Swedavia Airports

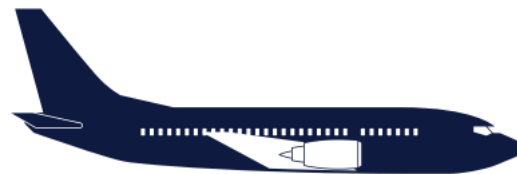# Round table 5:
Airport Performance monitoring

From lagging to leading

Daniel Skoglund
Head of Tactical Planning & Support
Stockholm Arlanda APOC

Across Sweden and to the world beyond

Swedavia's ten airports form a network that links Sweden together – and connects Sweden to the rest of the world.

32.1 million passengers 2023

322 direct destinations from the airports

64 airlines at the airports

527 routes from the airports

Kiruna Airport

Luleå Airport

Umeå Airport

Åre / Östersund Airport

Stockholm Arlanda Airport

Bromma Stockholm Airport

Göteborg Landvetter Airport

Visby Airport

Ronneby Airport
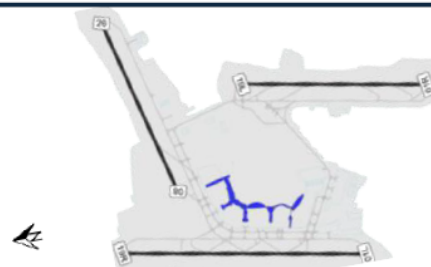
Malmö Airport

Stockholm Arlanda APOC

APOC ARN/ESSA

Stockholm Arlanda Airport

Traffic (ATMs) 2024: 191K (#26)

Traffic (PAX) 2024: 22.8M (#28)

A-CDM: No

Airport Operator: Swedavia — Swedavia Airports

ANSP: LFV — LFV

Main Aircraft Operator: SAS (37%) — SAS

Stakeholders at APOC

Physical

- Security
- Baggage
- Check-in
- PRM
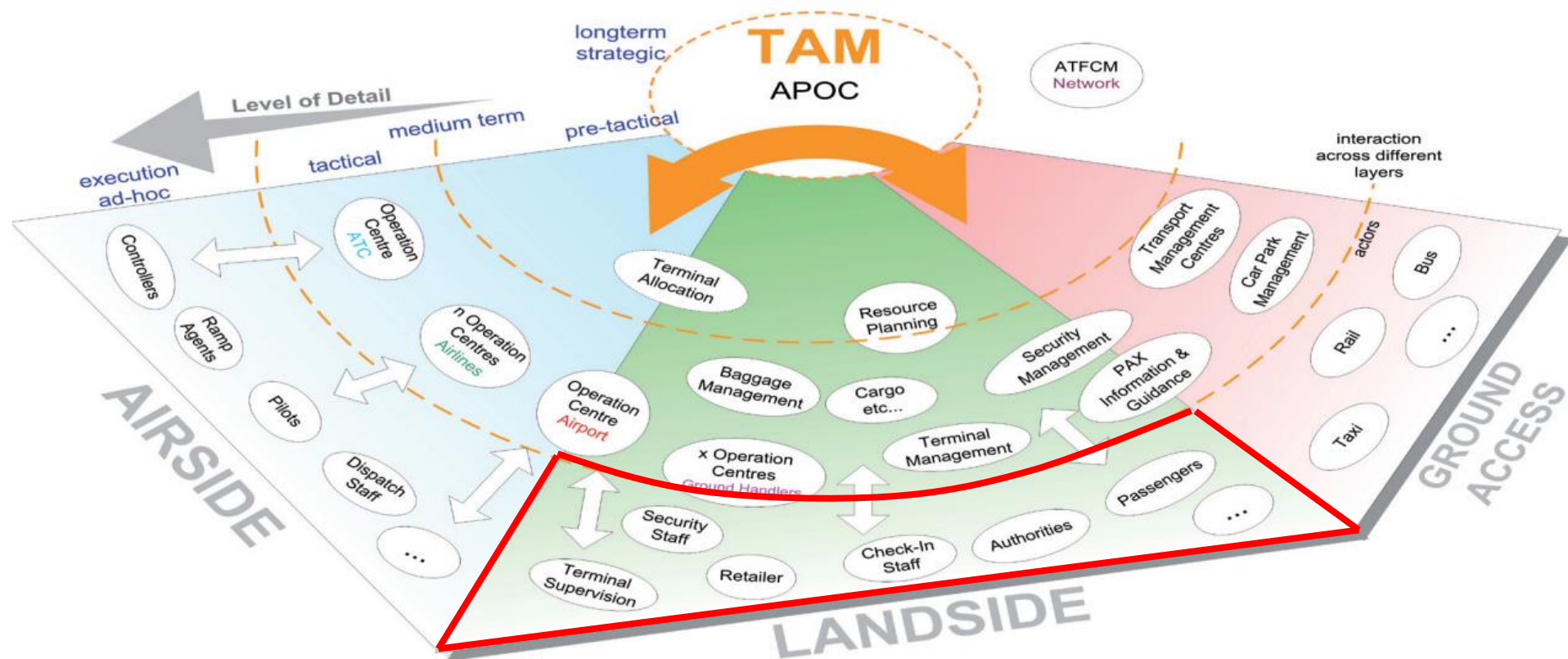
Virtual

