



Aeronautic Study on SEamless Transport



Project acronym: **ASSET**  
Project full title: Aeronautic Study on Seamless Transport  
Transport  
Grant agreement no.: **FP7 – 211625**

SEVENTH FRAMEWORK PROGRAMME  
Transport  
Aeronautics and Air Transport

Originator: <b>ID Partners</b>	
WP: <b>WP1</b>	Deliverable No.: Annex <b>D 1.1</b>
Due date of deliverable: <b>5/2009</b>	Actual submission date: <b>06.07.2009</b>
Start date of project: 01/06/2008	Duration: 36 months
Project coordinator: <b>DLR</b>	Revision:

## ANNEX to DELIVERABLE 1.1

### Assessment of stakeholders' bottlenecks and issues

# Annexes

- Interview grid
- Interviews

# Interview Grid (1)

This grid has been fine tuned according to each stakeholder's interview

## AGENDA

ACI meeting GENEVA

29 July 2008

CRAIG BRADBROOK

- **Presentation of the Asset program**
- **Does ACI own data or figures related to airports' average processing time on « Points of Activity » ?**
- **Do you have figures on (enhanced) pax processing times since the 09/11 events**
  - Europe
  - NAM
  - ROW
- **Are you using a modelling tool ?**
- **Do you provide advices / research to airports concerning processing times in POA ?**
- **Does the distance between POA impact A/C turnaround times ?**
- **What is the most important for an airport**
  - 
  - Minimizing the distance between POAs ?
  - 
  - Managing concessions to shops and restaurants to increase their revenues
  - 
  - What is the current ratio between aeronautical and non-aeronautical revenues ?
  - 
  - In Europe, NAM, EMEA, APAC , Africa
- **Identification of airports POAs that might influence A/C turnaround times**
  - **Passengers**
    - Car parking / Curbside configuration
    - Security check at airport entrance
    - Checkin
    - Security
    - Border Control
    - Customs
    - Duty Free ?
    - Boarding (airport)
    - Boarding (aircraft)
    - Others ? (restaurants, shopping, leisure, etc...) Do they have an impact on turnaround times ?
  - **Luggage & freight**
    - Drop in average time
    - Handling
      - Average number of luggage per pax
      - Can you confirm the figures : Europe 1.2, Middle East: 1.7 (to verify), Asia

# Interview Grid (2)

- Can you confirm the figures : Europe 1.2, Middle East: 1.7 (to verify) . Asia > 2 (verify)
- Can you confirm that the luggage handling has no impact on A/C turnaround times
- Do Security measures have an impact on turnaround times ?
- Do EDS have a impact on turnaround times ?
  - If Yes, in which countries ?
- Do Xrays devices have an impact on turnaround times ?
- A/C loading
- A/C unloading
- What will be the impact of the US demand of cargo 100% screening on turnaround times ?

## **A/C support activities and maintenance (figures)**

- Tarmac parking and access to gates
  - A/C cleaning: cabin cleaning
  - Refuelling
- Catering : upload and download of meals
- MRO activities
  - Do many airlines use dematerialized systems ?
  - On-line MRO ?
  - Do on-line MRO improve the processing times ?
- Duty free :
- Demand of ADP ?
  - What is the lower limit ?
- **Studies conducted by ACI**
  - For ACI
  - For customers
- **Optimal processing times recommended for each of the above «POA »**
  - Passengers
  - Luggage
  - A/C support and maintenance
- **How do automated means improve the processing of « POAs » ?**
- **What is the benefit of the following : (do they reduce the processing times ?)**
  - Airlines check in kiosks
  - Airports CUSS
  - Automated border control
- **Do automated means create new bottlenecks ?**

