

# Guernsey and Alderney Airport Annual Report 2018



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Unless stated, all pictures are credited 'Guernsey Airport'.

# 1. Message from the General Manager - Ports

Guernsey Airport faced a rather challenging 2018, with a mix of inclement weather and a reduction in passenger numbers providing much of the backdrop to this annual report.

Adverse weather conditions in the early part of 2018 caused significant problems for the Airport, our business partners and passengers. The impact is reflected in passenger figures during April particularly when wintery conditions and low temperatures were experienced. This saw a significant decline in the number of travellers using Guernsey Airport than normal and was compounded by an early Easter which also had an impact on April's passenger numbers.

It was disappointing to note an overall further decline in passenger traffic in 2018; this followed a particularly poor 2017 and drove our thinking and strategic planning over the year, culminating in the publication of an updated Airport Business Plan in June. Fundamental to the success of the new Business Plan is a suite of new key objectives which includes increasing passenger traffic volumes and exploring a broad range of options to increase non-aeronautical revenues as a means of then promoting air travel through holding airport charges. There were some important decisions made in 2018 to promote these objectives and the management team at the Airport, guided by the Ports Board are confident of improvement as we move into 2019.

Expansion work started on increasing the space and capacity of both the central search security area and the duty free shopping areas in the terminal. The project was a public-private partnership with our Duty Free operator. The project started in October, and will realise more space for security screening and more product space for duty free shopping. Phase two of this project will see new screening equipment for hand baggage and body scanners in 2019.

In Alderney, a significant investment in stabilising all asphalt surfaces was undertaken in September with the application of an asphalt stabiliser 'Rhinophalt'. Work continued to develop the full business case for the complete refurbishment and widening of the runway at its current length; culminating in the publication of a States Policy letter in November 2018 for debate in January 2019.

Passenger figures for Alderney continued to be a concern as in Guernsey, recording the second lowest passenger numbers since 1970. Work continued in supporting the Committee *for* Economic Development as it tendered a Public Service Obligation Air Route opportunity at the end of 2018; covering all routes to and from the island.

The year ended with the launch of a major project to transition regulatory oversight responsibility for an important element of our Air Navigation Services and our Air Traffic Controller Training Organisation functions across from the UK Civil Aviation Authority to the European Air Safety Agency (EASA). This project aligned these services across the Channel Islands, acknowledging that the Channel Islands Airspace sits ultimately within French Air Space and that our Zone Control (operated by the Ports of Jersey), had transitioned to EASA regulatory oversight previously. This was a significant project with tight time constraints which is anticipated being completed by May 2019.

I remain grateful for the co-operation and support of all staff at Guernsey and Alderney Airports and for their help and assistance in 2018. They are a dedicated and highly professional team who love aviation and I am proud to lead them into another year of exciting opportunity and challenge.

Colin Le Ray

**General Manager – Ports**

## 2. Profile

### 2.1 Purpose

The stated purpose of the airports' operations was unchanged in 2018. Guernsey and Alderney Airports provide for safe and expeditious movement of commercial and private aircraft, passengers and cargo to and from the islands on the most cost-effective basis. The Airport also looks to ensure that policies, facilities and services are aligned to its five-year business plan and the air navigation services annual plan. The purpose also needs to be commensurate with the requirements of the Islands in respect of air transport services, general aviation and meeting the standards set by the United Kingdom Civil Aviation Authority (CAA) and the European Aviation Safety Agency (EASA) and other external aviation regulatory agencies, when required to do so.

### 2.2 Vision

Guernsey and Alderney Airports remain committed to ensuring both airports remain open, safe and secure and that its operations and services are industry leading.









### 2.3 Core Business

Guernsey and Alderney Airports core business in 2018 was based upon the Business Plan and Annual Plans and its services to its customers continue to be delivered to exacting standards in a transparent and non-discriminatory manner.

The core business of Guernsey and Alderney Airports encompasses the following services:

- Provision of serviceable aerodromes and terminal and operational infrastructure in both Guernsey and Alderney which ensures both airports remain open, safe and secure
- Provision of air traffic services (ATS), particularly air traffic control with a clear objective to providing a safe, structured and smooth air traffic service within its area of responsibility
- Provision of communication, navigation and surveillance services (CNS)
- Provision of aeronautical meteorological services (MET)

### 3. Summary and Key Year Highlights

|   |   |  |                                     |
|---|---|--|-------------------------------------|
| <b>Passenger Movements</b><br>                                 | Guernsey<br>808,616<br>Alderney<br>53,861 | <b>Total Income</b><br>                 | Guernsey<br><br>£12,300,000         |
| <b>Full Time Equivalent Employees</b><br>                      | 124                                       | <b>New Routes</b><br>                  | Glasgow                             |
| <b>Aircraft Full Emergencies</b><br>                          | Guernsey<br>5<br>Alderney<br>3            | <b>RIDDOR<sup>(b)</sup> Events</b><br> | Guernsey<br>0<br>Alderney<br>0      |
| <b>Mandatory Occurrence Reports (MORs)<sup>(a)</sup></b><br> | Guernsey<br>83<br>Alderney<br>18          | <b>Audits</b><br>                     | Internal<br>9<br><br>External<br>11 |

(a) Mandatory Occurrence Reports which are required to be reported using the European Co-ordination centre for Accident and Incident Reporting Systems (ECCAIRS) reporting portal

(b) Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) which are required to be reported to the Guernsey Health and Safety Executive

## 4.2018 Performance

### 4.1 Passenger Movements - Guernsey Airport

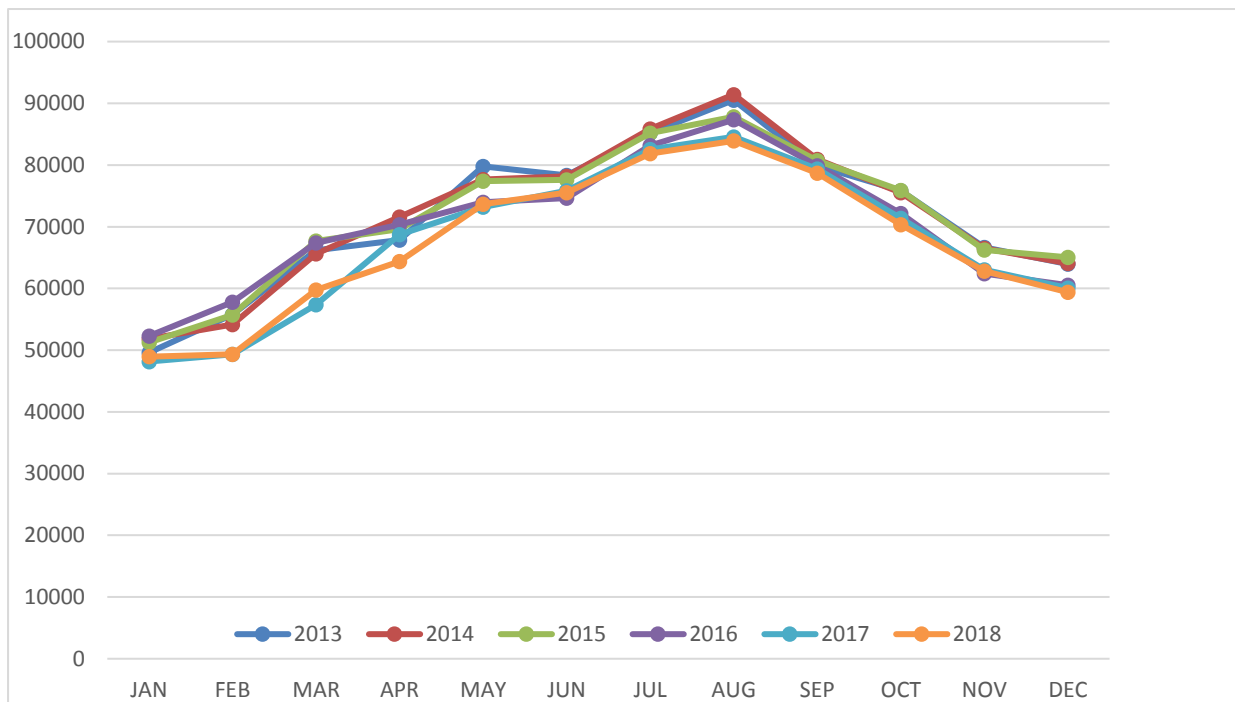
808,616 passengers were recorded at Guernsey Airport in 2018; this compares with 813,595 in 2017 and represented the lowest recorded passenger movements at Guernsey Airport since 1995; with passenger levels in 2018 down -6% over 5 years and -11% over 10 years.



