

Customer Expectations of ANSPs

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Customer Expectations of ANSPs

- World situation for airlines
 - Difficult:
 - » Security,
 - » Fuel,
 - » LCCs,
 - » Non-regulated charges
 - » Technology but no rules

Customer Expectations of ANSPs

- **Safety:**

- Technology linked to Safety
- Regulations to allow use of technology
- Oversight of 3rd Party Providers
- Mature Safety Culture
 - Self reporting
 - No blame
 - Management to respond

Customer Expectations of ANSPs

- Safety
- Use of Technology
 - Improves Safety
 - Benefits to the equipped.
 - Ensure equipment suits the needs.

Customer Expectations of ANSPs

- Safety
- Use of Technology
- Harmonised ATM procedures
 - Longitudinal separation
 - Communication
 - No HF
 - SATVOICE
 - Direct pilot to controller
 - Surveillance
 - Use radar effectively

Customer Expectations of ANSPs

- Safety
- Use of Technology
- Harmonised ATM procedures
- Pricing predictability
 - Unsustainable: Traffic down = charges up
 - Require longer term pricing agreement
 - Consult with customers

Customer Expectations of ANSPs

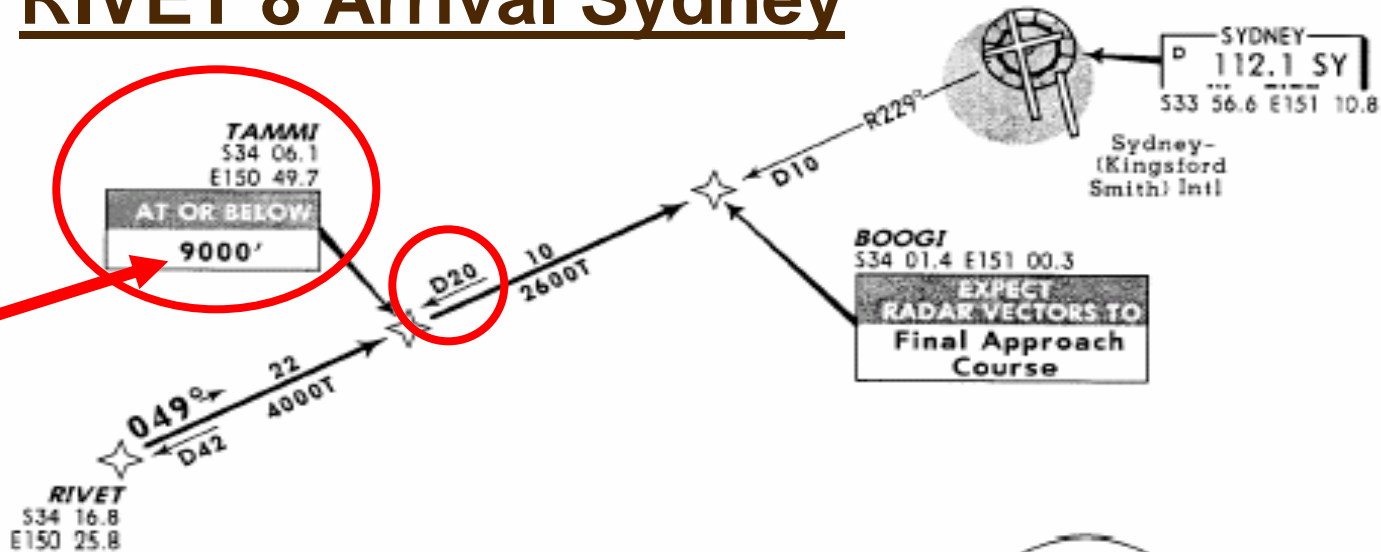
- Safety
- Use of Technology
- Harmonised ATM procedures
- Pricing predictability
- Efficient flightpaths
 - 1 minute = 8 miles = \$1 M per annum
 - UPR Trans Pacific - 25 minutes saving
 - RVSM/RNP - optimum flight profiles

Customer Expectations of ANSPs

- Safety
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- Pricing predictability
- Efficient flightpaths
- Terminal Area Procedures

