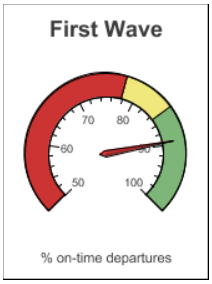
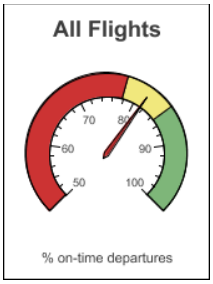
Operational Performance Reporting
Manchester Airport
February 2019



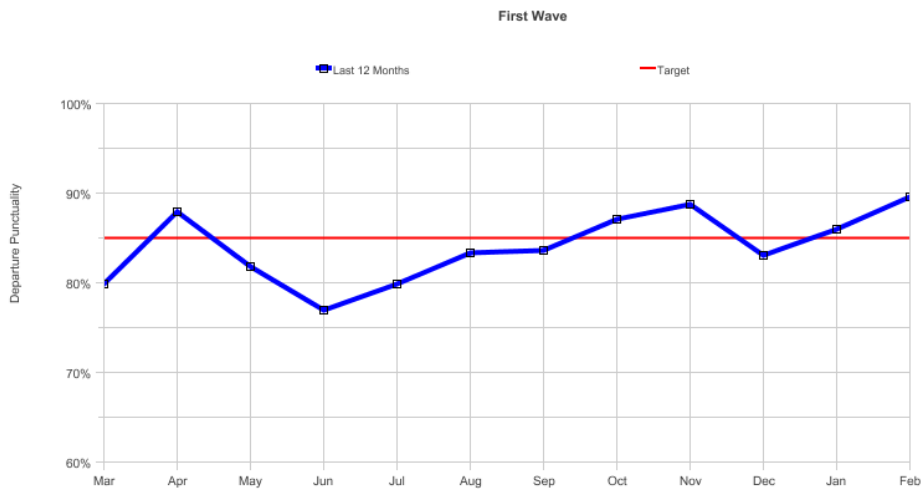
Departure Punctuality - Feb-19

	Last Month	Last Year	% Change	Target	Var to Target
First Wave	89.6%	85.4%	4.2%	85.0%	4.6%
Not First Wave	79.1%	72.9%	6.2%	85.0%	-5.9%
Grand Total	**81.5%**	**75.6%**	**5.9%**	**85.0%**	**-3.5%**



Departure Punctuality - Last 12 Months

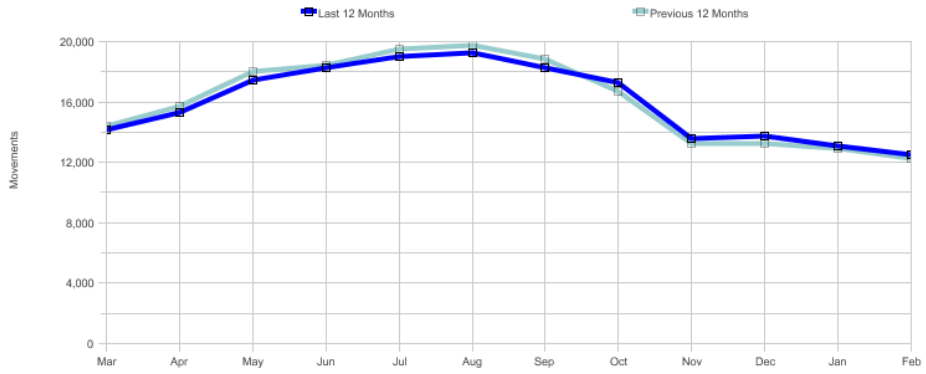
	This Year	Prev Year	% Change	Target	Var to Target
First Wave	83.7%	82.5%	1.2%	82.0%	1.7%
Not First Wave	69.3%	70.5%	(1.2%)	82.0%	-12.7%
Grand Total	**72.3%**	**73.1%**	**(0.7%)**	**82.0%**	**-9.7%**



