

PART 16

FLIGHT RESCHEDULING CONTROL SYSTEM

CONTENT

Section	Description	
1	General	
2	Organisation	
3	Civil Aviation Department	
4	<i>Airport Fire Contingent</i>	<i>Not Applicable</i>
5	<i>Fire Services Department</i>	<i>Not Applicable</i>
6	<i>Hong Kong Police</i>	<i>Not Applicable</i>
7	<i>Department of Health / Port Health Division (Airport Section)</i>	<i>Not Applicable</i>
8	<i>Hospital Authority</i>	<i>Not Applicable</i>
9	AA Airfield Department	
10	AA Terminal Operations Department	
11	AA Airport Emergency Centre (AEC)	
12	<i>AA Corporate Affairs Department</i>	<i>Not Applicable</i>
13	<i>Aviation Security Company Ltd.</i>	<i>Not Applicable</i>
14	<i>AA Technical Services Infrastructure Department</i>	<i>Not Applicable</i>
15	<i>AA Retail and Advertising Department</i>	<i>Not Applicable</i>
16	Airline / Handling Agent	
17	<i>Ramp Handling Licensee</i>	<i>Not Applicable</i>

Flight Rescheduling Control System

Section	Description	
18	<i>Not used</i>	<i>Not Applicable</i>
19	<i>Line Maintenance Franchisee</i>	<i>Not Applicable</i>
20	<i>Into-Plane Fuelling Franchisee</i>	<i>Not Applicable</i>
21	<i>Cargo Terminal Operators</i>	<i>Not Applicable</i>
22	<i>Customs and Excise Department</i>	<i>Not Applicable</i>
23	<i>Immigration Department</i>	<i>Not Applicable</i>
24	<i>Government Flying Service</i>	<i>Not Applicable</i>
25	<i>Mass Transit Railway Corporation</i>	<i>Not Applicable</i>
26	<i>Food and Environmental Hygiene Department</i>	<i>Not Applicable</i>
27	<i>Information Services Department</i>	<i>Not Applicable</i>
28	<i>Security Bureau</i>	<i>Not Applicable</i>
29	<i>Marine Department</i>	<i>Not Applicable</i>
30	<i>Civil Aid Service</i>	<i>Not Applicable</i>
31	<i>Auxiliary Medical Service</i>	<i>Not Applicable</i>
32	<i>Civil Engineering Department</i>	<i>Not Applicable</i>
33	<i>Lands Department (Survey and Mapping Office)</i>	<i>Not Applicable</i>
34	<i>Hong Kong Observatory (Airport Meteorological Office)</i>	<i>Not Applicable</i>
35	<i>Tenants and Employees</i>	<i>Not Applicable</i>
36	<i>Public Bus Operators</i>	<i>Not Applicable</i>
37	<i>Transport Department / Transport & Logistics Bureau</i>	<i>Not Applicable</i>

Section	Description	
38	AA Medical Services	Not Applicable
39	AA Safety, Security and Business Continuity Department	
40	Tsing Ma Management Limited	Not Applicable
41	AA Landside Department	
42	AA Integrated Airport Centre	
43	Hong Kong St. John Ambulance Brigade	Not Applicable
44	Air Accident Investigation Authority	Not Applicable
45	AA Aviation Logistics Department	Not Applicable
46	AA APM and Baggage Department	Not Applicable

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GENERAL**1. Introduction**

- 1.1 The aim of Flight Rescheduling Control (FRCS) is to recover airport operations back to normal in an orderly manner following a prolonged disruption such as flow control, typhoon and closure of runway, when most of arrival and departure flights have been cancelled, delayed or diverted to other airports.
- 1.2 After joint assessment by Civil Aviation Department and the Airport Authority on the extent of disruption and estimate traffic volume, if considered necessary, the FRCS regime will be activated by the Executive Director, Airport Operations or his representative for the operational recovery of HKIA.
- 1.3 The objective of activating FRCS is to handle the traffic backlog caused by the disruption in addition to the normal scheduled operations in an orderly manner by optimising the use of arrival and departure slots available whilst at the same time avoiding overloading the ATC systems and airport facilities such as parking stands and check-in counters.
- 1.4 When the backlog of flight movements has been cleared and resumption of operation back to normal, deactivation of the FRCS regime will be declared by the Executive Director, Airport Operations or his representative.
- 1.5 Flight Re-scheduling Control System (FRCS) is used to facilitate the flight slot allocation process which is a browser-based programme accessible at AA's extranet:
<https://extranetapps.hongkongairport.com/frcs/>. Flight Reschedule Planners, self-handled airlines and handling agents are granted access rights and login accounts to the system.

