



## Delivering Data-Driven Bussing and Engineering Services at Gatwick Airport for Over 10 Years



### CHALLENGE

Gatwick Airport, the second largest airport in the UK and one of the busiest in the world, required an efficient bussing service to transport passengers and crew airside. Due to the strict schedules that Gatwick Airport's airline partners adhered to and off-pier activity, airside bussing was needed to help facilitate passengers boarding their respective aircrafts. Therefore, fast, efficient, and safe airside transportation was critical. Furthermore, the client needed a system with which to measure and track the efficiency of its bussing operation.

ABM was tasked with delivering this core operational service. In addition to fleet deployment, this also included engineering support to ensure industry-standard servicing and repairs. Given the importance of this operation, ABM identified several key elements that needed additional emphasis: recruitment and workforce management, reduced staff turnover, and technological integration.

### SOLUTION

ABM's mobilisation plan was centred around building an enhanced operational model, something that Gatwick Airport viewed as a necessity for long-term success. Similarly, ABM needed to demonstrate the high standard of delivery, both to support strict departure timetables and encourage more of the client's airline partners to request additional fleet deployment.

An essential component of ABM's service delivery was contract consolidation. This resulted in a single unified contract for all airlines that used Gatwick Airport's transport services. This was key in delivering a streamlined operation that supported multiple airlines.

Similarly, this allowed ABM to track and collect transport data with increased granularity. ABM deployed a fleet of 20 busses to ensure Gatwick Airport had access to critical transportation capabilities, for both passengers and crew. To support this further, ABM suggested a range of options intended to enhance the client's data collection capabilities.

This was seen as a key opportunity to integrate an innovative technology solution, so that Gatwick Airport could develop its bank of strategically important operational data.

*"The AOC have worked well with ABM regarding airside coaching operations at Gatwick Airport.. I hope that our collaborative working style ensures both the airlines have the correct support from ABM, and that ABM feel that they are supported"*

*—Jo Rettie  
Secretariat of Gatwick  
ACC and AOC*

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To this end, ABM equipped each bus with Avtech, a driver-operated software platform designed to track departure and arrival times. This became an essential part of determining the most efficient airside routes (from terminal to aircraft) and providing transparent, measurable data.

Avtech is a workforce allocation software tool also. It integrates with Airport feeds for aircraft locations/arrival times and passenger volumes. This allows us to plan how many vehicles are needed for each arrival and departure.

ABM also deployed engineering specialists to service and verify the performance standards of the fleet. For critical safety compliance regulations and quality assurance, industry-standard Ministry of Transport (MOT) tests and repairs were carried out on the fleet as standard practise. ABM's engineering team also regularly provided third party technical support for other airside transport vehicles that required servicing.

Due to the strict schedules that the client managed, the number of drivers needed to remain at optimal level and all open positions needed to be filled rapidly. To this end, ABM integrated a new management team to ensure productive working relationships between team members through regular collaboration. This proved vital in strengthening staff retention.

To strengthen staff retention further and transform the client's workforce management capabilities, ABM recently integrated FindMyShift (FMS), a configurable workforce management tool designed to support complex operations and provide personalised data dashboards, into the bussing operation. This was essential for consistent rostering and identifying potential gaps in the team, which quickly became a strategic asset for the client. As a result, team members had direct lines of communication, an online time-and-attendance system, and the client had a configurable data dashboard for reporting.

This access to enhanced reporting capabilities was also pivotal in ABM's working relationship with Gatwick Airport. It provided transparency and accountability for operational KPIs, in addition to measurable results regarding efficient bussing routes for passengers and crew.

### BENEFITS

- **Integrated bussing operation:** Gatwick Airport and its airline partners were supported by an efficient, well-organised, and compliant transport service. ABM also provided engineering specialists to ensure routine MOTs and repairs were carried out.
- **Efficient transportation:** Gatwick Airport's schedules faced minimal to no disruption and ensured that passengers and crew were transported safely to their destination.
- **Strengthened client-supplier relationship:** ABM's continuous improvement through enhanced tracking technology, data collection, and reporting capabilities helped to grow the relationship with Gatwick Airport. The client played an active role in encouraging its airline partners to join ABM's bussing operation.
- **Streamlined service contract:** Gatwick Airport's transportation agreements were unified under a single contract, which streamlined ABM's bussing operation and service delivery.
- **Technological enhancement:** ABM integrated a range of software platforms intended to track, measure and display performance data, which included safer transport routes for passengers and best management practises.
- **Improved staff retention:** ABM succeeded in staffing all open positions quickly and onboarded new teams with effective training – a process that has been able to flex according to Gatwick Airport's requirements.
- **Data-rich reporting:** Gatwick Airport has been able to access data-rich reporting due to ABM's technological integration, such as FMS and Avtech, which has contributed significantly to strategic decision-making.