

# UNIT III

3.1. AIRPORT FACILITIES – DOMESTIC, INTERNATIONAL, AND GREENFIELD

3.2. IMMIGRATION, EMIGRATION AND CUSTOMS

3.3. AIR TRAFFIC CONTROL

3.4. AIRPORT MANAGEMENT, GROUND HANDLING COMPANIES (GHC's)

# 3.1. AIRPORT FACILITIES – DOMESTIC, INTERNATIONAL, AND GREENFIELD

# Check-in Desks

## **Four categories**

### **1. First class/ Business class/ airline club member:**

Normally located in a central but less crowded area, providing a speedier and personalised check-in.

### **2. Express Check-in:**

Reserved for passengers traveling with hand baggage only or having already checked in off – premises, but not holding a boarding pass with a seat number.

### **3. Automated Self Check-in Terminal**

Reserved for passengers traveling with hand baggage only and holding a confirmed reservation

### **4. Economy class passengers**

For all other passengers.

# Landside facilities for departing passengers

- These are special areas and transit areas reserved to incapacitated passengers, unaccompanied minors, families with infants and young passengers waiting for assistance in an airport before proceeding to the gate.
- To Shorten the waiting time often there is some entertainment:
  - Cinema (s)
  - Temporary art exposition
  - Pay television seats
  - Observation desk to watch aircraft
  - Pharmacies for urgent medication & toilet articles needed

# Continued...

- Book shops and news stands for books, periodicals and newspapers
- Food stores for fresh provisions during the trip upon arrival
- Electronic shops for walkman, portable radio, cameras or to buy disks, batteries, films and other supplies in the last moment
- To replace damaged baggage, baggage shop facilities are available.
- Toy shops for entertainment of young and old children

# Immigration, Passport & Customs Controls

- **The Departure control**

After check-in and before boarding an international flight, passengers have to comply with immigration, passport and customs.

- **The Arrival control**

The arriving passengers are checked to find out if they are legally permitted to enter the country, and also where applicable are subject to health inspection

- **The Customs on arrival**

After immigration and passport control international baggage claim area is located prior to customs control

# Transit Area

- **The Connecting Passenger**

Often, passengers have to transfer to a connecting flight. In that case such transfers necessitate the passengers and their baggage being transported from one terminal to the other. Minimum time between two flight will be given at the time of making the arrangements.

- **The Transit Desk**

The transit or transfer desk is mainly assisting transit passengers to make their condition quickly. Passengers without a seat number for the connecting flight can obtain it at the transit desk.

- **The Duty Free Shops**

Duty free goods began as a concession to sailors and travelers who needed to stock up on food for long voyages. Passengers who have passed through customs may shop there, and once purchased, the goods are put into sealed bags which should not be opened until you have left the country

# The Gate Area

The gate area is the last check point before boarding the aircraft. If the seat numbers are not given at check-in, passenger will be given seat number at the gate, except the flight has free seating

Priorities are given on first come first basis, but will be subject to the following categories:

- FIRST – the confirmed passenger
- SECOND – the “no record” passenger
- THIRD – the “not confirmed” air club member
- FOURTH – the waitlisted passenger traveling with confirmed passengers
- FIFTH – the waitlisted passenger
- SIXTH –the go-show passenger
- SEVENTH – the passenger traveling with space available (standby) tickets



# Security Checks

The security checks intends to:

- Make sure that each passenger knows the content of his baggage
- Check the identity of the passenger
- Ensure that the passenger is holding a valid passport and the necessary visa and also international vaccination certificates have been obtained

# Arrival Facilities

## 1. **The Baggage Claim Area**

After the arrival of the aircraft the baggage should be delivered to the passengers between 15 and 45 mins.

## 2. **The Public meeting Area**

The public meeting area could be vast and there might be specially designed meeting point.

## 3. **Post and Tele communications**

A large airport may have its own post office, telegraphic service and telex offices.

## 4. **Business Facilities**

all terminals and hotels in and around large international airports may offer conference and secretarial facilities.

