

## Appendix N: Equitable Treatment Metrics

### Comparison of facilities by terminal

The table below shows the number of facilities provided in each terminal to allow airlines to make comparisons. It is not a reflection of performance or utilisation of those facilities. Any potential investment decision to make facilities more equitable must also be subject to the usual business case test; including business benefits, financial appraisal, asset life, masterplan progress, cash constraints and agreed investment profiles.

	Measurement	Definition	Terminal 1		Terminal 2		Terminal 3		Terminal 4		Terminal 5		Notes
			Current	Mplan Intention*	2014	Mplan Intention*	Current	Mplan Intention*	Current	Mplan Intention*	Current	Mplan Intention*	
<b>1.0 Traffic</b>	1.1 MPPA	Million Passengers Per Annum (MPPA) - defined as quantum of total passengers served in each terminal per annum. Calculation: - for existing terminals based on an annual terminal throughput for a last calendar year - for new terminals calculated as sum of airlines' (who are planned to occupy a new terminal) annual throughput for a last calendar year	13.8		15.5		19.3		9.9		26.3		Data from BOSS 2011 - T2 calculated using figures from expected airline tenants in 2011
	1.2 ATMPA	Air Traffic Movements (ATMs) per annum - defined as quantum of aircraft movements in each terminal per annum. Calculation: - for existing terminals based on air traffic movements in each terminal for a last calendar year - for new terminals calculated as sum of aircraft movements for all airlines (who are planned to occupy a new terminal) for a last calendar year	123,830		128,964		104,212		62,123		184,829		Data from BOSS 2011 - T2 calculated using figures from expected airline tenants in 2011
	1.3 Peak hour departing flow - all pax	Peak Hour Passengers - number of enplaning and deplaning passengers (including transfer passengers) served in each terminal counted as 30th peak hour (clock hour) of the last calendar year	2246 (ATD) 2288 (STD)		2660 (ATD) 2398 (STD)		4037 (ATD) 4064 (STD)		2487 (ATD) 2439 (STD)		4106 (ATD) 3915 (STD)		Clock Hour ATD and STD figures used for 2011, T2 figures use 2011 data for airlines expected to use T2
<b>2.0 Terminal area - total</b>	2.1 Terminal, campus GFA (sqm)	Terminal, campus GFA (Gross Flow Area) - floor area inside the building envelope, including the external walls, and excluding the roof. For terminal or campus it is calculated as a sum of GFAs for all levels and all piers and satellites. In case, there is an external building which process either passengers or baggage for particular terminal, but it is not a part of main terminal or satellite structure, then area of this building should be added to main terminal / campus area.											
<b>3.0 Passenger Infrastructure</b>	3.1 Number of check-in desks & bagdrops	For each terminal sum of all check-in desks and bagdrops which have connection to baggage system.	114		116		224		127		150		Check-in desks & CUSS units. T1 as at Q2 2012; T3-T5 as at Q4 2011. T3 check-in desks include Zone H premium
	3.2 Number of self service kiosks	For each terminal sum of all self service units (either check-in or transfer)	62		60		92		46		96		
	3.3 Number of security lanes (machines)	For each terminal sum of all security lanes (departure and transfer) which are used for passengers processing. Security machines dedicated for staff processing are not included.	21		21		25		18		26		T2 security lane demand is currently under review - in the transfers area there are 7 lanes with safeguarded space for an 8th, T5 assumes the additional 4 lanes being delivered S12
	3.4 Number of ticket desks (total)												This figure excludes 'Check in desks' that are being used as 'Ticketing/Assistance/Upgrade desks', Counts individual serving positions.
	3.5 Number of immigration lanes + ACS	For each terminal sum of all immigration lanes and ACS lanes (arrivals and transfer) which are used for passenger processing.	36		44		46		40		35		Immigration lanes exclude ACS+

	Measurement	Definition	Terminal 1		Terminal 2		Terminal 3		Terminal 4		Terminal 5		Notes
			Current	Mplan Intention*	2014	Mplan Intention*	Current	Mplan Intention*	Current	Mplan Intention*	Current	Mplan Intention*	
	3.6	Published intra-terminal MCT	60mins				70mins		60mins		60mins		MCT's reflect both passenger and baggage processes (in most cases the baggage process is the constraint). Delivery of the current MCT's is highly dependent on aircraft arrival punctuality and baggage arrival delivery performance
	3.7	Distance to walk unaided from IDL to furthest aircraft gate (m)											
	3.8	Number of CIP Lounges available (total)	4				9		6		4		
	3.9	Number of CIP Lounges requested					1		1		0		
<b>4.0 Baggage Infrastructure</b>	4.1	Length of reclaim belts	408		706		724		443		718		
	4.2	Number of MUPs	215		0		152		173		330		
	4.3	ADP (avg time to input belt - arrivals)	FB avg 13mins; LB avg 24mins; ADP% 86				FB avg 16mins; LB avg 31mins; ADP% 71		FB avg 15mins; LB avg 33mins; ADP% 60		FB avg 17mins; LB avg 30mins; ADP% 70		Source: C&B Merlin data for 2011
	4.4	ADP (avg time to input belt - transfers)	Tx avg 23mins; Tx ADP% 66				Tx avg 27mins; Tx ADP% 58		Tx avg 31mins; Tx ADP% 36		Tx avg 24mins; Tx ADP% 70		Source: C&B Merlin data for 2011
<b>5.0 Aircraft Infrastructure</b>	5.1	Number of aircraft stands (centrelines)	34		31		49 (192L & 192R counted as two small stands)		35		60		
	5.2	Number of pier served aircraft stands (centrelines)	28		24		33		12		45		
<b>6.0 Terminal access</b>	6.1	Number of car park spaces	MSCP1: 585 MSCP1a: 1670		1340		1540		898		3557		T5 MSCP is also utilised by staff
	6.2	Walking distance (m) to check-in area from underground											
	6.3	Walking distance (m) to check-in area from HEX											
	6.4	Walking distance (m) to check-in area from public bus											

\*Masterplan figures will be populated with the expected facilities at 2019, once the C6 regulatory settlement has been concluded.