# Interview Grid (3)

- What is the impact of eTicketing and BCBP ?
- How do Airports prevent non-allowed pax to proceed to the Airside zone by the means of eTicketing ?
- Access to the DCS ?
- What is the impact of the ban on liquids on turnaround times ?
- How do IT systems improve both pax and staff efficiency ?
- What new systems do you expect to improve the pax processing ? Location Based Systems ?
- Luggage processing or reconciliation systems ? Others ?
- What is the impact of the data transfers (ETAS, PNR, API) on A/C turnaround times ?
- Is it supported by airlines only ?
- Success stories of winning airports
- Do you want to join our Advisory Group? (travel expenses paid by the consortium)
- Do you know an airport who would be interested to join the AG to benefit of the studies that will be carried on during the next three years ? (to play the guinea pig ? )
- Can we present ASSET to an ACI committee ? (Security committee, facilitation committee)
- Do you want to communicate on ASSET
- Do you want to be informed of the modelling tool ? Do you want a presentation ?
- Do you want a presentation at the various steps of the modelling tool ?
- Can we make a presentation at the Berlin EXCHANGE forum ?
- Can you provide an input to the various POAs ?
- Do you want to support ASSET among your airport members
- Any other input ?
- Any bright idea on the airport of the future ?

# AELIA Duty Free (1)

## **ASSET PROJECT**

## **MEETING MINUTES**



**COMPANY: AELIA (Duty Free)**

**DATE: 19<sup>th</sup> Sept 2008**

**LOCATION: PARIS**

**CONTACT : Pascal Merle**

**PURPOSE OF THE MEETING: Assess the requirements of  
retailer in airports**

# AELIA Duty Free (2)

ITEM DISCUSSED	INTEREST FOR THE ASSET CONSORTIUM	ACTION TO BE TAKEN
Online sales is currently investigated but no decision has been taken to initiate a service	Shall not replace direct sales in airport shops. On-line duty free will constitute another channel and address other categories of sales	WP2
Main sales for long haul flights as pax arrive quite in advance	Modeling software shall take into account duty free as a bottlenecks can be created if staff is not proportionate.	WP2
Duty free bags shall remain sealed otherwise the goods will not be allowed in the aircraft.	Evaluate whether the control of un-sealed bags creates a bottleneck at boarding	WP2
Certain countries (intra-EU) recognize sealed bags from other countries for connecting flights	Asses how the control of duty free goods is performed for connecting flights	WP2
Usually pax buy duty free goods on their way back from a business travel	For certain destinations, assess the different shopping models between morning and evening flights	WP2
French gastronomy, wines and perfumes very demanded by asian pax. English pas look for good bargains	The shopping model depends from the destination and the nationality of pax. This shall be taken into account by the modeling software	WP2
More sales at mid- day than for early morning flights	Shall be taken into account by the modeling software	WP2
Average time spent in Duty Free shops 3-4(French airports) . But the shopping model depends from the nationality	Shall be taken into account by the modeling software	WP2

# AELIA Duty Free (3)

The more security process are automated, the more time spent in shopping areas by pax	Shopping areas will highly benefit from a suitable staffing (or automation) of the various airport processes.	WP2
Due to the suppression of borders within the Schengen area, the retailers are paying the VAT to continue to attract the pax. This is not the case for tobacco as tax represent 60-70% of the costs.	The suppression of internal borders within the Schengen area has not decreased the activity of retailers	WP2
LCC flights does not mean lesse duty free	Modelling software	WP2
95% of AELIA shops are located in the airside zone	Only airside shops shall be taken into account by the modeling software (TBC)	WP2
Pax very reluctant to the delivery of duty free goods at their A/C seats (Atlanta model)	Investigate the consequence of future liquid screening on duty free activity (perfumes and liquors) and whether te delivery at A/C seats will be implemented in the future due to security constraints	
Retailers are informed by airport operators of the flight schedules and destinations to proportionate their staff	To take into account by the modelling software	WP2

