Operational efficiency improved at Frankfurt Airport
Dear Reader,

Last year, more than 58 million passengers used Frankfurt Airport (FRA) – a new historic annual record! Cargo advanced again in 2013, with total throughput rising by 1.3 percent to 2.1 million metric tons. These satisfying figures represent the shared success of all partners at FRA. Furthermore, passenger traffic (up 3.4 percent) and cargo tonnage (up 7.2 percent) in January 2014 have also been very encouraging. We are delighted with this trend – particularly because Europe’s aviation industry is still navigating through turbulent skies.

Despite challenging framework conditions, we have been able to achieve traffic growth because we are working meticulously on the infrastructure and services. For passengers, we have introduced many improvements in recent years under the “Great to Have You Here!” quality service initiative. We are focusing on elements which make the time spent at FRA even more pleasant. Recently, we doubled the amount of free Wi-Fi access time in the terminals. In addition, we are further optimizing various airport processes. One example is Airport Collaborative Decision Making (A-CDM), which Fraport introduced in 2011 with DFS, the German Air Navigation Services. Experience gained during the first three years of A-CDM shows increased operational efficiencies – not only under normal conditions, but exactly when wind, ice or snow cause disruptions. Our cover story on page 4 explains how A-CDM is helping to improve punctuality, achieve fuel savings and reduce noise.

Indeed, noise abatement is a topic of great significance for Fraport, and also for the new Hesse government in Wiesbaden. We are continuing to engage in constructive dialog with politicians and residents. As we have already made clear in the past, further operational restrictions, however, would be extremely difficult for this airport. The new government has clearly accepted the fact that FRA’s night-flight curfew (which runs from 23:00 to 05:00) cannot be extended. FRA already has the most stringent night-flight regulations and the strictest limits on operations compared to all of the international hubs worldwide.

It is far more decisive to make ongoing progress in active noise abatement. We are pleased to be actively contributing to this goal. At the start of 2014, Fraport introduced an expanded range of airport charges based on noise categories – an incentive that rewards FRA airlines when they deploy modern, low-noise aircraft on international routes and achieve passenger growth of more than one percent per year. On page 7, you can read more about Fraport’s global leadership in establishing a greater range for airport charges based on noise categories.

Sincerely,
Dr. Stefan Schulte

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Free Wi-Fi access extended

Since the middle of January passengers and visitors to Frankfurt Airport can use Wi-Fi free of charge for 60 minutes instead of 30 minutes – and this is substantially longer than at other major European airports. Fraport regards this service as a significant improvement in the quality of time spent at the airport, which is appropriate for an increasingly mobile and communicative society.

Telekom’s hotspot portal provides mobile Internet blanket coverage in the airport’s terminals. Users go online in just a few clicks. It is possible to use the Wi-Fi once a day and it ends automatically after an hour. Anyone who wants to continue surfing after this can buy a daily ticket for Euro 4.95 by credit card.

International recognition for climate protection

Fraport AG has again achieved the third of four levels in the Airport Carbon Accreditation certification program: the “Optimization” Level. The umbrella organization of European commercial airports ACI Europe granted the award for the reduction in CO₂-emissions. Wolfgang Scholze, Manager of Fraport Environmental Management, is convinced that the company is on the right track: “For many years we have been systematically determining and achieving the savings potential for CO₂-emissions.” The focus when doing so is on the optimization of buildings, infrastructure, logistics and transport. For example Pier A-Plus, which was opened in 2012, saves about 10,000 tons of CO₂ compared with conventional buildings. In addition, approximately ten percent of the 3,000 vehicles used at Fraport are now run on electricity.

Air traffic concept required urgently for Germany

“An national air traffic concept must contain clear, binding statements on competitiveness, the development of infrastructure, environmental issues and noise abatement” – this is demanded by Klaus-Peter Siegloch, Chairman of the German Aviation Association BDL (Bundesverband der Deutschen Luftverkehrswirtschaft). In the middle of January he presented the BDL proposals for a national air traffic concept together with Lufthansa CEO Dr. Christoph Franz and Fraport CEO Dr. Stefan Schulte. This was prompted by the Federal Government’s intention to draw up a draft for Germany together with the German State Goverments in order to strengthen the competitiveness of German air traffic. The BDL is hoping for “rapid decisions and definite projects from the Federal Government and the State Goverments” in view of the progress made. “This is why the concept by the Federal Government is to be drafted and decided as early as this year”, says Siegloch.

The BDL proposals contain a regular market development analysis and an analysis of competitive conditions, a location plan on the need for night flights, improvements in public participation in flight procedures and proposals for more efficient security checks amongst other things.

From the perspective of the airlines, Lufthansa CEO Franz added that the air traffic tax represents an unfair competition condition, which is why it is particularly important to remove it in the new version of an air traffic concept. As a representative for the airports, Fraport CEO Schulte additionally made it clear that an air traffic concept also had to contain a reliable noise abatement strategy. Measures of active noise abatement should lie at the heart of this.

Visitors to FRA can now go online for longer free of charge.

