Regulation Arrival Belt Allocation Schiphol

DEFINITIEF

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Welcome to Amsterdam Airport

Schiphol

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1 Introduction

The Regulation Arrival Belt Allocation Schiphol (RABAS) is intended to provide insight in the arrival-belt allocation policy for baggage reclaim at Schiphol as well as rights and obligations of stakeholders in this process. The target audience consists of airlines, handlers and Schiphol (internal use).

This first chapter introduces Schiphol (1.1) and the allocation process (1.2).

1.1 Amsterdam Airport Schiphol - priorities

Amsterdam Airport Schiphol (AAS) is a dynamic and efficient transport hub offering air, rail and road connections. It offers all passengers, visitors, employees and employers at Schiphol all the services and facilities they require. AAS aims to achieve this in a responsible manner: efficient, reliable, sustainable, and with inspiration and hospitality.

AAS also manages the reclaim process which mainly involves allocating arrival belts for flights. The growth in air traffic volume, diversity of customer needs and the increasing number of criteria that planners and managers must deal with, make this a complex and challenging task. Schiphol is devoting a great deal of attention to two concrete priorities concerning Baggage Reclaim: efficient arrival belt allocation with a good balance between available reclaim belts and the demand of the airlines. Considering acceptable walking distances and waiting times for the passengers. AAS makes every effort to improve both and makes every effort to optimize them. Studies have shown that passengers and airlines value these two aspects highly. The quality of service at Schiphol is a defining characteristic of the airport and is a shared interest of all stakeholders at Schiphol. These aspects form the foundation of RABAS.

1.2 The arrival-belt allocation process

AAS performs different steps in the process towards an optimal operational planning of the arrival-belts. These steps are performed at different moments in time and with different goals but always with the same principles (chapter 4.1), restrictions (chapter 4.2) and optimizations (chapter 4.4).

Planning	RABAS	Actor	Time to operations	For	Goal(s)
Capacity planning	Ch. 3 & ch. 4	OPS Capacity Management	3 years	Next year, third year	Capacity planning
The season plan and topology	Ch. 3	OPS Asset Planner	3 months	Next season	Short term capacity planning
Allocation of flights to arrival belts	Ch. 4	OPS DDO baggage	Operational	3 hours prior to EIBT	Operational Capacity Planning for stakeholders
Operational assignment	Ch. 5	OPS DDO baggage	Operational	Now	Arrival belt assignment

Table 1: the different planning cycles

2 Rights and obligations

In order to have an optimal baggage reclaim process, it is necessary to have some basic rights and obligations in place. These are outlined in this chapter.

Although many of the activities mentioned are outsourced to handlers, it is always the airline's responsibility to meet the requirements.

2.1 Preconditions

While planning the arrival belts AAS takes into account the number of baggage items. In order for AAS to make a robust planning the airlines need to provide:

- The number of OD (Origin & Destination) bags for each flight
    - When the above is not available: AAS is not able to make an efficient reclaim planning
- If applicable: the type of container in which baggage is transported.

When the above is not provided AAS cannot guarantee an efficient and continuous reclaim process.

2.2 Allocation Rules Government authority

In the event of mandatory regulatory requirements by Government agencies, i.e. Dutch Customs authority, KMar and Government ministries with respect to the handling of an arriving flight, AAS will comply. Furthermore, flights with a Government/Security indication by KMar or other public authority will be handled separately from all other flights and on a specific arrival belt.

2.3 Rights

Any passenger flight that arrives should have an allocated arrival-belt and the handler should be able to unload the baggage on an unloading quay that transports the baggage to that arrival belt. For each arriving flight, no more than one arrival-belt will be allocated. AAS allocates reclaim areas and arrival-belts in a reasonable, objectively determinable, non-discriminatory and transparent way.

In the case of exceptional events or disruption AAS will allocate the reclaim area and possibly arrival-belt at their own discretion, due to the ability to assess the impact on the total handling process. Examples are, but not limited to, (sport) events, Hadj, disruptions due to weather conditions and/or system failures.

Be aware that opening times of reclaim halls are subject to the presence of Customs. Customs will however always be open in at least one of the reclaim halls.

2.4 Obligations

The following rules must be complied to:

- Accurate usage of first bag (FiBag) and last bag (LaBag) tool.
- In the reclaim area's and corridors it is not allowed to store baggage on the floor.
- Handlers will remove all baggage and odd-size from the (odd-size) arrival-belt within 2 hours after AIBT (Actual In Block Time) and store out of sight of passengers.
- All oddsize transported via an elevator, such as but not limited to AVIH and surfboards, must be collected from the secured area and handed-over to the passenger.
- During the reclaim process in the reclaim area, the ground-handler is physically available for questions of their passengers.