**ASSET PROJECT**

**MEETING MINUTES**



**COMPANY: ACI HQ**

**DATE: 29<sup>th</sup> July 2008**

**LOCATION: GENEVA**

**CONTACT: Craig Bradbrook**

**PURPOSE OF THE MEETING: Introduce ASSET to ACI and invite them them to participate to the Advisory Group**

# ACI HQ (2)

ITEM DISCUSSED	INTEREST FOR THE ASSET CONSORTIUM	ACTION TO BE TAKEN
ACI has launched the AQS, (Airport Quality Survey) with 150 airports. This survey highlights the airport's quality as it is perceived by the passengers. 30 elements are ranked from 1 to 5	The AQS is a quality indicator which does not directly impact the A/C turnaround times. (this shall be confirmed by the consortium)	Discuss with ACI whether the consortium can have an access to the results of AQS or, at least, to the 30 elements ranked by the survey. WP1 and WP2
AQS = measuring and benchmarking the process at an airport . The data are captured by a PDA. Results are analyzed by DKMA, a firm based in GLAND (village close to Geneva)		IDP to better understand how the AQS project shall benefit to the ASSET consortium.
PAX FLOW is an experiment conducted b Geneva Airport to track the passengers and measure the airport's efficiency	PAX FLOW shall be investigated	IDP shall contact Geneva airport and discuss the PAX FLOW experiment
Pax consider airports' « core services » as essential. Shopping and Duty Free are ranked 17 out of 30 services listed by the questionnaire.		Shall be taken into account for WP2
SITA and IATA have conducted a study called AUTOID with Cambridge University on pax processing	AUTOID to be investigated	IDP will investigate the SITA/IATA study and report to the consortium
EDS (theoretical) processing times shall be compared to the operational performances (about 10% of the manufacturer's objectives)		

# ACI HQ (3)

<p>ACI prefers not to take part to the Advisory Group but to leave this open to ACI Europa . ACI considers its role more as an advisor rather than to play an active position in the project .</p>	<p>The consortium shall decide how to deal with ACI. Even if they don't want to formally join the Advisory Group, we could invite them to the three sessions and get their advices / comments at the various steps of the ASSET program.</p>	<p>WP0</p>
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## ASSET PROJECT

### MEETING MINUTES



**COMPANY: ACI EUROPE**

**DATE: 30<sup>th</sup> July 2008**

**LOCATION: BRUSSELS**

**CONTACT: Vlad Olteanu**

**PURPOSE OF THE MEETING: Ensure the support of ACI Europe to ASSET and get their participation to the Advisory Group**

# ACI Europe (2)

ITEM DISCUSSED	INTEREST FOR THE ASSET CONSORTIUM	ACTION TO BE TAKEN
<p>Make sure that we identify airport's tarmac critical zones. Both « critical parts » and « non critical parts » should be managed separately. But an A/C coming from a « critical part » shall not land on a « non critical part » otherwise it shall be checked manually to prevent its pollution to the « Security restricted area »</p>	<p>The time to check an A/C shall be taken into account when coming from « Critical parts » non recognised from the MS.</p>	<p>WP2</p>
<p>Different standards on liquids between EU (100 ml) and US (90 ml) . Security agents (?) are required to close the bags with a permanent closing (scotch) .</p>	<p>Permanent closing of bags (containing liquids) influences the processing times by security agents (where ?)</p>	<p>WP2</p>
<p>Processing times depends of the airport's location. Eg. Riga: Many pax from various former russian states need special visas to the US</p>	<p>Airport's location shall be taken into account in the modelling software</p>	<p>WP2</p>
<p>Three categories of passengers to the US : Visa Waivers, Visa holders and « Rogue states » (Iran, Syria, Corea, former Russian States...)</p>	<p>Visa holders and pax from « rogue countries » shall fill in a form between the checkin counter and the gate. Influence on processing times The consortium needs to confirm this procedure as DG JLS has denied that it was currently applied</p>	<p>WP2</p>

# ACI Europe (3)

Border control depends on whether pax own machine readable passports or not	This shall be taken as an input parameter of the modeling software	WP2
As we have invited ACI to join the Advisory Group, Vlad has proposed the following procedure: <i>make an ASSET presentation to the ACI Facilitation Committee, to be held in Frankfurt on 23-24 October . The demand should be made by a Business Partners (SAGEM?)</i> .	This will allow a 30' presentation of ASSET to a most comprehensive panel of airports If the presentation is successful, we should consider the Airport Facilitation Committee as a « de facto Advisory Group » and schedule 2 other meetings with them as detailed in the DoW.	We recommend DLR to coordinate with SAGEM (and IDP) to make this presentation at the next Facilitation Committee.
Vlad is very supportive to the ASSET initiative and we can use his expertise and knowledge of the airport scene to progress with our project	Will constitute an input to the advisory group	WP0
Vlad recommended to contact Vienna and Madrid to contribute to the Advisory Group	Both shall be considered as typical « Hub Airports »	DLR should take an action to join these airports
More and more, pax will have to pay extra charges for their luggages as the airlines consider that the « belly cargo » is more profitable than pax's luggages.	Pax will carry less luggages as they will be charged for these. This will diminish the processing times at the check in counters	WP2

