**TERMINAL MANAGEMENT CENTER SITUATION REPORT**

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| --- | --- |
| Reporting Period: | 17 July 2019 |
| Reporting Day: | Thursday |

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| --- | --- | --- | --- | --- | --- | --- |
| 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** |  |

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| --- | --- | --- | --- | --- |
| No. | Date & Time | Type | Location | Sensors Trigger |
| 1 | 17 July 2019  1700 Hrs | Congestion (Departure) | Terminal 2 Departure, Row 8 | RED indicators:  % Queue Occupancy  Expected Queue Time  Counter Utilisation |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 | 91% | 11 | 2 | 2 | 1721H | 27 mins |

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| What Happened (observation and summary of incident) |
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| 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***

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| 1 | - | - | - | 22 |

**Executive Summary**

Operational Highlights

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| 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)** |

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| --- | --- | --- | --- | --- |
| No. | Date & Time | Type | Location | Sensors Trigger |
| 1 | 17 July 2019  1700 Hrs | Congestion (Departure) | Terminal 2 Departure, Row 8 | RED indicators:  % Queue Occupancy  Expected Queue Time  Counter Utilisation |

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| 8 | 91% | 11 | 2 | 2 | 1721H | 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   Throughput rate were observed to be at 2.57 pax/min with processing time of 5min 31s |

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| Image from Check-In Ground Sensors |
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