2.5 Airline/handler preferences

Specific agreements with individual airlines or ground-handlers are possible as long as these are non-discriminatory and transparent and have no negative impact on other airlines or ground-handlers. Flights may be allocated to other reclaim areas after consultation with AAS.

These agreements will be reviewed before the start of the new season.

2.6 Arriving crew

Arriving crew baggage will be handled on the same arrival-belt as the passenger baggage of the arriving flight and it is not allowed to place airline crew luggage around the arrival-belt.

2.7 Deviation from RABAS principles

AAS reserves the right to deviate from any of the policy principles if circumstances require so. If an airline and/or handling agent wishes to deviate from the AAS Policy Principles and AAS reaches a non-discriminatory, transparent and objectively determined decision on the matter, a modified allocation may be agreed on.

3 The season plan and topology

The season plan is a week schedule for the busiest week of the season and other exceptional weeks (for example due to a holiday or planned work) based on the expected flight schedule provided by the airlines.

3.1 The season plan

Twice a year, or when needed, a season plan is produced by AAS. The plan contains a reclaim planning based on RABAS and the flight schedules provided by airlines. In addition, the season plan will reveal capacity issues during the oncoming season and is the basis for seasonal preferences.

3.2 Topology

All arrival-belts are grouped into areas. Each area has a focus based on handling flights from the nearest arrival piers. In each of the reclaim areas a maximum number of persons is allowed because of safety rules. This may have an effect on the allocation of these areas.

The arrival-belts are directly related to unloading quays in the basement. As a consequence each allocation of an unloading quay results in the allocation of an arrival-belt.

Reclaim area	Arrival-belts in reclaim hall	Unloading quays in basement	Pier	Origin of passengers	Maximum amount of passengers*
Reclaim area 1	2, 4, 6, 7-odd size	2, 4, 6, 7-not planned	A-Pier B-Pier C-Pier D-Pier	Schengen Europe	980
Reclaim area 2**	8, 9, 10, 11, 12, 13	8, 9, 10, 11, 12, 13	A-Pier B-Pier C-Pier D-Pier E-Pier	All origins	778
Reclaim area 3	15, 16, 17, 18, 19, odd size-1	15A, 15B, 16A, 16B, 17A, 17B, 18A, 18B, 19A, 19B, odd size-1 – not planned	D-Pier E-Pier F-Pier G-Pier H-Pier M-Pier	All origins	3200 (total for reclaim areas 3 and 4)
Reclaim area 4	20, 22, odd size-2	20A, 20B, 22A, 22B, 22C odd size-2 – not planned	D-Pier E-Pier F-Pier G-Pier H-Pier M-Pier	All origins	Maximum combined with reclaim area 3

*Subject to advice by Government and/or WHO
**Reclaim area 2 is mainly used for central transfer airlines, being KLM and airlines handled by KLM Ground Services.

4 Allocation of flights to arrival-belts

The allocation of flights to arrival-belts follows certain principles (4.1). However, the extent to which these principles can be met is limited by physical and regulatory restrictions (4.2). Unfortunately, sometimes, the principles cannot be met, and the outcome of the planning is infeasible. In these cases, AAS will make sure a feasible planning is made by using control measures (4.3).

This chapter contains all the principles that are used for creating a reclaim planning. Rules are listed in order of priority.

4.1 Principles

These rules are the basis of the reclaim planning and are the only relevant rules, in case no other restrictions apply.

4.1.1 Distribute passengers

For safety reasons the number of passengers in a certain reclaim area is limited. Therefore, the passengers are distributed over the reclaim halls and the number of arrival belts available.

Principle 1: The reclaim allocation plan minimizes the passenger density over all reclaim areas and within a reclaim area.
Motivation: Increase the safety on the airport in case of emergencies
Passenger density: The number of people per square meter within an area (for reclaim this is a hall).

4.1.2 Minimize walking distances

The allocation of reclaim areas is initially determined by the walking distance of a passenger from the arrival gate to the reclaim area/arrival-belt. A balance between the route of the baggage items through the baggage area and the requirements and costs for the airline and/or ground handler is found where possible.

Principle 2: The reclaim allocation plan minimizes the walking distance from the arrival gate to the reclaim area.
Motivation: Improve passenger experience.

4.1.3 Optimize handling processes

Flights are preferably planned in the reclaim hall where their handler is stationed. Furthermore, whenever demand exceeds capacity (4.3) AAS aims to not plan flights of different handlers on the same unloading-quay.

Principle 3: The reclaim allocation plan minimizes the number of reclaim allocations in another hall then the hall assigned to a handler.
Motivation: Encourage punctuality in handling operations and to enable the handling agents to plan the deployment of human and material resources as efficiently as possible.