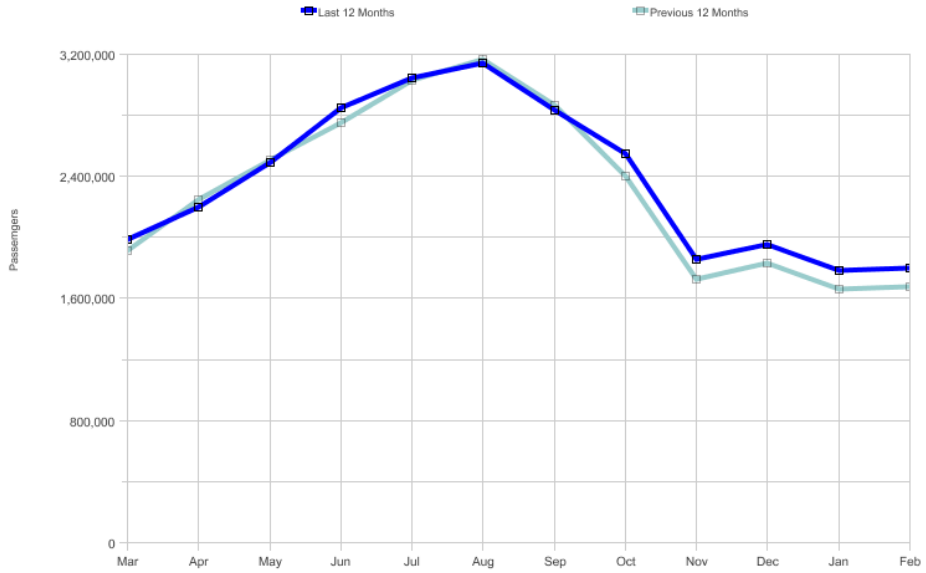
ATMs and Passenger Volumes

		MTD						YTD					
Terminal	Flight	Passengers	Last Year Passengers	Change %	Movements	Last Year Movements	Change %	Passengers	Last Year Passengers	Change %	Movements	Last Year Movements	Change %
Terminal 1	Arriving	415,944	422936	-2%	2668	2717	-2%	6,334,726	6199351	2%	37966	37382	2%
	Departing	423,672	431837	-2%	2660	2712	-2%	6,257,640	6166125	1%	37936	37330	2%
Terminal 1 Total		**839,616**	**854773**	**-2%**	**5328**	**5429**	**-2%**	**12,592,366**	**12365476**	**2%**	**75902**	**74712**	**2%**
Terminal 2	Arriving	169,136	132458	28%	815	641	27%	2,723,637	2830080	-4%	12577	14091	-11%
	Departing	178,589	136566	31%	821	641	28%	2,709,753	2813394	-4%	12538	13947	-10%
Terminal 2 Total		**347,725**	**269024**	**29%**	**1636**	**1282**	**28%**	**5,433,390**	**5643474**	**-4%**	**25115**	**28038**	**-10%**
Terminal 3	Arriving	303,757	277592	9%	2783	2786	-0%	4,247,179	3940303	8%	38430	37957	1%
	Departing	305,195	278516	10%	2780	2785	-0%	4,220,609	3922914	8%	38431	37955	1%
Terminal 3 Total		**608,952**	**556108**	**10%**	**5563**	**5571**	**-0%**	**8,467,788**	**7863217**	**8%**	**76861**	**75912**	**1%**
Grand Total		1,796,293	1679905	7%	12527	12282	2%	26,493,544	25872167	2%	177878	178662	-0%

