Quality of service monitoring report for price-monitored airports

2003–04 | December 2004

Contents

Summary

This report presents the results of the Australian Competition and Consumer Commission's (ACCC's) quality of service monitoring at the seven price-monitored airports—Adelaide, Brisbane, Canberra, Darwin, Melbourne, Perth and Sydney—for the 12 months from July 2003 to June 2004.

In undertaking its quality of service monitoring role, the ACCC draws on a number of different sources of information:

- runway traffic information from Airservices Australia
- objective information from airport operators
- passenger perception surveys
- surveys of airlines
- surveys of the Australian Customs Service (ACS).

Overall in 2003–04 Brisbane and Melbourne airports performed relatively well on average across the range of quality of service indicators examined, while Adelaide airport generally achieved ratings lower than the other airports.

Notwithstanding Brisbane airport's strong performance overall, it achieved relatively lower ratings from the ACS, while the ACS rated facilities at Darwin and Sydney airports as good.

While Adelaide airport rated below other airports for most quality of service indicators, it should be noted that it is currently constructing new terminal facilities, which may have affected its results.

Results have been relatively stable over the last few years, with no obvious trends apparent in the average results from passenger or airline surveys to date. However, the ACS ratings have been more variable, with significant increases in results for Darwin and Canberra airports, and reductions in Brisbane's ratings.

Runway traffic—demand and delays

The ACCC collects information on runway traffic and demand from Airservices Australia. Currently, this information is only available for Brisbane, Melbourne and Sydney airports and is presented in the individual airport chapters.

The runway demand in 2003–04 at both Brisbane and Melbourne was well within the agreed operational capacity during morning peak hour and delay times remained relatively low over the financial year.

Runway demand at Sydney represented a higher proportion of the agreed operational capacity during morning peak hour and at times during the morning peak hour the agreed operational capacity was exceeded. Reported delay times (which may not be caused by the airport) were generally longer than for Brisbane and Melbourne. Sydney generally has higher peak movement rates and more operational constraints than other airports and its ability to respond to peak periods is therefore limited.

Objective indicators

Airport operators provide the ACCC with objective data on the number or size of various facilities, from which the ACCC derives objective indicators for quality of service. For the most part, variations in the objective indicators for all airports reflected increases in passenger volumes during peak hour, rather than changes in the number of facilities provided. The objective indicators are shown in the individual airport chapters.

Passenger surveys

Chart S1 shows the average passenger ratings for the international terminals at Adelaide, Brisbane, Melbourne, Perth and Sydney airports. These airports, with the exception of Adelaide, are required to conduct passenger perception surveys as part of the ACCC's monitoring role. Adelaide airport has voluntarily provided the ACCC this information.

More detail on survey results are shown in the individual airport chapters.

Chart S1   Average passengers ratings for the international terminal—Phase I airports, Sydney airport and Adelaide airport
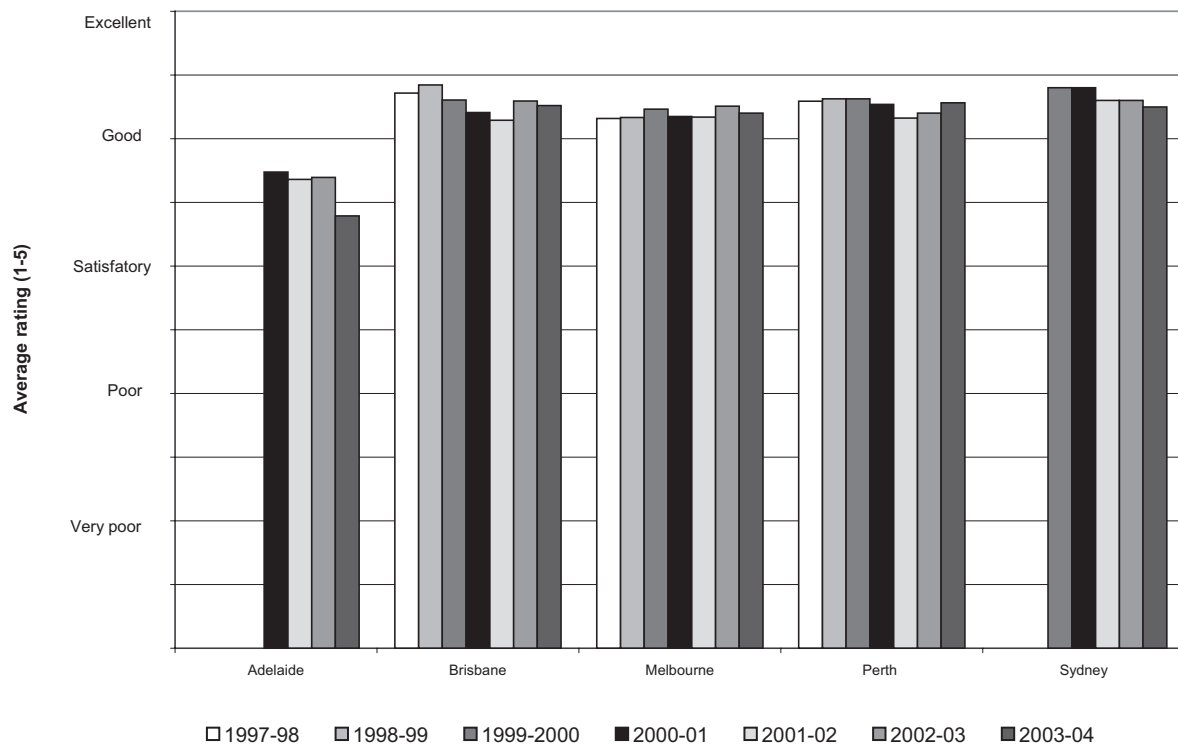
Note: Sydney airport's passenger perception ratings have been converted from the IATA 1–5 scale to an equivalent ACCC 1–5 scale. The IATA passenger survey relates to calendar years.

Passengers' average ratings of the international terminal facilities were generally good. Ratings have remained relatively stable since surveys began.

The ACCC only recently started to collect results from passenger surveys on domestic terminals following the collapse of Ansett and the transfer of control of Ansett's terminals to the airport operator. The available time series is therefore shorter and results are shown in the individual airport chapters. These results were generally good.

Airline surveys

Chart S2 shows the average ratings by airlines of airside facilities for all airports.

Chart S2   Average airline ratings for airside facilities—all airports
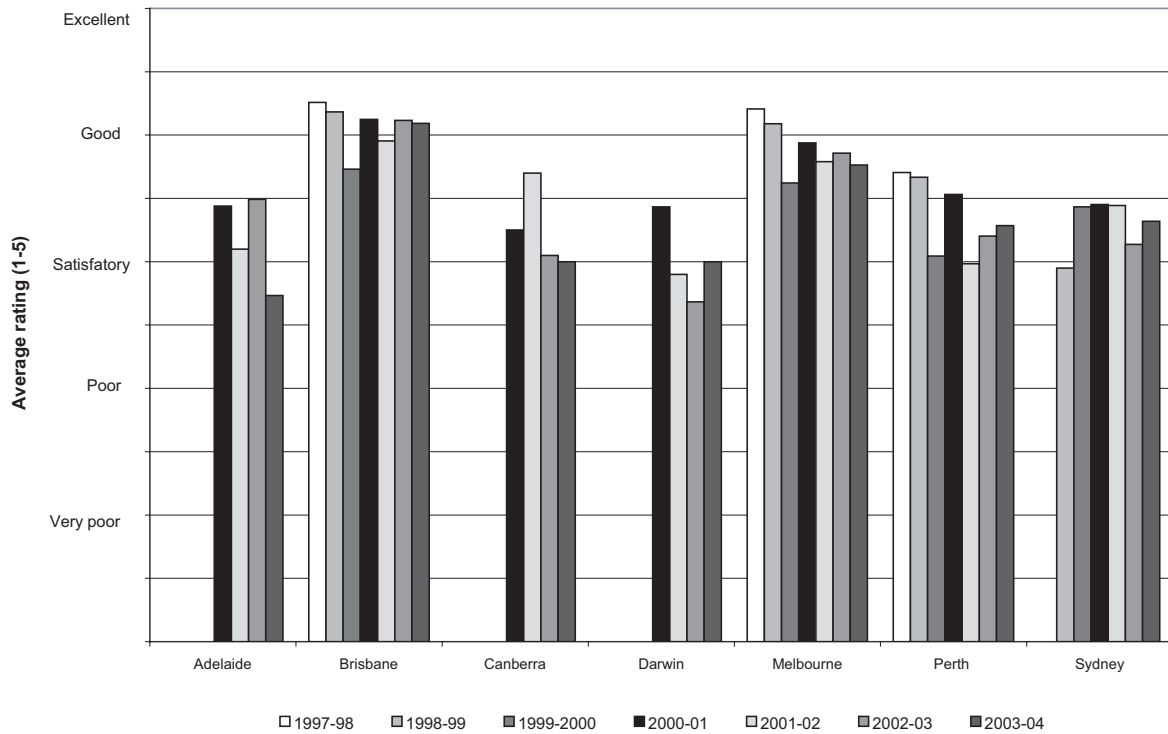
The average ratings of airside facilities at Brisbane and Melbourne for 2003–04 was good. Airside facilities at Perth and Sydney were rated between satisfactory and good, and Adelaide, Canberra and Darwin were rated satisfactory.

There have been some minor variations in average ratings over the reported period, but there are no obvious trends at this point in time.

Chart S3 shows the average airline ratings of the international terminal facilities at all airports.

Chart S3   Average airline ratings for international terminal facilities—all airports
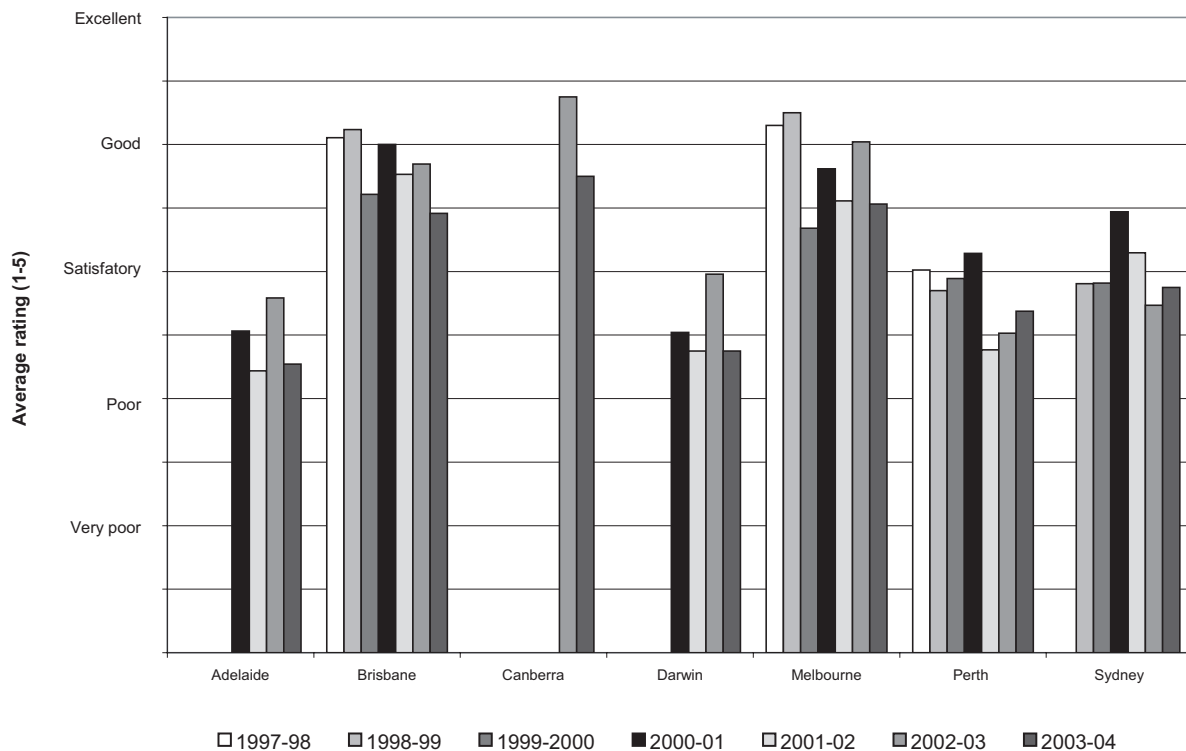
Note: the average airline rating for Canberra airport refers to its domestic terminal facilities.

The international terminal facilities at Brisbane and Melbourne were generally rated as good, although there have been slight downward trends in these airports' ratings. Canberra airport's domestic terminal facilities were rated as good, slightly down on last year's rating. Sydney airport's international facilities were generally rated as satisfactory; while Adelaide, Darwin and Perth airports were rated between poor and satisfactory. It should be noted that the latter three airports have a relatively small amount of international traffic.

In general, airports' ratings have not substantially changed over the reporting period.

The ACCC only recently started to collect results from airline surveys relating to domestic terminals following the collapse of Ansett and the transfer of control of such terminals to the airport operator. The available time series is therefore shorter and results are shown in the individual airport chapters. Results ranged from generally good to excellent for Canberra, good for Melbourne, satisfactory for Perth and Sydney, and between very poor and satisfactory for Adelaide and Darwin airports.

Australian Customs Service survey

Chart S4 shows the average ratings of terminal facilities by the ACS for all airports.

Chart S4 Average ACS ratings for terminal facilities—all airports
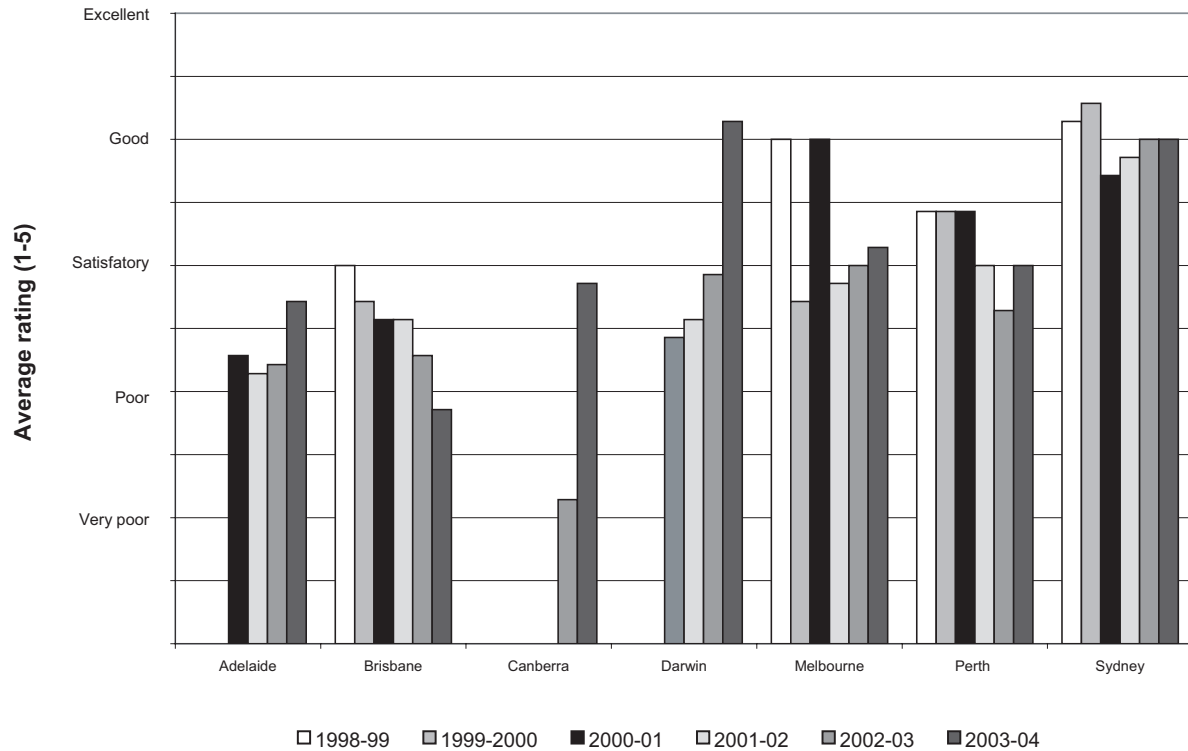
The average rating by the ACS for Darwin and Sydney airports in 2003–04 was good. This was a continuation in the results for Sydney, while Darwin's ratings improved from 2000–01. In 2003–04 the ACS rated Adelaide, Canberra, Melbourne and Perth airports as satisfactory and Brisbane airport as poor. Canberra's rating improved markedly, while Brisbane's rating declined. The ACS attributed Brisbane's lower rating to increased passenger numbers causing congestion.

Airport overview

An overview of each airport's performance is provided below.

Adelaide airport

The objective measures for Adelaide airport remained stable for most measures between 2002–03 and 2003–04.

For 2003–04 passengers rated Adelaide airport's international terminal facilities between satisfactory and good. Most ratings were slightly down on those achieved in 2002–03. Passengers rated Adelaide airport's domestic terminal as good.

For 2003–04 the average rating by airlines of airside facilities at Adelaide airport was from poor to satisfactory. These ratings were down from the 2002–03 ratings for all indicators. The international terminal facilities were generally rated as poor with the exception of management responsiveness which was satisfactory; and the availability and standard of aerobridges, which was rated very poor. The domestic terminal facilities were rated between poor and satisfactory.

The ACS rated the facilities at Adelaide airport generally between poor to satisfactory, but rated management approach as excellent.

Brisbane airport

Runway demand at Brisbane airport was well within the agreed operational capacity during morning peak hour. Average system delay times have remained low, with the maximum average delay averaging two minutes.

The majority of the objective indicators for Brisbane airport's international terminal showed a higher number of passengers per service indicator due to an increase in peak hour passenger numbers. Brisbane airport increased the number of security deterrence systems, reducing the number of passengers per security system.

Passengers rated both the international and domestic terminal facilities as good or better. Brisbane airport continues to achieve high ratings by passengers for its international terminal, with ratings remaining relatively stable over the reporting period.

On the whole, airlines rated the airside facilities at Brisbane airport as good, with the standard and availability of runways, taxiways and aprons achieving slightly improved ratings on 2002–03, while gates and ground service site ratings fell. The international terminal facilities and management responsiveness were rated from satisfactory to good, with ratings down on last year.

The ACS rated Brisbane airport's facilities as poor or very poor.

Canberra airport

The airlines rated Canberra airport's airside facilities as satisfactory, except for the availability of ground service sites, which was rated poor. Generally, the domestic terminal facilities were rated good, save for the availability of aerobridges which was considered excellent, and the standard of aerobridges which was rated poor.

The ACS ratings for Canberra airport all improved in 2003–04. However, the availability and standard of baggage inspection facilities for arrivals remained below satisfactory.

Darwin airport

Changes in the results for the objective measures for both the international and domestic terminal reflected changing passenger volumes.

Airlines rated the airside facilities at Darwin airport between poor (for ground service sites availability) and good (for aprons standard). The terminal facilities were rated from very poor to satisfactory and were generally down on the 2002–03 ratings.

The ACS rated Darwin airport's facilities higher than 2002–03, with all facilities rated as good for standard and for availability, except for the standard of immigration facilities for departing passengers, which was rated excellent.

Melbourne airport

Runway demand at Melbourne airport was within agreed operational capacity during morning peak hour. The average system delay times were low, averaging two minutes and the maximum delay time averaged five minutes.

The objective indicators generally showed an increase in the number of passengers per indicator due to the increase in the number of international passengers during peak hour. Melbourne airport also provided information on its domestic terminal for the first time this year.

Generally, passengers rated the international and domestic terminals as good. Melbourne airport's international terminal continues to achieve high ratings from passengers, with ratings remaining relatively stable since 1997–98.

Melbourne airport's airside facilities were rated as good by the airlines, save for ground service sites which were rated satisfactory for both standard and availability. The international terminal facilities were rated between satisfactory and good with most ratings decreasing slightly in 2003–04 and the domestic terminal facilities rated from poor to good.

The ACS rated the facilities between poor and good. Most indicators remained stable; however, the standard of immigration facilities for departures fell, while the ratings for the standard of baggage inspection facilities for arrivals and availability of immigration facilities for departures increased.

Perth airport

The objective indicators for quality of service at Perth airport remained relatively stable from 2002–03 to 2003–04.

On the whole, passengers rated both the international and domestic terminals as good. Passengers have continued to rate the international terminals at a high level, with ratings remaining fairly stable since 1997–98.

Perth airport's airside facilities were rated by airlines between satisfactory and good. The international terminal facilities were rated from poor to satisfactory while the domestic terminal facilities were rated satisfactory.

The ACS rated Perth airport's facilities from poor to good, with ratings either improving or remaining constant in 2003–04.

Sydney airport

Runway demand at Sydney airport was relatively high compared with operational capacity during the morning peak hour. The average system delay was five minutes, with maximum delays in the peak hour averaging 14 minutes.

The number of international passengers at Sydney airport decreased during peak hour; however, some indicators showed an increase in the number of passengers per indicator because Sydney airport reduced the number of facilities.

The international and domestic terminal facilities were rated by passengers as good to very good.

The airside facilities at Sydney airport were rated from satisfactory to good by airlines. The international terminal facilities were generally rated as satisfactory. Both the aerobridges and baggage facilities received improved ratings, while the ratings for check-in facilities fell. The domestic terminal facilities were generally rated as satisfactory. The availability and standard of the check-in facilities fell from excellent to satisfactory.

The ACS rated the facilities at Sydney airport as good, unchanged from recent years.

1   Introduction

This report presents the results of the Australian Competition and Consumer Commission's (ACCC's) quality of service monitoring at the seven price-monitored airports—Adelaide, Brisbane, Canberra, Darwin, Melbourne, Perth and Sydney—for the twelve months from July 2003 to June 2004.

The ACCC has been monitoring the quality of service at airports since the privatisation of airports began in 1997. Before 2002–03 it reported the results of quality of service monitoring in five separate reports each year. One report for each for the three phase I airports (Brisbane, Melbourne, Perth), one report for Sydney airport, and one report for the phase II airports (Adelaide, Alice Springs, Canberra, Gold Coast (Coolangatta), Darwin, Hobart, Launceston and Townsville).[1]

This is the second year the results of the quality of service monitoring for the price-monitored airports have been released in a single report (this format change coincided with the removal of price controls and the introduction of price monitoring). A separate report, presenting the results of the ACCC's price monitoring and airport company financial reporting for these airports is expected to be released in early 2005.

Quality of service monitoring, along with reporting of airport financial accounts was introduced to increase the transparency of airport performance. It is intended to discourage airports from providing unsatisfactory service standards, provide information to airport users that will assist them in their commercial negotiations with airports, and assist the government to address public interest matters relating to the regulation of airports.

Originally introduced as a complement and input to price regulation,[2] quality of service monitoring is now considered an important complement to price monitoring: it continues to provide an incentive (in addition to commercial incentives) to airports to maintain appropriate service standards and adds a level of transparency and comparability (between airports) that would not otherwise exist.

The new reporting format, which was introduced in 2002–03, also coincided with an increase in the number of measures of service quality reported. In particular, a number of 'objective measures' were introduced to complement the (largely subjective) surveys of airport users' perceptions. Basic measures of number, or size, of facility have been converted to indicators of adequacy or quality of service (e.g. by expressing as an amount per passenger at peak hour). The introduction of these objective measures followed a consultative process with airports and other stakeholders in response to comments made in the Productivity Commission's report on *Price regulation of airport services*.[3]

The report begins with an overview of the ACCC's role and approach to quality of service monitoring. This is followed by a presentation of the 2003–04 quality of service results for the price-monitored airports. Objective indicators and survey results are shown in sections devoted to each airport in turn. The items monitored are listed in appendix 1, while the base data for the objective measures are shown in appendix 2.

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1   These regulatory reports contained each airport's financial reports, quality of service monitoring, price monitoring and reported on price cap compliance as required for particular airports.

2   The ACCC was required to consider the quality of service in its deliberations on airport pricing proposals.

3   Productivity Commission, 2002, *Price regulation of airport services: inquiry report*, pp. 265–271.

2   The ACCC's role and approach in quality monitoring

Quality of service monitoring by the ACCC was introduced in 1997 as a complement to price controls when airport privatisations began. Its key function is to ensure that airport operators do not degrade service standards as a means to reduce costs and increase profit.

2.1   Regulatory framework

Part 8 of the *Airports Act 1996* requires the ACCC to monitor and evaluate the quality of airport services and facilities against certain indicators that are prescribed by regulations made under section 153 of the Airports Act and by 'such other criteria as the ACCC determines in writing'.[4]

Part 8 of the Airports Regulations 1997 sets out a number of prescribed performance indicators which the ACCC uses to monitor and evaluate the quality of airport services and facilities of particular airports. They include several objective or 'static' indicators about the number, availability and adequacy of particular facilities; and a number of subjective satisfaction ratings by airport users (airlines and passengers). Generally, the regulations require that Brisbane, Melbourne, Perth and Sydney airports provide more, or more detailed information than Adelaide, Canberra and Darwin airports. In particular, Adelaide, Canberra and Darwin are not required to conduct passenger surveys. Adelaide airport does, however, survey passengers for its own purposes and provides this information to the ACCC voluntarily.

Following significant changes to the regulation of airports in 2002,[5] the ACCC reviewed the indicators that were used in its quality monitoring in the period to 30 June 2002 in consultation with airports, other stakeholders and the Department of Transport and Regional Services. The result of this consultation is the ACCC publication, *Guidelines for quality of service monitoring at airports*. The guidelines and an accompanying template provide the details of information that airports should supply to the ACCC.

The regulations have not yet been updated to reflect the new requirements developed by the ACCC's review. The Airports Act is currently subject to review and the ACCC anticipates that, following finalisation of the review, the regulations will be amended to reflect the quality of service indicators outlined in the guidelines.

2.2   The ACCC's approach

The ACCC monitors only those facilities and services provided by, or which could be influenced by, the airport operator. These facilities and services include: airside facilities such as runways, taxiways and aprons; terminal facilities, such as international departure lounges and baggage claim; car parking; and taxi and bus pick up and drop off points. Domestic terminals owned and/or operated by airlines are not included.

The ACCC has tried to cover in its quality monitoring the range of facilities that are subject to price monitoring. These include both aeronautical and aeronautical-related services as defined in Direction 27 under the *Trade Practices Act 1974*, where 'aeronautical-related services' includes, for example, landside vehicle access and check-in counters.

This report draws on information from a number of different sources:
- airport operators
- passengers of the airport
- airlines
- Airservices Australia
- Australian Customs Service (ACS).

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4   subsection 155(1) of the Airports Act.

5   Price cap and price notification regulation of aeronautical services (with the exception of aeronautical services to 'regional air services' at Sydney airport, which remain subject to a price cap) was replaced by price monitoring from 1 June 2002.

Airport operators

Airport operators provide the ACCC with a range of objective data on the number or size of various facilities. These include the number of passengers at peak hours, the number of aerobridges and the size of gate lounges. The ACCC has converted these numbers and sizes to indicators of adequacy or quality of service, such as the area of lounge per passenger at peak hours, and percentage of passengers using aerobridges. These objective indicators, listed in appendix 1, follow the ACCC's *Guidelines for quality of service monitoring at airports*.

The derived objective indicators are shown in tables in the body of the report for each airport for both years they have been calculated (2002–03 and 2003–04). The data on which these objective indicators are based is detailed in appendix 2.

Measures that relate to the size of facilities generally relate to the end of the financial year 2003–04, whereas measures of throughput, such as numbers of passengers or bags, relate to the whole financial year, unless specified as daily or for peak hour.

Passenger perception surveys

The passenger perception surveys arranged by each airport differ somewhat in their coverage and detail, but all broadly provide the information specified in the regulations and guidelines. The areas covered include passenger check-in, security clearance, government inspection, lounges, washrooms, baggage collection, signage, car parking, and vehicle access for arriving and departing passengers.

Surveys at most airports ask respondents to rate their level of satisfaction with facilities on a scale from 1 to 5:

1	2	3	4	5
very poor	poor	average, fair, or satisfactory	good	excellent

There are two main deviations from the approach: Perth airport uses a 1–7 rating scale and Sydney airport uses a global survey conducted by the International Air Transport Association (IATA).

Perth airport converted its 1–7 rating scale to the ACCC's 1–5 rating scale and this process is detailed in section 8.2 of this report.

The ACCC accepted Sydney airport using the IATA survey because it is an authoritative independent survey by a user group that allows benchmarking against major world airports. Questions in the IATA survey are broadly equivalent, but not identical, to those expected in the Australian regulations. While a consistent methodology across all airports is desirable, the IATA survey does allow international comparisons and there is a time series back to 2000.

