

23

[REDACTED]

Van: [REDACTED]@schiphol.nl>
Verzonden: woensdag 18 mei 2022 08:57
Aan: [REDACTED]@lvnl.nl';
[REDACTED]@barin.nl'; [REDACTED]@corendon.nl'; [REDACTED]
[REDACTED]@lvnl.nl'; [REDACTED]@minienm.nl';
[REDACTED]@minienm.nl'; [REDACTED]@klm.com'; [REDACTED]@barin.nl';
[REDACTED]; [REDACTED]@martinair.com'; [REDACTED]
(SPLFI) - [REDACTED], [REDACTED] (ITOP) - KLM; [REDACTED] - DGB;
[REDACTED]@tuifly.nl'; [REDACTED]@tui.nl'; [REDACTED]
[REDACTED] (SPLZL) - KLM; [REDACTED] (SPLOZ) - KLM; [REDACTED]
[REDACTED] DGLM; [REDACTED]
[REDACTED]@lvnl.nl'; [REDACTED]
CC: [REDACTED]
Onderwerp: RE: OSO concept agenda 12 mei
Bijlagen: 220519 OSO CCN ACNL working method S22 draft.pdf; 20220519_OSO_S22
Operationele Maatregelen.pdf; Agenda OSO 12-05-2022_concept.docx; OSO-
prestatierapportage april 2022.pdf; Voorstel voorbereiding zomer 12mei22.pdf

Geachte OSO-leden,

Met excuses voor de late verzending verstuur ik hierbij de stukken voor het komende OSO.

1. Een kleine update van de agenda
2. De performance rapportage april 2022 van de WG Performance
3. Een nieuwe presentatie t.a.v. de maatregelen voor S22.
4. Een hierop aanvullende slide van ACNL met een werkprocedure
5. De presentatie die op 12 mei gedeeld is in de Board Level Airline meeting

In de presentatie (3) vragen we jullie advies, welke aanstaande dinsdag in het CCN tot consensus dient te komen, t.a.v. het instellen van een tijdelijke operationele limiet. Hiervoor graag alvast jullie speciale aandacht. Daarnaast ook voor mogelijke andere oplossingen die jullie zien om de vraag en aanbod van capaciteit deze zomer beter op elkaar aan te laten sluiten.

Mvg [REDACTED]

From: [REDACTED]
Sent: Friday, 13 May 2022 16:23
To: [REDACTED]@schiphol.nl>; [REDACTED]@lvnl.nl>;
[REDACTED]@lvnl.nl'; [REDACTED]@barin.nl'; [REDACTED]@corendon.nl'; [REDACTED]
[REDACTED]@transavia.com>; [REDACTED]@easyjet.com>; [REDACTED]@lvnl.nl';
[REDACTED]@minienm.nl'; [REDACTED]@minienm.nl'; [REDACTED]@klm.com';
[REDACTED]@barin.nl'; [REDACTED]@schiphol.nl>; [REDACTED]@schiphol.nl>;
[REDACTED]@martinair.com'; [REDACTED] - Martinair [REDACTED]@martinair.com>;
[REDACTED] (ITOP) - KLM [REDACTED]@KLM.COM>; [REDACTED] - DGB
[REDACTED]@minienw.nl>; [REDACTED]@tuifly.nl'; [REDACTED]@tui.nl'; [REDACTED]
[REDACTED]@slotcoordination.nl>; [REDACTED] (SPLZL) - KLM [REDACTED]@KLM.COM>; [REDACTED] (SPLOZ) -
KLM [REDACTED]@KLM.COM>; [REDACTED]@schiphol.nl>; [REDACTED]
[REDACTED]@schiphol.nl>; [REDACTED] - DGLM [REDACTED]@minienw.nl>; [REDACTED]
[REDACTED]@schiphol.nl>; [REDACTED]@lvnl.nl'; [REDACTED]@schiphol.nl>
Cc: [REDACTED]@schiphol.nl>
Subject: OSO concept agenda 12 mei

Geachte OSO-leden,

Hierbij de concept agenda voor het OSO van 19 mei.

Zoals jullie zien ontbreken de stukken nog, dit ivm de korte opvolging t.o.v. vorig OSO en de tussenliggende meivakantie.

Dit OSO zal voornamelijk in het teken staan van de vooruitblik naar de zomer en de maatregelen die wij als sector kunnen nemen om deze in goede banen te leiden.

Een begeleidend stuk hiervoor zal in de loop van volgende week meegestuurd worden.

Aan eenieder uiteraard wel het verzoek om vooraf mee te denken aan oplossingen om de vraag naar capaciteit en de beschikbaarheid hiervan in lijn te brengen.

Mochten er nog aanvullingen zijn t.a.v. de concept agenda dan verneem ik dat graag.

Voor nu een goed weekeinde!

Met vriendelijke groet,





ACNL Working method

Lock on the door AMS S22

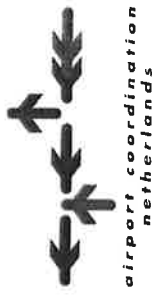
OSO, 19 May 2022

CCN, 24 May 2022

DRAFT



ACNL Working method Lock on the door AMS S22 – in terms of addition to operational limit



Preparation

- ACNL will consider revised airport capacity parameter (in this case operational limit) after publication of a capacity declaration addendum.
- ACNL will not anticipate by suspending allocation of slots prior publication of such addendum.

Process

- New slot requests and slots request on the waiting list will be processed according to the revised coordination parameter for the period concerned.
- Coordination parameters will be applied. As such, changes in departure/arrival, destination/origin aircraft type and number of seats remain will be processed.

Monitoring & Enforcement

- Re-timings will be monitored. In case of excessive re-timings towards end of season, ACNL will start dialogue.
- Force Majeure for the use-it or lose-it rule may be requested for (series of) slots in case of a voluntary cancellation for operations until and included 28 August. Effective date as well as extension after 28 August to be determined by ACNL. FM requests according to normal procedure.

**AO&AP / PPI /
Airport & Airline Solutions**

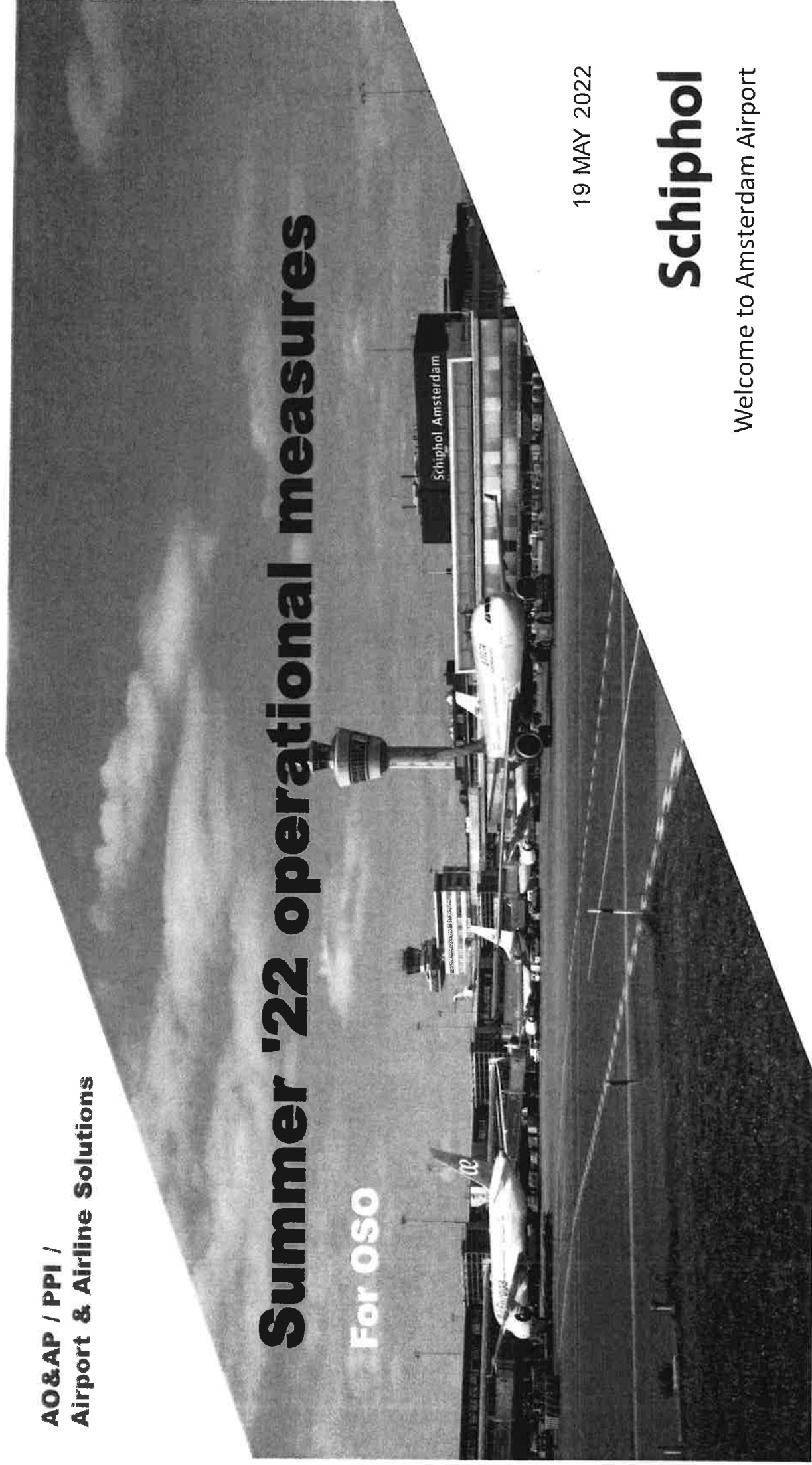
Summer '22 operational measures

For OSO

19 MAY 2022

Schiphol

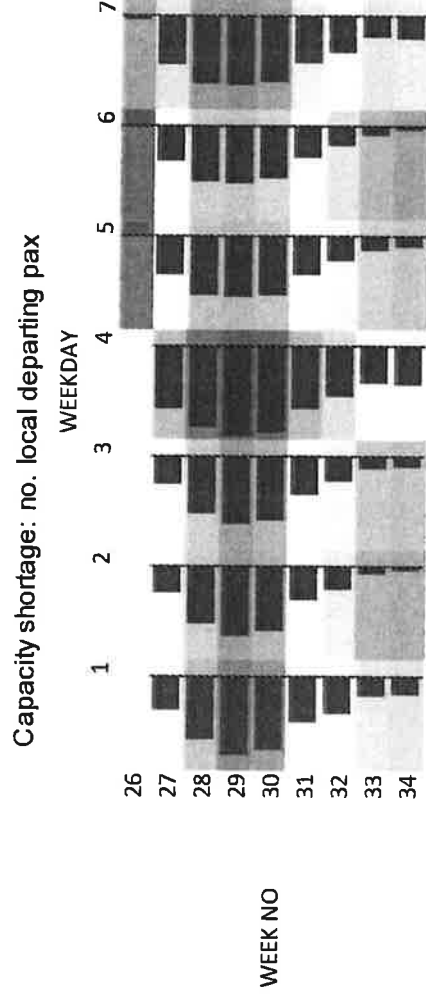
Welcome to Amsterdam Airport



SUMMER 2022 expectations

Major capacity shortages expected during summer holidays for local departing passengers

- Based on most recent insights
- Assuming high productivity and maximum effort security companies
- Disregarding waiting times
- Below: shortages compared to expected delivery
- Hence; we expect major capacity shortages and immediate action of all involved is required



PROPOSED MEASURES SUMMER 2022

1. "Lock on the door"

Contain issue

- Despite all operational issues, new S22 slots are still being allocated. Also during peak moments/peak periods, which increases operational challenges compared to the latest forecasts.
- In order to safeguard the operational integrity for the summer operations, a "lock on the door" is necessary in order to stop the reallocation of new slots.
- For this, Schiphol proposes an additional Operational Limit, and thus request ACNL to stop allocating new slots.
- **For this, guidance from the OSO is requested and the CCN will be consulted a.s.a.p. accordingly.**
- ACNL will clarify the impact of this measure, including the potential impact on historic, through a working procedure.

2. D-30 Joint Control APOC

Manage issue

- In order to prevent rigorous last-minute measures due to demand exceeding capacity, a rolling D-30 capacity management cycle is performed by the APOC.
- Schedule optimisation or operational measures will be aligned with the airlines through the Partnership Managers.

3. Regulation: operational parameter

- In case the D-30 APOC process is deemed insufficient, a new temporary capacity regulation will be introduced.
- This will be in the shape of a "security parameter" or a runway parameter.
- An additional parameter is regarded an "ultimum remedium" but prepared in parallel as a contingency measure.

4. Evaluation of "lock on the door" & D30 process

Improve

- Mid-July 2022 the effectiveness of the D-30 process and "lock on the door" will be evaluated
- Depending on the effectiveness of the D-30 process, additional measures and a capacity assessment, the lock on the door may remain throughout the summer season, be replaced (by another parameter) or deleted.

1. LOCK ON THE DOOR

1. "Lock on the door"

- In order to stop the allocation of new slots, whilst the sector is working together on measures to match the demand during the summer season with available capacity, a "lock on the door" is required.

Proposed "lock on the door":

- An additional "Operational Limit for flights with service types J / C / G / S / Q / B / R / O / L".
- To establish a limit a reduction of roughly 30% of allocated slots is assumed.*
- This limit is applicable for the upcoming period of 30th May up to and including 28th August 2022 (weeks 22-34).
- **91,000 slots** (13 weeks x 7,000 slots)
- Mid-July a decision is requested upon possible extension, deletion or amendment of this limit.

* Note that there will be no forced withdrawal of slots. This is assumed as bottom line.

