



RECOMMENDED PRACTICE Monitoring by Schedules Facilitators

Version – [9 June 2006](#)

1. Explanation

At Schedules Facilitated Airports, the Schedules Facilitator is responsible for monitoring the conformity of the schedules recommended to the air carriers.

In all cases, monitoring is directed to ensure that capacity is effectively utilised, that an adequate level of schedule integrity is maintained, that the quality, flexibility and effectiveness of the schedules facilitation processes are improved and to avoid the need for the introduction of coordination.

2. References

Article 4 of the Regulation refers to monitoring by Schedules Facilitators and Article 7 refers to the duty of air carriers to provide information, on request, to the Schedules Facilitator.

IATA WSG Section 4.5 and 4.6 refer to the requirement for Schedules Facilitators to maintain records of all services planned and operated as well as recording airlines' conformity with arrival and departure times recommended to them in case the airport changes from level 2 to level 3.

3. Rationale/Description

General Principles

- Monitoring is a continuous process designed to ensure that recommended arrival and departure times are effectively utilised **and** to separate intentional operation at different times from the recommended arrival and departure times from the normal variations in operational performance.

The main objective of monitoring should be to identify possible problems regarding recommended arrival and departure times and seek solutions, before they occur whenever possible, or as soon as possible after the date of operation.

- All procedures related to monitoring must be based on the principles of neutrality, transparency and non-discrimination.
- Schedule Facilitators should establish a dialogue with affected air carriers as soon as possible when potential issues are identified. Issues should not be left until the end of the season unless it is unavoidable to do so because the problem develops late in the season.
- At the request of Schedules Facilitators, air carriers must submit all necessary and relevant information for the purposes of monitoring in a timely and appropriate manner.

- All air carriers must be encouraged to keep their schedules continuously updated in the Schedules Facilitator's database.
- The monitoring process relies on good quality schedule performance data. Other involved parties (airports and ATC providers) must exchange all the information required for the exercise of monitoring duties with Schedules Facilitators. In particular, airports should provide Schedules Facilitators with information on actual operations. Software should be developed to facilitate these comparisons.
- The Coordination Committee, if one exists, or local committees can provide valuable assistance to the Schedules Facilitator by assisting in the development of methods and local guidelines for the monitoring of recommended arrival and departure times and support the Schedules Facilitator in dealing with serious problems. Ideally, the monitoring process and rules should also be documented by the Schedules Facilitator.

Recommended Monitoring Actions

Before the Date of Operation

- At the time of initial coordination, Schedules Facilitators should review air carriers' schedule submissions to identify the possible instances of false or misleading information, in accordance with EUACA Recommended Practice – Information for Schedules Facilitators and Coordinators.
- Where possible, checks of consistency between origin/destination airports should be made among Coordinators/Schedules Facilitators' databases, especially, after the slot return deadlines (31 Jan or 31 Aug) in accordance with the EUACA Recommended Practice – Use of Schedule Discrepancy Data.
- Where practical, checks for consistency between ATC flight plan data and the Schedules Facilitator's data may be made.
- Where possible, checks for consistency between airport handling requests and the Schedules Facilitator's data should be made.
- Where discrepancies are identified, the Schedules Facilitator should contact the airline concerned to seek clarification and correct the issue before the date of operation where possible.
- In order to avoid wasting scarce airport capacity, and in order to avoid unnecessary adjustments to other carriers schedules, air carriers must cancel unwanted arrival and departure times in advance, where it is practical to do so, even at short notice.

After the Date of Operation

Cleared but Not Operated Flights

- Schedules Facilitators should closely monitor instances where an air carrier fails to operate recommended arrival and departure times without cancelling in advance.

- In the event of the non-use of a series of recommended arrival and departure times, the Schedules Facilitator should contact the air carrier concerned as soon as possible and initiate a dialogue to either confirm that the remaining arrival and departure times in the series will be operated or cancel the remainder of the series.
- Schedules Facilitators should also monitor for general patterns of 'Cleared but Not Operated Flights', such as the failure to cancel ad hoc positioning flights, and initiate a dialogue with the air carrier concerned and seek improvements in performance.

Operated but Not Cleared Flights

- Schedules Facilitators should closely monitor for **any** instances of operating without a recommended arrival and departure time, and immediately raise any instances with the air carrier concerned and with the appropriate authorities to take action against the continuation of this behaviour, if appropriate.

Intentionally operating at different times from the Recommended Arrival and Departure Times

a) Time Difference

- Where there is clear evidence that an air carrier repeatedly and **intentionally** operated at a different time than the recommended arrival and departure times then the Schedules Facilitator should contact the air carrier immediately and determine the reason for the discrepancy and possible solutions.
- Schedules Facilitators may use whatever information is available to demonstrate intentional off-slot operation, such as:
 - Airport data / handling requests
 - CRS or airline website published times
 - Flight plan data
 - Comparisons with slots at the other end of the route
 - Checks against the waitlist or initially requested times
- Where there is no evidence of intent, Schedules Facilitators should apply a reasonable schedule tolerance range to filter out operations at different times than the recommended arrival and departure times from normal operational variability. A 'significant' difference is taken to be a pattern of deviation from the recommended arrival and departure time that is identifiably different from comparable operations that may cause prejudice to airport or air traffic operations. In such circumstances, the Schedules Facilitator should initiate a dialogue with the air carrier concerned and seek their cooperation in complying with the recommended arrival and departure times as soon as possible.
- Where an air carrier fails or refuses to take reasonable action to improve its adherence to the recommended arrival and departure times after being given an opportunity to do so by the Schedules Facilitator, the air carrier will

lose its entitlement to historic precedence for these timings if the status of the airport changes to level 3.

b) Other Capacity Relevant Differences

- An air carrier must not operate its schedules in a significantly different way than the recommended arrival and departure times and thereby cause prejudice to airport or air traffic operations. What is considered significant will depend on the relevant capacity parameters at the airport concerned. Typical examples are:
 - Operating an aircraft with a larger seat capacity than allocated where terminal capacity is limited.
 - Operating a larger aircraft type than authorised where parking stand capacity is limited.
 - Operating during the night period without authorisation or operating a noisier aircraft type than authorised.
 - Operating on a route that requires different passenger handling and/or uses a different terminal than allocated, e.g. domestic versus international flights.
- When the Schedules Facilitator identifies this type of behaviour, he/she should contact the air carrier concerned and seek adherence to the coordination parameters.

4. Status

Agreed at EUACA/38 2006

5. Exceptions

In the following countries the Schedules Facilitator may act differently from the method described above: