



SUPPORTING
EUROPEAN
AVIATION

PRC APOC Performance Study

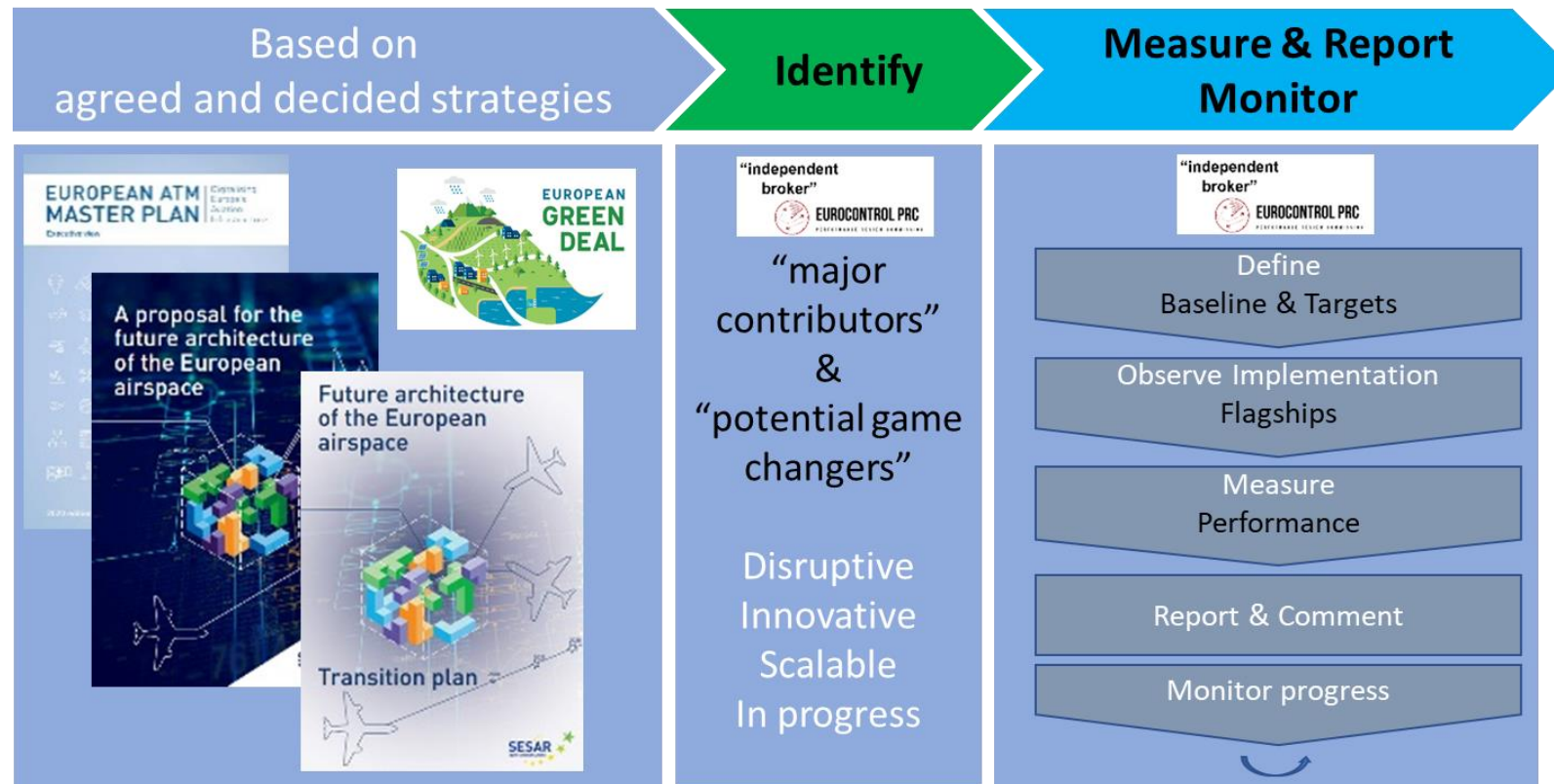
PRC - ACI EUROPE APOC EXCHANGE



10 March 2025

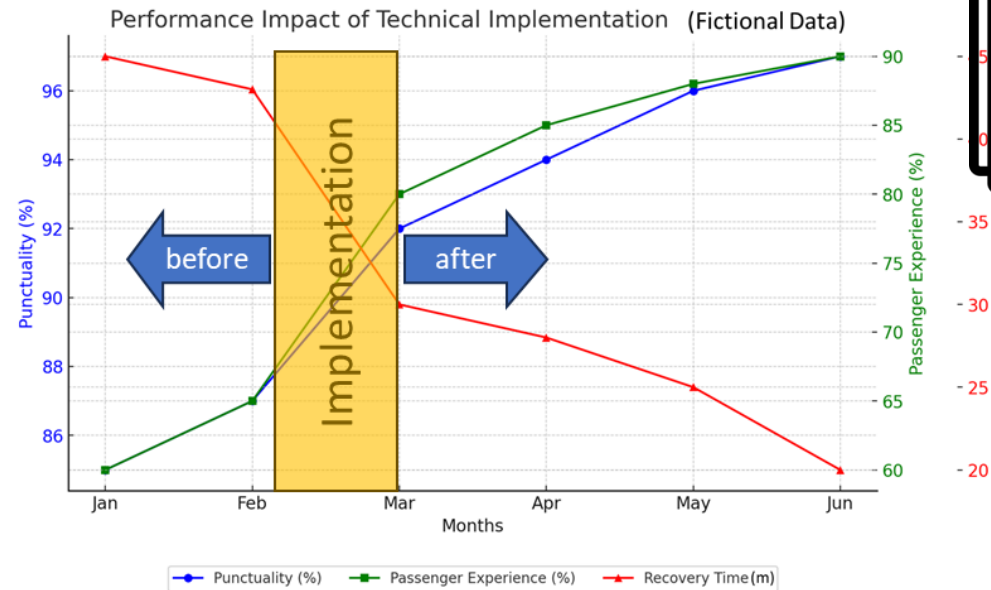
Why?

- Transformation Support Strategy (TSS)
- APOC selected as flagship



What?

- Original objective: Performance assessment
- Evolved into APOC inventory, benefits overview, and performance indicator catalogue



AIRPORT APOC		KEF	BRU	FRA	DUS	HEL	AMS	DUB	CPH	OSL	WAW	ARN	BCN	MAD	PMI	LYS	NCE
		BIKF	EBBR	EDDF	EDDL	EFHK	EGLL	EHAM	EIDW	ENGM	EPWA	ESSA	LEBL	LEMD	LEPA	LFL	LPM
AOC Implementation	Start implementation	2020	2014	2015			2019	2021	2020	2022	2015	2008	2011	2014			
	End implementation	2021	2015	2027	2012		2014	2022	2022	2021	2016	2009	2006	2014	2016	2020	
	Full realisation of benefits	~	2018	2027	2014	~	2015	2022	~	2023	2027	2015	2014				
AOC Stakeholders/Activities/roles	Airport operator																
	ANSP - ATC																
	Slot coordinator																
	Do-ling																
	Main ACDM																
	ANSP - TAMP																
	QAT																
	MET																
	A-CDM																
	Resource Management																
AOC Stakeholders/Activities/roles	Baggage																
	Air security																
	Fire brigade																
	Airport access (train, metro, taxi...)																
	Check in																
