Services Charter

2014/15 to 2015/16

Services Charter Overview

Objective

Airservices Australia is a government-owned organisation providing safe and environmentally sound air traffic management, aviation rescue and fire fighting and related airside services to the aviation industry. These services are regulated by the Civil Aviation Safety Authority (CASA) and provided for the benefit of the aviation industry.

In determining how these services are provided, Airservices is guided by the International Civil Aviation Organization's (ICAO) key performance areas: safety, access and equity, capacity, cost effectiveness, efficiency, environment, flexibility, global interoperability, participation, predictability and security.

Through this Services Charter, Airservices seeks to engage stakeholders in a common understanding and agreement of current and future service delivery requirements, in a way that allows its performance to be effectively measured.

This charter has been developed through consultation with key stakeholders.

Context

This Services Charter reflects Airservices ongoing commitment to strengthening its relationship with the aviation industry, demonstrated through its 2020 vision of connecting the Australian aviation industry to deliver world best industry performance.

Airservices access to information vital to measuring and improving performance across the entire industry provides a line of sight across the interconnection of aircraft, airport, air traffic management and navigation services and systems. By 2020, Airservices aims to efficiently connect the component parts of the Australian aviation industry to allow all airspace users to enjoy the benefits of safe, efficient and cost effective passenger and freight movement.

This Services Charter builds on the initial 2010/11 implementation and has been updated to incorporate an improved understanding of the connection between performance measures and actual service quality.

Airservices has consulted with the Pricing Consultative Committee (PCC) and its stakeholders to review the appropriateness of the metrics incorporated in this charter with the aim of improving service delivery performance outcomes.

This Services Charter commences on 1 July 2014 and will continue to be reviewed on a regular basis to reflect changes in requirements, advances in technology and market impacts.

Components

This Services Charter sets out a Schedule of Services and Facilities, provides a Quality of Service Framework, establishes performance measurement metrics and identifies how Airservices will be reporting performance outcomes.

The Schedule of Services and Facilities defines the CASA regulated services and facilities plus those services customers seek for the benefit of the industry. These include tactical operational services, the maintenance of infrastructure and the delivery of new technologies.

The Quality of Services Framework defines the elements of the Schedule of Services and Facilities in terms of their importance, concentrating on safety, cost-effectiveness, capacity, environment and flight efficiency.

Airservices recognises its role in improving the performance of the aviation industry. To this end, the 2014/15 – 2015/16 Services Charter introduces a range of industry performance outcomes as agreed through consultation with our key stakeholders.

Performance measures within the Quality of Services Framework are described in qualitative and quantitative terms to allow them to be easily extracted, interpreted, consistently applied and open to external scrutiny.

Governance and Reporting

The PCC will provide the forum for developing, amending, and agreeing the Services Charter, as well as monitoring

performance against the measures it has established.

Airservices will provide a quarterly report to the PCC setting out:

a. statistics on the volume of services delivered, including the number of aircraft movements and number of aviation rescue and fire fighting (ARFF) responses

b. industry performance outcomes

c. performance against key performance indicators

d. a progress report on performance against key delivery and financial milestones for major projects in the capital expenditure program and the key risks associated with these projects.

The report will be reviewed at quarterly PCC meetings. Where service performance does not meet the target specified in this charter, Airservices will provide the PCC an explanation and detail the actions being taken to return the performance to the target levels.

Schedule of Services and Facilities

Regulatory basis

This section sets out the air traffic management services and facilities that Airservices provide to aircraft operators.

These services and facilities are primarily based on regulatory requirements, such as the Civil Aviation Safety Regulations (CASR). The detailed operating rules, supporting facilities and hours of coverage are set out in the following documents:

▪ Aeronautical Information Publication (AIP Book)

▪ AIP Supplements (AIP Sup)

▪ Aeronautical Information Circulars (AICs)

▪ En Route Supplement Australia (ERSA)

▪ Departure and Approach Procedures (DAP)

▪ Designated Airspace Handbook (DAH).