- Swedavia
- LFV

The APOC facility is situated in the TWR building.
The APOC is lead by the APOC Supervisor who is mandated by the Airport Director to handle the day-to-day operation at the airport. The APOC supervisor only looks at tactical phase,
The pre-tactical team is situated in the APOC so they are in close collaboration with the APOC Supervisor.
The APOC is also surveilling multiple Swedavia airports.

- Kiruna Airport
- Luleå Airport
- Umeå Airport
- Åre Östersund Airport
- Stockholm Arlanda Airport
- Bromma Stockholm Airport
- Visby Airport
- Göteborg Landvetter Airport
- Ronneby Airport
- Malmö Airport
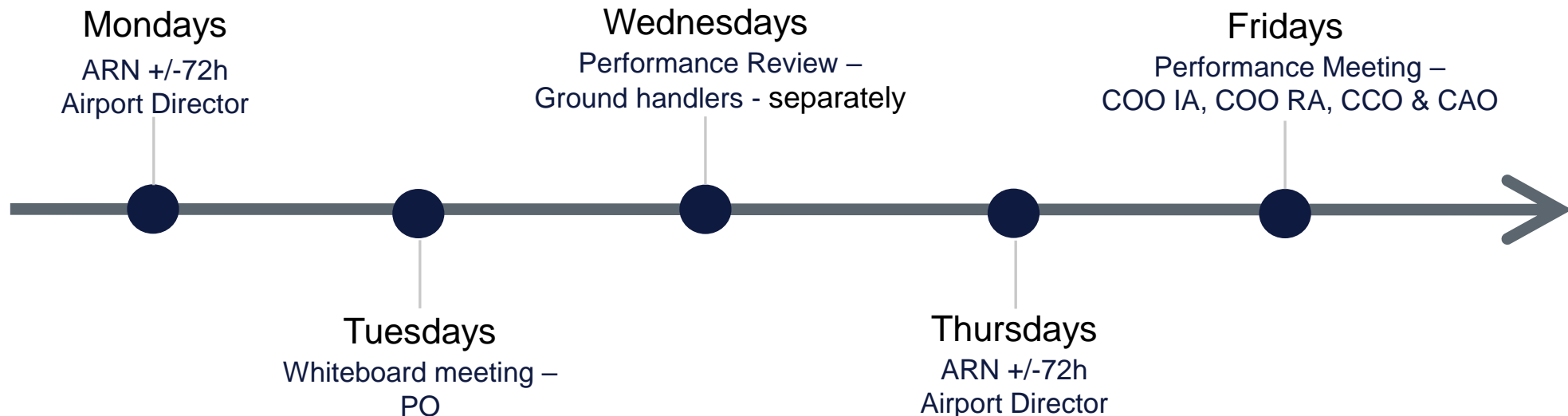
Arlanda APOC

