reporting. More specifically, Part 8 provides for:

- quality of service *criteria* to be specified in regulations
- the ACCC to monitor and evaluate the quality of airport services and facilities against specified *criteria* and other such *criteria* as the ACCC determines in writing
- records to be kept in relation to quality of service and for information to be provided to the ACCC by airport operators and other relevant parties including airlines
- certification, by statutory declaration, of information provided
- the ACCC to publish reports on monitoring and evaluation of quality of service against the prescribed *criteria* and other relevant *criteria*.

2.2 Government policy

The explanatory memorandum to the Airports Bill 1996 states that the quality of service monitoring and reporting provisions in the Airports Bill complement the

³ This paper replaces four papers previously released by the ACCC on airports quality of service monitoring: *Quality of service monitoring for airports, post-leasing*, February 1997; *Quality of service monitoring for airports—statement of the ACCC's approach to analysis, interpretation and publication of quality information*, February 1998; and *Draft guide: quality of service monitoring for airports*, November 2002; and *Guidelines for quality of service monitoring at airports*, March 2004.

ACCC's enabling legislation in relation to pricing oversight arrangements. Further, the Memorandum states that in monitoring quality of service, the ACCC must not set the standards for the facilities or services provided.

In its response to the PC's 2002 inquiry report on price regulation of airport services, the Australian Government accepted the recommendation to replace price caps with prices monitoring. It also set out its rationale for continued quality monitoring of airport services. It suggests that quality monitoring could:

- act as a useful complement to price monitoring—helping to ensure that airport operators are not improving profitability through running down assets or reducing service standards
- identify if airports are investing appropriately—for example, by upgrading infrastructure or investing in new facilities to improve levels of service or facilitate increased demand.

3 Objectives of quality of service monitoring

The ability to compare price, cost and quality levels across a range of service providers, or under different regulatory conditions, may assist in industry analysis. Accordingly, the ACCC's quality monitoring program aims to gather and report data on *criteria* that facilitate assessments on changes in service quality over time as well as possible comparisons across airports.

The ACCC considers that the objectives of quality of service monitoring, while minimising the cost of compliance for airport operators, are to:

- assist in the assessment of an airport operator's conduct in a prices monitoring environment
- improve the transparency of airport performance to:
 - discourage airport operators from deteriorating standards for services that are associated with significant market power
 - provide information to users of airport facilities, including passengers and the aviation industry, as a basis for improved consultation and negotiation on pricing and investment proposals
 - assist the Government in its industry analysis.

4 Quality of service monitoring program

4.1 Facilities and services to be monitored

The ACCC will consider quality of service from the perspective of passengers and major users, particularly airlines. Regarding regulatory oversight of airports, the main focus is on aspects of quality that relate to the prices charged for services for which the

airport operator may have significant market power. These services are primarily aeronautical services—that is, those services which relate directly to the movement of passengers and freight (to some extent) for which off-airport services are not close substitutes (for example, baggage-handling facilities). The quality of aeronautical services will largely be determined by long-term investments that affect quality over several periods. Two important influences on the quality of these airport services that are directly related to the prices charged are:

- capacity of airport facilities relative to the demand for those facilities
- quality standard of the facilities made available.

The range of facilities and services covered by the ACCC's monitoring program is necessarily broad to:

- ensure that information gleaned from the monitoring program can be placed in its proper context in assessing airport performance
- produce a comprehensive range of *criteria* so that the objective of transparency from the quality of service monitoring exercise can be achieved.

Additional detail on the coverage of quality of service *criteria* is set out in section 5.2.

The ACCC monitors those facilities and services provided by, or which could be influenced by, the airport operator. Domestic terminals owned and/or operated by airlines under Domestic Terminal Leases are not included with the scope of the monitoring program as they do not relate to the price monitoring program, which covers aeronautical services and facilities as defined in Part 7 of the Airports Regulations 1997.

4.2 Responsibility for quality of service standards

There are relatively few significant airport services that are totally under the direct control of an airport operator given the interaction between different processes at airports. Rather, the provision of services is commonly the combined responsibility of a number of entities—including airlines, government agencies, the airport operator and sub-lessees of the airport operator. For example, the waiting time at check-in counters will depend on the facilities provided by the airport owner, the utilisation of these facilities (including the number of staff provided by the airline), and the efficiency of the airlines' check-in IT system.

The issue of control was noted by the PC in its 2006 inquiry report, albeit with the recognition that this problem is not unique to airport quality monitoring in Australia. In this regard, s. 152 provides that Part 8 of the Airports Act applies:

... to an airport service or facility if the service or facility is provided:

- (a) by an airport-operator company; or
- (b) by a person other than an airport-operator company under an agreement with an airport-operator company.

Nevertheless, as owner of the head lease for an airport, an airport operator is in a position to at least influence the standard of services.

It is important to note that the reference to ‘under an agreement’ in s. 152(b) is not intended to introduce the concept of control into the quality of service monitoring process. Rather, this inclusion reflects the Government’s desire to ensure that the quality of service monitoring provisions of the Airports Act are applied constitutionally. As noted in the explanatory memorandum to the Airports Bill, ‘[t]his provision enables the Commonwealth to rely on its powers to make laws with respect to corporations in applying the provisions of [Part 8].’

The ACCC will seek to disclose the parties that contribute to the quality of service provided for each *aspect*. This will be achieved by including a table of the potential influences particular parties have on the overall service provided to passengers for each *aspect* in the quality of service monitoring report. This will be produced based on consultation with stakeholders.

4.3 Setting standards

The Airports Act provides for the ACCC to undertake quality of service monitoring at leased airports. However, there is no provision in either the Airports Act or the Airports Regulations for the ACCC to set standards of service.⁴ As noted in the Department of Transport and Regional Services (now known as the Department of Infrastructure, Transport, Regional Development and Local Government) pricing policy paper:

... standards are seen appropriately as matters for the judgement of airport operators and airport users concerned, to be determined on a commercial basis.⁵

This statement is no less relevant under the prices monitoring arrangements applicable since 1 July 2002. In this environment, commercial negotiation between airports and airlines is expected to be a key driver of price/quality outcomes. It is expected that outcomes may vary from airline to airline due to their differing price/quality structures. The ACCC also notes that airport operators have an obligation to provide facilities to allow the on-airport government agencies to perform their government-mandated services.

4.4 Role of criteria

The quality of service monitoring program is complementary to the ACCC’s prices monitoring role and needs to be viewed in this context. Consequently, an important objective associated with the program is to identify changes over time in the quality of aeronautical services.

⁴ Notably, other government agencies such as the Department of Infrastructure, Transport, Regional Development and Local Government and the Civil Aviation Safety Authority set standards for certain airport operations.

⁵ Department of Transport and Regional Services, *Pricing Policy Paper*, Canberra, November 1996, p. 6.

The basis of the ACCC's quality of service monitoring program will be the collection and reporting of prescribed *criteria* for airport services. The quality of these services is influenced by the adequacy of facilities made available by airport operators. However, the monitoring program may encompass more than just reporting of *criteria*. *Criteria* will provide evidence of trends over time in service levels but in many cases will not provide a full explanation of underlying causes of changes in quality of service. For this reason it is envisaged that the *criteria* will act as triggers to seek further information to assist with interpretation of initial results.

To facilitate further inquiry, the Airports Act allows for the ACCC to obtain information in relation to service quality in two ways. First, the Airports Regulations make provision for the ACCC to obtain necessary information for its initial and subsequent inquiries relevant to service quality. Second, the Airports Regulations could confer upon the ACCC the power to specify any additional information it may require, in the form it requires, to assist with the monitoring and evaluation of airport services or facilities against the prescribed *criteria*.

Where such powers are relied upon by the ACCC, the ACCC will be able to take into account relevant confidentiality considerations, including not disclosing information relating to particular airlines. The formal protection of such information is provided for under the Airports Act.

Further information on the treatment of confidential information is set out in section 7.2.

4.5 Objective and subjective criteria

In the previous guideline, the ACCC favoured the use of objective *criteria* as far as possible. Objective *criteria* are generally easier to verify than subjective *criteria* and can quantify the level of service provided. However, in many cases customer perception surveys represent the most effective means of obtaining quality of service information that is of most relevance to the end user. Examples of services that are more appropriately monitored through customer perception surveys are the general standard of terminal facilities—such as the adequacy of flight information, availability of baggage trolleys and the cleanliness of washrooms.