In this Services Charter, the services and facilities will be categorised as set out in Table 1 with the relevant regulatory reference.

TABLE 1: Regulatory reference for services and facilities

Services and facilities	ICAO Annex	CASR 171	CASR 172	CASR 139H
Flight information services – traffic information	11	✓	✓	
Flight information services – alerting service	11	✓	✓	
Air traffic control services – approach	11	✓	✓	
Air traffic control services – aerodrome	11	✓	✓	
Air traffic control services – en route	11	✓	✓	
Aeronautical information services	15			
Air traffic flow management services	11			
Aeronautical radio navigation services	10	✓		
Aeronautical telecommunication services	10	✓		
Aviation rescue and fire fighting	14			✓

Quality of service framework

Performance-based air traffic management

Stemming from the Global Air Traffic Management (ATM) Operational Concept, ICAO's Manual on Global Performance of the Air Navigation System (Doc 9883) advocates global adoption of a performance-based approach (PBA) to the implementation and management of a future ATM system. This is consistent with the Australian ATM Strategic Plan and is based on the following principles:

- strong focus on desired/required results by adoption of performance objectives and targets

- informed decision making, driven by the desired/required results

- reliance on facts and data for decision making.

The objective of the PBA is to develop a more efficient ATM system by identifying cost savings to industry, reduce unnecessary resources and provide more efficient services.

Complementing this approach, Airservices has committed to the introduction of quality of service principles and recognises the need to integrate service quality into core operations and deliver higher levels of customer satisfaction to the industry and travelling public.

Initially these measures and targets will be used for ongoing performance monitoring, and as a means for determining and negotiating appropriate capabilities to match evolving demand and capacity requirements. It is intended that they will be 'order of magnitude' targets and measures, allowing focused strategic planning.

To reduce complexity, Airservices will concentrate on five key performance areas. In qualitative terms, the top level strategic performance objectives will be:

1. **Safety:** Safety is the organisation's highest priority, the organisation is required to comply with regulations and assure that operational safety risks are controlled to a level which is as low as reasonably practicable. This approach assures that the risk of ATS attributed air accident is minimised. Safety performance is measured through two metric sets those relating to the rate of ATS attributed breakdown of separations and runway incursions.

2. **Cost-effectiveness & Efficiency:** to reduce the cost of ATS induced delay and improve the efficiency of services costs.

3. **Capacity:** to provide sufficient capacity to accommodate user demand in a cost effective and efficient manner at all times and enabling airports to make the best use of their potential capacity within political, environmental and existing infrastructure constraints. This includes the availability of critical components of the ATM services and systems and the response time to restore these from an outage.

4. **Environment:** to meet or exceed current and future legislated environmental regulations relating to noise and emissions, and contribute positively to the national greenhouse gas emissions reduction program, while recognising the interdependency between noise and flight efficiency. In addressing these environmental demands, Airservices aims to minimise the impact of aircraft operations on the environment.

5. **Flight efficiency**: to enable all airspace users to operate as efficiently as possible while accommodating both civil and military operations.

Performance-based aviation rescue and fire fighting

ARFF performance is characterised by having the appropriate resources available for response (as defined by the airport category) and the response time to actual incidents.

ARFF service protection is required for the duration of air transport operations, including delayed flights, for all commercial passenger flights regardless of aircraft size.

Where coverage is for less than 24 hours, ARFF must be fully operational for a minimum of 15 minutes before the first scheduled aircraft movement for the day, and 15 minutes following the last aircraft movement, whether they are arrivals or departures.

ARFF must be able to respond to an incident at either end of the runway, or any part of the movement area, in no more than three minutes from the initial call and be able to apply 50 per cent of the maximum discharge for that category. The remaining capacity (i.e. vehicle/s) must arrive within one minute of the first vehicle. This has obvious impacts on vehicle type, size and performance. ARFF vehicles must comply with appropriate standards and be able to:

- negotiate all terrain conditions
- accelerate from 0-80 kilometres per hour in
- 24 seconds fully loaded (30 tonnes)
- discharge the full foam/water contents within two minutes.