As noted above, the regulations do not require Adelaide, Canberra or Darwin airports to undertake passenger surveys. Accordingly, the ACCC's guidelines do not require these airports to undertake passenger surveys. Adelaide airport does, however, survey passengers for its own purposes and provides this information to the ACCC voluntarily.

The average ratings for each indicator in the passenger perception surveys are shown for each airport. The average ratings for domestic terminals and international terminals are shown, with a time series where this data is available.

Airline surveys

The ACCC has conducted a survey of airlines[6] to gain information on their perception of the quality of facilities they use at the monitored airports. The facilities and services covered include:

- airside facilities—runways, taxiways, aprons, aircraft gates and ground equipment sites
- terminal facilities—aerobridges, check-in and baggage handling.

Airlines were asked to rate two aspects of these facilities:

- availability—the availability of infrastructure and equipment and the occurrence of delays in gaining access to those things
- standard—the ability of equipment to perform the function intended, the reliability of the equipment and the possibility of it breaking down.

The airlines were also asked to rate the airport operator's responsiveness or approach to addressing problems and concerns with the above facilities.

Full details of the questions are contained in appendix 1.

The scale used for airlines' ratings, shown below, was essentially the same as that sought for passenger survey responses.

1	2	3	4	5
very poor	poor	satisfactory	good	excellent

Ratings given by airlines have been averaged (with equal weights) to give an overall rating for each facility at each airport.

Airservices Australia

Airservices Australia was asked to provide certain data to indicate the adequacy of airport runways to handle the traffic. Airservices currently records a number of measures regarding peak hour arrival performance on a monthly basis at Brisbane, Melbourne, and Sydney airports. The facilities necessary to gather this data have not yet been installed at any of the other airports. Airservices has advised that the next expansion of this system is likely to be to Adelaide and Perth airports; however, the timing of this expansion has not been set.

Airservices Australia's aircraft traffic measures

Airservices' measures relate to the busiest morning peak hour at each of the three airports, generally 7.30–8.30 am, averaged across all days in the month or year specified.

Demand—counts the number of aircraft that once airborne, have an estimated time of arrival within the measured period (morning peak hour).

Actual arrivals—counts the actual number of aircraft that land during the measured period. This is always close to 'demand' since demand refers to aircraft already airborne, which will generally land at the destination airport close to the estimated time of arrival.

Agreed arrival rate—or operationally agreed capacity (OAC), is derived from modelling and expert consensus. It indicates the maximum number of aircraft that can land at the airport within the measured period. This varies for several different runway modes and depends on weather conditions.

Peak demand within hour—demand for that part of the hour where demand equals, or exceeds, the agreed OAC, expressed as a pro-rata hourly rate.

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6   The airlines that responded are identified in each airport section.

Maximum pro rata arrival rate—the highest arrival rate achieved for the part of the measured period where demand did equal or exceed the agreed OAC, expressed as a pro rata hourly rate.

Average system delay—the average of all airborne delay experienced by those aircraft that land during the measured period. This is the difference between the estimated time of landing after the aircraft becomes airborne and the actual time of arrival. 'System delay' covers all reasons for delays such as airspace limitations, weather, arrival clustering, air traffic control air crew operations, and airport infrastructure limitations, but it does not reflect delays at the airport from which the aircraft left. The data currently collected does not apportion the reasons for delays.

Maximum system delay—the maximum delay experienced by a flight during the measured period. The maximum delay for a monthly period is not the maximum delay experienced by an individual flight during the whole month, but an average of the maximum delays for all the daily peak hours in the month.

Interpretation of Airservices Australia's measures

Airservices' measures have been devised as a guide to its own performance in handling air traffic, but do give some indication of airport constraints and therefore the adequacy of runway infrastructure or management. In particular, if demand is consistently close to OAC for the peak hour, it would suggest that there is little spare capacity for increased traffic at that time.

When high demand (relative to OAC) is combined with consistently long system delays, it is an indication of capacity constraints. However, where the peak demand is limited to a short period, it would not necessarily point to the need to expand the infrastructure as other measures to spread the demand more evenly could be more appropriate.

The full extent of capacity constraints cannot be seen from this data, because the agreed arrival rate has already been limited by constraints such as airport infrastructure. Potential economic demand in excess of capacity, which might, for example, indicate the need for new infrastructure may therefore not be observed in this data. Airlines may not attempt to or may not be permitted to schedule extra aircraft when capacity is clearly limited.

Australian Customs Service

The ACCC conducted a survey of the ACS, asking it to rate facilities in the following areas provided by airports:

- arrivals (immigration)—adequacy of areas for circulation and queuing, signage, lighting, desks and passenger facilities (e.g. seating, toilets)
- arrivals (baggage inspection or examination area)—adequacy of space to avoid congestion, signage, provision for passenger privacy, appropriate access and security, passenger facilities and inspection facilities
- departures (immigration)—adequacy of circulation space to avoid congestion, signage and appropriate provision of desks.

ACS was asked to give separate ratings for each area for:

- adequacy—the space and facilities made available for their operations, covering the amount of space provided; and the likelihood of congestion and delays in passenger processing
- standard and condition in which it is generally maintained.

ACS was also asked to rate the airport operator's responsiveness or approach to addressing problems and concerns with the above facilities.

Results from this survey are included in each airport's section.

2.3 Issues concerning interpretation of results

In assessing the quality of service for airports, it is important to note that there are a variety of factors outside the immediate control of the airport operator that are likely to influence the quality of service results.

The first of these is the staffing of check-in services by airlines, and similarly, staffing of immigration services by ACS, which may affect the quality results obtained for related services. Secondly, airlines, Airservices and other service providers might contribute to quality outcomes, for example, with regard to delays in aircraft departure.

Investment in terminal infrastructure is also 'lumpy' and there may therefore be a lag between an increase in passenger and flight numbers and an increase in the capacity of the terminal infrastructure. Such a lag could reflect adversely in the results of some quality of service indicators.

3   Adelaide airport

3.1   Objective indicators for quality of service

Table 3.1 shows the objective indicators for quality of service provided at Adelaide airport for 2002–03 and 2003–04.

Table 3.1 Objective indicators for quality of service

Indicator				
Terminal	**International**		**Domestic**	
	2002–03	**2003–04**	**2002–03**	**2003–04**
Percentage of international passengers arriving using an aerobridge	75%	75%	N/A	N/A
Percentage of international passengers departing using an aerobridge	75%	75%	N/A	N/A
Percentage of hours with more than 80 per cent of check-in desks in use	25%	25%	60%	60%
Number of arriving passengers per inbound immigration desk during peak hour	46	48	N/A	N/A
Number of arriving passengers per baggage inspection desk during peak hour	38	40	N/A	N/A
Number of departing passengers per outbound migration desk during peak hour	92	86	N/A	N/A
Number of departing passengers per security clearance system during peak hour	230	216	250	233
Number of departing passengers per seat in gate lounges during peak hour	1.4	1.3	2.1	1.9
Number of departing passengers per square metre of lounge area during peak hour	0.8	0.7	0.4	0.4
Average throughput of outbound baggage system, bags per hour	43	74	N/P	N/P
Number of passengers per baggage trolley during peak hour	4	4	9	9
Number of passengers per flight information display screen during peak hour	153	152	143	39
Number of passengers per information point during peak hour	460	912	1000	486
Car parking at terminals				
Average daily throughput, short-term car park, cars per day	296	310	2192	2647

Notes: Measures of throughput are based on the financial year unless otherwise specified as peak hour or daily, whereas measures of availability and capacity are as at the last day of the financial year.

N/A = not applicable; N/P = not provided

Both domestic and international passengers arriving and departing during peak hour decreased slightly in 2003–04. The number of arriving and departing passengers during peak hour for the international terminal decreased from 920 to 912, while the number of arriving and departing passengers for the domestic terminal decreased from 1000 passengers to 972. This resulted in most objective indicators remaining stable.

However, the number of passengers per FID (flight information display) screen during peak hour for the domestic terminal decreased significantly because FID screens were increased from 7 to 25. Also, the number of information points for the international terminal decreased from 2 to 1, while for the domestic terminal increased from 1 to 2, explaining the reversal in results for the number of passengers per information point in 2003–04.

Furthermore, the average throughput of the outbound baggage system increased from 43 bags per hour to 74 bags per hour due to an increase in the number of outbound bags handled from 141 447 to 171 948 and a decrease in the number of hours the outbound baggage system was in use from 3285 to 2340.

3.2   Passenger survey

Chart 3.1 shows the results for the passenger surveys for the international and domestic terminals at Adelaide airport for 2003–04. Five hundred and sixteen survey responses were completed for arriving and departing international passengers and 1168 survey responses for arriving and departing domestic passengers.

Chart 3.1   Passenger survey results for international and domestic terminals
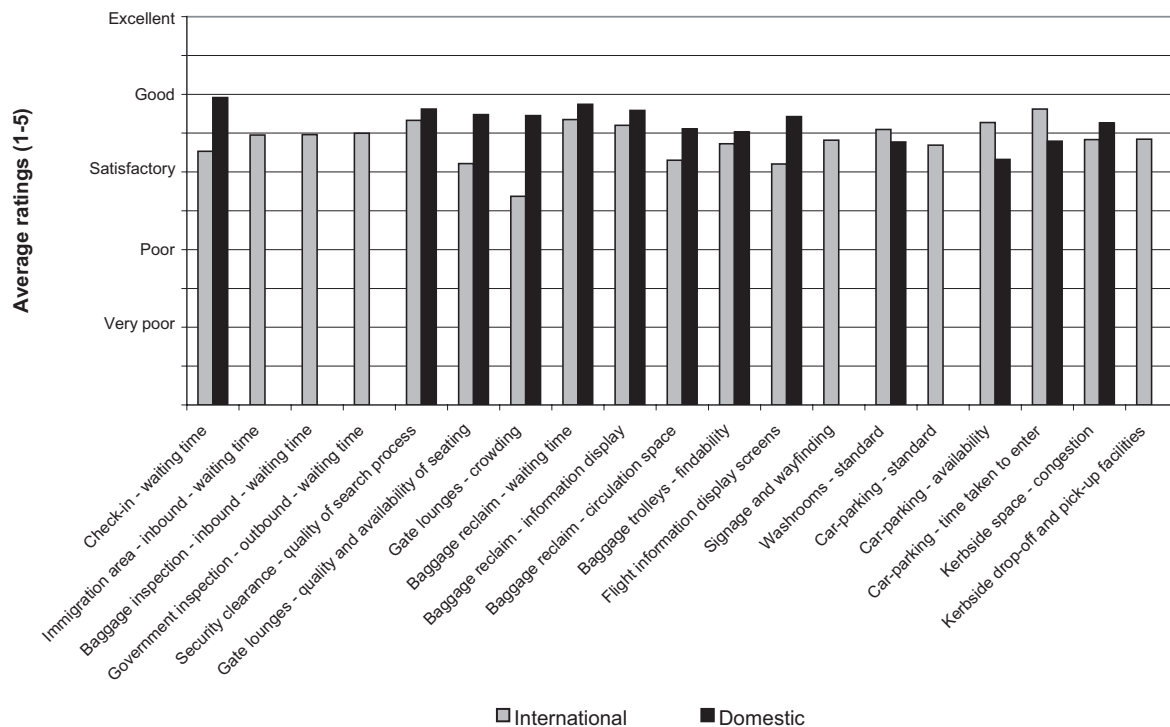
The passenger surveys conducted for the international and domestic terminals for 2003–04 rated the international terminal facilities between satisfactory and good, and the domestic terminal facilities as broadly good. Generally, the domestic terminal facilities rated higher than the international terminal facilities with the exception of the car parks and the standard of washrooms.

The reported average check-in waiting time during peak hour at the international terminal increased from 3.2 minutes to 14.2 minutes in 2002–03, and at the domestic terminal remained at 2.2 minutes.

Charts 3.2 and 3.3 show the passenger survey results for international terminal facilities at Adelaide airport from 2000–01 to 2003–04.

Chart 3.2   Passenger survey results for the international terminal immigration inspection and baggage reclaim
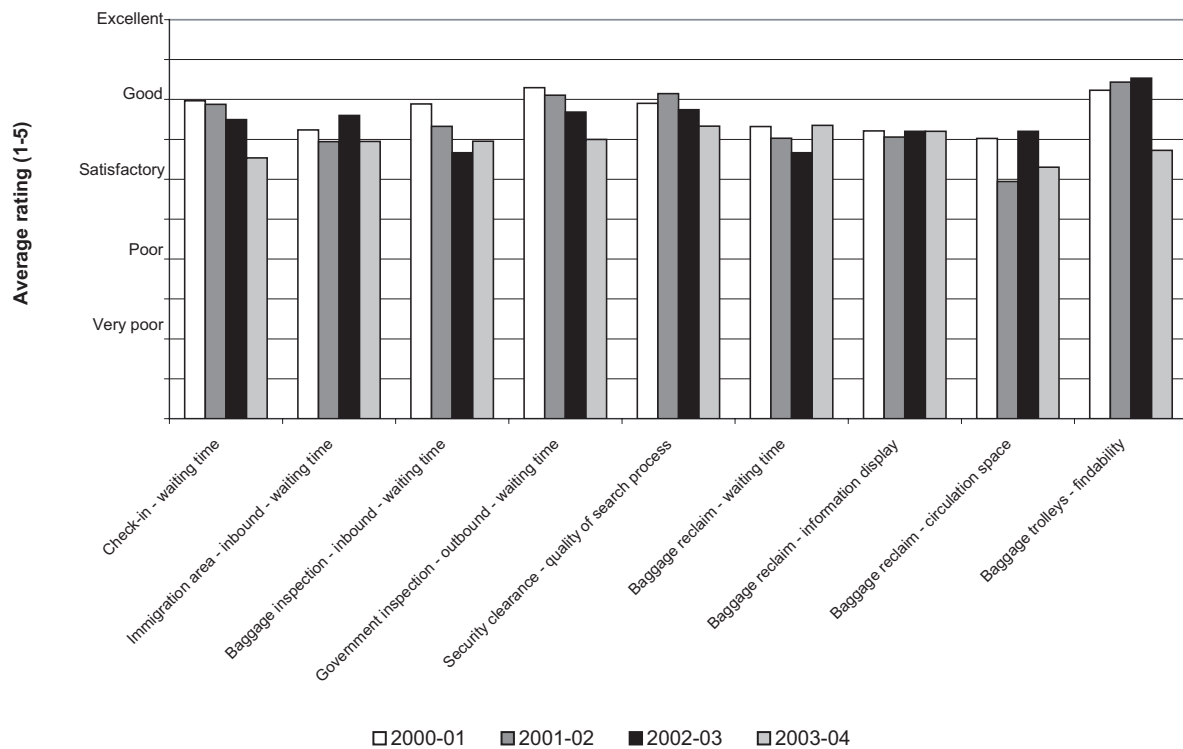
Chart 3.3   Passenger survey results for the international terminal general facilities and car parks
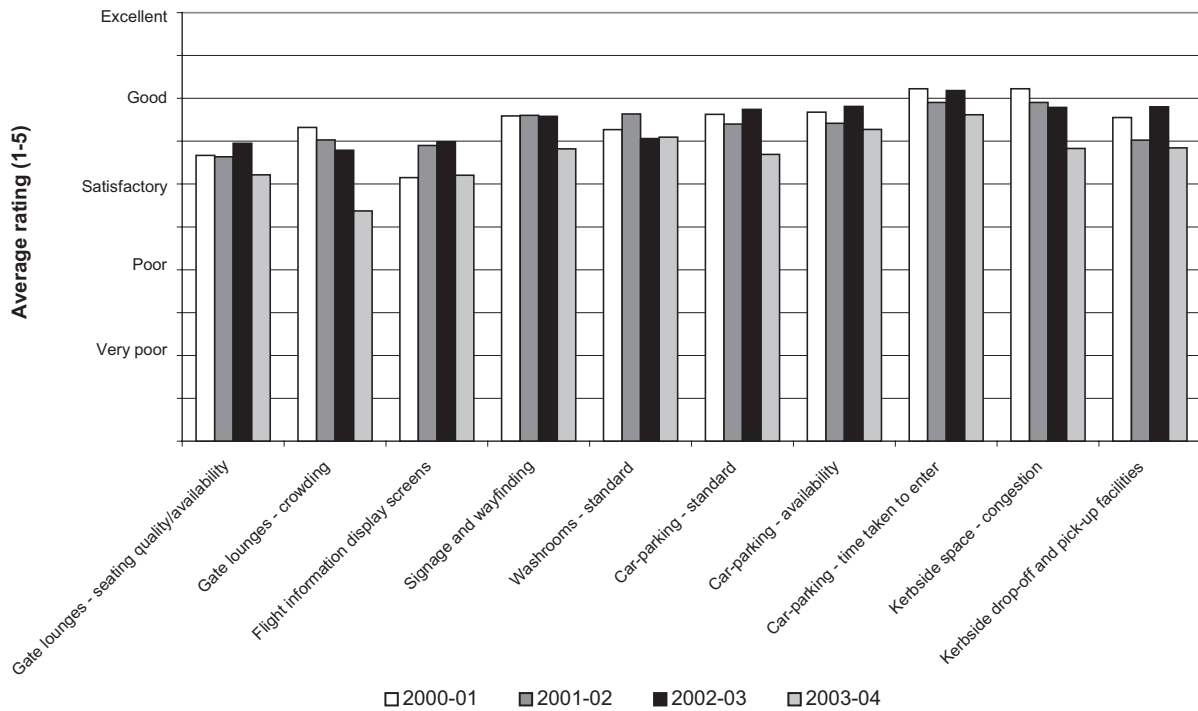
The passenger survey results for the international terminal facilities over the reported period range from satisfactory to good, with the 2003–04 ratings generally being slightly down on ratings achieved in previous years. Adelaide airport advised that passenger ratings were generally down due to the knowledge that a new terminal is being constructed.

3.3   Airline survey

Three airlines provided responses to the airline survey in 2003–04: Qantas, Virgin Blue and Cathay Pacific. Of these, Qantas and Cathay Pacific responded with respect to the international terminal and Qantas and Virgin Blue responded with respect to the domestic terminal.

Chart 3.4 shows the average ratings by airlines of airside facilities at Adelaide airport for the period 2000–01 to 2003–04.

Chart 3.4   Average ratings by airlines of airside facilities
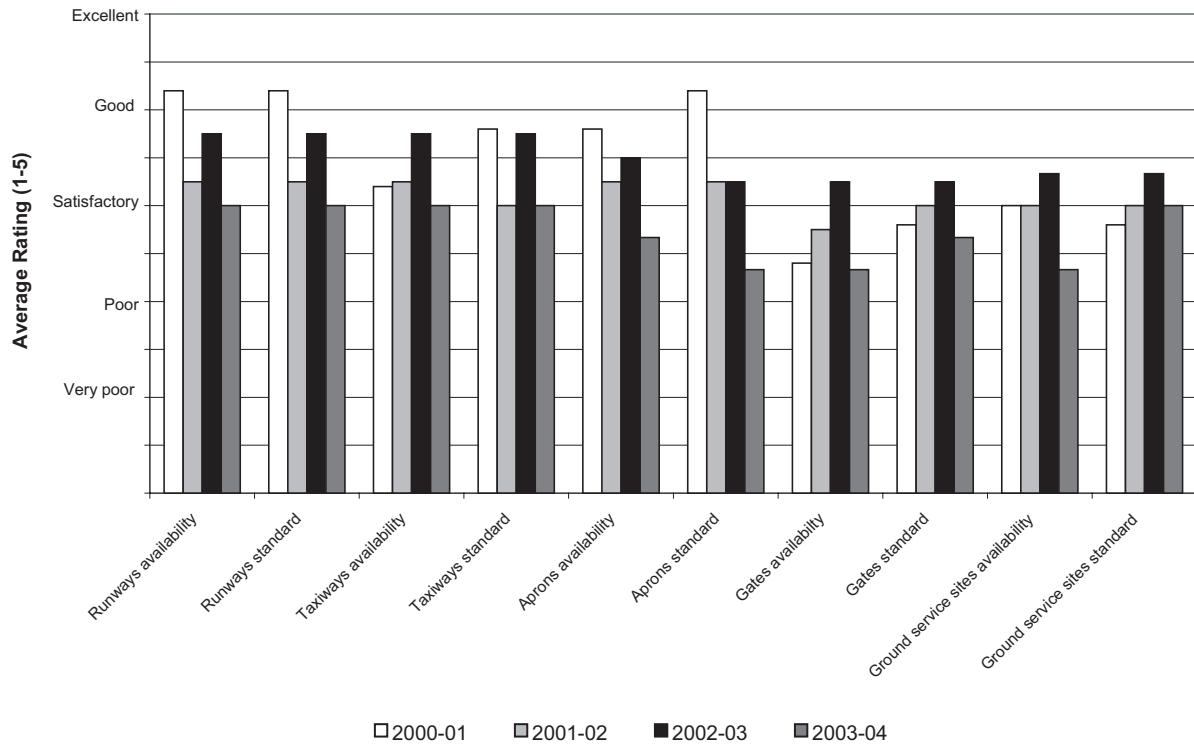
All ratings fell in 2003–04 with the average ratings of airside facilities by airlines ranging from poor to satisfactory.

Chart 3.5 shows the average ratings by airlines of the international terminal and management responsiveness at Adelaide airport for the period 2000–01 to 2003–04.

Chart 3.5   Average ratings by airlines of the international terminal and management responsiveness
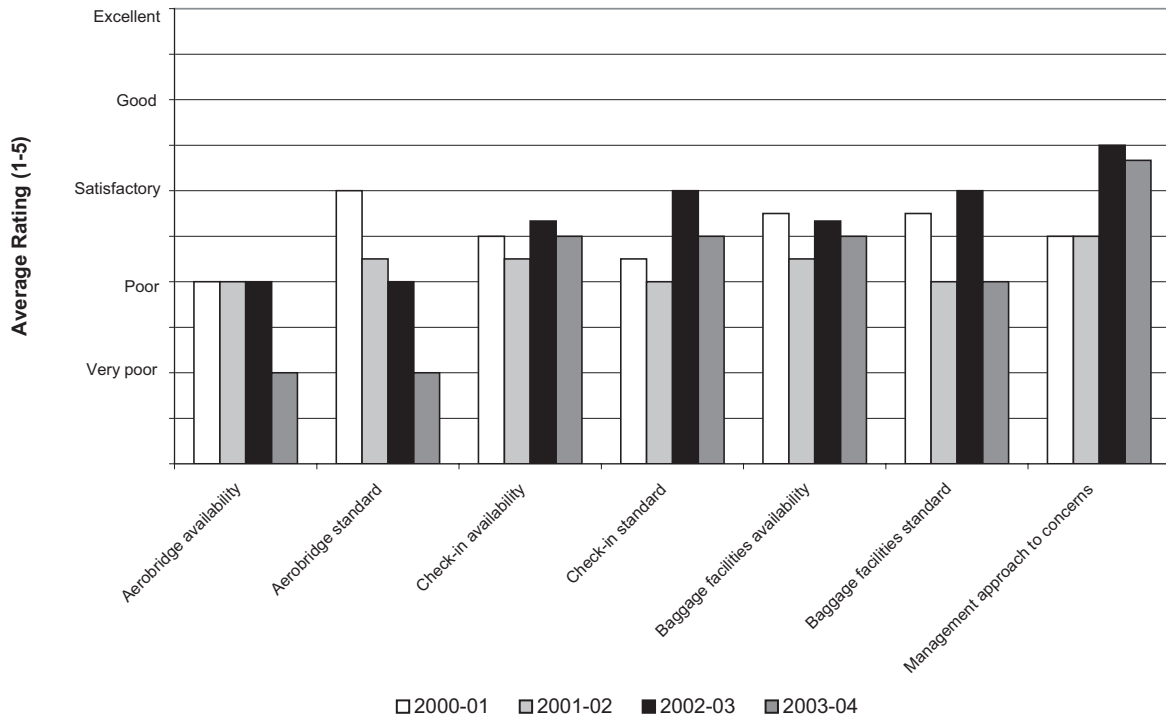
Airlines' average ratings of the international terminal facilities were down on last year's results, with international terminal facilities rated poor and management responsiveness rated satisfactory. The average rating for aerobridges was very poor; however, it was noted by an airline that this was due to the removal of aerobridges while construction for the new terminal was underway.

Chart 3.6 shows the average ratings by airlines of the domestic terminal at Adelaide airport for 2002–03 and 2003–04.

Chart 3.6   Average ratings by airlines of domestic terminal facilities
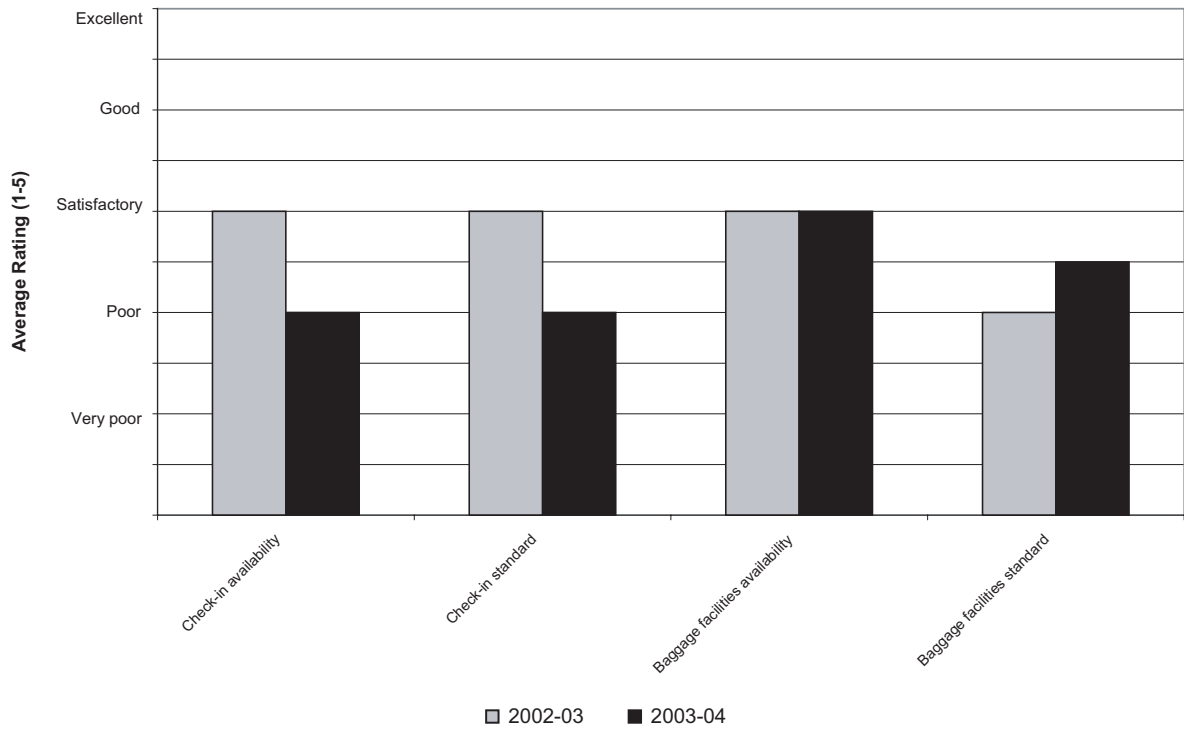
The average ratings by airlines for the domestic terminal facilities were between poor and satisfactory.

3.4   Australian Customs Service survey

Chart 3.7 shows the ratings by ACS of the facilities at Adelaide airport for 2000–01 to 2003–04.