4.6 Data collection and acceptance

While the ACCC is conscious of the need to minimise the cost of the monitoring program to airport operators, it is expected that firms routinely maintain comprehensive databases on many facets of their businesses.

In its approach to monitoring quality of service at airports, the ACCC has as far as possible sought to utilise quantitative *criteria* based on information that is readily available. However, in many cases use of subjective *criteria* will be required. The ACCC takes the view that such surveys can be undertaken 'in-house' by airport operators provided that the operators consult closely with the ACCC on both the contents of the survey and the methodology used. From the ACCC's perspective the surveys need to gather information that is relevant to the ACCC's quality of service monitoring program. The ACCC needs to be satisfied that the data collected, and the

methodology and processes used, target priority areas and are statistically robust. In this context, auditing and verification procedures will be important.

The ACCC expects airport operators to cooperate in providing meaningful data for the quality of service monitoring program and to this extent it may require, under s. 156 of the Airports Act, that the collated results of surveys be certified by statutory declaration. The ACCC also expects that a full description of survey methodology and raw data is provided as a complement to the collated results.

It is not normally expected that surveys will be undertaken by independent consultants. However, under s. 156(6) of the Airports Act, the Airports Regulations need not limit how the ACCC requires information from an airport operator, where such information is relevant to the monitoring or evaluation of the quality of airport services, or facilities against *criteria* prescribed under the Airports Regulations. The costs associated with the airport operator providing information to the ACCC for monitoring purposes are expected to be met by airport operators.

5 Quality of service criteria

5.1 Process used in determining criteria

In determining the inclusion of the *criteria* in the quality of service monitoring program, the *criteria* should:

- fall within the *aspects* listed in Schedule 2 of the Airports Regulations
- relate to the price monitoring and financial reporting program
- relate to facilities and services provided by, or which could be influenced by, airport operators
- provide useful information either by itself or provide some explanation to quality outcomes—with consideration of unnecessary compliance burdens
- be measurable, verifiable and not susceptible to manipulation.

While a range of quality *criteria* are identified, not all *criteria* will apply at every airport.

5.2 The coverage of quality of service criteria

For the purpose of monitoring quality of service, the ACCC has classified airport activities into four main areas:

- passenger-related facilities and services associated with, for example, check-in, government inspection, gate lounges, baggage and washrooms
- landside-related facilities and services associated with airport access

- aircraft-related facilities and services associated with, for example, the runway, apron and taxiway system, gates, aircraft parking and ground service equipment and freight facilities
- management performance.

In general terms, the following types of *criteria* are appropriate:

- measures of capacity utilisation for major facilities, particularly in peak periods
- direct measures of waiting times at major passenger processing stages
- customer perception surveys relating to the standards of facilities and service made available in terminals and associated with ground access
- annual questionnaires/surveys to airlines
- information from airlines relating to the standard of facilities provided to them (excluding safety related issues covered by the Civil Aviation Safety Authority).

Information for these *criteria* will be obtained from sources such as customer perception surveys, airline surveys and information from airport operators and related parties, such as Airservices Australia, on the capacity of facilities and their utilisation. Other *criteria* may be used where direct measures are not practicable.

Identified *criteria* are detailed in the table contained in attachment A to this paper. It should be noted that the *criteria* are designed to be used in combination with each other rather than in isolation. For example, the quantitative *criteria* may assist the understanding of the survey results.

6 Analysis and interpretation of data

Given the diverse responsibility for delivery and quality of airport services, the ACCC is aware that, in some cases, the results from the monitoring program may require qualification and further investigation. The ACCC is conscious that interpretation of the *criteria* used to measure quality of service may be complex and will take this into account in its analysis. Further, where there is the possibility of mitigating circumstances (whether favourable or otherwise) influencing the results of monitoring, the ACCC welcomes—and in some instances will seek—comments and additional information from airport operators, particularly where falling levels of service are apparent over a number of periods. These discussions can be an important input into the ACCC’s monitoring of airport quality and will be reflected in the published reports.

In addition, airline surveys and ACS ‘whole-of-government’ surveys are to be reviewed and submitted by the relevant airline’s and government agency’s head office respectively. The ACCC considers that this will allow for the results to account for commercial negotiations and reduce the potential for bias. Where an airline or government agency gives a rating of below satisfactory, they must support this with

commentary detailing the complaint and steps they have taken to inform the airport operator of their complaint.

