**TERMINAL MANAGEMENT CENTER SITUATION REPORT**

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| --- | --- |
| Reporting Period: | 27 June 2019 |
| Reporting Day: | Thursday |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Team | AOC | TMC | Ground Deployment - DTM | | | |
| E | Cynthia | Alex | Khim Boon  (T1) | Karen  (T2) | Alex  (T3) | Cindy  (T4) |

**Summary of Incidents**

***Congestion* 🡪 *Departure***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| T1 | T2 | T3 | T4 | Mth-to-Date |
| 1 | - | - | - | 22 |

**Executive Summary**

Operational Highlights

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|  |

**Facts of Incident**

***Incident Account* 🡪 *Congestion***

|  |  |
| --- | --- |
| **Title** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Date & Time | Type | Location | Sensors Trigger |
| 1 | 27 June 2019  1700 Hrs | Congestion (Departure) | Terminal 2 Departure, Row 8 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Check-In Row | Pax in queue | Tailback (peak) | No. of counters manned (initial) | Max no. of counters manned | Time queue subsided | Max Waiting time |
| 8 | ? | ? | ? | ? | ? | ? |

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| What Happened (observation and summary of incident) |
|  |
| Impact (to terminal operations) |
|  |
| Actions Taken |
|  |
| Additional Observations |
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| Image from Check-In Ground Sensors |
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**Summary of Incidents**

***Congestion* 🡪 *Departure***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| T1 | T2 | T3 | T4 | Mth-to-Date |
| 1 | - | - | - | 22 |

**Executive Summary**

Operational Highlights

No significant incidents were reported during the shift watch; terminal operations was generally smooth.

* NIL Medical Cases
* NIL Flight Incidents
* NIL Systems Outage

**Facts of Incident**

***Incident Account* 🡪 *Congestion***

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| --- | --- |
| **Title** | **Congestion at Terminal 1 Row 8 for Qantas Departures (DTM – Khim Boon)** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Date & Time | Type | Location | Sensors Trigger |
| 1 | 27 June 2019  1700 Hrs | Congestion (Departure) | Terminal 2 Departure, Row 8 |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Check-In Row | Pax in queue | Tailback (peak) | No. of counters manned (initial) | Max no. of counters manned | Time queue subsided | Max Waiting time |
| 8 | 111 | 20 | 2 | 2 | 1730H | 27 mins |

|  |
| --- |
| What Happened (observation and summary of incident) |
| * Terminal 1 CYA Triston Goh, received an Alert Notification via D’MAPS * Alerted DTM via comms and activated to incident location for observation * At time of observation, check-in operations for Qantas – QF 72 & QF 2 are on going   + QF 72/PER STD1840 Pax Load – (see show up profile)   + QF 2/SYD STD 1930 Pax Load – (see showup profile) * Early bunching phenomena – 2 Assistance ABD & 4 ABD, 1 FAST Ambassador * Significant queue at Assistance ABD as compared to contained long queue at ABD |
| Impact (to terminal operations) |
| * Pax experienced longer waiting time due to early bunching * Increased waiting time due to shortage of Assistance ABD counters to cope tailback at Assistance queue |
| Actions Taken |
| * 02 CYA onsite to assist airline in queue management and to assist with pax’s queries * DTM verified D’MAPS and requested GHA to convert 01 existing ABD to Assistance ABD and additional 01 FAST Ambassadors to expedite FAST process; at 1709 total 3 Assistance ABD and 3 ABD eventually operational; Total 02 FAST ambassadors and 3 Assistance ABD |
| Additional Observations |
| * Pax were observed to be continuously joining Check-In queue at Row 8; no tour groups were observed * Most pax were observed checking in multiple baggage * Processing time were observed to be at 0.5 pax/min |

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| Image from Check-In Ground Sensors |
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