Week	Slots total	Slots max
22	9,233	8,793
23	9,387	8,946
24	9,491	9,046
25	10,103	9,664
26	10,152	9,710
27	10,389	9,937
28	10,394	9,959
29	10,405	9,975
30	10,412	9,983
31	10,401	9,973
32	10,412	9,983
33	10,475	10,045
34	10,580	10,141

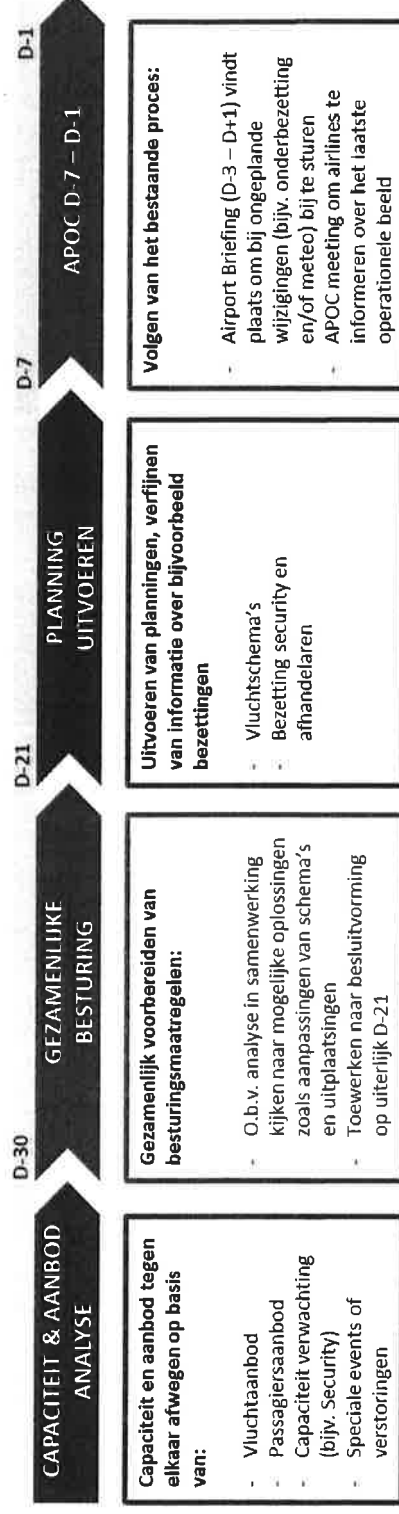
2. D-30 JOINT CONTROL APOC

ZOMER 2022

EERDERE ANALYSE CAPACITEIT EN AANBOD VANAF D-30 VANUIT HET APOC

Uitgangspunten

- Doel: voorkomen van last-minute en rigoureuze maatregelen omdat passagiersaanbod hoger is dan de verwerkingscapaciteit.
- Richting de zomer gezamenlijk en eerder, namelijk vier weken voor uit (D-30), vaststellen op welke momenten de capaciteit onvoldoende zal zijn ten opzichte van het verwachte passagiersaanbod.
- In een nieuw APOC meeting wordt naast de operationele update ook de eerste analyse voor 30 dagen vooruit worden besproken. Aansluitend wordt via de Partnership Manager per airline verder afgestemd over eventuele schema-aanpassingen of andere oplossingen. Kick-Off op 12 mei.
- Informatie wordt verfijnd richting de dag van operatie (rollend proces), tot die tijd werken we met de beste informatie die beschikbaar is. Delen van specifiekere informatie is daarom belangrijk.



2. ADDITIONAL MEASURES

- It is of paramount importance to make sure the D-30 joint control process in the APOC will be successful, and operational measures and schedule optimisations or cancellations deliver the necessary relief.
- **The members of the OSO are requested to deliver their solutions or options in order to achieve a better match between the available capacity and demand.**

3. ADDITIONAL REGULATING PARAMETERS (CONTINGENCY)

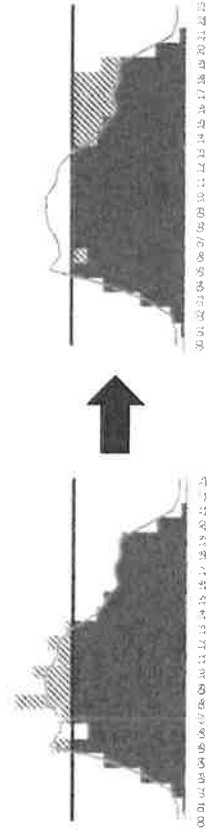
3. Regulation: operational parameter

In case additional regulation during S22 is necessary, there are two options for additional regulating parameters (as a last resort)

1. # departing seats / 60 minutes
2. Reduction of runway capacity

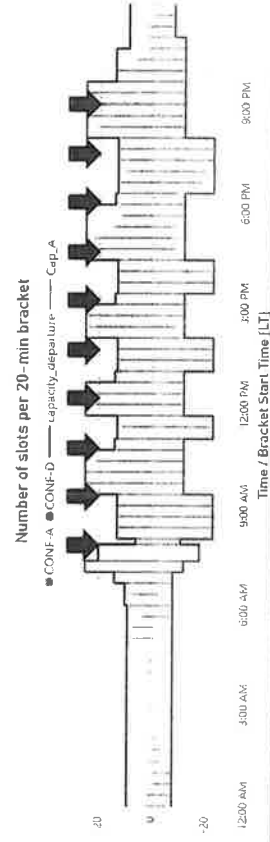
departing seats per 60 minutes

- Norm based on expected maximum capacity
- Parameter allows for optimisation towards off-peaks
- Parameter is similar to EIN or RTM situation and technically feasible within slot allocation tooling



Reduction of runway capacity

- Lowering 20 and/or 60 minutes runway capacity with xx%
- Similar parameter as temporary parameter FRA
- Technically feasible within slot allocation tooling
- An exemption for freight will be applied



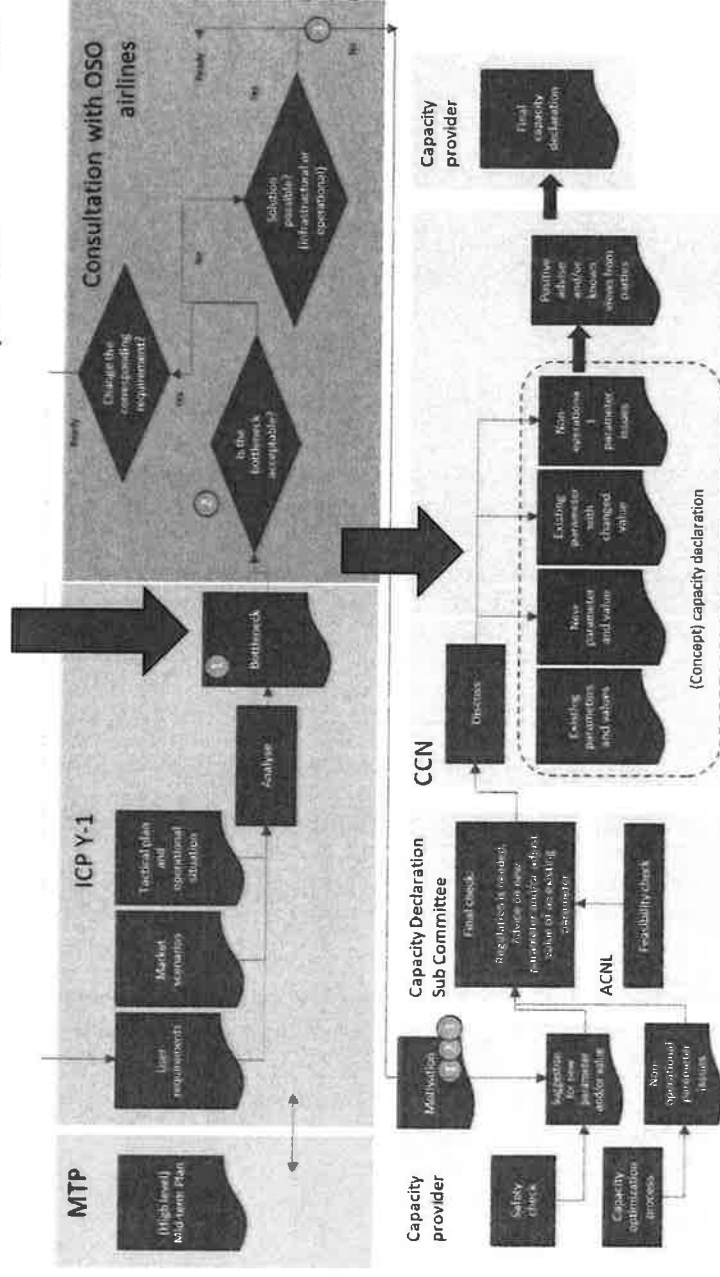
4. EVALUATION D-30 & “LOCK ON THE DOOR”

4. Evaluation of “lock on the door” & D30 process

- Mid-July 2022 (at the latest) the effectiveness of the D-30 process and “lock on the door” will be evaluated
- Depending on the effectiveness of the D-30 process, additional measures and a capacity assessment, the lock on the door may prolonged throughout the summer season, be replaced (by another parameter) or deleted.
- The OSO will be requested for guidance.
- The CCN will be consulted

APPENDIX: GOVERNANCE OSO

- OSO ToR:
 - The OSO is responsible for: [...] Finding (operational) solutions for expected capacity bottlenecks (from ICP Y-1, capacity analysis or environmental regulation), to prevent the necessity of new or more stringent capacity parameters (both operational and environmental). This includes discussing trade-offs between traffic volume and quality of service and performance. See also appendix 2.



APPENDIX: Capacity Declaration S22

Operational parameters

COVID-19 has caused the aviation industry to be in a global crisis and the path to recovery is tentative and uncertain. The demand levels and patterns of demand currently are and will most likely remain uncertain for the oncoming season. At the same time, the operational capacity availability is highly dependent on COVID-19 mitigation measures and regulations imposed to control the spreading of the virus. New information might require capacity providers and airline operators to implement additional operational measures or to regulate capacity operationally. As a last resort, additional or more stringent operational capacity parameters can be declared after the initially declared operational capacity. This might occur pre- or in-season. If necessary, Amsterdam Airport Schiphol will adhere to relevant regulations, legislation and the best practice posed by the Worldwide Airport Slot Board (WASB). Schiphol will consult the Coordination Committee Netherlands, LVNL and ACNL of anticipated changes in declared capacity, wherever possible at least two weeks before declaring such change(s).

APPENDIX: EU Slotregulation 95/93 and WASG

EU Slotregulation 95/93

Artikel 6

Coördinatieparameters

1. Op een gecoördineerde luchthaven draagt de verantwoordelijke lidstaat er zorg voor dat de parameters voor de toewijzing van slots tweemaal per jaar worden vastgesteld, waarbij rekening wordt gehouden met alle relevante technische, operationele en milieubeperkingen en de eventuele veranderingen die hierin zijn opgetreden.

Hierbij wordt uitgegaan van een objectieve analyse van de mogelijkheden om het luchtverkeer te verwerken, rekening houdend met de verschillende types verkeer op de luchthaven, de congestie van het luchtruim die tijdens de coördinatieperiode waarschijnlijk zal optreden en de capaciteitsituatie.

WASG edition 1

6 DEMAND AND CAPACITY MANAGEMENT

6.1 DEMAND AND CAPACITY ANALYSIS

- 6.1.1 The airport managing body or other competent body shall ensure that a thorough demand and capacity analysis, using commonly recognized best practice methods, is regularly conducted. The analysis should be completed in a timely manner to enable an official capacity declaration for coordination for each IATA season. At a minimum the analysis should be conducted whenever there are significant changes in airport infrastructure, operational practices or patterns of demand.

- 6.1.2 The analysis should objectively consider the ability of the airport infrastructure to accommodate demand at applicable service levels, such as queue times, levels of congestion, and delay, while taking into account relevant airspace limitations set by local ATC authorities. This analysis should provide all relevant capacity limits of the runway(s), apron, terminal(s), and other airport facilities as deemed necessary.

6.10 REDUCTION IN AIRPORT CAPACITY

- 6.10.1 If a planned capacity reduction is unavoidable the Coordination Committee must be consulted during the decision process and as soon as possible before any reduction of capacity occurs. In all cases, airlines' historic slots must be honored. The coordinator or other competent body must communicate the capacity change to all relevant stakeholders well in advance of each scheduling season as soon as possible and at least 14 days and not later than 7 days before the Initial Submission Deadline for the SC.

- 6.10.2 Unplanned capacity reductions may occur which are impossible to discuss in advance with the Coordination Committee. If the reduction is ongoing, however, the Coordination Committee must be consulted as soon as possible regarding the impact of the ongoing reduction on future operations. In all cases, airlines' historic slots must be honored.

- 6.10.3 A capacity reduction after the Initial Submission Deadline, or a capacity reduction that cannot accommodate historic slots must be avoided except in exceptional circumstances.

Agenda Operationeel Schiphol Overleg

19 mei 2022, 10:30 – 12:00 uur, Teams

Deelnemers:

- [REDACTED] (AAS; voorzitter)
- [REDACTED] (KLM)
- [REDACTED] (TUIfly)
- [REDACTED] (easyJet)
- [REDACTED] (ACNL)
- [REDACTED] (Corendon Dutch Airlines)
- [REDACTED] (LVNL)
- [REDACTED] (lenW)
- [REDACTED] (KLM)

Afwezig (m.k.):

- [REDACTED] (AAS)

Secretaris (a.i.):

- [REDACTED] (AAS)

- [REDACTED] (AAS)
- [REDACTED] (BARIN)
- [REDACTED] (Martinair)
- [REDACTED] (Transavia)
- [REDACTED] (Transavia)
- [REDACTED] (LVNL)
- [REDACTED] (AAS)
- [REDACTED] (lenW/DGLM)
- [REDACTED] (AAS)

AGENDA

Tijd	Onderwerpen	Dossier- houder	Doel van het onderwerp	Vergaderstukken
1 10:30 – 10:40	Opening, mededelingen en ingekomen stukken	a / b		• HB-2022.001- ACNL - Capacity Declaration Amsterdam Airport Schiphol Winter season 2022.pdf
2 10:40 – 10:45	Verslag & actie- en besluitenlijst	d		Notulen volgen
3 10:45 – 10:55	Update WG Performance	b		• OSO-prestatierapportage april 2022.pdf
4 10:55 – 11:45	Operationele situatie zomer	a c e	Bespreken operationele maatregelen zomer 2022, besluitvorming "lock on the door"	• 20220519_OSO_S22 Operationele Maatregelen.pdf • 220519 OSO CCN ACNL working method S22 draft.pdf • Voorstel voorbereiding zomer 12mei22.pdf
5 11:45 – 11:55	NNHS Governance	b	Korte toelichting op voorstel NNHS Governance, besluitvorming volgend OSO	Volgt
6 11:55 – 12:00	Rondvraag	a		

7	12:00	Sluiting		a			
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Status agendapunt: *mondeling (a), ter informatie (b), discussiestuk (c), vaststelling (d), besluitvorming (e)*

OSO performance report

April 2022

Definitions (1/2)

- Arrival punctuality (A0 or A15)
 - difference between SIBT¹ and AIBT¹
 - A0: in case AIBT <= SIBT then on time
 - A15: in case AIBT <= SIBT +15 then on time
- Departure punctuality (D15 or On Time Performance-OTP)
 - difference between SOBT² and AOBT²
 - in case AOBT <= SIBT+15 minutes then on time
- Number of landings and take-offs with commercial traffic since the start of the operational year (1 November)
 - H24
 - Night (23:00-07:00 local time)

• NNHS rules

- 1. Percentage of runway combinations legitimately explained, based on preference tables
- 2a/2b. Percentage of usage second runway legitimately explained (number of movements higher than capacity single runway)
- 3a/3b/3c. Percentage of traffic handled on western runway
- 4a. Average number of movements on fourth runway per day
- 4b. Number of days with more than 80 movements on fourth runway

since start of operational year
(winter season) or IATA
summer season

since start of operational year

¹ SIBT/AIBT = Scheduled/Actual In-Block Time

² SOBT/AOBT = Scheduled/Actual Off-Block Time

Definitions (2/2)

- ATFM¹ delay
 - Airport: delay due to ATFM regulations by LVNL on airport capacity
 - En-route: delay due to ATFM regulations by LVNL on IAFs² and ACC sectors
- Sustainability of inbound capacity: percentage of time that declared capacity is achieved
- Percentage early arrivals: arrivals where $AIBT^3 \leq SIBT^3 - 15 \text{ minutes (A-15)}$
- Reactionary delay is the outbound delay of a flight as a result of a late inbound aircraft. Can only occur when the inbound delay results in $AIBT^3 + MTTT^4 > SOBT^5$, so an outbound delay as a reaction on the inbound delay.

- Ground Handling delay is when a flight endures as a result of a delay in the turnaround process, excluding the delay as a result of a late inbound (i.e., reactionary delay). This delay includes any of the turnaround and ground handling processes including but not limited to baggage handling activities, aircraft maintenance, PRM⁶ processes, passenger (dis)embarking, fueling, towing on and off (not to be confused with push-back), assets inoperative, etc.
- Start-up delay is due to unbalance in runway capacity and demand: $TOBT^7 - TSAT^8$
- Pushback delay is due to solving conflicts related to pushbacks: $AOBT^5 - ASRT^9$
- Schedule delay is delay that is caused by scheduling: $MTTT^4 > SOBT_{\text{outbound flight}} - SIBT_{\text{inbound flight}}$
- Punctuality of turn-around process TBD (expected mid July)

¹ ATFM = Air Traffic Flow Management

² IAF = Initial Approach Fix

³ SIBT/AIBT = Scheduled/Actual In-Block Time

⁴ MTTT = Minimum Time to Turn (turnaround)

⁵ SOBT/AOBT = Scheduled/Actual Off-Block Time

⁶ PRM = ...

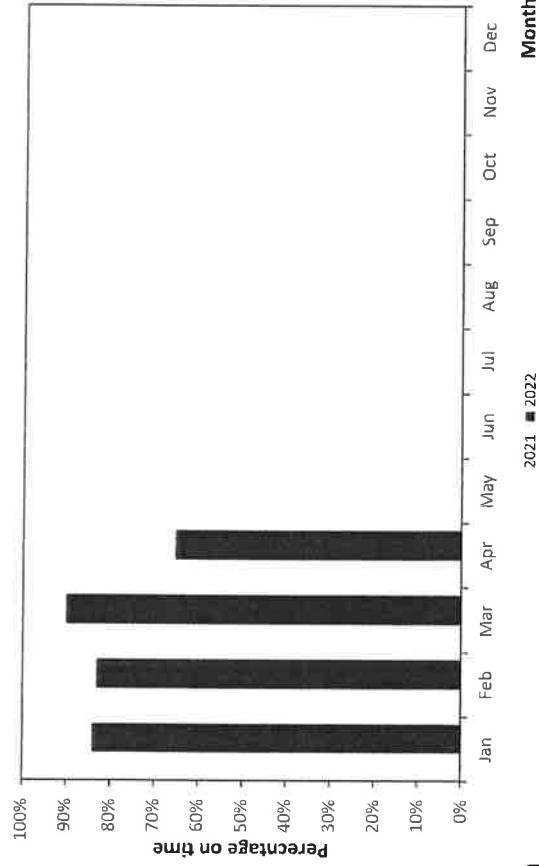
⁷ TOBT = Target Off-Blocks Time

⁸ TSAT = Target Start-up Approval Time

⁹ ASRT = Actual Start-up Request Time

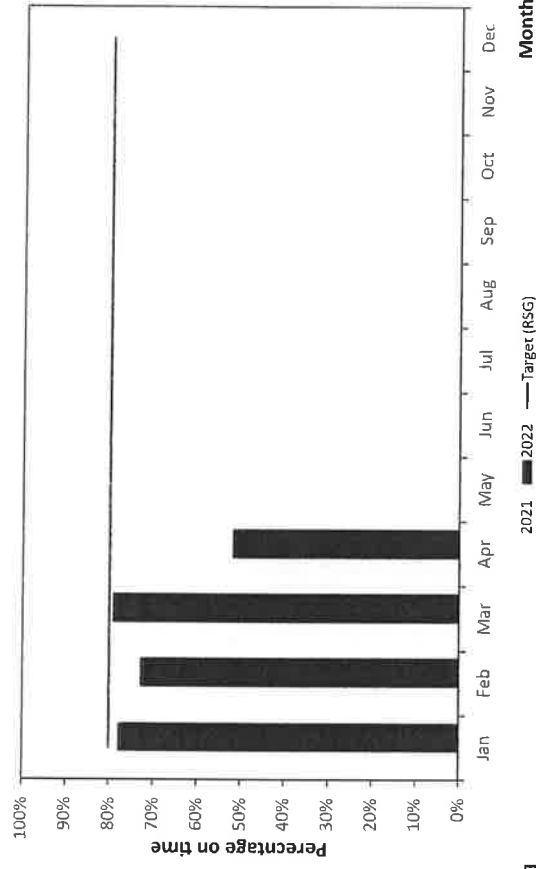
Punctuality

A15



The month started with snowfall on April 1st with significant impact on OTP with an ATFM regulation implemented due to stand capacity. Throughout the month the works on runway 18L/36R (and 09/27) in combination with unfavorable wind conditions caused (notably April 7th) reduced runway capacity affecting in- and outbound punctuality.

D15



The month started with snowfall on April 1st with significant impact on OTP with an ATFM regulation implemented due to stand capacity. Throughout the month the works on runway 18L/36R (and 09/27) in combination with unfavorable wind conditions caused (notably April 7th) reduced runway capacity affecting in- and outbound punctuality.

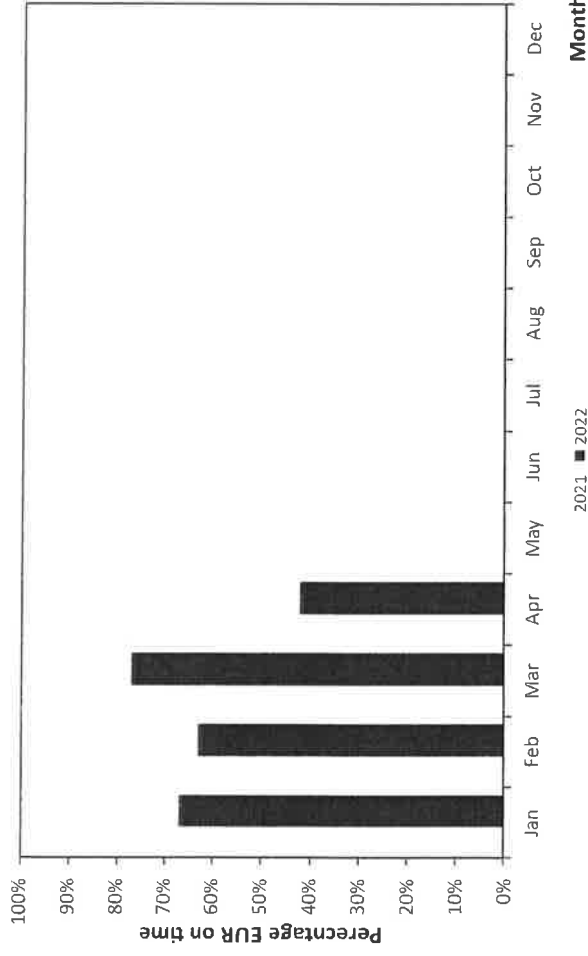
Until April 20th, the OTP level was lower than pre-covid levels. Since the start of the May holidays (April 22nd) OTP has been affected significantly by a combination of factors. From the 22nd of April onward there were significant queues due to understaffing in the security process, causing outbound delays and could subsequently result in additional reactionary delays. On Saturday April 23rd a combination of low runway capacity caused by works on runways 18L/36R and 09/27, staff shortage at airport security and ground handling agents as well as a wild strike resulted in significantly disrupted operations. The effect of staff shortages and reduced runway capacity continued throughout the week resulting in a May holiday (April 22nd to May 1st) outbound OTP of 33% and an inbound OTP of 50%. The most prominent delay causes were reactionary (25% caused mostly by the aforementioned disturbances), Start-up (11%), crew rotation (8%), lack of loading staff (4%), mandatory security (4%), waiting for passengers (4%) and industrial action within own airline (3%).

Recommendation: due to the unpredictable operational conditions it's nevertheless important to keep TOBTs updated and prevent an expiring TSAT at all cost (A TSAT Expires at TSAT+5 minutes). The effects the late updating of TOBT and TSAT leads to:

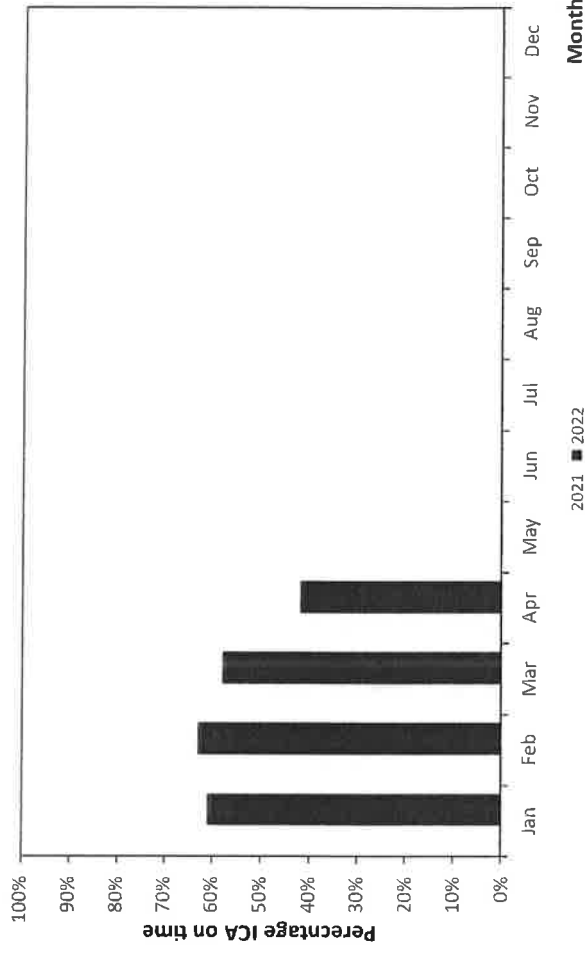
- Unnecessary additional delay for your flight (Avg. 20 minutes) in case of missed TSAT
- Phantom peaks (a secondary runway seems required and is made available but at the last moment those flights update their TOBT and the peak dissolves
- Available runway capacity is not fully utilized due to flights not calling ready

Arrival punctuality A0 - Per product/region

EUR



ICA

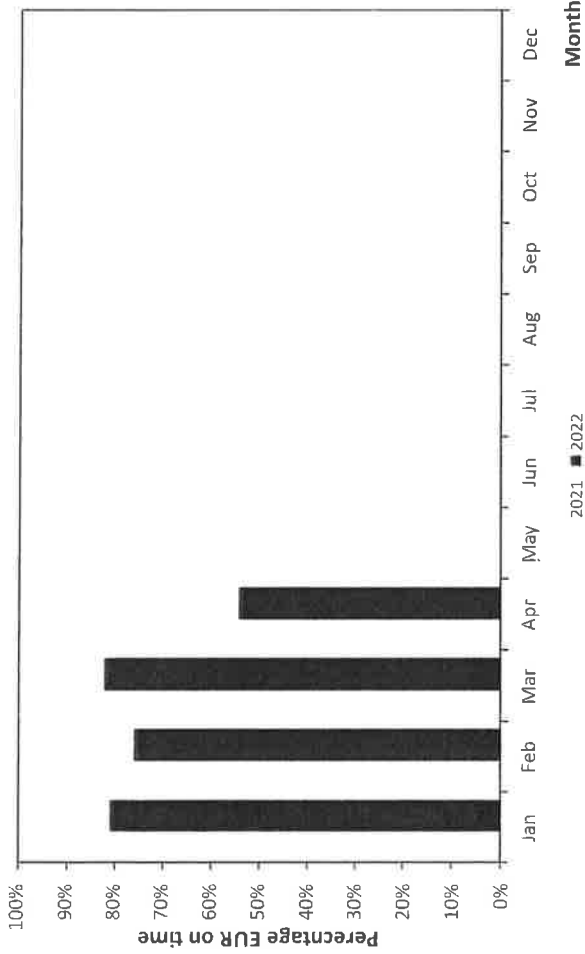


- The April arrival punctuality matched the levels of May-Jun 2019 and Sep-Oct 2019 when the EFS driven capacity restrictions, taxiway A8 maintenance and taxiway Q works heavily affected OTP.
- This year the cause of the low punctuality is the disturbances mentioned on the previous slide.