Volume of Movements last 12 Months

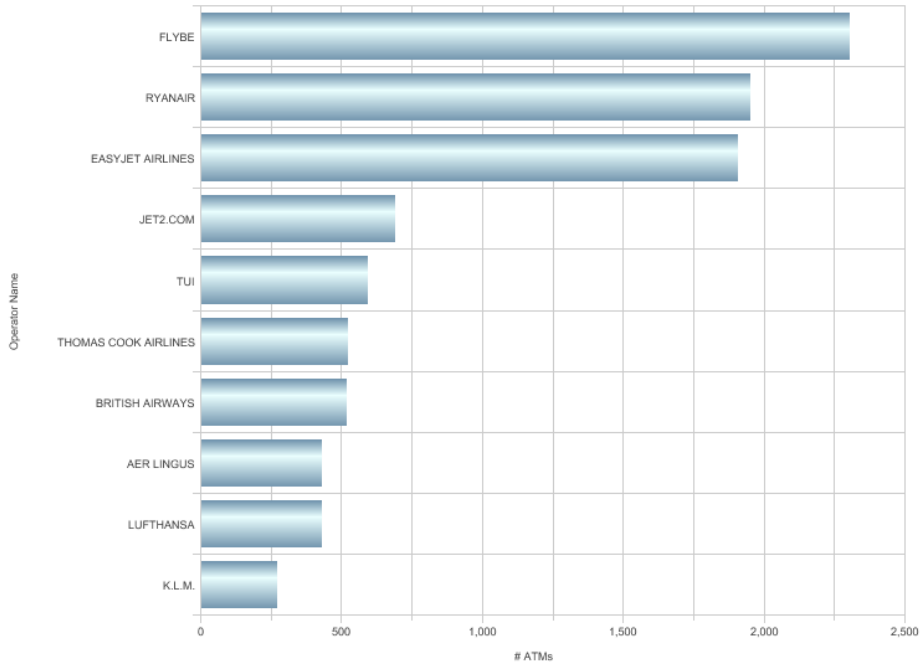


Volume of Passengers last 12 months



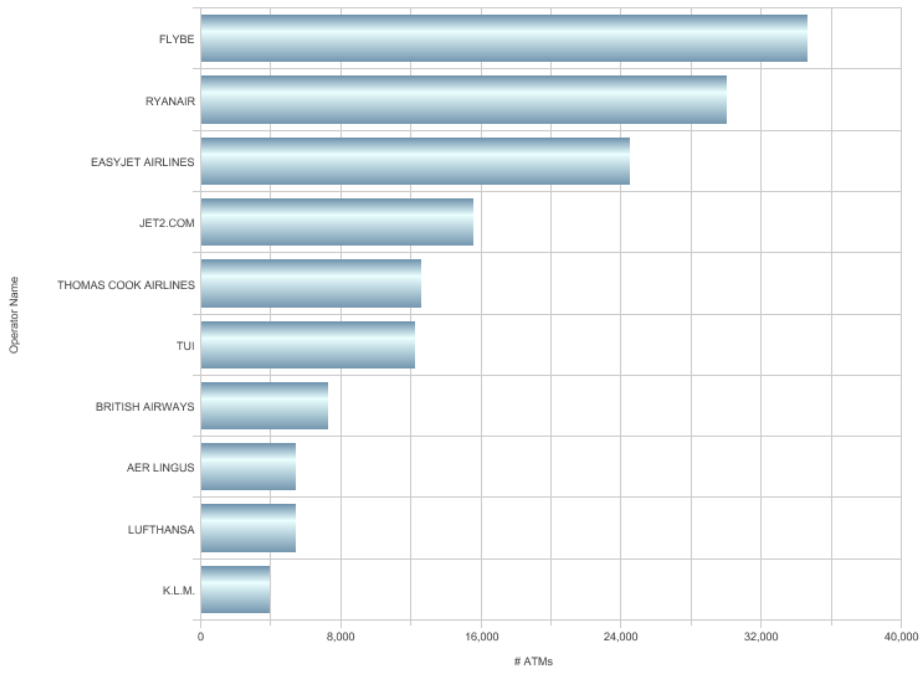
Monthly Airline Movements Top 10

Operator Name	Operator IATA Code	# ATMs	% of ATMs	# Delays	% Flights with no Delay
FLYBE	BE	2307	23.9%	417	82%
RYANAIR	FR	1955	20.3%	274	86%
EASYJET AIRLINES	EZY	1910	19.8%	330	83%
JET2.COM	LS	691	7.2%	104	85%
TUI	TOM	596	6.2%	149	75%
THOMAS COOK AIRLINES	MT	524	5.4%	115	78%
BRITISH AIRWAYS	BA	520	5.4%	91	83%
AER LINGUS	EI	434	4.5%	60	86%
LUFTHANSA	LH	433	4.5%	58	87%
K.L.M.	KL	272	2.8%	36	87%
Grand Total		**9642**	**100.0%**	**1634**	**83%**



