

Irregularity-Management @ Frankfurt Airport „It's all about colours!“

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Terminal operations mean:

- Provision of safe and appropriate terminal facilities in accordance with applicable rules and regulations
- Responsibility for operating safety, efficiency and cleanliness of the terminal facilities
- Operational control by the Terminal Duty Managers 24/7



Terminal operations mean:

- Passenger flow management
- Passenger Services



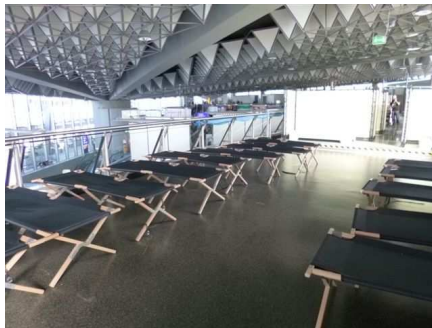
Heavy irregularities are caused by:

- labour disputes
- bad weather conditions, volcano eruption
- system failure
- accidents



Joined solutions to ease heavy irregularities: „Terminal Colour Concept“

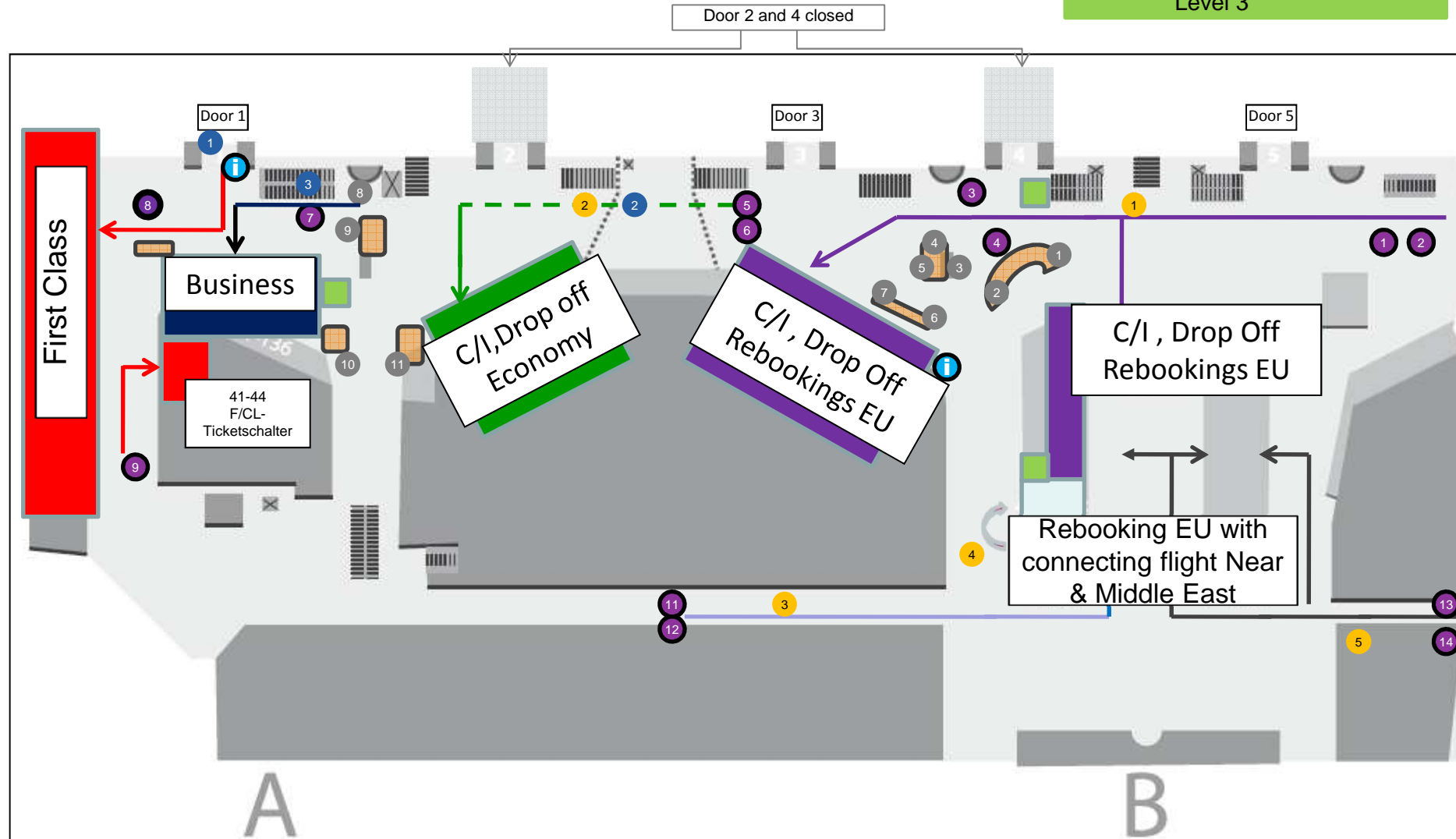
- Joined supervision of all Irreg operations in the IRREG Center Frankfurt (ICF)
- Implementation „Terminal Colour Concept“
- Personal assistance by members of the Fraport Care Team and Lufthansa Passenger Irregularities Team (PIT)
- Optimized orientation and information distribution with the help of numerous sign elements
- Basic catering and provision of emergency field beds