The air traffic controllers in the tower have vision – this is also required for an air traffic concept.
Punctuality is the be all and end all for airports. A lot of wheels in the process have to interlock in order to achieve this. The Airport Collaborative Decision Making (A-CDM) process makes an important contribution to this. Experience shows: it increases operational efficiency not only under normal conditions, but precisely when wind, ice or snow cause disruption.

Approximately 1,300 aircraft land and take off every day at Frankfurt Airport. Each one of them must be re-fuelled, cleaned, unloaded and re-loaded whilst passengers disembark and others later board the plane again. When the aircraft is finally cleared for take off, a suitable Target Start-Up Approval Time (TSAT) is provided to start the engines under optimal circumstances. A large number of different partners are involved in this overall handling operation, such as Fraport, the airlines, handling companies, the Deutsche Flugsicherung (German Air Navigation Services) and Eurocontrol. “Before A-CDM all the participants concentrated more on their individual procedures. In the A-CDM process the advantages for the entire system are in the foreground, from which all those involved benefit”, explains Stefan Hilger, Local CDM-Manager at Fraport. “The aim of this procedure is to improve forecasts of departure times, optimize the use of resources, reduce delays and therefore also improve punctuality.”

**Operational efficiency improved at Frankfurt Airport**

FRA was one of the first airports in Europe to introduce the Airport Collaborative Decision Making (A-CDM) process. Accurate forecasts

At Frankfurt Airport the Airport Collaborative Decision Making (A-CDM) procedure has been used for about three years. Contrary to what the term leads one to believe, it is not primarily about joint decisions by the partners in the procedure, but about linking-up information in a joint process, that comprises 16 milestones (see diagram). The heart of this is the Target Off-Block Time (TOBT), namely the time when all ground processes except push-back and de-icing have been completed.

The Airport CDM procedure comprises the time period from Estimated Off Block Time (EOBT)-3hr until Take Off, therefore the complete air to air process with its existing sixteen procedure steps (milestones) is considered.
Airport Collaborative Decision Making (A-CDM) is a European initiative based on operational harmonization (EUROCONTROL), technical standardization (EUROCAE) and the mandate of the European Commission (Community Specification). At Frankfurt Airport the procedure was developed as of 2008 in a three-year project and introduced into regular operations at the beginning of 2011. This meant that FRA was the fourth airport in Europe after Munich (in 2007), Brussels Zaventem and Paris Charles de Gaulle (both in 2010), to join the A-CDM network. By 2013 it was actually intended that the 40 largest airports should join in, but so far there are only nine.

**History of A-CDM at Frankfurt Airport**

Minimum Turn-Round Time
MTTT

Taxi Out
EXOT

--- Actual In-block
--- Actual Ground-Handling Start
--- Final Update of TOBT
--- TSAT Issue
--- Boarding Start
--- Aircraft Ready
--- Start-up Request
--- Actual Start-up Approval
--- Actual Off-block
--- Actual Take-off

A-CDM MILESTONES
have to be completed. The other processes then depend on this schedule. “Through this information and by taking account of the current capacity situation at the airport and in the airspace more accurate forecasts can be made of when an aircraft will be cleared to leave its parking position. We are able to control take-offs more efficiently on this basis, reducing queues on the runways and engine running times and also helping to save fuel”, says Hilger.

However, A-CDM has not only led to greater communication amongst all those involved. It has fundamentally changed our entire process philosophy”, says Hilger. For example: Before A-CDM was introduced, whichever pilot requested start-up clearance from the tower first, was allowed to leave first. “Nowadays we determine a sequence, which takes account of both the current planned completion of handling and the takeoff capacity available”, states Hilger. The sequence is controlled by a pre-departure sequencing process developed for A-CDM, in which a uniform set of rules apply to all flights.

**Punctuality increased**
The experiences of the first few years show: “The A-CDM procedure and the systems developed for it are working very well”, says Hilger. For example directly after its introduction at the beginning of 2011 outbound punctuality improved by approximately 5 percent. “This is a very visible result, to which a large number of individual processes contribute in the background that can now simply be planned better and operate with more stability”, explains Hilger. For example, re-scheduling at which parking stand an aircraft is to be handled takes place less often, aircraft are ready for departure at the planned time more often than previously and can therefore also takeoff in the planned time slot. It is precisely in adverse operating conditions such as a tailwind or snow that the quality of planning is considerably higher than compared to the time before A-CDM. “We can plan capacities better through the procedure. When the weather then permits, traffic runs more fluidly, more quickly”, says Hilger. After three years the development project at Frankfurt Airport has in the meantime become an accepted process. “However, that does not mean that we have finished, work is continuing”, emphasizes Hilger. An A-CDM team from various divisions of Fraport and Deutsche Flugsicherung are continuously working on this topic. “We are exchanging information with the participants, verifying what could still run even better, observing performance and ensuring that our IT information platform is operating”, says Hilger. In addition, the team is also advising process partners how they can improve their performance and training airlines, which are new to Frankfurt, in the procedures and systems.

