

Appendix 1.1

CDM (Collaborative Decision Making) at Auckland Airport

GROUND HANDLER INFORMATION SHEET

FAQ

What is CDM?

CDM stands for Collaborative Decision Making. The key aim of CDM is to facilitate the sharing of operational data to allow better informed decisions to be made.

Why

The principle of CDM is to optimise the turnaround process in order to ensure the best coordination of resources and the best use of airport infrastructure.

What benefits will we expect to see?



How will CDM be rolled out?

CDM will be rolled out at Auckland Airport in a staged approach. Stage one will largely be concentrated on the ground handler updating what is known as a TOBT (Targeted off block time). This is then shared to the other CDM partners in order to create better visibility.

What is the TOBT and how does it work?

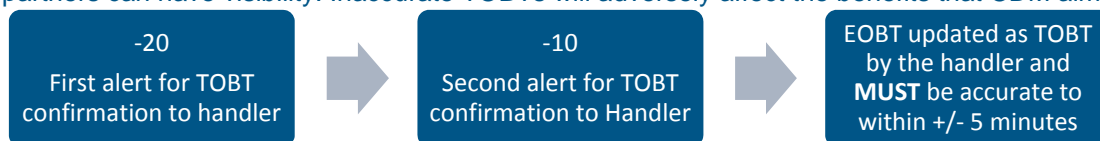
TOBT- Targeted off blocks time is a more up to date and accurate EOBT (Estimated off blocks time). The CDM portal that the ground handlers will use will alert the handler that a TOBT needs to be confirmed or updated at -20. This will alert again at -10 minutes. This alert advises the handler that the EOBT needs to be confirmed as correct, or amended, this will then become the TOBT. The accuracy required initially for the TOBT is +/- 5 minutes.

What is required from the Ground handlers?

The Ground handler will have the function of either confirming or updating the TOBT and ensuring that it is kept accurate to within +/- 5 minutes.

The Gate agent will confirm from the gate lounge when boarding begins and ends by selecting the appropriate start/ end boarding tile.

Update the TOBT if information is received from the flight crews or other Operators advising that the TOBT cannot be met. This could be for any reason, i.e., training, crew issues, tech issues, loading, catering, boarding, fuelling or other factors. It's important that this message gets entered so that all partners can have visibility. Inaccurate TOBTs will adversely affect the benefits that CDM aims to provide.



ALL INFORMATION THAT WILL AFFECT THE TOBT IS TO BE ENTERED BY
GROUND HANDLER.