

CITY TERMINAL

KING FAHD INTERNATIONAL AIRPORT

*Our journey begins
now....*

*Briefing to airlines
11 Jan 2017*



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Introduction: What is a City Terminal (CT)?

- A City Terminal is an off-site facility allowing passengers to check in for a flight
- City Terminals are commonly found where the city centre is far from the airport
- Similar airports which have started city check-in successfully (ICN, HKG) have 8% to 10% of its passengers processed off-site



Introduction: Where else are City Terminals found ?

- In the region, major airports and airlines also have “off-site” facilities

Airport	Locations	Airlines	Opening hrs	Cutoff times		Not eligible
				Open	Flt	
RUH	• Saudia Club	• Saudia	• 1000-1800 (Daily except Fri) • 1300-2000 (Fri)	-24hrs	-6hrs	• Canada, UK, US flights
AUH	• City checkin • ADNEC	• Etihad Airways • 11 airlines	• 24hrs • 0900-2000 Daily	-24 to -12hrs (airline dependent)	-4hrs	• US flights • PRMDs • UMNR • Staff tickets
	• Etihad Travel Mall, Dubai	• Etihad Airways	• 24hrs	-24hr	-6hrs	• US flights • PRMDs • UMNR • Staff tickets
SHJ	• Sharjah City (2 locations)	• Air Arabia	• 0900-2200 • 0900-2000	-24hr	-4hr	
	• Dubai City (2 locations)	• Air Arabia	• 0800-2200 • 1000-2200	-24hr	-4hr	
	• Abu Dhabi city	• Air Arabia	• 0900-1700 Sat-Thu) • 1400-1700 Fri	-24hr	-4hr	
	• Al-Ain city	• Air Arabia	• 0900-1630 (Sat-Thu) • 1400-1630 (Fri)	-24hr	-4hr	
	• RAK city	• Air Arabia	• 0900-2200	-24hr	-4hr	
AMM	• Ammam City	• Royal Jordanian	• 1000-1800 (Daily except Fri) • 130-2000 (Fri)			

Introduction: Why does a City Terminal (CT) make sense?

- ✓ **Distance:** KFIA's location is far from city (100km from Jubail, 60km from Khober, 40km from Dammam)
- ✓ **Better service for our passengers:**
 - Straight to the gate – from the CT, go directly to the gates at KFIA
 - Save time – avoid the queues at the airport
 - Travel to the airport light – take care of baggage 24hrs before
 - Check out and check-in – check out from your hotel, checkin for your flight and go for your meetings
 - Save transport costs and hassle – bags will be delivered to the airport
 - Convenient option of taking the SAPTCO buses next door
 - Families and friends can send off passengers at the CT, saving the cost of travelling to and from the airport
- ✓ **Better airline control of flights:** when counters open at the airport (-3 or 4 hrs to STD), airlines will have a better sense of final flight numbers and noshows

Key info about DMM City Terminal

- **Location:** next to SAPTCO Bus Terminal
- **Opening hours:** 0800-2200hrs, Daily
- **Pax acceptance:** -24 to -6hrs before STD
- **Baggage:** Bags checked in and delivered to airport
- **Security:** all bags screened at airport

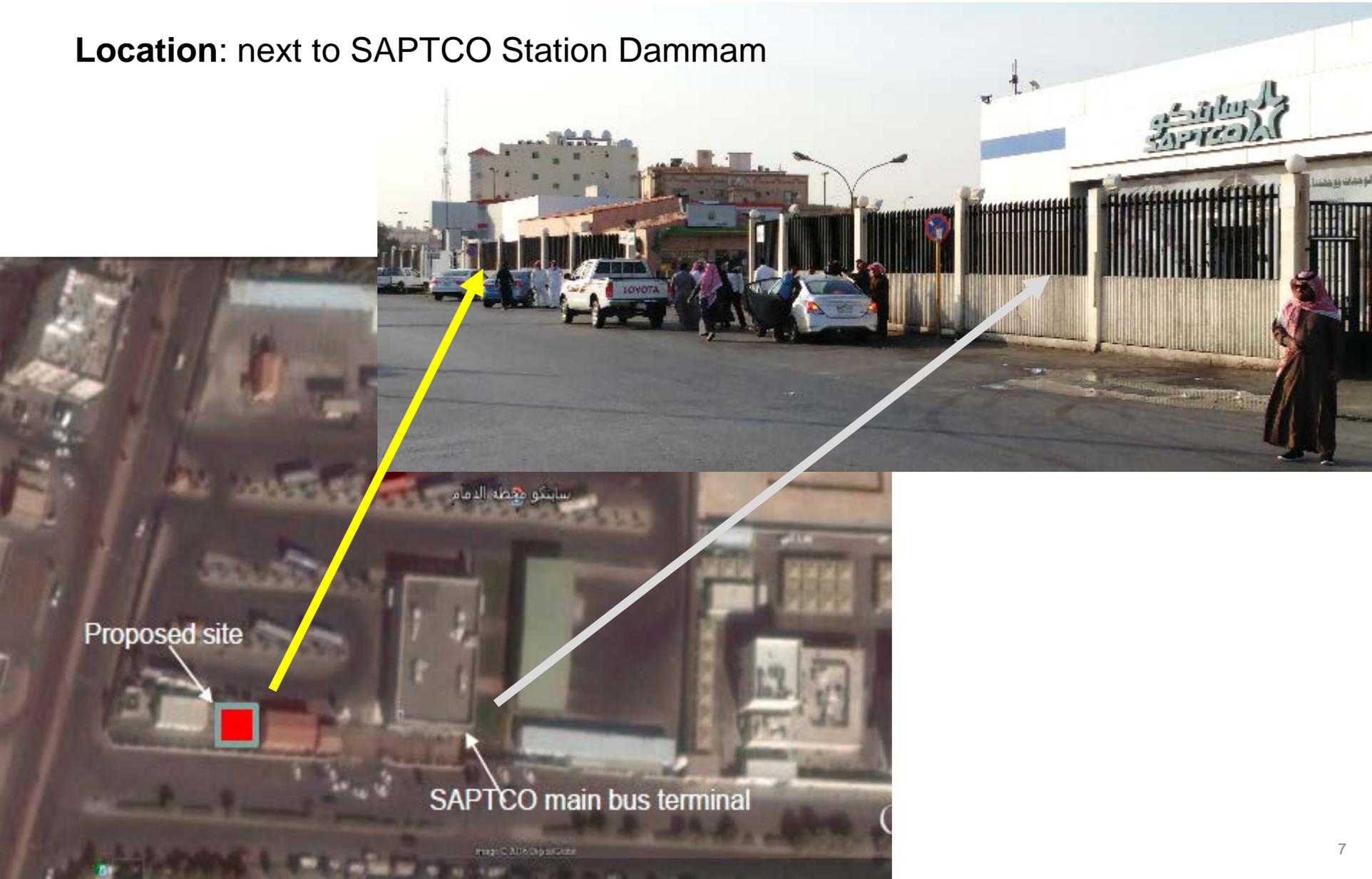


Pioneer Airlines



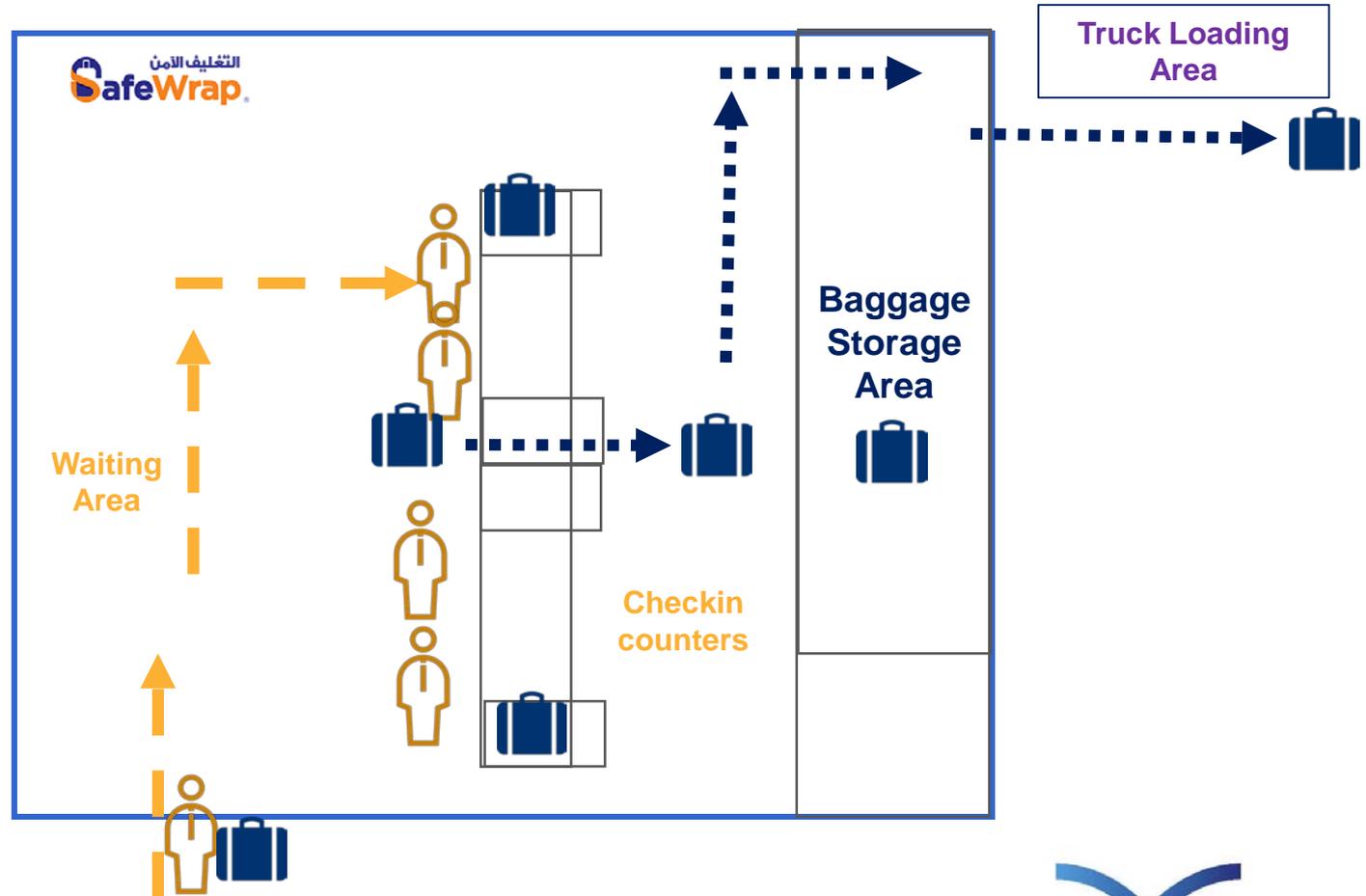
CT Checkin-flow

Location: next to SAPTCO Station Dammam



CT Checkin-flow

Layout



CT Checkin-flow



- Direct easy access from the road
- Ample parking immediately outside the terminal
- Walk straight with their checked baggage from their cars

CT Checkin-flow



Access ramp

- Steps lead up into entrance
- Ramp at the side for trolleys / heavy suitcases / WCHR
- Trolleys provided by SafeWrap