# Geneva Airport (1)

## ASSET PROJECT

## MEETING MINUTES



**COMPANY: GENEVA AIRPORT**

**DATE: 29<sup>th</sup> July 2008**

**LOCATION: GENEVA**

**CONTACT: Mr PORTIER**

**PURPOSE OF THE MEETING: Invite GENEVA AIRPORT to join the Advisory Group**

# Geneva Airport (2)

ITEM DISCUSSED	INTEREST FOR THE ASSET CONSORTIUM	ACTION TO BE TAKEN
Geneva Airport intends (same as ADPi) to purchase the ARC SOFT modeling software	As many airports are interested in ARCSOFT, the consortium shall investigate the interest of this modelling tool rather than developing a new system from scratch	Evaluate ARCSOFT with regards to the goals of ASSET
PAX FLOW experiment conducted by GVA airport	To be assessed by the consortium	IDP to obtain information about the PAX FLOW experiment
In response to the demand to join the Advisory Group, GVA airport asked to clarify what would be the benefits in exchange of their contribution ? Free usage of the modelling software ? For a limited period of time ?	Due to its unique situation shared between Switzerland and France, GVA airport benefits an unique situation to address the various POAs as listed by the ASSET DoW. Their contribution to the Advisory Group would be extremely beneficial	The consortium shall define the Terms for the registration to the Advisory Group: Benefits ? Number of meetings? Travel expenses ? This should take the form of a registration form (chart) to be agreed by the partners. This action should be advanced rapidly by DLR.
GVA informed us that THALES is currently planning the provision of a planning software and therefore this company is investigating the requirements of the airports (incl Geneva)	Shall the consortium investigate the Thales Product ? This issues needs to be discussed at the next consortium meeting	IDP has many contacts with Thales and can address this issue. But this action shall be validated by the consorstium first .

## **ASSET PROJECT**

## **MEETING MINUTES**



**COMPANY: EU DG JLS/ DG TREN DATE: 30<sup>th</sup> July 2008**

**LOCATION: BRUSSELS**

**CONTACT : Elfa KERE**

**John Wilson**

**PURPOSE OF THE MEETING: Introduce both DG JLS / TREN to the ASSET program and get their support to the Advisory Group**

# DG JLS/ DG TREN (2)

ITEM DISCUSSED	INTEREST FOR THE ASSET CONSORTIUM	ACTION TO BE TAKEN
Efla recommended that we meet with the customs department at DG JLS to understand their requirements at airports	Assess the processing times for Customs controls	IDP to schedule a meeting with DG JLS/ Customs
Screening of liquids will be implemented at airports in the coming years . First for connecting pax, then all pax	Screening of liquids shall be taken into account as a POA which will influence the processing time of passengers	WP2
DG TREN is planning a Registered Traveller program at EU level and mutual recognition form the US . This will be done between 2010 and 2015 A centralised database will be managed by DG JLS (procedure not clear yet) ; but each country will manage its own system based on specific RFPs . The system will linked with a transfer of hits with the US (Hit/ no hit, exchange of minimal data. Shall be clarified). Access to the PNR or DCS is envisioned to confirm pax's registration by airlines	Shall be taken into account in the modeling software as this will reduce the processing time of the border control DG JLS considers that 80% of border controls will be performed based on automated systems	WP2
For automated border control, DG JLS recommends first facial , then fingers authentication	Assess the processing times for each technology Assess the RAPID technology installed in Portugal	WP3

# DG JLS/ DG TREN (3)

Dutch and the US are currently recognising their mutual procedures (Privium / Dartagnan and Global Entry)	Certain airports will start RT programs with the US, before a global system is agreed between TSA and DG JLS	IDP to contact Dartagnan (Amsterdam )
The funding procedures by MS is not yet decided: PPP or EBF (External Border Funding of DG JLS)	Shall be taken into account for the « financial and economic assessment » (WP4, T4.6)	WP4
DG TREN and JLS are interested in joining the Advisory Group. It will be easy if organised in Brussels	DG TREN and JLS can provide most useful information to the ASSET consortium on border control procedures.	The consortium shall rapidly define a chart for the Advisory Group members to submit to potential customers . Action to be taken by DLR
Elfa Kere recommended to join Mr Bruno FRANCK, Head of Security at Zaventem / Brussels Airport as this person shall be interested to join the Advisory Group	Brussels is a typical Mid-Sized airport	IDP to join Mr Franck

