



Baggage Handling

Case Study

Stoppage Report Information is Crucial to the Smooth Handling of Passenger Baggage

Background

Specialist management information systems integrator, ASE, has enabled Irish airport operator, Aer Rianta, to gain additional information – and improved control over the running of a major baggage handling system at Dublin International Airport.

Challenge

Working through main contractor, Fabricom Airport Systems, which installed the original baggage handling solution and has just carried out a further upgrade at the airport, ASE was tasked with a six week project to create a “Stoppage Report” facility as part of the overall Management Information System (MIS) for Aer Rianta executives. The Reports were required to give detailed, real-time information on stoppages that hold up passenger bags as they fed through the system for screening and sortation, and the occurrence and location of system faults.

As Tony Bowen, Chief Engineer of ASE, explains: “Reliability and the constant flow of baggage through the system of conveyors, sorters and x-ray machines is critical to the smooth operation of an airport and the service that airlines offer to their customers. If the system breaks down for any reason, it is important that it is back up and running as quickly as possible. To help them identify a problem, the baggage handling control room needs to know if the break down is due to a misshandle, i.e. an oversize bag taking a wrong route, or a technical fault due to an electronic or mechanical error. This precise information enables them to react faster and more directly to a situation, and means that they can more easily deal with rectifying the fault if there is a history of the same problem re-occurring.”

Solution

With its vast experience of developing MI systems for other leading airport operators, ASE was able to grasp the concept immediately and use its expertise and knowledge to provide a detailed Stoppage Report generator.

Aer Rianta can view detailed statistical information on screen, or as a computer print-out. Running on an MS SQL server database, the report generator pulls information into an MS Excel Visual Basic application. The data is divided into two distinct categories - ‘Check-in desks’ and ‘Carousels’ and is further subdivided into Groups 1,2 and 3. Group 1 provides occurrences of diebacks – where a line has stopped and baggage then backs up the line – and switch offs. Group 2 covers Bag jams and Group 3 is designated for electrical/mechanical failures.

“Through the Stoppage Report generator, baggage handling operators can access summary reports for all parts of the system and an can request reports for any given hour of the day,” concludes Tony Bowen.

UNIT 6 STOCKWOOD BUSINESS PARK
STOCKWOOD
REDDITCH
WORCESTERSHIRE
B96 6SX

TEL: +44 (0) 1386 791800
FAX: +44 (0) 1386 791801
EMAIL: solutions@aseuk.com

Benefits

- Useful stoppage report
- Faults quickly located
- No more oversized bags taken the wrong route
- Constant baggage flow

Project Statistics

- Real time info on stoppages
- Conveyers
- Sorters
- X-ray machines

Systems Expertise

- MS SQL server database
- MS Visual basic
- SCADA reports