

Turnround Expert Panel

Airport CDM Turnround Processes and Best Practices

Airport CDM coordination group 17.-18.11.2010

Turnround Expert panel

Formed of experts

Specific tasks

- procedures development, refinement
- documentation preparation

Monitored and steered by the Procedures Group

The panel Chairman updates the Procedure Group members on the developments of specific tasks

Once a year the progress of the Procedures group (including expert panel group) is presented at the Coordination Group meeting

The Who

- Caroline Schmeits – EUROCONTROL (co-chair)
- Marc Matthys – Belgocontrol (co-chair)
- Olivier Mongenie - EUROCONTROL
- Eugene Tuinstra - EUROCONTROL
- Eduardo Goni - EUROCONTROL
- Sander Niemeijer - KLM
- Eric Sinz - DFS
- Gerald Frank - FMG
- Karin De Rademaeker - Aviapartner
- Timo Suorto - Finavia
- Albert Coenen - Brussels Airlines
- Matthias Groppe - Lufthansa
- Matteo Ergotti - ENAV
- Henrik Bagewitz - Swedavia
- Eric Marfurt - Skyguide
- Laurent Renou - Air France

The Why

- identification by the stakeholders that the turnaround is one of the areas that will need further harmonisation in Europe
- potential improvements and refinements possible for the generic Airport CDM turnaround procedures & existing guidance material
- share experience between A-CDM implementers, identify best practices and, whenever possible, further improve guidelines for turnaround process in an A-CDM context

The What

The following themes were selected for further analysis (in order of prioritisation by the Turnround Expert Panel):

1. Data prioritisation & Key Performance Indicators,
2. TOBT and EOBT relation
3. TOBT quality, accuracy + ARDT
4. Flights prioritisation according to airline preferences
5. Service Level Agreements

The How

- By identifying and collecting best practices and guidelines, to provide reference material and to support implementation.
- Not to further develop the A-CDM Concept, which is considered as being stable as described in the Manual and regulated by the Community Specification, and in practise already handed over to the SESAR project.

Data prioritisation

- The purpose of this section was to illustrate the management, prioritisation and/or composition of arrival data:
 - Estimated Landing Time = ELDT
 - Estimated In Block Time = EIBT

An example of the possible prioritization sequence was developed:

1. local ATC systems (approach radar)
2. local ATC systems (multi-lateration)
3. Aircraft/airline FMS/ACARS
4. FUM from CFMU for airborne traffic
5. Ground Handler Movement messages for airborne traffic
6. FUM for non airborne traffic
7. Flight Plan
8. Ground Handler Movement messages for non airborne traffic
9. Flight plan data (initial estimate) ELDT = SIBT - EXIT

Analysis of accuracy of ELDT sources should be conducted to verify best available source-hierarchy.

Data prioritisation &
Key Performance Indicators,
TOBT and EOBT relation
TOBT quality, accuracy + ARDT
Flights prioritisation according to airline preferences
Service Level Agreements

Data prioritisation

An additional information proposed to be added to describe the flight in CDM process –

FLIGHT STATUS INFORMATION

- a best practise adopted from Amsterdam
- not covered by the existing CDM documentation

Cancellation

If the flight is cancelled (and ICAO flight plan cancelled), Flight status set to **CNX** or **CNL (cancelled)**

Diversion

Crew decides to divert en route to alternate airport. flight status set to **DIV (diverted)**

Indefinite Holding

The flight enters a holding pattern because it is unable to land. flight status set to **IDH (indefinite holding)**

Missed Approach / Go-around

The flight must climb out and re-enter the sequence, Flight status set to **GOA (go around)**

Data prioritisation &
Key Performance Indicators,
TOBT and EOBT relation
TOBT quality, accuracy + ARDT
Flights prioritisation according to airline
preferences
Service Level Agreements

Key Performance Indicators

QUESTION: WHAT DO WE MEASURE WITH THE CDM KPI'S?