	Police																
	Immigration/border control																
	Pax transfer																
	PRM processes																
	Dispatcher Airport Guides																
AOC Stakeholders/Activities/roles	Airport Control - incident monitoring																
	Engineering - Water and power																
	Information desk																
	PAX services / Customer experience																
	Catering																
	Cleaning / Crew Bus																
	Terminal management																
	Passenger Bus transport																
	ICT helpdesk																
	Provision of shooting service (infrastructure)																
Agree	MoU/MoU or similar	x	✓	✓	✓	✓	✓	x	x	x	x	✓	✓	✓	✓	✓	✓
ADP	ADP developed through the APOC?	x	✓	✓	✓	✓	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓

OTP ₁₅ (On Time Performance)
Operated schedules
Departure delay
Reported Pre-departure delays per reason
Take Off Time Calculation Quality (for A-CDM airports)
Additional taxi-out times
Additional taxi-in times
Arrival delay
Actual versus scheduled turnaround times
DDI-G (Delay Difference Indicator – Group)
TDI (Turnaround Delay Indicator)
Off-block Time Predictability (for A-CDM airports)
ATFM Delay Impacting Departures
ATFM Delay Impacting Arrivals
Current, Peak and Average Apron Occupancy
Apron saturation
Recovery from adverse conditions

How?