At aerodromes where the threshold is within 1000 metres of a body of water, a water rescue service is also provided to meet regulations. A water service requires launching facilities, boats and sufficient rescue platforms (rafts) to cater for 50 per cent of passengers on board the largest aircraft operating into that airport.

ARFF responses also cover runways, hangars, terminal areas and aircraft, physical infrastructure and passengers.

Program of capital works and initiatives

Airservices will deliver a program of capital works that is based on the principle of optimising whole of life costs. This will renew the facilities that support this Schedule of Services and building new facilities for identified safety or efficiency improvement programs, and to changes in regulatory requirements.

Through the Services Charter, Airservices will improve consultation with the industry through the Pricing Consultative Committee (PCC) on all business cases greater than $10 million. This will allow the industry better visibility of scope, costs and benefits of the program of capital works.

Industry Performance Outcomes

Industry Performance Outcome	Methodology	Target
Safety		
Serious runway incursions	Number of ICAO Class A or B Runway Incursions (non ATS Attributable)	TBC
Cost Effectiveness		
Taxi-times: Departures	Average of (wheels up time minus off block time) for the periods 0700LCA-1100LCA and 1700LCA-1900LCA at the following airports: ▪ Sydney ▪ Melbourne ▪ Brisbane ▪ Perth	Target no increase on previous year
Flight times	Average of (ATA-ATD) for the periods 0700LCA-1100LCA and 1700LCA-1900LCA for the following city pairs: ▪ YSSY-YBBN city pair ▪ YBBN-YSSY city pair ▪ YSSY-YMML city pair ▪ YMML-YSSY city pair ▪ YMML-YBBN city pair ▪ YBBN-YMML city pair	Target no increase on previous year
Capacity		
Schedule Reporting	Provide monthly report of scheduled arrivals graphed against actual acceptance rates for the periods 0700LCA-1100LCA and 1700LCA-1900LCA at the following airports: ▪ Sydney ▪ Melbourne ▪ Brisbane ▪ Perth	
Flight Efficiency/Omissions		
ATFM Compliance rate by airport	Percentage of flights meeting ATFM allocated off block times (CTMS/MTF) for Sydney and Perth (Brisbane and Melbourne to be included as they commence)	
ATFM compliance rates by operator	Percentage of flights by operator meeting ATFM allocated off block times for Sydney and Perth (Brisbane and Melbourne to be included as they commence)	
Sydney Early Arrivals	List of flights with ETA between 0500 and 0700 LCA compared to ACA Slot time. Report produced during Non-daylight saving only	

Performance measurement

ATM Performance indicators

Key performance Indicator	Methodology	Target
Safety		
ATS attributed en route LoS rate (year to date result)	Air Traffic Service attributed number of en route loss of separation (LoS) per 100,000 flight hours.	Reducing Trend
ATS attributed terminal area LoS rate (year to date result)	Air Traffic Service attributed number of terminal area loss of separation (LoS) per 100,000 movements.	Reducing Trend
ATS attributed tower LoS rate (year to date result)	Air Traffic Service attributed number of tower loss of separation (LoS) per 100,000 movements.	Reducing Trend
ATS attributed runway incursions	Number of ICAO Class A or B Airservices Air Traffic Service attributable runway incursions. Target KPI for all towers	0
	Number of ICAO Class C and D Airservices Air Traffic Service attributable runway incursions per 100,000 movements.	< 0.4
IFR to IFR losses of separation	IFR to IFR losses of separation per 100,000 aircraft movements (5 year moving average)	Reducing Trend
Cost Effectiveness ATS		
ATS attributable delays	Total number of Air Traffic Service attributable flight delay events (where the delay is greater than 10 minutes, and demand is less than airport capacity) for: • Whole of system • Sydney • Melbourne • Brisbane • Perth "ATS attributable" does not include delays incurred where airport demand exceeds airport capacity, unless ATS factors have caused additional delay	< 7 per quarter