In 2018, Guernsey Airport suffered from runway closures due to adverse weather conditions impacting the Bailiwick with snow and ice causing particular challenges. The weather caused widespread disruption for airport operators, airlines, and passengers across the British Isles and much of Europe. The effects of an early Easter and a prolonged period of warm sunny weather later in the year appeared to dampen demand for air travel, particularly in the summer months of 2018 as Bailiwick residents appeared less inclined to travel and to stay at home rather than going abroad.

2018 saw advanced preparation and planning for the UK's departure from the EU (Brexit) with some uncertainty surrounding how UK aircraft would continue to access EU airspace. Guernsey and Alderney Airport Management worked closely together with various States of Guernsey agencies over Brexit preparations.





## Guernsey Airport Passenger Movements by Month – 2013 to 2018

Source: Guernsey Airport

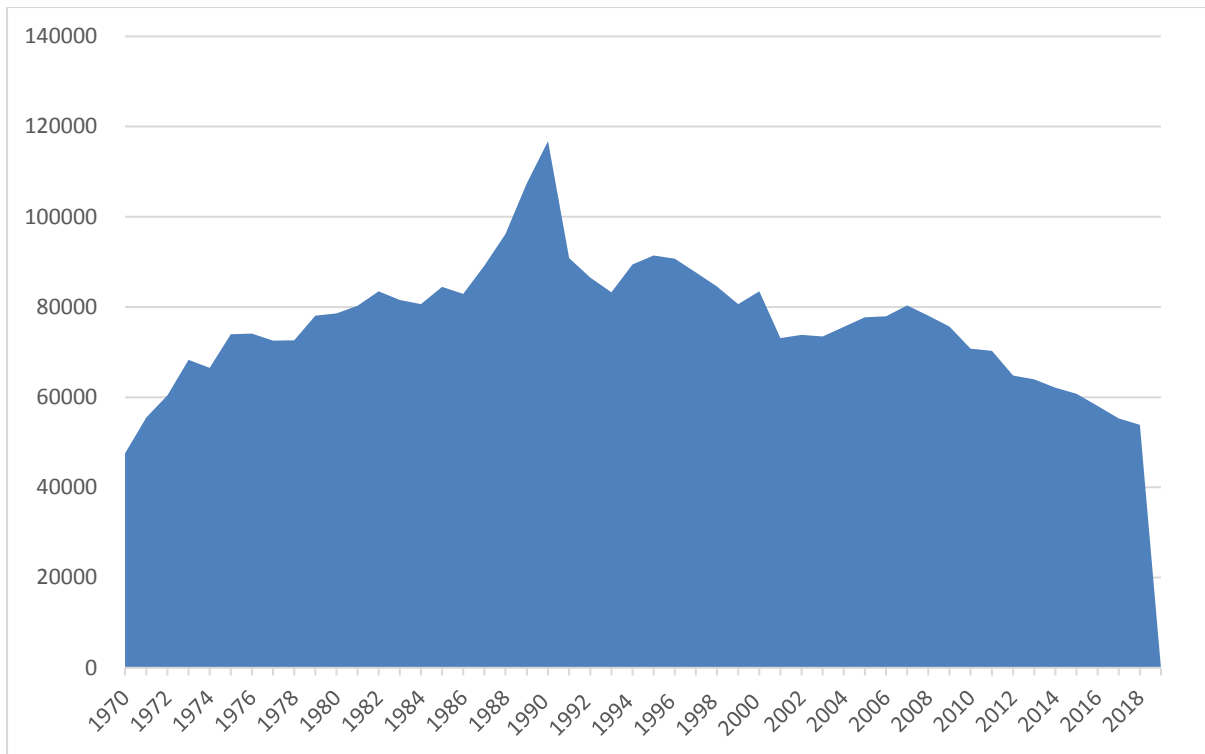
### 4.2 Passenger Movements - Alderney Airport

53,861 passenger movements were recorded in Alderney during 2018 (compared with 55,291 in 2017).

These represented the second lowest annualised recorded passenger numbers since 1970 and continued a downward trend for commercial passenger traffic to and from the island.

29,535 passengers travelled on the Guernsey – Alderney route, and 23,391 passengers used the Alderney to Southampton route.

Wintery conditions, as previously mentioned, impacted passenger numbers particularly in March and April 2018; as Alderney suffered more significant snowfalls than Guernsey. This resulted in several days of closure of that Airport.



## Annual Passenger Movements – 1970 to 2018

Source: Alderney Airport

### 4.3 Route Analysis – Guernsey Airport

Despite 2018 being a challenging year for our carriers, there were some successes to report on routes out of Guernsey. Increases in passenger traffic were recorded on the Birmingham, Bristol, London Gatwick, Stansted, Manchester, and seasonal Norwich services. Pleasingly, Southampton realised an overall increase in passenger traffic growth after services and capacity were cut in 2017. The islands also saw a new direct route to Glasgow operated by Loganair over the summer months.

Inter-island traffic to Jersey saw only modest growth at just over 1.3%, this was despite competition on the route. Passenger traffic to Alderney from Guernsey saw just under 4% decline compared to 2017, continuing a downward trend of passenger numbers on the route.

Appendix 3 provides some additional analysis of routes by month for 2018, along with 2017 comparators.

#### 4.4 Route Analysis – Alderney Airport

Alderney only has one commercial airline operating two routes. Aurigny operates daily year round services to and from Guernsey and Southampton from the island. The Alderney to Guernsey route continues to attract the most traffic.

#### 4.5 Aircraft Movements – Guernsey Airport

A total of 36,513 aircraft movements were recorded over the year, (1,795 fewer than in 2017, -4.7%). Of this total, 23,278 movements were by commercial aircraft, the balance represented private aircraft movements. 63% of our aircraft movements in 2018 were commercial traffic; compared to 65% in 2017.

#### 4.6 Aircraft Movements – Alderney Airport

Alderney Airport recorded 9,561 aircraft movements in 2018, 760 fewer than in 2017 (-7%). Further analysis shows that the majority of the reduction in aircraft at Alderney over the year were attributable to fewer commercial movements; with private aircraft at similar levels to 2017 and these accounted for 52% of all aircraft movements through Alderney.