- Research and review existing documentation
- Questionnaires:
 - Sent to 32 airports: Selection of airports based on research, no official inventory
 - 26 completed questionnaires received

EUROCONTROL PRC
PERFORMANCE REVIEW COMMISSION

PERFORMANCE REVIEW

Working arrangements

Do you have a memorandum of cooperation amongst the local partners? (Written)

Coordination

Other

EUROCONTROL PRC
PERFORMANCE REVIEW COMMISSION

PRC REVIEW OF OPERATIONAL PROJECTS: APOC¹

INTRODUCTION

Description of the project

Name of project	APOC ¹	Airport
ANSPs involved		
ATC units involved		
Airport operator involved		
Main aircraft operators involved		
Ground handlers involved		
Brief description		
Planned cost of project including implementation		
Actual cost of project including implementation (if already available)		
APOC Point of Contact and his/her function		
E-mail address		

Planning for implementation

	Original planning for implementation (Anticipated)	Execution of implementation (Actual)
Start date of implementation	(date)	(date)
End of implementation	(date)	(date)
Full realisation of benefits	(date)	(date)

EXPECTED/ACTUAL BENEFITS

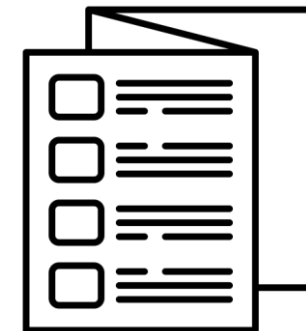
Area	Could you describe the expected benefits?	How do you measure performance changes?	What is the expected vs actual (if available) improvement?
Capacity and Resilience / Delay			
Flights Efficiency / Environment			
Cost Efficiency			
Safety			
Flexibility / Scalability			
Other			

ISSUES AND LESSONS LEARNED

Area	Could you describe the issues during implementation if any?	Has it been solved? If yes, how did you solve it?	Lessons learned and other comments
Regulation			
Technical			

¹ An Airport Operations Centre (APOC) is one form of a ground coordination (GC) arrangement at an airport, whereby operational stakeholders (actors) collaborate for the effective/efficient implementation of an agreed operational plan, in a structured manner with agreed processes, either through physical or virtual interaction.

