

AOP

for you

Making information clear

A new era in airport efficiency

For urgent AOP enquiries that are impacting an immediate departure, call the HAL Aircraft Operations Duty Manager on **07525 825585**.

For general enquiries that are not covered by this document please contact **AOP@heathrow.com**. Please note this account is not monitored continually.

A more detailed breakdown of each screen with a detailed explanation of AOP processes is available from **heathrow.com/AOP** in the 'General Documentation' section.

Introduction

Welcome to the AOP Foundation Use document for the Airport Operations Plan (AOP). This booklet provides information on key AOP tasks and gives you tips and information to use the system more efficiently and effectively. For a fuller introduction to AOP, please refer to the companion 'AOP Screens Explained' document.

AOP is used by colleagues across Heathrow to share information on the status and intention of every flight. It enables accurate, timely allocation of resources and it allows Air Traffic Control to have a much clearer picture of the overall demand for airspace and runways. It provides airport stakeholders with a common picture of how the airport is performing and allows for better operational decision making.

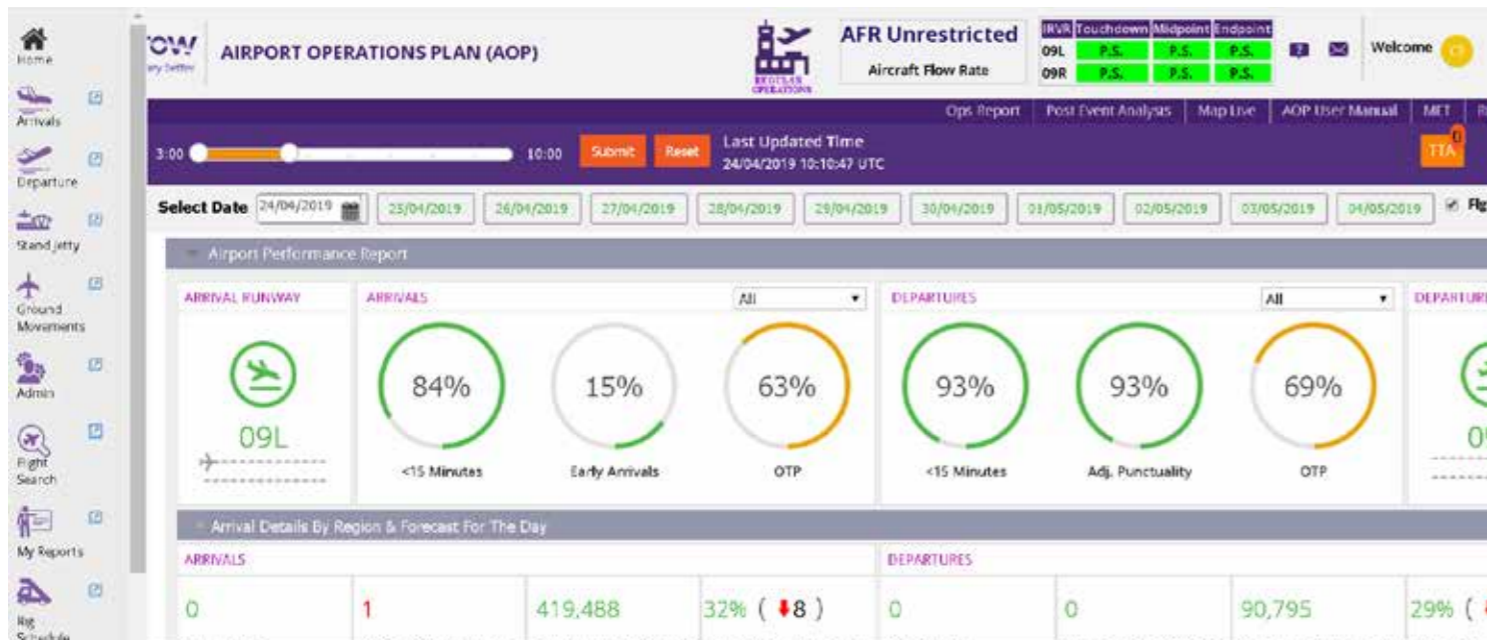
We recommend using Chrome, Firefox or Mozilla for a more stable AOP experience.

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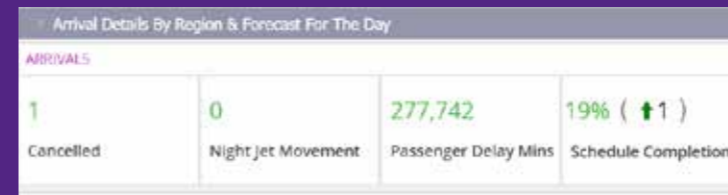
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Using the home page to review performance



You can use the sliding bar top left on the home page to move time forward to the end of the day in 30-minute time blocks, then press submit. This uses current performance data to predict performance for the rest of the day using predicted demand, air holding, local weather and known flight links. Press reset to revert to current time. You can also use the slider to see performance earlier in the day by moving the start and finish points to your selected times, then press submit.