## 5. Financial

### 5.1 Financial Performance – Guernsey Airport

Guernsey's Airport income in 2018 was £12.3 million compared to a budgeted £12.2m and a 2017 outturn of £12.3m. Guernsey Airport recognises the need to diversify and grow revenue streams from its other non-aviation activities and this formed a key policy objective in its 2018-2022 Business Plan. Overall 74% of our total revenue in 2018 was derived from aeronautical charges; the remaining 26% was derived from other sources and every effort is being made to exploit these alternative sources of revenue.

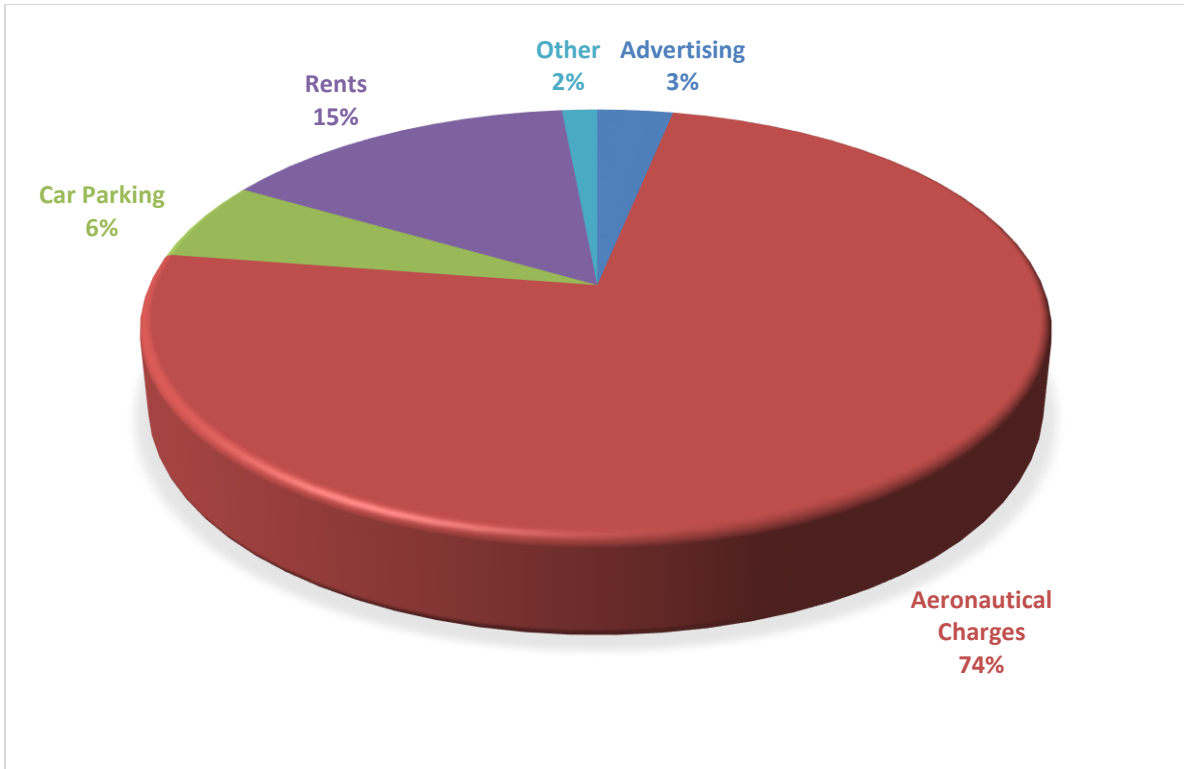
Expenditure at Guernsey Airport in 2018 was £12.1m, compared to a budgeted £12.2m and an actual expenditure in £11.7m in 2017.

The overall trading surplus before depreciation was £160k, down from £615k in 2017.

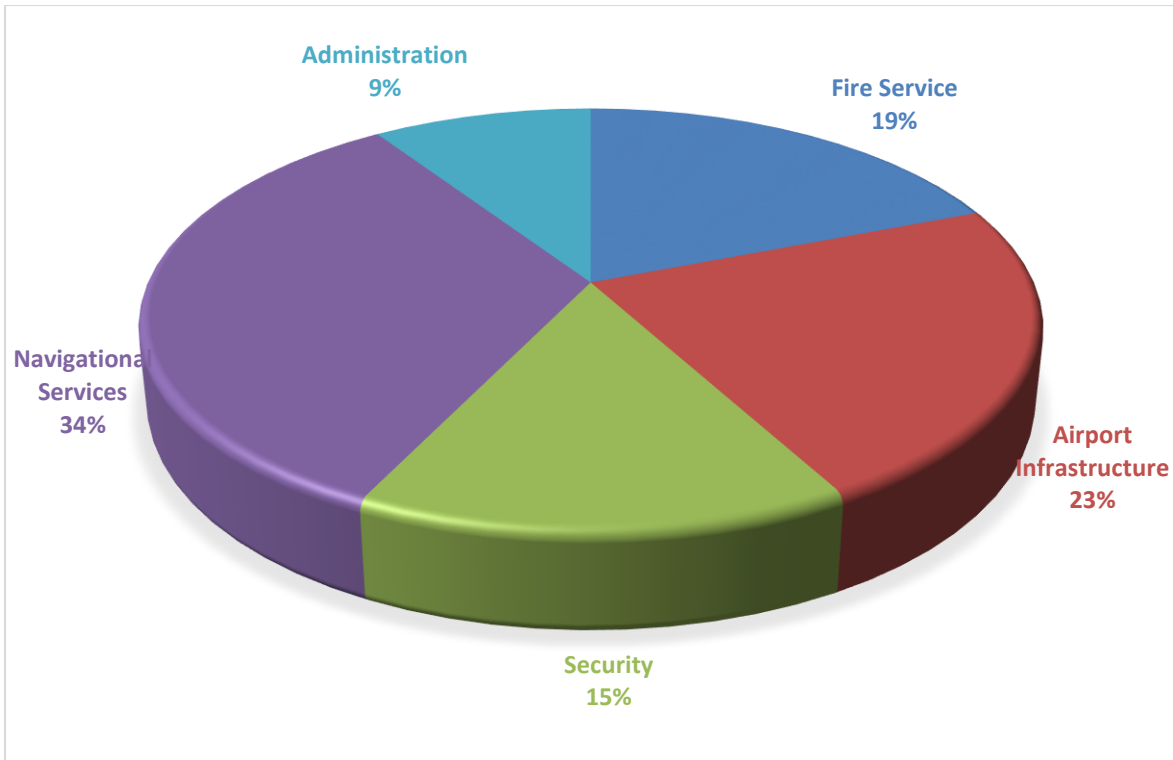
A link to Guernsey Airport's trading accounts is attached as Appendix 2 to this annual report, and a copy of the accounts is published on the Airport's website at [www.airport.gg](http://www.airport.gg).

### 5.2 Financial Performance – Alderney Airport

Alderney Airport's net losses for 2018 were £1,224k; up from £815k in 2017. Additional costs associated with sickness cover and runway maintenance works accounted for the increase in costs in 2018; these were largely exceptional unbudgeted but essential costs. Despite the lower passenger figures, Alderney Airport income was higher than the previous year due to higher income derived from airport charges (RPI-related, rather than volume related increases) and additional property rent.