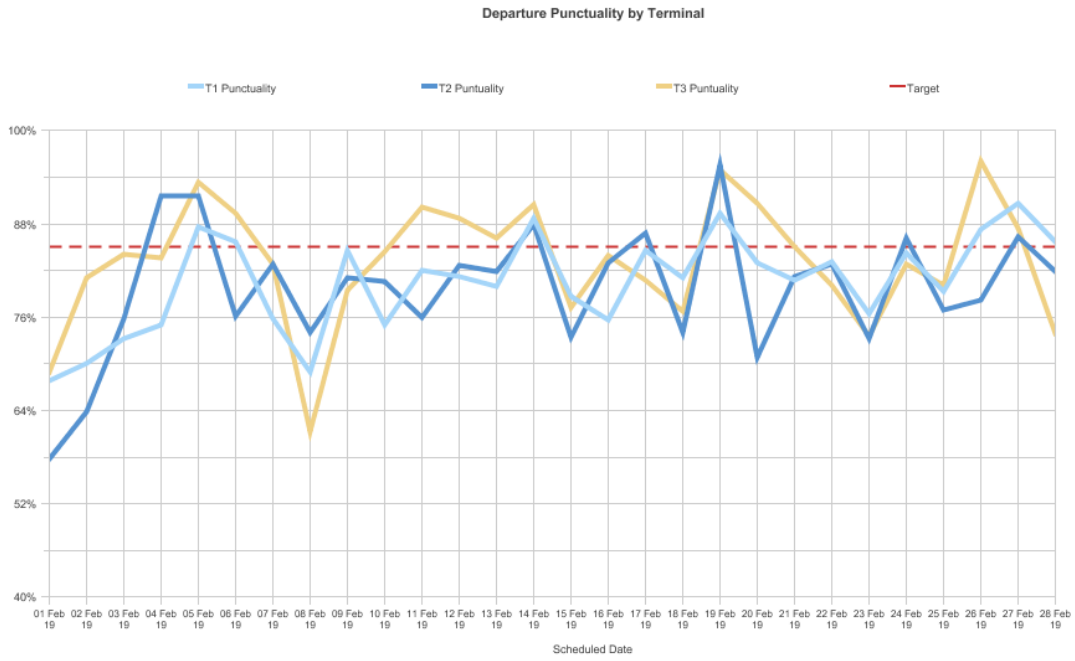
Yearly Airline Movements Top 10

Operator Name	Operator IATA Code	# ATMs	% of Total ATMs	# Delays	% Flights with no Delay
FLYBE	BE	34696	18%	7769	78%
RYANAIR	FR	30052	16%	8825	71%
EASYJET AIRLINES	EZY	24511	13%	7161	71%
JET2.COM	LS	15638	8%	3542	77%
THOMAS COOK AIRLINES	MT	12589	7%	4343	66%
TUI	TOM	12237	6%	4304	65%
BRITISH AIRWAYS	BA	7316	4%	1523	79%
AER LINGUS	EI	5462	3%	1067	80%
LUFTHANSA	LH	5445	3%	1334	76%
K.L.M.	KL	3961	2%	669	83%
Grand Total		151907	79%	40537	73%


FLYBE
RYANAIR
EASYJET AIRLINES
JET2.COM
THOMAS COOK AIRLINES
TUI
BRITISH AIRWAYS
AER LINGUS
LUFTHANSA
K.L.M.
Operator Name
0
8,000
16,000
24,000
32,000
40,000
ATMs

Departure Punctuality by Terminal

T1 Punctuality	T2 Puntuality	T3 Puntuality
80.41%	79.66%	83.02%



First Wave Departure Punctuality

Operator Name	Operator IATA Code	# Movements	% of Movements	Punctuality %
RYANAIR	FR	211	15.0%	97.63%
K.L.M.	KL	28	2.0%	96.43%
EASYJET AIRLINES	EZY	351	24.9%	94.30%
LUFTHANSA	LH	53	3.8%	90.57%
JET2.COM	LS	202	14.4%	87.13%
FLYBE	BE	174	12.4%	85.06%
THOMAS COOK AIRLINES	MT	138	9.8%	84.06%
BRITISH AIRWAYS	BA	67	4.8%	83.58%
TUI	TOM	160	11.4%	83.13%
BRUSSELS AIRLINES	SN	23	1.6%	82.61%
Grand Total		**1407**	**100.0%**	**89.55%**

Monthly Airline Performance by Departure Punctuality

Departing Punctuality Ranking	Operator Name	Operator IATA Code	Movements	Movements	Arriving Punctuality	Departing Punctuality	Punctuality Change (Dep-Arr)	Inbound Baggage
1	AIR ARABIA	3O	14	0.1%	100%	100%	0%	57%
1	ROYAL AIR MAROC	AT	8	0.1%	100%	100%	0%	100%
1	IRAQI AIRWAYS	IA	8	0.1%	100%	100%	0%	75%
1	AMERICAN AIRLINES	AA	46	0.4%	88%	100%	13%	96%
5	ICELANDAIR	FI	56	0.4%	93%	96%	4%	89%
6	SAUDIA ARABIAN AIRLINES	SV	48	0.4%	75%	96%	21%	83%
7	ETHIOPIAN	ET	32	0.3%	81%	94%	13%	94%
8	EUROWINGS	EW	188	1.5%	95%	94%	(1%)	97%
9	SINGAPORE AIRLINES	SQ	80	0.6%	98%	93%	(5%)	100%
10	CATHAY PACIFIC	CX	52	0.4%	58%	92%	35%	81%
11	LOGANAIR	LM	226	1.8%	89%	92%	3%	96%
12	QATAR AIRWAYS	QR	144	1.2%	93%	90%	(3%)	100%
13	AUSTRIAN AIRLINES	OS	48	0.4%	88%	88%	0%	96%
14	AIR FRANCE	AF	170	1.4%	91%	87%	(4%)	91%
15	LUFTHANSA	LH	433	3.5%	87%	87%	(0%)	96%
16	JET2.COM	LS	691	5.5%	84%	86%	2%	99%
17	RYANAIR	FR	1,955	15.6%	87%	85%	(1%)	98%
18	K.L.M.	KL	272	2.2%	88%	85%	(3%)	96%
19	BRUSSELS AIRLINES	SN	146	1.2%	88%	85%	(3%)	95%
20	SAS SCANDINAVIAN AIRLINES	SK	244	2.0%	84%	84%	(1%)	98%
21	VIRGIN ATLANTIC AIRWAYS	VS	119	1.0%	80%	83%	4%	100%
22	EASYJET AIRLINES	EZY	1,910	15.3%	82%	83%	1%	90%
23	AER LINGUS	EI	434	3.5%	89%	83%	(7%)	87%
24	UNITED	UA	56	0.4%	86%	82%	(4%)	96%
25	FLYBE	BE	2,307	18.4%	83%	81%	(2%)	95%
26	THOMAS COOK AIRLINES	MT	524	4.2%	76%	80%	4%	92%
27	AURIGNY AIR SERVICES	GR	110	0.9%	87%	80%	(7%)	98%
28	BRITISH AIRWAYS	BA	520	4.2%	85%	80%	(6%)	89%
29	FINNAIR	AY	112	0.9%	82%	79%	(4%)	77%
30	IBERIA EXPRESS	I2	16	0.1%	88%	75%	(13%)	88%
30	TITAN AIRWAYS	ZT	15	0.1%	86%	75%	(11%)	57%
30	EASYJET SWITZERLAND	EZS	8	0.1%	75%	75%	0%	100%
33	TUI	TOM	596	4.8%	75%	75%	(1%)	93%
34	AIR PORTUGAL	TP	84	0.7%	83%	71%	(12%)	74%
34	OMAN AIR	WY	56	0.4%	68%	71%	4%	100%
36	P.I.A.	PK	66	0.5%	70%	70%	0%	48%
37	SWISS INTERNATIONAL AIR LINES	LX	119	1.0%	77%	66%	(11%)	95%
38	JET AIRWAYS	9W	40	0.3%	95%	65%	(30%)	25%
39	HAINAN AIRLINES	HU	24	0.2%	83%	58%	(25%)	83%
40	ETIHAD AIRWAYS	EY	112	0.9%	98%	57%	(41%)	100%
41	NORWEGIAN AIR SHUTTLE	DY	64	0.5%	75%	56%	(19%)	100%
42	VUELING AIRLINES	VY	52	0.4%	69%	54%	(15%)	100%
43	EMIRATES	EK	169	1.4%	71%	50%	(21%)	87%
44	TURKISH AIRLINES	TK	112	0.9%	77%	46%	(30%)	84%
45	AIR TRANSAT	TS	16	0.1%	38%	13%	(25%)	100%
46	AEGEAN AIRLINES	A3	8	0.1%	0%	0%	0%	75%
Grand Total			**12,510**	**100.0%**	**84%**	**81%**	**(2%)**	**93%**