2. Flight Slot Allocation Criteria

- 2.1 Flight Reschedule Planner will approve slots requests based on the following criteria:
 - 2.1.1 Departure Vs Arrival flights - Relative priority between departure and arrival flight will be subject to situation at that time e.g. departure priority will be over arrival if apron is full.

Flight Rescheduling Control System

Section 1

- 2.1.2 Airborne Vs On-ground flights - Arrival flight airborne from previous port has higher priority over arrival flight still on ground at previous port.
- 2.1.3 Availability of aircraft on ground - A departure flight with an aircraft on ground will have a higher priority over another departure flight without an aircraft on ground.
- 2.1.4 Revision of Slot Requests - Flight with more than 3 revised ETA/ETD (without reasonable explanation) will have a lower priority.
- 2.1.5 Airborne Flights without approved slot - Flight without slot approved but airborne from previous port, the same carrier will have a lower priority next time.
- 2.1.6 Based on Current Seasonal Flight Schedule - The no. of slot given to an airline in an hour will be based on the percentage of scheduled flights operated in a seasonal schedule against runway capacity as declared by Hong Kong ATC at that time. The percentages of the top 5 airlines will be provided by Airfield Department at the beginning of each seasonal schedule. Examples (April 2021):

	Airline	% of Top 5 Airlines	No. of Slot Given in an Hour*	
			Single Runway 34	Dual Runways 68
1	Cathay Pacific	34%	12	23
2	HK Airlines	11%	4	8
3	HK Express	10%	3	7
4	China Airlines	4%	1	3
5	EVA Air	3%	1	2
	Others		1 flight per hour per airline will be given as far as possible if demand exists. If not, priority will be given in the next hour	

Source: Airfield Department

- 2.1.7 For other carriers, if slots available, one landing/departure slot is given in an hour per airlines/handling agents' request.

Section 1

- 2.1.8 Passenger flights will have higher priority over cargo flights. Schedule flights will have higher priority over ad hoc / private flights. Long haul flights will have higher priority over regional flights.
- 2.1.9 In the exceptional circumstances, if the slots still cannot meet the demand, flights with larger passenger capacity will have a higher priority.

3. Flight Rescheduling Control Procedure**3.1 Activation of FRCS**

- 3.1.1 The Executive Director, Airport Operations or his representative will activate the FRC procedure when necessary to ensure smooth, orderly and effective recovery of normal airport operations.
- 3.1.2 IAC-ACC to notify Airline Operators Committee and handling agents to submit slots requests via the FRCS and to send representatives to Airport Emergency Centre (AEC).
- 3.1.3 Airlines and handling agents are required to send representatives to IAC to coordinate with the Flight Reschedule Planner.
- 3.1.4 The screen of "Airline Contact Phone Number" will be published onto the infotainment monitor of FIDS display units at T1.
- 3.1.5 Airlines should suspend early check-in and all-day check-in services, and all check-in services will be limited to commence from 3 hours before STD.
- 3.1.6 Flight Reschedule Planner to obtain the latest runway capacity from ATC for approval of slot requests.

3.2 Submission of slot requests

- 3.2.1 The self-handled airlines and handling agents to submit slots requests with latest ETA and ETD for approval via the FRCS. Approved / rejected status will be updated in the system.

3.3 Flight Slots Allocation

Flight Rescheduling Control System

Section 1

3.3.1 The Flight Reschedule Planner will try to accommodate the flights with slots requests submitted whenever flight slots are available.

3.3.2 If the slots are full or critical, the Flight Reschedule Planner will allocate slots in accordance with the Allocation Criteria in para. 2 of this section. Or otherwise, the Flight Reschedule Controller at AEC will make the final decision on slot arrangement.

