



ASSEMBLY — 42ND SESSION

TECHNICAL COMMISSION

Agenda Item 25: Other issues to be considered by the Technical Commission

MEASURE FOR AIRSIDE SERVICES STANDARD

(Presented by India)

EXECUTIVE SUMMARY

Airports are complex ecosystems where seamless coordination among multiple stakeholders is critical to ensuring safety, efficiency, and operational excellence. While passenger experience has long been measured through tools like the Airports Council International (ACI)'s airport service quality (ASQ) survey; airside operations—where safety and precision are paramount—have lacked a standardized feedback mechanism. The ignored blind spots in crucial and sensitive airside operations can have significant adverse impact on safety and efficiency at any airport.

India, through its initiative at Rajiv Gandhi International Airport (Hyderabad), has developed a first-of-its-kind Airside Services Standard Survey. This initiative aims to fill that gap by creating a data-driven, stakeholder-centric framework to assess and improve airside services. The developed standards for periodic feedback would gain further effectiveness, if adopted across the industry by creating comparisons and benchmarks.

<i>Strategic Goals:</i>	This information paper relates to Strategic Goals: <i>Aviation Delivers Seamless, Accessible and Reliable Mobility for All.</i>
<i>Financial implications:</i>	Negligible
<i>References:</i>	ACI - Airport Service Quality Survey

1. INTRODUCTION

1.1 Airports Council International (ACI) has established Airport Service Quality Survey to measure the passenger satisfaction across the globe to improve the customer experience. Inspired by the success and wide acceptance of the ASQ, the concept Airside Service Standard Survey is developed to set up an index to measure the level of services at airside of the airport. This information is critical for the safety (not only of the passengers but also employees), efficiency, and overall performance of an airport. Airside Service Standards is a B2B survey that captures feedback from airside stakeholder employees such as ATCOs, CNS officials, pilots, Airlines and GHAs staff through a structured, data-driven approach to assess, identify gaps and take improvement initiatives for enhancing level of wide range of service provided

at the airside by various agencies. It is a comprehensive indicator of performance of agencies which run the airside operations of an airport on their key parameters.

1.2 **Key Objectives:**

- a) Institutionalize a biannual survey to capture structured feedback from airside stakeholders.
- b) Compare results over a period to assess the effectiveness of improvement measures and management control. Drive data-backed decision-making for operational improvements and safety enhancements.
- c) Stakeholder Alignment: Building trust and collaboration across agencies, fostering a culture of transparency, accountability, and continuous improvement in airside operations.
- d) Operational Excellence: Identify blind spots and inefficiencies.
- e) Human factors are crucial for Safe Airside operations. Knowing pain points at working level provides an opportunity not only safety but also for the motivation of employees working in the ecosystem at various levels.
- f) Safety Enhancement: Promote proactive risk identification and mitigation.
- g) Global Benchmarking: Enable airports to compare performance and adopt best practices. A standardized survey will enable airports worldwide to compare performance and drive continuous improvement.
- h) Recognition & Motivation: Can serve as a basis for airport rankings and awards for airside operations.

1.3 **Strategic Benefits:**

- a) Efficiency: Most of leading airports across globe today struggle to optimise runway capacity, turnaround time and fuel burn. Timely feedback plays important role in addressing issues having adverse impact on operations.
- b) Safety: Identification of challenges, human factor related issues, emergency preparedness etc. are crucial for overall safety of operations.
- c) Stakeholder Engagement: Pilots, ATCOs, CNS officials, ground handlers, and cargo operators are the backbone of airside operations. The direct feedback of personnel performing day to day operations is vital.

2. **DISCUSSION**

2.1 **Survey Framework**

- a) **Frequency:** Biannual (every 6 months).

- b) **Participants:** Pilots, ANSP staff (ATCOs and CNS), Airlines Airport Managers, Ground Handling Agency, Cargo Operators.
- c) **Parameters:** 56 indicators across domains such as flight operations, ground infrastructure, safety, and environmental management.
- d) **Scoring:** 1 to 5 scale, with mandatory comments for scores below 4.
- e) **Distribution:**
 - 1) Survey Link via official email IDs to employees across the airport engaged in airside operations related activities.
 - 2) Anonymity of feedback through popular digital platform to ensure honest feedback.
 - 3) Only parameters which are relevant to employees of an agency are shared for feedback.
- f) **Duration:** Survey remains open for 15 days per cycle.

2.2 **Survey Methodology**

2.2.1 **Step 1: Stakeholder Engagement**

- a) Engage all relevant stakeholders early — Airlines, ANSP, Ground Handlers, and Airport management—to popularise /ensure buy-in for good participation.
- b) Follow ups.

2.2.2 **Step 2: Survey Design**

- a) 56 parameters covering the vast airside functions and facilities provided by various agencies on airside.
- b) Survey is designed to roll out only parameters relevant to each stakeholder.

2.2.3 **Step 3: Data Collection**

2.2.4 **Step 4: Data Analysis**

- a) Apply statistical tools to identify trends and outliers. Analyse quantitative feedback for deeper insights.
- b) The final score is calculated based on weightage assigned to the score received from the categories e.g. Domestic Airlines, International Airlines, ANSP, GHAs, GA operators and Cargo Operators, based on their strengths and scale of operations.

