

# PRAGUE AIRPORT PERFORMANCE REPORT METHODOLOGY

## Qualification criteria:

1.	Flight categories C - Passenger only; J - Normal Service
2.	Flights operating on Apron North (T1;T2)
3.	Minimum number of PAX / period (5000 per season/during a pandemic situation without limits)
4.	Minimum number of MVT / period (8 MVT)

## Measuring systems:

Performance is measured and evaluated using available measuring systems used by Prague Airport.

## AO/GHA performance reporting methodology:

KPI 1	Last Bag	The AO/GHA shall ensure that the arriving last baggage to the off-loading belts in arrival does not exceed a transport time of 30, 40, 50, 60 or 70 minutes (measured from AIBT) respectively based on the five pax/baggage volume interval (0-90, 91-150, 151-200, 201-350, 351 and more PAX/BAGS). This shall be ensured in at least 90% of arrivals. The volume of this KPI is related to PAX number. Excluded diverted flights and flights for which the time stamp of the beginning and the end of the unloading of baggage is not filled in.
KPI 2	CDM	The AO, in cooperation with GHA, shall ensure that the departed crew requests to start-up the engines no later than TSAT+7 minutes in at least 95% of departures. The volume of this KPI is related to MVT number.
KPI 3	Punctuality ARR	The AO shall ensure that at least 75% of arrivals, defined for this purpose as ALDT + 10 minutes (average taxi time guaranteed at LKPR), will be within a tolerance of +/- 15 minutes from the SIBT. The volume of this KPI is related to MVT number. Excluded diverted flights
KPI 4	Punctuality DEP	The AO/GHA shall ensure that at least 70% of departures, defined for this purpose as AOBT, are within a tolerance of +/- 15 minutes from SOBT. All delays are included except verified delays caused by the airport. The volume of this KPI is related to MVT number.
KPI 5	MVT & LDM (ARR)	The AO shall ensure that arrival operational messages (both MVT and LDM) are delivered to LKPR no later than 30 minutes before the AIBT in at least 99% of arrivals. The volume of this KPI is related to MVT number. Excluded diverted flights
KPI 6	MVT & LDM (DEP)	The GHA shall ensure that departure operational messages (both MVT and LDM) are delivered to LKPR no later than 60 minutes after the ATOT in at least 99% of departures. The volume of this KPI is related to MVT number.
KPI 7	PRM (Prebooked)	The AO shall ensure that minimum number of prebooked PRM will reach 75% of the total number of all PRM carried by the AO in a given time period. A non-prebooked PRM is one that is reported later than 36 hours before SOBT. The volume of this KPI is related to PAX number.

**Prague Airport performance reporting methodology:**

KPI 9	Aircraft stand	LP shall ensure that the aircraft stand is confirmed (=ACC status in CAODB) no later than 5 minutes after ALDT in at least 99% of arrivals.
KPI 10	BUS (ARR)	LP shall ensure that the first bus is presented at arrival stand no later than 2 minutes from AIBT in at least 97% of arrivals. Other buses should be available according to capacity so as not to cause any delay of PAX disembarkation on arrival.
KPI 11	BUS (DEP)	LP shall ensure that first bus is presented at the departure gate no later than 7 minutes after ordering. Any additional buses should be available so that boarding process runs smoothly. This shall be ensured in at least 97% of departures. The GHA must also ensure that the waiting time of each bus at the departure gate does not exceed 10 minutes.
KPI 12	Bridge (ARR)	LP shall ensure the start of the bridge task (= arrival of the operator to the bridge) is no later than 2 minutes before the last CIBT in at least 97% of arrivals.
KPI 13	PRM assistance	LP shall ensure maximum reaction times for the PRM in at least 98% of cases (arrival of the employees to the contact point since the request is reported) as SLA.

**Outputs:**

1. Ground Handling share %MVT and %PAX
2. % performance of individual AO/GHA for the selected period
3. % performance of PA for the selected period

Performance results are rounded to the nearest percentages to 0.49 downwards and from 0.50 upwards.

**TOP 5 AO performance reporting methodology:**

If the same result is achieved for two or more carriers, a higher number of MVT or PAX will be decisive for the order. There is the priority of the given criteria for each KPIs below.  
If the same result is achieved in the 1st criterion, then the 2nd criterion is decisive for the order.