**Advantages of slot regulation**
At present Frankfurt Airport is one of nine in Europe, in which A-CDM has been introduced in full. It is the desire of the European Union that it should apply to all international airports in the long term. This is because the procedure not only influences the processes at the airport, but also helps better coordination of European air traffic. For example, up-to-date departure information is transmitted automatically to the network management of Eurocontrol and updated. If delays occur, the operators in the Network Manager Operations Center (NMOC) in Brussels are aware of this and can allocate the slot to someone else. In return, flights from Frankfurt are favored when it comes to slot regulation. An advantage for all those involved: because punctuality is the be all and end all for air traffic.
This is how we can benefit from A-CDM

Daniele D’Addetta, Manager Operation, Acciona Airport Services Frankfurt GmbH

The introduction of the A-CDM procedure has proved itself optimally. This is primarily because every process partner involved in handling is informed at all times about the current valid status of a handling process. As a result, we have a fundamentally improved decision-making basis and can coordinate our resources better and more efficiently, as has been demonstrated. For example, the process makes a decisive contribution to achieving late departures also under difficult conditions.

Peter Klein, Manager Operation, Fraport Ground Services

Now that A-CDM has been operating steadily for a while, we have noticed considerable quality improvements in controlling the push-back haulers. In particular if there are delays because of the weather, runway restrictions, or strikes by air-traffic controllers abroad, we can control much more accurately when and where a hauler is required. In this way we avoid unnecessary waiting times at the position. Also collaboration with NICE (aircraft de-icing) could consequently be coordinated substantially better.

Sibylle Rau, Manager DFS Tower FRA

A-CDM contributes to more transparent processes at Frankfurt Airport and helps to increase the efficiency of traffic handling. For us in the tower this means that we no longer have to plan using only our own flight schedule data but can integrate updates into our processes through customers and partners. Through A-CDM the entire traffic handling procedure is coordinated and therefore improves punctuality overall.

Jörn Muthmann, Fraport FTU-F, Manager Flight Operations Management – Traffic Manager

“The procedure has proved itself from our point of view. A major advantage is that the processes run with much more stability. It enables us to know at an early stage about the status of individual flights and we have a more accurate picture of the process status of the individual aircraft. Based on this, the take off sequence can be arranged more efficiently in collaboration with the local ATC Tower.”

Gerrit Klempert, Lufthansa, FRA SE, Manager Hub Control Center Lufthansa

“From the perspective of the Lufthansa Hub Control Center, we assess A-CDM as very positive. We now have greater transparency about the progress of the process stages as well as the prevailing capacities at the airport. Before A-CDM, despite having finished the ground processes, we did not know at what time the aircraft would be able to leave the stand. Now we have all the target times available, which makes the allocation of resources much more efficient. Moreover, using the A-CDM inherent Target-Time logic, we now have one Target Offblock Time that all the parties involved in the ground process are using, thus streamlining every activity. In addition to this, the waiting time for slots due to capacity constraints in European airspace has fallen considerably.”
Letters changing planes

The globally unique Airmail Center Frankfurt (ACF) fast-tracks air mail at the airport to the correct aircraft

For a long time this has been taken for granted: mail, which is posted in Germany today, is often already in the letter box in New York the following day. In order for this to be achieved, a tightly integrated logistics chain is required. This also includes the Airmail Center at Frankfurt Airport. As a subsidiary of Lufthansa Cargo, Fraport and Deutsche Post, it handles up to 400 tons of air mail every day.

After landing, everything happens very quickly. Already before the passengers disembark, Fraport Ground Services start unloading the aircraft. Large sacks with letters, parcels and packages collected in containers are waiting in the belly of the aircraft for their onward journey. Airport employees unload the containers, consign loose sacks to special transport trolleys, deal with the accompanying documents and drive the entire load directly to the so-called import-area in the Airmail Center - because the clock is ticking. In four hours everything must be on its connecting flight – and it must be the right one.

The national postal companies are in principle responsible for transporting letters and parcels. They in turn have contracts with airlines, which deal with the cross-border – and in particular intercontinental – transport of the post. The ACF is involved at the interface between both partners. It ensures that mail bags, which have to “change planes” in Frankfurt, move quickly and reliably from one aircraft to the next – and that mail which is posted and usually delivered by road in Germany can actually take off. “Speed and safety are the most important criteria for every postal company for transporting their letters and parcels internationally” reports Dieter Schorn, Managing Director of the ACF. “By creating our globally unique facility, we reacted to these requirements 15 years ago: the Airmail Center offers every kind of service involving air mail under one roof in Frankfurt.” This means that the number of error-prone and safety critical interfaces is also reduced and the Airmail Center “is an efficient alternative to handling the air mail themselves both for the airlines as well as the postal companies”, says Schorn.

11,000 mail bags per hour
The spacious hall of the distribution center which is located centrally between Terminals 1 and 2 is a hive of activity round the clock so that handling
The volume of air mail is continually rising in the Airmail Center during the week and reaches its peak on Fridays. The nights from Saturday to Sunday are the only time slots during which the complex sorting and distribution facility can interrupt its 24-hour operation and undergo maintenance. 

24-hour operation runs smoothly. Transport trolleys roll up to the high gates almost without interruption. Staff unload the air mail onto feeder belts, which supply all the mail bags in the complex high performance sorting facility in the Airmail Center stretching over several floors. By using internationally standardized barcodes, the system automatically identifies every individual mail bag. Both the specialist staff on site as well as the automated conveyor system can allocate every individual container to its scheduled flight and destination. Up to 11,000 items per hour speed along the multi-branched sorting facility and finally reach a destination storage container via spiral chutes, where all the bags for a certain flight end up. Approximately two hours before departure, the control computer sends a call signal. The items of mail collected for a flight are automatically transported on conveyor belts, prepared for loading into the aircraft and loaded into containers or closed transport trolleys after an x-ray check. Fraport Ground Services in turn collect them, bring them to the aircraft position and then stow them into the plane’s hold.

More than 300 destinations

The fact that Frankfurt is one of the world’s leading hubs also for air mail is hardly surprising: it takes precisely 240 minutes between a mail bag landing and its next take-off; priority post can even be funneled through the Airmail Center’s facilities within two hours. “And because air mail usually flies in the belly of normal passenger planes, the letters and parcels reach over 300 destinations in more than 100 countries directly from here. This is globally unique”, says the other Managing Director of the Airmail Center, Arthur Zeh.
Fraport worldwide

The international portfolio developed successfully during 2013

In 2013 annual passenger numbers at Frankfurt Airport were the highest level ever at 58 million. Developments were also encouraging for Fraport AG with regard to international business: a total of 103.5 million passengers used airports where Fraport has a majority holding in 2013, which corresponds to a rise of 4.1 percent. The trend was again particularly positive in Lima (Peru), where numbers of 14.9 million passengers corresponded to a substantial increase of 11.9 percent.

The positive trend of the last few years also continued at Antalya Airport (Turkey), with a total of 26.7 million passengers being recorded here, a rise of 7.1 percent.

In December 2013 Fraport Twin Star Airport Management AD, the Bulgarian holding company of Fraport AG, opened a new terminal in Burgas. The airport building covering 21,000 square meters has 31 check-in desks, nine passenger monitoring desks and eight departure gates. The new terminal also offers a shopping area of 800 square meters and 1,220 square meters of catering facilities. The terminal infrastructure is planned in such a way that it enables both adjustments to high seasonal passenger numbers as well as the possible future accession of Bulgaria to the Schengen area. In addition to Burgas, Fraport Twin Star also operates Varna Airport on the Bulgarian Black Sea coast. A new terminal was also opened there in August last year.

Fraport AG put a new terminal building into operation at Pulkovo Airport in Saint Petersburg in December 2013 together with its partners the Northern Capital Gateway Consortium. The newly opened terminal can handle up to 17 million passengers per annum. An area of 110,000 square meters contains attractive shopping facilities for passengers, in addition to 88 check-in counters, 110 passport control desks, 14 passenger bridges, 45 elevators and 17 escalators. All this guarantees comfortable, barrier-free travel. The partners want to create the conditions for future growth through the opening of the new terminal. The third-largest Russian airport already recorded an increase of more than 15 percent in passenger numbers in 2013.

Award for “Best Airport in Europe”

Readers of the “Business Traveller Poland” magazine have selected Frankfurt Airport as the “Best Airport in Europe”. In addition to business travelers, the magazine also asked the travel managers of Polish companies about their travel experiences and let them vote for the best service-providers in various categories. The “Business Traveller Awards Poland” were awarded for the first time in December 2013. The recognition achieved through the accolade shows once again that the investment in connection with the “Great to have you here” service initiative is worthwhile and well-received. This is because these services make it easier for business travelers to change planes and help to make their time at the airport as pleasant as possible.
Running Northwest, Pier A+, Terminal 3 – Frankfurt Airport is continuously gearing its infrastructure to future passenger demand. “However, we are not only concentrating on future demand: noise abatement is at the forefront of our agenda”, emphasizes Lars Mosdorf, Vice President Airport Charges and Concessions at Fraport. Fraport, airlines and the Deutsche Flugsicherung GmbH (German Air Navigation Services) are therefore constantly working on methods to make the airport environment quieter. “Noise charges create financial steering effects for noise abatement. Fraport is already the trailblazer worldwide in spreading airport charges according to noise category. Airlines pay less for quiet aircraft, substantially more for noisy ones. With the new program we are offering an additional incentive to use quieter aircraft to fly to Frankfurt”, says Mosdorf. The FRACConnect incentive program enables airlines to reduce their airport charges in 2014 and 2015 retrospectively, if they can provide evidence of passenger growth on foreign routes with modern, quieter aircraft. The program has been approved by the state of Hesse Ministry for Economic Affairs, Energy, Transport and Regional Development and has been an official component of the fee schedule of Frankfurt Airport since 1 January 2014.