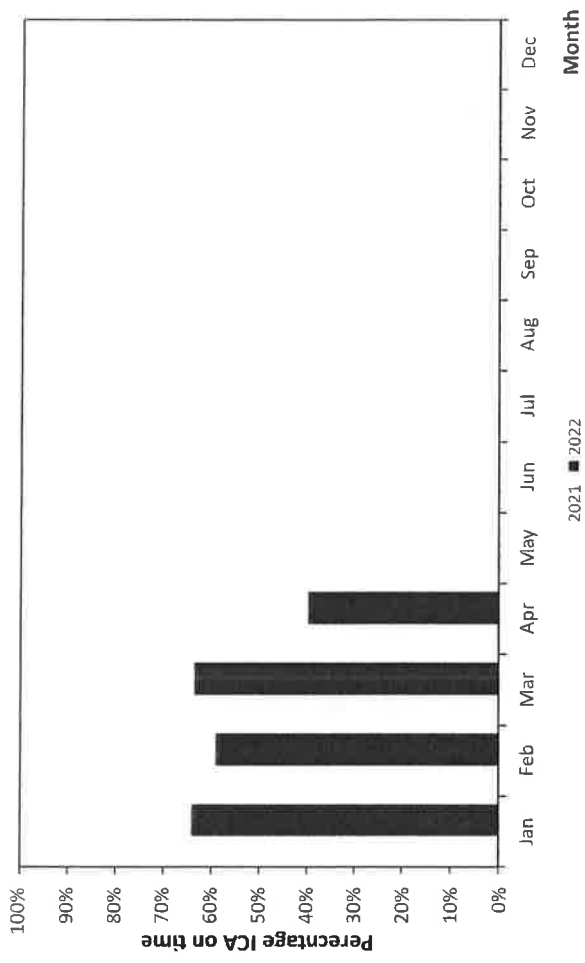


Departure punctuality D15 - Per product/region

EUR



ICA

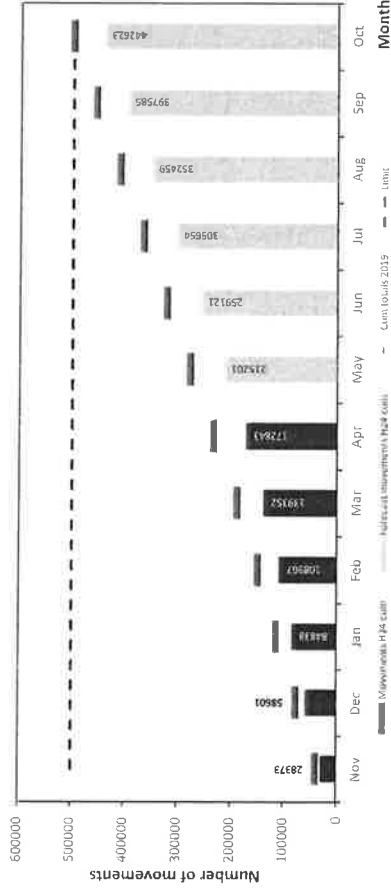


- Low score due to the disturbances mentioned on slide 4.



NNHS - Numbers of movements with commercial traffic

0:00-24:00 hours

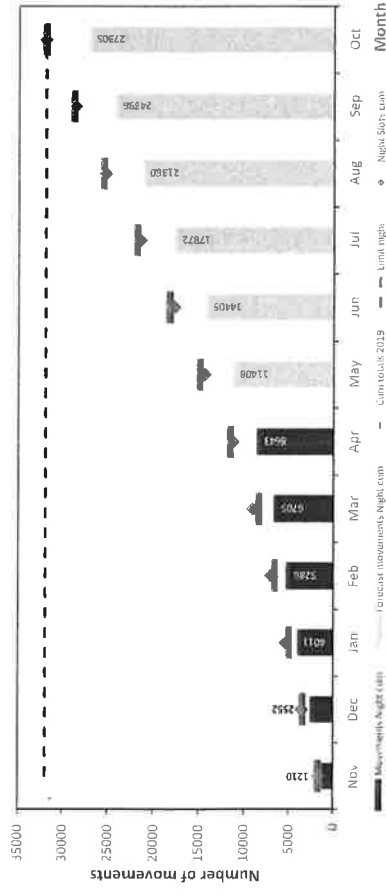


Total number of commercial movements and number of night movements in

‘Gebruiksjaar’ 2022 is

- below the monthly totals of 2019, but not as low as in 2021
- after six months with low numbers, compliance with the legal limits is virtually guaranteed in “Gebruiksjaar” 2022

23:00-7:00 hours



NNHS – Preferential runway usage

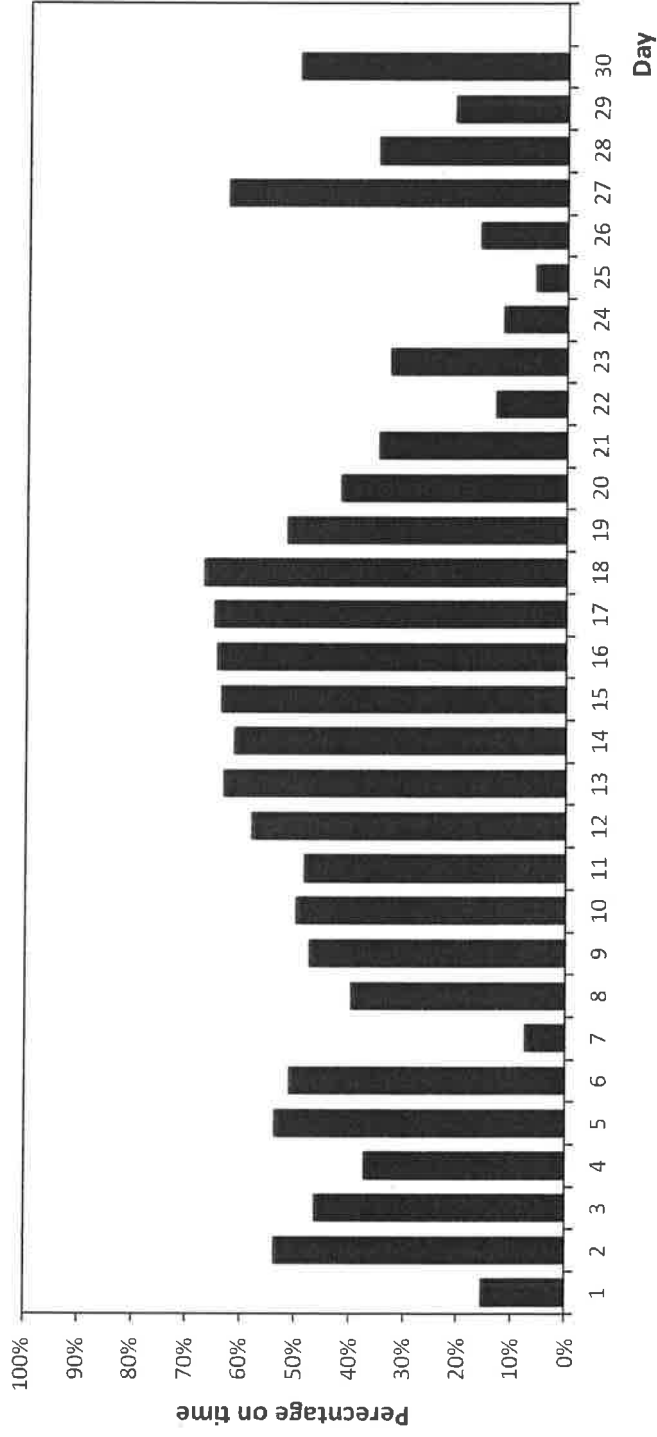
Rule	Norm	Winter 2021/2	Summer 2022	
1. Percentage of runway combinations explained	95%	98.2%	98,7%	①
2a. Percentage usage of second landing runway explained	90%	96.1%	95,8%	①
2b. Percentage usage of second take-off runway explained	95%	95.9%	91,8%	①
3a. Percentage landings on 18R with landing 18R+18C	45%	47.2%	48,6%	①
3b. Percentage landings on 06 with landing 06+36R	50%	50.8%	52.1%	①
3c. Percentages take-offs to sector 4+5 from western runway	97%	98.1%	99.5%	①

Rule	Norm	Gebruiksjaar 2022	
4a. Average number of movements on fourth runway per day	40	2	①
4b. Number of days with more than 80 movements on fourth runway	0	0	①

- Performance on all rules was compliant with norms in Winter 2021/2.
- Decreasing performance on Rule 2b. Performance is impacted by incorrect TOBT settings, which causes an unreliable outbound planning. **Intervention is required to stay within norms.**
- All other rules are compliant with norms in Summer 2022.

Appendix

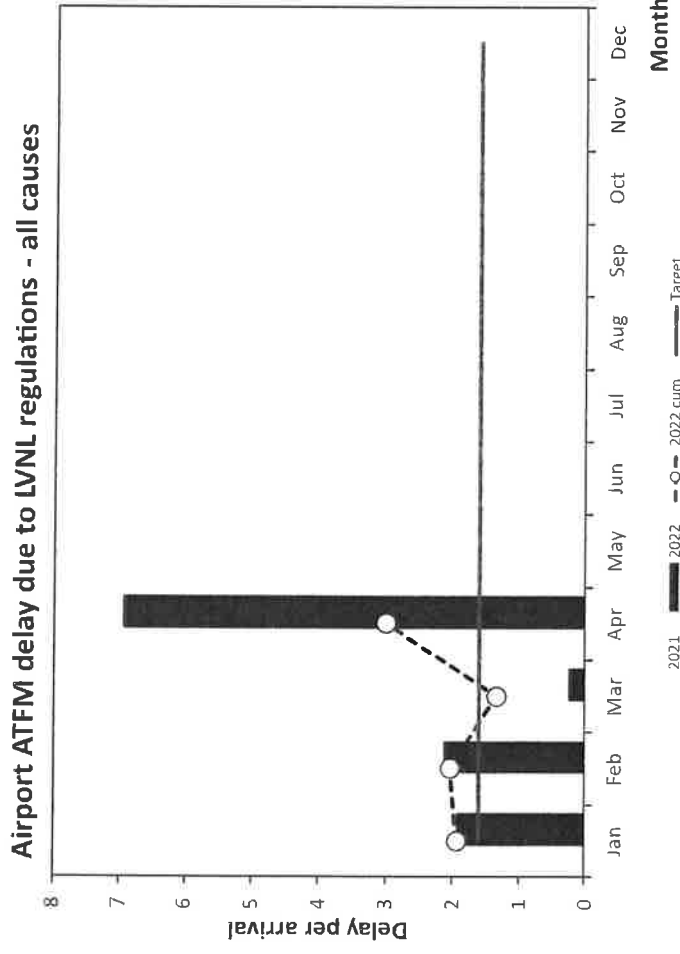
p_p punctuality



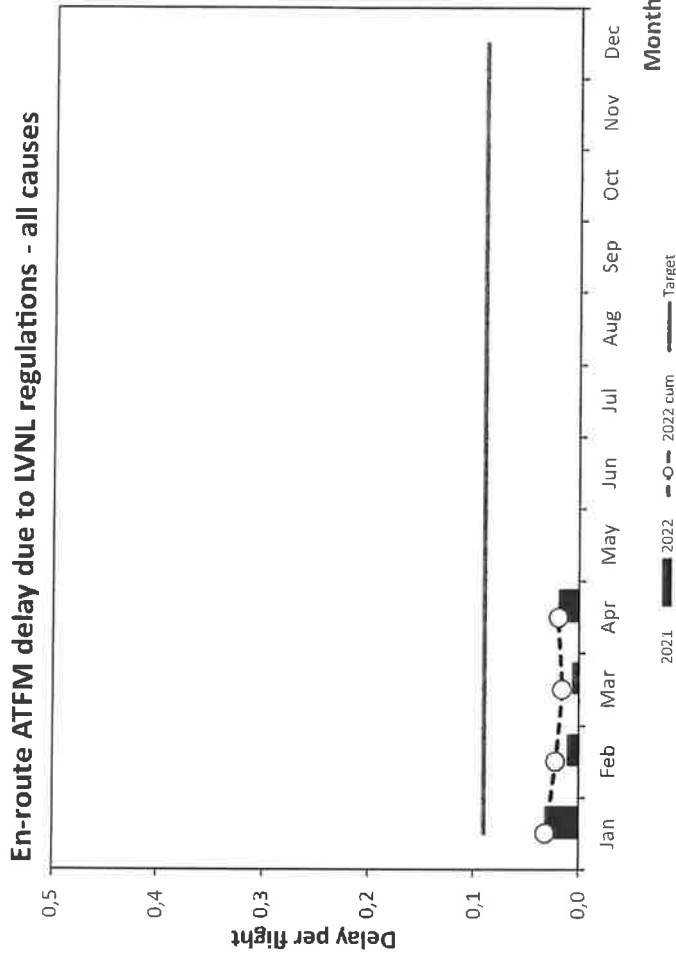
- Several days with lower punctuality due to snow (April 1st) and adverse wind-conditions (April 7th). Last week of April several days with lower punctuality due to runway maintenance (18L/36R and 09/27) and staffing issues at the airport/ security.



ATFM delay - Per month



- Airport ATFM delay is highly above the yearly target. This is caused by a combination of airport maintenance, unfavorable wind and a snow day. The total airport delay (all causes) is 134,727 minutes in April. On 1 April the airport operation was disturbed due to heavy snowfall in the evening and night of 31 March. Maintenance of RWY18L/36R is causing limited northerly RWY use. For a few periods also RWY 09/27 was not available due to maintenance. In this period the wind was strongly east, so there were no other options than a single RWY inbound operation. Note that target is still provisional.