3.4 Update of ETA/ETD of flights of approved slots

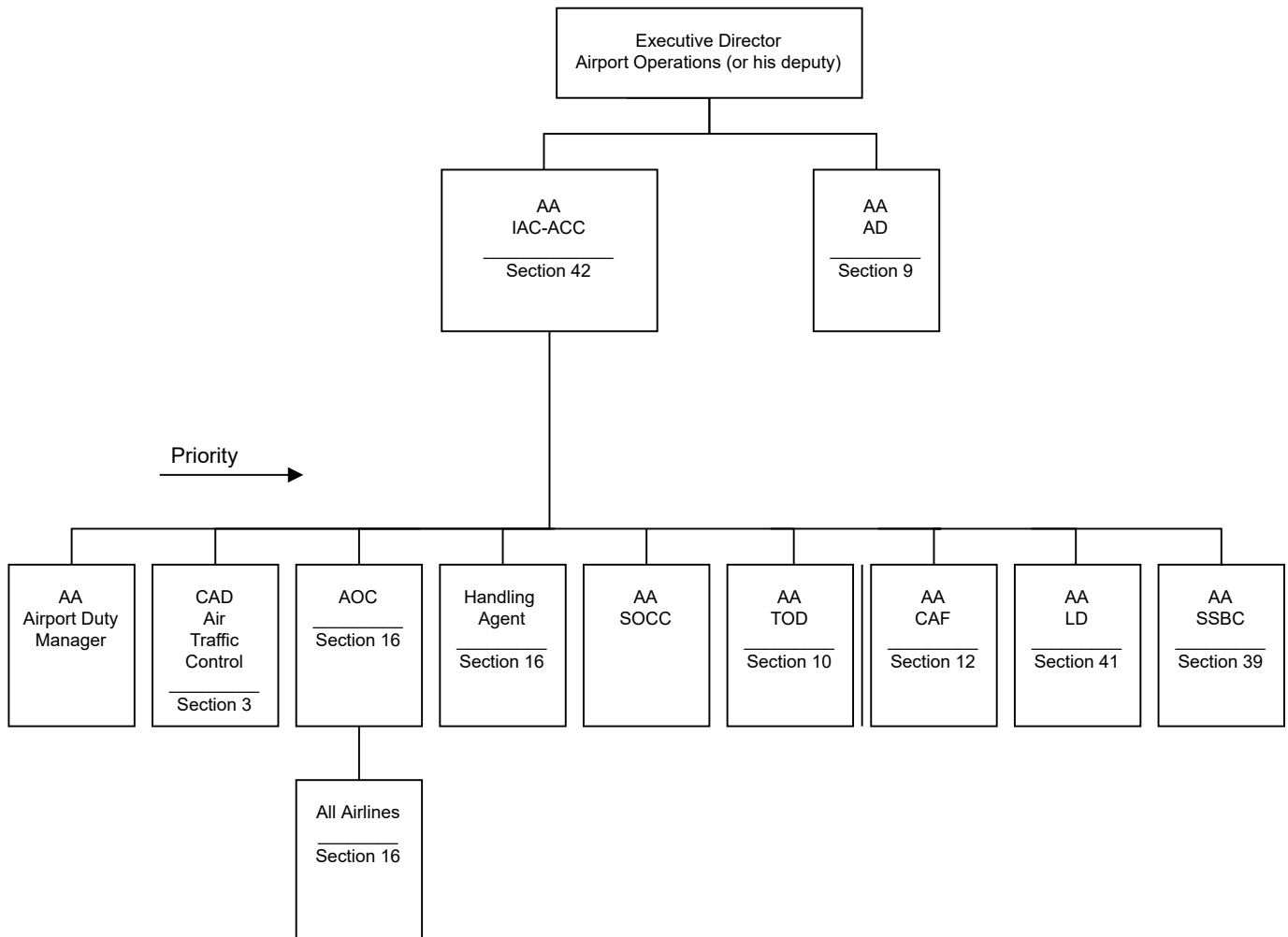
3.4.1 Any update of ETA/ETD of flight of approved slot must be submitted as a request for amendment of approved slot via the FRCS. Flight Reschedule Planner will approve the update of ETA/ETD after assessment of slot availability in the concerned hour. Approved update of ETA/ETD will be updated to FIDS.

3.5 Night-Time Procedure

3.5.1 When the FRCS is activated at night as the operational recovery will likely commence on the following day, airlines/handling agents will be requested to provide IAC-ACC the revised next day schedule and submit slots requests via the FRCS as per the following timetable at local time. The Flight Reschedule Planner to confirm to airlines/handling agents for their flight slots accordingly.

Flight Movement Period	Flight Slots Requests to be submitted by Airlines/Handling Agents no later than	Flight Slots confirmed by Airport Authority at
06:00 – 11:59 LT	19:00 – 20:59 LT	23:59 LT
12:00 – 17:59 LT	21:00 – 01:59 LT	03:00 LT
18:00 – 05:59 LT	02:00 – 09:59 LT	11:00 LT

3.5.2 The Executive Director, Airport Operations or his representative may adjust the above timetable based on the actual disruption situation to ensure adequate time is available for flight slots requests submission and confirmation in an effective manner.