Chart 3.7   Ratings by ACS of terminal facilities
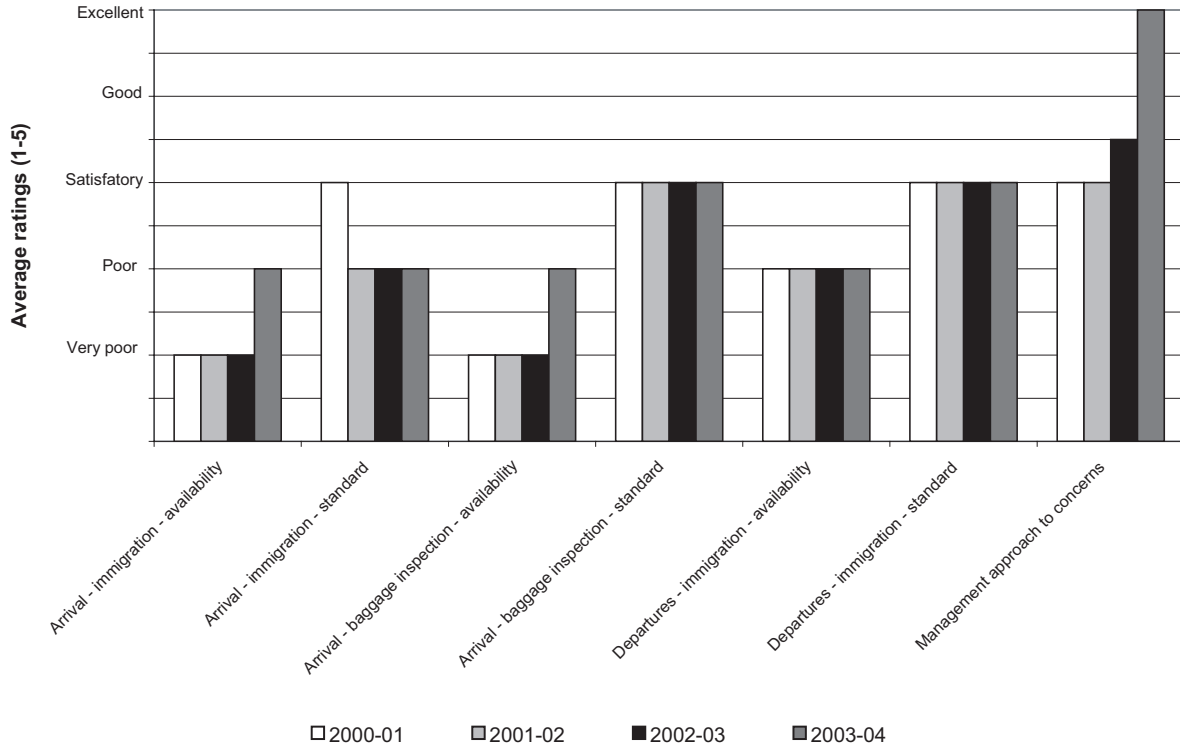
The ACS ratings ranged between poor and satisfactory for 2003–04 with the exception of management approach which was rated as excellent. Ratings were equal to or better than for 2002–03. Of particular note is the improvement in the rating for management approach which increased from satisfactory to excellent.

In summary

The objective measures for Adelaide airport remained stable for most measures between 2002–03 and 2003–04.

For 2003–04 passengers rated Adelaide airport's international terminal facilities between satisfactory and good. Most ratings were slightly down on those achieved in 2002–03. Passengers rated Adelaide airport's domestic terminal as good.

For 2003–04 the average rating by airlines of airside facilities at Adelaide airport was from poor to satisfactory. These ratings were down from the 2002–03 ratings for all indicators. The international terminal facilities were generally rated as poor with the exception of management responsiveness which was satisfactory, and the availability and standard of aerobridges, which was rated very poor. The domestic terminal facilities were rated between poor and satisfactory.

The ACS rated the facilities at Adelaide airport generally between poor to satisfactory, but rated management approach as excellent.

4   Brisbane airport

4.1   Runway traffic—demand and delays

Chart 4.1 shows the aircraft traffic measures for Brisbane airport's morning peak hour.

Chart 4.1   Peak hour aircraft traffic
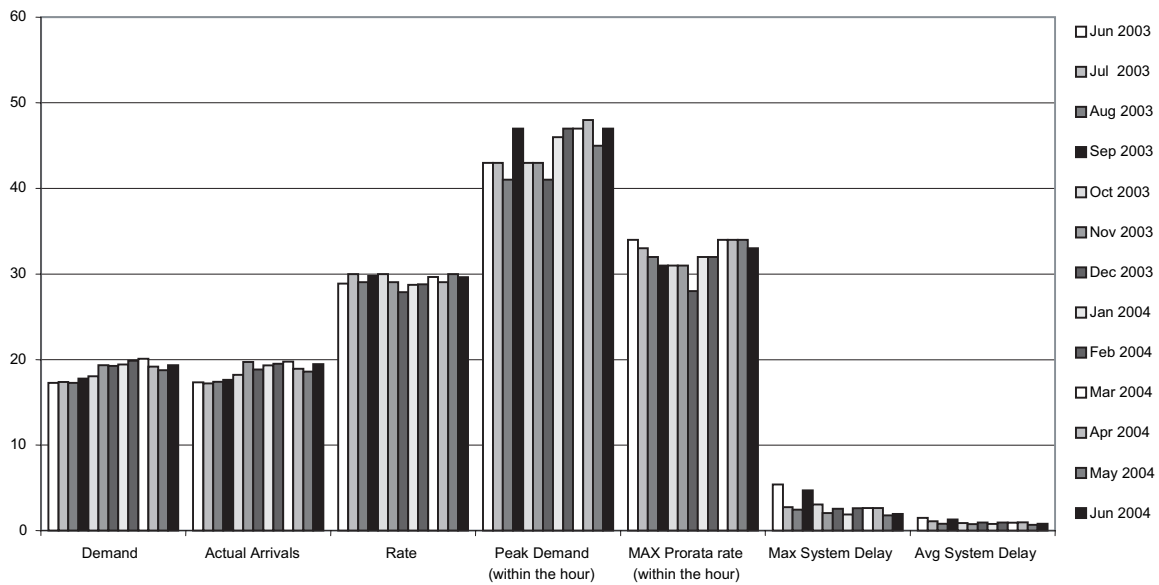
Source: Airservices Australia

Notes: Rate means agreed arrival rate or operational capacity.
         Demand, arrivals and agreed rate are measures of aircraft per hour. Delays are in minutes.
         Measures are further explained earlier in section 2.

Runway demand was well within the agreed operational capacity in the morning peak hour. The capacity rate has been broadly constant. Peak demand within parts of the peak hour has shown an increasing trend over the 12 months of 2003–04 and exceeds the measure of capacity shown by the pro-rata arrival rate by an average of 28 per cent, down from 40 per cent in 2003–03. However, delay times have remained low, with delay times slightly decreasing over the period, with the maximum average delay being around two minutes.

4.2   Objective indicators for quality of service

Table 4.1 shows the objective indicators for quality of service provided by Brisbane airport for 2002–03 to 2003–04. This was the first year Brisbane airport provided data on objective indicators for the domestic terminal.

Table 4.1   Objective indicators for quality of service

Indicator				
Terminal	**International**		**Domestic**	
	2002–03	**2003–04**	**2002–03**	**2003–04**
Percentage of international passengers arriving using an aerobridge	92%	100%	N/A	N/A
Percentage of international passengers departing using an aerobridge	92%	100%	N/A	N/A
Percentage of hours with more than 80 per cent of check-in desks in use(a)	0%	0%	N/P	N/P
Number of arriving passengers per inbound immigration desk during peak hour	43	52	N/A	N/A
Number of arriving passengers per baggage inspection desk during peak hour	47	52	N/A	N/A
Number of departing passengers per outbound migration desk during peak hour	43	44	N/A	N/A
Number of departing passengers per security clearance system during peak hour	215	97	N/P	169
Number of departing passengers per seat in gate lounges during peak hour	0.6	0.6	N/P	0.8
Number of departing passengers per square metre of lounge area during peak hour	N/P	0.1	N/P	0.1
Average throughput of outbound baggage system, bags per hour	262	308	N/P	N/P
Number of passengers per baggage trolley during peak hour	N/P	1.5	N/P	18
Number of passengers per flight information display screen during peak hour	N/P	10.5	N/P	25
Number of passengers per information point during peak hour	N/P	247	N/P	179
Car parking at terminals				
Average daily throughput, short-term car park, cars per day	1679	1811	3181	3171
Average daily throughput, long-term car park, cars per day				520

Notes: Measures of throughput are based on the financial year unless otherwise specified as peak hour or daily, whereas measures of availability and capacity are as at the last day of the financial year.

N/A = not applicable; N/P = not provided

(a) Brisbane airport advised that no information was available for the domestic terminal because charges to airlines are per passenger based not the number of hours in use.

This year there was an increase in the number of arriving passengers during peak hour for the international terminal, increasing from 1975 in 2002–03 to 2220 in 2003–04. This resulted in most objective indicators reflecting a higher number of passengers per service indicator. The number of departing passengers per security clearance systems during peak hour decreased from 215 to 97, due to Brisbane airport increasing the number of security clearance systems from 4 to 9.

4.3   Passenger survey

Chart 4.2 shows the results for the passenger surveys for the international and domestic terminal at Brisbane airport for 2003–04. Five hundred passengers were surveyed within the terminal or car parks, with a further 76 passengers interviewed near taxi ranks.

Chart 4.2   Passenger survey results for the international and domestic terminal
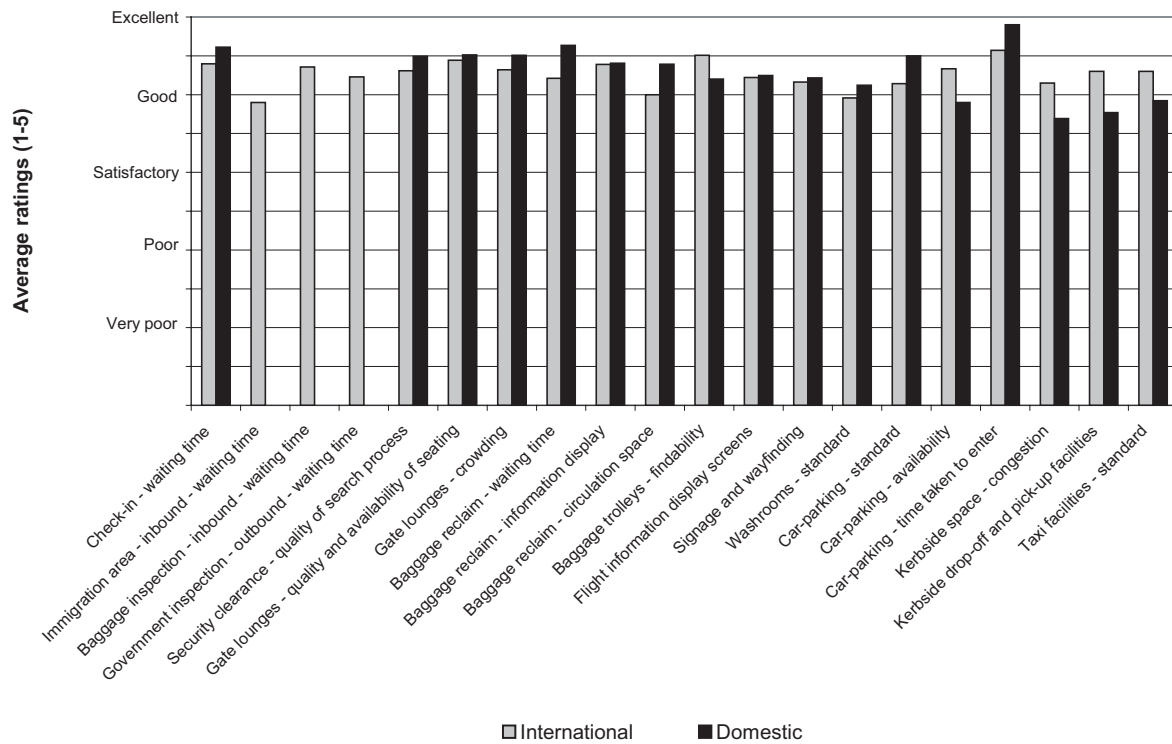
Passenger ratings for both the international and domestic terminal facilities were all above satisfactory and were generally rated good or better.

The average check-in waiting time during peak hour for the international terminal was 9.6 minutes, while the average check–in waiting time for the domestic terminal was 10.1 minutes. The average check-in waiting time during peak hour was not provided in 2002–03.

Charts 4.3 and 4.4 show the passenger survey results for the international terminal at Brisbane airport from 1997–98 to 2003–04.

Chart 4.3   Passenger survey results for the international terminal immigration inspection and baggage reclaim

□ 1997-98   ■ 1998-99   ■ 1999-2000   □ 2000-01   ■ 2001-02   □ 2002-03   ■ 2003-04
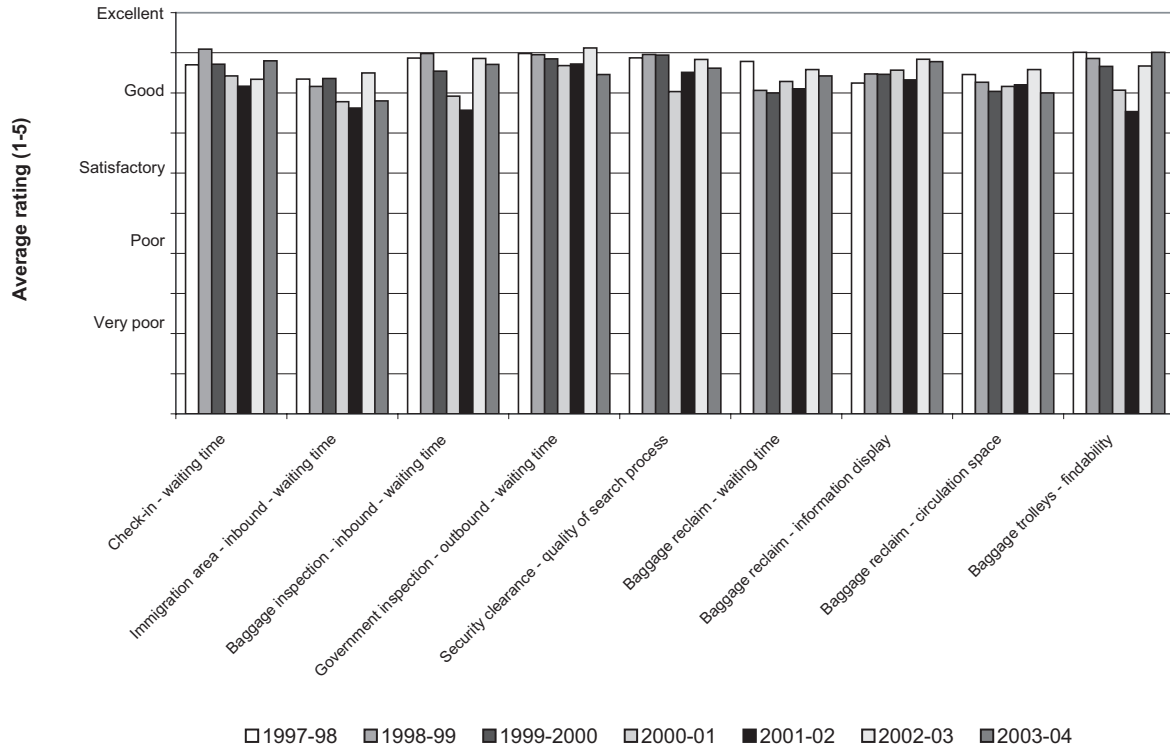
Chart 4.4   Passenger survey results for the international terminal general facilities and car park

□ 1997-98   ■ 1998-99   □ 1999-2000   ■ 2000-01   ■ 2001-02   □ 2002-03   ■ 2003-04
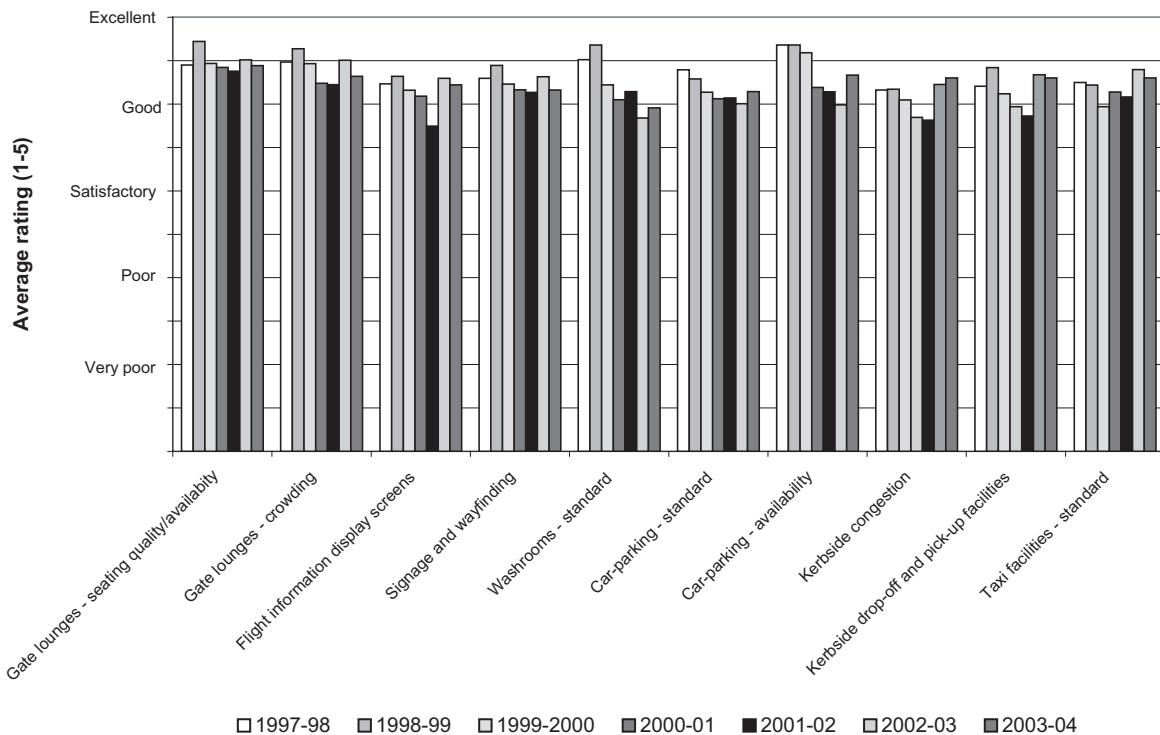
The international terminal facilities at Brisbane airport continue to achieve a high rating, with ratings generally between good and excellent.

4.4   Airline survey

Six responses to the airline survey were received. Qantas, Air Pacific, Air Vanuatu, Cathay Pacific, Japan Airlines and Virgin Blue provided responses for the international terminal. There were no responses provided for the domestic terminal because both Qantas and Virgin Blue lease domestic terminal space, with Brisbane Airport Corporation operating only a small multi-user domestic terminal.

Chart 4.5 shows the average ratings by airlines of airside facilities at Brisbane airport for the period 1997–98 to 2003–04.

Chart 4.5   Average ratings by airlines of airside facilities
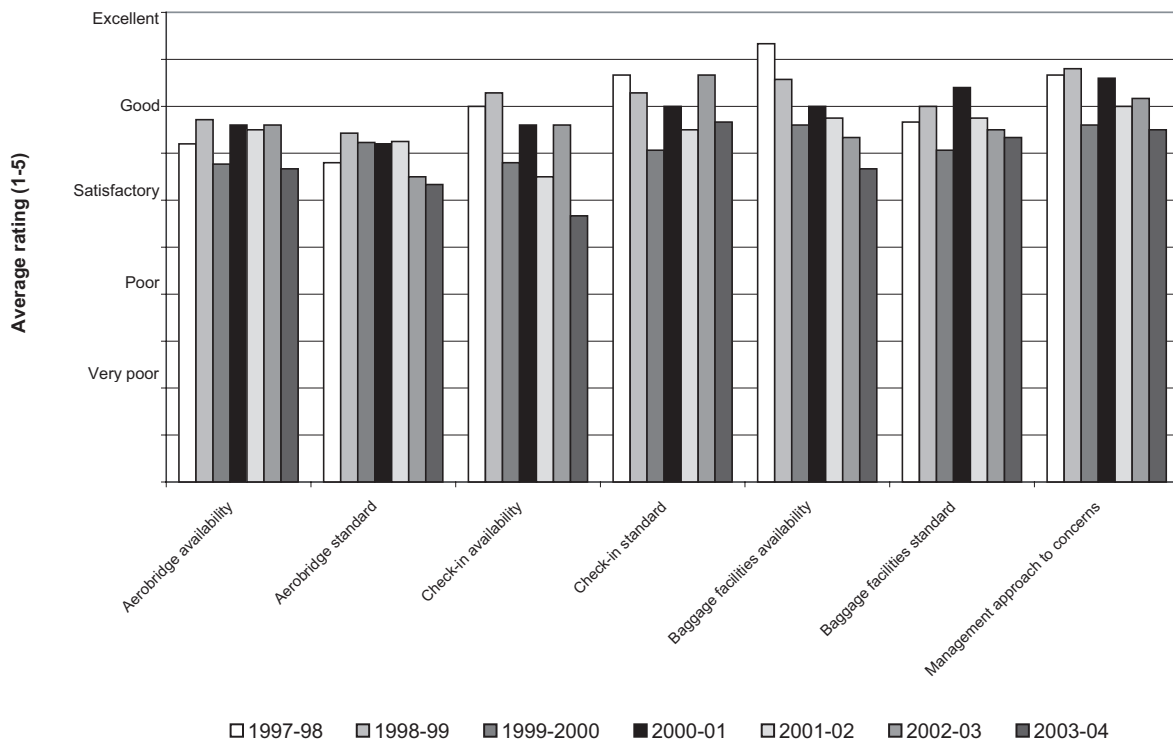
The average airline rating for airside facilities at Brisbane airport for 2003–04 was good. The ratings for standard and availability of runways, taxiways and aprons improved slightly, while ratings for the standard and availability of gates and ground service sites fell.

Chart 4.6 shows the average ratings by airlines of the international terminal and management responsiveness at Brisbane airport for 1997–98 to 2003–04.

Chart 4.6   Average ratings by airlines of the international terminal and management responsiveness
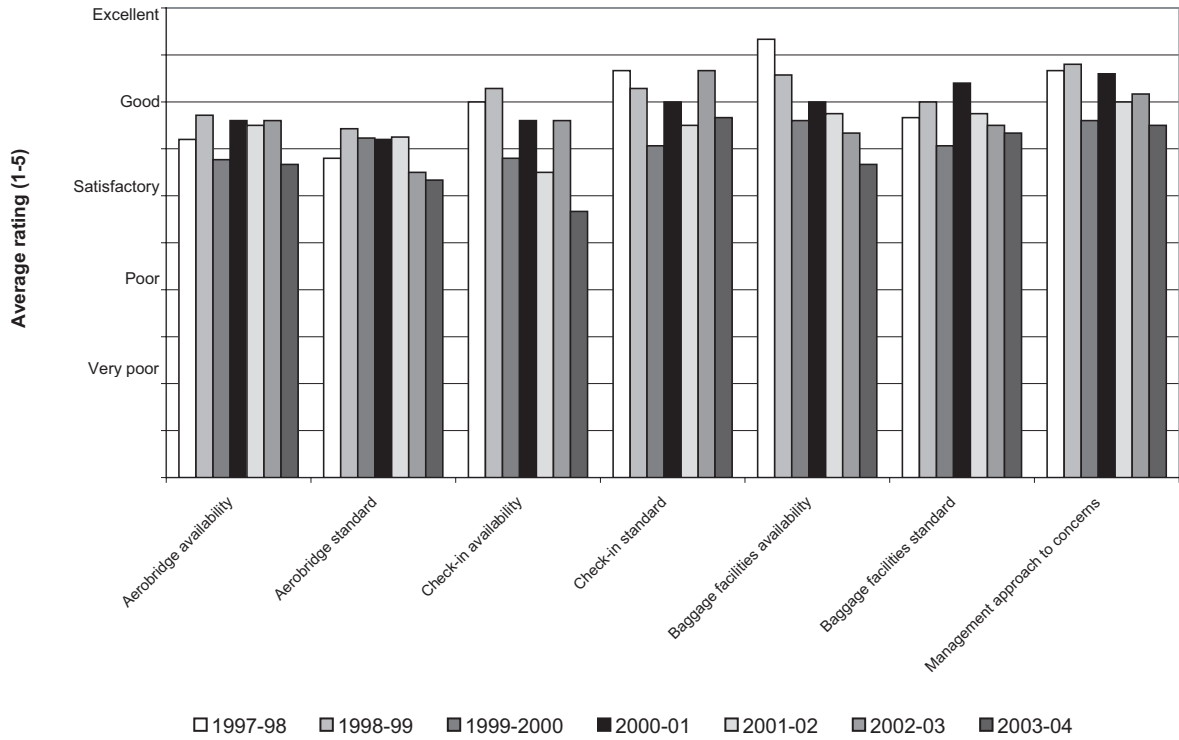
This year saw a fall in the average airline ratings of international terminal facilities and management responsiveness from 2002–03. However, all ratings remain satisfactory.

4.5   Australian Customs Service survey

Chart 4.7 shows the ratings by ACS of facilities at Brisbane airport for 1998–99 to 2003–04.

Chart 4.7   Ratings by ACS of terminal facilities
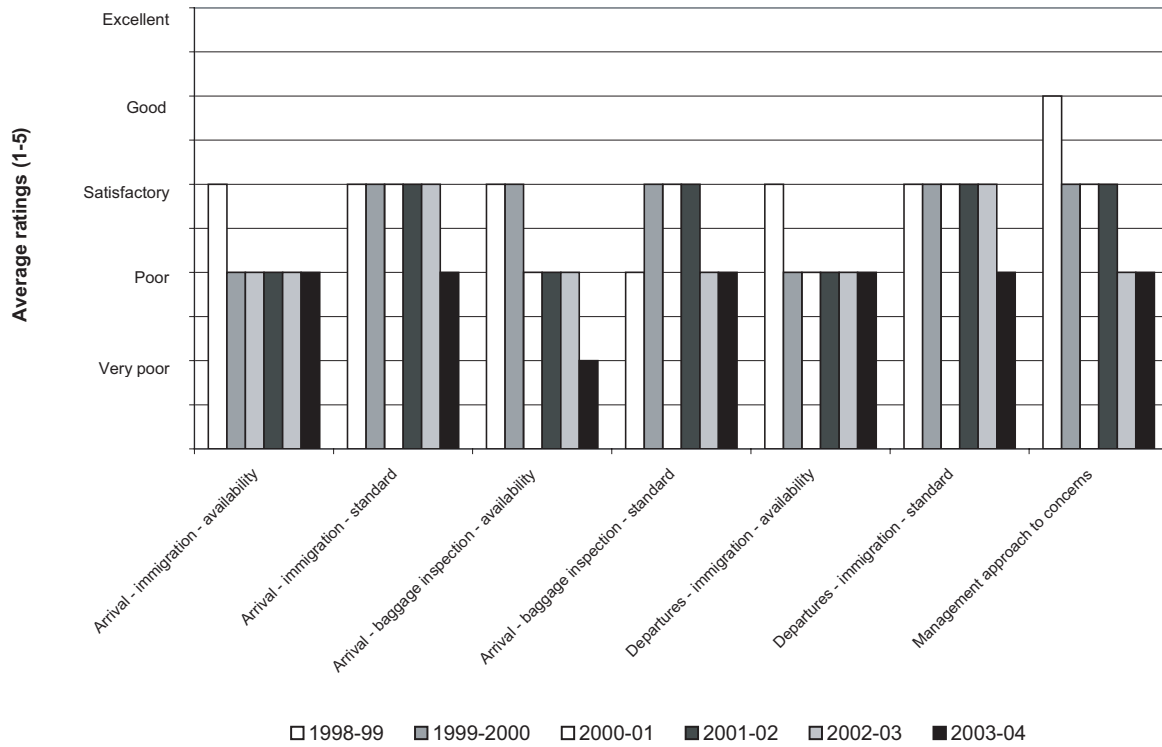
The ACS ratings of facilities at Brisbane airport for 2003–04 were poor, except for the availability of baggage inspection for arrivals, which was rated very poor.

The ACS noted that growing passenger numbers was leading to crowding in the customs inspection areas, and while facilities are rated as poor, the ACS acknowledged that the airport operator is making some attempt to resolve the issues.

Brisbane airport advised that significant work has been undertaken to accommodate the increasing passenger volume, including the expansion of the area for declaring and not declaring items when going through customs, and the current expansion of the baggage search area.

In summary:

Runway demand at Brisbane airport was well within the agreed operational capacity during morning peak hour. Average system delay times have remained low, with the maximum average delay averaging two minutes.

The majority of the objective indicators for Brisbane airport's international terminal showed a higher number of passengers per service indicator due to an increase in peak hour passenger numbers. Brisbane airport increased the number of security deterrence systems, reducing the number of passengers per security system.

Passengers rated both the international and domestic terminal facilities as good or better. Brisbane airport continues to achieve high ratings by passengers for its international terminal, with ratings remaining relatively stable over the reporting period.

On the whole, the airlines rated the airside facilities at Brisbane airport as good, with the standard and availability of runways, taxiways and aprons achieving slightly improved ratings on 2002–03, while gates and ground service site ratings fell. The international terminal facilities and management responsiveness were rated from satisfactory to good, with ratings down on last year.

The ACS rated Brisbane airport's facilities as poor or very poor.