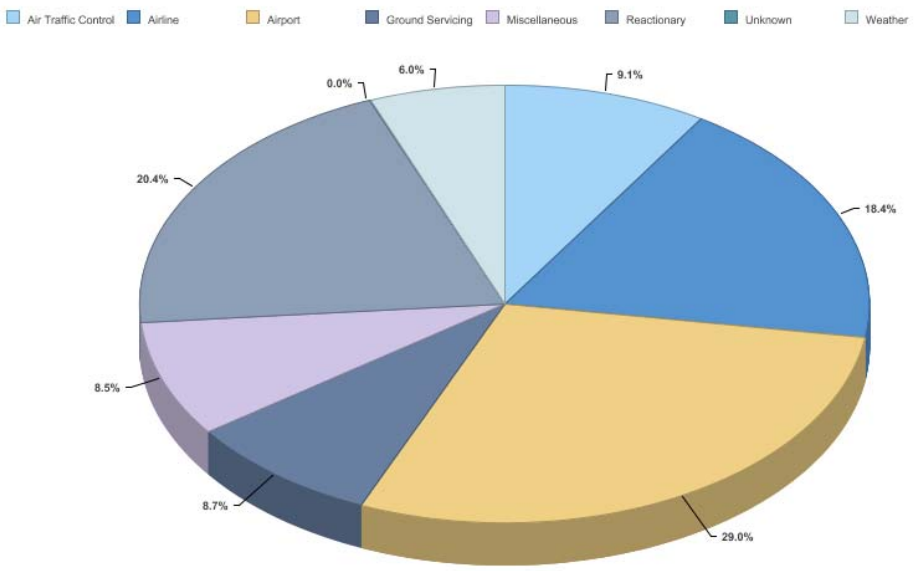
Monthly Airline Performance by Punctuality Change (difference between Arrival OTP and Departure OTP)