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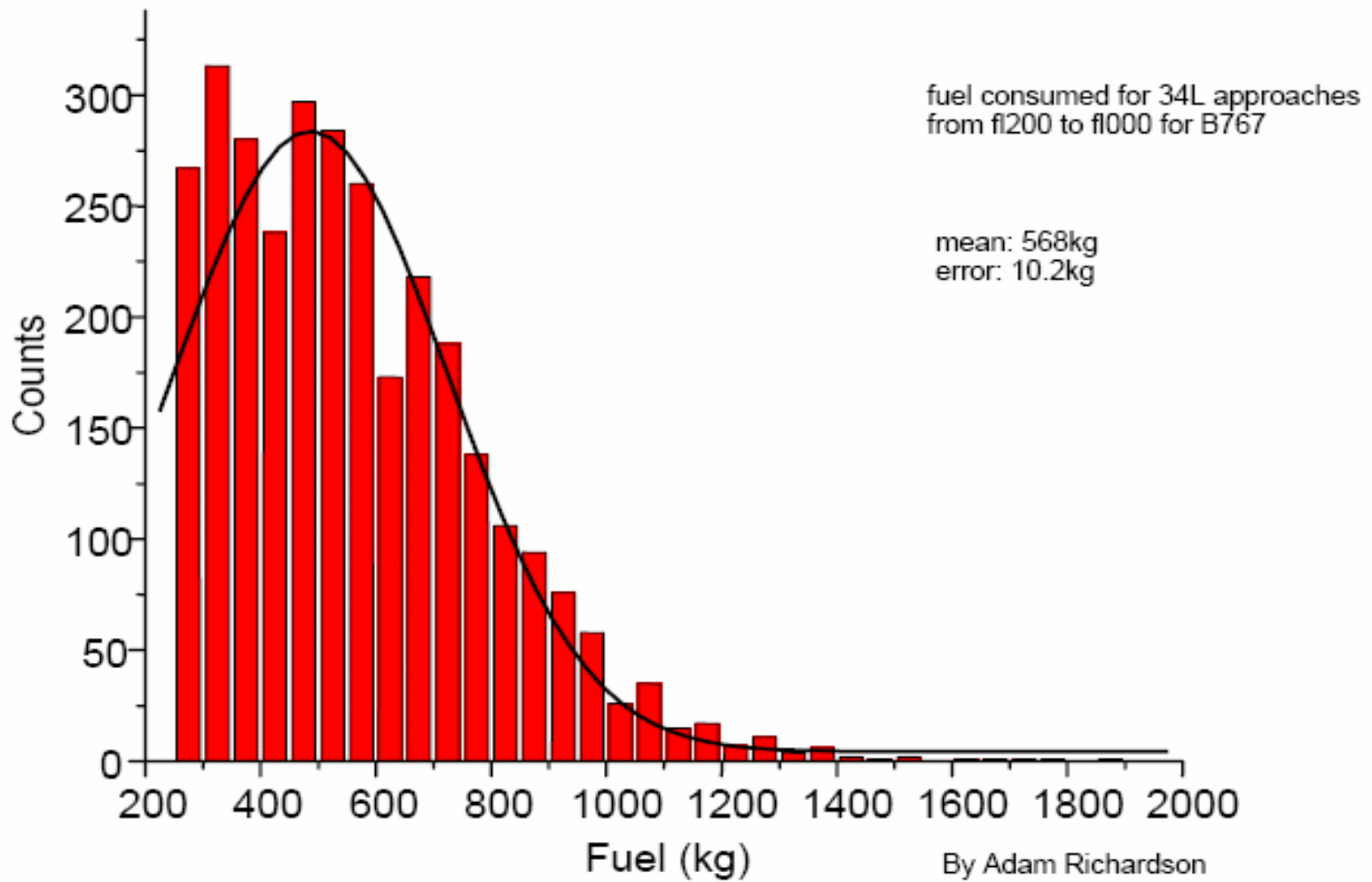
RIVET 8 Arrival Sydney



11,000ft Savings:

- Fuel: 6,115 tonnes
- CO₂: 19,260 tonnes
- NO_x: 96 tonnes
- Cars: 4,280

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- Efficient flightpaths
- Terminal Area Procedures
- AIS Data Integrity

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- ***Questions***

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QANTAS