Guernsey Airport 2018 Analysis Of Total Income (£12.3 million)  
 Source: Guernsey Airport



Guernsey Airport 2018 Analysis of Expenditures (£12.1 million)  
 Source: Guernsey Airport

## 6. Safety, Quality, Environment and Security

### 6.1 Safety Management

Guernsey and Alderney Airports continue to operate a safety and security management system which has been in place since 2010. The management system continues to mature and develop following internal and external reviews by the airport's regulators.

Extensive safety related activities were completed during 2018 which included:

- Safety occurrence reporting and investigations
- Safety surveys
- Internal and business partner audit programme
- Just culture promotion activities and training
- Safety training
- Internal and external safety meetings
- Safety promotional activities including participating in the Airport Operator Association's Safety Week in May 2018

Guernsey Airport's Safety, Security and Quality Review Board meets at the start of each calendar year and sets and monitors the annual safety performance indicators which are referenced later in this report.

### 6.2 Quality Management

During 2018, Guernsey Airport was awarded ISO 9001:2015 accreditation which formally certificated the airport's Air Traffic Services and Communication, Navigation and Surveillance Services as compliant with the ISO Quality Management System standard.

Certification will reinforce the use of management systems as an oversight and governance tool and will help identify business opportunities that contribute to continual. The benefits of Guernsey Airport using BSI standards is it will be much easier to implement multiple, integrated management systems.



### 6.3 Environment Management

Guernsey Airport continues to closely monitor its impact upon its neighbours and the Island community more widely. A set of key performance indicators are set each year and are covered later in this report. Key areas of focus include:

- Number of Noise Complaints
- Number of Triggered Noise Alerts that exceed 70 dB(A) in one hour
- Total Annual Electricity Consumption (MWh)

Work also began in October 2018 to restore States of Guernsey owned land at Icart on the island's south coast which is hoped will turn into a locally rare dry grassland habitat which will support a wide range of plants, insects and birds. This project was funded by Guernsey Airport, as part of a scheme to mitigate the environmental impacts from major works on the airfield completed in 2014.



Picture: La Société Guernesiaise

The area that will be restored forms part of a Site of Special Significance (SSS). The area is currently species poor, as bracken and scrub have been dominant for some time. Its enhancement through this project will greatly improve the biodiversity and special nature of this area over time. The area will be grazed each autumn by La Société Guernesiaise's Conservation Herd of Guernsey cows.

The return of grazing to the cliffs has long been promoted, and the reintroduction of grazing at Icart means that the species diversity will increase. The clearance of bracken and the grazing of cattle will enable the grassland to re-establish with native wildflowers, which will provide a source of food for insects, and in turn, insect eating birds.

## 6.4 Security Management

Despite some challenges with security management through 2018, business as usual was maintained with the core focus remaining:

- Continuing to ensure compliance with relevant aviation security legislation and best practice
- Protecting all users, the facilities and infrastructure of both airports
- Ensuring a robust regime of auditing, inspection and testing of security measures and procedures were maintained

Guernsey and Alderney Airports reviewed its aviation security arrangements through 2018 including updating and reviewed current risk assessments which resulted in the introduction of new infrastructure and technical solutions where deemed required.

Security awareness campaigns remained a priority through 2018 with the ongoing threat level remaining at Severe.

In October, Guernsey Airport embarked on an ambitious programme of expanding its security central search area, working in a public private partnership with its duty free provider (RW Randall's Limited). The work was aimed at realising increased space for security as the existing space was becoming cramped for known future security developments and requirements (including new x-rays and body scanner).

The extra space was also designed to improved additional benefits for security staff and passenger wellbeing – being better lit and air conditioned. When the project is completed in early 2019 passengers will notice more space during the screening process. Due to the project, the extra space will now allow Guernsey Airport to embark on the process of replacing our current scanners, with equipment seen at other UK airports. As part of this programme, purchasing scanners for baggage and possibly the body scanners to reduce the amount of physical hand searching will be investigated during 2019.

Due to unanticipated challenges on security standards being introduced at approximately the same time as the development on the search comb; there were some significant challenges and delays caused to passengers who were travelling over October and November. This created a number of delays and increased complaints for which the Airport has apologised.





New Entrance to the Security Central Search Area  
Picture: Tyrrell Dowinton Architects

## 6.5 EASA Certification and Oversight

Guernsey Airport embarked on an ambitious programme of changing its regulatory oversight regime for its Air Navigation Services and Air Traffic Controller Training Organisation following a planned change in the arrangements in the regulatory oversight of the operation of the Channel Islands Control Zone from the UK Civil Aviation Authority (CAA) to the European Union's Aviation Safety Agency (EASA).

During the latter half of 2018, Airport employees were involved in re-writing and formally changing procedures and policies in order to comply with relevant European Union (EU) regulations.

Moving towards EU compliance required a considerable amount of employee effort and dedication and those involved in the project should be congratulated on the progress achieved by the end of 2018.

It is anticipated Guernsey Airport will achieve EASA certification by May 2019.



## 7. 2018 Project Updates

### 7.1 Alderney Airport Rhinophalt Works

In September 2018, Alderney Airport's runway was subject to major maintenance work with Rhinophalt being applied to the runway, taxiway, and apron surfaces by contractor Allied Infrastructure. This application of the asphalt preservative represented an investment of £120,000 in the island's transport infrastructure.



The product (Rhinophalt) is widely used at civil and military aerodromes in the UK and wider afield at London Heathrow, London Gatwick, Manchester, Birmingham, Reykjavik's Keflavik Airport in Iceland, Lisbon (Portugal), RAF Brize Norton and RAF Marham.



The preservative penetrated into the top of the existing asphalt surface and sealed in essential oils and resins, whilst at the same time improving the binding and waterproofing properties of the existing surface. The treated surface has become more resistant to abrasion, stone loss, water ingress, and the severe ageing effects of extreme temperatures. The Rhinophalt will protect the existing asphalt from further weathering and deterioration. This helps to ensure continued serviceability of all the pavements for the medium term at Alderney Airport.



Pictures: ASI Solutions Ltd

## 7.2 Ports Advertising Contract

UK Company Primesight was awarded a contract for the management and sales of advertising in the Guernsey and Alderney Airport terminals following a tendering process. The contract also covers sites on the Guernsey Harbours estate, such as the foot passenger terminal. Work is taking place to introduce multi-media video-based advertising at Guernsey Airport during 2019.

## 7.3 Project Linus

Passengers travelling through Guernsey Airport had the opportunity to knit blankets for the national charity Project Linus.

Project Linus began in the United States in 1995 when Karen Loucks saw a newspaper article showing how much a comfort blanket had helped a child cancer victim. She decided to organise blankets for her local children's cancer unit and started spreading the word. Since that time, several million blankets and quilts have been delivered worldwide.



Airport users knit blankets and duvets whilst they wait for their flights, with the knowledge that they will ultimately help young babies who are sick, disabled, or are disadvantaged in the Bailiwick. The initiative was picked up various Bailiwick media outlets.



#### 7.4 Hollywood Came to Guernsey Airport

The Douglas C-47 Skytrain (or Dakota) plane used in the film the Guernsey Literary and Potato Peel Pie Society film visited Guernsey Airport on Liberation Day (May 9<sup>th</sup> 2018) for the first time.