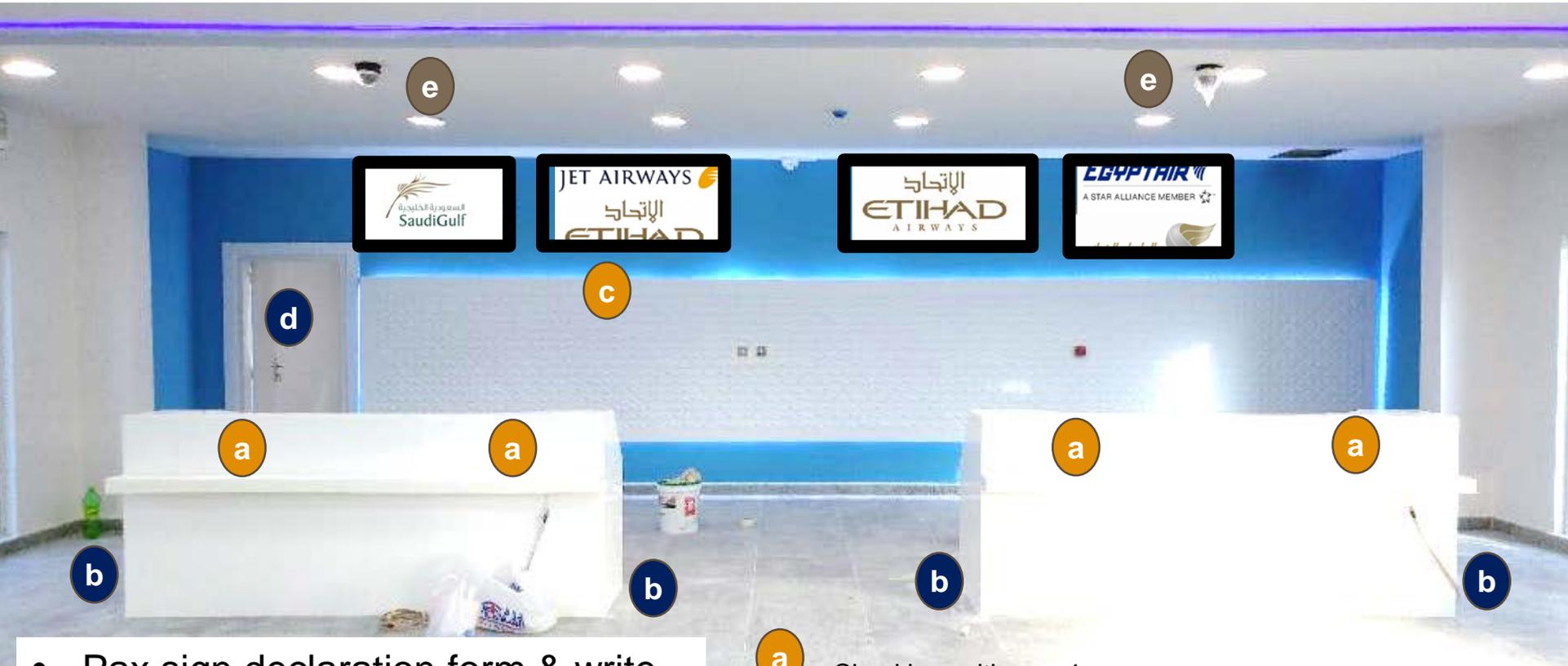
CT Checkin-flow



- Air-conditioned waiting area with benches
- 2 FIDS monitors
- SafeWrap service (pax cost)



CT Checkin-flow



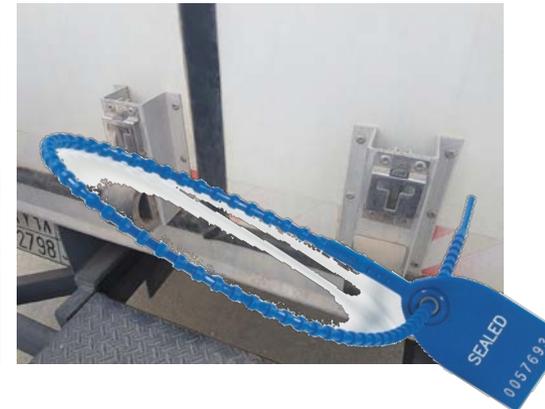
- Pax sign declaration form & write contact number (security requirement)
- No standby / waitlist / staff pax
- Excess Baggage Collection