Flight Rescheduling Control System
Alerting Diagram

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**CIVIL AVIATION DEPARTMENT
(Air Traffic Control)****RESPONSIBILITIES**

- Update runway capacity and air traffic situation
- Assist in the implementation of Flight Rescheduling Control procedures

Alerted by IAC-ACC**1. Action by Air Traffic Control**

- 1.1 Send a representative to AEC for updating of the runway capacity and air traffic situation.
- 1.2 ATC representative at AEC will closely liaise with the Flight Reschedule Planner to make real time adjustment on the flight schedules in consideration of air traffic, apron and terminal constraints.

**Flight Rescheduling
Control System
Section 3**

This page has nil content

AA AIRFIELD DEPARTMENT**RESPONSIBILITIES**

- Lead and liaise with the CAD and airlines' representatives
- Flight slots approval

Alerted by Executive Director, Airport Operations or his representative

1 Action by Flight Reschedule Controller

- 1.1 Performed by nominated Assistant General Manager or Manager of Airfield Department.
- 1.2 Lead and liaise with CAD and airlines' representatives at the Airport Emergency Centre and to make the final decision on flight slot allocation when necessary.
- 1.3 Communicate with airlines' representatives about the final decision on flight re-scheduling for cases escalated by the Flight Reschedule Planner.

2. Action by Flight Reschedule Planner

- 2.1 Performed by nominated Manager or Assistant Manager of Airfield Department.
- 2.2 Approve / reject slot requests submitted by airlines / handling agents via the FRCS against runway capacity based on the Allocation Criteria described in Para 2 in Section 1 of this Part.
- 2.3 Closely liaise with representatives from ATC and IAC for real time adjustment of slots allocation in consideration of air traffic, apron and terminal operation constraints.

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AA TERMINAL OPERATIONS DEPARTMENT**RESPONSIBILITIES**

- Alerting
- Coordination for activation of the Landside Crowd Management Plan
- Coordination for activation of the Airside Crowd Management Plan

Alerted by IAC-ACC**1. Action by Terminals & Landside Duty Manager****In-terminal Passenger Flow Management**

- 1.1 Alert ADM when substantial number of affected passengers is anticipated / observed in T1 landside / airside areas as a result of flight irregularities / airport disruptions / adverse weather conditions.
- 1.2 Coordinate with airlines / ground handling agents, AVSECO on setup of crowd management facilities and subsequent emergency responses.
- 1.3 Liaise with airlines and AA Technical Services Infrastructure on crowd management facilities at T1 landside / airside areas as appropriate.
- 1.4 Activate FIDS display contingency if display capacity is anticipated/found to be overwhelmed by cancelled/delayed flights.
- 1.5 Assist the affected passengers with airport information and basic welfare.
- 1.6 Arrange set up of the PCT facilities should the PCT be activated.
- 1.7 Arrange with cleaning contractor to ensure cleanliness of the PTB is maintained.

2. Action by TOD FIDS Support Team

- 2.1 Monitor FIDS information integrity and ensure FIDS capacity service standard is met i.e. T-1 to T+1 hour arrival FIDS and T+3 hour departure FIDS.
- 2.2 Advise ADM to activate/deactivate FIDS display contingency when appropriate.

AA AIRPORT EMERGENCY CENTRE (AEC)**(Tel : 2182 0088 Fax: 2182 9088)****RESPONSIBILITIES**

- Off-scene airport command, control and communication centre
- Coordination and dissemination of information to and from all responders
- Coordination of welfare to passengers and other affected person(s)
- Coordination of joint Media Management Plan of responding parties
- Coordination of the airport's Business Continuity Plans

It is anticipated that AEC would most likely be activated due to the incident which required the activation of Flight Rescheduling Control.

For the function of AEC refers to Volume 1, Part 1, para 4.1.

**Flight Rescheduling
Control System
Section 11**

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AIRLINE / HANDLING AGENT**RESPONSIBILITIES**

- AOC to keep all members informed the current status of FRCS
- Self Handled Airlines/ Handling agent to submit slot request
- Self Handled Airlines/Handling agent to send representatives to IAC to coordinate flight rescheduling
- To assist the coordination and balance Check-in Counter allocation

Alerted by IAC-ACC to AOC, Airlines and Ground Handling Agent

Action by AOC

1. When AOC is alerted of the activation of Flight Re-scheduling Control regime, AOC should keep all AOC members informed of the activation and stand-down of the Flight Re-scheduling Control regime.

