MEASURING PERFORMANCE

Agenda Item 7

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Performance

- ANSConf 2000
- ANConf/11
- Assembly 35

ANSConf 2000 – **Application of performance parameters. Doc 9082.**

That States encourage airports and ANSPs:

- develop/collect data on performance
- evaluate/improve quality of services
- investment decisions
- consultations with users
- understand the true costs

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Eleventh Air Navigation Conference

Agenda Item 3: ATM performance targets for safety, efficiency and regularity …

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Recommendation 3/2

- That ICAO continue its work on economic performance of ATM

- Assess the need for world-wide standardization of minimum reporting requirements in relation to information disclosure

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Recommendation 3/3

That ICAO

- formulate the objectives and targets for a future global ATM system

- continue the definition of performance metrics

- coordinate and harmonize the performance framework, incl. definitions, standard for reporting requirements and guidance for monitoring

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35th Assembly

That ICAO would convene, at an appropriate time, in cooperation with other organizations, a global meeting to agree on performance objectives and monitoring requirements.

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A35-15

Urges the Council to take the steps necessary to ensure that the future global ATM system is performance-based …

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Development after A35

- ANC agreed in principle to a Performance Conference (January 2005)
- State letter SD 36/1-05/24
- ANSEP WG, ATMRPP WG/WHL
- Council postponed the Conference (June 2005)

Council's decision

- requirement for further development of relevant subject matter

- secretariat to monitor, over the long-term, the need for a future conference

- secretariat to explore ways of increasing awareness and improving knowledge of performance issues and give serious consideration to convene a symposium
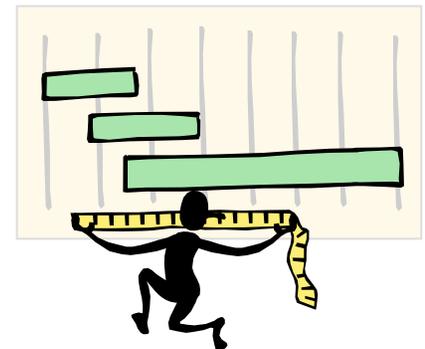
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Conference on the performance of the air navigation system

- Safety performance and management targets
- Operational and economic performance, incl. environmental impact
- Technical performance
- Management of air navigation services

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ANSEP - Guidance material in Doc 9161/4

Purpose:
- To improve performance and minimize costs
- Applicable to all aspects
- Measure what is important
- To improve over time, not for comparison purpose

Performance management

- Consultation and selecting goals
- Measurement method
- Setting targets
- Planning to achieve the goals
- Assessing performance metrics

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Areas of measurement

- Safety
- Delay
- Productivity and cost-effectiveness
- Flight efficiency
- Availability
- Environmental performance

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Categories of measures

- Input (e.g. capital assets, staff numbers)
- Output (e.g. number of passengers, aircraft movements)
- Outcome (reflects quality and efficiency of service provided)

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Applications

- internal assessment tool
- benchmarking
- identify best practices and performance drivers
- forecasting
- investment analysis
- consultations with users
- performance reports

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Recommended practices

- Accurate data
- Consistent methods to compile/estimate results
- Should be published
- A management tool to identify process changes and encourage accountability

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Examples of measures (airports)

- Incursions per million operations
- Delays per hour
- Passengers per employee
- Aircraft movements per gate
- Air side costs per aircraft movement
- Passenger facility costs per passenger
- Total cost per tonne of cargo handled

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Examples of measures (ANS)

- Mid-air collisions per million flights
- Average en-route delay per delayed flight
- Average number of aircraft handled per sector
- Average IFR kilometers per ATCO
- Average cost per kilometer of IFR flights
- MET cost per flight

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Group exercise

- Constitute groups, for airport and ANS performance
- Look at guidance in the Manuals (handouts)
- Identify metrics that are appropriate/feasible
- Imagine other metrics
- Report on findings