- a** Checkin positions x 4
- b** Baggage weighing scales x 4
- c** FIDS counter screens (scrolling display of airline logos) x 4
- d** Baggage storage area
- e** CCTV cameras

CT Baggage flow



- Secured door (cannot be open from outside)
- Loading area under CCTV
- SGS driver (security cleared) & truck
- Security seal with serial number
- Baggage Manifest signed by driver
- Baggage Manifest emailed to airport



Security Procedures

- Procedures approved by GID
- Security manual prepared



Security Procedures

At KFIA

5) Delivery truck delivers checked baggage to KFIA. Staff checks seal before opening truck and count number of baggage against manifest received by fax from CT



6) All baggage are x-rayed by GID at Line 8 using the same type x-ray machine as the other checked baggage accepted in KFIA.



7) If GID needs to open the checked baggage to perform further checks (very small %), they will apply same procedures as current baggage accepted in KFIA terminal.



9) Same ICAO Annex 17 applies to all baggage if passengers do not board.



8) Baggage is sent via baggage belt directly to the baggage sortation area to be scanned and loaded to the different flights

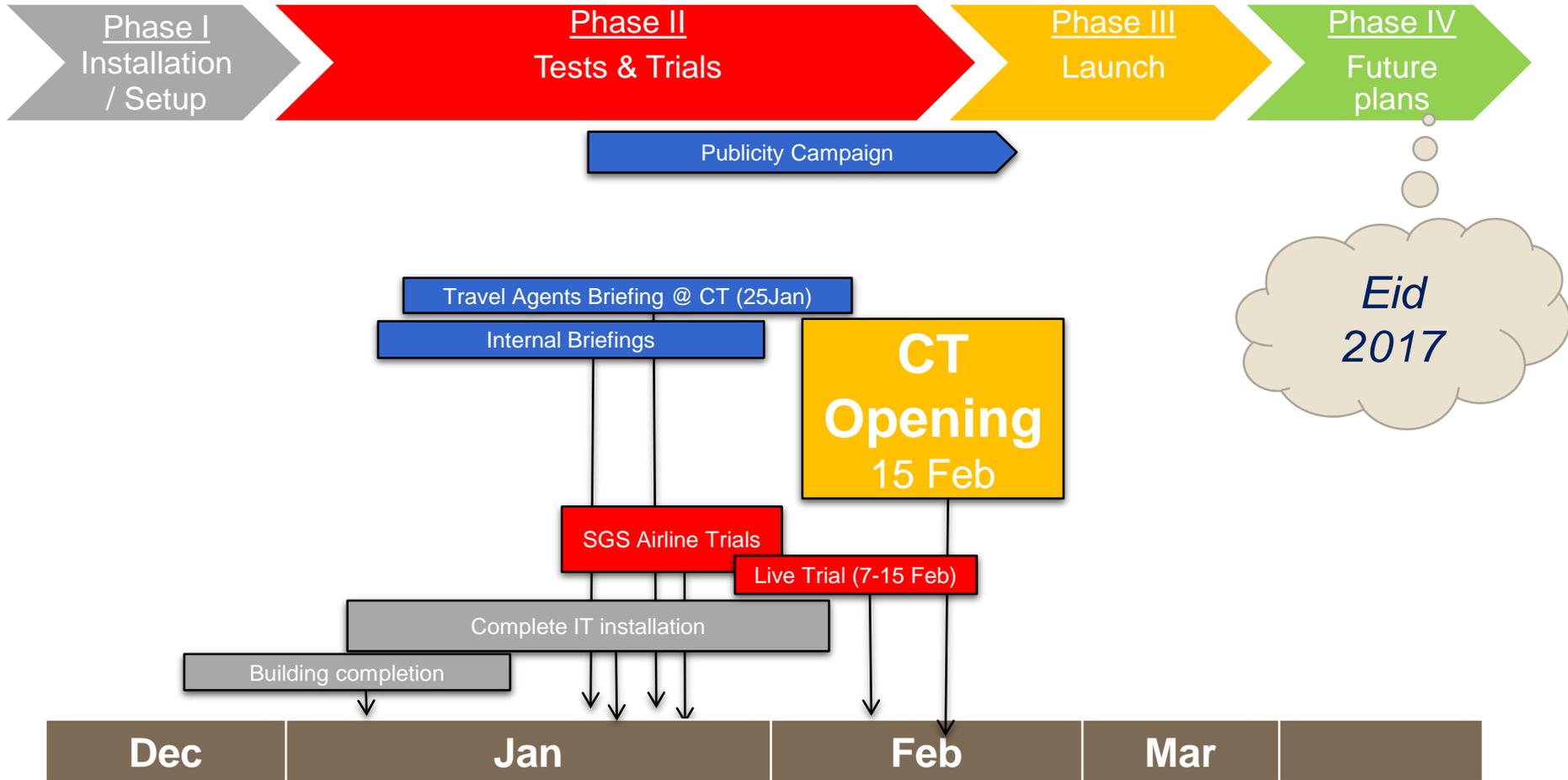
Baggage container at kerbside



- At the kerbside, baggage are loaded into a container (with lock and key)
- Container is brought down via lifts, to Domestic Departures level
- Bags are then introduced into BHS at Line 8



Project Phases & Timelines



Test & Trials

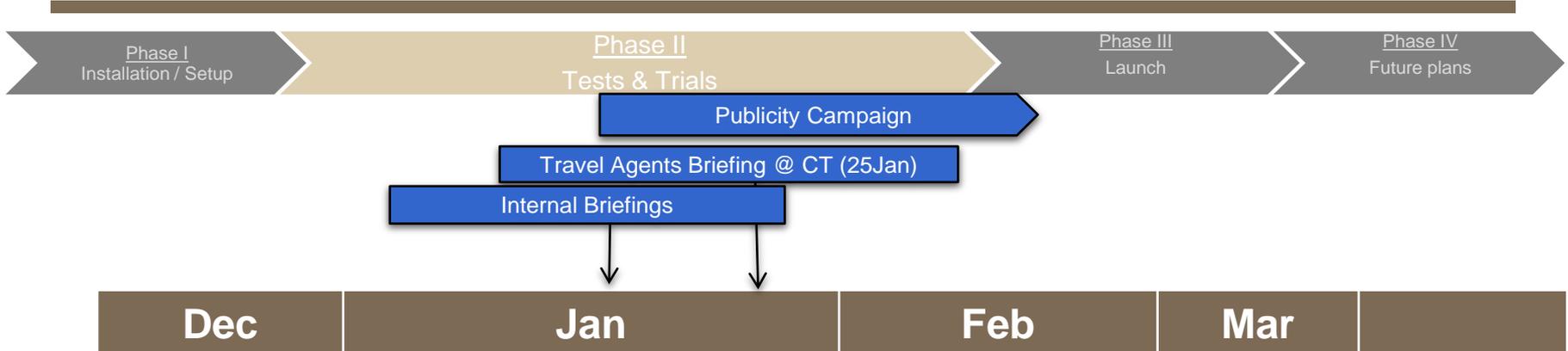


	Sun 15	Mon 16	Tue 17	Wed 18	Thu 19
AM		1000hrs Briefing for SGS Trial staff & desktop exercise			
PM	2pm View facility with SGS Ahmet	2pm SGS Trials @ CT	1330hrs (Meet at KFIA McDonalds) Airline walkthrough of receiving baggage flow @ KFIA 1500hrs Airline Trials @ CT		

* SITA test/trials to be done upon SITA installation

** Tests & trials to be repeated the week before opening of CT

Publicity and Future Plans



Stakeholder Briefings:

- KFIA OPS
- Other KFIA Departments
- Travel Agents Briefings

Marketing collaterals:

- FAQ for Airport staff
- CT Logo / Signage

Outreach:

- Airlines
- Travel Agents
- Community
- Hotels
- Chamber of Commerce
- Distribution of flyers @ KFIA

Media plan:

- Social Media
- Press release
- Website



Marketing City Terminal to your customers

a Saudia – Riyadh City Terminal

- Newspapers
- Twitter
- Agency Sales Talk



 استراتيجية المبيعات عبر نظم التوزيع الشامل

GDS Sales Strategies

Finalizing Check-in Procedures for Guests and Accepting Baggage at SAUDIA Club in Riyadh City

Date	Reference Number	Implementation Date
04 January 4, 2016	201601041	Immediately

To provide new and improved services to its guests in Riyadh, SAUDIA is making it possible to finalize their check in procedures within 24 to 6 hours before departure at the SAUDIA club in Riyadh. The club is located in Al-Rawabi district (eastern ring road between exit 14-15), Riyadh, Saudi Arabia.

Field of application:-

1. Baggage which requires special treatment won't be accepted from that location e.g. (MEDIA/PETS/WHCR...) and guests will be directed to the airport.
2. Group baggage will be accepted together (Baggage pooling), following the same procedures at the airport and according to SV policies.
3. Accepting all guests who are traveling on international flights departing from Riyadh except USA flights.
4. Extra pieces are granted to eligible guests according to SAUDIA policies, e.g:
 - SkyTeam Elite/ AlFursan
5. Guests' baggage won't be accepted if timing of departure flight is less than 6 hours.

Official working hours:

Week days	Shifts
All week days except Friday	From 10:00 AM to 6:00 PM
Friday	From 1:00 PM to 8:00 PM

Google map location [click here](#)

Saudi Arabian Airlines, GDS Sales Strategies
 إذا كان لديك أي استفسارات أو تعليقات على هذه المذكرة، يرجى الاتصال على:
 If you have any questions or comments on this bulletin, please contact:
gdsupport@saudiairlines.com



Check-in and drop-off your baggage in Riyadh city terminal at Saudia club

Check-in and drop-off your baggage in Riyadh city terminal at Saudia club

Ramadan timings:
 Saturday – Thursday from 09:00 AM till 01:00 AM
 Friday from 13:00 PM till 01:00 AM

Location:
 Saudia building, East ring road, between exit 14 and 15



- Available for all flights except USA, United Kingdom, Canada and connecting flights
- Baggage drop-off accepted 24 hours to 6 hours prior to departure time
- Extra baggage vouchers are available
- Online "Pre-paid" extra baggage vouchers are accepted.





Marketing City Terminal to your customers

b Etihad Airways “Moonlight Checkin”

- 5kg extra luggage allowance
- A voucher for 2,500 Etihad Guest miles
- 1 hour of free parking

4 ways to check in early and earn additional benefits

Moonlight check in

City check in

Etihad Travel Mall

Al Ain Check in

Communication:

- eDM
- Social Media
- Call Center (Pro-active callouts)
- Etihad.com
- Sales Talk
- Scheduling
- Corporate Comms



Location: Terminal entrance of Skypark Level 3
Timings: Available 24 hours prior to departure:

- Between 1 AM - 6 AM
- Between 1 PM - 6 PM

Check in during moonlight hours and we'll give you an additional **5kgs of checked baggage allowance**, an **Etihad Guest Miles voucher** preloaded with 2,500 miles per travelling guest and **1 hour free parking** at Skypark, allowing you to complete the check-in process.

Moonlight check-in incentives are only available if you are booked to travel on Etihad-operated flights (excluding flights to the US) where you check in well in advance of your flight.

For instance, if your flight departs at 5 PM and you check in 2 hours earlier on the same day, you are not entitled to the incentives. However, if you check in at 5 AM that morning, then you will receive the additional benefits.

Discussion

- Opening hours and cut off time
- Waitlist passengers
- Excess baggage collection
- Staff passengers
- How would SGS contact airlines?

Questions?