This is how it works: all airlines with more than 7,500 outbound passengers on continental and intercontinental flights and a certain level of growth are eligible to participate. “We have made a conscious decision to leave out domestic routes, as Frankfurt in particular wants to strengthen its role as an intercontinental hub via European and international traffic”, says Mosdorf. FRACConnect applies for a minimum passenger growth rate of more than 1 percent compared to the previous year. “We want to favor neither existing airlines nor new airlines but want to avoid a cannibalization of existing routes. This is why the program is divided into various categories: existing airlines, new airlines, existing routes and new routes. The amounts paid are then equal for the participating airlines depending on the relevant rate of growth”, explains Mosdorf. However, in this program Fraport takes account of only the proportion of passenger growth which the airline achieves by using quieter types of aircraft. On continental routes these are aircraft types assigned to noise categories one to eleven and on intercontinental routes they are based on noise categories one to twelve. The incentive program is also intended to exclusively promote sustainable growth.

Therefore: maintaining this growth in the following year (2015/2016) is also incentivized with 50 percent of the first year’s incentive amount. “We want to avoid windfall gains: not volatile but rather continuous growth enables long-term planning and investment for airports and airlines alike”, says Mosdorf.

For further details on these incentives, contact the Frankfurt Airport Sales & Customer Relations Team.
Continuing to invest in technology, product and service

Delta Air Lines has put fairly turbulent economic times behind it – however last year it recorded one of the best quarters in the company’s history. Why Delta Air Lines is once again in the ascendancy and what role FRA is playing in this were discussed by Aviation World with Thomas Brandt, Country Sales Manager for Germany, Switzerland & Austria at Delta Air Lines.

What steps have put Delta Air Lines back on the road to success?
Since 2008 Delta Air Lines has continuously focused on those elements, which offer customers an improvement in the product and service. The most important is naturally a solid operating basis. Delta Air Lines has been receiving top marks for many years for punctuality, reliability and also a low number of delayed luggage items. However, we have also invested more than $4 billion during the last five years: amongst other things in new international terminals in Atlanta and New York/JFK, unique external areas worldwide of the SkyClub Lounges, in the introduction of the BusinessElite flat-bed seats and Economy comfort. In addition, particularly after the merger with Northwest, there is a truly global route network with strong alliance partners such as Air France / KLM, Alitalia, Virgin Atlantic and Virgin Australia, which transport our passengers to even more destinations.

What developments do you expect over the next few years?
Delta Air Lines will still continue to invest in technology, products and service in order to offer our customers a high equivalent value and make Delta the preferred airline for trips to North, Central and South America. In 2014 we will for example complete the introduction of the BusinessElite flat-beds and start equipping the international fleet with Wi-Fi.

In terms of fleet, Delta is the largest airline in the world. During the last few years you have sent about 350 older planes into retirement and replaced them with newer ones. Will you continue to modernize?
During the last few years Delta Air Lines has in particular withdrawn those types of aircraft from service that were no longer sufficiently fuel-efficient or no longer corresponded to the service expectations of passengers. This includes withdrawing the DC9 and older Boeing 737 models, but also the development towards larger “Regional Jets”, which offer our passengers more comfort in a 2-class configuration. In addition to fuel efficiency, passenger comfort plays the most important role. In 2013 we therefore ordered 100 aircraft in the Boeing 737 NG Series, as well as deciding to acquire 30 additional Airbus 321 for the US market before the end of the year, plus 10 Airbus 330-300 for the international routes.

Profile
Thomas Brandt has been Country Sales Manager at Delta Air Lines for Germany since 2007 and for Switzerland and Austria since 2009. He has been with the company since 1987.

Delta Air Lines is one of the largest airlines in the world. Frankfurt plays a key role in this with three of the six daily German flights. During the last few years Delta Air Lines has updated its fleet amongst other things.
Lufthansa expands route network

In its summer timetable Lufthansa is including a number of new destinations from Frankfurt and increasing the frequency of flights on many routes. “We are delighted that in the future we will be able to offer our customers even more connections from Frankfurt, Lufthansa’s largest hub. In the 2014 summer timetable we will be connecting our Rhine-Main airport directly with 179 destinations worldwide. This helps to further strengthen our position as a leading international network airline,” says Kay Kratky, Member of the Lufthansa German Airlines Board – Operations & Hub Frankfurt.

A newcomer to the network is for example a seasonal summer service from Frankfurt to Montreal in Canada between 16 May and 12 October 2014. The nonstop flights will be offered five times per week. Lufthansa is again improving its flights to Japan and will also operate nonstop daily flights to Haneda, the airport close to the city of Tokyo. There will now be new nonstop flights to the Malaysian capital Kuala Lumpur five times per week, and with a connecting onward flight to Jakarta, the airline will again be running direct services to Indonesia. Lufthansa is also increasing capacity on the connection to Accra and is replacing the smaller Boeing 737 used until now with an Airbus A330.

In addition, Lufthansa is supplementing its dense European network in the summer timetable: newcomers are for example flights to Valencia and Montpellier. The airline is also increasing the frequency of flights on the routes to Barcelona, Tallinn, Copenhagen, Oslo, Wroclaw, Gdansk, Cracow and Tel Aviv. Lufthansa will also gear flight times for three further connections to a fixed hourly schedule and therefore make it easier for customers to plan their journeys. As of 30 March flights to the most popular European routes of Frankfurt to Vienna, London-Heathrow and Brussels are therefore also to run at regular departure times.