The aircraft was open to the public and many attended to view the film star at Guernsey Airport.



Picture: Studiocanal S.A.S

## 7.5 Duty Free Shopping Expansion

As part of our effort to increase non-aeronautical revenue, Guernsey Airport's duty free shop was expanded to increase footfall through the shopping area before entering the departure lounge. This extra space resulted in a bigger range of luxury goods for duty free customers to choose from, new brands, ranges, and more locally sourced goods. This positive development for the Airport and for passengers helped to diversify the airport's income away from aeronautical revenue as a source of income.



## 7.6 Departures Lounge Refurbishment

Guernsey Airport took the opportunity to invest in new hardwearing flooring in departures replacing the carpet which had been in place since the terminal opened in 2004. Our Electrical and Building Services team upgrading the lighting in the terminal to LED technology, which consumes less energy than the old halogen devices.

The switch is expected to contribute to reducing the Airport's environmental impact and energy consumption.



## 7.7 Disability and Inclusion Schemes

Guernsey and Alderney Airports continued the good work of expanding the Sunflower Lanyard scheme to Guernsey Harbours. Working with the States of Guernsey's Disability Officer it is planned to roll out the scheme in the near future at Guernsey Harbours. The Airport received positive feedback from passengers who used the voluntary scheme as we aim to be inclusive for all our passengers and provide assistance where required.

## 7.8 Military Training

During 2018, Guernsey Airport accommodated a number of UK Royal Air Force approach training flights. The RAF mainly sent its A400M<sup>1</sup> and C-130J Hercules<sup>2</sup> transporter aircraft into Bailiwick airspace to train new pilots and crew at squadrons based at RAF Brize Norton. Aircraft from 32 Squadron at RAF Northolt have also made a number of visits to Guernsey either carrying royal dignitaries, government ministers or officials. The Airport is always accommodating training requests from the RAF and other NATO air forces which are sequenced around routine flight movements in locally managed air space.

This trend has also been seen at Guernsey Harbours where local waters have been used by the UK Royal Navy to train navigators and members of the ships company in challenging conditions in Bailiwick waters.

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<sup>1</sup> <https://www.raf.mod.uk/aircraft/atlas-a400m/>

<sup>2</sup> <https://www.raf.mod.uk/aircraft/c-130j-hercules/>



Picture: Frank McMeiken



## 8. Consultation and Feedback

### 8.1 Airport Consultative Committee

The Airport Consultative Committee was formed in 2005 and meets quarterly under an independent Chair to discuss all aspects of the Guernsey and Alderney Airport operations, focussing primarily on strategic matters.

The Committee comprises senior representatives of all of the Airports key customers and tenants; including airlines, handling agents, service-delivery organisations, general and business aviation representatives and law enforcement agencies.

The committee met on four dates in 2018 and its agenda and discussions over the last year covered a wide-range of topics, including:

- The election of a new independent Chairman from March 2018
- A review of potential changes to airport opening hours
- Availability of aviation fuel at Alderney Airport
- Changes to the central search security area at Guernsey Airport
- Route performance monitoring and review
- Promotion of general aviation at both airports
- Transition of Air Navigation Services regulatory oversight to EASA
- Debrief on Snow Clearance activities at Guernsey and Alderney Airport
- Guernsey Airport Business Plan 2018 engagement and review
- Technological updates on navigational aids
- Facilities (catering) re-tendering
- Consultation on future dues and charges for 2019
- Noise complaints from residents
- Approval of the Air Navigation Services Annual Plan

The Committee provides a valuable check and balance on the activities of Guernsey and Alderney Airport, holds its management and officers to account and provides all of our key stakeholders with an opportunity to challenge and direct the work planned and subsequently undertaken.

The added value of an independent Chairman should not be underestimated as it further enhances direction and follow up work arising from the regular Committee meetings.

## 8.2 Social Media

Guernsey and Alderney Airports continued to consolidate its media presence on Facebook, Twitter, and Instagram platforms. By using these means of communication both Airports have been able to respond quickly to praise, complaints, comments and feedback, and to communicate to a new audience, which may not engage with traditional media, and more traditional means of communication or advertising. Both Guernsey and Alderney Airports are working hard to increase the amount of traffic to these channels, with the aim of boosting air travel, promoting the product on what both Airport's offer, and highlight to our audience what goes on behind the scenes.

Use of social media has proven particularly useful in significant weather events, e.g. fog, snow, and ice. This is also replicated for Guernsey Airport main website, as passengers look to find out what information is available about their flight. March 2018 saw considerable disruption due to snow and ice. As a result, these sort of weather events generate more interest and drives traffic to our Facebook and Twitter accounts. The graphs overleaf provide a snapshot of the performance by Guernsey Airport in 2018.

## 8.3 Guernsey Airport – 2018 Social Media Performance

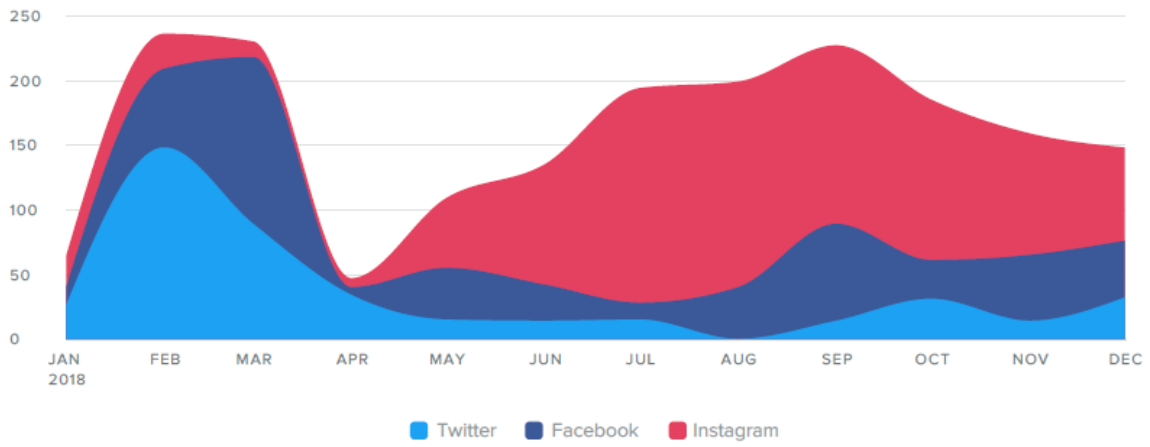
The graph overleaf shows the performance of Guernsey Airport's social media presences on Facebook, Twitter and Instagram. During 2018 Guernsey Airport, attract just under 2,000 new followers on all platforms. Particular growth was encountered on the photo and video platform Instagram in 2018.

High social media traffic was experienced during the first quarter of 2018, this was mainly due to the snow events, 'the beast from the east' and the impact of runway closures in Guernsey as passengers were keen to follow delayed services.

Another highlight was the Guernsey Air Display in September 2018 and the annual 'Meet the Pilots' event held at Guernsey Airport which were both popular with followers and islanders interested in aviation.

