



ORATnews

Update on End-User Trials at KSIA

March 16, 2010

Volume 02

Final Line-Up for Opening of King Shaka!



ATXS and trial passengers now included into end-user trials!



Executive Summary

Trial Status With Only 46 Days Left Before Go-Live!!

Having successfully commenced with end-user trials on 14 January 2010, almost two thirds of the entire trial program has been completed. This translates into 17 end-user trial sessions. We have been able to meet our timelines, and as such advanced end-user trials have been commenced with. Within this phase of the trials the complexity of the scenarios is increased with “fake/trial passengers” added to the mix. We have also initiated Aircraft Taxi Simulation Trials (ATXS) on Airside in order to verify apron and airside facilities in relation to applicable operating procedures between Air Traffic Control (ATC) & ACSA Apron Office. Within the first two months of our end-user trials relevant frontline staff has handled 189 flights, 12.575 checked-in passengers and 29.050 processed bags.

The total commitment and support by all airport stakeholders is duly noted and much appreciated as we all work twice harder to ensure the readiness of our human capital is achieved by means of using a platform similar to a “live environment”. Stakeholders that participate within the terminal in every trial to simulate passengers & baggage handling processes are: South African Airways, BA-Comair, Kulula.com, Mango, Emirates, 1-Time, Air Mauritius, Swissport, Bidair, Menzies & ACS/Checkport for 100% HBS. On the apron, ATC, commercial pilots from various airlines & apron control participate during the ATXS. ACSA Operational Departments are always present and participate in every trial. The ORAT Team would like to thank all our stakeholders for the good cooperation, dedication and ongoing support. Equally important to mention is the ongoing support of the contractor Ilembe and its subcontractors Alcatel, SITA, Glidepath and Ultra to make end-user trials possible.



Advanced Trials Increase of Complexity

With the start of advanced trials at the end of February, complexity was not only increased by the introduction of “fake/trial passengers”, but more importantly events are now triggered that require the operational response of all involved airport stakeholders. In practice it means that during every end-user trial session a certain amount of failures are intentionally created in order to have operators proving the functionality of their previously determined fallback procedures. Those failures are mainly related to the Baggage Handling System and to the Airport IT environment. Testing fallback procedures will be a crucial part of end-user trials until a few days prior to airport opening.

Special Trials

Night Trial, Emergency Trial & Aircrash Simulation

As part of the end-user trial program, 3 special trials have been planned with one such already conducted. A night end-user trial was held on 11 March, wherein seasoned business travelers recruited by the Durban Chamber of Commerce volunteered. The night end-user trial is an important platform used to test lighting conditions inside the main passenger terminal building. A power cut was also simulated to trigger the switch to alternative power supply within seconds whilst also testing the performance of Airport IT immediately after a power surge. ACSA staff also brought family members to participate as trial passengers and children as unaccompanied minors. The night end-user trial has been successfully conducted. Two other special trials are still to take place, namely:

- a) A full terminal evacuation exercise with 600 fake/trial passengers scheduled for 15 April, as well as a small scale emergency evacuation on 23 March.
- b) An aircrash simulation exercise used to verify that the airport’s emergency plan, both inside and outside the terminal, meets the requirements of the new airport. It will involve all role-players within the emergency response chain.



Facilities & Systems Roll-Out of Equipment

The availability of facilities and systems for end-user trials is steadily increasing. At present the entire check-in area with all its 72 check-in counters is used for end-user trials. The availability of all boarding gate counters is scheduled for the week starting 15 March.

An important element within the terminal is Helpdesk Operations. The Information Team is well positioned and is able to utilize the systems within the TOC (Terminal Operational Centre). The Security Team is partaking in trials with all the passenger security screening equipment already in place. Static and dynamic signage has since been finalized. Passenger announcements are integrated into the trials. 100% hold baggage screening workstations are located in their final positions. Within the next few weeks, all airport operational control centers will be used during end-user trials.