On flights within the USA Delta offers inflight internet.

The US market is extremely competitive, how important is European business for Delta?

Europe is very important for Delta Air Lines. Together with our joint venture partners Air France / KLM and Alitalia, we offer a quarter of all the seats over the Atlantic. Within Europe, Germany continues to be one of the most important and also top-selling markets. Frankfurt plays a key role in this with three of the six daily German flights. We link Frankfurt with the metropolises in the USA through flights to our three most important hubs in Atlanta, Detroit and New York / JFK and have over 700 seats on offer every day. I am expecting that the range of services in Frankfurt will remain at the current level for 2014.

What role does Frankfurt actually play in your network? – After all you are closely connected with the hubs of Paris and Amsterdam via SkyTeam and its member Air France / KLM.

Initially in 1979 Frankfurt was our second European destination. We will be celebrating our 35th birthday in 2014! Frankfurt has maintained this major role. Outside the SkyTeam’s home markets of France, the Netherlands and Italy, as well as the special case of London, Frankfurt is the European destination with the most daily Delta flights. Through the joint venture with Air France / KLM and Alitalia, Frankfurt is likely to become even more important. Above all it is the passengers who benefit, because as well as the Delta Air Lines nonstop flights, they can now also choose additional routing options via Amsterdam and Paris to the USA and therefore have a greater choice and can take advantage of the best prices.

Delta Air Lines

With an industry-leading global network, Delta and the Delta Connection carriers offer services to 330 destinations in 65 countries on six continents. Headquartered in Atlanta, Delta employs nearly 80,000 employees worldwide and operates a mainline fleet of more than 700 aircraft.
The Spanish airline Air Europa wants to also gain a foothold on the German market as of this spring.

As of 31 March Air Europa will operate the route between Frankfurt and Madrid twice every day. In future the airline could expand capacity further. "I am convinced that Germany will become one of our most important markets and think that it will be a success for the company", says the Regional Director Germany, Austria & The Netherlands at Air Europa, Maria del Mar Ayudarte. During the last few months the airline's team in Frankfurt has been preparing non-stop for the entry into the market in Germany at the end of March. “We are working so that we become known in the German market”, says Ayudarte.

The airline has expanded its business during the last few years by covering nearly all the most important markets in Europe and America. Founded in 1986 as a charter flight company, it broke up the monopoly of the national carrier in Spain with its scheduled domestic flights in 1993. Finally in 1995 Air Europa also flew to destinations abroad such as London and New York with scheduled flights. Since then it has continued to grow continuously and is currently the second largest Spanish airline. Today Air Europa flies to more than 40 destinations in over 20 countries from its hub in Madrid, many of them in Latin America. “Germany was the last major market in Europe, in which we were not yet represented”, says Ayudarte. “It’s the right time to do this now: we are convinced that with our current existing network of destinations and our high quality product we can step into such a large market with high expectations.”

Fruitful cooperation with Fraport
Twice every day on the summer timetable Air Europa will fly from Frankfurt to Madrid, in addition to daily flights from Munich. Business for Germany and Austria will be controlled from the new office in the center of Frankfurt. The city’s airport is already known to the airline from the first charter flights. “Frankfurt is ideal for us particularly because of its central location”, explains Ayudarte. “In addition, the infrastructure is very good and we are delighted to work with the Fraport team. We are looking forward to continuing this fruitful collaboration. Fraport has been supporting us in several activities before we launch our new route.”

At first Air Europa will operate the Frankfurt-Madrid route with an Embraer 195 with 120 seats. “If capacity develops favorably, we can operate with aircraft that offer greater capacity”, states Ayudarte. But this year Air Europa wants to continue to expand...
not only in Germany, but also overall: for example the airline is including San Juan (Puerto Rico), Miami and Santiago de Chile in its flight schedule. It is also expanding its fleet – which is still relatively new with an average age of 3.5 years. At present there are outstanding orders for a total of 16 aircraft, including eight Dreamliners that will be delivered as of 2016. By 2020 the fleet is therefore intended to grow to 60 aircraft. “We are increasing, but not too fast. We are trying to do it step by step”, says Ayudarte.

**Growth through partnerships**

The airline has also so far had favorable experiences with cooperation. Since 2010 Air Europa has been a SkyTeam member. “This brings us many advantages, for example more flight connections, a larger number of lounges all around the world and greater advantages with our frequent flyer program”, explains Ayudarte, who is well aware of these worldwide advantages from her previous position at Air Europa. Now Ayudarte is focusing above all on the start of the two German connections. However she appears not to be nervous, says the Manager: “Everything is planned. I have a lot of confidence in these destinations. I am convinced that Germany will become one of our most important markets and think that it will be a success for the company.”