## Group Audience Growth

### AUDIENCE GROWTH, BY MONTH



| Audience Growth Metrics    | Totals       | Total Followers % Change |
|----------------------------|--------------|--------------------------|
| <b>Total Followers</b>     | <b>8,378</b> | <b>↗ 22.6%</b>           |
| Twitter Followers Gained   | 416          | ↗ 9.2%                   |
| Facebook Fans Gained       | 531          | ↗ 30.4%                  |
| Instagram Followers Gained | 970          | ↗ 162.2%                 |
| Total Followers Gained     | 1,917        | ↗ 22.6%                  |

Total followers increased by

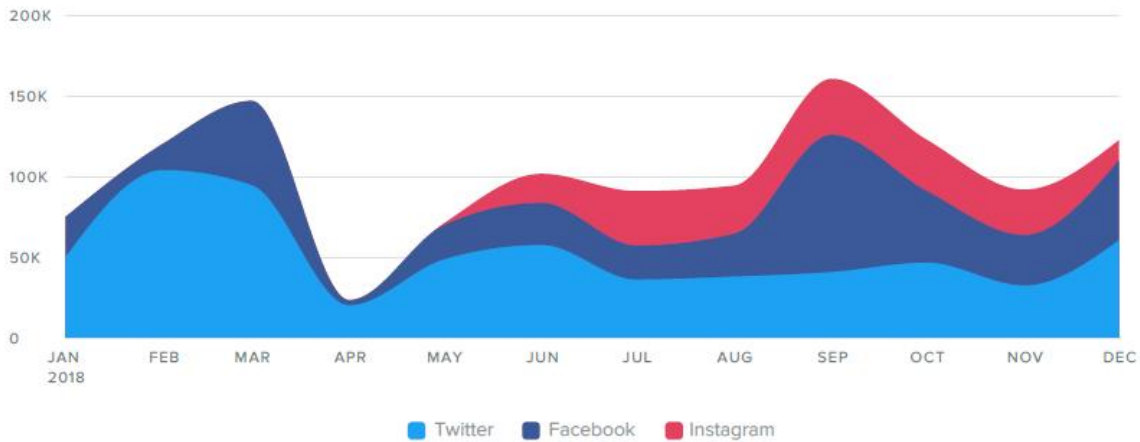
**-22.6%**

since previous date range

Source: Sprout Social

## Group Impressions

IMPRESSIONS PER MONTH



| Impressions Metrics      | Totals           | % Change       |
|--------------------------|------------------|----------------|
| Twitter Impressions      | 625,851          | ↘ 32.4%        |
| Facebook Impressions     | 404,618          | ↘ 33.5%        |
| Instagram Impressions    | 190,373          | ↗ 100%         |
| <b>Total Impressions</b> | <b>1,220,842</b> | <b>↘ 20.4%</b> |

Total Impressions decreased by

**-20.4%**

since previous date range

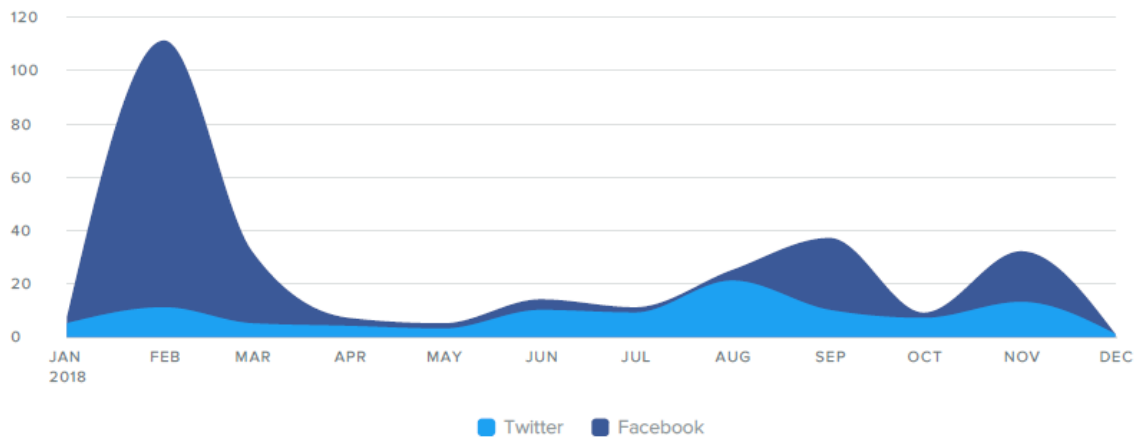
## 8.4 Alderney Airport – 2018 Social Media Performance

Like in Guernsey, Alderney Airport experienced a considerable spike in traffic because of the wintery weather conditions in the first quarter of 2018. There was considerable interest in the weather affecting services into and out of the island. As the summer approached interest peaked in August and September (partly thanks to Alderney Week) and finer weather that was experienced in autumn 2018. Works applying the product Rhinophalt on the runway also attracted additional social media traffic from Alderney and further afield.

The work on the runway was a major project for the island and is detailed earlier in this report.

## Group Audience Growth

AUDIENCE GROWTH, BY MONTH

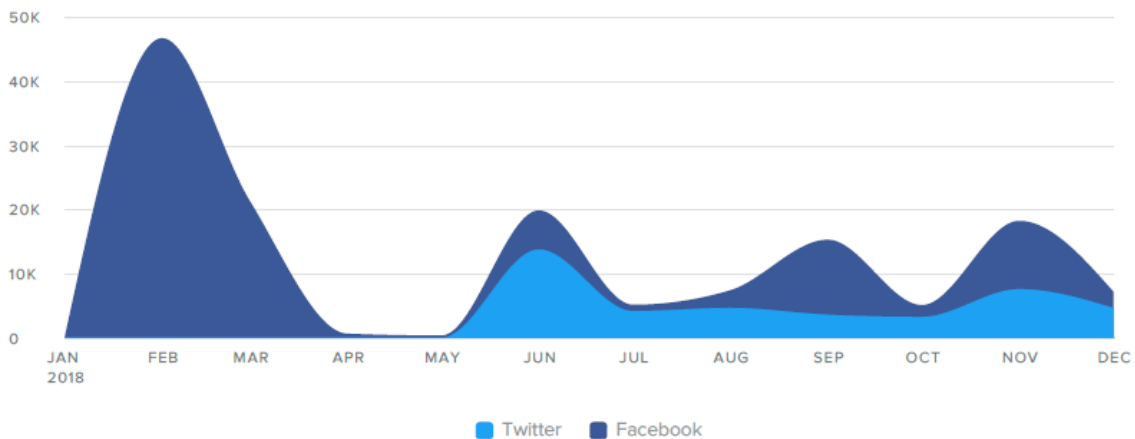


| Audience Growth Metrics       | Totals     | Total Followers % Change |
|-------------------------------|------------|--------------------------|
| <b>Total Followers</b>        | <b>775</b> | <b>↗ 60.5%</b>           |
| Twitter Followers Gained      | 99         | ↗ 57.2%                  |
| Facebook Fans Gained          | 192        | ↗ 62.3%                  |
| <b>Total Followers Gained</b> | <b>291</b> | <b>↗ 60.5%</b>           |

Total followers increased by  
**▲ 60.5%**  
 since previous date range

## Group Impressions

IMPRESSIONS PER MONTH



| Impressions Metrics      | Totals         | % Change        |
|--------------------------|----------------|-----------------|
| Twitter Impressions      | 41,697         | ↗ 2,027%        |
| Facebook Impressions     | 105,757        | ↗ 1,381%        |
| <b>Total Impressions</b> | <b>147,454</b> | <b>↗ 1,520%</b> |

Total Impressions increased by  
**▲ 1,520%**  
 since previous date range

## 9. Human Resources

Whilst 2018 only saw a small increase in our Full Time Equivalent (FTE) headcount overall across both airports (from 123 to 124), there were a number of significant changes over the year which may not be accurately represented by the relatively innocuous headline change in staffing numbers.