Principle 4: The reclaim allocation plan minimizes the number of handlers working simultaneously on one belt.
Motivation: Avoid conflict in the basement for handlers waiting on each other to unload baggage.

4.2 Restrictions

In the previous paragraph, the basic principles have been introduced. There are also restrictions for the use of the infrastructure that must never be violated. This is either based on physical restrictions (4.2.1) or based on regulations from the Dutch government (4.2.2). Exceptions to these regulations are only permissible in consultation with the competent governmental bodies.

4.2.1 Physical restrictions

AAS has arrival-belts of different dimensions: belts with different numbers of unloading quays and belts with a higher capacity in numbers of bags. The belts are assigned regarding the (calculated) amount of baggage items expected at reclaim. Flights with more than 250 OD passengers will preferably be handled at belts with two unloading quays assigned. Flights with more than 350 OD passengers will preferably be handled at specific arrival belt 20 or 22 with two unloading quays assigned.

In reclaim area 2 a maximum of two simultaneous load-units shall be placed at an unloading quay, and a maximum of two load-units shall be driven in the baggage area. Therefore, flights with more than 100 OD passengers will not be planned in reclaim area 2. Furthermore, at unloading quay 8 there is only room for one load-unit and therefore flights with more than 80 OD passengers will not be planned on arrival-belt 8.

Principle 5 Flights with more than 350 OD passengers should be assigned to arrival-belt 20 or 22.
Motivation: Improve efficient use of assets.

Principle 6: Flights with more than 250 OD passengers should be assigned to an arrival belt with at least two unloading quays assigned.
Motivation: Improve efficient use of assets.

Principle 7: Flights with more than 100 OD passengers may not be assigned to arrival-belts in reclaim area 2.
Motivation: Improve efficient use of assets and optimize flow in the basement area.

Principle 8: Flights with more than 80 OD passengers may not be assigned to arrival-belt 8.
Motivation: Improve efficient use of assets and optimize flow in the basement area.

4.2.2 Customs

Dutch customs has different types of checks that can be performed on baggage. The applicable kind of check is based on either the origin of a flight or instructions from the Dutch government. Certain flights can therefore only be assigned to arrival-belt 22 (unloading quay 22C) or arrival belt 15 (unloading quay 15A).

Principle 9: A 100% flight must be allocated to arrival-belt 22 (unloading quay 22C) or arrival belt 15 (unloading quay 15A) .
Motivation: Unloading quays 22C & 15A are equipped for customs to perform their checks.

Dutch customs has no desk in reclaim area 1. Therefore flights with an origin outside Europe should not be planned in reclaim area 1.

Principle 10: Flights not originating from Europe may not be assigned to arrival-belts in reclaim area 1.
Motivation: Reclaim hall 1 is not equipped for customs to perform their checks.

4.3 If demand exceeds capacity

After section 4.1 and 4.2, all flights are assigned an arrival-belt that meets the most basic principles and restrictions. However, although AAS aims to allocate as much single flights to an arrival-belt, at peak hours this might not be possible due to demand exceeding capacity. AAS will solve this by putting multiple flights on one arrival-belt simultaneously. Ideally these flights are all handled by the same handling agent.

Principle 11: The number of flights allocated to the same arrival-belt at the same time is minimized.

Motivation: Handle peak hours

4.4 Integral planning optimizations

From section 4.1, 4.2 and 4.3, AAS has made a feasible reclaim planning. In order to optimize the airport processes in the most integral way possible, reclaim planning takes into account the effects on all airport stakeholders.

In order to be compliant with IATA resolution 753, as of fall 2024, AAS will ask airlines to send XBSM (terminating BSM's). From that moment we will shift from planning based on OD pax numbers to OD bax numbers.

5 Assignment of arrival-belts

On the day of operation, AAS will assign the arrival-belt approximately 3 hours in advance. The flights are planned according to their EIBT (Expected In Blocks Time) in chronological order. When (expected) changes in the schedule and/or disruptions occur, AAS may change the planning while minimizing the consequences for airlines, handlers and passengers. This chapter describes the criteria to make a change to the reclaim planning and the criteria to update the arrival-belt of a flight.

5.1 Decision to change the plan

AAS assigns a new arrival belt for the flight if there are conflicts in the planning. This can occur in the following cases:

5.1.1 Changed flight data

Flights whose flight data have changed since assignment of the arrival-belt and which can no longer be allocated to the scheduled belt, based on the allocation conditions, cannot claim the scheduled belt. Typically these changes involve a change in the number of OD passengers or gate changes.