# Continued...

## 5. **The Welcome Desk**

The passenger can avail of the following facilities in general:

- An information desk
- A left luggage office
- A ticket desk for ground transport
- A hotel information and reservation desk or an electronic board
- Car rental desks
- Incoming tour operators desks
- Airline desks including air taxi charter desks.

# Continued...

## **6. Children**

Many airports are equipped with mother's rooms where babies can be changed and fed, and they too have staffed nurseries where older children can be left for sometime.

## **7. Welfare**

Some very large airports have aid centers for receiving passengers who are emotionally disturbed, unable to contact relatives or friends or who are lost.

## **8. Flight announcements**

continually changing information like lists of flight arrivals and departures, is displayed on electronically controlled flip boards and TV monitors.

# Continued...

## **9. Rest Rooms**

All airports have lounges, often with bars serving drinks or snacks, but some airports now have rest rooms where passengers can sleep during short stopovers, or during delays

## **10. Airport Medical Services**

The larger airports have medical centers as fully equipped as small hospitals

## **11. Vaccination Services**

Some countries demand valid international certificates of vaccination before admitting foreigners. The port health authorities may also demand for certificate of vaccination.

# Continued...

## **12. Fitness to Travel**

Scores of thousands of handicapped passengers are transported routinely by every major airline each air. Only people with infectious diseases, the severely mentally disabled will be refused a ticket.

## **13. Booking special Facilities**

Airlines and airports can arrange and provide all sorts of special services, if passenger give prior notification to their needs. Most airports publish sheets detailing the special services they offer.

## **14. Airlines Fire Services**

Airlines fire services will turn out on full emergency standby on the slightest indication that something is wrong with a landing plane; a deflated tyre, a circuit breaker out in any system, a warning light.

# Continued...

## 15. Airline Club Lounges

The time spent in an airport is hardly the highlight of any trip. Finding a comfortable space to wait is not easy.

### Club Offers:

- An area with a quiet and relaxed atmosphere
- Copies of newspapers and magazines
- A place to store coats and baggage while the passenger goes for shopping or restaurant
- Television, often a separate viewing area
- Bars- local liquor laws apply
- Facilities for telephone calls
- Check-in procedures, including seat arrangements
- Meeting rooms
- Check cashing

# Greenfield Airport

- A greenfield airport is an aviation facility with greenfield project characteristics. The designation reflects certain environmental qualities (using previously undeveloped or empty greenfield land, for example) and commissioning, planning and construction processes that are generally carried out from scratch.
- Government of India (GoI), Ministry of Civil Aviation (MoCA) has granted 'in principle' approval for setting up of 18 Greenfield Airports in the country.
- As for now, greenfield airports are proposed for Low Cost Carriers with basic facilities. As such the cost will also be low.



## 3.2. IMMIGRATION, EMIGRATION AND CUSTOMS

# Emigration / Immigration

**Emigrate (Exit)**

**Immigrate (Into)**

# Emigrate v/s Immigrate

- When we leave from a place it is called Emigration.
- When we come to a place it is called Immigration.

*We always emigrate from and immigrate to a place.*



Emigration *from* India

Immigration *to* the U.S.A

# Emigrate vs Immigrate



## Emigrate

*/ ' emigreit/*

to leave a country in order to live permanently in another:

*My grandparents emigrated from Europe to America.*

*They are planning to emigrate to Norway.*

*His ancestors emigrated from Ireland.*



VocabularyPage.com

## Immigrate

*/ ' imigreit/*

to come to a different country in order to live there permanently:

*My parents immigrated to Russia just before I was born.*

*Many people immigrate to other countries for freedom.*

*Nearly 5000 people immigrated to this region.*



# Emigrants vs. Immigrants

## ❖ Emigrant

- ❖ A person who leaves a country
- ❖ Exits

## ❖ Immigrant

- ❖ A person who settles in a new country
- ❖ Into



# Emigration

- The Passport Control desk which is in the 'Departure' side of an Airport
- Emigration form to be filled while leaving out of a country
- Includes – Name, Surname, Passport No, Expiry date, Purpose of Travel, Address for Communication etc.,

# Immigration

- The Passport Control desk which is in the 'Arrival' side of an Airport
- Immigration form to be filled while coming into a country
- Includes – Name, Surname, Passport No, Expiry date, Purpose of Visit, Address of Stay, Date of Return etc.,

# Customs - Introduction

- The Customs Act was formulated in 1962 to prevent illegal imports and exports of goods. Besides, all imports are sought to be subject to a duty with a view to affording protection to indigenous industries as well as to keep the imports to the minimum in the interests of securing the exchange rate of Indian currency.
- The levy and the rate of customs duty in India are governed by the Customs Act 1962 and the Customs Tariff Act 1975. Imported goods in India attract basic customs duty, additional customs duty and education cess.