Swedavia performance monitoring process

Day of operations

- Monitoring of punctuality and delay codes per airline/handler to detect trends
  - Drilldown on AF87 and PW19 delays
  - All delays are categorized and drilled down based on process and root cause
- Monitoring via different tools
  - Digital: Waiting times, transfers, first/last bag, NOP portal, etc…
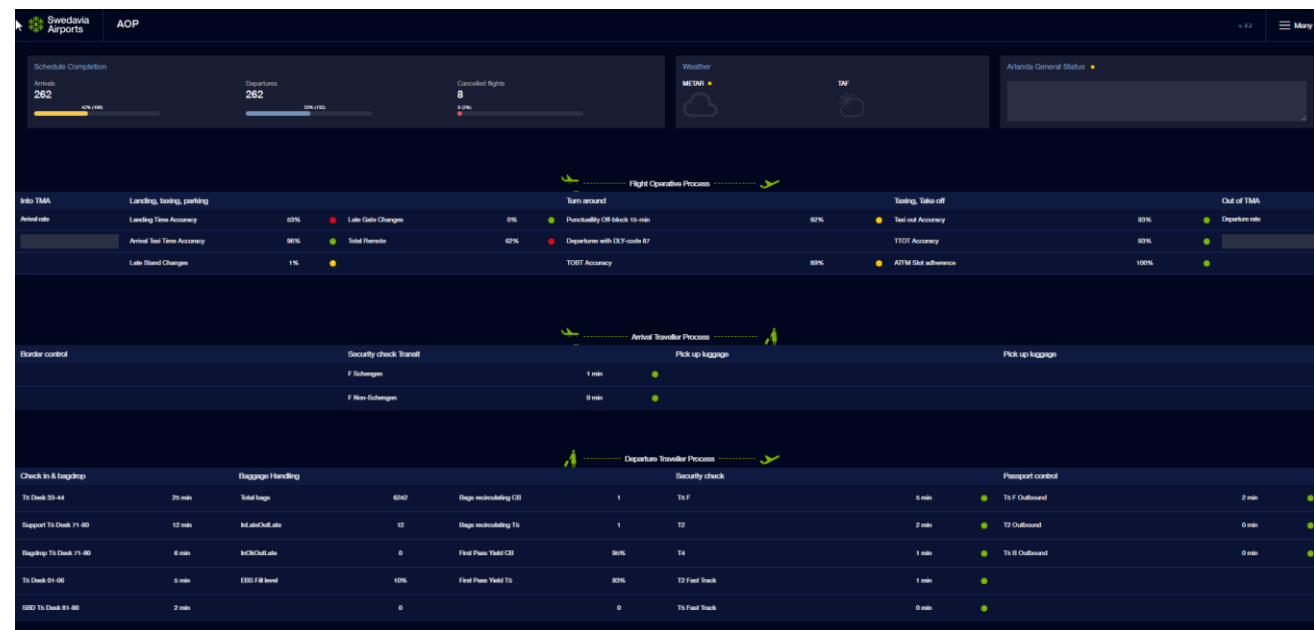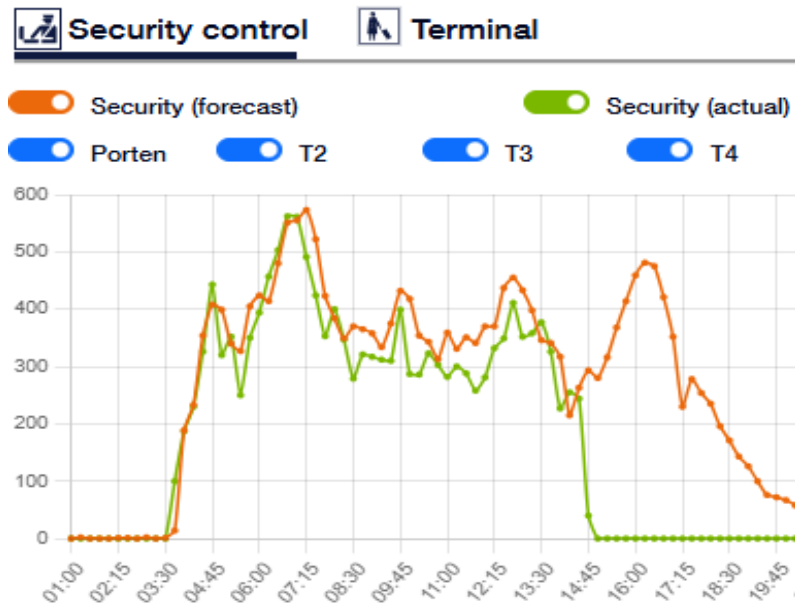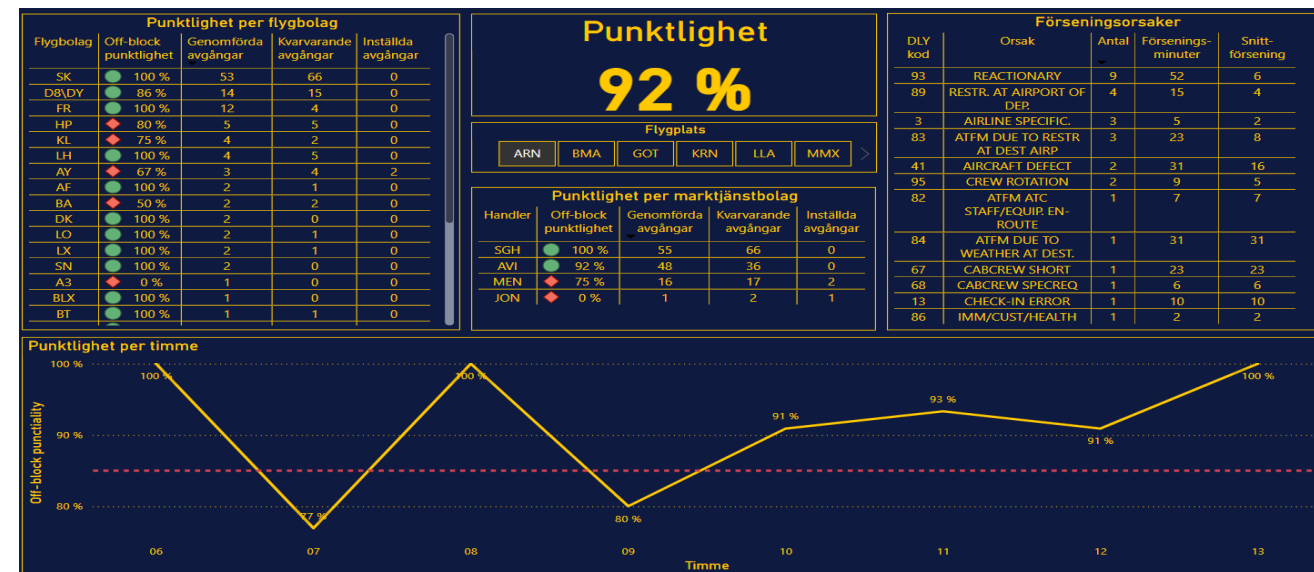 - Analogue: CCTV, Phone, Radio, *gut feeling…*