Colour zones Hall A and B:

Business
Rebookings int.

Level 3



Queue control
Queue runner

Self Check In Assistance
Info Service Guide

Airport
Security

Catering

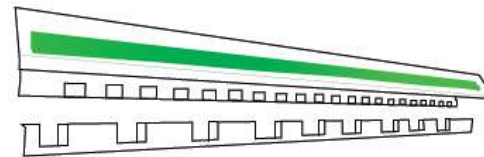
Sign elements to show different zones

IRREG Hallenkonzept
Maßnahmen Übersicht

Schlangenendsteuerer

Bereichsmarkierung

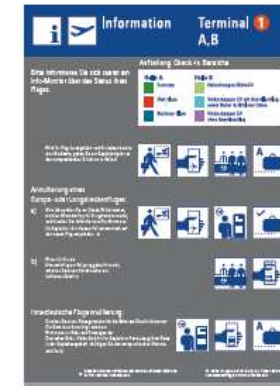
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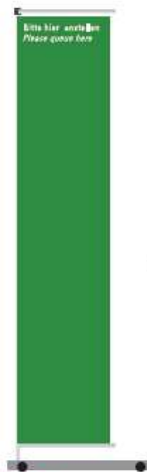
2.0 Banner



3.1 Broschüre



3.0 Poster



1.0 Fahne



1.1 Westen



2.1 Check-In Monitore



2.3 Check-In Monitorblenden



Why is the concept successful?



- early cancellation of flights
- easy to understand for passengers and staff
- optimized baggage handling
- clearly defined communication channels
- on-time information for guests
- reduced waiting times
- constant assistance by trained staff



Passengers:



Colours in LH Application-Software

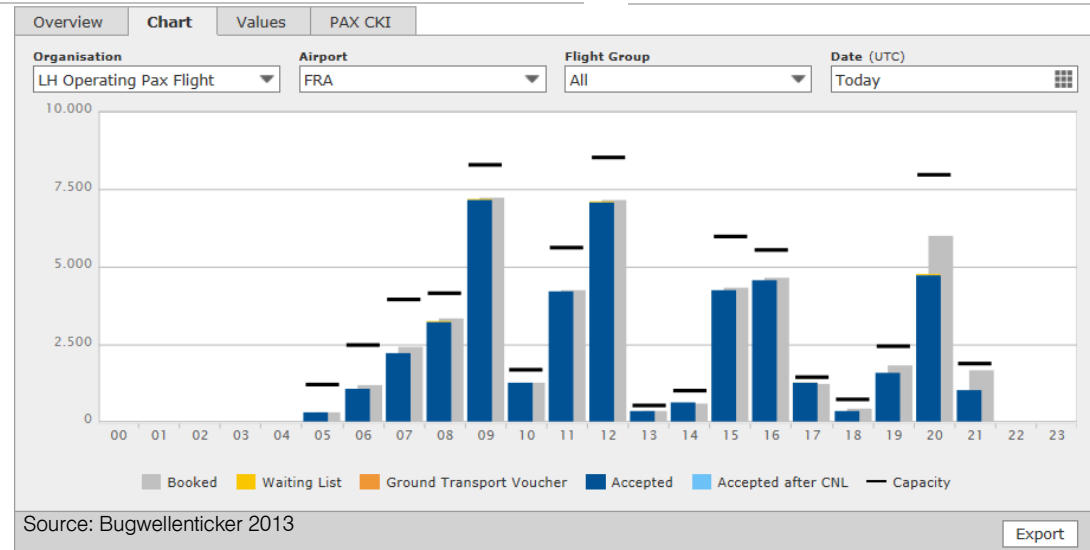
Bow Wave Ticker (Bugwellenticker) (1)

Airport Overview

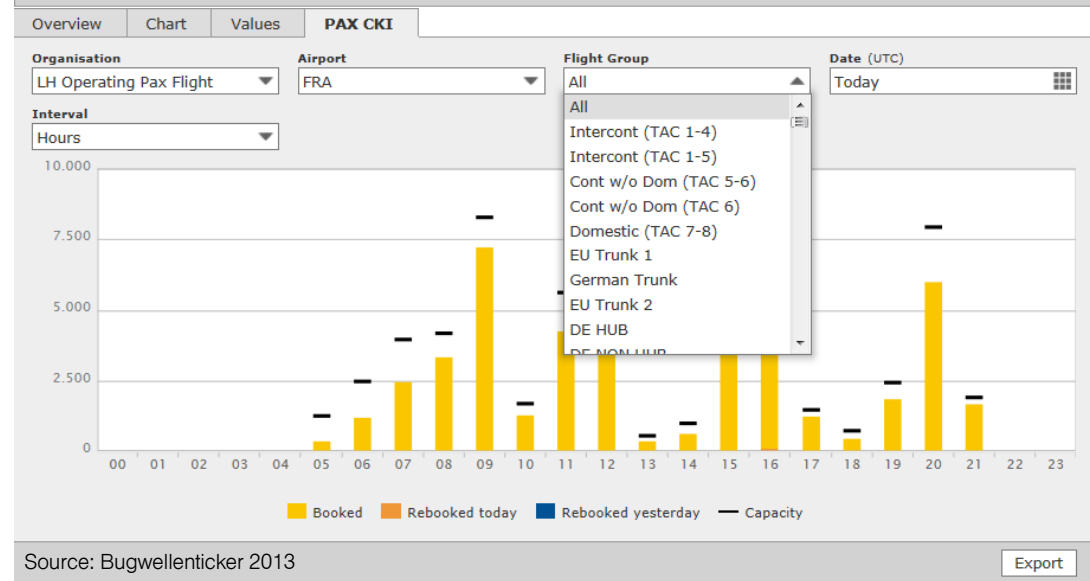


Bow Wave Ticker (Bugwellenticker) (2)

A/C view



Check-In view



HUB*STAR (Decision Support System) „The swiss army knife for Lufthansa ground-operations“(1)



Overview of staffing @ FRA today

Traffic light colours indicate the availability of on duty staff for the entire airport at a glance.