5   Canberra airport

5.1   Objective indicators for quality of service

While Canberra airport was able to provide data for some objective measures, as seen in tables A11 and A12 in appendix 2, it has not provided the number of passengers arriving and departing during peak hour, meaning there is insufficient information to provide a table of objective measures for quality of service.

Canberra airport has advised that it is working to improve the quality of its information systems. More information has been provided in 2003–04 than was provided in 2002–03 and Canberra airport has indicated that it will be able to provide more detailed information for 2004–05.

5.2   Passenger survey

As a Phase II airport, Canberra airport is not required to undertake passenger surveys.

5.3   Airline survey

Two airlines provided responses for Canberra airport. Virgin Blue responded for the domestic terminal, while Qantas responded for the international terminal. Qantas did not respond for the domestic terminal because it operates its own domestic terminal under a leasing agreement with Canberra airport.

Chart 5.1   Average ratings by airlines of airside facilities
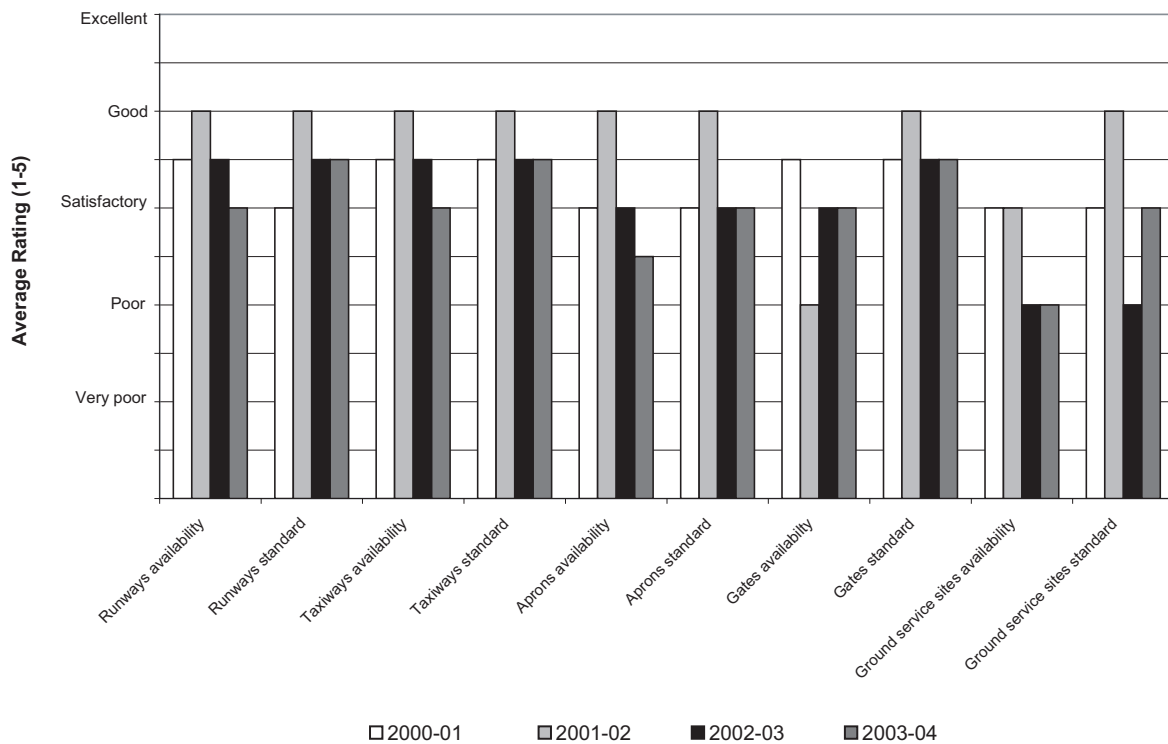
For the most part, the average ratings of airside facilities at Canberra airport were satisfactory. However, the availability of ground service sites in the last two years was rated as poor, the availability of runways, taxiways and aprons received slightly lower ratings than last year, while the perceived standard of ground service sites improved.

Chart 5.2 shows the airline's average ratings of domestic terminal facilities and management responsiveness at Canberra airport for 2002–03 to 2003–04.

Chart 5.2   Average ratings by airlines of domestic terminal facilities and management responsiveness
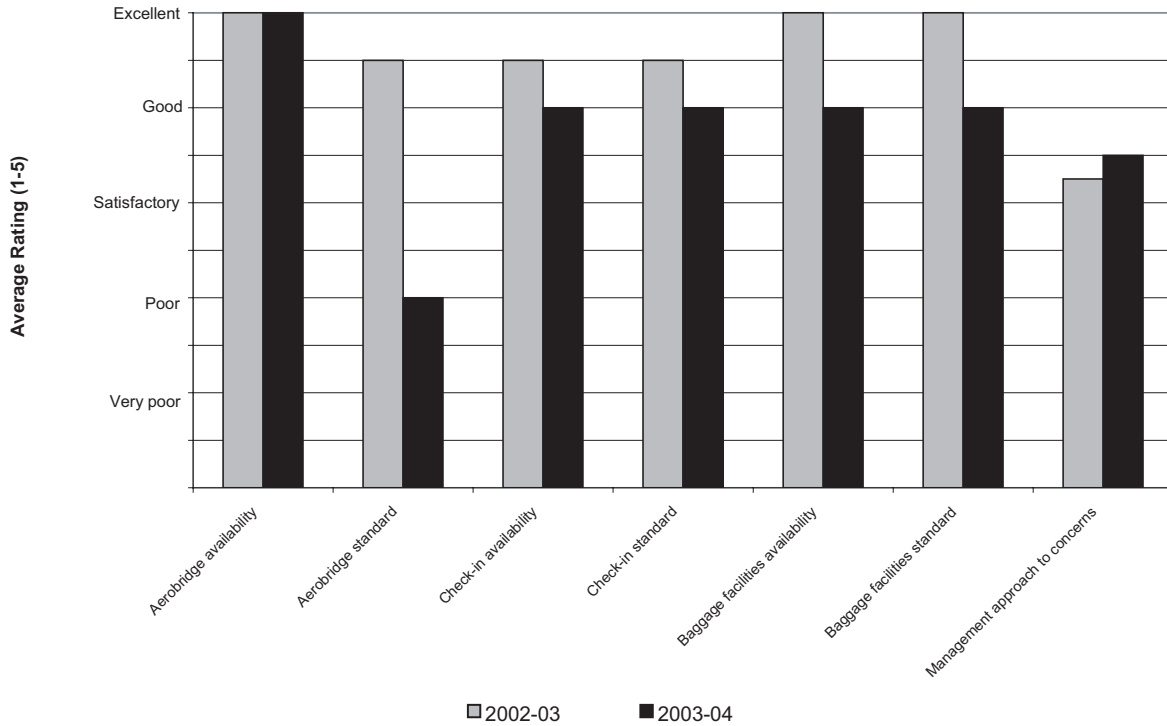
With the exception of the standard of aerobridges, Canberra airport's domestic terminal facilities rated good or excellent. The standard of aerobridges was rated poor, falling from last year's rating of good.

While most ratings were lower than for 2002–03, management responsiveness increased slightly and availability of aerobridges remained unchanged at excellent.

5.4   Australian Customs Service survey

Chart 5.3 shows the ratings by ACS of the facilities at Canberra airport for 2002–03 to 2003–04.

Chart 5.3   Ratings by ACS of terminal facilities
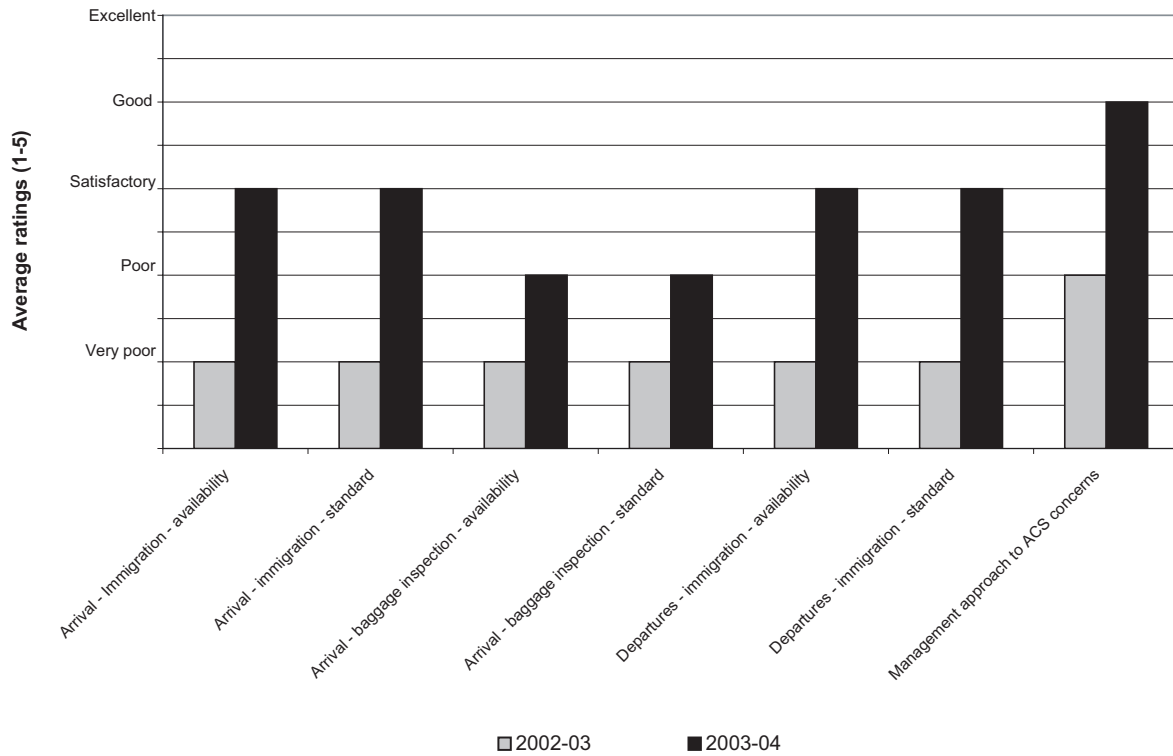
All ratings improved from 2002–03; however, the ratings for availability and standard of baggage inspection facilities for arrivals remained below satisfactory.

Canberra airport advised that up until June 2003 no facilities were provided for the ACS because no international flights were being processed by Canberra airport. It stated that earlier this financial year, it made significant investment in new border control facilities to provide the ACS with dedicated facilities for customs inspection. Up until June 2003 Canberra airport did not provide any customs inspection facilities.

In summary:

The airlines rated Canberra airport's airside facilities as satisfactory, except for the availability of ground service sites, which was rated poor. Generally, the domestic terminal facilities were rated as good, save for the availability of aerobridges which was considered excellent, and the standard of aerobridges which was rated as poor.

The ACS ratings for Canberra airport all improved in 2003–04. However, the availability and standard of baggage inspection facilities for arrivals remained below satisfactory.

6   Darwin airport

6.1   Objective indicators for quality of service

Darwin airport has an integrated terminal serving both international and domestic flights.

Table 6.1 shows the objective indicators for quality of service provided at Darwin airport for 2002–03 and 2003–04.

Table 6.1   Objective indicators for quality of service

Indicator				
Terminal	**International**		**Domestic**	
	2002–03	**2003–04**	**2002–03**	**2003–04**
Percentage of international passengers arriving using an aerobridge	N/P	N/P	N/A	N/A
Percentage of international passengers departing using an aerobridge	N/P	N/P	N/A	N/A
Percentage of hours with more than 80% of check–in desks in use(a)	N/A	N/A	N/A	N/A
Number of arriving passengers per inbound immigration desk during peak hour	28	20	N/A	N/A
Number of arriving passengers per baggage inspection desk during peak hour	20	15	N/A	N/A
Number of departing passengers per outbound migration desk during peak hour	37	32	N/A	N/A
Number of departing passengers per security clearance system during peak hour	220	160	470	338
Number of departing passengers per seat in gate lounges during peak hour	1.0	0.7	1.2	1.7
Number of departing passengers per square metre of lounge area during peak hour	0.3	0.2	0.5	0.6
Number of passengers per baggage trolley during peak hour	3	2		
Number of passengers per flight information display screen during peak hour	220	160	47	68
Number of passengers per information point during peak hour	440	320	55	79
Car parking at terminals—total airport				
Average daily throughput, short-term car park, cars per day	603	672		

Notes: Measures of throughput are based on the financial year unless otherwise specified as peak hour or daily, whereas measures of availability and capacity are as at the last day of the financial year.

N/A = not applicable; N/P = not provided

(a) Darwin airport was unable to provide information on check-in facilities, which are airline operated.

Darwin airport had a fall in the number of international passengers during peak hour from 440 in 2002–03 to 320 in 2003–04, reflecting a lower number of passengers per service indicator. In contrast, the number of domestic passengers during peak hour increased from 940 to 1350, reflecting a higher number of passengers per service indicator. In both cases, terminal facilities remain unchanged.

6.2   Passenger survey

As a Phase II airport Darwin airport is not required to undertake passenger surveys.

6.3   Airline survey

Both Qantas and Virgin Blue provided responses to the airline survey for Darwin airport. Chart 6.1 shows their ratings for airside facilities from 2000–01 to 2003–04.

Chart 6.1   Average ratings by airlines of airside facilities
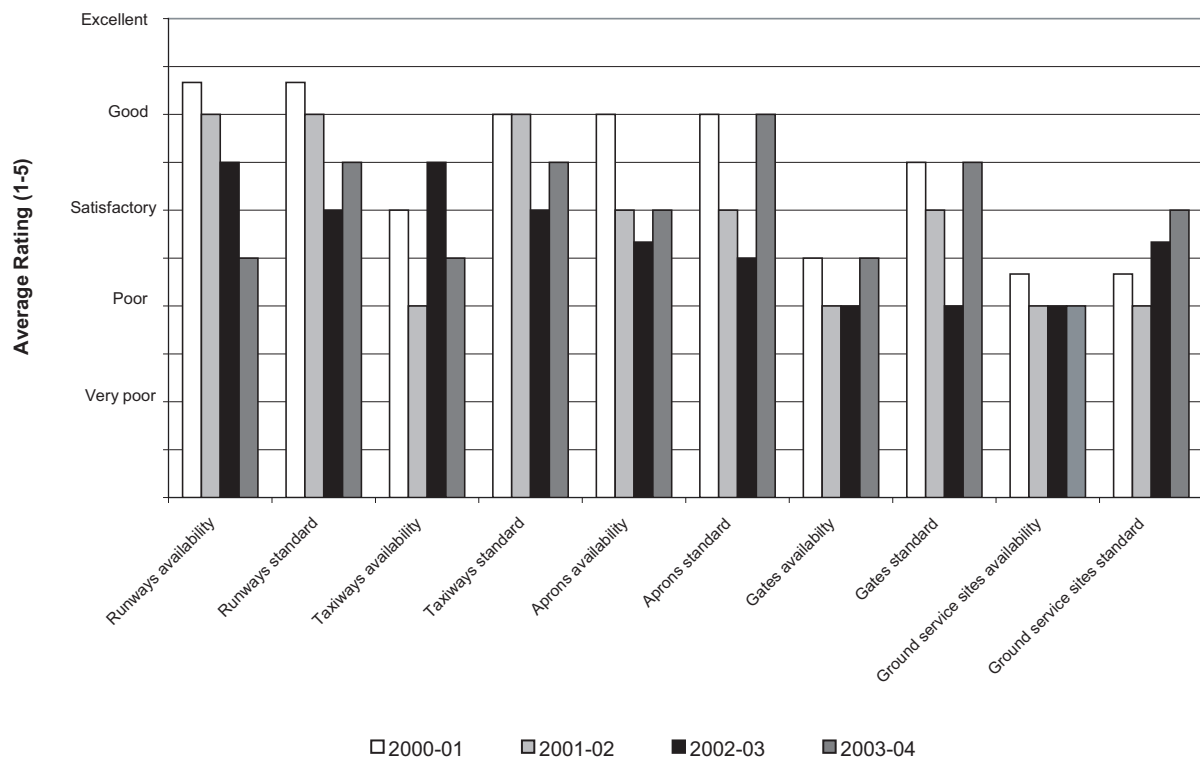
The average ratings of airside facilities by airlines for 2003–04 ranged from poor to good and were generally up on the 2002–03 rating. However, the rating for runway availability continues a downward trend, and is now rated below satisfactory.

Darwin airport is a joint user facility where the civilian airport shares runway areas and associated infrastructure with the Royal Australian Air Force. As a result, Darwin airport advised that it does not have the ability to control runway availability, especially during times of peak military activity.

Chart 6.2 shows the airlines' ratings for terminal facilities and the responsiveness of management at Darwin airport over the period 2000–01 to 2003–04.[7]

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7   A separate chart has not been presented for international terminal facilities and domestic facilities because Darwin airport is a single user terminal, using the same facilities for both domestic and international flights.

Chart 6.2   Average ratings by airlines of terminal facilities and management responsiveness
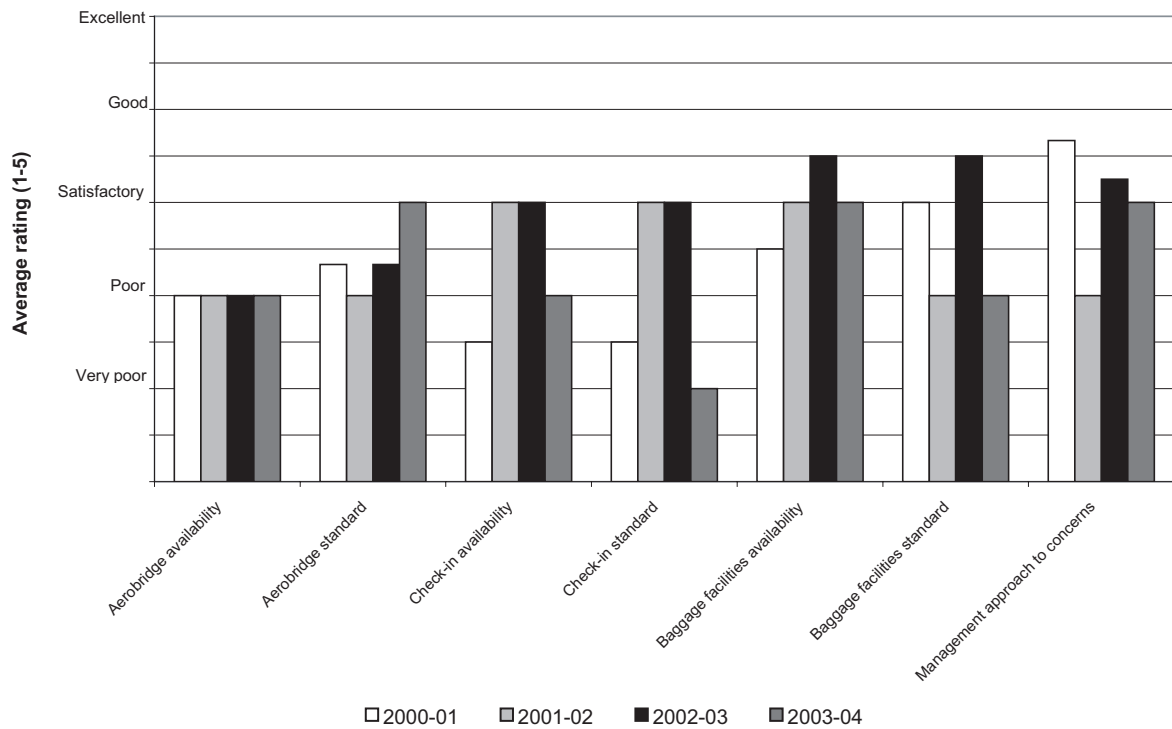
Average ratings ranged from very poor to satisfactory and most indicators were rated lower than last year. In particular, the standard of check-in facilities fell from satisfactory to very poor and the standard of baggage facilities decreased from satisfactory to poor. In contrast, the rating for the aerobridge standard improved to satisfactory.

Darwin airport advised that it is currently upgrading its check-in and baggage facilities as part of the Checked Bag Screening security initiative.

6.3   Australian Customs Service survey

Chart 6.3 shows the ratings by ACS of facilities at Darwin airport for 2000–01 to 2003–04.

Chart 6.3   Ratings by ACS of terminal facilities
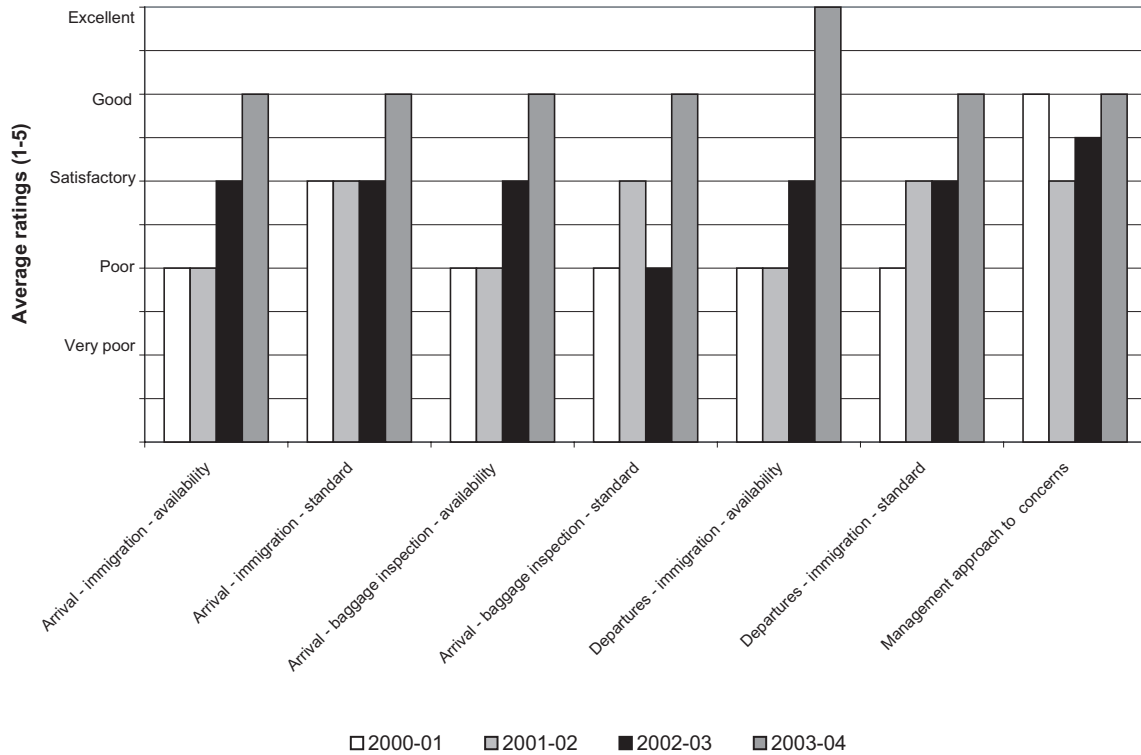
All ratings increased for Darwin airport's facilities and are rated good or better by the ACS. The ACS noted that the standard of the immigration area improved this year with the new primary line modules and the repositioning of cameras.

In summary:

Changes in the results for the objective measures for both the international and domestic terminal reflected changing passenger volumes.

The airside facilities at Darwin airport were rated by airlines between poor (for ground service sites availability) to good (for aprons standard). The terminal facilities were rated from very poor to satisfactory and were generally down on the 2002–03 ratings.

The ACS rated Darwin airport's facilities higher than 2002–03, with all facilities rated as good for standard and for availability, except for the standard of immigration facilities for departing passengers which was rated excellent.

7   Melbourne airport

7.1   Runway traffic—demand and delays

Aircraft traffic measures for Melbourne airport's morning peak are shown in chart 7.1.

Chart 7.1   Peak hour air traffic
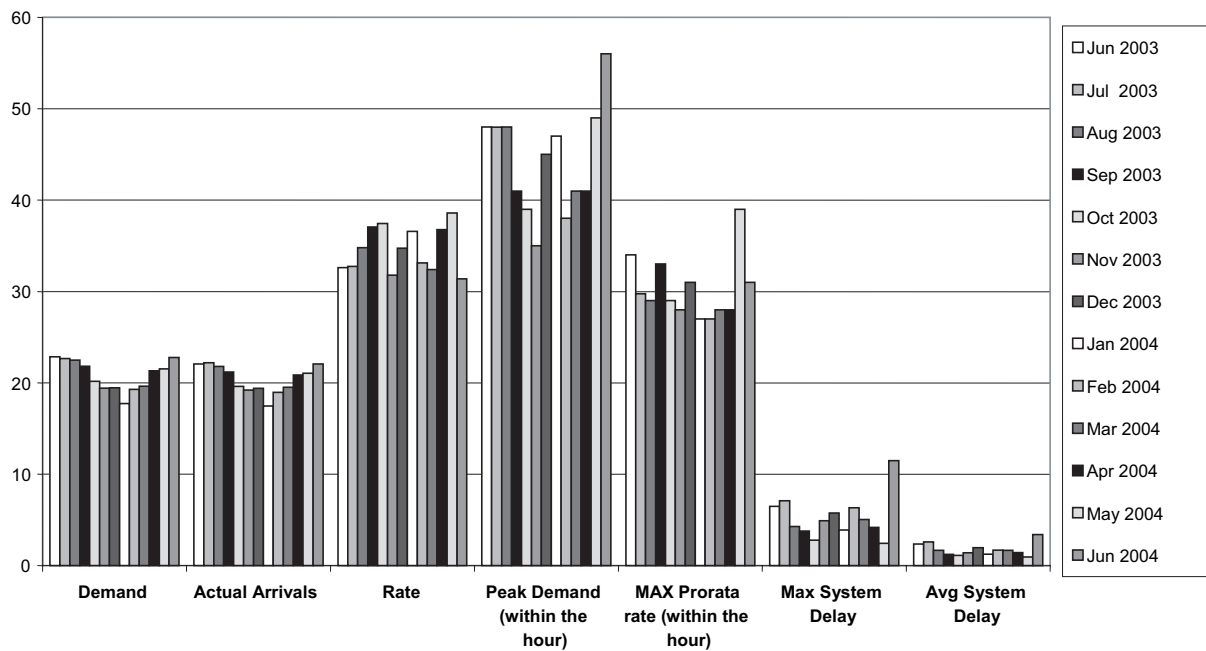
Source: Airservices Australia

Notes: Rate means agreed arrival rate, or operational capacity. Demand, arrivals and agreed rate are measures of aircraft per
          hour. Delays are in minutes. Measures are explained in chapter 2.

Runway demand was well within the operational peak capacity. Peak demand for periods within the peak
hour fluctuated over the 12 months of 2003–04, with the peak demand exceeding the pro-rata arrival rate by
an average of 41 per cent, down from 48 per cent in 2002–03. The delay times remained low, between two
minutes and a maximum of five minutes.

7.2   Objective indicators for quality of service

Table 7.1 shows the objective indicators for quality of service provided at Melbourne airport for 2002–03 and 2003–04. This was the first year Melbourne airport provided data on objective indicators for the domestic terminal.

Table 7.1   Objective indicators for quality of service

Indicator				
Terminal	**International**		**Domestic**	
	2002–03	**2003–04**	**2002–03**	**2003–04**
Percentage of international passengers arriving using an aerobridge	100%	100%	N/A	N/A
Percentage of international passengers departing using an aerobridge	100%	100%	N/A	N/A
Percentage of hours with more than 80 per cent of check-in desks in use	0%	0%	N/P	N/P
Number of arriving passengers per inbound immigration desk during peak hour	38	53	N/A	N/A
Number of arriving passengers per baggage inspection desk during peak hour	62	86	N/A	N/A
Number of departing passengers per outbound migration desk during peak hour	64	71	N/A	N/A
Number of departing passengers per security clearance system during peak hour	385	426	N/P	231
Number of departing passengers per seat in gate lounges during peak hour	0.5	0.6	N/P	1.1
Number of departing passengers per square metre of lounge area during peak hour	0.3	0.3	N/P	0.3
Average throughput of outbound baggage system, bags per hour	256	276	N/P	N/P
Number of passengers per baggage trolley during peak hour	1	2	N/P	13
Number of passengers per flight information display screen during peak hour	32	40	N/P	51
Number of passengers per information point during peak hour	2141	2660	N/P	N/P
Car parking at terminals—total airport				
Average daily throughput, short-term car park, cars per day	6798	7307		
Average daily throughput, long-term car park, cars per day	958	1131		

Notes: Measures of throughput are based on the financial year unless otherwise specified as peak hour or daily, whereas measures of availability and capacity are as at the last day of the financial year.