5.1.2 Changed customs conditions

Customs might change the selection for 100% flights during the day. This requires a change to the arrival-belt allocation plan. AAS aims to accommodate extra customs checks by allocating an arrival-belt that meet the special customs requirements by the governmental bodies.

5.1.3 Disruption passenger flow

There are situations where the passenger flow is disrupted, for instance when long lines at KMar border control occur. This may jeopardize the reclaim planning in a way that baggage might be on the arrival-belt longer than expected. When this occurs, the next flight may be reallocated to another arrival-belt in the same reclaim area.

Principle 12: The number of reallocated arrival-belts in other reclaim areas is minimized.
Motivation: Improve passenger experience and enable the handling agents to plan the deployment of human and material resources as efficiently as possible.

5.1.4 Cancelled departing flights

When a departing flight with checked-in baggage is cancelled, the flight will be allocated by AAS to an arrival-belt for reclaim purposes.

5.1.5 Capacity optimization

Schiphol's capacity may be fully used at some hours of the day. As a consequence, a required change to the arrival-belt allocation plan, may result in multiple updates to other flights to accommodate the change.

5.1.6 Arrival-belt technical disruption

When a technical disruption appears on an arrival-belt during the reclaim process, AAS will take the arrival-belt out of order. Any planned flights on this certain arrival-belt will then be re-allocated to other arrival belts according to the principles and restrictions as set out in chapter 4. Any baggage at the arrival-belt that is not accessible for the handler will be moved to the new planned arrival-belt by AAS.

5.2 Response to change

In the case of a required change to the arrival-belt allocation plan, as a result of one of the conditions described in section 5.1, AAS will choose the least disturbing measure to accommodate the change. An arrival-belt change is the most common way to response to a disrupting event. When the arrival-belt change is within a period of 30 minutes before expected FIBAG, AAS will inform the handler through their operations centre.

Principle 13: The number of last-minute arrival-belt changes are minimized.
Motivation: Make sure handlers know beforehand on which arrival-belt the baggage should be unloaded.
Last minute arrival-belt change: An arrival-belt change within 30 minutes prior to FIBAG.

6 Communication

6.1 Operational communication

Three hours before expected in blocks time (EIBT), the planning becomes operational. Up to 30 minutes before expected FIBAG the planning is subject to change. The allocated arrival belt is published via CISS.

Communication with AAS is arranged through the handling agent, who acts as the representative of the airline. AAS is open 24 hours a day for information, queries and adjustments to arrival-belt planning. In case of works which will impact a whole reclaim area, AAS will inform the handling agent prior to this.

For questions and/or comments about RABAS, please contact the AAS contact person or your AAS business partner.

6.2 Evaluation of season plan

Structural changes or new circumstances may call for adjustments to the season preferences before the end of the summer or winter schedule. The parties directly involved in such interim changes will be consulted by the relevant AAS Business partners.

RABAS will be evaluated once a year.

6.3 Contact information

If you have any questions, the contact details for the RABAS are given below. Of course, you may also ask your business partner.

Service Owner Baggage Reclaim: Krista Elshout	+31 (0)6 1050 3443	elshout_k@schiphol.nl
Senior Asset & Allocation Planner: Luuk Dercksen	+31 (0)6 57894017	l.dercksen@schiphol.nl

7 Appendix: Glossary and acronyms

AAS	Amsterdam Airport Schiphol
AIBT	Actual in-block time. The time when the aircraft is actually put in-blocks.
Allocation	Designation.
Arrival-belt	Also baggage belt, reclaim belt or carousel. A revolving conveyor/belt where baggage items are transferred from the airline to the (terminating) passenger upon arrival.
Baggage item	A checked baggage item and odd-size baggage belonging to a passenger, transported in the hold of an aircraft (syn: hold baggage) .
Central transfer	Airlines that transport a significant amount of transfer passengers have their flights allocated at a certain amount of gates with are close together in a 'central transfer zone'.
Common use	Airlines that transport few transfer passengers or none are allocated at 'common use' gates.
CISS	Central Information System Schiphol.
EIBT	Estimated in-block time. The time when the aircraft is expected to be in-blocks.
FiBag	First Bag. Timestamp when the handler puts the first bag for a specific flight on the unloading quay.
OD	Origin-Destination. Passengers or baggage with either AAS as origin or destination airport. Also non-transfer passenger or baggage.
LaBag	Last Bag. Timestamp when the handler puts the last bag for a specific flight on the unloading quay.
Load-units	A container or baggage cart with load luggage.
RABAS	Regulation Arrival Belt Allocation Schiphol.
Reclaim area	The area that houses different arrival-belts and where passengers can reclaim their baggage.
Unloading quay	Also baggage bay. Place where load-units can be unloaded. An unloading quay is directly connected to an arrival-belt.

Colofon
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