Punctuality Change Ranking	Operator Name	Operator IATA Code	Movements	Movements	Arriving Punctuality	Departing Punctuality	Punctuality Change (Dep-Arr)	Inbound Baggage
1	CATHAY PACIFIC	CX	52	0.4%	58%	92%	35%	81%
2	SAUDIA ARABIAN AIRLINES	SV	48	0.4%	75%	96%	21%	83%
3	AMERICAN AIRLINES	AA	46	0.4%	88%	100%	13%	96%
3	ETHIOPIAN	ET	32	0.3%	81%	94%	13%	94%
5	THOMAS COOK AIRLINES	MT	524	4.2%	76%	80%	4%	92%
6	VIRGIN ATLANTIC AIRWAYS	VS	119	1.0%	80%	83%	4%	100%
7	ICELANDAIR	FI	56	0.4%	93%	96%	4%	89%
7	OMAN AIR	WY	56	0.4%	68%	71%	4%	100%
9	LOGANAIR	LM	226	1.8%	89%	92%	3%	96%
10	JET2.COM	LS	691	5.5%	84%	86%	2%	99%
11	EASYJET AIRLINES	EZY	1,910	15.3%	82%	83%	1%	90%
12	AIR ARABIA	3O	14	0.1%	100%	100%	0%	57%
12	ROYAL AIR MAROC	AT	8	0.1%	100%	100%	0%	100%
12	IRAQI AIRWAYS	IA	8	0.1%	100%	100%	0%	75%
12	AUSTRIAN AIRLINES	OS	48	0.4%	88%	88%	0%	96%
12	EASYJET SWITZERLAND	EZS	8	0.1%	75%	75%	0%	100%
12	P.I.A.	PK	66	0.5%	70%	70%	0%	48%
12	AEGEAN AIRLINES	A3	8	0.1%	0%	0%	0%	75%
19	LUFTHANSA	LH	433	3.5%	87%	87%	(0%)	96%
20	SAS SCANDINAVIAN AIRLINES	SK	244	2.0%	84%	84%	(1%)	98%
21	TUI	TOM	596	4.8%	75%	75%	(1%)	93%
22	EUROWINGS	EW	188	1.5%	95%	94%	(1%)	97%
23	RYANAIR	FR	1,955	15.6%	87%	85%	(1%)	98%
24	FLYBE	BE	2,307	18.4%	83%	81%	(2%)	95%
25	BRUSSELS AIRLINES	SN	146	1.2%	88%	85%	(3%)	95%
26	QATAR AIRWAYS	QR	144	1.2%	93%	90%	(3%)	100%
27	K.L.M.	KL	272	2.2%	88%	85%	(3%)	96%
28	AIR FRANCE	AF	170	1.4%	91%	87%	(4%)	91%
29	UNITED	UA	56	0.4%	86%	82%	(4%)	96%
29	FINNAIR	AY	112	0.9%	82%	79%	(4%)	77%
31	SINGAPORE AIRLINES	SQ	80	0.6%	98%	93%	(5%)	100%
32	BRITISH AIRWAYS	BA	520	4.2%	85%	80%	(6%)	89%
33	AER LINGUS	EI	434	3.5%	89%	83%	(7%)	87%
34	AURIGNY AIR SERVICES	GR	110	0.9%	87%	80%	(7%)	98%
35	SWISS INTERNATIONAL AIR LINES	LX	119	1.0%	77%	66%	(11%)	95%
36	TITAN AIRWAYS	ZT	15	0.1%	86%	75%	(11%)	57%
37	AIR PORTUGAL	TP	84	0.7%	83%	71%	(12%)	74%
38	IBERIA EXPRESS	I2	16	0.1%	88%	75%	(13%)	88%
39	VUELING AIRLINES	VY	52	0.4%	69%	54%	(15%)	100%
40	NORWEGIAN AIR SHUTTLE	DY	64	0.5%	75%	56%	(19%)	100%
41	EMIRATES	EK	169	1.4%	71%	50%	(21%)	87%
42	HAINAN AIRLINES	HU	24	0.2%	83%	58%	(25%)	83%
42	AIR TRANSAT	TS	16	0.1%	38%	13%	(25%)	100%
44	JET AIRWAYS	9W	40	0.3%	95%	65%	(30%)	25%
45	TURKISH AIRLINES	TK	112	0.9%	77%	46%	(30%)	84%
46	ETIHAD AIRWAYS	EY	112	0.9%	98%	57%	(41%)	100%
Grand Total			**12,510**	**100.0%**	**84%**	**81%**	**(2%)**	**93%**