N/A = not applicable; N/P = not provided

The number of international passengers arriving and departing during peak hour at Melbourne airport increased in 2003–04 from 2141 to 2660, resulting in an increase in the number of passengers per indicator.[8]

7.3   Passenger survey

Chart 7.2 shows the passenger survey results for the international and domestic terminals at Melbourne airport for 2003–04.

Approximately 2000 departing and arriving passengers were interviewed during the year for each terminal. Melbourne airport also interviewed approximately 820 users of the short-term and long-term car parks throughout the year.

Chart 7.2   Passenger survey results for the international and domestic terminals
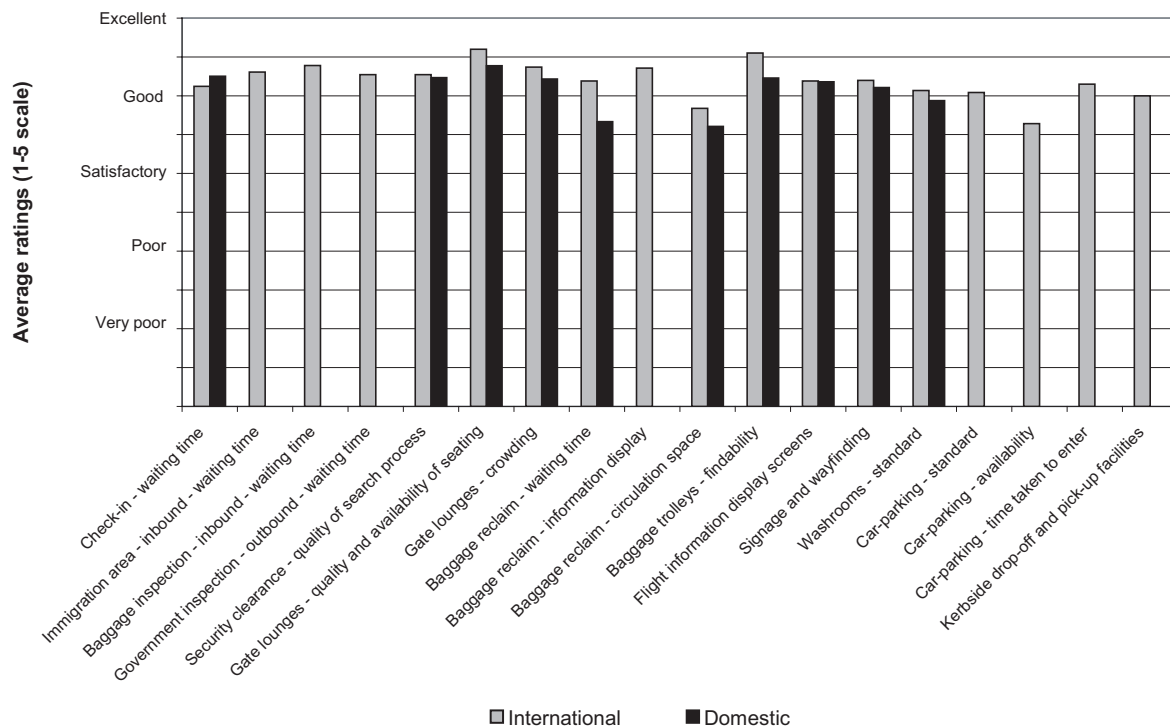
Overall, the passenger ratings of the international and domestic terminals at Melbourne airport were rated good. The international terminal generally received a slightly higher rating than the domestic terminal.

The average check-in waiting time per peak hour for the international terminal was 9.6 minutes, about the same as last year (9.9 minutes), while the average check-in waiting time for the domestic terminal was 7.1 minutes, up from 6.3 minutes.

Charts 7.3 and 7.4 show the passenger survey results for the international terminals at Melbourne airport from 1997–98 to 2003–04.

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8   Melbourne airport advised that in 2002–03, the busy hour was calculated on a block hour approach. In 2003–04 the busy hour was calculated on a rolling hour approach. Melbourne airport stated that this is the primary reason for the shift in passenger numbers.

Chart 7.3   Passenger survey results for the international terminal immigration inspection and baggage reclaim facilities

☐ 1997-98   ▨ 1998-99   ▨ 1999-2000   ■ 2000-01   ☐ 2001-02   ▨ 2002-03   ▨ 2003-04

Chart 7.4   Passenger survey results for the international terminal general facilities and car park

☐ 1997-98   ▨ 1998-99   ▨ 1999-2000   ■ 2000-01   ☐ 2001-02   ▨ 2002-03   ▨ 2003-04

Melbourne airport's international facilities continue to achieve a high rating from passengers, on average rating good. The ratings for each indicator have remained relatively stable over the reporting period.

7.4   Airline survey

Eight airlines responded to the airline survey for Melbourne airport. All eight responded for the international terminals. These were Air Pacific, British Airways, Cathay Pacific, Emirates, Unites Airlines, Vietnam Airlines, Virgin Blue and Qantas. Only Virgin Blue provided a response for the domestic terminal because Qantas operates its own terminal facilities.

Chart 7.5 shows the average ratings by airlines of airside facilities at Melbourne airport for 1997–98 to 2003–04.

Chart 7.5   Average ratings by airlines of airside facilities
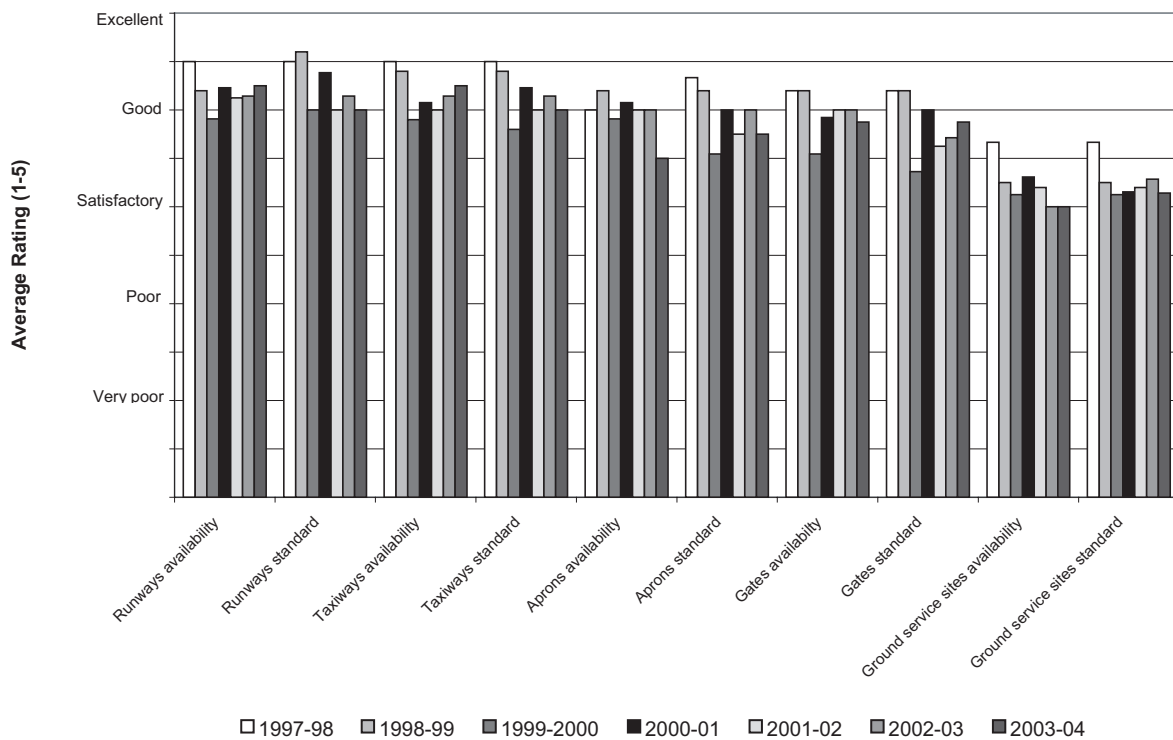
On average, the airside facilities at Melbourne airport were rated as good, with the exception of standard and availability of ground service sites which rated satisfactory. Results changed little from 2002–03, except in the case of the availability of aprons, where the rating fell below good.

Melbourne airport advised that apron availability and standard, and the standard of ground service sites have all been affected by passenger and aircraft growth in 2003–04 and that it is investing in apron and ground service site areas.[9] Melbourne airport expects the works to be completed by the end of the June 2005 financial year.

Chart 7.6 shows the average ratings by airlines of international terminal facilities and management responsiveness for Melbourne airport for 1997–98 to 2003–04.

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9   The number of arriving passengers increased by 25 per cent from 3 726 943 to 4 665 290 and aircraft movements increased by 5 per cent from 157 914 to 165 258

Chart 7.6   Average ratings by airlines of international terminal facilities and management responsiveness
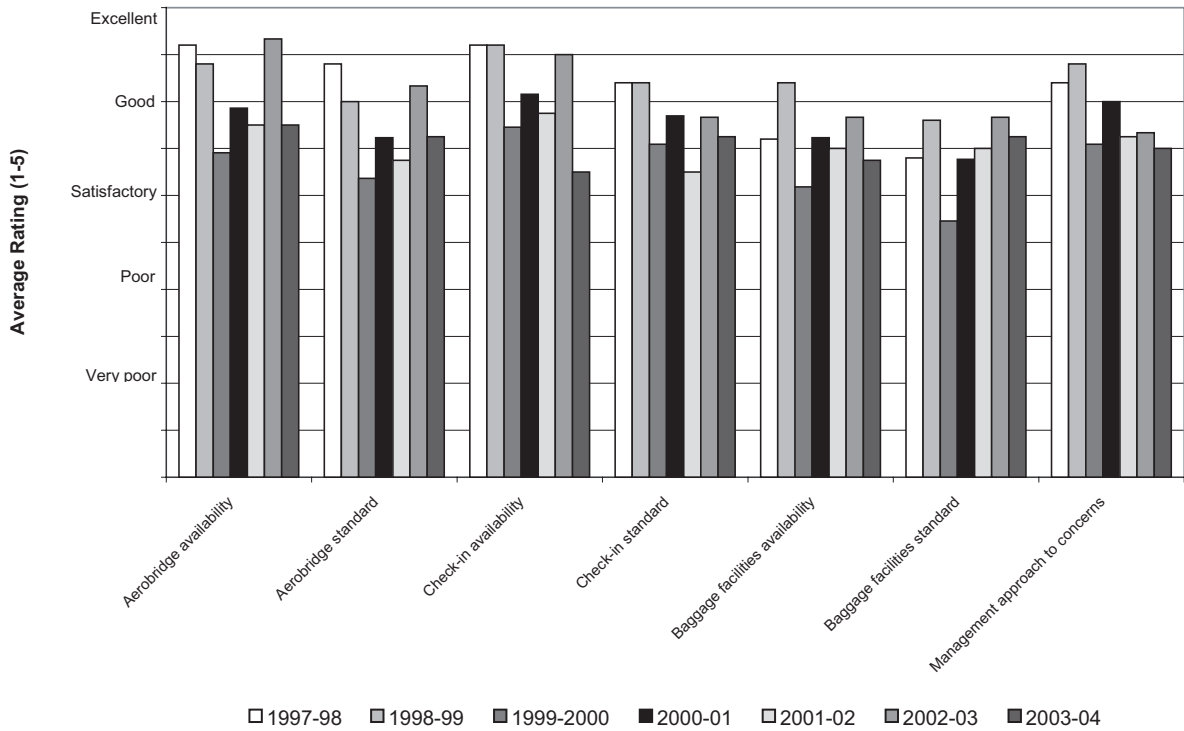
Melbourne airport's international terminal facilities in 2003–04 were, in general, rated between satisfactory and good by the airlines. Most ratings decreased slightly in 2003–04, most notably aerobridges' and check-in availability both fell from a strong rating of good to satisfactory.

Chart 7.7 shows the average ratings by airlines of domestic terminal facilities at Melbourne airport for 2002–03 to 2003–04.

Chart 7.7   Average ratings by airlines of domestic terminal facilities
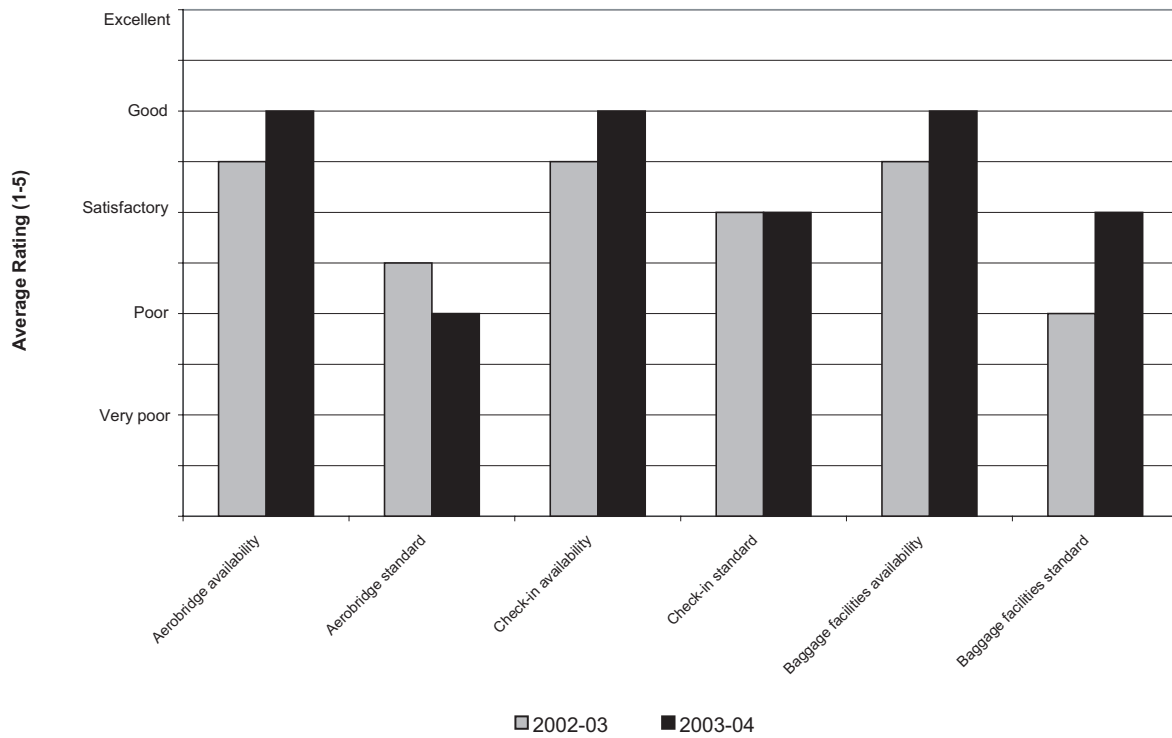
The airline ratings for the domestic terminal ranged between poor and good. Most indicators had higher ratings than last year, except for the standard of aerobridges, which dropped slightly, and the standard of check-in facilities which remained constant.

7.5   Australian Customs Service survey

Chart 7.8 shows the rating by ACS of facilities at Melbourne airport for the period 1998–99 to 2003–04.

Chart 7.8   Ratings by ACS of terminal facilities
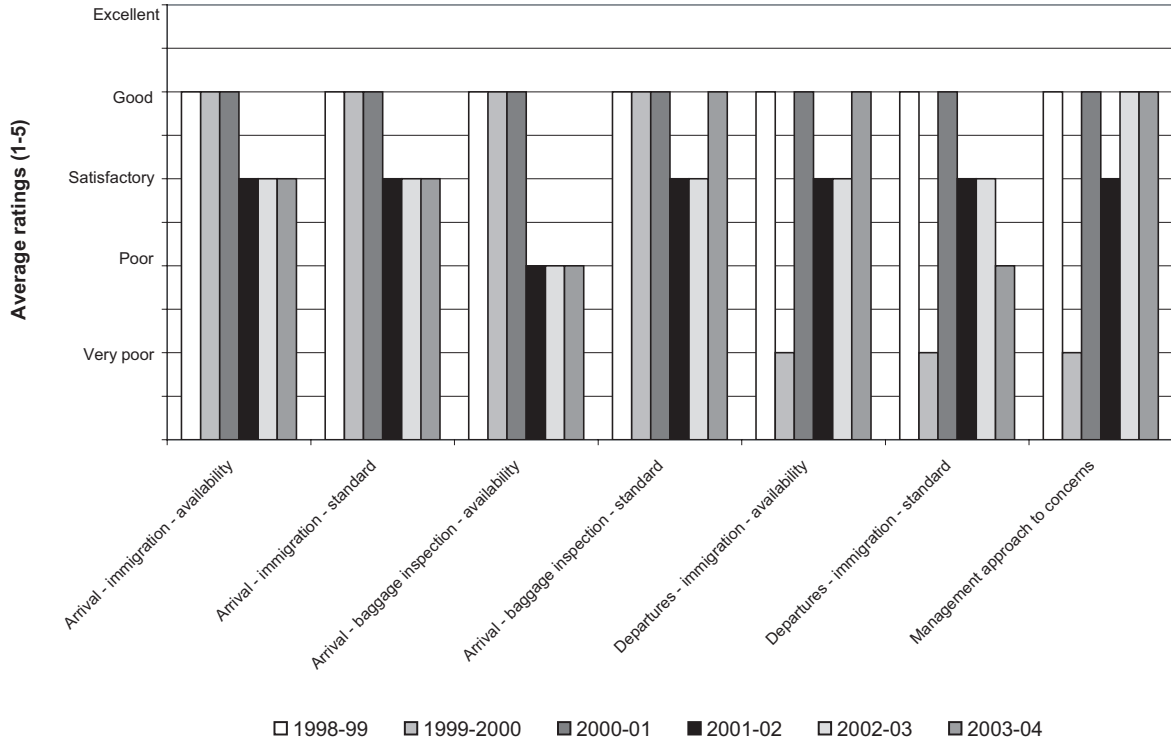
The ACS rated the facilities at Melbourne airport for 2003–04 as between poor and good. The ratings for the standard of baggage inspection facilities for arrivals improved to good, as did the availability of immigration facilities for departures, while the standard of immigration departure facilities fell to poor.

The ACS noted that signage was poor for immigration departures. Melbourne airport stated that it was reviewing this and that changes were underway.

In summary:

Runway demand at Melbourne airport was within agreed operational capacity during morning peak hour. The average system delay times were low, averaging two minutes and the maximum system delay time averaged five minutes.

The objective indicators generally showed an increase in the number of passengers per indicator due to the increase in the number of international passengers during peak hour. Melbourne airport also provided information on its domestic terminal for the first time this year.

Generally, passengers rated the international and domestic terminals as good. Melbourne airport's international terminal continues to achieve high ratings from passengers, with ratings remaining relatively stable since 1997–98.

Melbourne airport's airside facilities were rated as good by the airlines, save for ground service sites which rated satisfactory for both standard and availability. The international terminal facilities were rated between satisfactory and good with most ratings decreasing slightly in 2003–04 and the domestic terminal facilities rated from poor to good.

The ACS rated the facilities between poor and good. Most indicators remained stable; however, the standard of immigration facilities for departures fell, and while the ratings for the standard of baggage inspection facilities for arrivals and availability of immigration facilities for departures increased.

8   Perth airport

8.1   Objective indicators for quality of service

Table 8.1 provides the objective indicators for quality of service at Perth airport for 2002–03 to 2003–04. Perth airport did not provide the survey data for its domestic terminal in 2002–03.

Table 8.1 Objective indicators for quality of service

Indicator				
Terminal	**International**		**Domestic**	
	2002–03	2003–04	2002–03	2003–04
Percentage of international passengers arriving using an aerobridge	97%	99%	N/A	N/A
Percentage of international passengers departing using an aerobridge	97%	99%	N/A	N/A
Percentage of hours with more than 80% of check-in desks in use	0	0	N/P	2%
Number of arriving passengers per inbound immigration desk during peak hour	44	43	N/A	N/A
Number of arriving passengers per baggage inspection desk during peak hour	25	28	N/A	N/A
Number of departing passengers per outbound migration desk during peak hour	79	79	N/A	N/A
Number of departing passengers per security clearance system during peak hour	397	395	N/P	366
Number of departing passengers per seat in gate lounges during peak hour	1.8	1.8	N/P	0.7
Number of departing passengers per square metre of lounge area during peak hour	0.4	0.4	N/P	0.2
Average throughput of outbound baggage system, bags per hour	119	114	N/P	115
Number of passengers per baggage trolley during peak hour	2	2	N/P	3
Number of passengers per flight information display screen during peak hour	26	27	N/P	49
Number of passengers per information point during peak hour	1502	1572	N/P	780
Car parking at terminals				
Average daily throughput, short-term car park, cars per day	1878	1755	2511	2747

Notes: Measures of throughput are based on the financial year unless otherwise specified as peak hour or daily, whereas measures of availability and capacity are as at the last day of the financial year.

N/A = not applicable; N/P = not provided

Perth airport has used a 95th percentile methodology when calculating its average peak hour passenger numbers.

Perth airport had a slight increase in the number of international passengers during peak hour from 1502 in 2002–03 to 1572 this year leading to little change in the results for the international terminal. The number of domestic passengers during peak hour this year was 780.

8.2   Passenger survey

Perth airport used a sample size of 600 passengers for both the international and domestic terminals in its passenger surveys. In both cases 400 arriving and departing passengers were interviewed, with a further 200 passengers interviewed while queuing in the taxi line after arriving.

As noted in the earlier chapter on the ACCC's role and approach, Perth airport uses a 1–7 rating scale which it then converts to a 1–5 rating to meet the ACCC's requirements. This 1–7 rating scale and its conversion to the 1–5 rating is outlined below.

Perth airport 7 point scale	1	2	3	4	5	6	7
	Very poor			Fair			Excellent
Conversion to ACCC 5 point scale	1	2	3	4	5	6	7
	Very poor	Poor		Satisfactory	Good		Excellent

Chart 8.1 shows the passenger survey results for the international and domestic terminal at Perth airport for 2003–04.

Chart 8.1   Passenger survey results for the international and domestic terminals
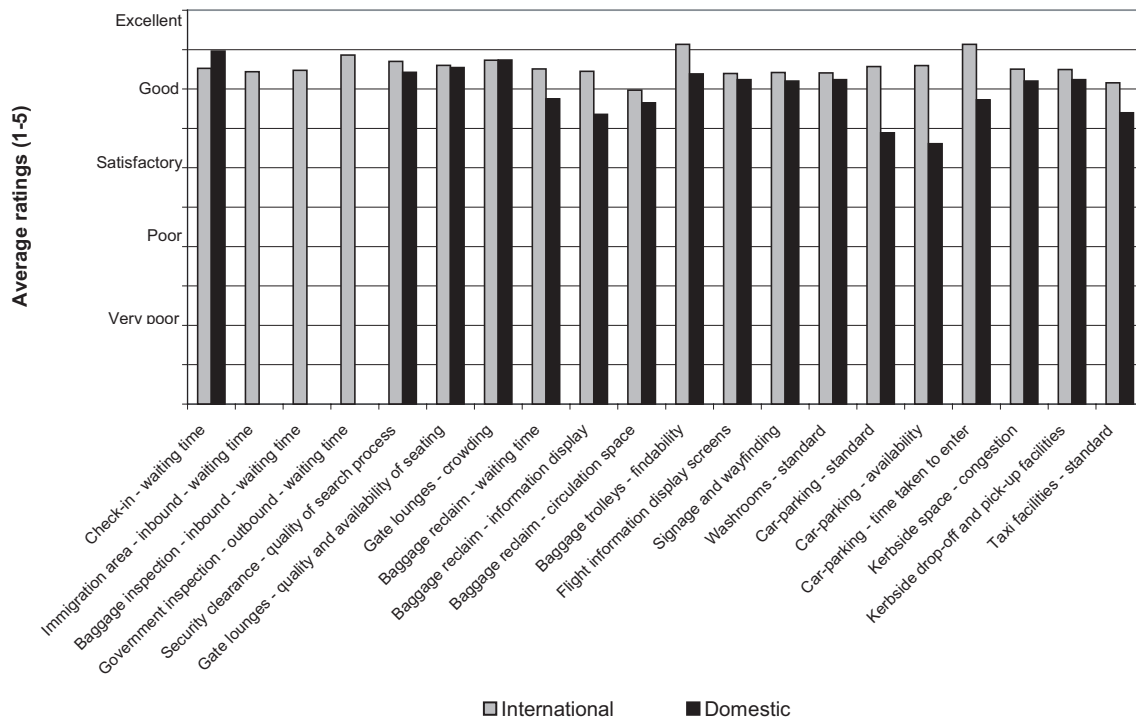
Overall, passengers rated the international and domestic terminals as good, although the standard and availability of car parking for the domestic terminal was rated satisfactory.

The average check-in waiting time during peak hour for the international terminal was 11.8 minutes, while the average check-in waiting time during peak hour for the domestic terminal was 0.8 minutes. These figures were not available for 2002–03.

Charts 8.2 and 8.3 show the passenger survey results for international terminal facilities at Perth airport from 1997–98 to 2003–04.[10]

Chart 8.2   Passenger survey results for the international terminal immigration inspection and baggage reclaim
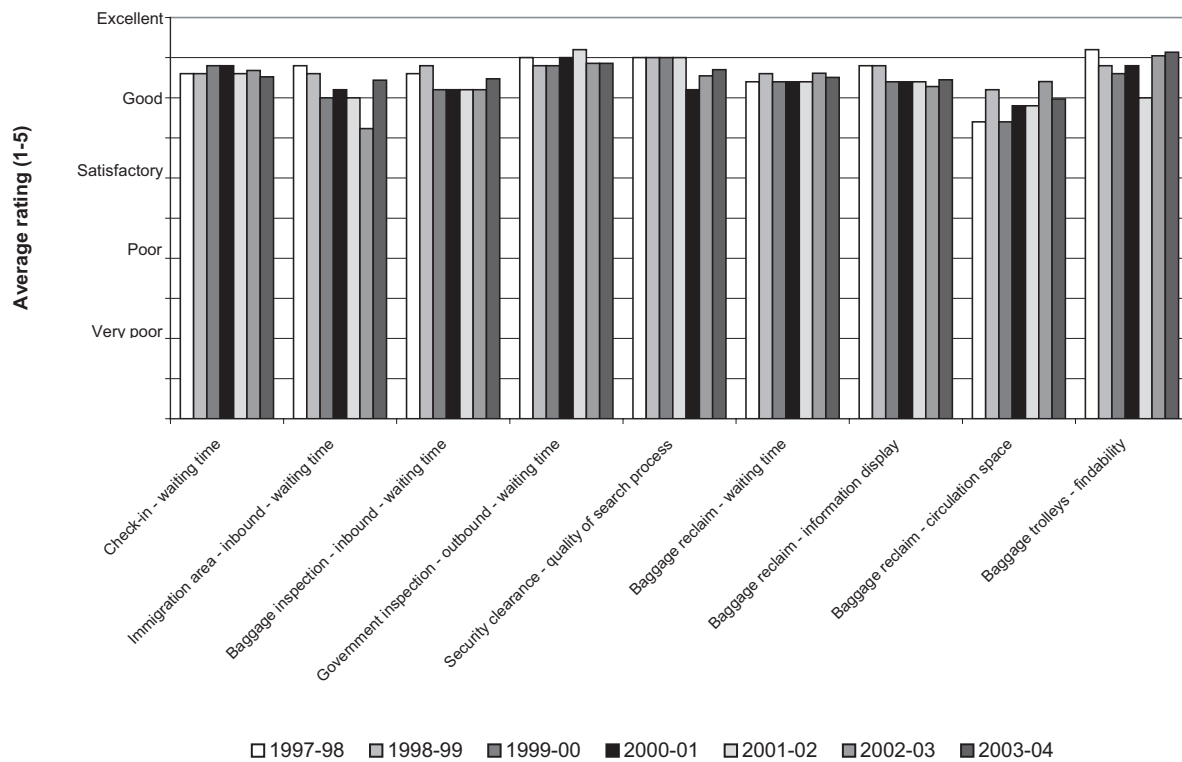
Chart 8.3   Passenger survey results for the international terminal general facilities and car park
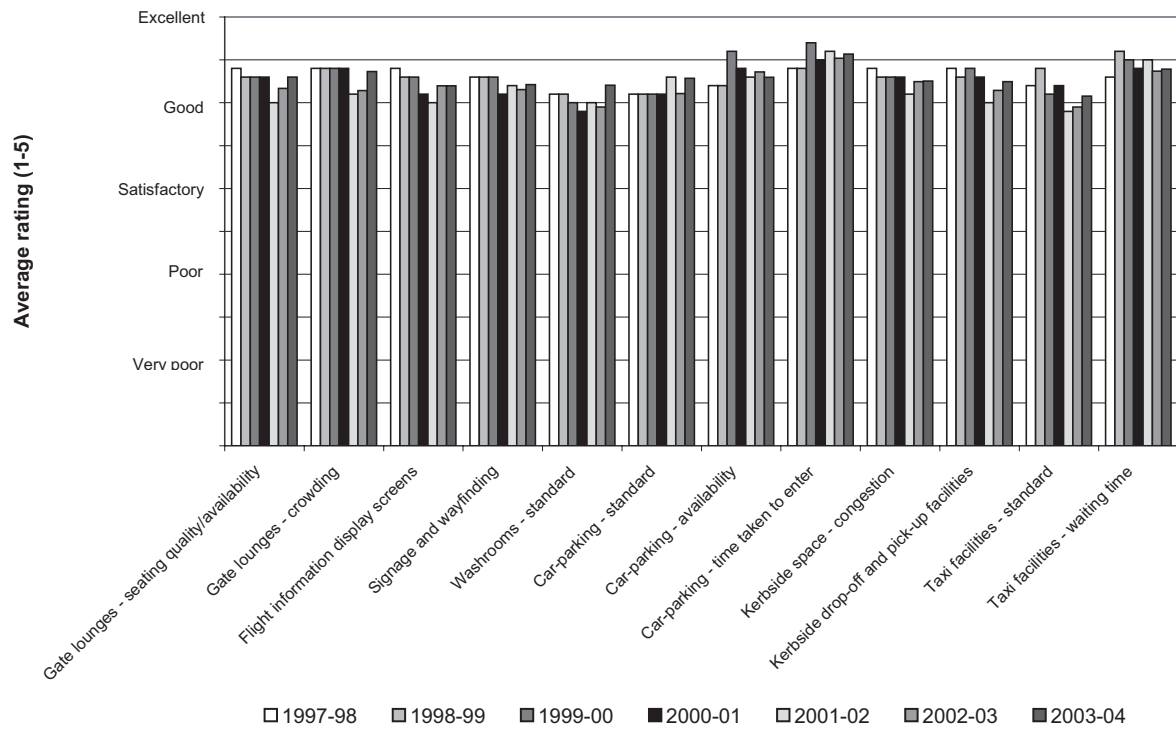
Most indicators were largely unchanged as passengers continue to rate the facilities at Perth airport at a high standard. Facilities were, on average, rated as good.