# Customs duty on Imports and Exports

- Customs duty is on imports into India and export out of India. Section 12 of Customs Act, often called *charging section*, provides that duties of customs shall be levied at such rates as may be specified under 'The Customs Tariff Act, 1975', or any other law for the time being in force, *on goods imported into, or exported from, India.*

# Basic Customs Duty

- All goods **imported** into India are chargeable to a duty under **Customs Act, 1962**
- The rates of this duty, popularly known as basic customs duty, are indicated in the First Schedule of the **Customs Tariff Act, 1975** as amended from time to time under **Finance Acts**.
- The duty may be fixed on ad -valorem basis or specific rate basis.
- The duty may be a percentage of the value of the goods or at a specific rate.
- The Central Government has the power to reduce or exempt any good from these duties.

# Export Duties

- Under Customs Act, 1962, goods exported from India are chargeable to export duty.
- The items on which export duty is chargeable and the rate at which the duty is levied are given in the customs tariff act, 1975 as amended from time to time under Finance Acts.
- However, the Government has emergency powers to change the duty rates and levy fresh export duty depending on the circumstances.

## 3.3. AIR TRAFFIC CONTROL

# Introduction...

- **Air traffic control (ATC)** is a service provided by ground-based controllers who direct aircraft on the ground and in the air. It involves communication with aircraft to help maintain *separation* — that is, they ensure that aircraft are sufficiently far enough apart horizontally or vertically for no risk of collision.
- Controllers may co-ordinate position reports provided by pilots, or in high traffic areas (such as the United States) they may use RADAR to see aircraft positions.
- ATC is especially important for aircraft flying under Instrument flight rules (IFR), where they may be in weather conditions that do not allow the pilots to see other aircraft. However, in very high-traffic areas, especially near major airports, aircraft flying under Visual flight rules (VFR) are also required to follow instructions from ATC.

# Continued...

- May provide weather advisories, terrain separation, navigation assistance, and other services to pilots, depending on their workload.
- In some countries, ATC may also play a security or defense role (as in the United States), or actually be run entirely by the military (as in Brazil).
- Air traffic control was first introduced at London's Airport in 1921. Archie League, who controlled aircraft using colored flags at what is today Lambert-St. Louis International Airport, is often considered the first air traffic controller
- ATC services are provided throughout the majority of airspace, and its services are available to all users (private, military, and commercial)

# Continued...

- When controllers are responsible for separating some or all aircraft, such airspace is called "controlled airspace" in contrast to "uncontrolled airspace" where aircraft may fly without the use of the air traffic control system.
- To ensure communication, all pilots and all controllers everywhere are required to be able to speak and understand English. While they may use any compatible language, English must be used if requested. The native language for the region is normally used.

# There are generally four different types of ATC:

- Centre controllers, who control aircraft enroute between airports
- Control towers (including tower, ground control, clearance delivery, and other services), which control aircraft within a small distance (typically 10-15 km horizontal, and 1,000 m vertical) of an airport.
- Oceanic controllers, who control aircraft over international waters between continents, generally without radar service.
- Terminal controllers, who control aircraft in a wider area (typically 50-80 km) around busy airports.



# Air traffic controller

- **Air traffic controllers** are people who operate the air traffic control system to expedite and maintain a safe and orderly flow of air traffic and help not prevent mid-air collisions.
- They are also called **air traffic control officers (ATCOs)**, **air traffic control specialists**, or simply **controllers**.
- They apply separation rules to keep each aircraft apart from others in their area of responsibility and move all aircraft safely and efficiently through their assigned sector of airspace.
- Because controllers have a demonstrably large responsibility while on duty, the ATC profession is often regarded as one of the most difficult jobs today, and can be notoriously stressful.