green: good
yellow: average
red: poor

6	15	2							
Partner Resource Availability									
ASG	Staff	Cleaning							
LSG	Staff	Catering							
LEOS	Crewbus	Schlepper							
BVD	Lademeister	Staff	Gepäcktransport	Busse	Schlepper				
SIKO	Staff	Security							
BUPO	Staff	Passport Control							
FRASV	FM	Halle	Bereiche	Service Koordinatoren					
FRASO	SO/A	SO/B	SO/L						
FRASE	Service Provider	Rampko							
FRASX	SX/C	SX/T							
FRASM	Staff								

Source: HUB*STAR 2013.10

Source: HUB*STAR 2013.10

HUB*STAR (Decision Support System) „The swiss army knife for Lufthansa ground-operations“ (2)



Station Control View

Working groups: System- and Aircraft-Coordinators

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HUB*STAR (Decision Support System)

„The swiss army knife for Lufthansa ground-operations“ (3)



Passenger Connex View

Working groups: Aircraft- and Service-Coordiators

RBS	CONNEXTEXT	OK	INFLNO	ORIG	A-LATEST	CONB	GTE	POS	OUTFLNO	DEST	D-LATEST	COFB	GTE	POS	NTT	ECT	DIFF	PAX	PSI	HSI	RBI
IF NEG JP117/11			LH 687	TLV	e19:40	19:40	ANS	A16	JP 125	LJU	C19:55	19:55	B01	V171	00:40	00:15	-00:25	1 0/0/1			STAR,Hotel,long delay
IF NEG LH986/11			LH 1471	VKO	e19:46	19:46	ANS	C05	LH 1002	AMS	C20:00	20:00	A04	F211	*00:38	00:14	-00:24	12 0/0/12		1260	LH,Hotel,long delay
			LH 239	FCO	e20:16	20:16	ASO	V119	LH 778	SIN	C20:35	20:35	Z66	A66	00:42	00:19	-00:23	4 0/4/0			
IF NEG OU417/11			LH 687	TLV	e19:40	19:40	ANS	A16	OU 415	ZAG	C19:55	19:55	B47	B47	00:37	00:15	-00:22	4 0/0/4			STAR,Hotel,long delay
IF NEG TP571/11			LH 1471	VKO	e19:46	19:46	ANS	C05	LH 1172	LIS	C20:00	20:00	A23	A23	*00:36	00:14	-00:22	2 0/2/0		443	STAR,Hotel,long delay
IF NEG LH986/11			LH 687	TLV	e19:40	19:40	ANS	A16	LH 1002	AMS	C20:00	20:00	A04	F211	00:36	00:20	-00:16	1 0/0/1			LH,Hotel,long delay
			LH 239	FCO	e20:16	20:16	ASO	V119	LH 820	GOT	S20:40	20:40	A52	V119	00:35	00:24	-00:11	3 0/0/3		90	
IF NEG LH092/11			LH 1471	VKO	e19:46	19:46	ANS	C05	LH 122	MUC	C20:00	20:00	A20	A20	*00:35	00:14	-00:21	1 0/0/1		105	LH,Hotel,long delay
			LH 239	FCO	e20:16	20:16	ASO	V119	LH 842	BLL	C20:45	20:45	B02	V102	00:35	00:29	-00:06	6 0/0/6		180	
			LH 239	FCO	e20:16	20:16	ASO	V119	LH 864	OSL	S20:45	20:45	A36	A36	00:35	00:29	-00:06	4 0/0/4		120	
			LH 239	FCO	e20:16	20:16	ASO	V119	LH 506	GRU	C21:00	21:00	C15	C15	00:49	00:44	-00:05	2 0/0/2		60	
			LH 239	FCO	e20:16	20:16	ASO	V119	LH 572	JNB	C20:50	20:50	Z58	A58	00:39	00:34	-00:05	2 0/2/0		83	
			LH 239	FCO	e20:16	20:16	ASO	V119	LH 1246	VIE	C20:40	20:40	A18	A18	00:29	00:24	-00:05	1 0/0/1		30	
IF NEG LH034			LH 713	ICN	A18:18	18:18	B23A	B23	LH 032	HAM	018:58	18:58	A21	A21	*00:43	00:40	-00:03	2 0/0/2		60	LH,short delay
1X HON-RDS			LH 687	TLV	e19:40	19:40	ANS	A16	LH 304	TRN	C20:20	20:20	A69	C06	00:42	00:40	-00:02	1 0/0/1*		191	
IF NEG LG9302/11			LH 1471	VKO	e19:46	19:46	ANS	C05	LG 9308	LUX	C20:15	20:15	B04	V099	*00:43	00:29	-00:14	4 0/3/1		3654	Other,Hotel,long delay
IF NEG LH1094/11			LH 1471	VKO	e19:46	19:46	ANS	C05	LH 1100	TLS	C20:15	20:15	A60	V092	*00:41	00:29	-00:12	2 0/0/2		210	LH,Hotel,long delay
			LH 1471	VKO	e19:46	19:46	ANS	C05	LH 872	BGO	C20:15	20:15	A08	V112	*00:37	00:29	-00:08	1 0/0/1			
			LH 1471	VKO	e19:46	19:46	ANS	C05	LH 202	TXL	C20:15	20:15	A19	A19	*00:34	00:29	-00:05	2 0/0/2*			
			LH 1471	VKO	e19:46	19:46	ANS	C05	LH 150	NUE	C20:20	20:20	A10	V106	*00:37	00:34	-00:03	2 0/0/2			