You should check Night Jet Movement figures (NJM) for both arrivals and departures to see if there are any flights involving your company. The figures on the landing page are a prediction and may change, but any NJM must be approved by HAL.

The schedule completion figures provide a constant indication of the percentage completed for both arrivals and departures, and shows the number of flights ahead or behind of where they should be at that time. It doesn't show data for individual airlines but instead provides a broad summary of airport performance.

Check the Arrivals Flow Regulation (AFR) box at the top of the home page. If an AFR is currently in force, refer to the Hourly Performance Indicators for arrivals at the bottom of the page. If scheduled demand is greater than the AFR value, there is a risk of schedule slippage. The AFR is set slightly higher than the anticipated landing rate to ensure steady utilisation of the arrival runway. Hourly Performance Indicators are provided for both arrivals and departures, which should be reviewed to see predictions for any amber or red performance warnings. Target Time of Arrival (TTA) is being trialled to replace AFRs in certain conditions. TTAs have been proven to provide more stability for Network planning, reduce stack holding and are

Good to know

If you want to see the order in which flights actually arrived or departed, click on the relevant runway icon at the top of the home page and the sequence will be shown. This is also available for previous days by using the date selection box.

more targeted than AFRs. TTAs will be automatically sent if air holding is predicted to exceed 17 minutes, referred to as a runway hotspot. Flight will receive either an en-route delay or a pre departure delay to smooth the hotspot. Further details are available from the Aircraft Operations Duty Manager.

If inclement weather is forecast to affect arrival holding stacks or Standard Instrument Departure (SID) routes, click on 'Stack, SID and Stands KPIs' to expand the window. Hover the cursor over the affected area to see the traffic flow that may be affected. If there is minimal room in other stacks and SIDs to accommodate extra traffic, average ground delay and air delay will start to rise.

For dates in the future, simply click on the date and the home page prediction will load. It defaults to nil passenger delay and the published runway defaults to the published alternation pattern. No forecasts are provided for AOP process compliance for dates in the future.

Filtering information and tailoring pages

The arrivals and departure page KPI dials can be hidden by closing the window (minus sign next to KPI). Selecting the high level save icon will make this your default option, you can change it at any time.

Most AOP information can be filtered to assist with queries, in three main ways:



Top level filters.

Using these filters will change the information shown throughout the page. In this example a filter is applied to show Terminal 5 only. You can select multiple filters, both within each group and across all groups.

Good to know

If you can't remember the top and medium level filters you've applied, look to the right of each filter box and the filter name is displayed (if multiple filters are being used, hover over the shown filter and a summary is provided).



Medium level filters.

These can be used in conjunction with top level filters or on their own to focus information even more.

To sort columns according to your preferred criteria, click in the column of interest. The column will toggle between low/high or A/Z with a further click. In this example the column is sorted based on Target Off-Block Time (TOBT) in ascending order. The 'save' icon can be used to keep any selected filters as the default setting for future use. This can be changed at any time by the user. To clear filters select the 'clear filters' icon.



Column Filters.

These are available for most columns in AOP.

Click on the filter and either scroll down for the data point you need, or use the search function at the top of the filter. You may select multiple filters with one request.

To customise the arrivals and departure pages, click on the orange 'Edit Columns' icon. Selected columns of information can be hidden if they are not relevant to you.

Basic Flight searches including messaging (arrivals and departures pages use identical methods)

There are several ways to search for one or more flights. For a flight scheduled for today, but yet to depart, use the 'Flights' box. Separate the flight numbers with a comma for multiple searches.

You can also use the Flight Search screen from the main left navigation menu if you know the call sign but not the flight number.

The search will be presented as a list, click the desired flight and full details will appear.



For a flight that operated on a different day, go back to the home, arrivals or departure pages and select Auto-Refresh Off. Use the 'Select Date' box and search as above for the flight.

To display the current day's schedule including flights already departed, select Auto-Refresh Off. On the arrivals or departure page, select the 'End Status Time' at the top right to 00:00 and the full schedule will be shown.

Don't forget to switch to 'Auto-Refresh On' after completing searches.



Don't forget to switch to 'Auto-Refresh On' after completing searches.

For details on the messaging sent for each flight, search for the flight using the 'Flight Search' screen as above. Once the correct flight is selected, click on 'View History' at top right and a full messaging history for that flight is shown. It is displayed in chronological order and is useful, for example, to see the time at which the latest TOBT update or de-icing request was processed.

Good to know

When searching for a flight that has already departed (including previous days), select Auto-Refresh Off.

Also check your filters to ensure they do not restrict the scope and visibility of your search.

Performance alert clearing

AOP system alerts highlight sub-optimal performance information for a flight. Red alerts must be cleared before ATC can approve a departure clearance. Amber alerts should be cleared to provide the Network Manager with as much demand planning information as possible.