2.2.5 Step 5: Feedback Loop

- a) Share results transparently in routine stakeholders' meetings.
- b) Develop and implement an action plan based on findings.
- c) Qualitative feedback is discussed in the relevant stakeholders' forums or during one-to-one meeting on need basis.

2.2.6 Step 6: Continuous Improvement. Adopt the TMRR model. (Target, Measure, Review, Reflect).

2.3 Parameters:

Category		Questionnaire	Participants
Flight Operations	1	Information availability on preferred RET to minimize ROT	Pilots
	2	Ease of taxiing during Arrival & Departure	Pilots
	3	Ground Delays during pushback	Pilots
	4	Quality of Response on Ground & Air VHF and phraseology standards	Pilots
	5	Availability and accuracy of NOTAM and AIP w.r.t. to Hyd Airport	Pilots
	6	Availability of 'Clearance Delivery' frequency during peak hour	Pilots
	7	CPDLC performance and Quality of information exchange	Pilots
	8	ATIS Quality and relevance of information	Pilots
	9	Adequacy and Availability of NAVAIDS	Pilots
Ground Infrastructure	10	Condition of Pavements	Pilots & ANSP
	11	Wildlife Hazard Management	Pilots & ANSP
	12	Markings	Pilots & ANSP
	13	VDGS Performance	Pilots, APMs, GHAs & ANSP
	14	Apron Lighting	Pilots & ANSP
	15	Aeronautical Ground Lighting	Pilots & ANSP
	16	Signage	Pilots & ANSP
	17	Obstacle Control	Pilots & ANSP
	18	RT discipline	ANSP
	19	Speed compliance at approach	ANSP
	20	Serviceability of Meteorological Equipment	Pilots & ANSP
	21	Quality of Weather information	Pilots & ANSP
	22	Perimeter Security	Flight Ops, ANSP, APMs, GHAs, Cargo
	23	Measures of FOD Management & Control	Flight Ops, ANSP, APMs, GHAs, Cargo

Facilities for Staff	24	Staff Rest Rooms	APMs & GHAs
	25	Engine Ground Run Up Facilities	APMs & GHAs
	26	Tug Charging Points	APMs & GHAs
	27	Canteen Facility	APMs & GHAs
	28	Back of the House Offices	APMs & GHAs
	29	Access to Airside	APMs & GHAs
	30	Cleanliness of Washrooms	APMs & GHAs
	31	Availability of Washrooms	APMs & GHAs
Ground Handling Services	32	Quality of Equipment	APMs
	33	Competency of Staff	APMs
	34	Availability of Sufficient Number of Equipment	APMs
	35	PRM Handling	APMs
	36	Response Time for Aerobridge connectivity	APMs
	37	Aircraft Fuelling Services	APMs & GHAs
	38	Catering Facilities	APMs & GHAs
Safety Management	39	Apron Discipline	Everyone
	40	Effectiveness of Hazard reporting system and response	APMs, Flight Ops, GHAs, Cargo
	41	Effective Feedback Channels	APMs, Flight Ops, GHAs, Cargo
	42	Quality of Safety Awareness campaigns	APMs, Flight Ops, GHAs, Cargo
	43	Usage of PPEs	APMs, Flight Ops, GHAs, Cargo
Handling Emergencies	44	ARFF Response Time	Everyone
	45	Standard Operation Procedures and Plans	Everyone
	46	Medical Services	Everyone
	47	Disable Aircraft Removal Facilities	Everyone
	48	HAZMAT Emergency Handling	Everyone
	49	Effectiveness of work coordination meetings	Flight Ops, ANSP, APMs, GHAs, Cargo
Airport Procedures	50	Quality of works Information to stakeholders	Flight Ops, ANSP, APMs, GHAs, Cargo
	51	Airside Housekeeping	Flight Ops, ANSP, APMs, GHAs, Cargo
	52	Resource Allocation	Flight Ops, ANSP, APMs, GHAs, Cargo

	53	Follow Me Services	Flight Ops, ANSP, APMs, GHAs, Cargo
Environment Management	54	Waste Management	Everyone
	55	Noise Management	Everyone
	56	Vector Control- Larvae control	Everyone

2.4 Survey conducted at RGI Airport

Year	Number of participants	Rating (overall average of all parameters)
2020	408	3.91
2021	863	3.95
2022	354	3.81
2023	297	3.98
2024	235	3.98
2025	476	3.83

The Airside Services Standard Survey at Rajiv Gandhi International Airport was instrumental in uncovering several operational and infrastructural requirements of ground staff working in the airfield. Key findings included the need for washrooms at remote bay locations, seating arrangements near aircraft bays, noise level in baggage area, enhanced canteen facilities etc. Operational issues such as schedule for ground markings, lack of tug charging points, inadequate clearance delivery positions in ATC and concerns regarding the quality of ATIS (Automatic Terminal Information Service) were also identified. These issues were subsequently addressed through regular stakeholder meetings, leading to targeted improvements and closure of critical gaps.

3. CONCLUSION

3.1 A survey would help in identifying the operational blind spots and contribute to significant improvements in safety, processes, overall efficiency, coordination and working conditions etc. Standardizing the survey would also enable the benchmarking across airports and fostering a culture of continuous improvement. Furthermore, the resulting ratings may serve as a basis for airports ranking and motivating aerodrome operators to pursue excellence in airside operations.

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