KPI 1. 1.PAX, 2.MVT

KPI 2. 1.MVT, 2.PAX

KPI 3. 1.MVT, 2.PAX




KPI 4. 1.MVT, 2.PAX

KPI 5. 1.MVT, 2.PAX

KPI 6. 1.MVT, 2.PAX




KPI 7. 1.PAX, 2.MVT

ACC	Accepted
AIBT	Actual in-block time – actual time of stopping the aircraft on parking stand
ALDT	Actual landing time – time of the first touch of the aircraft on runway during arrival
AO	Airline operator
AOBT	Actual off-block time – actual time of the first movement of the aircraft for take-off
ARR	Arrival
ATOT	Actual take-off time – actual time of take-off from runway during departure
CAODB	Central airport database
CDM	Collaborative decision making
CIBT	Calculated in-block time – calculated time of stopping the aircraft on parking stand
DEP	Departure
GHA	Ground Handling
LB	Last bag
LDM	Load message
LKPR	Václav Havel Airport Prague / Letiště Václava Havla Praha
MVT	Movement message
PA	Prague Airport - Operator of the airport (Letiště Praha, a. s.)
PAX	Passengers
PRM	Passenger with reduced mobility
PSM	Passenger service message
SIBT	Scheduled in-block time – scheduled time of stopping the aircraft on parking stand
SLA	Service Level Agreement
SOBT	Scheduled off-block time – scheduled time of the first movement of the aircraft for take-off (correspond to the airport slot)
TSAT	Target start-up approval time – target time of the permit for pushback the aircraft, resp. to start-up the engines


	LAST BAG (Arrival) target 90%		PUNCTUALITY (Arrival) target 75%		MVT&LDM (Arrival) target 99%
Ryanair	100,00%	Volotea Airlines	100,00%	KLM Royal Dutch Airlines	100,00%
KLM Royal Dutch Airlines	100,00%	Air Baltic Corporation	100,00%	LOT - Polish Airlines	100,00%
EasyJet Europe Gmbh	100,00%	El Al Israel Airlines Ltd	100,00%	Air France	100,00%
Air France	100,00%	Air Malta	100,00%	Czech Airlines	100,00%
Czech Airlines	100,00%	Rossiya Airlines	100,00%	SWISS International Air Lines	100,00%
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AVERAGE	98,17%	AVERAGE	77,72%	AVERAGE	77,11%
MEDIAN	100,00%	MEDIAN	78,87%	MEDIAN	96,99%

	CDM (Departure) target 95%		PUNCTUALITY (Departure) target 70%		MVT&LDM (Departure) target 99%
KLM Royal Dutch Airlines	100,00%	Austrian Airlines	100,00%	Deutsche Lufthansa	100,00%
LOT - Polish Airlines	100,00%	Iberia Lineas Aereas de Espana	100,00%	Air France	100,00%
Air France	100,00%	Aegean Airlines	100,00%	Czech Airlines	100,00%
Czech Airlines	100,00%	Air Baltic Corporation	100,00%	SWISS International Air Lines	100,00%
Wizz Air Hungary Ltd.	100,00%	Air Malta	100,00%	Austrian Airlines	100,00%
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AVERAGE	99,30%	AVERAGE	83,25%	AVERAGE	97,13%
MEDIAN	100,00%	MEDIAN	86,95%	MEDIAN	100,00%


MVT	MVT (%)	PAX	PAX (%)	LB target 90%	CDM target 95%	Punctuality (ARR) target 75%	Punctuality (DEP) target 70%	MVT&LDM (ARR) target 99%	MVT&LDM (DEP) target 99%	PRM target 75%
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		MVT		PAX	
	CGH	376	7,5%	51 647	8,3%
	CSAH	2 687	53,3%	307 684	49,5%
	MA	1 976	39,2%	262 201	42,2%
	<b>TOTAL</b>	<b>5 039</b>		<b>621 532</b>	

	<b>AIRCRAFT STAND</b> (Arrival) target 99%
	<b>100,00%</b>

	<b>BRIDGE</b> (Arrival) target 97%
	<b>96,17%</b>


	<b>LAST BAG</b> (Arrival) target 90%
CGH	<b>97,88%</b>
CSAH	<b>98,60%</b>
MA	<b>99,39%</b>

	<b>CDM</b> (Departure) target 95%
CGH	<b>98,93%</b>
CSAH	<b>99,02%</b>
MA	<b>99,39%</b>

	<b>BUS</b> (Arrival) target 97%
	<b>99,75%</b>

	<b>BUS</b> (Departure) target 97%
	<b>100,00%</b>


	<b>PUNCTUALITY</b> (Arrival) target 75%
CGH customers	<b>75,13%</b>
CSAH customers	<b>74,61%</b>
MA customers	<b>79,35%</b>

	<b>PUNCTUALITY</b> (Departure) target 70%
CGH	<b>74,87%</b>
CSAH	<b>90,29%</b>
MA	<b>84,51%</b>

	<b>PRM</b> (Assistance) target ?%
	<b>100,00%</b>

	<b>PRM</b> (Prebooked) target 75%
	<b>45,88%</b>

	<b>MVT&amp;LDM</b> (Arrival) target 99%
CGH customers	<b>86,77%</b>
CSAH customers	<b>92,79%</b>
MA customers	<b>79,08%</b>

	<b>MVT&amp;LDM</b> (Departure) target 99%
CGH customers	<b>97,33%</b>
CSAH customers	<b>98,80%</b>
MA customers	<b>96,46%</b>