# Core skills of a controller



- Air traffic controllers are generally individuals with excellent memory, are organized, have spatial awareness, are quick with numeric computational skills, are assertive but calm under pressure, and are able to follow and apply rules yet be flexible when necessary.
- Rigid physical and psychological tests and excellent hearing and speaking skills are a requirement, and controllers must take precautions to remain healthy and avoid certain medications that are banned for controllers.
- Should have the ability to absorb data quickly from a variety of sources, and to use this to visualize, in time and space, the position of each aircraft under control. This skill is termed situational awareness (*having the picture* or *having the flick*), and is central to the job.



Air traffic control towers

## 3.4. AIRPORT MANAGEMENT, GROUND HANDLING COMPANIES (GHC's)

# Introduction...

- As with most businesses, today's world essentially requires airports also to maximize revenue, minimize costs and improve service efficiency.
- Airlines demand it and Airport authorities impose it, as it helps both to achieve these end objectives.
- The delivery of improved services, increase in operational efficiency and productivity by capturing revenue information at the source of origin, and preparation, delivery and management of all documentation required in the process, is of paramount importance in ensuring a fast and truly effective business solution.

# Why effective management mandatory???

- According to recent forecasts released by **Airports Council International (ACI)**, over the next 15 years, global air passenger traffic will grow by over 4% per annum.
- This means that by 2020 something like 7 billion people will be using the world's airports.
- The freight traffic too, is growing at even greater rate of around 5.1% per annum, reaching some 170 million tons in 2020, it is clear that greater airport capacity is a precondition for achieving the forecast growth.
- In 2004, airport operators spent more on new capacity than ever before and continued investment in infrastructure development at many congested hubs is set to continue.

# Continued...

- Spending on new airport technologies is also increasing, driven not only by the need to cater for growing consumer demand, but also by the need to reduce congestion and improve passenger throughput, safety and security.
- More and more Airports and Air Traffic Control Units are re-assessing their “Information Technology Strategy” as a part of effective management process.
- Senior management realised that, in order to achieve great success, the different departments contained within an airport should work in harmony, they must link and integrate their resources, people, equipment, facilities and information across the airports.

# Management functions include...

## 1. **Air Traffic Control**

- Aircraft Registration
- Runway Used
- Actual Time of Landing and Departure
- Number of Circuits
- Number and Type of Approaches
- New Estimates of Arrival and Departure
- New Flight Information

## 2. **Apron Handling**

- Information to be entered in IATA in local time or UTC.
- Block On/Off (If not entered by the airline/handling agent)
- First Bag Last Bag Times
- Ground Services Supplied to the Aircraft



# Continued...

## **3. Airline/Handling Agents**

- Block On/Off Times
- Passenger and Freight Information
- Check-In Desk Opening and Closing
- Departure Gate Opening and Closing
- New Flight Details (If not entered by ATC)
- New Estimates of Arrival and Departure Times
- Seasonal Schedule Information