Trial Passengers

The First “Passengers” to be Handled in KSIA

As it still is a construction site and as such the end-user trial passengers will not be boarding a real aircraft until Go-Live day, the role played by all the participants and the event itself is regarded as being historical as they are the first ones to be handled within the new airport facility. At least 100 fake passengers are handled in every trial session and they go through the normal departure, arrival or transfer passenger flow as in real operations. Any persons wanting to be part of this experience are encouraged to make reservations with Ms. Abdhia Moosa (Abdhia.Moosa@airports.co.za). Your support and participation in making KSIA ready for operations is appreciated in anticipation.



ATXS (Aircraft Taxi Simulation)

Detailed Look on the Taxiway & Runway

With effect from 25 February, Aircraft Taxi Simulation Trials (ATXS) are now integrated into the advanced end-user trial sessions which take place twice a week on every Tuesday and Thursday. The primary objective is to serve as an airside familiarization & training platform for air traffic controllers (ATC) to simulate airside aircraft movements and radio communication in cooperation with commercial pilots and ACSA operational departments. ATXS also serves as a platform to verify taxi procedures to enhance safe and efficient aircraft traffic flow procedures on the apron. Markings on all our pavements (RWY, TWY, RETs & Apron) also get checked; safety clearances, signage and lighting is also looked at. The ORAT Team would like to thank all the commercial airlines whose pilots, have participated as well as the 15th Squadron SAAF pilots, the SA Police, Red Cross and ILembe BJV for the unwavering support received to date. We are also appreciative of the support received from Avis Car Rental with the 6 VW mini-buses that have been sponsored for use as aircraft.



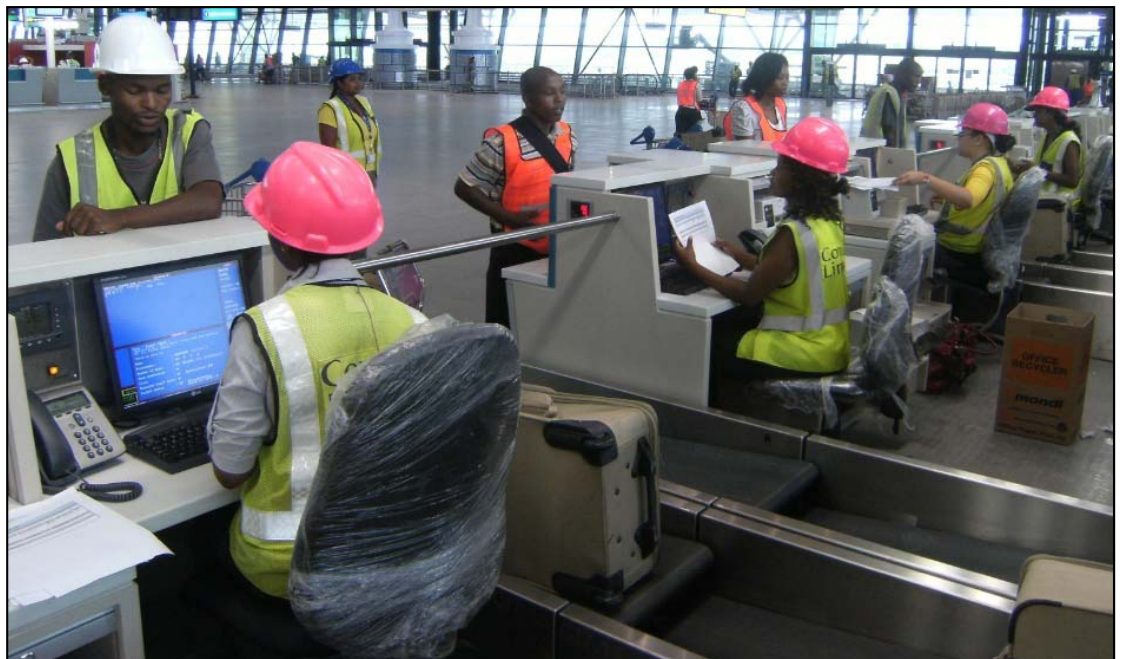
End-User Trial Impressions

People Involved In Trials



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ATXS Impressions

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