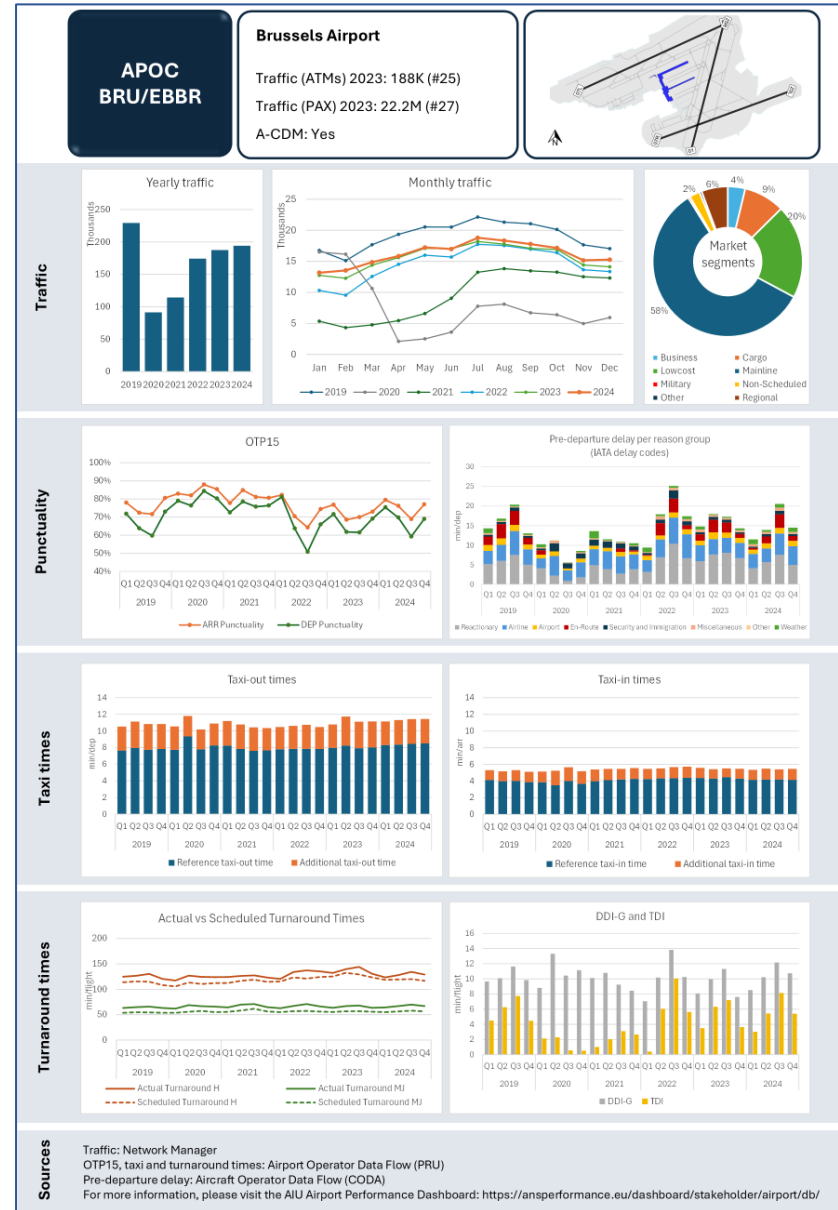
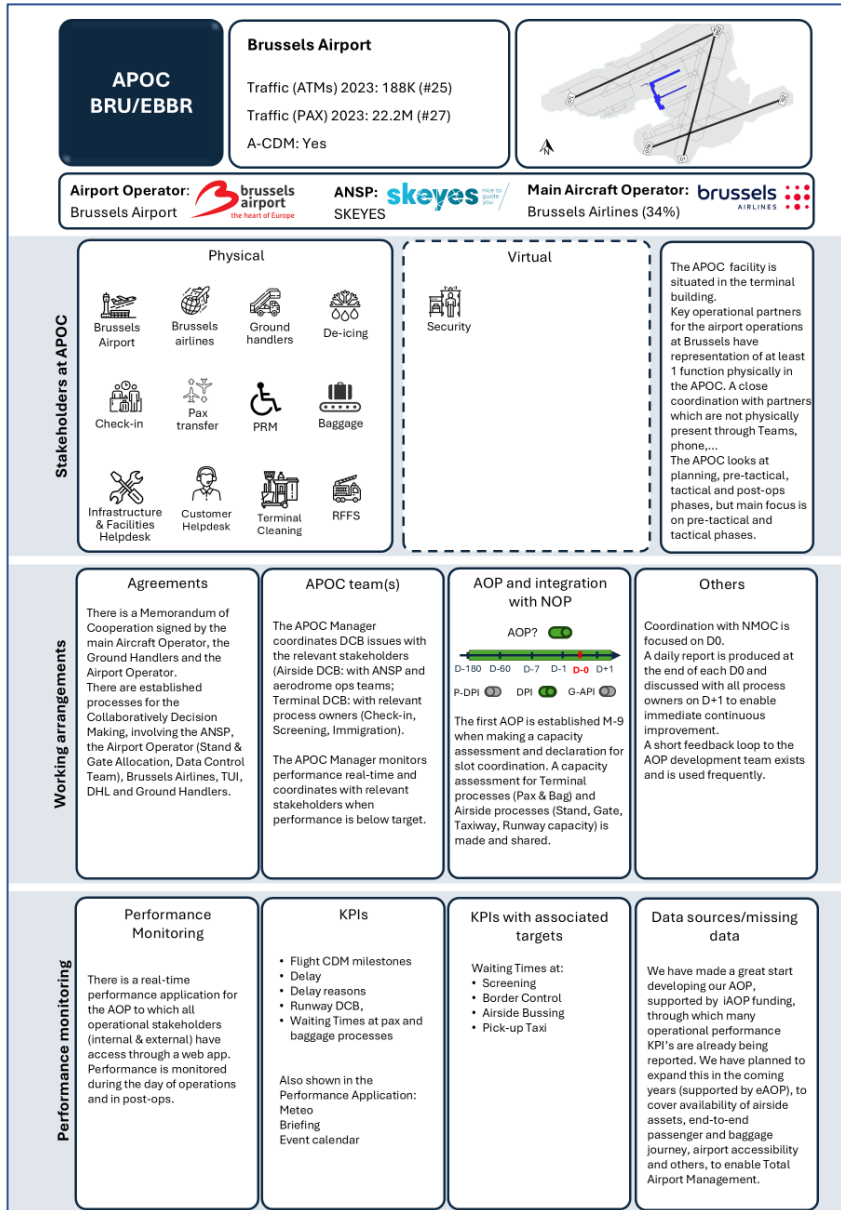
Catalogue indicators



