

# On-Time-Performance & Delay Impact Management

Not every delay is created equal. In some cases, a delay is acceptable or even desirable under specific conditions. It's not only the number of minutes which turns a late arrival into a relevant delay. Rather, the real impact on the organizations' schedule as well as implicated fuel consumptions, crew rotation etc. should be considered.

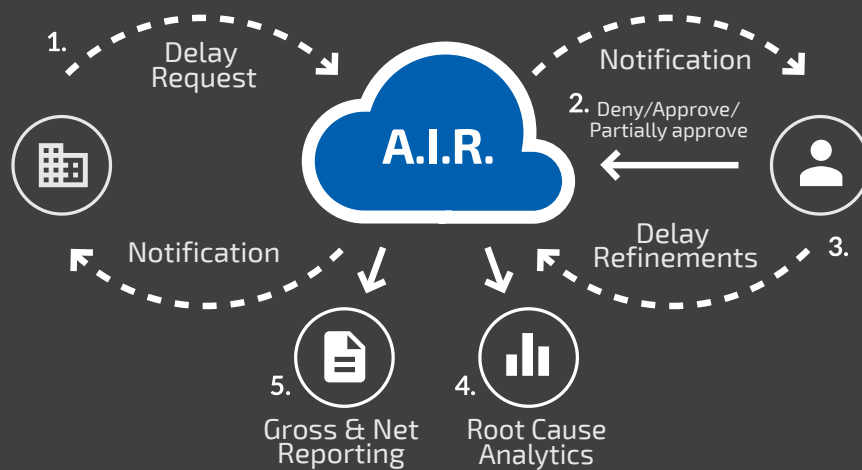
What if your plane is ten hours delayed, but all your cargo arrives at its final destination on time? Conversely, who is liable if a 10-minute delay, defined as being On-Time, causes 30% of the PAX to miss their connecting flights? Will you measure a station's tardiness by total sum of delayed minutes, or do you differentiate between net and gross delays, taking into consideration reactionaries or root causes? How does your organization learn from historic events, and how are the analytics results used?

aviaanalytics' On-Time-Performance / Delay Impact Management (OTP-DIM) software allows operators to predict and control these and other aviation-scheduling situations that may arise. It visualizes the impact of a potential delay and aids economic decisions regarding additional fuel costs and/or the acceptance of a delay to serve a greater good.

## Benefits:

- Offers best-practices scheduling and delay management
- Enables conscious and proactive delay decisions
- Saves time and resources
- Offers better visibility around recurring issues
- Allows root cause analytics and follow up
- Simplifies the controllers' reaction process

# On-Time-Performance & Delay Impact Management



analytics' InfoBOX gives your airline the possibility to manage planned and unplanned delays and defines handling in OTP reporting. Furthermore, data gathered about the reasons of delays (ground handling, technical issues, weather) help to understand and improve your

operations. The avialytics' OTP-solution does not just consider single flight events for reporting and analysis. It enables a complete current and historic view on the airline operations.

## How it Works

### 1. Delay Request from Station

- Automatic operator notification of the request

Carrier	No	Sx	Owner	Type	Reg	DEP	ARR	DIV	STD	STA	ATD	ATA
XX	987		XX	77F	AVIA1	BRU	STR		04.11.2017 02:50	04.11.2017 04:35	04.11.2017 03:05	04.11.2017 04:40

General | Journey Log | Load Detail | Comments | Messages | DocGen | APIS | Delay | EZFW | **Delay Request** | Statistic | Crew Rest | FSUM | Ground Reports | Permit

**Station**

Edit delay request

Requested duration: 00:15 [hh:mm] Reason: 91 Load connection

Additional information: Delayed trucks due to RTA ( approved by INCC )

Name: Katrin Dreisertel

E-Mail: kd@avialytics.aero

### 2. Delay Request Handling

- Approve, reject and adjust delay requests based on real-time dependency information
- Management of actions necessary in case of a delay
- E-mail notifications are automatically generated
- The delay request status is displayed in the InfoBOX flight overview

oCC

Approved:  Yes  Partially  No

Approved duration: 00:15 [hh:mm]

No	DEP	ARR	Date	Ground	STD	STA	PSF	FSF
987	BRU	STR	04.11.2017	05:50	02:50	04:35	13:45	15:55
654	STR	SIN	04.11.2017	02:45	07:20	19:35	04:45	06:45
456	SIN	BKK	04.11.2017	02:00	21:35	00:05	20:05	32:05

Comments:

oCC:

Reply

### 3. Delay Refinement

Standard delay-information framework will be enhanced with details like:

- 1) which flight caused a reactionary delay on an individual flight
- 2) which flights will be affected by the delay of the actual flight, etc.

