Air Traffic Control System Command Center Activities and Perspective

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Air Traffic Management Goals

Demand = capacity

Apply the right amount of control

Promote a system view

- ✈ Collaborative Decision Making

Flight Operator Desires

Predictability

Resource utilization

Communication

Adaptability

Minimal delay

How to Quantify Forecasting Benefits

Forecast confidence

- Make the best decision based on available information

Over vs. Under-forecasting

- Demand ≠ Capacity

Key Performance Indicators (KPIs)

Key Performance Indicators

- Operation counts
- Cancellations
- Diversions
- Holding
- Go-arounds
- Taxi-backs
- Completion rate
- Delays

Combine to tell a story…

Saturday, July 20th
KPI Overview

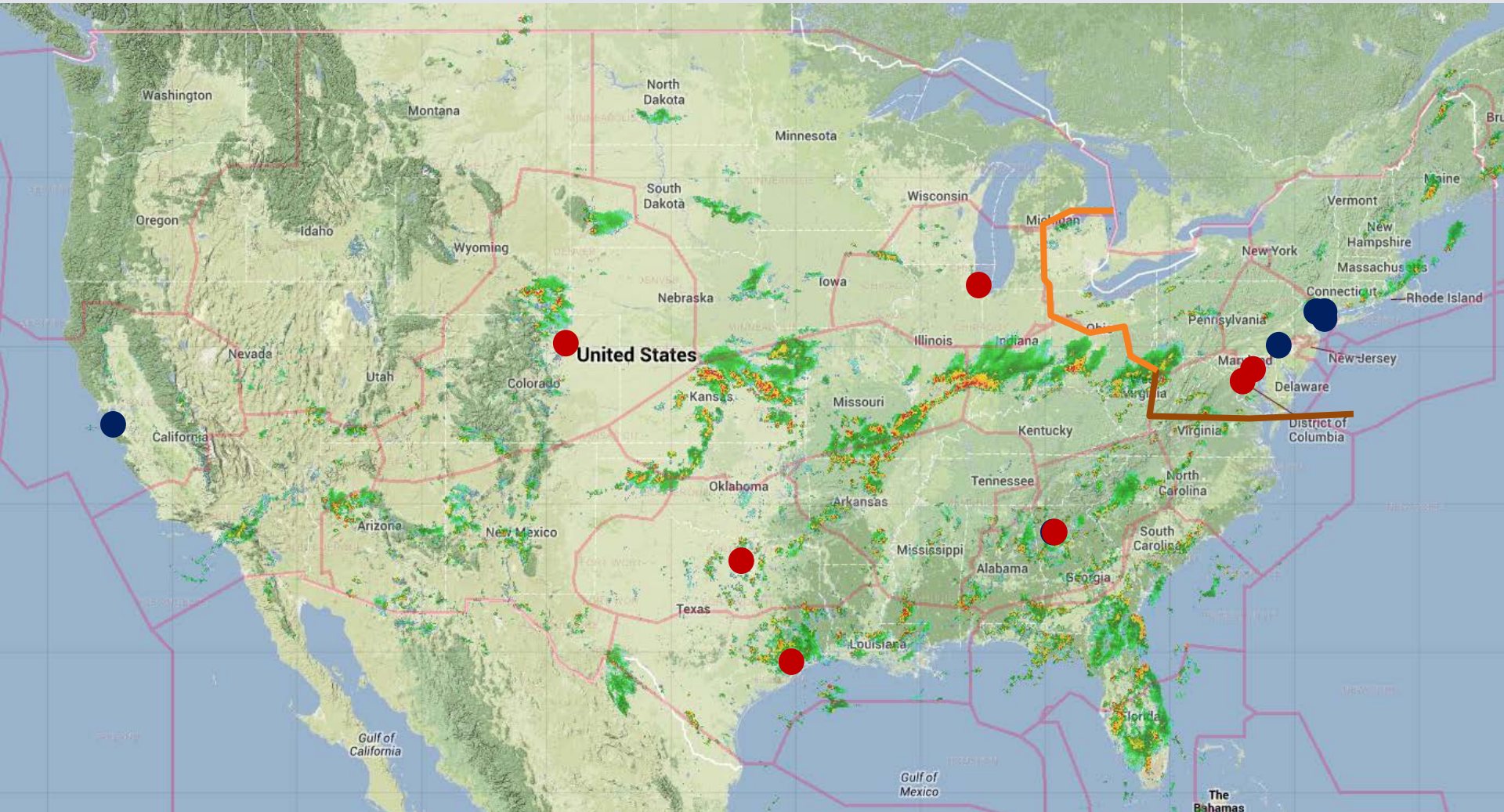
System Operations: 98,629 System Delays: 1,642

Facility	OPSNET Operations	Cancellations Departures / Arrivals	Diversions	Ground Stop Events / Minutes	Airborne Holding Events / Minutes	Taxi Out 90-119 / 120-179 / 180+ / Taxibacks	Completion Rate
ATL	2,350	74 / 55	82	0 / 0	92 / 3,161	12 / 5 / 1	95.49
DFW	1,749	27 / 20	25	6 / 281	41 / 1,045	1 / 1 / 0	97.67
DEN	1,567	13 / 14	9	16 / 485	33 / 607	0 / 0 / 0	98.16
ORD	2,372	38 / 53	9	8 / 310	19 / 377	0 / 0 / 0	95.32
IAH	1,277	16 / 8	6	11 / 411	18 / 386	0 / 0 / 0	98.71

Metrics and KPIs are more than just numbers…

“All the reporting and analysis in the world is of no value if it doesn’t result in changed behavior.

Saturday, July 20 Overview



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