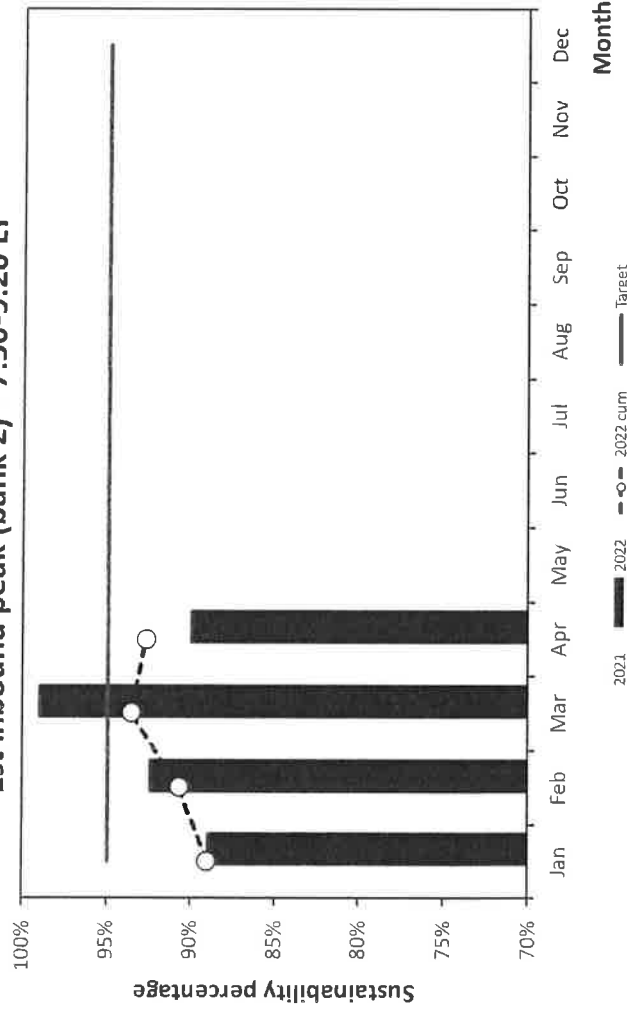


- Overdemand for Initial Approach Fixes on some days, in particular SUGOL during the morning inbound peak and ARTIP during morning or evening inbound peak. Delay per flight is well below target. Note that the target is still provisional.



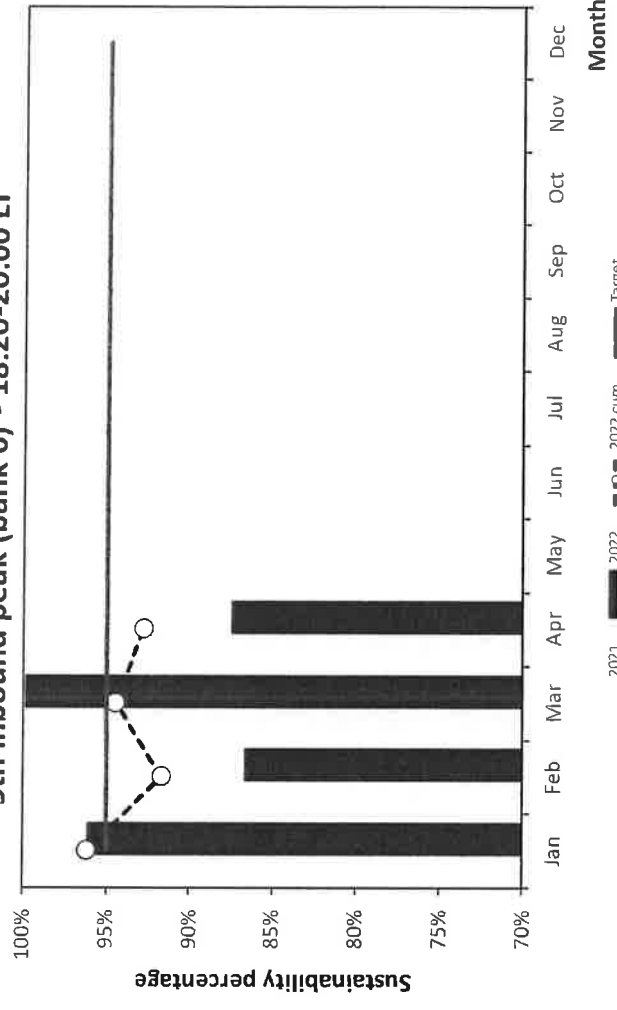
Sustainability of inbound capacity - Per month

Sustainability of inbound capacity
1st inbound peak (bank 2) - 7:50-9:20 LT



- Sustainability for April 2022 was 90% mainly due to simultaneous maintenance of runways 09/27 + 18L/36R and snowy conditions on April 1st.
- Cumulative performance is 92.7%. Target of 95% for 2022 still feasible because of expected high sustainability in summer season, although the low scores in January, February and April are reason for some concern.

Sustainability of inbound capacity
5th inbound peak (bank 6) - 18:20-20:00 LT

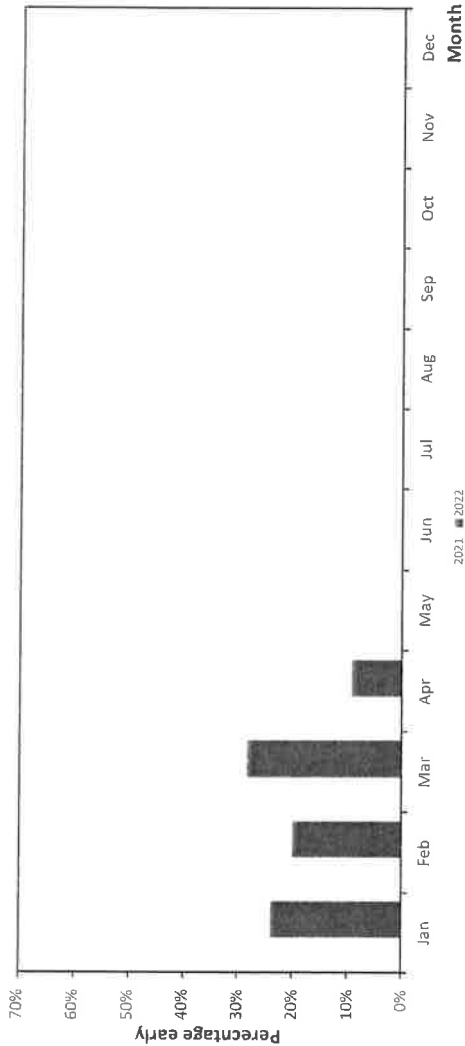


- Sustainability for April 2022 was 87.5% due to simultaneous maintenance of runways 09/27 + 18L/36R and some days with adverse wind conditions.
- Cumulative performance is 92.8%. Target of 95% for 2022 still feasible because of expected high sustainability in summer season, although the low scores in January, February and April are reason for some concern.

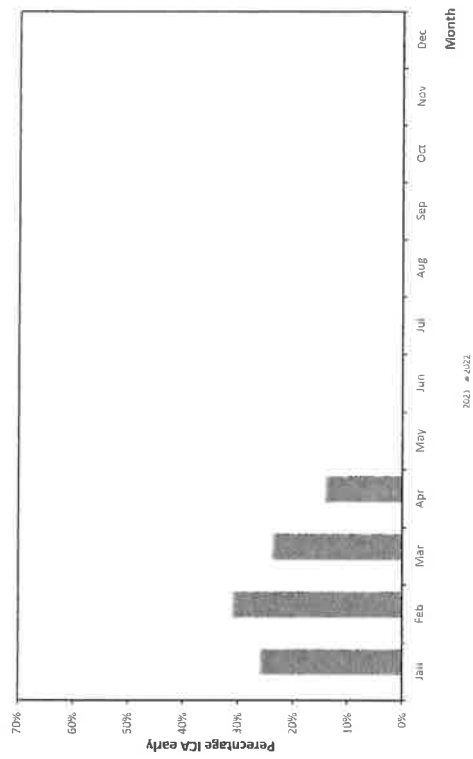
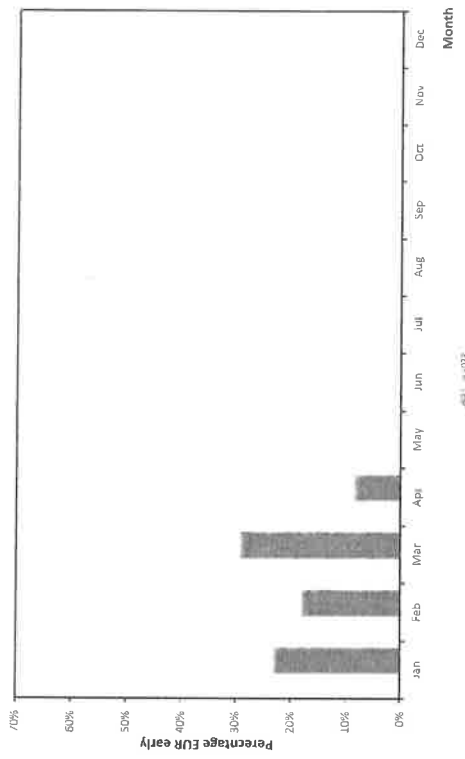


Percentage early arrivals - Per month

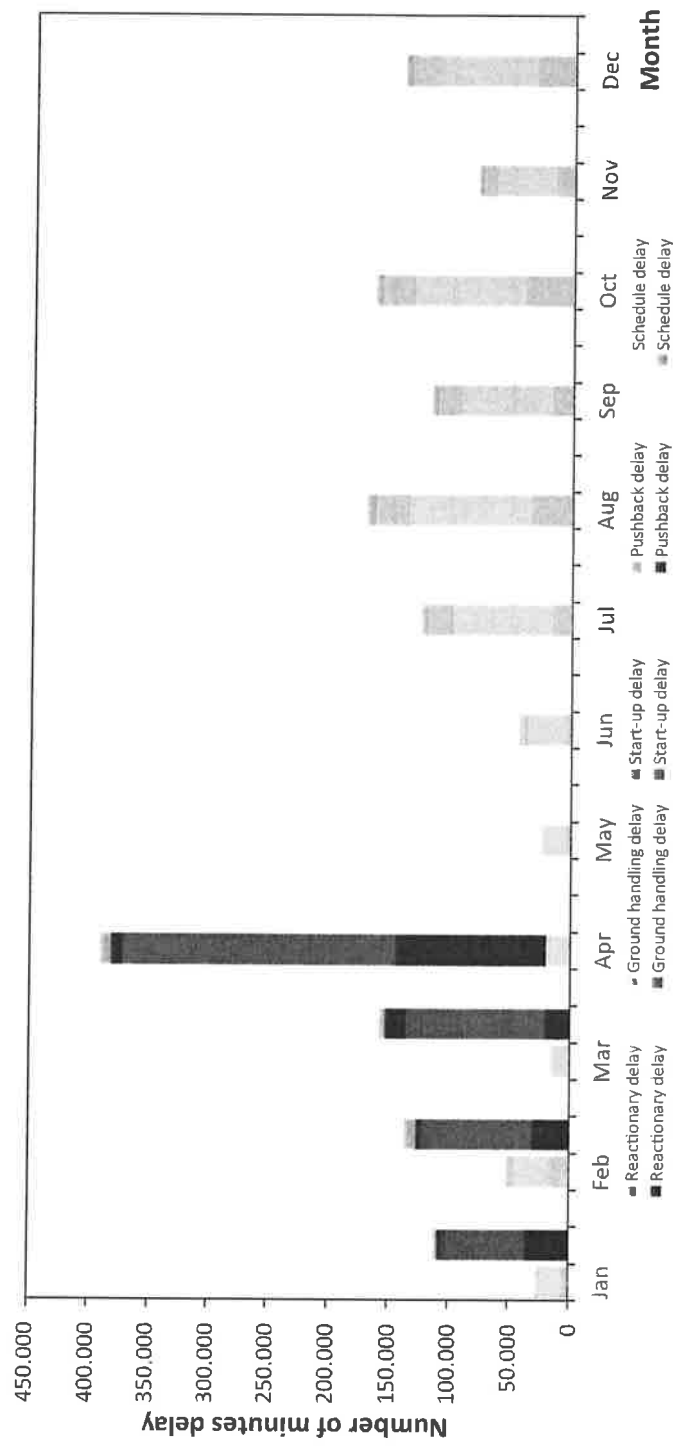
Total



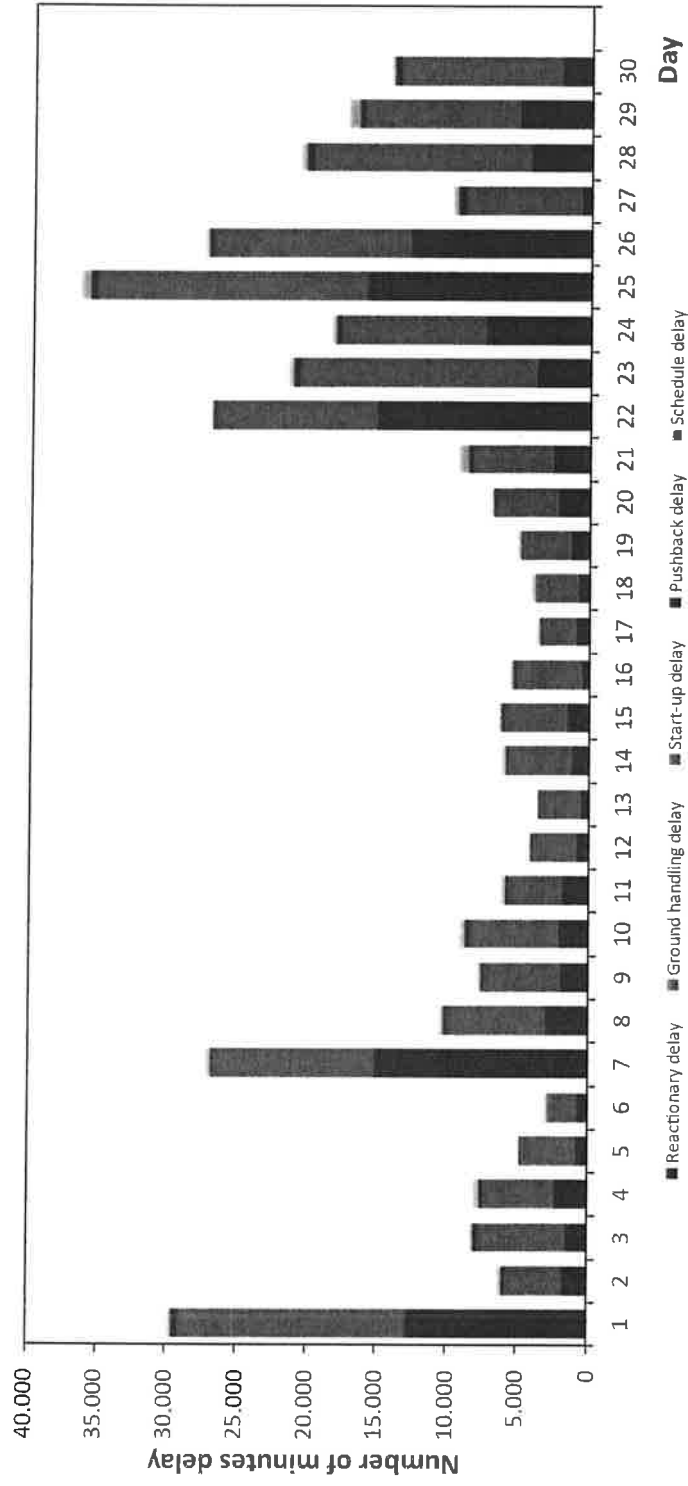
Per product/region



Reasons for outbound delays - Per month



Reasons for outbound delays - Per day April 2022

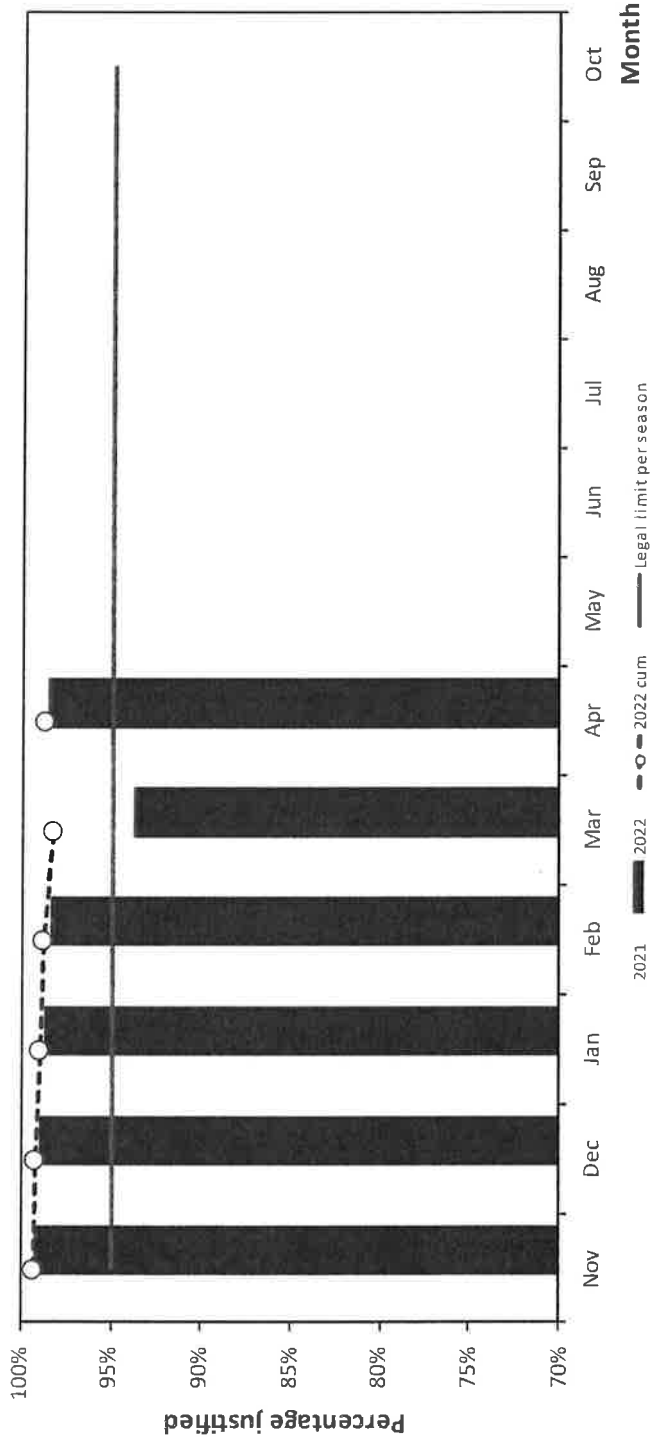


Punctuality of turn-around process - *Per day*

Under development -- Expected mid July



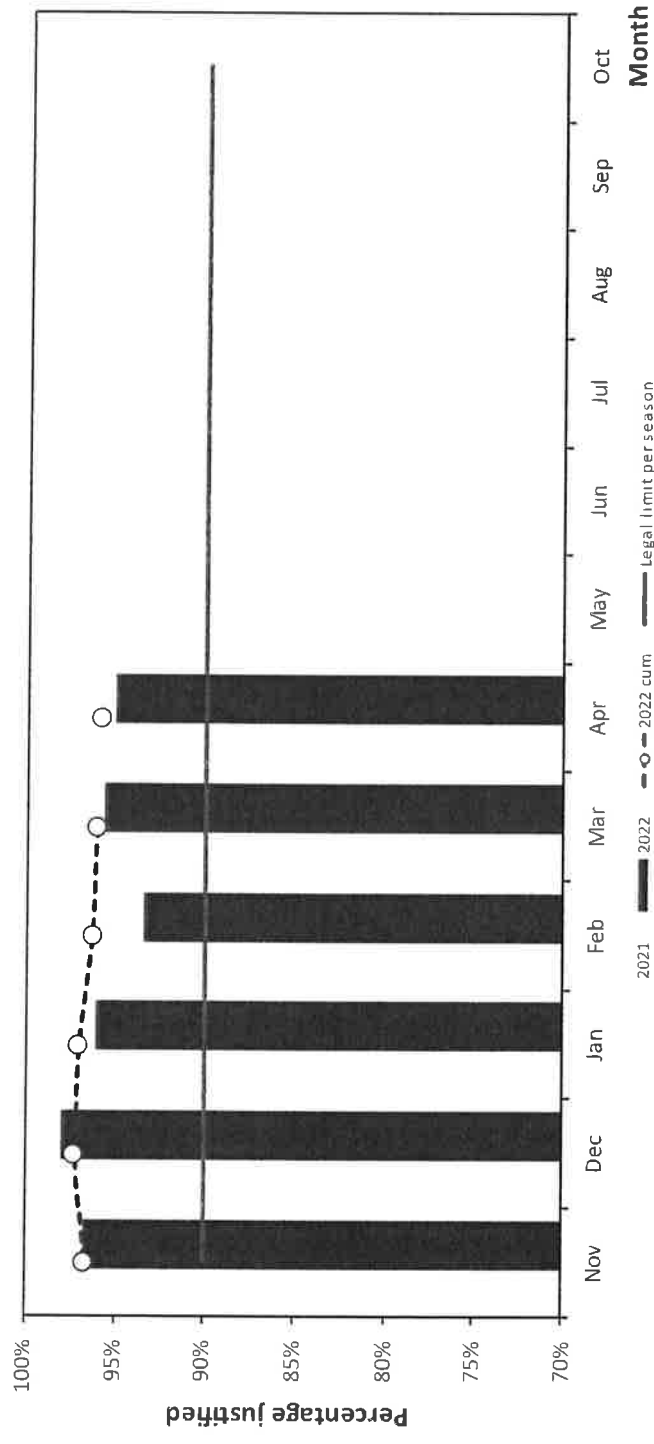
NNHS rule 1 - Percentage runway usage legitimately explained



- Start of the summer season period
- Performance has remained above target in April



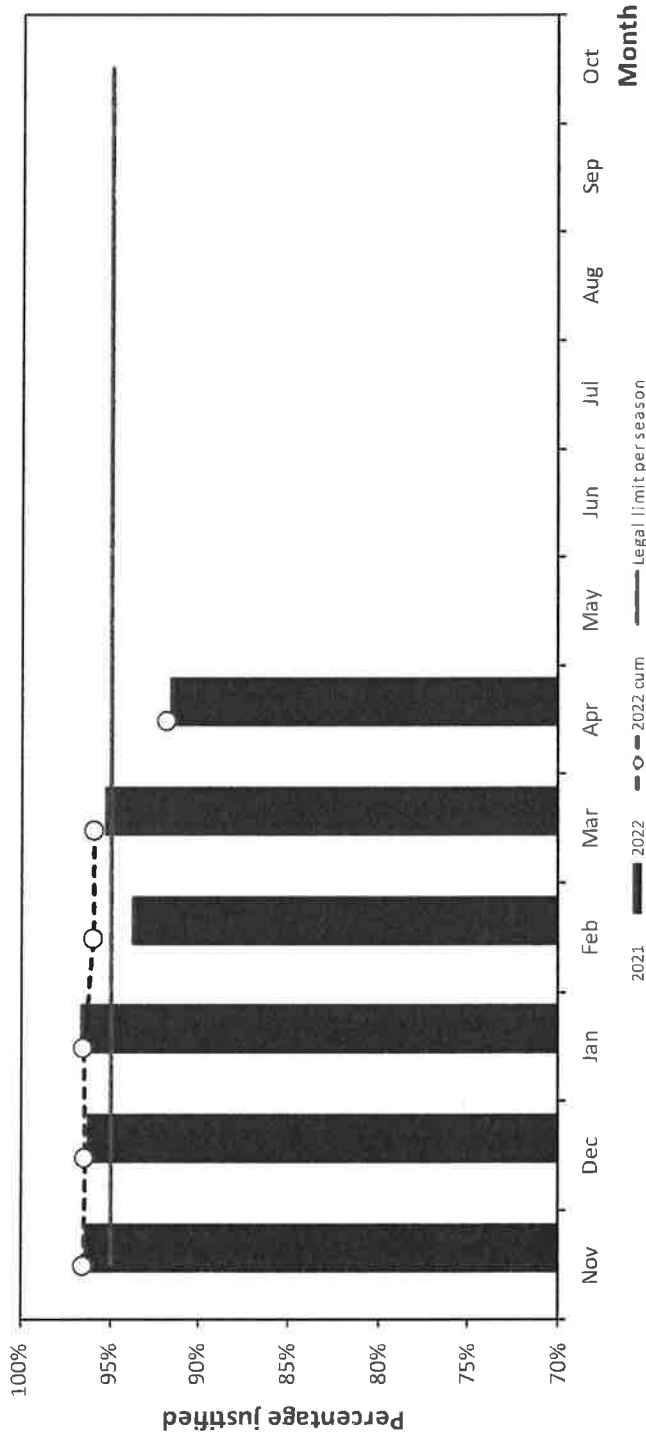
NNHS rule 2a - Usage second landing runway legitimately explained



- Start of the summer season period
- Performance has remained above target in April



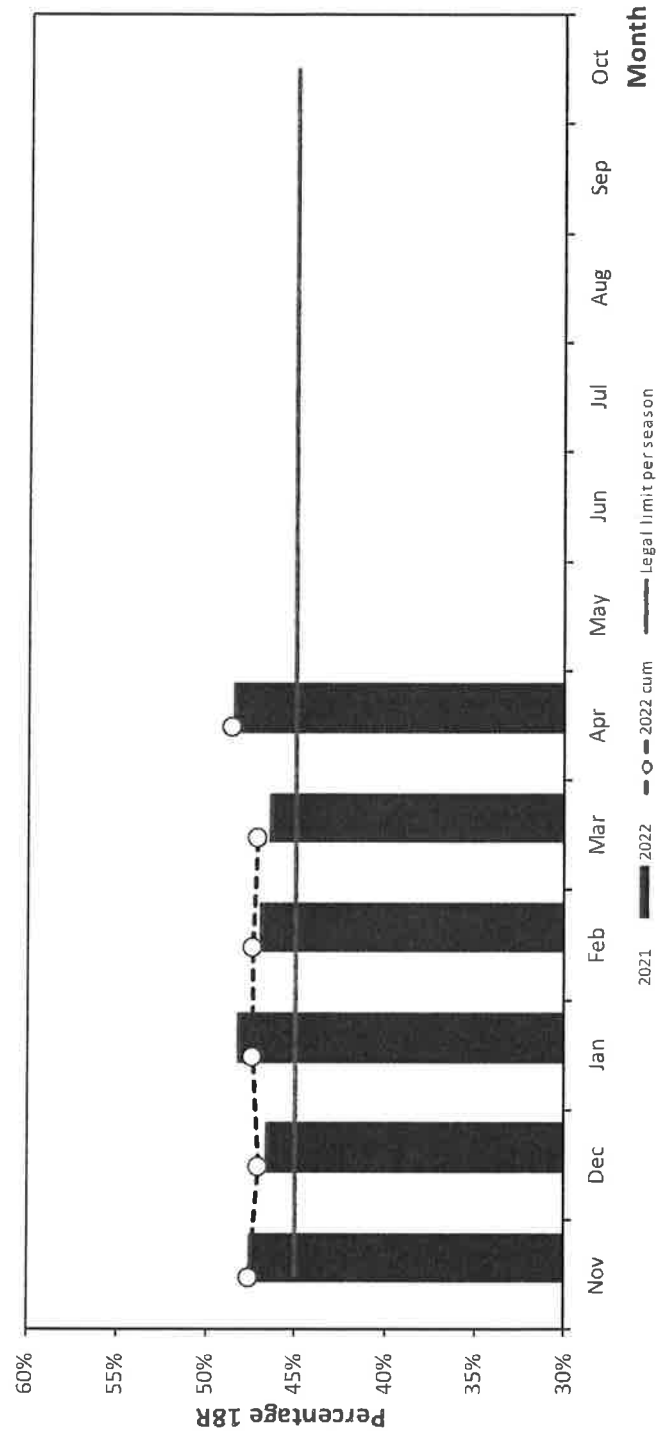
NNHS rule 2b - Usage second take-off runway legitimately explained



- Start of the summer season period
- Performance is below 95% target. Performance is impacted by incorrect TOBT settings, which causes an unreliable outbound planning. **Intervention is required to stay within norms. Advice is to impose the handlers and/or WG CDM to improve the TOBT quality.**