8.3   Airline survey

Seven airlines supplied responses to the survey. Air Mauritius, Cathay Pacific, Emirates, South African Airlines, Qantas and Air New Zealand responded for the international terminal, while Virgin Blue responded for the domestic terminal. Qantas did not respond for the domestic terminals because it leases domestic terminal space.

Chart 8.4 shows the average ratings by airlines of the airside facilities at Perth airport from 1997–98 to 2003–04.

Chart 8.4   Average ratings by airlines of airside facilities
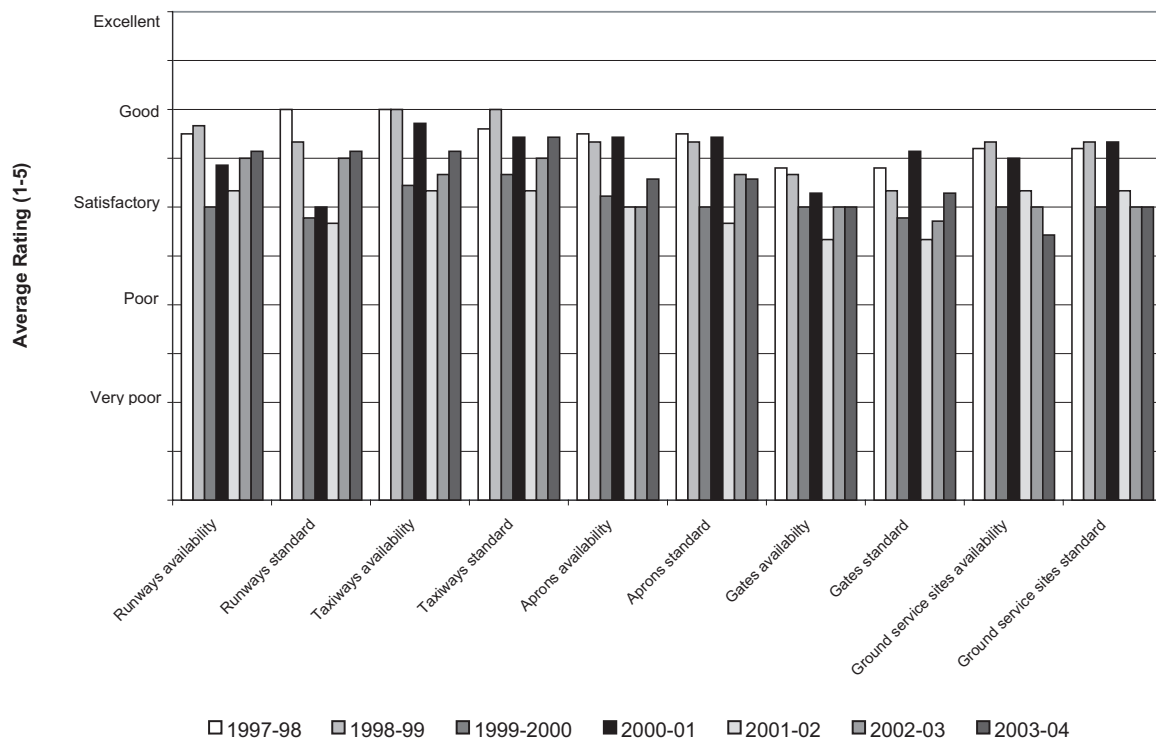
Perth airport's airside facilities for 2003–04 were rated between satisfactory and good by airlines. The ground service sites availability has seen a slight decline in ratings over recent years, while the ratings for all other facilities either slightly improved or remained constant.

Chart 8.5 shows the average ratings by airlines of the international terminal facilities at Perth airport and management responsiveness from 1997–98 to 2003–04.

Chart 8.5   Average ratings by airlines of international terminal facilities and management responsiveness
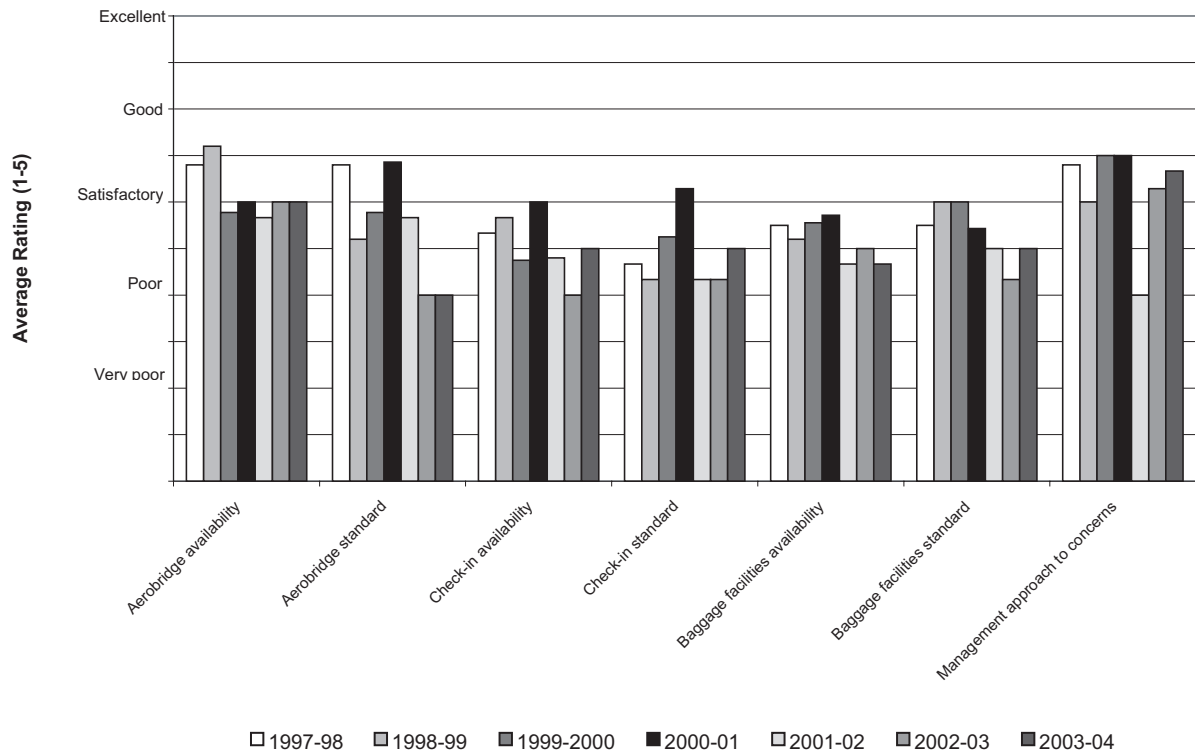
The average airline ratings of the international terminal facilities were between poor and satisfactory. Only the availability of baggage facilities had a slight fall in its rating, with the remaining indicators receiving a higher rating or remaining constant.

Chart 8.6 shows the average ratings by airlines of domestic terminal facilities at Perth airport for 2002–03 to 2003–04.

Chart 8.6   Average ratings by airlines of domestic terminal facilities
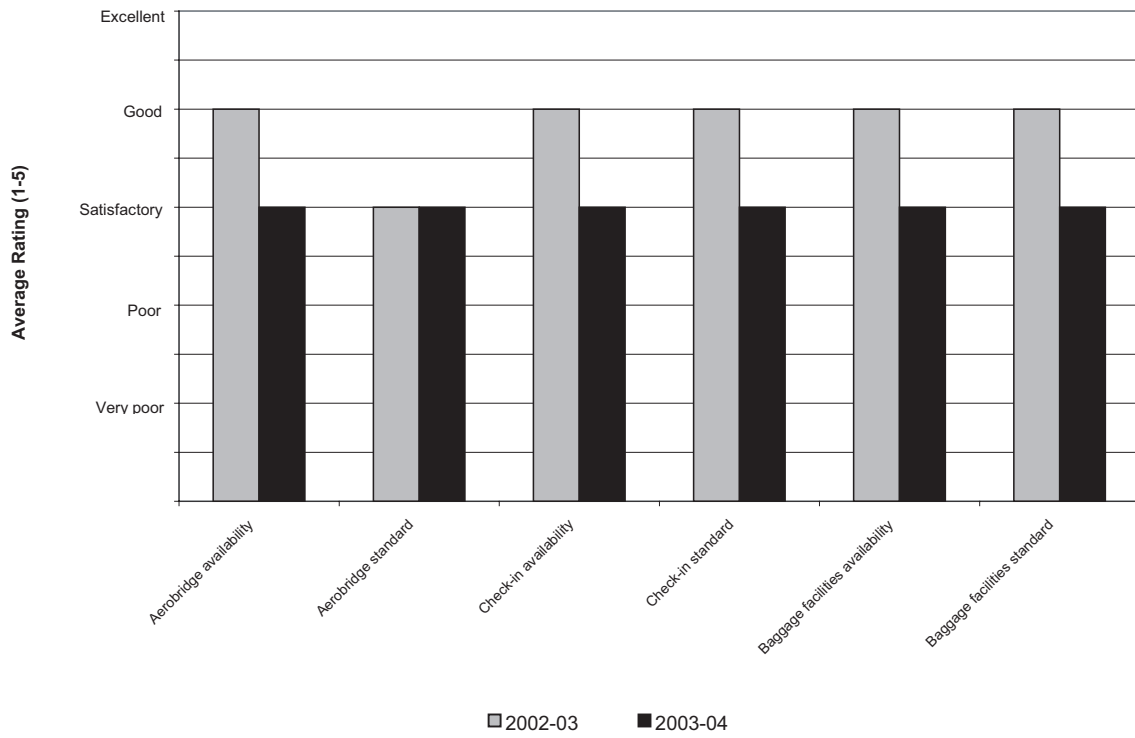
The ratings for the domestic terminal facilities fell in 2003–04 from good to satisfactory, except for the standard of aerobridges which remained at satisfactory.

8.4   Australian Customs Service survey

Chart 8.7 shows the ratings by ACS of the facilities at Perth airport for 1998–99 to 2003–04.

Chart 8.7   Ratings by ACS of facilities
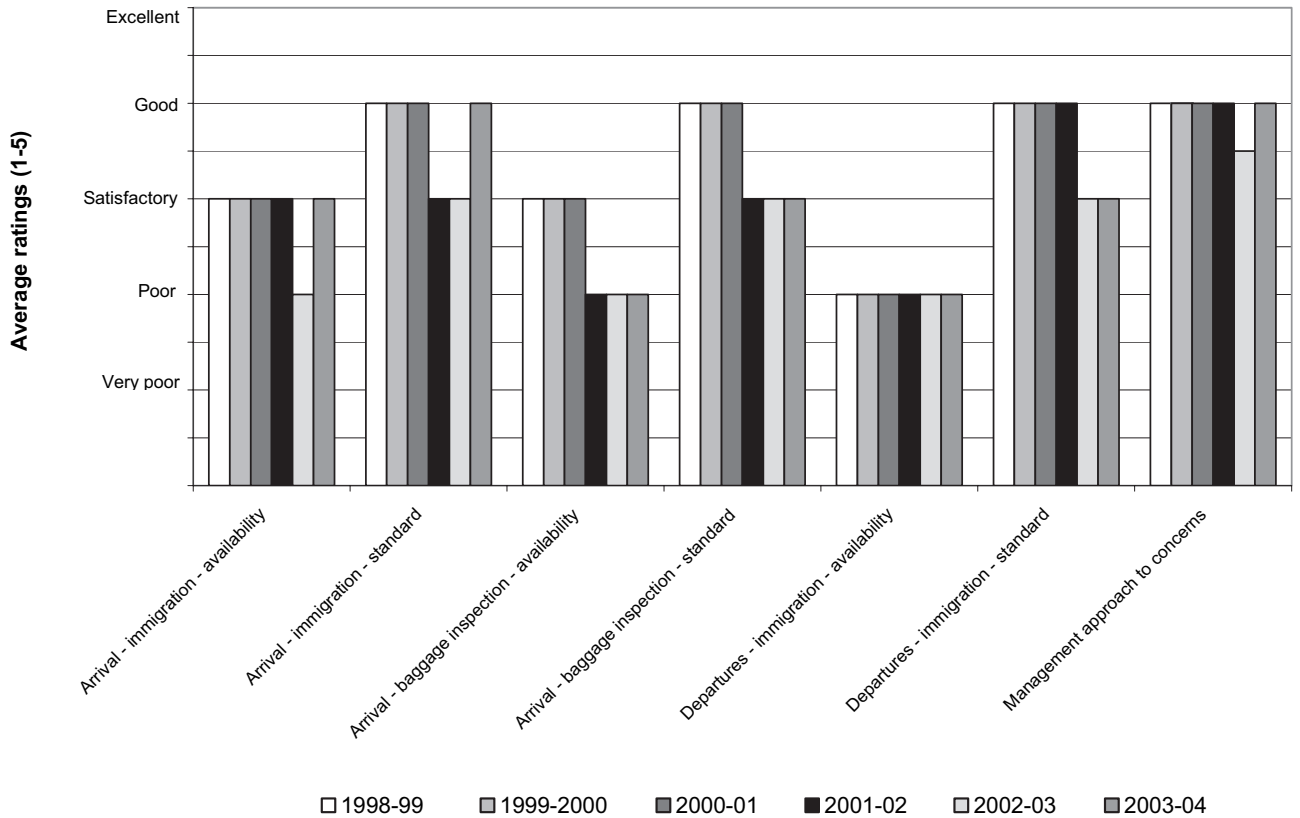
The ACS rated the facilities at Perth airport between poor and good for 2003–04. The immigration facilities for arrivals had an improved rating along with management responsiveness, while the remaining indicators remained constant.

In summary:

The objective indicators for quality of service at Perth airport remained relatively stable from 2002–03 to 2003–04.

On the whole, passengers rated both the international and domestic terminals as good. Passengers have continued to rate the international terminals at a high level, with ratings remaining fairly stable since 1997–98.

Perth airport's airside facilities were rated by airlines between satisfactory and good. The international terminal facilities were rated from poor to satisfactory while the domestic terminal facilities were rated satisfactory.

The ACS rated Perth airport's facilities from poor to good, with ratings either improving or remaining constant in 2003–04.

9   Sydney airport

9.1   Runway traffic—demand and delays

Chart 9.1 shows the aircraft traffic measures for Sydney airport's morning peak.

Chart 9.1   Peak hour aircraft traffic
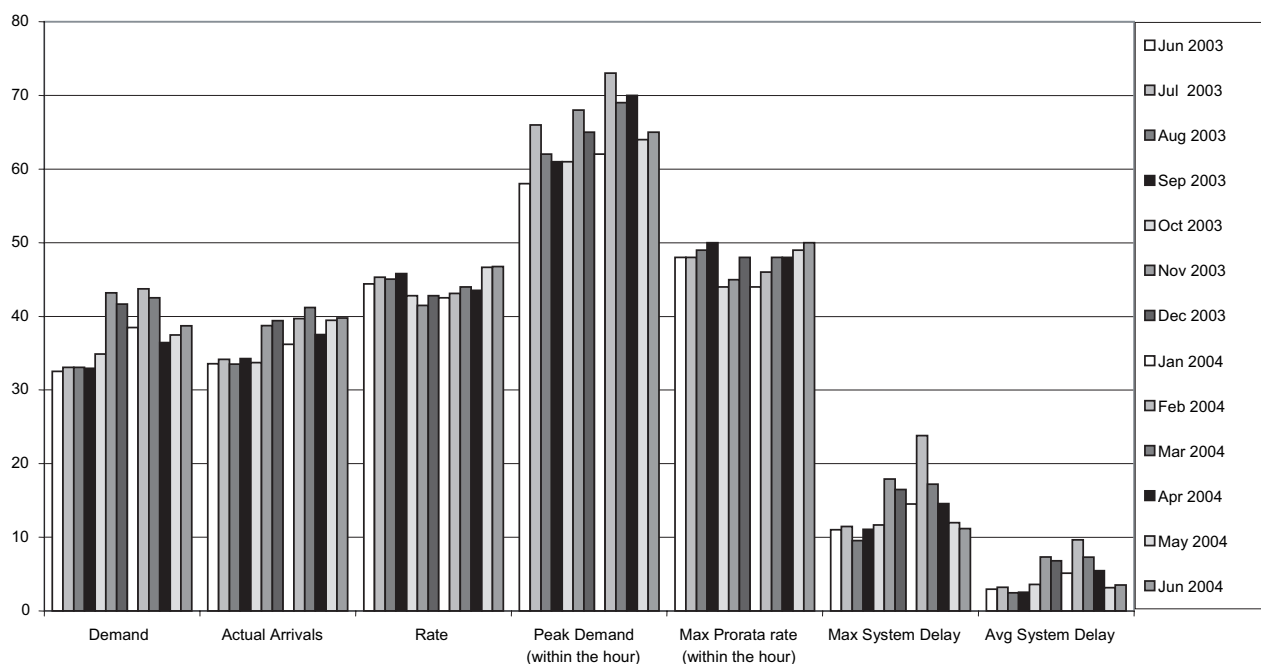
Source: Airservices Australia

Notes: Rate means agreed arrival rate, or operational capacity. Demand, arrivals and agreed rate are measures of aircraft per
         hour. Delays are in minutes. Measures are explained in chapter 2.

Runway demand was relatively high compared to operational capacity during the morning peak hour,
averaging around 84 per cent. The peak demand within parts of that hour exceeded the maximum pro-rata
arrival rate by 35 per cent. This is an increase from 25 per cent reported in 2002–03. The average system
delay over the 12 months was on average five minutes, with maximum delays in the peak hour averaging
14 minutes (up from 12 minutes in 2002–03). This indicates a concentration of demand in the peak hour,
but not necessarily inadequate capacity, because the runway may be underutilised at other times. Sydney
airport has advised that it tends to experience greater average delays than other Australian airports because
of external factors, such as higher peak movement rates, terminal area constraints and the government
noise–sharing policy.

Sydney's capacity rates are limited by the scheduling cap of 80 movements per hour. The data does not
show the potential economic demand which is suppressed through the existence of the slot controls,
as 'demand' relates only to aircraft already scheduled to land.

9.2   Objective indicators for quality of service

Table 9.1 shows the objective indicators for quality of service at Sydney airport for 2002–03 and 2003–04.

Table 9.1   Objective indicators for quality of service

Indicator				
Terminal	**International**		**Domestic**	
	2002–03	**2003–04**	**2002–03**	**2003–04**
Percentage of international passengers arriving using an aerobridge	98%	99%	N/A	N/A
Percentage of international passengers departing using an aerobridge	98%	99%	N/A	N/A
Percentage of hours with more than 80 per cent of check-in desks in use	0	N/P	N/A	N/A
Number of arriving passengers per inbound immigration desk during peak hour	39	35	N/A	N/A
Number of arriving passengers per baggage inspection desk during peak hour	28	83	N/A	N/A
Number of departing passengers per outbound migration desk during peak hour	30	27	N/A	N/A
Number of departing passengers per security clearance system during peak hour	80	73	N/P	104
Number of departing passengers per seat in gate lounges during peak hour	0.4	0.4	N/P	1
Number of departing passengers per square metre of lounge area during peak hour	0.3	0.2	N/P	0
Average throughput of outbound baggage system, bags per hour	795	883	290	497
Number of passengers per baggage trolley during peak hour	1	1	N/P	7
Number of passengers per flight information display screen during peak hour	4	3	N/P	5
Number of passengers per information point during peak hour	1007	903	N/P	N/P
Car parking at terminals				
Average daily throughput, short-term car park, cars per day	4048	4393	2997	3077
Average daily throughput, long-term car park, cars per day	247	390		

Notes: Measures of throughput are based on the financial year unless otherwise specified as peak hour or daily, whereas measures of availability and capacity are as at the last day of the financial year.

N/A = not applicable; N/P = not provided

Sydney airport had a decrease in the number of international passengers during peak hour from 4029 last year to 3612. Despite this decrease, some indicators show a higher number of passengers per indicator because Sydney airport reduced the number of certain facilities, particularly the number of inbound baggage inspection desks from 87 to 26 as well as the number of baggage trolleys from 3980 to 3400. While an increase in the number of passengers per baggage inspection desks has been reported because the number of desks has decreased from 87 to 26, Sydney airport has advised that it has not decreased the number of service facilities; rather this apparent reduction is due to a definitional change in reporting.[11]

9.3   Passenger survey

As noted in the earlier chapter on the ACCC's role and approach, the approach for passenger surveys at Sydney airport is unique in that Sydney Airport Corporation Ltd (SACL) requested that its performance be assessed on the basis of a global airport monitoring survey undertaken annually by IATA (International Air Transport Association) rather than the ACCC's guidelines. Although a consistent methodology across all airports would be preferable, the ACCC accepted this approach because the IATA survey was an authoritative independent survey by a user group which allows benchmarking against the world's best airports. Questions in the IATA survey are broadly equivalent but not identical to those expected in the Australian regulations.

Note that, although IATA uses a 1–5 rating scale like the ACCC's, the meaning of the scores is different as shown in the comparison below:

IATA scale	1	2	3	4	5
	Poor	Fair	Good	Very good	Excellent
ACCC scale	1	2	3	4	5
	Very poor	Poor	Satisfactory	Good	Excellent

Chart 9. shows passenger survey results for the international and domestic airport-operated terminals at Sydney airport for 2003–04.

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11   In previous years, Sydney airport has reported on the basis of the number of positions which can be accommodated on the desks. This year, Sydney airport has reported on the number of physical desks.

Chart 9.2   Passenger survey results for the international and domestic terminals
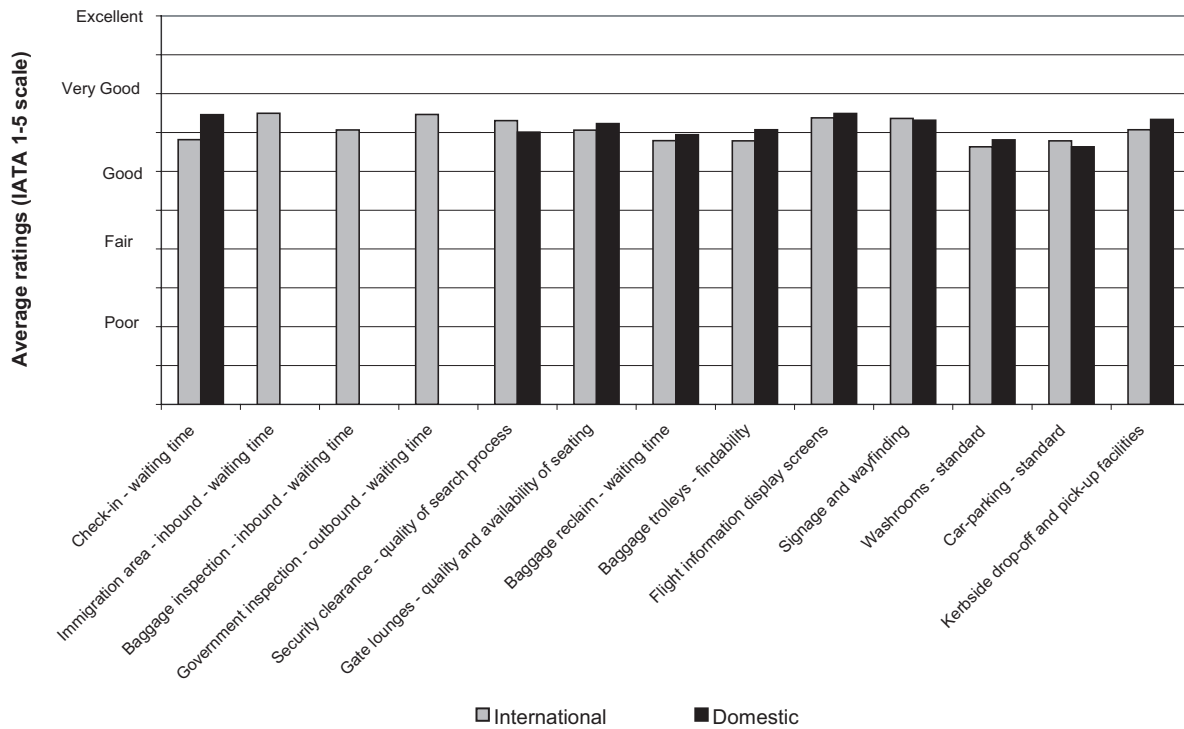
Note: Sydney airport was only able to provide passenger ratings of the domestic terminal facilities for the six months from January to June 2004.

The passenger survey results rated the international and domestic terminals at Sydney airport between good and very good.

The average check-in waiting time for the international terminal was 16 minutes. This information was not provided for the domestic terminal.

Chart 9.3 shows Sydney airport's passenger survey results for international terminal services for 2000–03. These are based on the IATA survey and relate to calendar years rather than financial years.

Chart 9.3   Passenger survey results for the international terminal
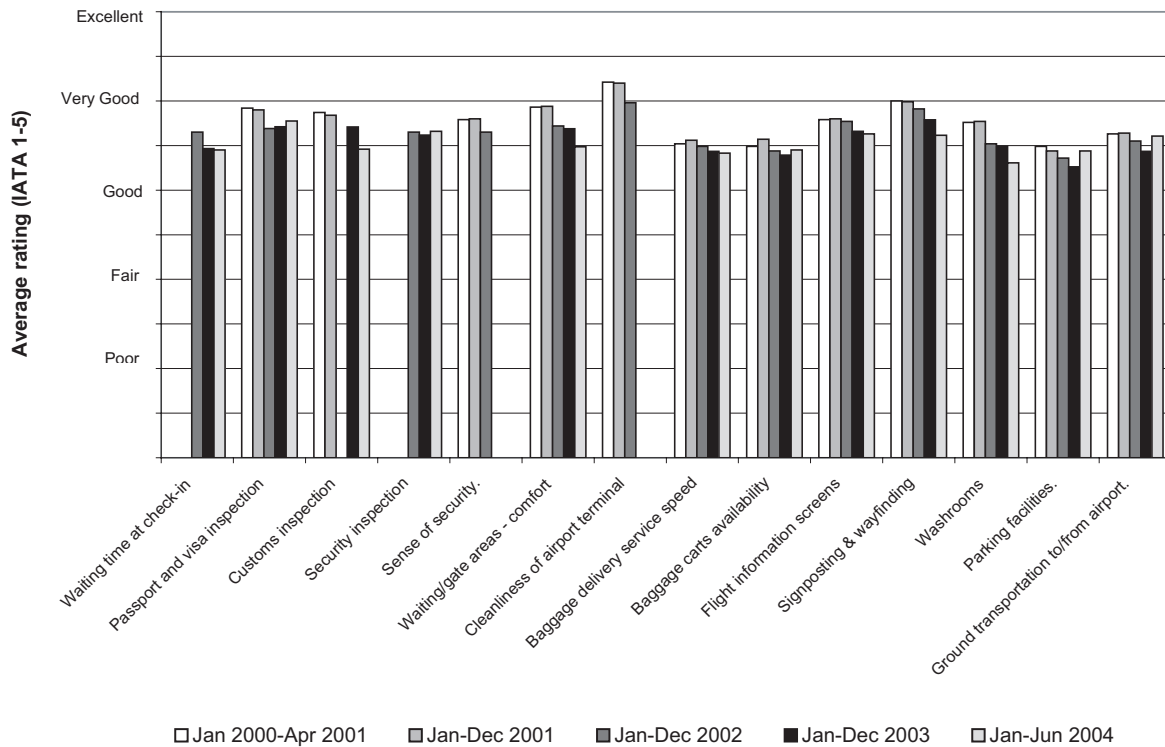
Passengers have rated the international terminal facilities on average as being good to very good, with cleanliness of the airport terminal rated as very good. Generally, the ratings have been falling slightly over recent years.