Action by Self Handled Airlines/Handling Agents

1. The airlines and handling agents to submit slots requests with latest ETA and ETD for approval via the FRCS. Approved / rejected status will be updated in the system.
2. Airlines and handling agents to send representatives to IAC to coordinate flight rescheduling with the Flight Reschedule Planner.
3. Upon, request by IAC, AOC, airlines and handling agents, representatives should assist Check-in Counter balancing coordination in order to cope with the flight rescheduling.

Flight Rescheduling Control System

Section 16

This page has nil content

**AA SAFETY, SECURITY AND BUSINESS CONTINUITY
DEPARTMENT****RESPONSIBILITIES**

- Management & administrative support of Airport Emergency Centre

Alerted by IAC-ACC

Action by AEC Support Team

1. Perform duties in accordance with the AEC Operations Manual.

**Flight Rescheduling
Control System
Section 39**

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AA LANDSIDE DEPARTMENT**RESPONSIBILITIES**

- Provision of Passenger Care Services to affected passengers at GTC

Alerted by IAC-ACC

1. Action by AA Assistant Manager – Landside Services

- 1.1 Alert ADM when substantial number of affected passengers is anticipated / observed in GTC areas as a result of flight irregularities / airport disruptions / adverse weather conditions.
- 1.2 Coordinate with AVSECO on setup of crowd management facilities and subsequent emergency responses.
- 1.3 Liaise with AA Technical Services Infrastructure on crowd management facilities at GTC areas as appropriate.
- 1.4 Assist the affected passengers with airport information and basic welfare (water, blankets).
- 1.5 Arrange set up of the PCT facilities should the PCT be activated.
- 1.6 Arrange with cleaning contractor to ensure cleanliness of the GTC areas is maintained.

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AA INTEGRATED AIRPORT CENTRE**RESPONSIBILITIES**

- Alerting
- Allocate parking stands
- Lead and liaise with the CAD and airlines' representatives
- Flight slots approval
- Check-in Facilities Balancing and Usage approval

Alerted by Executive Director, Airport Operations or his deputy

1. Action by IAC-ACC

- 1.1 Alert Airport Duty Manager
- 1.2 Refer to alerting table as in Section 2.
- 1.3 Notify the following:
 - General Manager – Airfield
 - Deputy General Manager - Airfield
 - Assistant General Manager - Airfield Services
 - Assistant General Manager - Standards & Services Delivery
 - Assistant General Manager – Infrastructure Management & Coordination
 - General Manager – APM & Baggage
 - Assistant General Manager – APM Operations
 - Assistant General Manager – Baggage Operations
 - Assistant General Manager, Media & Communications
 - Senior Safety Officer – CAD APSD
- 1.4 Ensure update of ETA/ETD on FIDS of the approved flights by the Flight Reschedule Planner and accept ETA of incoming flights through User Authorization.
- 1.5 Allocate parking stands to incoming flights with approved slots and facilitate departure of flights with approved slots by close liaison with ATC, ramp operators and Flight Reschedule Planner.

- 1.6 Update AEC and Flight Rescheduling Planner of apron capacity and aircraft parking condition.

2. Action by IAC-TOD

- 2.1 Inform ADM and alert the following parties to activate respective handling procedure as appropriate:
- General Manager – Terminal Operations
 - General Manager – Landside
 - General Manager – APM & Baggage
 - Assistant General Manager and Manager of Terminal Operation & Government Facilitation
 - Assistant General Manager and Manager of Estate Management
 - Assistant General Manager – Landside Services
 - Assistant General Manager – Landside Infrastructure Management
 - Assistant General Manager - APM Operations
 - Assistant General Manager – Baggage Operations
 - Assistant General Manager – Media & Communications
 - Assistant General Manager - Retail & Advertising
 - FRTMO - TSI
 - AVSECO Duty Security Manager

- 2.2 Assist ADM on alerting if AEC is activated.

3. Action by IAC-TOD CICA Controller

- 3.1 Ensure updating of counter allocation in CICA system for the approved flights.
- 3.2 Facilitate passenger service handling agents / self handling airlines on ad-hoc check-in facilities booking.
- 3.3 Closely liaise with representatives from passenger service handling agents / self handling airlines and IAC for real time adjustment of counter allocation in consideration of Flight Rescheduling operation constraints.