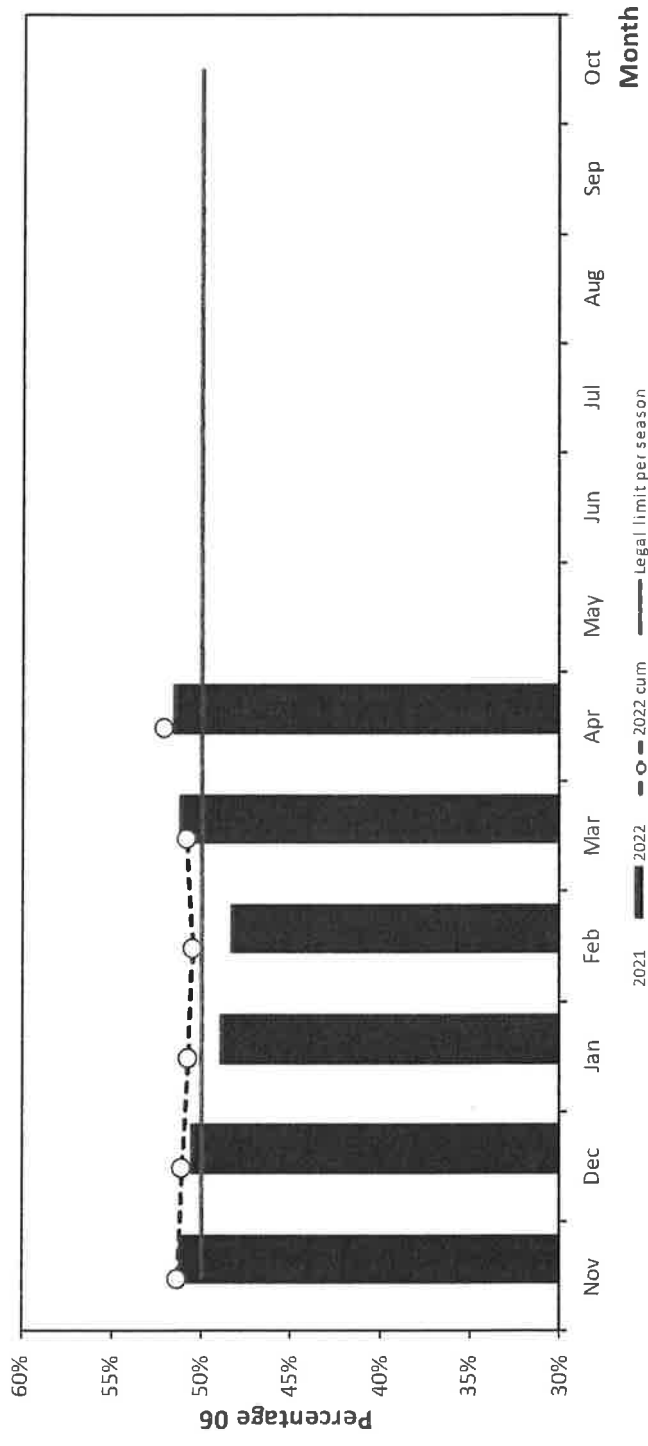
NNHS rule 3a - Percentage landings on 18R with landing 18R+18C



- Start of the summer season period
- Performance has remained above target in April



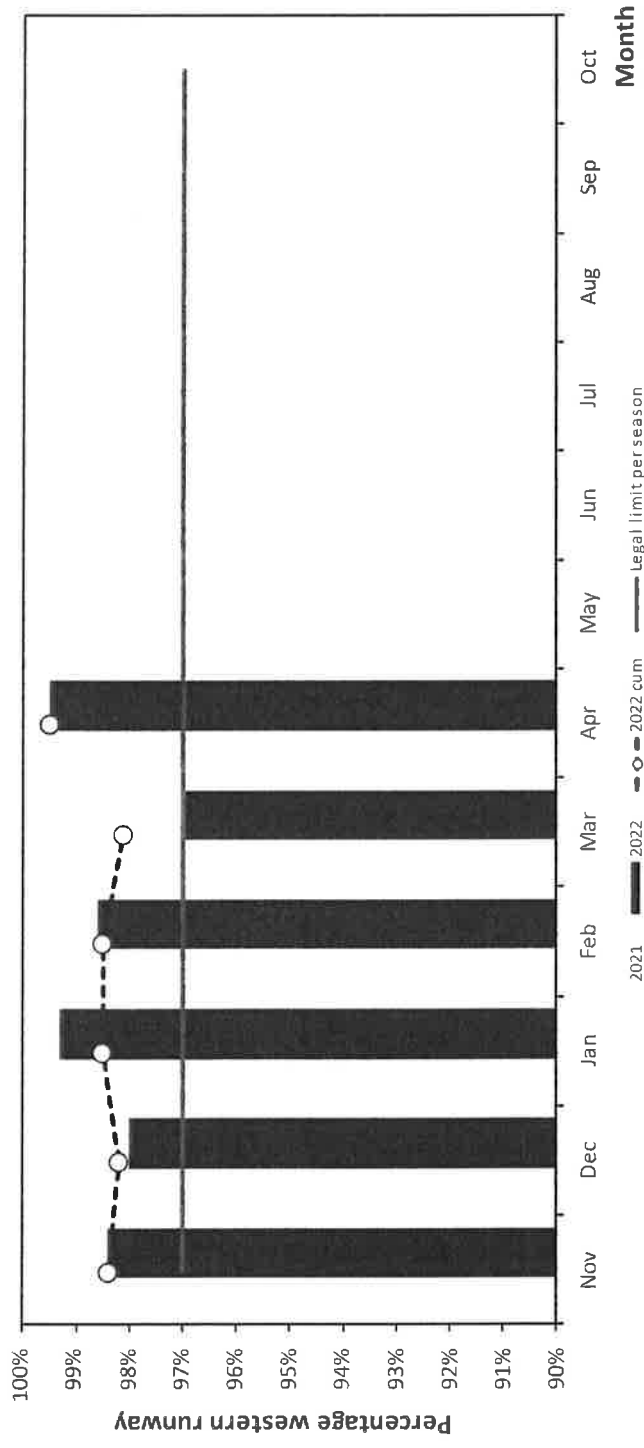
NNHS rule 3b - Percentage landings on 06 with landing 06+36R



- Start of the summer season period
- Performance has remained above target in April



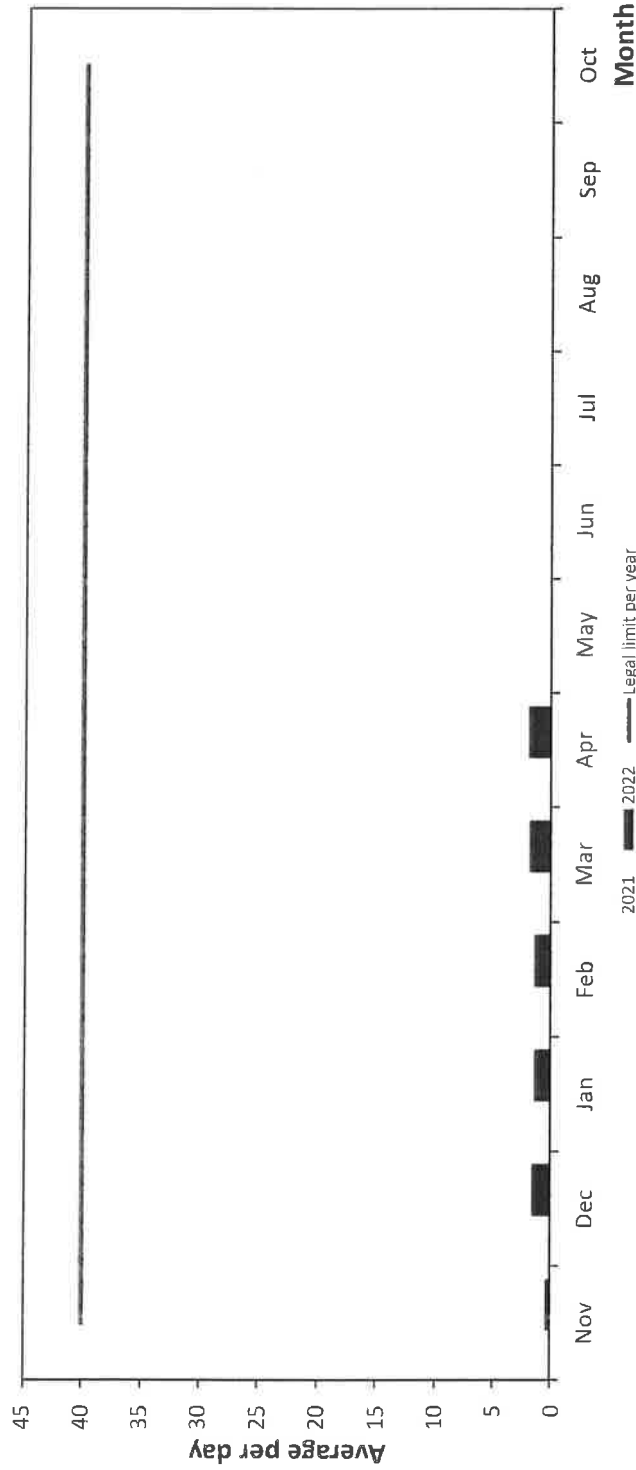
NNHS rule 3c - Percentage take-offs to sector 4/5 from western runway



- Start of the summer season period
- Performance has remained above target in April



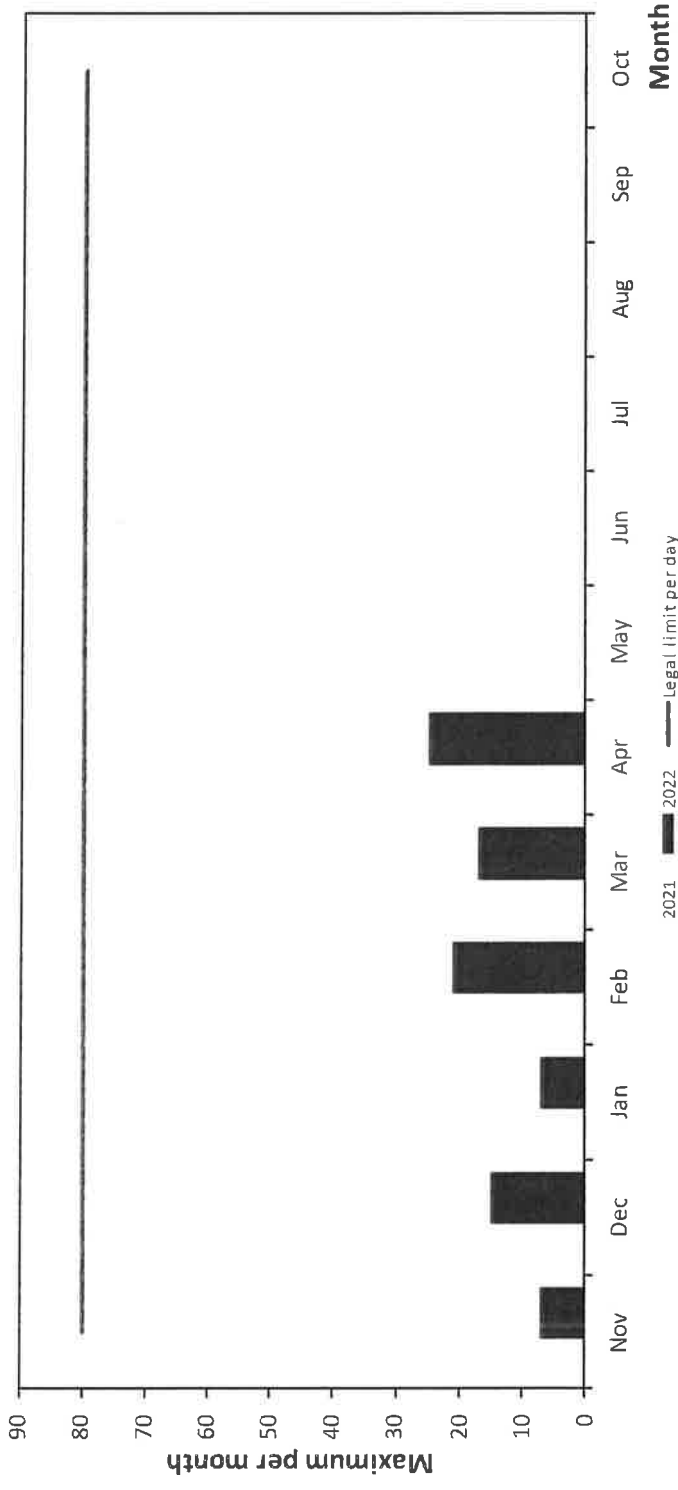
NNHS rule 4a - Average daily number of movements on fourth runway *Cumulative, without application of exemptions*



- The maximum of 14,600 for “Gebruiksjaar 2022” - equivalent to 40 per day - is unlikely to be exceeded.



NNHS rule 4b - Maximum movements per day on fourth runway *Per month, without application of exemptions*



- Maximum number per day is increasing with increasing traffic volumes, but still far from maximum allowable amount per day.

Kickoff Boardlevel Airline Meeting
12 mei 2022

ZES WEKEN TOT AAN DE ZOMER

Schiphol

Welcome to Amsterdam Airport



INHOUD

- **Terugblik meivakantie**
- Vooruitzicht zomer**
- Wat gaat Schiphol doen?**
- Wat kunnen we gezamenlijk doen?**
- Voorstel voor vervolg**

ZOMER 2022

TERUGBLIK MEIVAKANTIE – EERSTE BEVINDINGEN

1. De voorbereidingen zijn getroffen op de passagiersforecast passend bij het J+ scenario. De realisatie is gemiddeld 3% hoger gebleken met uitschieters van +6% op dagtotaal.
2. In de ochtend ligt het capaciteitstekort op de vertrekfilters tussen de 10% - 30%. Een tekort op security personeel speelt in meerdere sectoren en in meerdere landen.
3. De productiviteit van security filters was conform planning en historische gegevens.
4. Er zijn verschillende momenten geweest dat security lanes zijn stilgelegd vanwege de stagnerende doorstroom bij de paspoortcontrole. Dit heeft voor extra wachttijd bij non-Schengen filters gezorgd.
5. Het verstoorde aanmeldpatroon van passagiers (vroegkomers) heeft bijgedragen aan zeer lange wachtrijen.