Monthly Delay Analysis by Airline

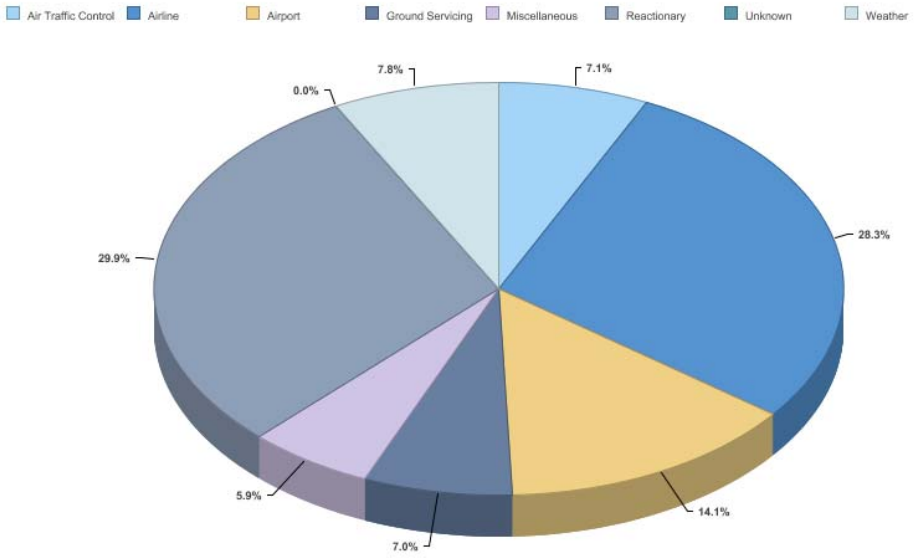
Operator Name	Total Delay Incidents	Air Traffic Delays	Airline Delays	Airport Delays	Ground Servicing Delays	Misc Delays	Reactionary Delays	Weather Delays
EASYJET AIRLINES	654	43	120	218	95	68	76	34
FLYBE	652	13	161	141	62	123	120	32
RYANAIR	651	51	120	266	32	9	126	47
TUI	236	27	42	103	17	20	22	5
JET2.COM	156	40	34	52	13	2	2	13
BRITISH AIRWAYS	136	5	20	24	20	4	42	21
LUFTHANSA	134	16	17	40		13	46	2
EMIRATES	132	32	6	12	17	15	36	14
THOMAS COOK AIRLINES	105	14	41	31	7	1	4	7
TURKISH AIRLINES	100	30	3	11	7	29	16	4
K.L.M.	83	23	6	16	3	4	21	10
AER LINGUS	71		3	18	5	1	42	2
SWISS INTERNATIONAL AIR LINES	59	11	3	10	3	2	24	6
SAS SCANDINAVIAN AIRLINES	57	1	5	9	6	2	34	
FINNAIR	48	2	10	20	1	1	11	3
ETIHAD AIRWAYS	47	12	3	9	7	6	6	4
BRUSSELS AIRLINES	46	1	9	21	1	2	6	6
AIR PORTUGAL	42	2	2	14	3	3	16	2
QATAR AIRWAYS	32	4	11	8	2	1	5	1
EUROWINGS	31	4	2	15		2	8	
AURIGNY AIR SERVICES	30		1	9	1		16	3
NORWEGIAN AIR SHUTTLE	28	1	6	3	1	3	12	2
LOGANAIR	28		1	6	2	2	16	1
VIRGIN ATLANTIC AIRWAYS	27		9	11	2		3	2
VUELING AIRLINES	27		5	7	1	3	11	
OMAN AIR	24	1	4	2	3	3	10	1
AIR FRANCE	23		4	5	4	1	9	
P.I.A.	22		3	4	2		13	
JET AIRWAYS	17	6	2	5			3	1
SINGAPORE AIRLINES	13		2	4		5	1	
UNITED	12		3	5			4	
AIR TRANSAT	11		6	3			2	
CATHAY PACIFIC	10	1	2	5		1		1
AUSTRIAN AIRLINES	9	6					3	
AMERICAN AIRLINES	7		3	1	1		2	
AEGEAN AIRLINES	7	1		2			4	
EASYJET SWITZERLAND	7			2	2		3	
HAINAN AIRLINES	6		1		1	1		3
IBERIA EXPRESS	6			2	1	1	2	
TITAN AIRWAYS	6	1	1	1		2	1	
ETHIOPIAN	4		1	1	2			
ICELANDAIR	3		1	1			1	
CONDOR	2		1	1				
PREMIERE HANDLING	2			1		1		
ROYAL AIR MAROC	1						1	
CORENDON AIRLINES EUROPE	1						1	
SAUDIA ARABIAN AIRLINES	1				1			
Grand Total		**348**	**674**	**1119**	**325**	**331**	**781**	**227**

Percentage of Delays - By Event



Delay Category Code Description	% of Total
Air Traffic Control	9.1%
Airline	18.4%
Airport	29.0%
Ground Servicing	8.7%
Miscellaneous	8.5%
Reactionary	20.4%
Unknown	0.0%
Weather	6.0%

Percentage of Delays - By Time



Delay Category Code Description	% of Total
Air Traffic Control	7.1%
Airline	28.3%
Airport	14.1%
Ground Servicing	7.0%
Miscellaneous	5.9%
Reactionary	29.9%
Unknown	0.0%
Weather	7.8%