7 Reporting on quality of service monitoring

7.1 Publication by the ACCC

Under s. 157 of the Airports Act the ACCC can publish results of the monitoring program.

The ACCC intends to publish the findings of its quality of service monitoring program on an annual basis. This approach is designed to increase transparency of airport performance.

The reports will focus on changes in airport quality performance over time. In the case of any reporting on services not under the direct control of the airport operator, the ACCC will seek information on the causes of perceived adverse performance and note them appropriately in monitoring reports. In publishing its findings the ACCC will not necessarily publish data on all specific *criteria* but may summarise underlying trends.

The ACCC will make the airport monitoring reports publicly available via the ACCC's website: www.accc.gov.au.

Quality of service monitoring results may also be published in:

- individual reports
- general publications such as the ACCC ejournal and *ACCC annual report*.

7.2 Confidentiality

Performance indicator results and data submitted to the ACCC as part of the consultation process that are of a confidential nature should be clearly marked as such, and a claim for confidentiality for the material should be submitted. The Airports Act provides for formal protection of such information under s. 158 in conjunction with ss. 95ZN and 95ZP of the TPA. The ACCC will assess whether the claim is justified and whether disclosure of the relevant information is necessary in the public interest.

Material for which confidentiality is granted will not be publicly available, but may be taken into account by the ACCC in its assessment of quality of service. Information pertaining to the *criteria* and which is specified in the regulations must be submitted to the ACCC. However, if parties wish to submit additional information to the ACCC as part of the consultation process, and the ACCC does not grant confidentiality to such information, then the relevant parties will have the opportunity to withdraw the information. The ACCC will consult with airport operators before publishing results.

8 Implementation of this guideline

This document provides a guideline for quality of service monitoring in airports. However, the *criteria* identified here may also be subject to further refinement in consultation with airport operators. The ACCC may also instigate further changes through the course of the monitoring program.

If there are further amendments to the Airports Act (including the Airports Regulations), for example, it may be necessary to revise this guideline to reflect any changes in the monitoring regime.

Attachment A: Quality of service criteria and data requirements

In table A.1, the first column sets out the *aspect*—that is, the service or facility that is to be monitored. Listed alongside each *aspect* are the relevant *criteria* used to assess the performance of that *aspect*.

The second column of table A.1 lists the *criteria* that are derived from passenger surveys.

The third column lists the current quantitative *criteria*.

The fourth column lists the *criteria* that are derived from the surveys of the airlines, which measure the standard and availability of services.

The final column lists the *criteria* relating to government inspection services that are derived from the Australian Customs Service coordinated whole-of-government survey.

Table A.2 sets out the data required from airport operators to satisfy the quantitative *criteria* listed in the third column of table A.1.

Table A.1 Quality of service aspects and associated criteria

<i>Aspect</i>		<i>Criteria</i>		
	<i>Passenger surveys</i>	<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS 'whole-of-government' survey</i>
Passenger-related facilities and services—international				
Aerobridges		Percentage of passengers arriving using an aerobridge	Aerobridges—availability	
		Percentage of passengers departing using an aerobridge	Aerobridges—standard	
Check-in	Check-in—waiting time	Percentage of hours with more than 80 per cent of check-in desks in use	Check-in—availability	
			Check-in—standard	
Government inspection	Immigration area (inbound)—waiting time	Number of arriving passengers per inbound Immigration desk (during peak hour)	Inbound Immigration facilities—availability	

	<i>Passenger surveys</i>	<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS ‘whole-of-government’ survey</i>
	Baggage inspection (inbound)—waiting time	Number of arriving passengers per baggage inspection desk (during peak hour)		Inbound Immigration facilities—standard
	Government inspection (outbound)—waiting time	Number of departing passengers per outbound Immigration desk (during peak hour)		Inbound baggage inspection facilities—availability
				Inbound baggage inspection facilities—standard
				Outbound Immigration facilities—availability
				Outbound Immigration facilities—standard
Security clearance	Security clearance—quality of search process	Number of departing passengers per security clearance system (during peak hour)		