INHOUD

Terugblik meivakantie



Vooruitzicht zomer

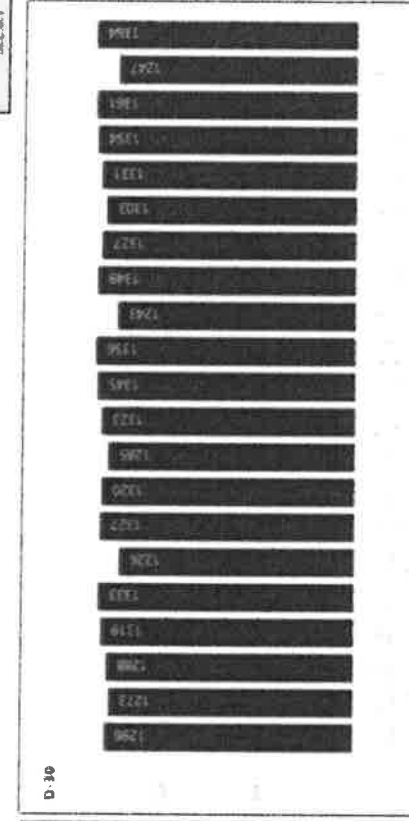
Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

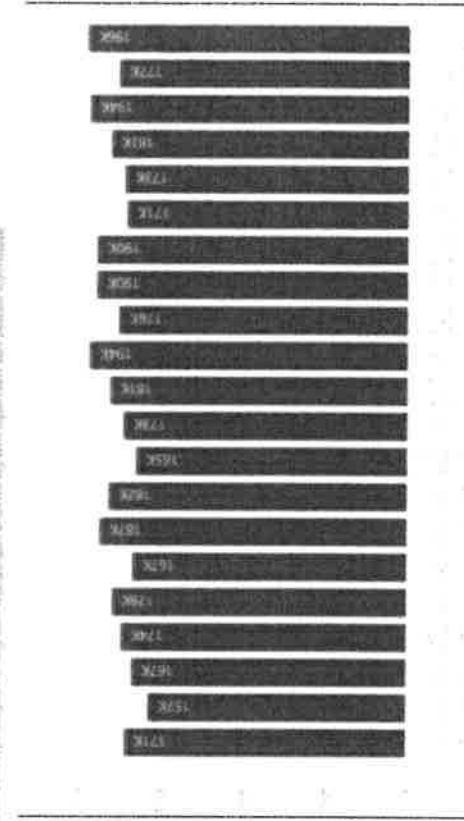
Voorstel voor vervolg

SHORT TERM FORECAST: DAGTOTALEN VLUCHTEN EN PASSAGIERS TOT EN MET 12 JUNI

522A1



A. baumannii strains were isolated from patients with nosocomial pneumonia.



INHOUD

Terugblik meivakantie

Vooruitzicht zomer

Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

Voorstel voor vervolg

ZOMER 2022

WAT GAAT SCHIPHOL DOEN?

1. Actielijn "Aantrekken Personeel"

- Voortzetten gezamenlijke werving via banenmarkt-initiatief LCS (11 juni)
- Security personeel:
 - Overleg met beveiligingsbedrijven over incentives (zowel tekenen als retentie)
 - Onderzoeken omscholen personeel staff-filters naar pax filters
 - Onderzoeken waar opleidingen eventueel ingekort kunnen worden (ter goedkeuring NCTV)
 - McKinsey aangetrokken voor Operatie Secure Summer
 - Oud CEO beveiligingsbedrijf als adviseur

2. Actielijn "Operational Excellence"

- Productiviteit security lanes
 - Reductie handbagage
 - Inzet op preparatie pax in voorgebied
 - Optimale lane bezetting
 - Flow balancing met Kmar-filters
- Flow- en crowdmanagement
 - Wachtrij optimalisatie
 - Informatie wachttijden
 - Crowd-control inzet
- Extra inzet Airport Assistants en Welcome teams
- Support teams bagage

INHOUD

Terugblik meivakantie

Vooruitzicht zomer

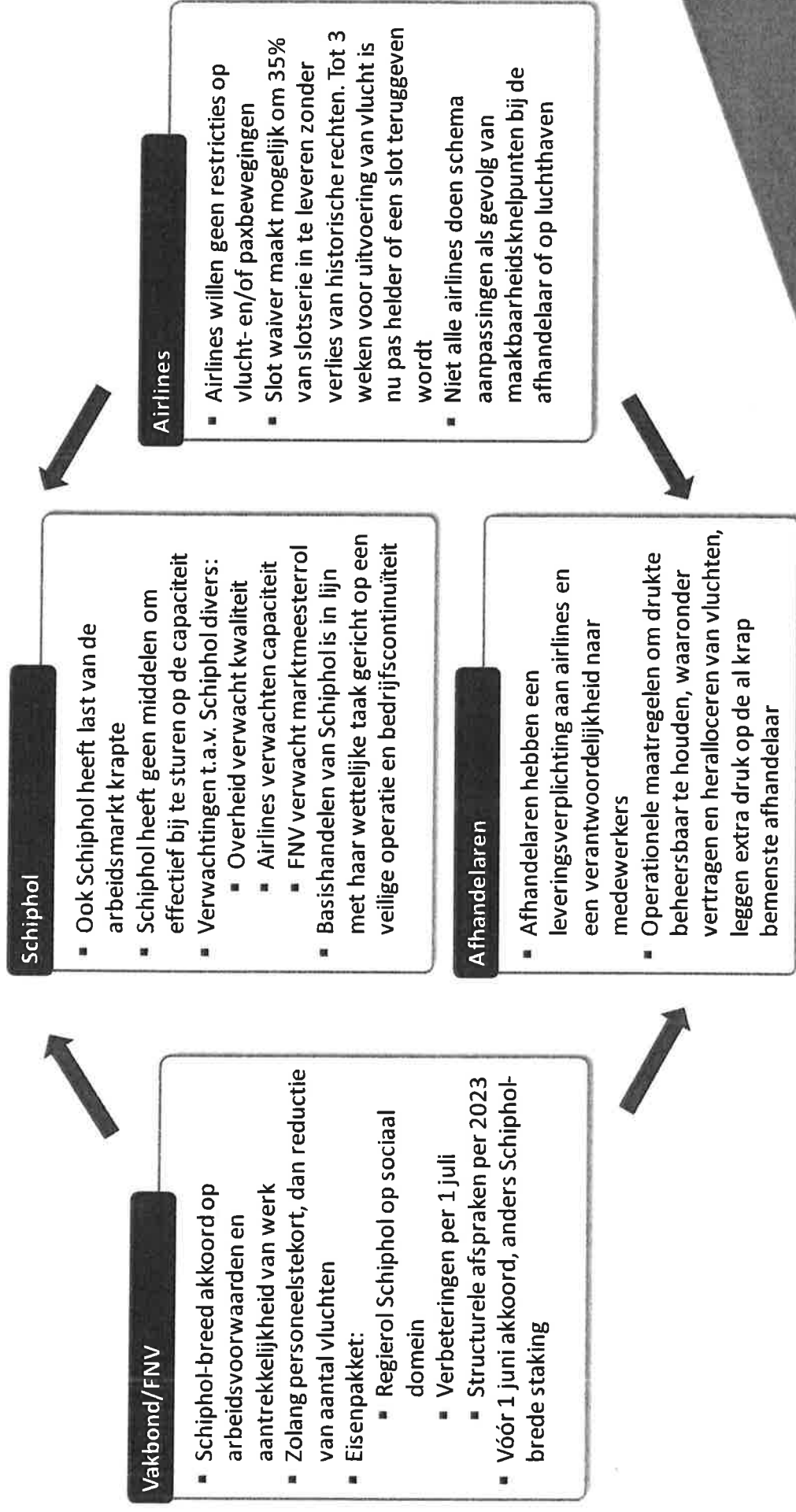
Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

Voorstel voor vervolg

ZOMER 2022

DIVERSITEIT AAN BELANGEN – SAMENWERKING NOODZAKELIJK



ZOMER 2022

WAT KUNNEN WE GEZAMENLIJK DOEN?

3. Actielijn "Aantrekkelijk werken op Schiphol"

- Gedragen en gerichte acties om arbeidsvoorwaarden en -omstandigheden te verbeteren en aantrekkelijkheid van werk te vergroten:
 - Bredere betrokkenheid van medewerkers via focusgroepen op diverse onderwerpen
 - Commitment van alle ketenpartners op actieprogramma
 - Gezamenlijke vakbond-strategie gericht op co-creatie
- Gezamenlijk campagne "Werken op Schiphol is leuk"

4. Actielijn "Maakbare operatie"

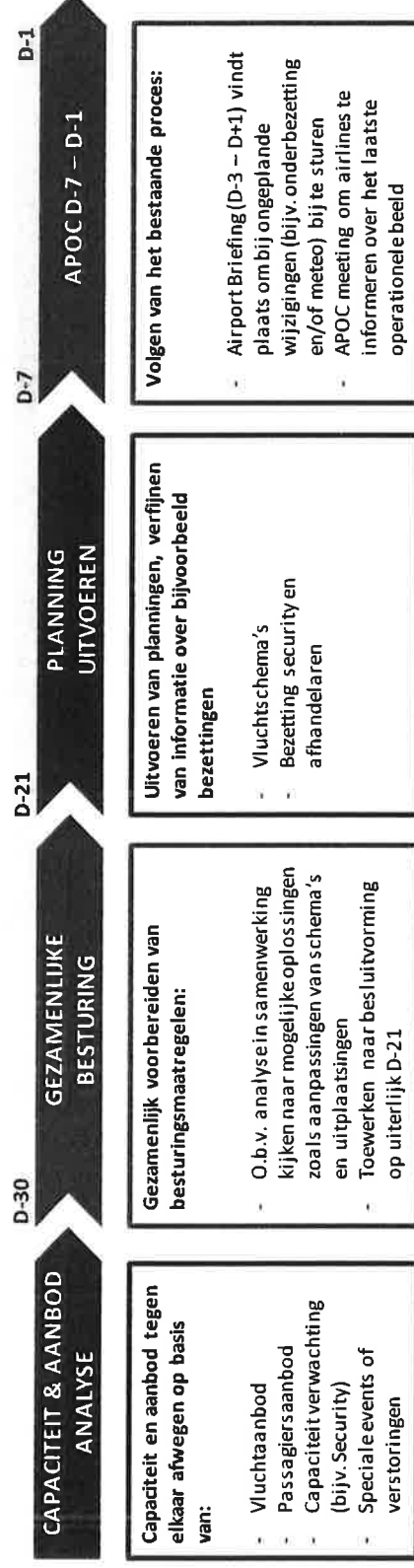
- Via het APOC wordt met de airlines:
 - Actief data uitgewisseld om tot een actuele en betrouwbare forecast te komen van de te verwachten boekingsaantallen
 - Beschikbare capaciteit transparant gedeeld op de verschillende procesonderdelen
 - Indien nodig tijdig schema aanpassingen gedaan om tot een maakbare operatie te komen
- Het OSO krijgt terugkoppeling en stuurt bij indien het APOC niet tot oplossingen komt met als doel om capaciteitsingrepen binnen de D-7 te voorkomen
- Zomer uitplaatsing naar Regionale luchthavens
- "Slot op de deur" en optimaliseren aanbod

ZOMER 2022

EERDERE ANALYSE CAPACITEIT EN AANBOD VANAF D-30 VANUIT HET APOC

Uitgangspunten

- Doel: voorkomen van last-minute en rigoureuze maatregelen omdat passagiersaanbod hoger is dan de verwerkingscapaciteit.
- Richting de zomer gezamenlijk en eerder, namelijk vier weken voor uit (D-30), vaststellen op welke momenten de capaciteit onvoldoende zal zijn ten opzichte van het verwachte passagiersaanbod.
- In een nieuw APOC meeting wordt naast de operationele update ook de eerste analyse voor 30 dagen vooruit worden besproken. Aansluitend wordt via de Partnership Manager per airline verder afgestemd over eventuele schema-aanpassingen of andere oplossingen. Kick-Off op 12 mei.
- Informatie wordt verijnd richting de dag van operatie (rollend proces), tot die tijd werken we met de beste informatie die beschikbaar is. Delen van specifiekere informatie is daarom belangrijk.



ZOMER 2022

AANVULLENDE MAATREGELEN TER BEINVLOEDING OP HET AANBOD

"Slot op de deur"

- Om de operationele integriteit te waarborgen en planstabiliteit te verbeteren is het niet wenselijk dat nieuwe slots gealloceerd worden op piekmomenten/piekdagen. Oftewel een "slot op de deur" voor nieuwe aanvragen.
- Hiervoor dient RSG de urgentie van het probleem aan te geven en een verzoek te doen aan ACNL om per ommeegaande geen vrijgekomen slots te heralloceren (NB t.a.v. passagiersvluchten).
- ACNL zal naar verwachting dit verzoek overnemen en een werkprocedure opstellen. Dit verzoek is, gegeven de onderbouwing van het capaciteitsprobleem, ook een basis om force majeure toe te kennen voor geannuleerde slots (behoud historische rechten).

Concept verzoek:

"Based on a forecast of operational capacity for the remainder of the 2022 summer season, Schiphol is considering a temporary capacity reduction for passenger flights in relation to the allocated slots. We are already informing you about this, in line with the Best Practice as drawn up by the Worldwide Airport Slot Board, to give ACNL the opportunity to immediately put in place measures to prevent new slot requests from being processed until further notice. In the meantime, we will consult with airlines about possible solutions and make decisions about necessary adjustments to the coordination parameters."

Optimaliseren aanbod

- Parallel aan het D-30 APOC proces wordt in OSO andere sectorbrede oplossingen voorgesteld, besproken en indien mogelijk besloten. In geval van impact op slots/slotallocatie dient vervolgens de CCN formeel geconsulteerd te worden.
- Regulatie middels een parameter is als ultimatum remedium een mogelijke uitkomst, omdat dit kan fungeren als een fijnmaziger slot op de deur. Indien hiertoe besloten wordt zal eveneens het reguliere proces via de CCN gevolgd worden.

INHOUD

Terugblik meivakantie

Vooruitzicht zomer

Wat gaat Schiphol doen?

Wat kunnen we gezamenlijk doen?

➤ Voorstel voor vervolg

ZOMER OP SCHIPHOL 2022

VOORSTEL VOOR HOE VERDER – VERZOEK OM DEELNAME DOOR AIRLINES