Weekly

- **Monday - Thursday**
  - ARN +/- 72h where APOC reports deviations to the Airport Director and key Swedavia actors
  - Predicted problems and/or imbalances is shared
- **Tuesday**
  - Whiteboard meeting per process and main process
- **Wednesdays**
  - Performance Review with the G/H separately
- **Friday**
  - Performance meeting with Swedavia C-Level
  - Punctuality, delay codes, escalations from APOC

Mondays
ARN +/-72h
Airport Director

Tuesdays
Whiteboard meeting –
PO

Wednesdays
Performance Review –
Ground handlers - separately

Thursdays
ARN +/-72h
Airport Director

Fridays
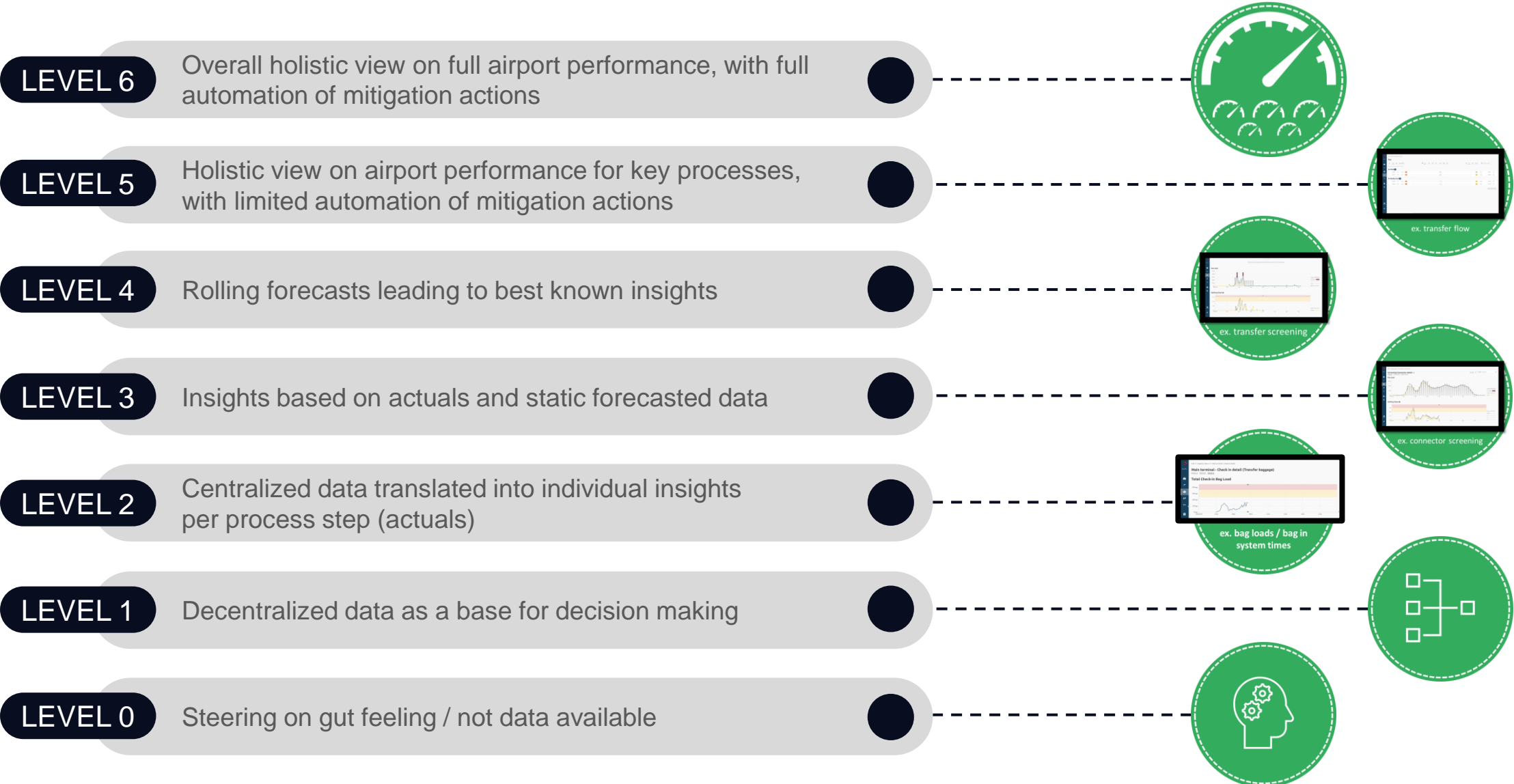Performance Meeting –
COO IA, COO RA, CCO & CAO

How your APOC collects performance and punctuality data?