Departing Taxi Times

Manchester

Operator Name	Average Taxi Times		
	Terminal 1	Terminal 2	Terminal 3
AEGEAN AIRLINES	15		
AER LINGUS	12		
AIR ARABIA	14		
AIR FRANCE			12
AIR PORTUGAL	18		
AIR TRANSAT	32		
AMERICAN AIRLINES			17
AURIGNY AIR SERVICES	13		
AUSTRIAN AIRLINES	16		
BRITISH AIRWAYS			14
BRUSSELS AIRLINES	13		
CATHAY PACIFIC		19	
CONDOR	11		
CORENDON AIRLINES EUROPE		18	
EASYJET AIRLINES	12	71	
EASYJET SWITZERLAND	12		
EMIRATES	20		
ETHIOPIAN		19	
ETIHAD AIRWAYS	16		
EUROWINGS	13		
FINNAIR	13		
FLYBE	7		11
GAINJET	17		
HAINAN AIRLINES		17	
IBERIA EXPRESS			12
ICELANDAIR	17		
IRAQI AIRWAYS	16		
JET AIRWAYS		19	
JET2.COM	17	19	
JOTA AVIATION	14		
K.L.M.			11
LOGANAIR			11
LUFTHANSA	13		
NORWEGIAN AIR SHUTTLE	14		
OMAN AIR		17	
P.I.A.		19	
PREMIERE HANDLING	11		
QATAR AIRWAYS		19	
ROYAL AIR MAROC		20	
RYANAIR			11
SAS SCANDINAVIAN AIRLINES	16		
SAUDIA ARABIAN AIRLINES		19	
SINGAPORE AIRLINES		19	
SWISS INTERNATIONAL AIR LINES	14		
THOMAS COOK AIRLINES	16		
TITAN AIRWAYS	18	13	
TUI		18	
TURKISH AIRLINES	17		
UNITED		22	
VIRGIN ATLANTIC AIRWAYS		22	
VUELING AIRLINES			17
Grand Total	**14**	**19**	**12**

Arriving Taxi Times

Manchester

Operator Name	Average Taxi Times		
	Terminal 1	Terminal 2	Terminal 3
AEGEAN AIRLINES	8		
AER LINGUS	6		
AIR ARABIA	8		
AIR FRANCE			6
AIR PORTUGAL	8		
AIR TRANSAT	11		
AMERICAN AIRLINES			10
AURIGNY AIR SERVICES	6		
AUSTRIAN AIRLINES	9		
BRITISH AIRWAYS			6
BRUSSELS AIRLINES	7		
CATHAY PACIFIC		9	
CONDOR	6		
CORENDON AIRLINES EUROPE		14	
EASYJET AIRLINES	5		
EASYJET SWITZERLAND	5		
EMIRATES	9		
ETHIOPIAN		10	
ETIHAD AIRWAYS	9		
EUROWINGS	7		
FINNAIR	6		
FLYBE			7
GAINJET	7		
HAINAN AIRLINES		9	
IBERIA EXPRESS			7
ICELANDAIR	7		
IRAQI AIRWAYS	6		
JET AIRWAYS		15	
JET2.COM	7	7	
JOTA AVIATION	5		
K.L.M.			6
LOGANAIR			5
LOT POLISH AIRLINES	7		
LUFTHANSA	5		
NORWEGIAN AIR SHUTTLE	7		
OMAN AIR		10	
P.I.A.		10	
PREMIERE HANDLING	4		
QATAR AIRWAYS		9	
ROYAL AIR MAROC		8	
RYANAIR			7
SAS SCANDINAVIAN AIRLINES	6		
SAUDIA ARABIAN AIRLINES		11	
SINGAPORE AIRLINES		12	
SWISS INTERNATIONAL AIR LINES	8		
THOMAS COOK AIRLINES	9		
TITAN AIRWAYS	7	7	
TUI		8	
TURKISH AIRLINES	8		
UNITED		11	
VIRGIN ATLANTIC AIRWAYS		11	
VUELING AIRLINES			7
Grand Total	**6**	**9**	**7**

Summary of Baggage Performance

Baggage Category	Arriving Passengers	Arriving Movements	Average Time to First Bag	Average TIme to Last Bag	Volume Last Bag SLA Missed	Last Bag %
A	77,553	220	15	37	14	94%
B	599,950	3493	15	23	197	94%
C	144,490	1275	13	19	137	89%
D	66,691	1277	8	9	70	95%
Unknown	153	1	16	19		
Grand Total	888,837	6266				93%

Baggage Performance by Terminal

Terminal Description	Arriving Passengers	Arriving Movements	Average Time to First Bag	Average TIme to Last Bag	Volume Last Bag SLA Missed	Last Bag %
Terminal 1	415,944	2668	16	23	227	91%
Terminal 2	169,136	815	13	29	67	92%
Terminal 3	303,757	2783	10	14	124	96%
Grand Total	888,837	6266				93%

Baggage SLA by Handling Agent

Ramp Handling Agent	Arriving Passengers	Arriving Movements	Average Time to First Bag	Average TIme to Last Bag	Volume Last Bag SLA Missed	Last Bag %
Airline Services	72,390	1152	8	10	62	95%
Aviator	91,077	474	15	26	24	95%
DHL	58,095	345	17	21	6	98%
Dnata	81,386	411	11	25	29	93%
Landmark Aviation	75	1	14	15	0	100%
Menzies	195,286	1486	16	23	186	87%
Premiere Handling	10,647	200	9	13	25	88%
Swissport	319,575	1851	13	21	83	96%
Jet2	60,306	346	14	22	3	99%
Grand Total	888,837	6266				93%