



MOG VA /2 -SN/03

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**MET PANEL (METP)
MET OPERATIONS GROUP (MOG)
VOLCANIC ASH (VA)**

SECOND MEETING

Buenos Aires, Argentina, 27 to 28 April 2016

Agenda Item 3 Review Terms of Reference:

3.2 Key Performance Indicators

Development of Key Performance Indicators for VAACs

SUMMARY

This paper provides some background information on how Key Performance Indicators (KPIs) are used as reporting tools for the UK CAA and as part of the WAFC Management Report. It proposes that an ad hoc team is established that initiate discussion on this topic with a view to initiating the publication of KPIs within each VAAC's management report.

(Presented by Colin Hord)

1. DISCUSSION

1.1 Introduction

1.1.1. An important requirement from users of VAAC information is for the products and services being provided to be harmonized, i.e. consistent in their appearance, produced using similar techniques and issued with the same levels of customer service along with agreed accuracy standards.

1.1.2 This paper initiates this discussion, thereby enabling the VAACs to consider which measures it would be useful to report on in the future to provide tangible evidence that progress towards greater harmonization is taking part.

1.1.3 Key Performance Indicators (KPIs) is a term that has been used within a variety of industries that set out a series of quantifiable measures that a company or industry uses to gauge or compare performance in terms of meeting their strategic and operational goals. KPIs vary between companies depending on their priorities or performance criteria.

1.2 UK Met Office KPIs

1.2.1 In the UK a number of KPIs provide the regulator (UK CAA) with the assurance that the Met Office continues to provide the products and services that are required to be provided as detailed in the Service Specification Document.

1.2.2 These KPIs include:

- Accuracy of Aerodrome Forecasts (TAFs)
- Timeliness of short term landing forecasts (TRENDS)
- Global Model performance and timeliness of global significant weather bulletins

1.2.3 Monthly reports detailing the UK Met Office KPIs can be found at the following website:

<http://www.metoffice.gov.uk/aviation/national-responsibilities/caa-verification>

1.3 WAFC KPIs

1.3.1 As noted above as part of the WAFC Management Report a number of Performance Indicators are included, these enable users to satisfy themselves that the WAFCs are providing all the required information to the standards specified by users on the Met Operations Group WAFC work stream.

1.3.2

WAFS Performance Indicator Tables

The following tables provide information on:

- WAFC London SIGWX PNG availability
- WAFC Washington SIGWX PNG availability on WIFS
- WAFC London GRIB2 availability (not including CB cloud, icing or turbulence parameters) on SADIS
- WAFC Washington GRIB2 availability (not including CB cloud, icing or turbulence parameters) on WIFS
- WAFC London GRIB2 CB cloud, Icing and Turbulence availability on SADIS

- WAFC Washington GRIB2 CB cloud, Icing, Turbulence availability on WIFS
- The number of WAFC London SIGWX Correction messages, by month
- The number of WAFC Washington SIGWX Correction messages, by month
- The number of harmonization failures of WAFS GRIB2 CB cloud, icing, and turbulence by WAFC London, by month
- The number of harmonization failures of WAFS GRIB2 CB cloud, icing, and turbulence by WAFC Washington, by month

2. CONCLUSIONS

2.1 From the above it can be seen how useful the provision of KPIs are for users, regulators and other interested parties. For the VAACs, consideration should be given to some generic KPIs. As a suggestion for the meeting some initial ideas of some KPIs are as follows.

- Time taken to issue first VAA/VAG once eruption notified to VAAC.
- Percentage of occasions when VAA/VAG issued within (say 15minutes) of required update time.
- Accuracy of wind information used to drive the VAAC dispersion model.
- Number of exercises conducted during the reporting period.

2.2 It is recommended that an ad hoc team is formed to discuss this matter more fully ahead of the next meeting, this will then allow the KPIs to be agreed and subsequently implemented and reported as part of each VAACs management report.

ACTION BY THE METP-WG/MOG

2.2 The METP-WG/MOG is invited to:

- a) Note the information contained in this Study Note.
- b) Consider the creation of an ad hoc team to devise appropriate KPIs for VAACs and report to the next MOG/VA for consideration.