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- Proposed performance indicators and metrics in support of
 - OPS tactical identification of issues
 - POST-OPS review at APOCs
 - Performance assessment of changes in APOC

APOC Factsheets

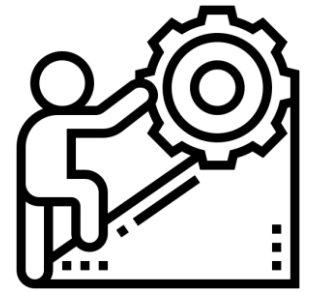


Observed benefits



- Increased **operational awareness** among stakeholders.
- **Better use of infrastructure and staff** through enhanced coordination and resource allocation. Fewer resources needed through centralised roles
- Efficient management and **faster recovery** during adverse or irregular situations
- **Increased predictability and punctuality**
- **Reduced taxi times** and waiting times
- **Enhanced safety** thanks to greater stakeholder awareness through a comprehensive view and improved monitoring of safety indicators
- **A single shared source of truth for all stakeholders.**

Challenges and lessons learned



DATA



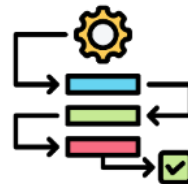
**STAKEHOLDERS
ENGAGEMENT**



**HR & CHANGE
MANAGEMENT**



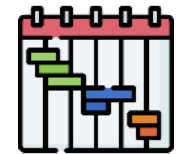
**IT & SYSTEMS
INTEGRATION**



**STANDARD
PROCEDURES**



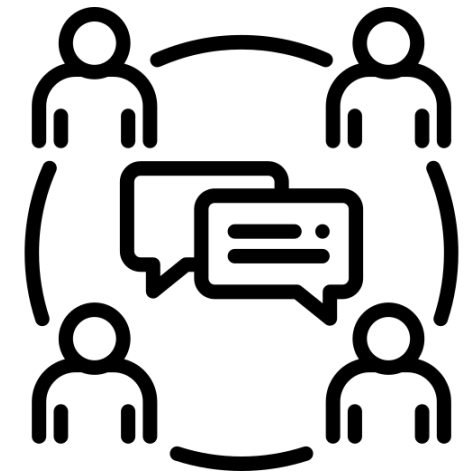
WORKSPACE



**PROJECT
MANAGEMENT**

The APOC Exchange

- Organised in response to some of the feedback received through the questionnaires. Lack of a proper APOC forum and standardisation, exchange between APOCs...
- A one time meeting, might turn into a regular one if the participants deem it necessary.
- Post-workshop survey to collect feedback



So, what's next on PRC's side?

- Continue monitoring airport performance
- Extend the work on the indicators proposed in this catalogue but not analysed at this point.
- The AIU to continue developing our product portfolio on airports, including a redesign of the Airport Performance Dashboard.



And what's next for the APOCs?

- We hope the study provides you with a proper overview of the different implementations across Europe.
- Ideally, APOCs should work on agreed and common definitions of performance indicators for benchmarking but also for common understanding.
- Further work on performance indicators and performance review activities to be done.



Performance Review Commission



SUPPORTING
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AVIATION

Thank you!

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