- Airport performance?
- Flight Process performance?
- CDM process performance?

Restructured way to group KPI's:

KPI's related to the A-CDM implementation

KPI's related to the A-CDM performance

KPI's related to the common airport objectives

KPI's linked directly to the milestones

There can be a need to add de-icing milestones, when applicable and to add and modify some KPIs to measure the impact of de-icing on the CDM turnaround process. These milestones are being defined in the Adverse Conditions documentation

Data prioritisation &
Key Performance Indicators,
TOBT and EOBT relation
TOBT quality, accuracy + ARDT
Flights prioritisation according to airline preferences
Service Level Agreements

TOBT and EOBT relation

The legal issue: To whom TOBT belongs?

- Aeronautical Information Publication (AIP) = the legal framework
- TOBT is the end responsibility of the Aircraft Operator
- Delegation?
- Service Level Agreements (SLAs)
- Two best practises: Munich vs. Brussels

EOBT vs. TOBT

Parallel but separate processes.

Both have to be updated.

Procedures group proposes strongly that the connection between EOBT and TOBT shall be introduced. This may basically be done through the CFMU if all parties agree

CFMU updates the FPL EOBT according to DPI
TOBT?

Data prioritisation &
Key Performance Indicators,
TOBT and EOBT relation
TOBT quality, accuracy + ARDT
Flights prioritisation according to airline
preferences
Service Level Agreements

TOBT quality, accuracy + ARDT

- TOBT responsibility
 - Ownership (Airline) vs. delegation (GH/deice via SLA?)
- TOBT transparency / comparison to ARDT
 - ARDT measurement / definition
 - Best practises form Munich / Brussels
- Evaluation and Accountability
- Training of employees

Data prioritisation &
Key Performance Indicators,
TOBT and EOBT relation
TOBT quality, accuracy + ARDT
Flights prioritisation according to airline
preferences
Service Level Agreements

Flights prioritisation according to airline preferences

- New tools or procedures not being developed
- Focus on what can be done with present concept
- The mechanism of TOBT input and TSAT as a response
→ can be a tool for Aircraft Operators (or Ground Handlers, when delegated)
 - using TOBT manipulation
 - using TSAT flexibility and margins

Data prioritisation &
Key Performance Indicators,
TOBT and EOBT relation
TOBT quality, accuracy + ARDT
Flights prioritisation according to airline preferences
Service Level Agreements

Service level agreement

- legal and commercial department of each organisation should work closely with the operational units
- **Several connections were identified**
 - Airport Operator and Aircraft Operator
 - Airport Operator and Air Traffic Control
 - Airport Operator and ground or de-icing handlers
 - Aircraft Operator and ground or de-icing handlers
- **Only one best practice was recorded**
 - proposed SLA: Airport CDM-extension for Aircraft Operator – Ground Handler (ref Brussels Airport Company)

Data prioritisation &
Key Performance Indicators,
TOBT and EOBT relation
TOBT quality, accuracy + ARDT
Flights prioritisation according to airline
preferences
Service Level Agreements

Conclusions and recommendations

Airport CDM Turnround Processes and Best Practices document

30.10.2010:

The document should be updated with new best practices when they are provided by stakeholders, in order to serve implementing airports with improved knowledge. Practices that lead to adjustments of KPIs, processes or concept will be recommended to be included into the Airport CDM Implementation Manual.

Airport CDM procedures group 16.11.2010:

Due to very limited number of CDM fully implemented airports during the development of this document the aim of collecting a set of best practises has not been realised. Munich and Brussels have both a little different approach to the CDM implementation aspects. Helsinki in turn has presently it's own approach to the de-icing and winter operations.

It is proposed, that due to lack of best practises and processes and thus the relative immaturity of this document, nothing is directly included to the CDM implementation manual at this stage. Rather this document should be divided into smaller parts (according to themes identified by the turnround expert panel) for further refinement and development.