9.4   Airline survey

Twelve airlines responded to the survey for Sydney airport. Eleven airlines provided responses for the international terminal and three for the domestic terminal.

The airlines that responded for the international terminal were Qantas, Virgin Blue, Air Mauritius, Air Vanuatu, British Airways, Cathay Pacific, Gulf Air, Philippine Airlines, Thai Airways, United Airlines and Vietnam Airlines. For the domestic terminal, responses were received from Rex, Virgin Blue and Qantas who responded for the T2 terminal only.

Chart 9.4 shows the average ratings by airlines of airside facilities at Sydney airport for 1998–99 to 2003–04.

Chart 9.4   Average ratings by airlines of airside facilities
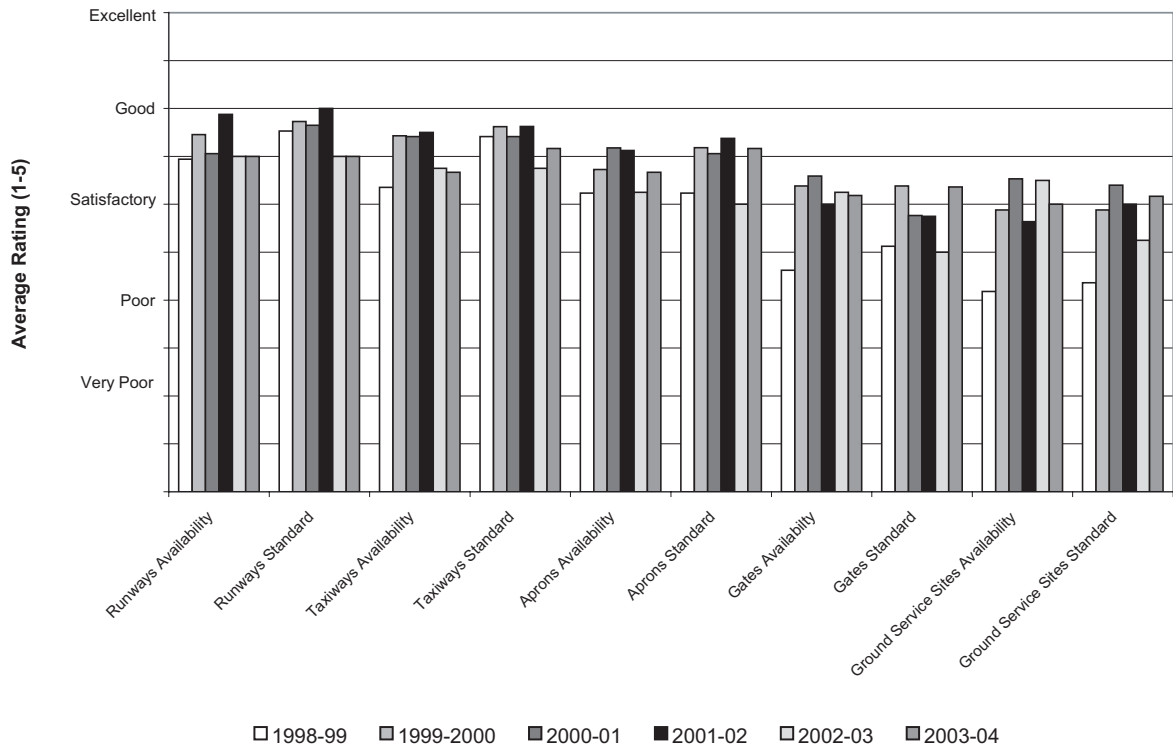
The average airline ratings for airside facilities at Sydney airport for 2003–04 were between satisfactory and good. Ratings were largely unchanged from 2002–03, with the exception of the standard of aprons and gates which had a strong improvement in ratings.

Chart 9.5 shows the average ratings by airlines of the international terminal facilities and management responsiveness at Sydney airport for 1998–99 to 2003–04.

Chart 9.5   Average ratings by airlines of international terminal facilities and management responsiveness
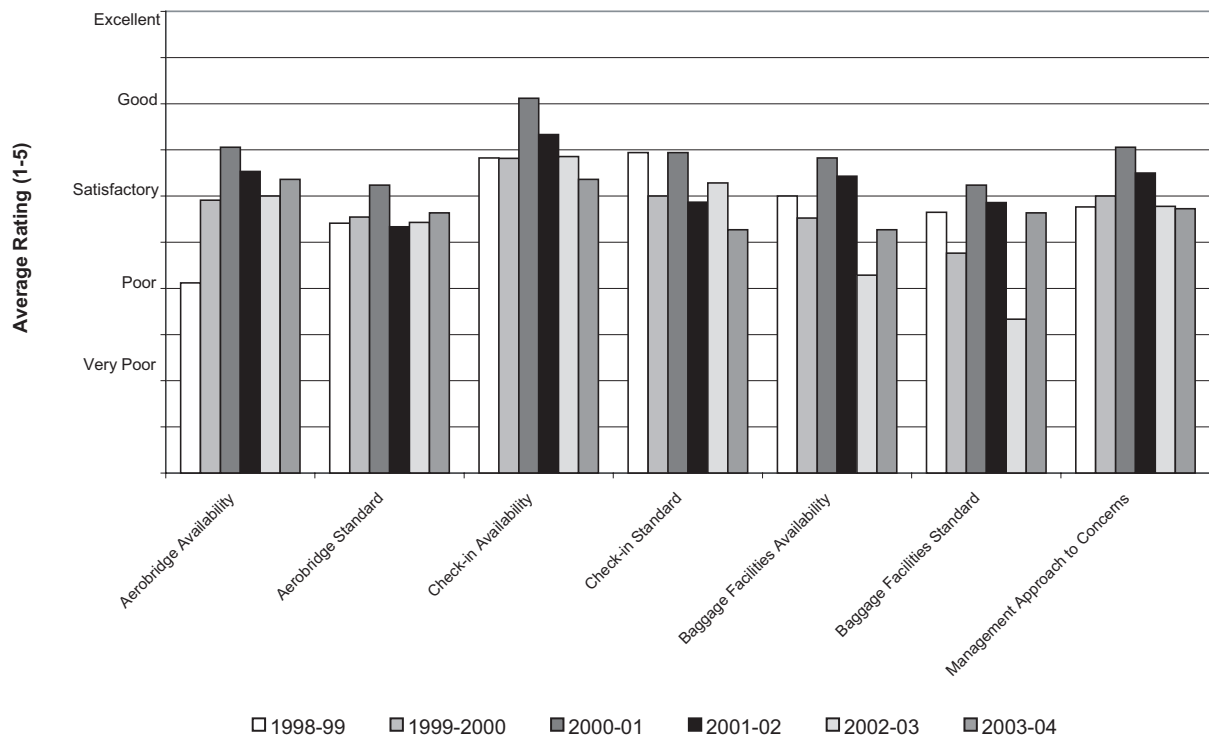
This year, airlines generally rated international terminal facilities as satisfactory. The availability and standard of baggage facilities had an improved rating, while ratings for the check-in facilities and management responsiveness have decreased in recent years.

Chart 9.6 shows the average ratings by airlines of domestic terminal facilities at Sydney airport for 2002–03 to 2003–04.

Chart 9.6   Average ratings by airlines of domestic terminal facilities at Sydney airport
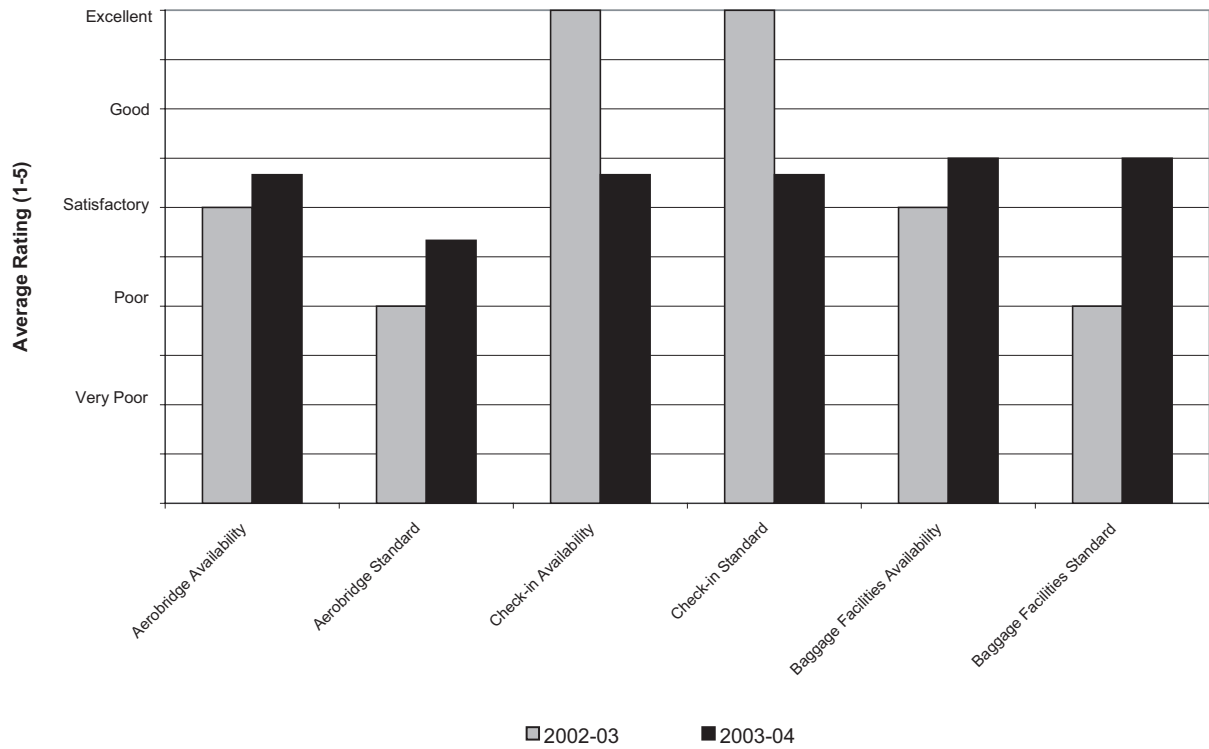
The average ratings by airlines for the domestic terminal facilities in 2003–04 are generally satisfactory. Ratings slightly improved this year, with the exception of check-in facilities which fell from excellent to satisfactory.

9.5   Australian Customs Service survey

Chart 9.7 shows the ratings by ACS of facilities at Sydney airport for 1998–99 to 2003–04.

Chart 9.7   Ratings by ACS of facilities at Sydney airport
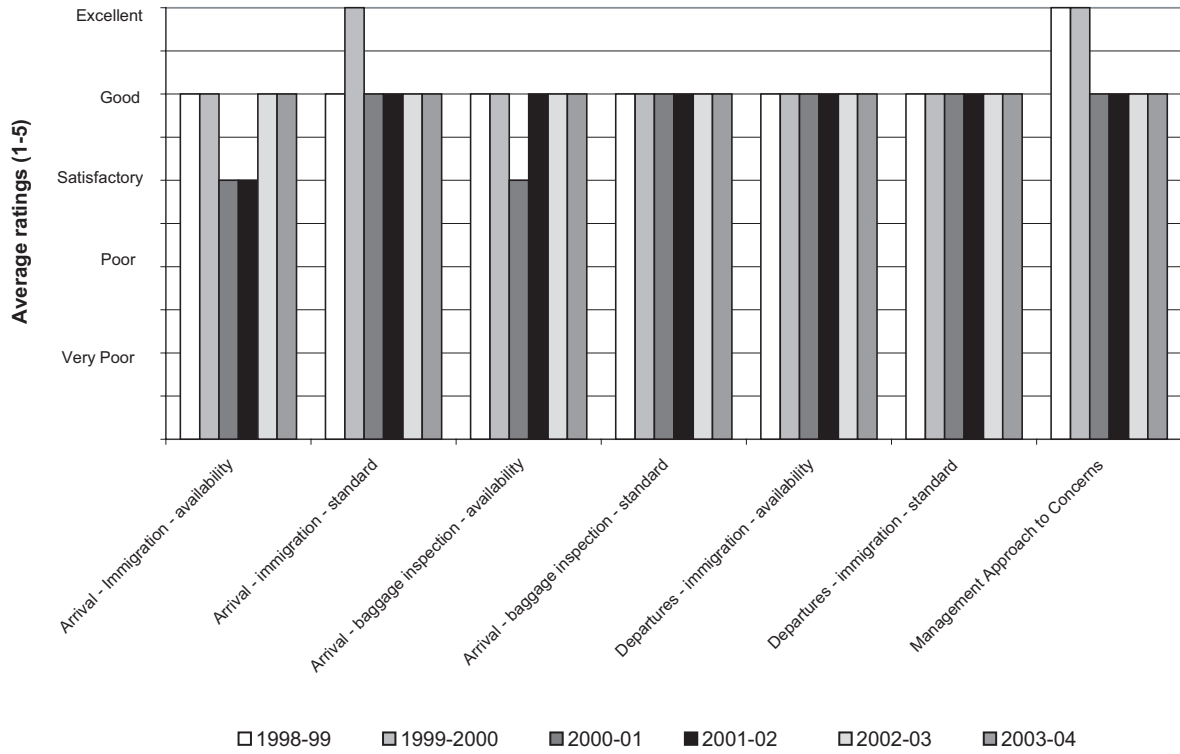
The ACS rating of facilities at Sydney airport remained constant, with all indicators achieving a rating of good.

In summary:

Runway demand at Sydney airport was relatively high compared to operational capacity during the morning peak hour. The average system delay was five minutes, with maximum delays in the peak hour averaging 14 minutes.

Sydney airport's number of international passengers decreased during peak hour; however, some indicators showed an increase in the number of passengers per indicator because of a reduction in certain facilities.

The international and domestic terminal facilities were rated by passengers as good to very good.

The airside facilities at Sydney airport were rated from satisfactory to good by airlines. The international terminal facilities were generally rated as satisfactory. Both the aerobridges and baggage facilities received improved ratings, while the ratings for check-in facilities fell. The domestic terminal facilities were generally rated as satisfactory. The availability and standard of the check-in facilities fell from excellent to satisfactory.

The ACS rated the facilities at Sydney airport as good, unchanged from recent years.

Appendix 1 Indicators of airport quality of service

Objective measures

The ACCC requested the measures in the table below from airports and Airservices Australia in light of the airports regulations and the government objectives for monitoring. The measures in column (1) are base data largely related to the size or scale of the airport, while the indicators in column (2) are derived from the base data to give a better indicator of relative adequacy of facilities; that is, relative to the number of passengers or aircraft.

Apart from the runway data which was sought from Airservices Australia, the d ata was sought from the airport operators. In some cases, it was not possible to obtain this data, as indicated in the relevant chapters of this report.

Facility	(1) Base data	(2) Objective indicators
Runway system	Number of arrivals/departures per hour: —morning peak —evening peak —monthly average —day of week average Runway system capacity Arriving/departing aircraft delay: —morning peak —evening peak —monthly average —day of week average Number of arriving/departing aircraft delayed by length of delay	
Aerobridges —for arrivals —for departures	Number of aerobridges —international terminal —domestic terminal Number of passengers arriving from international aircraft via aerobridges Number of arriving international aircraft using aerobridges Number of passengers departing in international aircraft via aerobridges	% of international passengers arriving via aerobridges % of international passengers departing via aerobridges
Apron system Parking —for aircraft	Number of aircraft parking bays	Number of aircraft parking bays per arriving aircraft at peak hour

Check-in	Number of hours with more than 80 per cent of desks in use Number of hours any desks are open Number of desks	% of hours with more than 80 per cent of desks in use
Facility	**(1) Base data**	**(2) Objective indicators**
Government inspection (at international terminals) —inbound	Number of inbound immigration desks Number of baggage inspection desks	Number of inbound immigration desks per arriving passenger during peak hour Number of baggage inspection desks per arriving passenger during peak hour
—outbound	Number of outbound immigration desks	Number of outbound immigration desks per departing passenger during peak hour
Security clearance	Number of security clearance systems	Number of security clearance systems per departing passenger during peak hour
Gate lounges	Number of seats in gate lounge Square metres of lounge area	Lounge area per departing passenger during peak hour Seats per departing passenger during peak hour
Baggage processing —outbound baggage systems	Capacity of outbound baggage handling system Number of bags handled Number of hours system is in use Number and duration of planned/unplanned interruptions to outbound baggage handling system	Average throughput of the outbound baggage system
—inbound baggage systems	Capacity of inbound baggage handling system Number and duration of planned/unplanned interruptions to inbound baggage handling system	
Baggage trolleys	Number of baggage trolleys	Number of baggage trolleys per [arriving/departing] passenger during peak hour
Signage and way-finding	Number of FID screens Number of information points	Number of FID screens per [arriving/departing] passenger during peak hour Number of information points per [arriving/departing] passenger during peak hour[4]
Other—traffic	Total number of arriving passengers from international aircraft Total number of departing passengers in international aircraft Number of arriving/departing passengers during peak hour	Average number of arriving/departing passengers during peak hour

Facility	(1) Base data	(2) Objective indicators
Car parking	Number of days car park is open Number of parking spaces available to the public Total annual throughput of car park Average daily throughput of car park Number of parking spaces available to staff	Average daily throughput/number of spaces

Note on peak hour: Advice provided to the ACCC by airport operators recommended the use of an average peak measure as a quality of service performance indicator which is recommended to be defined as the peak hour in the average day of the peak month. The ACCC also recognises that there are other peak measures such as 30th busiest hour per month or 95th percentile traffic levels that may be used by airports to approximate peak hour passenger traffic levels in airport terminals.

Passenger perception surveys

Airports were expected to conduct passenger surveys eliciting passengers' satisfaction with each of the facilities in the following table at each terminal managed by the airport operator.

Service	Satisfaction with…
Check-in	Check-in waiting time
	Average waiting time per passenger during peak hour (number of minutes)
Government inspection	
—Inbound	Waiting time in inbound immigration area
	Waiting time in inbound baggage inspection area
—Outbound	Waiting time in outbound immigration area
Security clearance	Quality of security search process
Gate lounges	Quality and availability of seating in lounge area
	Crowding in lounge area
Baggage processing	Waiting time for inbound baggage arrival
	Information display regarding inbound baggage location
	Circulation space for baggage pick up
Baggage trolleys	Findability of baggage trolleys
Signage and way-finding	FID (flight information display) screens
	Signage and way-finding
Wash rooms	Standard of wash room facilities
Car parking	Standard of car park facilities
	Availability of car parking spaces
	Time taken to enter car park
airport access	Congestion at kerbside taxi drop-off and pick-up
	Facilities for kerbside taxi drop-off and pick-up
—for taxis	Standard of facilities for taxis
	Waiting time to get a taxi

Airline user survey

The ACCC's survey of airlines using monitored airports asked questions about each airline's satisfaction with the following items:

Facility	Satisfaction with…
Airside	
Runways	1. Standard; 2. Availability
Taxiways	1. Standard; 2. Availability
Apron system	1. Standard; 2. Availability
Gates (including hardstand) /aircraft facilities (including parking bays)	1. Standard; 2. Availability
Ground service equipment storage sites	1. Standard; 2. Availability
Terminal	
Aerobridges	1. Standard; 2. Availability
Check-in facilities including counters, IT systems and queuing areas	1. Standard; 2. Availability
Baggage processing facilities	1. Standard; 2. Availability
Management	
Overall system for addressing quality of service concerns	

Notes:

1. **Availability:** the amount of the service made available to an airline relative to demands for the service. May include whether facilities are available or restricted due to congestion, positioning, maintenance, or repairs, the accessibility or usefulness of the facility/service provided, and the efficiency of the system to allocate usage.

2. **Standard:** the standard/condition of the facility supplied, and condition in which it is generally maintained.

3. **Management** and consultation provided by airport operator in relation to the listed services—relates to airport operator's responsiveness and approach when dealing with quality of service issues with the airline, including addressing new and recurring quality concerns, and keeping airlines informed of imminent changes.

Appendix 2   Base data for objective indicators

This appendix sets out the base data for objective indicators. The indicators of adequacy derived from the base data are shown earlier in each airport's section.

Airport traffic

Table A1 sets out the key traffic figures at price-monitored airports. The table shows the average peak hour times at each airport, number of passengers at peak hour, and the total number of passengers for the year. Owing to the flexibility in determining what the average peak hour is, the measures may not be strictly comparable between airports.

Table A1   Number of passengers at peak hour, and total annual number of passengers, 2003–04

Airport	Terminal	Arriving/ departing	Peak hour time	Number of passengers in peak hour	Year total passengers, 2003–04
Adelaide	International	Arriving	0600–0700	481	149 576
		Departing	1400–1500	431	176 958
	Domestic	Arriving	1900–2000	507	2 163 002
		Departing	0600–0700	465	2 170 525
Brisbane	International	Arriving	0700–0800	1 347	1 859 853
		Departing	0800–0900	873	1 861 049
	Domestic	Arriving	1800–1900	380	234 268
		Departing	0800–0900	337	
Canberra	Domestic	Arriving	0750–0845	N/P	N/P
		Departing	0815–0915	N/P	N/P
Darwin	International	Arriving	0400 – 0500	160	68 400
		Departing	0500 – 0600	160	68 300
	Domestic	Arriving	0030 – 0130	675	475 800
		Departing	0130 – 0230	675	480 300
Melbourne	International	Arriving	0748–0848	1 383	1 969 899
		Departing	1740–1840	1 277	1 915 590
	Domestic	Arriving	1712–1812	999	2 695 391
		Departing	0743–0843	923	
Perth	International	Arriving	1400 – 1500	782	902 070
		Departing	1500 – 1600	790	864 547
	Domestic	Arriving	1400 – 1500	414	1 182 492
		Departing	1400 – 1500	366	
Sydney	International	Arriving	0700	2 154	4 446 838
		Departing	0900	1 458	4 525 943
	Domestic	Arriving	1800	N/P	8 727 230
		Departing	0800	N/P	

Airport scale of provision of service

The following table shows some indicators of the number or size of key facilities at each airport. This data indicates the scale of provision of service, but cannot be taken as indicators of the adequacy or quality of facilities. The adequacy of facilities depends on the level of demand which they are required to meet. Quality is also a reflection of the condition of facilities, wear and tear and so on.

Notes:

Measures of throughput are based on the financial year unless otherwise specified as peak hour or daily, whereas measures of availability and capacity are as at the last day of the financial year.

N/A = not applicable; N/P = not provided

Airside facilities

Table A2 shows the provision of aircraft parking bays and aerobridges at terminals.

Table A2   Airside facilities, 2003–04

Airport	Terminal	Number of aircraft parking bays	Number of aerobridges
Adelaide	International	5	N/A
	Domestic	13	0(a)
Brisbane	International	13	10
	Domestic	9	2
Canberra	Domestic	13	2
Darwin	International/Domestic	10 RPT	3
	Other	90 GA	
Melbourne	International	14	11
	Domestic	16	8
Perth	International	9	5
	Domestic	7	2
Sydney	International	39	27
	Domestic	27	13

(a)   Adelaide airport noted that in April 2004 the aerobridge was removed to make way for the new terminal development of the northern pier.

Terminal facilities

Table A3 shows the number of check-in desks, security systems, gate lounge seats, lounge area, number of outbound bags handled, trolleys, and information points available at each terminal operated by the airport.

Table A3   Terminal facilities, 2003–04

Airport	Terminal	Number of check-in desks	Number of security clearance systems	Number of seats in gate lounges	Area of gate lounges, square metres	Number of outbound bags handled	Number of baggage trolleys	Number of FIDs	Number of information points
Adelaide	International	12	2	340	610	171 948	240	6	1
	Domestic	12	2	240	1 200	N/P	110	25	2
Brisbane	International	54	9	1522	9 667	1 855 937	1500	211	9
	Domestic	12	2	427	3 744	N/P	40	29	4
Canberra	Domestic	10	0	376	1 591	N/P	100	19	1
Darwin	International	24	1	225	707	airline operated	165	2	1
	Domestic		2	397	1,053	airline operated		20	17
Melbourne	International	72	3	2 110	4 031	2 121 317	1500	67	1
	Domestic	27	4	851	3 195	N/P	150	38	0
Perth	International	30	2	445	1 850	1 005 084	750	58	1
	Domestic	16	1	510	1 877	772 950	300	16	1
Sydney	International	194	20	4109	6 335	5 818 744	3400	1050	4
	Domestic	39	10	1630	4 457	3 276 885	300	450	N/P

Car parking

Table A4 shows the number of short and long-term car parking spaces at each airport. Some are identified as terminal specific.

Table A4   Car parking facilities, price monitored airports, 2003–04

Airport	Terminal	Number of short-term car park spaces	Number of long-term car park spaces	Number of staff car park spaces
Adelaide	International	430	0	80
	Domestic	740	0	360
Brisbane	International	950	N/P	708
	Domestic	938	1 500	1 569
Canberra	Domestic	359	697	136
Darwin	Total airport	556	12	177
Melbourne	Total airport	2 522	5 623	1 300
Perth	International	1 077	N//P	446
	Domestic	1 195	N/P	481
Sydney	International	1 700	2 688	1 202
	Domestic	2 700	N/P	283

Adelaide airport

As a Phase II airport, Adelaide airport has provided quality of service information since 2000–01.

Table A5 shows the objective measures at the international terminal at Adelaide airport for the period between 2000–01 to 2003–04, where available.

Table A5   Objective measures for the international terminal at Adelaide airport

Indicator	2000–01	2001–02	2002–03	2003–04
Number of aircraft parking bays		5	5	5
Number of aerobridges		1	1	N/A
Number of passengers arriving from international aircraft via aerobridges			84 741	112 317
Total number of arriving passengers from international aircraft			112 988	149 576
Number of arriving passengers			112 988	149 576
Number of arriving international aircraft using aerobridges			858	624
Number of passengers departing in international aircraft via aerobridges			76 738	132 718
Total number of departing passengers in international aircraft			102 318	176 958
Total number of check-in desks	12	12	12	12
Number of hours with more than 80 per cent of check-in desks staffed			821	585

Indicator	2000–01	2001–02	2002–03	2003–04
Total number of hours any check-in desks are open			3 285	2 340
Number of inbound immigration desks			10	10
Number of inbound baggage inspection desks	1	1	12	12
Number of outbound migration desks			5	5
Number of security clearance systems	1	2	2	2
Number of seats in gate lounges		333	333	340
Square metres of lounge area			608	610
Capacity of outbound baggage handling system, bags per hour			360	360
Number of outbound bags handled			141 447	171 948
Number of hours outbound baggage system is in use			3 285	2 340
Number of planned interruptions to outbound baggage system			0	0
Total number of hours of planned interruption to outbound baggage system			0	0
Number of unplanned interruptions to outbound baggage system			0	0
Number of hours of unplanned interruption to outbound baggage system			0	0
Number of hours inbound baggage handling system is in use			1 326	1 326
Number of planned interruptions to inbound baggage system			0	0
Total number of hours of planned interruption to inbound baggage system			0	0
Number of unplanned interruptions to inbound baggage system			0	0
Total number of hours of unplanned interruption to inbound baggage system			0	0
Number of working accessible baggage trolleys			230	240
Number of FID (flight information display) screens	3	7	6	6
Number of information points	3	7	2	1
Time of average peak hour for arriving passengers			0	0600–0700
Time of average peak hour for departing passengers			0	1400–1500
Total number of passengers arriving during average peak hour			460	481
Total number of passengers departing during average peak hour			460	431

Table A6 shows the objective measures at Adelaide airport for the domestic terminals for 2002–03 to 2003–04.

Table A6   Objective measures for the domestic terminal at Adelaide airport

Indicator	2002–03	2003–04
Number of aircraft parking bays	13	13
Number of aerobridges	0	0
Number of arriving passengers	438 678	2 295 585
Total number of check-in desks	12	12
Number of hours with more than 80 per cent of check-in desks staffed	3 285	3 395
Total number of hours any check-in desks are open	5 475	5 658
Number of security clearance systems	2	2
Number of seats in gate lounges	240	240
Square metres of lounge area	1 200	1 200
Capacity of outbound baggage handling system, bags per hour	360	360
Number of hours outbound baggage system is in use	5 475	5 658
Number of planned interruptions to outbound baggage system	0	0
Total number of hours of planned interruption to outbound baggage system	0	0
Number of unplanned interruptions to outbound baggage system	0	0
Number of hours of unplanned interruption to outbound baggage system, including extra hours where interruptions longer than planned	0	0
Number of hours inbound baggage handling system is in use	4 927	4 927
Number of planned interruptions to inbound baggage system	0	0
Total number of hours of planned interruption to inbound baggage system	0	0
Number of unplanned interruptions to inbound baggage system	0	0
Total number of hours of unplanned interruption to inbound baggage system, including extra hours where interruptions longer than planned	0	0
Number of working accessible baggage trolleys	110	110
Number of FID (flight information display) screens	7	25
Number of information points	1	2
Time of average peak hour for arriving passengers	0	1900–2000
Time of average peak hour for departing passengers	0	0600–0700
Total number of passengers arriving during average peak hour	500	507
Total number of passengers departing during average peak hour	500	465

Table A7 shows the number of short and long-term car parking spaces at Adelaide airport.

Table A7   Objective measures for car parking at Adelaide airport

Short term car park—international terminal	2002–03	2003–04
Number of days short-term car park is open	365	365
Number of spaces available(a)	450	430
Total annual throughput	108 000	144 701
Short-term car park—domestic terminal		
Number of days short-term car park is open	365	365
Number of spaces available	740	740
Total annual throughput	800 000	910 831

(a)   Adelaide airport advised that the reduction in short-term car park spaces available was due to the commencement of terminal works

Brisbane airport

Table A8 shows the objective measures for the international terminal at Brisbane airport for the period 1997–98 to 2003–04, where available.

Table A8   Objective measures for the international terminal at Brisbane airport

Indicator	1997–98	1998–99	1999–2000	2000–01	2001–02	2002–03	2003–04
Number of aircraft parking bays	11	11	11	13	13	13	13
Number of aerobridges	8	8	8	8	10	10	10
Number of passengers arriving from international aircraft via aerobridges						1 640 770	1 858 143
Total number of arriving passengers from international aircraft						1 789 641	1 859 853
Number of arriving passengers						1 789 641	1 859 853
Number of arriving international aircraft using aerobridges						0	9 564
Number of passengers departing in international aircraft via aerobridges						1 581 981	1 859 603
Total number of departing passengers in international aircraft						1 728 424	1 861 049
Total number of check-in desks	54	54	54	54	54	54	54
Number of hours with more than 80 per cent of check-in desks staffed						3	9
Total number of hours any check-in desks are open						6 575	7 394
Number of inbound immigration desks	26	26	26	26	26	26	26
Number of inbound baggage inspection desks	19	19	19	20	24	24	26
Number of outbound migration desks	20	20	20	20	20	20	20
Number of security clearance systems	3	3	3	3	4	4	9
Number of seats in gate lounges	1 216	1 246	1 246	1 246	1 522	1 522	1 522
Square metres of lounge area						0	9 667
Capacity of outbound baggage handling system, bags per hour	6 000	6 000	6 000	6 000	6 000	6 000	6 000
Number of outbound bags handled						1 527 901	1 855 937
Number of hours outbound baggage system is in use						5 840	6 022
Number of planned interruptions to outbound baggage system						0	0

Indicator	1997–98	1998–99	1999–2000	2000–01	2001–02	2002–03	2003–04
Total number of hours of planned interruption to outbound baggage system						0	0
Number of unplanned interruptions to outbound baggage system						0	3 619
Number of hours of unplanned interruption to outbound baggage system						0	302
Capacity of inbound baggage handling system, bags per hour	9 000	9 000	9 000	9 000	9 000	9 000	9 000
Number of hours inbound baggage handling system is in use						0	2 493
Number of planned interruptions to inbound baggage system						0	0
Number of unplanned interruptions to inbound baggage system						0	331
Total number of hours of unplanned interruption to inbound baggage system						0	27.6
Number of working accessible baggage trolleys						0	1 500
Number of FID (flight information display) screens						0	211
Number of information points						0	9
Time of average peak hour for arriving passengers						0700–0800	0700–0800
Time of average peak hour for departing passengers						0800–0900	0800–0900
Total number of passengers arriving during average peak hour						1 116	1 347
Total number of passengers departing during average peak hour						859	873

Table A9 shows the objective measures for the international and domestic terminals at Brisbane airport for 2003–04.

Table A9   Objective measures for domestic terminal facilities at Brisbane airport

Indicator	2003–04
Number of aircraft parking bays	9
Number of aerobridges	2
Number of arriving passengers	234 268
Total number of check-in desks	12
Number of security clearance systems	2
Number of seats in gate lounges	427
Square metres of lounge area	3 744
Capacity of outbound baggage handling system, bags per hour	3 000
Number of unplanned interruptions to outbound baggage system	9
Number of hours of unplanned interruption to outbound baggage system, including extra hours where interruptions longer than planned	4
Capacity of inbound baggage handling system, bags per hour	1 700
Number of working accessible baggage trolleys	40
Number of FID (flight information display) screens	29
Number of information points	4
Time of average peak hour for arriving passengers	1800–1900
Time of average peak hour for departing passengers	0800–0900
Total number of passengers arriving during average peak hour	380
Total number of passengers departing during average peak hour	337

Table A10 shows the objective measures for the car park facilities at Brisbane airport for 2002–03 to 2003–04.

Table A10   Objective measures for car parking at Brisbane airport

Short-term car park—international terminal	2002–03	2003–04
Number of days short-term car park is open	365	365
Number of spaces available	1 000	950
Total annual throughput	612 740	661 163
Short-term car park—domestic terminal		
Number of days short-term car park is open	365	365
Number of spaces available	985	938
Total annual throughput	1 160 903	1 157 220
Long-term car park—domestic terminal		
Number of days long-term domestic car park is open	365	365
Number of spaces available	2 350	1 500
Total annual throughput	142 621	189 828
Staff car parking		
Number of parking spaces for staff	2 263	2 277

Canberra airport

Table A11 shows the objective measures for the domestic terminal at Canberra airport for the period 2000–01 to 2003–04, where available.

Table A11   Objective measures for domestic terminal at Canberra airport

Indicator	2000–01	2001–02	2002–03	2003–04
Number of aircraft parking bays	12	13	13	13
Number of aerobridges			2	2
Number of arriving passengers			960 496	Unknown
Total number of check-in desks	4	4	8	10
Number of hours with more than 80 per cent of check-in desks staffed			Unknown	Unknown
Total number of hours any check-in desks are open			Unknown	Unknown
Number of security clearance systems	1	1	1	0
Number of seats in gate lounges	64	332	356	376
Square metres of lounge area			1 591	1 591
Number of planned interruptions to outbound baggage system			0	0
Total number of hours of planned interruption to outbound baggage system			0	0
Number of unplanned interruptions to outbound baggage system			0	0
Number of hours of unplanned interruption to outbound baggage system			0	0
Number of planned interruptions to inbound baggage system			0	0
Total number of hours of planned interruption to inbound baggage system			0	0
Number of unplanned interruptions to inbound baggage system			0	0
Total number of hours of unplanned interruption to inbound baggage system			0	0
Number of working accessible baggage trolleys			100	100
Number of FID (flight information display) screens	5	7	9	19
Number of information points	1	1	1	1
Time of average peak hour for arriving passengers			0750–0845	0750–0845
Time of average peak hour for departing passengers			0815–0915	0815–0915
Total number of passengers arriving during average peak hour			Unknown	Unknown
Total number of passengers departing during average peak hour			Unknown	Unknown

Table A12 shows the objective measures for car parking at Canberra airport for 2002–03 and 2003–04.

Table A12   Objective measures for car parking at Canberra airport

Short-term car park	2002–03	2003–04
Number of days short-term car park is open, financial year	365	365
Number of short-term parking spaces available to the public, 30 June	266	359
Total annual throughput of short-term car park, financial year	Unknown	487 847
Long-term car park		
Number of days long-term car park is open, financial year	365	365
Number of long-term parking spaces available to the public, 30 June	790	697
Total annual throughput of long-term car park, financial year	Unknown	91 242
Staff car park		
Number of parking spaces for staff	122	136

Darwin airport

Table A13 shows the objective measures for the international terminal at Darwin airport for 1999–2000 to 2003–04. Please note that Darwin airport is a single integrated terminal catering for both international and domestic traffic. Some objective measures noted below apply to the terminal as a whole.

Table A13   Objective measures for the international terminal at Darwin airport

Indicator	1999–2000	2000–01	2001–02	2002–03	2003–04
Number of aircraft parking bays (international and domestic)	10	10	10	10	10
Number of aerobridges (international and domestic)(a)	2	2	2	2	2
Total number of arriving passengers from international aircraft				77 000	68 400
Number of arriving passengers				77 000	68 400
Total number of departing passengers in international aircraft				75 000	68 300
Total number of check-in desks (international and domestic)				22	24
Number of hours with more than 80 per cent of check-in desks staffed(b)				N/P	N/P
Total number of hours any check-in desks are open(c)		4	4	N/P	N/P
Number of inbound immigration desks				8	8
Number of inbound baggage inspection desks	1	1	1	11	11
Number of outbound migration desks				6	5
Number of security clearance systems	1	1	1	1	1
Number of seats in gate lounges	224	224	224	225	225
Square metres of lounge area				707	707
Number of working accessible baggage trolleys (international and domestic)				150	165
Number of FID (flight information display) screens		5	7	2	2
Number of information points		1	1	1	1
Time of average peak hour for arriving passengers				0400–0500	0400–0500
Time of average peak hour for departing passengers				0500–0600	0500–0600
Total number of passengers arriving during average peak hour				220	160
Total number of passengers departing during average peak hour				220	160

(a) Please note that the number of aerobridges for Darwin airport has been revised from the figures published in the ACCC *Quality of service—price–monitored airports monitoring report 2002–03*, November 2003, on advice from Darwin airport.

(b) Darwin airport advised that this information is not available because it is airline-operated

(c) Darwin airport advised that this information is not available because it is airline-operated

Table A14 shows the objective measures for the domestic terminal at Darwin airport for 2002–03 to 2003–04.

Table A14   Objective measures for the domestic terminal at Darwin airport

Indicator	2002–03	2003–04
Number of arriving passengers	425 000	475 800
Number of hours with more than 80 per cent of check-in desks staffed	Airline operated	Airline operated
Total number of hours any check-in desks are open	Airline operated	Airline operated
Number of security clearance systems	1	2
Number of seats in gate lounges	397	397
Square metres of lounge area	922	1 053
Capacity of outbound baggage handling equipment, bags per hour	N/P	1 100
Number of outbound bags handled	Airline operated	Airline operated
Number of hours outbound baggage system is in use	Airline operated	Airline operated
Capacity of inbound baggage handling equipment, bags per hour	N/P	N/P
Number of inbound bags handled	Airline operated	Airline operated
Number of hours inbound baggage system is in use	Airline operated	Airline operated
Number of FID (flight information display) screens	20	20
Number of information points	17	17
Time of average peak hour for arriving passengers	0010–0110	0030–0130
Time of average peak hour for departing passengers	0100–0200	0130–0230
Total number of passengers arriving during average peak hour	470	675
Total number of passengers departing during average peak hour	470	675

Table A15 shows the objective measures for car parking at Darwin airport for 2002–03 and 2003–04.

Table A15   Objective measures for car parking at Darwin airport

Short-term car park	2002–03	2003–04
Number of days short-term car park is open	365	365
Number of short-term parking spaces available to the public	556	556
Total annual throughput of short-term car park	220 000	245 300
Long-term car park		
Number of days long-term car park is open	365	365
Number of long-term parking spaces available to the public	12	12
Total annual throughput of long-term car park	N/P	N/P
Staff car parking		
Number of parking spaces for staff	177	177

Melbourne airport

Table A16 shows the objective measures for the international terminal at Melbourne airport for the period between 1997–98 and 2003–04.

Table A16   Objective measures for the international terminal at Melbourne airport

Indicator	1997–98	1998–99	1999–2000	2000–01	2001–02	2002–03	2003–04
Number of aircraft parking bays	14	14	15	14	14	14	14
Number of aerobridges	10	10	10	10	10	10	11
Number of passengers arriving from international aircraft via aerobridges						1 730 118	1 966 293
Total number of arriving passengers from international aircraft						1 737 067	1 969 899
Number of arriving passengers						1 737 067	1 969 899
Number of arriving international aircraft using aerobridges						9 941	11 243
Number of passengers departing in international aircraft via aerobridges						1 645 389	1 911 057
Total number of departing passengers in international aircraft						1 650 341	1 915 590
Total number of check-in desks	72	72	72	84	84	72	72
Number of hours with more than 80 per cent of check-in desks staffed						8	23
Total number of hours any check-in desks are open						7 859	7 221
Number of inbound immigration desks	16	26	26	26	26	26	26
Number of inbound baggage inspection desks	16	16	16	16	16	16	16
Number of outbound migration desks	18	18	18	18	18	18	18
Number of security clearance systems	6	6	6	6	7[a]	3[b]	3
Number of seats in gate lounges	2 289	2 363	2 172	1 984	2 034	2 323	2 110
Square metres of lounge area						4 031	4 031
Capacity of outbound baggage handling system, bags per hour	3 060	3 060	3 060	3 060	3 060	3 060	3 060
Number of outbound bags handled						1 963 094	2 121 317
Number of hours outbound baggage system is in use						7 665	7 686
Total number of hours of planned interruption to outbound baggage system						226	244

Indicator	1997–98	1998–99	1999–2000	2000–01	2001–02	2002–03	2003–04
Number of hours of unplanned interruption to outbound baggage system						269	135
Capacity of inbound baggage handling system, bags per hour	N/A	2 720	2 720	2 720	2 720	2 720	2 720
Number of hours inbound baggage handling system is in use						N/P	5 983
Number of planned interruptions to inbound baggage system						N/P	N/A
Total number of hours of planned interruption to inbound baggage system						N/P	19.5
Total number of hours of unplanned interruption to inbound baggage system						N/P	9.3
Number of working accessible baggage trolleys						1 500	1 500
Number of FID (flight information display) screens						67	67
Number of information points						1	1
Time of average peak hour for arriving passengers						0700	0748–0848
Time of average peak hour for departing passengers						0900	1740–1840
Total number of passengers arriving during average peak hour						986	1 383
Total number of passengers departing during average peak hour						1 155	1 277

(a) This figure was mistakenly reported as six in the *ACCC Quality of service—price monitored airports monitoring report 2002–03*. Melbourne airport advised that the correct figure is seven.

(b) This figure was mistakenly reported as six in the *ACCC Quality of service—price monitored airports monitoring report 2002–03*. Melbourne airport advised that the correct figure is three.

Table A17 shows the objective measures for the domestic terminal at Melbourne airport for 2002–03 and 2003–04.

Table A17   Objective measures for the domestic terminal at Melbourne airport

Indicator	2002–03	2003–04
Number of aircraft parking bays	10	16
Number of aerobridges	8	8
Number of arriving passengers	1 989 876	2 695 391
Total number of check-in desks	22	27
Number of security clearance systems	2	4
Number of seats in gate lounges	853	851
Square metres of lounge area	2 325	3 195
Total number of hours of planned interruption to inbound baggage system[a]	20	N/P
Total number of hours of unplanned interruption to inbound baggage system, including extra hours where interruptions longer than planned[b]	5	N/P
Number of working accessible baggage trolleys	150	150
Number of FID (flight information display) screens	38	38
Time of average peak hour for arriving passengers	N/P	1712–1812
Time of average peak hour for departing passengers	N/P	0743–0843
Total number of passengers arriving during average peak hour	N/P	999
Total number of passengers departing during average peak hour	N/P	923

(a)   Melbourne airport advised that the number of hours of planned interruption to the inbound baggage system was not collected in 2003–04 due to in-line check bag screening works.

(b)   Melbourne airport advised that the number of hours of unplanned interruption to the inbound baggage system was not collected in 2003–04 due to in-line check bag screening works.

Table A18 shows the objective measures for car parking at Melbourne airport from 1997–98 to 2003–04.

Table A18   Objective measures for car parking at Melbourne airport

Short term car parking	1997–98	1998–99	1999–2000	2000–01	2001–02	2002–03	2003–04
Number of days short-term car park is open, financial year	365	365	365	365	365	365	365
Number of short-term parking spaces available to the public, 30 June	2 729	2 763	2 760	3 100	3 100	3 088	2 522
Total annual throughput of short-term car park, financial year		2 472 875	2 553 540	2 645 520	2 377 610	2 481 173	2 667 214
Long-term car parking							
Number of days long-term car park is open, financial year	365	365	365	365	365	365	365
Number of long-term parking spaces available to the public, 30 June	3 439	3 439	4 189	4 789	4 789	4 928	5 623
Total annual throughput of long-term car park, financial year		247 835	266 815	303 315	327 040	349 737	412 973
Staff car parking							
Number of parking spaces for staff						1 092	1 300

Perth airport

Table A19 shows the objectives measures for the international terminal at Perth airport for the period between 1997–98 and 2003–04, where available.

Table A19   Objective measures for the international terminal at Perth airport

Indicator	1997–98	1998–99	1999–2000	2000–01	2001–02	2002–03	2003–04
Number of aircraft parking bays	7	7	7	7	7	7	9
Number of aerobridges	5	5	5	5	5	5	5
Number of passengers arriving from international aircraft via aerobridges						930 506	896 814
Total number of arriving passengers from international aircraft						959 883	902 093
Number of arriving passengers						959 883	902 093
Number of arriving international aircraft using aerobridges						5 129	4 678
Number of passengers departing in international aircraft via aerobridges						880 669	858 938
Total number of departing passengers in international aircraft						911 765	864 445
Total number of check-in desks	24	24	24	24	24	30	30
Number of hours with more than 80 per cent of check-in desks staffed						179	67
Total number of hours any check-in desks are open						52 097	52 743
Number of inbound immigration desks	16	16	16	16	16	16	18
Number of inbound baggage inspection desks	20	20	20	20	20	28	28
Number of outbound migration desks	10	10	10	10	10	10	10
Number of security clearance systems	2	2	2	3	3	2	2
Number of seats in gate lounges	435	359	357	355	355	445	445
Square metres of lounge area						1 921	1 850
Capacity of outbound baggage handling system, bags per hour	5 760	5 760	5 760	5 760	5 760	5 760	5 760
Number of outbound bags handled						1 045 623	1 005 084

Indicator	1997–98	1998–99	1999–2000	2000–01	2001–02	2002–03	2003–04
Number of hours outbound baggage system is in use						8 823	8 828
Number of planned interruptions to outbound baggage system						N/P	8
Total number of hours of planned interruption to outbound baggage system						N/P	90
Number of unplanned interruptions to outbound baggage system						N/P	2
Number of hours of unplanned interruption to outbound baggage system						N/P	8
Capacity of inbound baggage handling system, bags per hour	N/A		8 640	8 640	8 640	8 640	8 640
Number of inbound bags handled		N/A				N/P	N/A
Number of hours inbound baggage handling system is in use						N/P	1 956
Number of planned interruptions to inbound baggage system						N/P	12
Total number of hours of planned interruption to inbound baggage system						N/P	66
Number of unplanned interruptions to inbound baggage system						N/P	1
Total number of hours of unplanned interruption to inbound baggage system						N/P	24
Number of working accessible baggage trolleys						700	750
Number of FID (flight information display) screens						58	58
Number of information points						1	1
Time of average peak hour for arriving passengers						1500–1600	1400–1500
Time of average peak hour for departing passengers						0700–0800	1500–1600
Total number of passengers arriving during average peak hour[a]						708	782
Total number of passengers departing during average peak hour[b]						794	790

(a)　Perth airport has used the 95th percentile methodology in calculating its average peak measures.

(b)　Perth airport has used the 95th percentile methodology in calculating its average peak measures.

Table A20 shows the objective measures for the domestic terminal at Perth airport for the year 2003–04.

Table A20   Objective measures for the domestic terminal at Perth airport

Indicator	2003–04
Number of aircraft parking bays	7
Number of aerobridges	2
Number of arriving passengers	1 182 492
Total number of check-in desks	16
Number of hours with more than 80 per cent of check-in desks staffed	183
Total number of hours any check-in desks are open	10 669
Number of security clearance systems	1
Number of seats in gate lounges	510
Square metres of lounge area	1 877
Capacity of outbound baggage handling system, bags per hour	4 230
Number of outbound bags handled	772 950
Number of hours outbound baggage system is in use	6 752
Number of planned interruptions to outbound baggage system	4
Total number of hours of planned interruption to outbound baggage system	60
Number of unplanned interruptions to outbound baggage system	20
Number of hours of unplanned interruption to outbound baggage system, including extra hours where interruptions longer than planned	70
Capacity of inbound baggage handling system, bags per hour	4 013
Number of inbound bags handled	753 942
Number of hours inbound baggage handling system is in use	1 449
Number of planned interruptions to inbound baggage system	4
Total number of hours of planned interruption to inbound baggage system	60
Number of unplanned interruptions to inbound baggage system	2
Total number of hours of unplanned interruption to inbound baggage system, including extra hours where interruptions longer than planned	55
Number of working accessible baggage trolleys	300
Number of FID (Flight Information Display) screens	16
Number of information points	1
Time of average peak hour for arriving passengers	1400–1500
Time of average peak hour for departing passengers	1400–1500
Total number of passengers arriving during average peak hour	414
Total number of passengers departing during average peak hour	366

Table A21 shows the objective measures for car parking at Perth airport for 2002–03 to 2003–04.

Table A21   Objective measures for car parking at Perth airport

Short-term car park—International terminal	2002–03	2003–04
Number of days short-term car park is open, financial year	365	365
Number of short-term parking spaces available to the public, 30 June	1 077	1 077
Total annual throughput of short-term car–park, financial year	685 316	640 673
Short-term car park—Domestic terminal		
Number of days short-term car park is open, financial year	365	365
Number of short-term parking spaces available to the public, 30 June	1 030	1 195
Total annual throughput of short-term car park, financial year	916 494	1 002 611
Staff car parking		
Number of car parking spaces for staff		927

Sydney airport

Table A22 shows the objective measures reported for the international terminal at Sydney airport for 1998–99 to 2003–04 where available.

Table A22   Objective measures for the international terminal at Sydney airport

Indicator	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Number of aircraft parking bays	24	39	40	39	39	39
Number of aerobridges	8	27	27	27	32	27
Number of passengers arriving from international aircraft via aerobridges					4 177 487	4 380 135
Total number of arriving passengers from international aircraft					4 241 104	4 446 838
Number of arriving passengers					4 241 104	4 446 838
Number of arriving international aircraft using aerobridges					22 481	24 402
Number of passengers departing in international aircraft via aerobridges					3 934 138	4 458 054
Total number of departing passengers in international aircraft					3 994 049	4 525 943
Total number of check-in desks	130	192	214	214	194	194
Number of hours with more than 80 per cent of check-in desks staffed					0	N/P
Total number of hours any check-in desks are open					507 480	589 649
Number of inbound immigration desks	62	62	62	62	62	62
Number of inbound baggage inspection desks	35	45	62	114	87	26
Number of outbound migration desks	54	54	54	54	54	54
Number of security clearance systems	7	11	12	12	20	20
Number of seats in gate lounges	2 167	3 196	4 109	4 109	4 109	4 109
Square metres of lounge area					6 335	6 335
Capacity of outbound baggage handling system, bags per hour	4 940	6 270	6 270	6 270	6 270	6 270
Number of outbound bags handled					5 224 192	5 818 744
Number of hours outbound baggage system is in use					6 570	6 588
Number of planned interruptions to outbound baggage system					0	0
Total number of hours of planned interruption to outbound baggage system					0	0
Number of unplanned interruptions to outbound baggage system					63	34

Indicator	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Number of hours of unplanned interruption to outbound baggage system					52	104
Capacity of inbound baggage handling system, bags per hour	7 350	11 325	11 325	11 325	11 340	11 340
Number of inbound bags handled					5 215 366	4 471 546
Number of hours inbound baggage handling system is in use					6 570	6 588
Number of planned interruptions to inbound baggage system					0	0
Total number of hours of planned interruption to inbound baggage system					0	0
Number of unplanned interruptions to inbound baggage system					10	23
Total number of hours of unplanned interruption to inbound baggage system					8	69
Number of working accessible baggage trolleys					3 980	3 400
Number of FID (flight information display) screens					1 050	1 050
Number of information points					4	4
Time of average peak hour for arriving passengers					0800–0900	0700
Time of average peak hour for departing passengers					0900–1000	0900
Total number of passengers arriving during average peak hour					2 432	2 154
Total number of passengers departing during average peak hour					1 597	1 458

Table A23 shows the objective measures for the domestic terminal which Sydney airport operates for 2002–03 to 2003–04.

Table A23   Objective measures for the domestic terminal at Sydney airport

Indicator	2002–03	2003–04
Number of aircraft parking bays	27	27
Number of aerobridges	13	13
Number of arriving passengers	7 974 100	8 727 230
Total number of check-in desks	33	39
Number of hours with more than 80 per cent of check-in desks staffed	N/A	N/P
Total number of hours any check-in desks are open	N/A	240 597
Number of security clearance systems	6	10
Number of seats in gate lounges	1 630	1 630
Square metres of lounge area	4 457	4 457
Capacity of outbound baggage handling system, bags per hour	3 500	3 500
Number of outbound bags handled	1 391 101	3 276 885
Number of hours outbound baggage system is in use	4 794	6 588
Number of planned interruptions to outbound baggage system	N/A	N/A
Total number of hours of planned interruption to outbound baggage system	N/A	N/A
Number of unplanned interruptions to outbound baggage system	40	27
Number of hours of unplanned interruption to outbound baggage system	23	15
Capacity of inbound baggage handling system, bags per hour	3 533	3 533
Number of inbound bags handled	1 380 000	1 183 183
Number of hours inbound baggage handling system is in use	4 794	6 588
Number of planned interruptions to inbound baggage system	N/P	N/P
Total number of hours of planned interruption to inbound baggage system	N/P	N/P
Number of unplanned interruptions to inbound baggage system	11	6
Total number of hours of unplanned interruption to inbound baggage system	6	3
Number of working accessible baggage trolleys	300	300
Number of FID (flight information display) screens	450	450
Number of information points	N/P	N/P
Time of average peak hour for arriving passengers	1800	1800
Time of average peak hour for departing passengers	0800	0800
Total number of passengers arriving during average peak hour	N/P	1038
Total number of passengers departing during average peak hour	N/P	1038

Table A24 shows the objective measures for car parking at Sydney airport for 2002–03 to 2003–04.

Table A24   Objective measures for car parking at Sydney airport

Short-term car parking—international terminal	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Number of days short-term car park is open	365	365	365	365	365	365
Number of short-term parking spaces available to the public[a]	4 127	4 539	4 935	5 039	2 000	1 700
Total annual throughput of short-term car park[b]	1 838 112	2 883 865	2 804 809	1 803 883	1 477 661	1 603 263
Short-term car park—domestic terminal						
Number of days short-term car park is open					365	365
Number of short-term parking spaces available to the public					2 678	2 700
Total annual throughput of short-term car park					1 093 745	1 123 178
Long-term car park						
Number of days long-term car park is open	365	365	365	365	365	365
Number of long term parking spaces available to the public	1 320	1 867	2 692	2 692	2 688	2 688
Total annual throughput of long-term car park	59 564	70 445	81 046	80 582	90 278	142 264
Staff car park						
Number of parking spaces for staff					1 698	1 485

(a) For 1998–99 to 2001–02 the number of short-term parking spaces relates to a total figure for the international and domestic terminal.

(b) For 1998–99 to 2001–02 the annual throughput of short-term car parking refers to a total figure for the international and domestic terminal.

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