Alert	Flight	Aircraft	Status	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	
008	IB3167	A359	556	Airborne	17:45	18:01	17:40	17:45	18:05 D	Y	18:05	18:01	18:20 A	27L	IB3166	MAD	GOGS11G	17:32
	BA946	A319	518	Taxied	18:05	18:00	17:49	18:05	18:05 D	Y	18:05	18:00	18:32 T	27L	BA733	DUS	BPK7G	18:05
	BA055	A388	563	Taxied	18:05	18:05	13:56	18:05	18:05 D	Y	18:05	18:02	18:28 T	27L	BA296	JNB	MID3G	18:03
007	BA215	B789	543	Taxied	17:30	18:10	18:39	18:20	18:10 D	Y	18:10	18:11	18:36 T	27L	BA062	BOS	CPT3G	17:33
	BA1486	A321	511	Taxied	18:10	18:10	18:12	18:10	18:10 D	Y	18:10	18:09	18:37 T	27L	BA451	GLA	UMLAT1G	18:10

Click on row of the flight with the alert and the details of the alert are shown in the 'Alerts' tab at the bottom of the screen.

Alert	Flight	Aircraft	Status	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
	BA105	B772	542	Expected	21:25	21:25	19:07	21:25	21:25 D					BA104	DXB		21:23
013	BA245	B772	Expected	21:25	21:34	21:22			21:25 D					BA005	EZE		21:24
004	BA247	B77W	552	Expected	21:25	21:26	17:38		21:25 D					BA038	GRU		21:25
	BA163	A321	546R	Expected	21:30	21:29	17:14		21:30 D					BA1489	TLV		21:28

For the red alert flight in the example above, no flight plan has been received. The system will still allow TOBT changes, gate manager updates and any changes to stand, but ATC will not allow the flight to depart without a valid flight plan being filed.

Good to know

If system issues are preventing you updating your flight contact the HAL Senior Operations Manager who can action inputs on your behalf.

The alert tab at the bottom of the flight detail box will provide a detailed explanation of the reason for the alert and how to clear it.

Alerts
Times
Pax
Linked Flight
Facility
Freight
Ground Movements

Alert	Description	Active	Opened	Closed
CDM0007a	EIBT + MTTT discrepancy with TOBT	✔	12:17	

Subject: Secondary Alert: CDM0007a BA454 / BAW454 DEP 13/05/2019 14:40 – EIBT + MTTT Discrepancy with TOBT

BA454 / BAW454 DEP CDM0007a
13/05/2019 12:17
LHR/LEMG

This is an early warning alert highlighting that the estimated in-blocks time (EIBT) of inbound flight currently linked to BA454 + its minimum turn round time target (MTTT)* is calculated to be 13/05/2019 14:51 which is > 5mins later than the TOBT currently received from the airport database (IDAHO) for this flight.

Check TOBT and update if required via standard IATA ED message as per normal channels.

NOTE: TSAT will always be calculated based on the latest airline IATA TOBT value and NOT Calculated Off Block Time (COBT).

*MTTT is default to 30mins or bespoke to suit airline requirements per aircraft type. NOTE changes to MTTT can be made by contacting Heathrow A-GDM Project Team at LHRACI1M@lhaa.com.

Good to know

If there is more than one alert for a flight, then the system displays the most severe alert first.



Troubleshooting and other resources

Problem: I'm conducting some enquiries for previous days, but the system keeps overwriting them with today's information.

Answer: Switch Auto-Refresh Off to conduct your search

Problem: I'm searching for a flight from earlier today, but I can't find it.

Answer: Switch Auto-Refresh Off to conduct your search

Change the End Status Time to 00:00

Check your filters to make sure they are not filtering out your flight

Problem: My system seems to have frozen.

Answer: Switch Auto-Refresh On

If problem has not cleared, log off then log in again

If problem persists you may have a hanging filter. Click the clear filter icon(s) shown on the affected pages



Problem: I have forgotten my log in and / or password

Answer: HAL staff contact IT via the HUB+ IT portal

External users contact HAL IT on **0208 745 5355**

Problem: I cannot see de-icing information.

Answer: The de-icing columns on the departure screen are only visible when AOP is in Snow mode. Should your role require access to either the de-icing request page or rig schedule page please contact HAL IT on **0208 745 5355**. Access to these pages is only permitted to those undertaking de-icing tasks and airlines.

Problem: I'm using AOP with Internet Explorer (IE) but am experiencing issues with the system.

Answer: IE provides a sub optimal AOP experience, however if you must use IE use IE10 or IE11. You will need to switch Compatibility View OFF for the following URL:
Pegacloud.io

Problem: I've forgotten the web link to AOP.

Answer: HAL staff to use AOP icon on HUB+ Web links
External users to use:
<https://heathrow-aop-prod1.pegacloud.io/>