Examples on "lagging" dashboards from Stockholm Arlanda

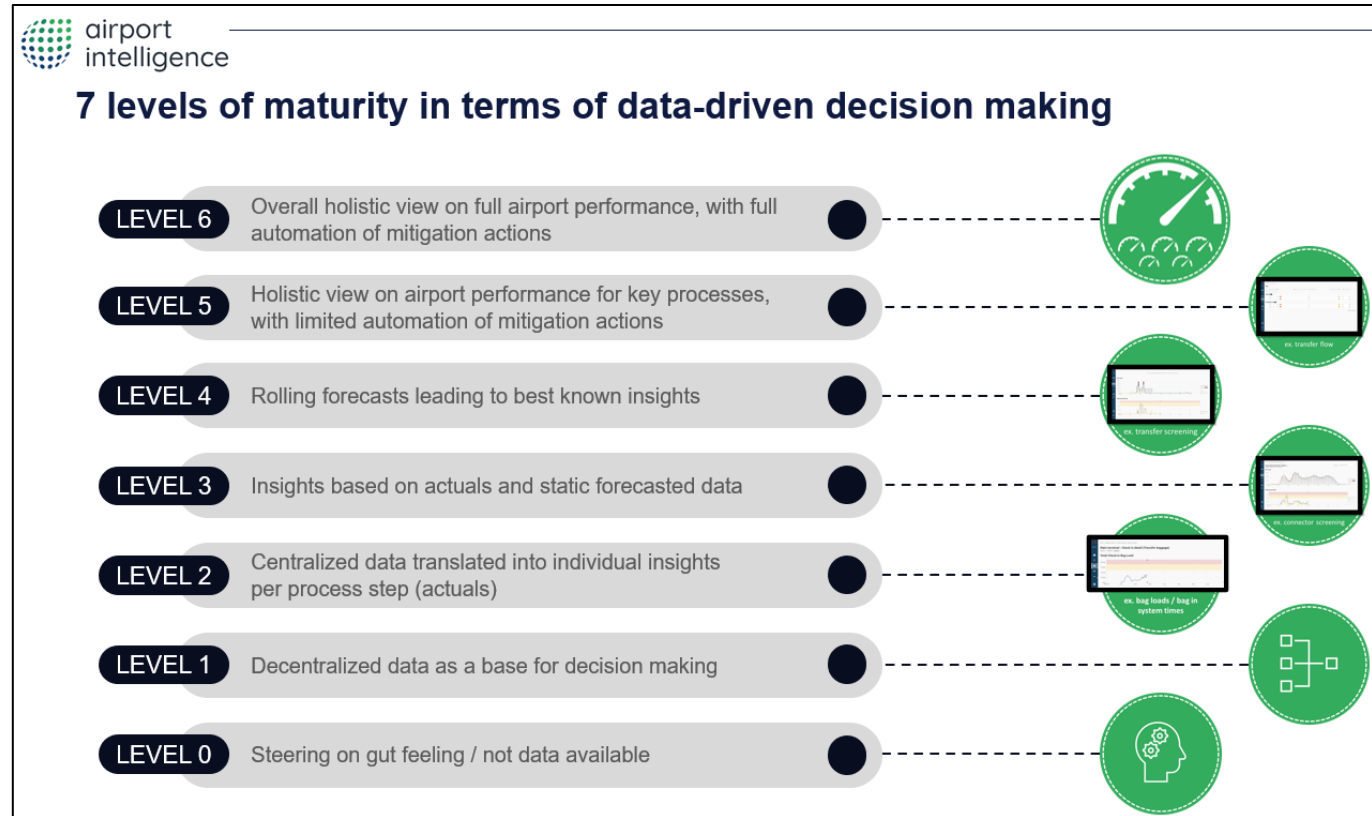# 7 levels of maturity in terms of data-driven decision making

LEVEL 6 — Overall holistic view on full airport performance, with full automation of mitigation actions

LEVEL 5 — Holistic view on airport performance for key processes, with limited automation of mitigation actions

LEVEL 4 — Rolling forecasts leading to best known insights

LEVEL 3 — Insights based on actuals and static forecasted data

LEVEL 2 — Centralized data translated into individual insights per process step (actuals)

LEVEL 1 — Decentralized data as a base for decision making

LEVEL 0 — Steering on gut feeling / not data available

ex. transfer flow

ex. transfer screening

ex. connector screening

ex. bag loads / bag in system times

Discussion

- How is data used to steer the tactical operation at your airport?

- Do you have any "Proactive KPI:s"?

- How do you collaborate with other stakeholders to steer the operations?

- Based on the 7 levels, how would you rate your APOC's ability to steer tactical operations based on data?

Swedavia Airports