## **4. Flight Information Display System**

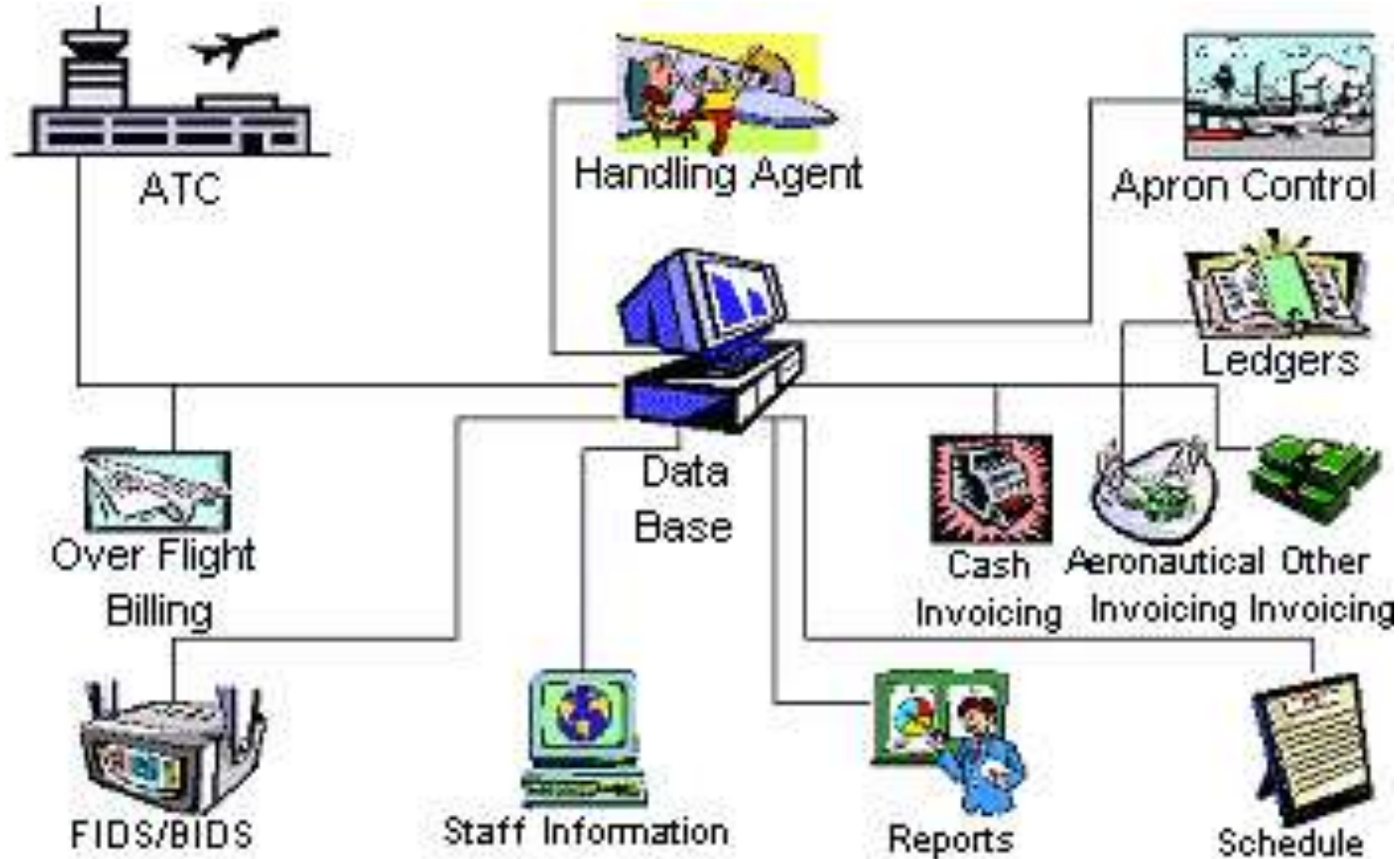
## **5. Staff Management Displays**

# Continued...

## 6. **Seasonal Schedule**

- Code Shared Flight Numbers
- Multi-Sector Airports
- Aircraft Type
- Estimated Time Of Arrival
- Estimated Time of Departure
- Operational Days Of The Week
- Exception Dates
- Allocated Resources

# A Typical Airport Management Chart



# Maintenance a part of Management..



# Ground Handling Companies



Ground handling companies manage the check-in and boarding experiences of half of all airline passengers and face particular challenges in working with multiple customers and on multiple systems.

They provide a wide range of services like-

- Advanced customer value recognition for seat selection, on load, upgrade and disruption handling: passengers are handled according to their value to the airline, not first come first served
- Track the most recent touch point for each customer to predict their likelihood to board
- Multiple check-in channels and return check-in capability

# Some reputed GHC Companies

- Big Orange Handling Company
- SAS Ground Services
- SheltAir Aviation Services
- Sky Handling Partner
- Valley Fliers
- Flightcare
- Jet Aviation
- Plane Handling
- Gate Gourmet
- National Handling Services Company Ltd.
- New Delhi Aviation - Leading Aviation Group
- PrimeFlight Aviation Services
- WingTips Airport Services



THANK YOU