# ASSET PROJECT

## MEETING MINUTES



**COMPANY: ADPi**

**DATE: July 21<sup>st</sup> 2008**

**LOCATION: PARIS / ORLY CONTACT: Mr CHAUVET**

**PURPOSE OF THE MEETING: Identify the POA (Points of Activity) in an airport and prepare a questionnaire for further meetings**

# ADPi (2)

ITEM DISCUSSED	INTEREST FOR THE ASSET CONSORTIUM	ACTION TO BE TAKEN
Integrate the curbside of the parking access as a POA (bottleneck) for passengers	1 <sup>st</sup> POA for the modeling tool	N/A
For each POA, take into account peak times	Each POA shall be proportionate, based on peak times	To be assessed in the framework of WP2, Process rules / flow of information
Restaurants and shopping areas have no influence on A/C turnaround times	Shall be confirmed for the two ASSET target: Hub and medium-sized airport	WP2
Average number of luggage depend of the geographic zone. Between 1.2 (Europe) and 2.x (Asia) TBC	Modeling of luggage drop in depend of the region	WP2
Distance between peak times depend from the strategy of the airport operator. Either a spedited access to the gate; either provision of various shopping centers. There is no common rule	Both spedited access and shopping centers shall be taken into account	WP2
Tarmac activities shall be discussed with AF and Airbus rather than airports operators	Identify tarmac POAS	WP2
Many tarmac activities shall be done sequentially for security reasons (eg.refuelling shall not be done during pax deboarding)	Evaluate the minimum time bearing into account that many actions shall be performed sequentially.	
ADP is interested to buy the ARC PORT modelling software (ARC TERM)	Assess wether ARC PORT can be used and customized for ASSET rather than developing a	

# Airbus Hamburg (1)

## **ASSET PROJECT**

## **MEETING MINUTES**



**COMPANY: AIRBUS GERMANY      DATE: 29<sup>th</sup> August 2008**

**LOCATION: HAMBURG                      CONTACT : Peter Theis  
Daniel Glaser**

**PURPOSE OF THE MEETING: Assess an A/C requirements  
with regards to turnaround times and Points of Activity between  
deboarding and Aircraft departure**

# Airbus Hamburg (2)

ITEM DISCUSSED	INTEREST FOR THE ASSET CONSORTIUM	ACTION TO BE TAKEN
Airbus mentioned their interest in using the ARCPORT software. It allows the simulation of all tarmac activities, incl ground vehicules	Assess the interest of developping a new software vs customizing ARCPORT	To be decided by the consortium
Low cost carriers and national flag carriers have different business models. Low cost carriers : minimizing turnaround times to increase the number of flights. Flag carriers: ensure regular transfers for connecting flights to international destinations where they make their revenues. As an example a LCC can limit its turnaround time to 20' whereas a flag carrier will spend 45' at the same stand.	For short range flights, increasing turnaround times is not the objective of the main carriers. Similarly increasing turnaround times is not an issue for long range flights.	To be taken into account in the framework of WP2
Low cost carriers do'nt have cargo activities which might generate extra costs and increase the time spent on the tarmac	Cargo activities shall be considered in the modelling software but only for flag carriers. They might generate delays.	WP2
1/10 flights have NO SHOW issues (mainly due to business passengers changing their flights)	NO SHOW means unloading luggages and departure delays. Shall be taken into account by the modelling s/w.	WP2
Airbus is investigating RFID systems for tracking luggages in the Aircraft belly	Might decrease delays due to NO SHOW issues	WP2
For Airbus, all security checks should be	No security check at the A/C stage. No plans to	WP2

# Airbus Hamburg (3)

performed before the A/C access	modify this.	
Refuelling is not done at each arrival but only where the fuel is the cheapest	No systematic refuelling for short range flights	WP2
Airbus mentioned <i>AAS - Integrated Airport Apron Safety Fleet Management</i> ; EU project (7° Framework program)	The ASSET consortium should liaise with the AAS members and investigate how to collaborate between the two projects	WP0, T0
Airbus plans the provision of a software based on the air to ground datalink to anticipate tarmac activities: deboarding time, refuelling, catering etc...	To investigate the interest of this s/w in the context of ASSET	WP2