Two of our senior post holders (Manager, Air Traffic Control and Senior Meteorological Officer) both retired in 2018 and were replaced by existing staff working within their respective areas of expertise. There was an extensive period of handover, which facilitated a smooth transition and new staff had been recruited in advance of their retirement to complete the move and provide continuity of service provision.

Our ATCO trainee programme continued to prove a great success in identifying ab-initios who we consider hold the right skills and mindset to undergo extensive Air Traffic Control training in the UK to eventually take up a career with the Airport. The scheme was applied to Alderney Airport and a new student completed their formal training in 2018 at Alderney.

Two long serving Air Traffic Control Assistants retired in 2018, and new posts were created to support the delivery of our security functions.

The amalgamation of the Ports Management Functions, commenced as a trial in 2017 was formally ratified in 2018 and a number of new joint ports roles were created, including the new role of a Ports Capital Works Manager and Head of Technical and Estate Services. This has supported the maintenance and capital works functions at the Airport and the Harbour by providing more support to our line managers in advancing asset replacement and improvement functions. Further work to establish new roles within the Project Management support office is planned for 2019.

Wherever possible, our Managers are encouraged to act proactively in identifying vacancies and planned departures and to pre-empt service disruption by making early appointments, and affording sufficient cover to minimise services disruption and overtime with its associated fatigue-related challenges. These discussions are facilitated through regular 1:1 sessions between all senior managers and senior management and the importance of these sessions has been re-enforced over the year.

Occasionally, long term illness can create its own challenges and 2018 proved something of a challenge for Air Traffic Control activities at Alderney Airport. With a normal staff complement of 4 ATCO's; any single long term absence creates its challenges as that then constitutes an equivalent 25% reduction in workforce. 2018 saw such challenges arise with an Alderney-

based ATCO. This was immediately met with Guernsey-based ATCO's providing some cover in Alderney and the remaining staff on-island agreeing to cover roster gaps and generously in some cases modifying leave to accommodate service provision.

An additional Guernsey-based controller was trained to provide cover but despite these actions there were a few occasions in 2018 when the operating hours at Alderney Airport had to be reduced to afford mandatory breaks for staff. These were timed with the airline to fit natural gaps in their timetable, so as to minimise passenger delays.

We remain hugely grateful to our staff for their flexibility in providing cover and to passengers who were subjected to some minor adjustments to their travel plans. The situation had eased by year end, as our trainee ATCO completed his training in the UK and took up a position on Alderney.

## 10. Key Performance Indicators

Key performance indicators are set and reviewed on an annual basis. The key performance indicators are divided into the categories of capacity, environmental, safety, delays and cost efficiency.

### 10.1 Capacity

| Performance Indicator   | 2018 Actual | Target | 2017 Actual |
|---|-------------|--------|-------------|
| Peak Runway Utilisation (168 movements recorded on 15 June 2018)  | 168         | >150   | 187         |
| Average Runway Utilisation (movements per day) (36,513 movements / 364 days)  | 100         | >90    | 105         |
| Total Aircraft Movements as a % of minimum annual flow control capacity (36,513 movements as a % of 10 per hour x 14.5hrs x 364 days) | 69%         | >65%   | 72%         |

### 10.2 Environment

| Performance Indicator  | 2018 Actual | Target | 2017 Actual |
|--|-------------|--------|-------------|
| Number of Noise Complaints   | 7           | <20    | 10          |
| Number of Triggered Noise Alerts that exceed 70 dB(A) in one hour <sup>3</sup> | 11          | <10    | 6           |
| Total Annual Electricity Consumption (MWh)                                     | 2,820       | <3,000 | 2,990       |

<sup>3</sup> Number of automated alerts to 27.11.18 when device developed a fault – remaining offline until 31.12.18



### 10.3 Safety

| Performance Indicator                        | 2018 Actual | Target | 2017 Actual |
|--|-------------|--------|-------------|
| Total Mandatory Occurrence Reports submitted | 83          | >50    | 110         |
| Number Full Emergencies                      | 5           | <20    | 15          |
| Number Local Standby's                       | 20          | <20    | 13          |
| Number Ground Incidents                      | 6           | <10    | 8           |
| Number Runway Incursions                     | 4           | <5     | 2           |
| Number Unauthorised Obstructions             | 3           | <5     | 5           |
| Confirmed Bird Strikes                       | 20          | <10    | 39          |
| Drones Reported in Restricted Airspace       | 1           | <5     | 2           |
| Laser Attacks                                | 0           | <5     | 1           |

### 10.4 Delays

| Performance Indicator  | 2018 Actual | Target | 2017 Actual |
|--|-------------|--------|-------------|
| Percentage of qualifying departing flights operating within 15 minutes of scheduled time | 72%         | >70%   | 73%         |

### 10.5 Cost Efficiency

| Performance Indicator  | 2018 Actual | Target  | 2017 Actual |
|--|-------------|---------|-------------|
| Operating Cost per passenger movement<br>(£12,159,127/ 808,616)                      | £15.03      | <£15.00 | £14.36      |
| Navigational Services cost per passenger movement<br>(£4,061,695 / 808,616)          | £5.02       | <£7.50  | £5.01       |
| Cost of Navigation Services as a % of total costs<br>£4,061,695 / £12,159,127) X 100 | 33.4%       | <50%    | 34.9%       |

# Appendix 1 – Contact Details

## Guernsey Airport

Postal Address: Guernsey Airport, Control Tower Building, Le Villiaze, Forest,  
Guernsey, GY8 0DS

Tel: +44 (0)1481 237766

E-Mail: [airport@gov.gg](mailto:airport@gov.gg)

Web: [www.airport.gg](http://www.airport.gg)

## Alderney Airport

Postal Address: Alderney Airport, Le Grand Val, Alderney, GY9 3AA

## Appendix 2 – Guernsey Airport Accounts

The 2018 published accounts for Guernsey Ports (including Harbours and Airports) can be viewed online at:

<https://www.gov.gg/article/171936/Ports-Accounts-2018>

## Appendix 3 – Passengers by Route and Month 2018

| ROUTE           | JAN           | FEB           | MAR           | APR           | MAY           | JUN           | JUL           | AUG           | SEPT          | OCT           | NOV           | DEC           | TOTAL          | 2017           | Change        | %            |
|-----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|---------------|--------------|
| Birmingham      | 2,130         | 1,992         | 2,237         | 2,770         | 3,406         | 3,251         | 3,885         | 3,779         | 3,369         | 3,275         | 2,403         | 2,524         | 35,021         | 30,417         | 4,604         | 15.14        |
| Bournemouth     | 0             | 3             | 2             | 147           | -             | -             | 7             | 2             | 1             | -             | 2             | 0             | 164            | 26             | 138           | 530.77       |
| Bristol         | 909           | 1,058         | 1,410         | 2,123         | 2,315         | 2,515         | 2,712         | 3,242         | 2,574         | 2,044         | 1,544         | 2,245         | 24,691         | 22,787         | 1,904         | 8.36         |
| Cardiff         | 2             | 0             | 0             | -             | 51            | 468           | 627           | 806           | 70            | -             | 8             | 4             | 2,036          | 2,712          | -676          | -24.93       |
| East Midlands   | 634           | 548           | 1010          | 1,560         | 2,042         | 2,050         | 2,443         | 2,713         | 2,393         | 1,931         | 1,003         | 1,348         | 19,675         | 23,942         | -4,267        | -17.82       |
| Exeter          | 2,001         | 1,697         | 2,025         | 2,279         | 2,748         | 2,849         | 2,879         | 3,268         | 2,734         | 2,643         | 2,128         | 2,241         | 29,492         | 30,783         | -1,291        | -4.19        |
| London Gatwick  | 21,921        | 21,508        | 26,283        | 27,028        | 29,656        | 29,017        | 32,005        | 31,910        | 30,711        | 28,746        | 26,614        | 25,822        | 331,221        | 319,759        | 11,462        | 3.58         |
| Leeds-Bradford  | 76            | 0             | 0             | -             | 326           | 1,145         | 1,375         | 1,561         | 1,184         | -             | -             | 295           | 5,962          | 10,598         | -4,636        | -43.74       |
| Manchester      | 3,388         | 3,865         | 4,765         | 5,658         | 5,878         | 5,758         | 6,973         | 7,542         | 6,218         | 6,086         | 5,075         | 5,590         | 66,796         | 62,868         | 3,928         | 6.25         |
| Norwich         | 0             | 0             | 4             | -             | 193           | 199           | 251           | 239           | 257           | -             | -             | 0             | 1,143          | 1,072          | 71            | 6.62         |
| Southampton     | 6,894         | 7,532         | 8,741         | 9,297         | 11,446        | 10,949        | 11,309        | 12,562        | 11,785        | 10,628        | 10,195        | 8,538         | 119,876        | 117,599        | 2,277         | 1.94         |
| London Stansted | 1,217         | 1,299         | 1,513         | 2,155         | 2,812         | 3,052         | 3,264         | 3,535         | 3,088         | 2,135         | 1,624         | 2,014         | 27,708         | 25,689         | 2,019         | 7.86         |
| Other UK        | 42            | 35            | 51            | 85            | 167           | 484           | 469           | 411           | 295           | 58            | 66            | 109           | 2,272          | 1,502          | 770           | 51.26        |
| London City     | 10            | 0             | 11            | -             | 18            | -             | 2             | -             | 4             | -             | -             | 1             | 46             | 21,528         | -21,482       | -99.79       |
| <b>UK Total</b> | <b>39,224</b> | <b>39,537</b> | <b>48,052</b> | <b>53,102</b> | <b>61,058</b> | <b>61,737</b> | <b>68,201</b> | <b>71,570</b> | <b>64,683</b> | <b>57,546</b> | <b>50,662</b> | <b>50,731</b> | <b>666,103</b> | <b>671,282</b> | <b>-5,179</b> | <b>-0.77</b> |
| Guernsey        | 0             | 0             | 42            | -             | 0             | -             | 0             | -             | 0             | -             | -             | -             | 42             | 399            | -357          |              |
| Alderney        | 1,857         | 1,781         | 2,340         | 2,471         | 2,526         | 2,754         | 3,176         | 3,361         | 3,121         | 2,703         | 2,029         | 1,928         | 30,047         | 31,278         | -1,231        | -3.94        |
| Jersey          | 7,557         | 7,090         | 8,793         | 8,472         | 9,033         | 9,311         | 9,145         | 7,795         | 10,153        | 9,827         | 9,781         | 6,473         | 103,430        | 102,068        | 1,362         | 1.33         |
| <b>CI Total</b> | <b>9,414</b>  | <b>8,871</b>  | <b>11,175</b> | <b>10,943</b> | <b>11,559</b> | <b>12,065</b> | <b>12,321</b> | <b>11,156</b> | <b>13,274</b> | <b>12,530</b> | <b>11,810</b> | <b>8,401</b>  | <b>133,519</b> | <b>133,745</b> | <b>-226</b>   | <b>-0.17</b> |
| Dinard          | 274           | 145           | 178           | 100           | 92            | 196           | 114           | 23            | 139           | 120           | 148           | 127           | 1,656          | 2,715          | -1,059        | -39.01       |
| Geneva          | 15            | 0             | 0             | 8             | 0             | -             | 4             | -             | 0             | 2             | 2             | 5             | 36             | 126            | -90           | -71.43       |
| Grenoble        | 0             | 0             | 0             | -             | 0             | -             | -             | -             | 0             | -             | -             | 0             | 0              | 441            | -441          | 0            |
| Zurich          | 0             | 0             | 0             | 6             | 65            | 186           | 120           | 115           | 83            | 8             | 2             | 2             | 587            | 409            | 178           | 0            |
| Dublin          | 0             | 0             | 0             | -             | 4             | -             | -             | 14            | 2             | -             | 9             | 0             | 29             | 6              | 23            | 0            |
| Dusseldorf      | 0             | 0             | 0             | 23            | 501           | 709           | 689           | 689           | 216           | -             | -             | 0             | 2,827          | 944            | 1,883         | 0            |
| Rotterdam       | 0             | 0             | 0             | 107           | 285           | 428           | 336           | 308           | 220           | -             | -             | 0             | 1,684          | 1,394          | 290           | 0            |

| ROUTE        | JAN           | FEB           | MAR           | APR           | MAY           | JUN           | JUL           | AUG           | SEPT          | OCT           | NOV           | DEC           | TOTAL          | 2017           | Change        | %            |
|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|----------------|---------------|--------------|
| Other Int'l  | 19            | 776           | 373           | 93            | 107           | 201           | 62            | 38            | 61            | 126           | 188           | 131           | 2,175          | 2,533          | -358          | -14.13       |
| Int'l Total  | 308           | 921           | 551           | 337           | 1,054         | 1,720         | 1,325         | 1,187         | 721           | 256           | 349           | 265           | 8,994          | 8,568          | 426           | 4.97         |
| <b>TOTAL</b> | <b>48,946</b> | <b>49,329</b> | <b>59,778</b> | <b>64,382</b> | <b>73,671</b> | <b>75,522</b> | <b>81,847</b> | <b>83,913</b> | <b>78,678</b> | <b>70,332</b> | <b>62,821</b> | <b>59,397</b> | <b>808,616</b> | <b>813,595</b> | <b>-4,979</b> | <b>-0.61</b> |
| 2017         | 48,162        | 49,314        | 57,372        | 68,715        | 73,215        | 75,846        | 82,535        | 84,570        | 79,359        | 71,397        | 63,048        | 60,062        | 813,595        |                |               |              |
| CHANGE       | 784           | 15            | 2,406         | -4,333        | 456           | -324          | -688          | -657          | -681          | -1,065        | -227          | -665          | -4,979         |                |               |              |
| %            | 1.63          | 0.03          | 4.19          | -6.31         | 0.62          | -0.43         | -0.83         | -0.78         | -0.86         | -1.49         | -0.36         | -1.11         | -0.61          |                |               |              |

Source: Guernsey Airport