*\* This is an independent process wherein the operator inputs/queries A.I.R. and examines data. The station has no involvement with or visibility into the refinement.*

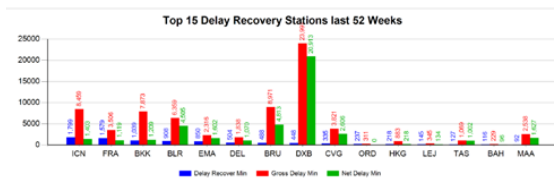
The screenshot shows a flight analysis tool interface. At the top, flight details are displayed: Carrier (XX), No (085), Owner (XX), Type (77F), Reg (AVIA2), DEP (FRA), ARR (STR), DIV (---), STD (04.11.2017 03:10), STA (04.11.2017 04:25), ATD (04.11.2017 04:18), and ATA (04.11.2017 05:24). Below this, a 'Delay' tab is active, showing a 'DEP Delay' of 06 minutes and an 'ARR Delay' of 59 minutes. The interface lists 'Reactionary delayed' flights and 'Delay 1 - 43: 10 Min Non scheduled maintenance'. An 'Actions' table at the bottom shows a delay refinement action for 'Delay 1 - 43:0 ACCEPTABLE' assigned to 'Droisette, Katrin' with a status of 'in progress'.

### 4. Root Cause Analytics & Learning Opportunities

- Flight and non-flight related root causes can be assigned to delays, along with the durations thereof.
- Gross and net delay times are calculated along with recovery efforts based on minimum turnaround times to identify real performance and critical paths.
- Recovery & Best Practice Workflow can be initiated and assigned to a specific person in the organization to track progress and ensure lessons learned.

Root Cause	Total Delay	Reactionary	Delay Info	Delay
A1114 DNS-ROT (LJALINE)	03:10	0:2 Rights	1:119(A) 28 Min *198 (BWP) PROCD 51 Min	01:54
A1119 DNS-COM (LJALINE)	36:23	0:4 Rights	1:119(B) 10 Min *888(A) 1 Min	01:08
A1120 DNS-ACB (LJALINE)	14:42	0:4 Rights	1:119(C) 10 Min *888(A) 1 Min	01:08
A1121 DNS-ACB (LJALINE)		0:4 Rights	1:119(D) 10 Min *888(A) 1 Min	01:08
A1122 DNS-ACB (LJALINE)		0:4 Rights	1:119(E) 10 Min *888(A) 1 Min	01:08
A1123 DNS-ACB (LJALINE)		0:4 Rights	1:119(F) 10 Min *888(A) 1 Min	01:08
A1124 DNS-ACB (LJALINE)		0:4 Rights	1:119(G) 10 Min *888(A) 1 Min	01:08
A1125 DNS-ACB (LJALINE)		0:4 Rights	1:119(H) 10 Min *888(A) 1 Min	01:08
A1126 DNS-ACB (LJALINE)		0:4 Rights	1:119(I) 10 Min *888(A) 1 Min	01:08
A1127 DNS-ACB (LJALINE)		0:4 Rights	1:119(J) 10 Min *888(A) 1 Min	01:08
A1128 DNS-ACB (LJALINE)		0:4 Rights	1:119(K) 10 Min *888(A) 1 Min	01:08
A1129 DNS-ACB (LJALINE)		0:4 Rights	1:119(L) 10 Min *888(A) 1 Min	01:08
A1130 DNS-ACB (LJALINE)		0:4 Rights	1:119(M) 10 Min *888(A) 1 Min	01:08
A1131 DNS-ACB (LJALINE)		0:4 Rights	1:119(N) 10 Min *888(A) 1 Min	01:08
A1132 DNS-ACB (LJALINE)		0:4 Rights	1:119(O) 10 Min *888(A) 1 Min	01:08
A1133 DNS-ACB (LJALINE)		0:4 Rights	1:119(P) 10 Min *888(A) 1 Min	01:08
A1134 DNS-ACB (LJALINE)		0:4 Rights	1:119(Q) 10 Min *888(A) 1 Min	01:08
A1135 DNS-ACB (LJALINE)		0:4 Rights	1:119(R) 10 Min *888(A) 1 Min	01:08
A1136 DNS-ACB (LJALINE)		0:4 Rights	1:119(S) 10 Min *888(A) 1 Min	01:08
A1137 DNS-ACB (LJALINE)		0:4 Rights	1:119(T) 10 Min *888(A) 1 Min	01:08
A1138 DNS-ACB (LJALINE)		0:4 Rights	1:119(U) 10 Min *888(A) 1 Min	01:08
A1139 DNS-ACB (LJALINE)		0:4 Rights	1:119(V) 10 Min *888(A) 1 Min	01:08
A1140 DNS-ACB (LJALINE)		0:4 Rights	1:119(W) 10 Min *888(A) 1 Min	01:08

List of occurred root cause delays and reactionary affected flights.



OTP reporting suite

### 5. A.I.R. Data Distribution to Gross and Net Reporting Tools

Benchmark functions include:

#### Flight Statistics

- Define and prioritize specific information about how a flight is considered.
- Each flight can be excluded from OTP or included as not delayed (= cleared). Cancellation(s) can also be set with reason as well as Full and Partial Service Failures (FSF/PSF).

#### OTP Reporting

- Review the list of delays occurring within a given week, as well as the reasons, duration, and PSF-/FSF-/AdHoc-flags of each event.
- Service Failure Events & Flight Changes
- Delayed flights will be grouped by category and listed alongside their service failure threshold, reason, and ancillary comment information.

#### OTP Summary

- Extrapolate information from the OTP summary of delay indicators and airline data being run through the network.

## Request Project Estimate

For more information or to request a project estimate contact us at:

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Look for other avialytics solutions that are **Performing on A.I.R.** in the following categories:

- Airline Safety Analytics
- Airline Performance and Operational Management
- Airline Apps