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**Air Europa at a Glance**

- Founded in 1986
- Corporate headquarters in Palma, Spain
- Hub: Madrid
- More than 450 pilots and 1,500 on board staff with over 400 airport staff
- Connection from Madrid to more than 40 countries
- Punctuality of 90 percent
- 44 aircraft in operation, 16 ordered (as of: January 2014)
- Fleet average age of 3.5 years
- Alliance: SkyTeam

...and a diverse cultural heritage make Spain a popular holiday destination.
Asiana Airlines extends its contract with FCS

“We are very happy and proud of the proven confidence and we will do our utmost to meet our customer’s requirements. We are aware of the fact that Germany is an important trading partner for South Korea and there is an extensive exchange between the Asian country and the Frankfurt/Rhine-Main region demanding a professional service of the carrier”, says Andreas Helfer, Managing Director of FCS. Asiana Airlines’ fleet consists of 79 aircraft. The airline serves 12 domestic routes, 71 international passenger routes and 29 international cargo routes. The company philosophy of the airline that was founded in 1988 states: “Maximum safety and customer satisfaction through service”.

Biman Bangladesh Airlines returns to Frankfurt

After a nearly 8-year hiatus, Biman Bangladesh Airlines will return to Frankfurt, starting with the 2014 summer schedule. From 31 March the airline will once again link Germany and the capital of Bangladesh with direct flights from Frankfurt, with a stopover in Rome. The route will be served by one of Biman’s latest B777-300ER aircraft, featuring 384 seats in economy class and 35 seats in business. Flights depart Frankfurt Mondays and Fridays at 20.10h in the evening and reach Dhaka, after a stop in Rome, the following afternoon at 13.00h.

During the next 12 months the airline will be adding several new regional and intercontinental routes as it takes delivery of more new Boeing 777 aircraft. In addition, Biman intends to expand its regional and domestic flights creating a new network of destinations with an easy connection via Dhaka.

MIAT Mongolian Airlines: New at Frankfurt

As of 30 March MIAT Mongolian Airlines is expanding its services to Germany. In addition to Berlin, the airline will also serve Frankfurt. On Thursdays and Sundays a Boeing 767 – with 195 seats in Economy Class and 25 in Business Class – will now take off to Mongolia. In contrast to the Berlin—Ulan Bator route, the FRA-connection will leave out the stopover in Moscow. This means that the airline is offering the only direct connection from Germany to the Mongolian capital. During the peak travel season from 18 June until 13 September two additional flights will be added on Wednesdays and Saturdays.

MIAT Mongolian Airlines was established in 1956 and maintains its base at Chinggis Khan International Airport in Ulan Bator. The Mongolian national carrier is currently serving six international destinations in Europe and Asia with its fleet of five aircraft.
AB and EY: New aircraft design heralds closer partnership

In January 2014 airberlin and Etihad Airways presented an Airbus A320 in their new joint design, which is a symbol of the airlines’ close collaboration. “Partnerships are vital nowadays in the aviation industry”, says Wolfgang Prock-Schauer, Chief Executive Officer of airberlin, when introducing the branding. “Our partnership offers significant advantages for Etihad Airways, airberlin and our passengers. We offer not only a wider range of destinations and service, but are also using common synergy effects over the entire value added chain.” After implementing the joint network and the codeshare routes, both airlines are strengthening their joint sales activities. The expansion of the partnership now has the aim of further increasing the number of passengers, who can currently fly to 228 destinations in 84 countries using the network of airberlin and Etihad Airways.

SAA: Birthday cake at the gate

Retiring

After almost 40 years at Frankfurt Airport, Guillermo Santandreu retired at the beginning of January. The 63-year old started his career there in 1975, first at the Brazilian airline Varig, for which he worked between 1990 and 2008 as Station Manager and Coordinator for eleven airports in Europe. During this time he was involved in establishing the Star Alliance amongst other things. As of 2009 Santandreu managed the station belonging to TAM Airlines at Frankfurt Airport. In the new phase of his life he would now like to look after his grandchildren, travel a lot and when doing so visit his family and old friends all over the world.

China Airlines: New General Manager

Lawrence Chang-Hsin Chiu, 42, has been working at China Airlines since 2000 and has been the new General Manager in Frankfurt since December 2013. Before he started his current job, he was responsible for various countries at China Airlines, namely Austria, the UK and Ireland, as General Manager between 2011 and 2013. Chiu was employed as General Manager in Taiwan from 2000 until 2011 in a wide range of the airline’s divisions, including in the Commercial Sales Department. Prior to his career at China Airlines, Chiu completed a Master’s course in Applied Finance at the University of Queensland in Australia and was the financial advisor at a financial asset management company in Taiwan from 1998 until 2000. His objectives in his new position are to improve profitability, increase frequencies and capacity and raise customer satisfaction, in both hardware and software services.

Condor: Two new destinations

Condor is flying from Frankfurt to Minneapolis in the US State of Minnesota in summer 2014. The flights will always take off on a Monday and Thursday using a Boeing 767-300 in the period from 26 June until 11 September 2014. As an all-year destination the holiday airline is also including Fortaleza in its flight schedule: from 20 June 2014 a Boeing 767–300 will take off from FRA to Brazil every Friday.