	<i>Passenger surveys</i>	<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS ‘whole-of-government’ survey</i>
Gate lounges	Gate lounges—quality and availability of seating	Number of departing passengers per seat in gate lounges (during peak hour)		
	Gate lounges—crowding	Number of departing passengers per square metre of lounge area (during peak hour)		
Baggage	Baggage reclaim—waiting time	Average throughput of outbound baggage system (during peak hour)	Baggage facilities—availability	
	Baggage reclaim—information display	Average throughput of inbound baggage system (during peak hour)	Baggage facilities—standard	
	Baggage reclaim—circulation space	Total time that a baggage reclaim system was interrupted Total time that a baggage departure system was interrupted		

	<i>Passenger surveys</i>	<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS 'whole-of-government' survey</i>
Baggage trolleys	Baggage trolleys—findability	Number of passengers per baggage trolley (during peak hour)		
Flight information display and signs	Flight information display screens	Number of passengers per flight information display screen (during peak hour)		
	Signage and wayfinding	Number of passengers per information point (during peak hour)		
Washrooms	Washrooms—standard			
Passenger-related facilities and services—domestic				
Aerobridges			Aerobridges—availability	
			Aerobridges—standard	
Check-in	Check-in—waiting time	Percentage of hours with more that 80 per cent of check-in desks in use	Check-in—availability	
			Check-in—standard	

	<i>Passenger surveys</i>	<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS ‘whole-of-government’ survey</i>
Security clearance	Security clearance—quality of search process	Number of departing passengers per security clearance system (during peak hour)		
Gate lounges	Gate lounges—quality and availability of seating	Number of departing passengers per seat in gate lounges (during peak hour)		
	Gate lounges—crowding	Number of departing passengers per square metre of lounge area (during peak hour)		
Baggage	Baggage reclaim—waiting time	Average throughput of outbound baggage system (during peak hour)	Baggage facilities—availability	
	Baggage reclaim—information display	Average throughput of inbound baggage system (during peak hour)	Baggage facilities—standard	
	Baggage reclaim—circulation space	Total time that a baggage reclaim system was interrupted		

<i>Passenger surveys</i>		<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS 'whole-of-government' survey</i>
		Total time that a baggage departure system was interrupted		
Baggage trolleys	Baggage trolleys—findability	Number of passengers per baggage trolley (during peak hour)		
Flight information display and signs	Flight information display screens	Number of passengers per flight information display screen (during peak hour)		
	Signage and wayfinding	Number of passengers per information point (during peak hour)		
Washrooms	Washrooms—standard			
Landside-related facilities and services—international and domestic				
Freight facilities			Availability of services and facilities associated with airside freight handling and staging areas essential for aircraft loading and unloading	

<i>Passenger surveys</i>		<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS 'whole-of-government' survey</i>
			Standard of services and facilities associated with airside freight handling and staging areas essential for aircraft loading and unloading	
Airport access	Kerbside space—congestion			
	Kerbside drop-off and pick-up facilities			
	Taxi facilities—standard			
	Standard and availability of terminal access roads and facilities (in landside areas)			
Aircraft-related facilities and services—international and domestic				
Runways, taxiways and apron system			Runways—availability	
			Runways—standard	

<i>Passenger surveys</i>	<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS ‘whole-of-government’ survey</i>
		Taxiways—availability	
		Taxiways—standard	
		Apron—availability	
		Apron—standard	
Gates and aircraft facilities		Gates—availability	
		Gates—standard	
Ground service equipment		Ground service sites—availability	
<i>Passenger surveys</i>	<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS ‘whole-of-government’ survey</i>
		Ground service sites—standard	

<i>Passenger surveys</i>	<i>Quantitative criteria</i>	<i>Airline surveys</i>	<i>ACS ‘whole-of-government’ survey</i>
Management performance			
		Overall system for addressing quality of service concerns—availability	Management approach to concerns
		Overall system for addressing quality of service concerns—standard	

Table A.2 Quantitative quality of service information requirements

<i>Aspect</i>	<i>Quantitative information required from airport operators</i>
Passenger-related facilities and services — international	
Aerobridges	Number of passengers using aerobridges for embarkation in the year—international
	Total number of passengers embarking in the year—international
	Number of passengers using aerobridges for disembarkation in the year—international
	Total number of passengers disembarking in the year—international
	Number of aerobridges on 30 June in the year
Check-in	Number of hours during the year when more than 80 per cent of check-in desks are in use—international
	Total number of hours during the year when any check-in desks are open—international
	Number of check-in desks on 30 June in the year ⁶ —international
Government inspection	Average number of arriving passengers (during peak hour ⁷) in the year—international
	Number of inbound Immigration desks on 30 June in the year—international

⁶ Bag-drop facilities should be included in the figure reported for the number of check-in desks on 30 June in the year.

⁷ The ACCC considers ‘peak hour’ to be defined as the peak hour in the average day of the peak month.

Number of baggage inspection desks on 30 June in the year—international

Number of outbound Immigration desks on 30 June in the year—international

Security clearance	Average number of departing passengers (during peak hour) in the year—international
	Number of security clearance systems ⁸ on 30 June in the year—international

Gate lounges	Average number of departing passengers (during peak hour) in the year—international
	Number of seats in gate lounges on 30 June in the year—international
	Number of square metres of lounge area on 30 June in the year—international

Baggage	Total number of bags handled by baggage handling equipment in the year—international
	Total number of hours during the year baggage handling equipment is in use—international
	Capacity of baggage handling equipment (in bags per hour) on 30 June in the year—international
	Capacity of the baggage reclaim system (in bags per hour) on 30 June in the year—international
	Average throughput of outbound baggage system (during peak hour) in the year—international
	Average throughput of inbound baggage system (during peak hour) in the year—international

⁸ The ACCC considers a ‘security clearance system’ to involve a set of operational equipment that is required for a person to be processed according to government-mandated security requirements prior to that person entering the ‘airside’ area in an airport terminal. (For example, one security clearance system may comprise an x-ray machine for baggage, a metal detector and a hand wand that are being actively operated).

Total number of planned interruptions to inbound baggage system in the year—international

Total number of hours of planned interruptions to inbound baggage system in the year—international

Total number of unplanned interruptions to inbound baggage system in the year—international

Total number of hours of unplanned interruptions to inbound baggage system in the year—international

Baggage trolleys	Average number of passengers (during peak hour) in the year—international
	Number of baggage trolleys on 30 June in the year—international
Flight information display and signs	Average number of passengers (during peak hour) in the year—international
	Number of flight information display screens on 30 June in the year—international
	Number of information points on 30 June in the year—international
Passenger-related facilities and services—domestic	
Check-in	Number of hours during the year when more than 80 per cent of check-in desks are in use—domestic
	Total number of hours during the year when any check-in desks are open—domestic
	Number of check-in desks on 30 June in the year—domestic
Security clearance	Average number of departing passengers (during peak hour) in the year—domestic
	Number of security clearance systems on 30 June in the year—domestic
Gate lounges	Average number of departing passengers (during peak hour) in the year—domestic

Number of seats in gate lounges on 30 June in the year—domestic

Number of square metres of lounge area on 30 June in the year—domestic

Baggage	Total number of bags handled by baggage handling equipment in the year—domestic
	Total number of hours during the year baggage handling equipment is in use—domestic
	Capacity of baggage handling equipment (in bags per hour) on 30 June in the year—domestic
	Capacity of the baggage reclaim system (in bags per hour) on 30 June in the year—domestic
	Average throughput of outbound baggage system (during peak hour) in the year—domestic
	Average throughput of inbound baggage system (during peak hour) in the year—domestic
	Total number of planned interruptions to inbound baggage system in the year—domestic
	Total number of hours of planned interruptions to inbound baggage system in the year—domestic
	Total number of unplanned interruptions to inbound baggage system in the year—domestic
Baggage trolleys	Total number of hours of unplanned interruptions to inbound baggage system in the year—domestic
Baggage trolleys	Average number of passengers (during peak hour) in the year—domestic
	Number of baggage trolleys on 30 June in the year—domestic
Flight information display and signs	
	Average number of passengers (during peak hour) in the year—domestic
	Number of flight information display screens on 30 June in the year—domestic

Number of information points on 30 June in the year—domestic

Landside related facilities and services—international and domestic

No quantitative information required from airport operators

Aircraft-related facilities and services—international and domestic

No quantitative information required from airport operators

Management performance

No quantitative information required from airport operators