Traffic light colours indicate critical transfer times

green = safe
 yello = possible
 red = impossible

Source: HUB*STAR 2013.10

- improve passenger connectivity
or
- stabilize operations

NFV	+AP	+RP	+RDS	+BS	+AS	+CD	+CDB	+LB	+EB	+RHP	+NPO	+DPR
	€	€	💡	🔒	€	🔒	🚫	🚫	🚫	🚫	🚫	🚫
	🚫	€	💡	🔒	🔒	🔒	💡	💡	🚫	💡	🚫	💡
	🚫	€	🚫	🔒	🔒	🔒	💡	💡	🚫	💡	🚫	💡
	€	€	🚫	🚫	🚫	🔒	💡	💡	🚫	💡	🚫	💡
	🚫	€	🚫	🔒	🔒	🔒	💡	💡	🚫	💡	🚫	💡
	🚫	€	🚫	🔒	🔒	🔒	💡	💡	💡	💡	🚫	💡
	🚫	€	🚫	🔒	🔒	🔒	💡	💡	💡	💡	🚫	💡
	€	€	€	🚫	🚫	🔒	💡	💡	💡	💡	🚫	💡
	€	€	🚫	🚫	🚫	🔒	💡	💡	💡	💡	🚫	💡
	€	€	🚫	🚫	🚫	🔒	💡	💡	💡	💡	💡	💡
	€	€	🚫	🚫	🚫	🔒	💡	💡	💡	💡	💡	💡
	€	€	🚫	🚫	🚫	€	🔒	💡	💡	💡	💡	💡
	🚫	€	🚫	🔒	🔒	🔒	💡	💡	💡	💡	💡	💡
	🚫	€	🚫	🔒	🔒	🔒	💡	💡	💡	🚫	💡	💡
	€	€	🚫	🚫	🚫	🔒	💡	💡	💡	💡	💡	💡
	€	€	€	🔒	€	🔒	💡	💡	💡	💡	🚫	💡
	🚫	🚫	🚫	🔒	🔒	🚫	💡	💡	💡	💡	💡	💡
	€	€	€	🔒	€	🔒	💡	💡	💡	💡	🚫	💡

NFV:	Night Curview
+RDS:	Direct Transfer Service
+BS:	Bus steering
+AS:	Arrival Service
+CD:	Connex Delay
+CDB:	Connex Delay Bag
+EB:	Early Boarding
...	



Questions?