There were two good reasons to celebrate for South African Airways (SAA) at the beginning of February: the airline was established 80 years ago and apartheid ended in South Africa 20 years ago. SAA staff at Frankfurt Airport and the crew of flight SA 261 used the occasion to welcome its passengers on 1 February with cake and drinks. SAA has already been flying to Frankfurt for more than 60 years.

Condor is expanding its route network.
Maximun performance for 40 years

The fully automatic baggage handling system, abbreviated to BHS, at Frankfurt Airport

Hardly noticed by air travelers, but essential: it is partly responsible for a smooth check-in at the desk, monitoring and secure transport of baggage as well as prompt loading of departure baggage. Despite its age it is still considered up-to-date and effective – and Fraport is continuously investing in its future. This year it will be celebrating its 40th birthday. Aviation World presents the BHS in figures:

23,000 drives with a total output of 25 Megawatt are installed in the system.

4 independent conveyor systems link Terminal 1 and 2, Pier A-Plus and the apron station – with a total length of 80 kilometers.

2.5 meters per second is the speed the BCS conveys items of baggage. At the connections between the terminals they reach a speed of 5 meters per second – a major condition for the minimum transfer time of 45 minutes.

99.5 percent and more – this is the high level of reliability with which the system transports baggage.

12,000 items of baggage can be in intermediate storage in the early baggage storer, some also overnight, until they are loaded.

40 years is the time that the baggage handling system has now been operating in Terminal 1 (since 18.02.1974) – and the BCS has been running for 20 years in Terminal 2 since 24.10.1994.

20,000 cases and bags can be sorted per hour.

665,311,619 items of baggage have been conveyed during the 40 years, for example in 2012 there were 28,533,650.

107,976 items of baggage were conveyed on 6th June 2012 – a record.

This picture shows impressions from the early days – to see a video on the baggage handling center operating today: Simply scan the QR code.
A vision became a success story

100 years ago the story of commercial aviation started with the first passenger flight, followed by successful decades full of innovations

Everyday started with a vision: “Someday people will be crossing oceans on airliners like they do on steamships today”, said Thomas Wesley Benoist on 1 January 1914. He was proved right! The aircraft builder Benoist, his test pilot Tony Jannus and financier Percyval Fansler joined forces at that time and established the first airline in transport history – the St. Petersburg-Tampa Airboat Line. Almost exactly 100 years ago the starting signal was fired for the many revolutionary developments in commercial aviation: in St. Petersburg, Florida the first aircraft with a paying passenger on board took off on 1 January 1914.

The test pilot and his passenger had already reached Tampa after 35 kilometers and 23 minutes. This meant that the first passenger flight in the history of aviation had successfully taken place. However, the vision of the three pioneers stretched beyond that day. Their aim was a regular service between St. Petersburg and Tampa. This was because the benefits of this connection were enormous: although the flight route amounted to only 35 kilometers, travelers had a journey lasting a whole day by train on the land route as the train had to go round the entire bay.

The St. Petersburg-Tampa Airboat Line lasted for four months, then the seasonal business with tourists was over. From an economic perspective, these months were not successful. But this was not important to the visionaries at that time. They wanted to prove that their idea was feasible - and they succeeded. Only 13 years later Charles Lindbergh was the first person to fly solo over the Atlantic and as early as 1927 there were scheduled flights over the Ocean. Already three years earlier in 1924 Frankfurt Airport initiated scheduled flights. As early as 1925 2,357 aircraft took off and landed there.

After the Second World War air travel was already no longer a rarity and today airlines transport three billion people worldwide every year, which corresponds to 44 percent of the world’s population. In Germany alone there are three million flight movements every year, of which approximately 473,000 flights take off and land at the hub of Frankfurt. This means that Frankfurt Airport is one of the most important air travel hubs in the world and the third largest in Europe.

The history of commercial aviation began with visions and a pioneering spirit – which the sector also requires for another 100 successful years. One of the most important challenges for the future is reducing fuel consumption and emissions. This is because even if vision came before economics for the first airline, nowadays airlines essentially have to build economics and environmental protection into their plans for the future.

Celebrating 100 years of aviation

This year the International Air Transport Association (IATA) is celebrating the centenary of commercial aviation. It is therefore inviting everyone who is interested in aviation and would like to take part in discussions all around the subject of what aviation needs for another 100 successful years. IATA is celebrating 100 years of aviation history all through the year with various centenary activities. More information is available at the following website: www.flying100years.com
CELEBRATING 100 YEARS OF COMMERCIAL AVIATION

CITIES CONNECTED THRU FLIGHT

1914
2 Cities connected

2014
40,000 Cities connected

DISTANCE TRAVELLED

1 JAN 1914
30 km

1 JAN 2014
80,416,438 km

PASSENGERS

1 JAN 1914
1

1 JAN 2014
8,547,945

In an average year, the airline industry carries 3 BILLION PEOPLE + 50 MILLION TONNES OF CARGO which is the equivalent of 44% of the world’s population.

The airline industry supports 56.6 MILLION JOBS and 2.2 TRILLION ECONOMIC ACTIVITY.

If aviation were a country it would rank 19th by GDP.

Small World, Big Future