Key performance Indicator	Methodology	Target
Airborne delay	Total airborne delay. • Sydney • Melbourne • Brisbane • Perth The report will indicate the change in average flight times over time and develop into a time series graph.	< 35,000 min/mth < 32,000 min/mth < 37,000 min/mth < 30,000 min/mth
Flight airborne delay	Percentage of flights experiencing more than 15 minutes of airborne delay for: • Whole of system • Sydney • Melbourne • Brisbane • Perth	<10% <5% <5% <10% <7%
Cost Efficiency		
Total Tower cost per movement	The total Tower costs divided by number of movements at: • General Aviation • Regional • Capital City	Reducing Trend
Total cost per IFR flight hour	The total ANSP cost per IFR flight hour	Reducing Trend
IFR flight hours per ATCO in operations	The number of IFR flight hours per ATCO in operations	Reducing Trend
Employment cost of ATCO's in operations as a percent of total costs	Employment cost of ATCO's in operations as a percent of total ANSP costs	Reducing Trend
ATM average service price	The total service costs divided by airways activity: • Enroute • Terminal Navigation	LTPA average price

Key performance Indicator	Methodology	Target
Capacity		
Air Traffic Service availability	Hours of full air traffic service availability (normal operations, not restricted access such as non provision of notified service or a system requirement for aircraft to operate on contingency routes) as a percentage of total hours of coverage for: • Whole of system • East Coast Services • Regional Services • Upper Airspace Services • Sydney TCU • Melbourne TCU • Brisbane TCU	> 99.9% > 99.9% > 99.9% > 99.9% > 99.9% > 99.9% > 99.9%
Runway capacity improvement	Percentage increase in maximum hourly runway movement capacity through new Air Traffic Service initiatives at major aerodromes (excluding movement capped aerodromes).	Variable increases as per ACE%
Runway capacity achieved	Percentage of maximum runway movement capacity delivered during peak periods	> 95%
Sydney AM capacity	Number of weekday morning occurrences when ATFM rate at Sydney is below 42/hr (RWY16) or 46/hr (RWY34) as required by arrival demand, but cannot be provided by ATC	10 per annum
Availability of services	Service Availability for: • PSR – AMSTAR • Secondary Surveillance Radar (SSR) – RASPP • Secondary Surveillance Radar (SSR) – AMSTAR • Instrument Landing System (Cat 1) • Air-ground-air VHF – Critical • Air-ground-air VHF – Essential • ADS-B • ASMGCS • WAM *PSR –RASPP system decommissioned	98.0% 99.5% 99.5% 99.0% 99.9% 99.9% 99.5% 99.5% 99.5%
Flight efficiency, Noise & Emissions		
Noise Enquiry Unit compliance	Noise Enquiry Unit compliance to prescribed response times for complaints and enquiries	≥ 95%
Flexible routes	Count of flexible routing city pairs (flex or UPR) accessible to flights; under and over 1200NM.	Increase against UPR/flex program

ARFF performance indicators

Key performance Indicator	Methodology	Target
ARFF operational preparedness		
ARFF operational preparedness	Percentage of time ARFF resources were available to meet required capacity according to the regulated service category for the aerodrome	> 99.9%
ARFF operational responsiveness		
ARFF responsiveness	Percentage of total responses to aircraft incidents on the aerodrome movement area within 3 minutes	100%
Cost Efficiency[1]		
ARFF cost per operational station hour	ARFF costs by category divided by all station's hours of coverage: • Category 9/10 • Category 8 • Category 7 • Category 6	Reducing Trend
ARFF cost per movement	ARFF costs divided by number of movements at ARFF locations	Reducing Trend
ARFF average service price	The total service costs divided by airways activity:	LTPA average price

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[1] Cost efficiency measures full year forecast results using flight activity volume, hours of operation and cost projections, as forecast at the end of the quarter