

Subject: Capacity Declaration for Summer Season 2024 (S24)	Date: 26 th September 2023
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Introduction:

The concept of Level of Service (LoS) is an aggregated framework for the design and expansion of facilities as well as for the monitoring of existing facilities. For processing facilities both waiting time and Space requirements must be considered together to provide a balanced LoS.

LoS is used to help determine facility requirements for a given design demand. Plans developed forecast busy hour will provide facilities that operate according to an optimum LoS aligned to an agreed future throughput.

Until the airport reaches that forecast level of activity, the facilities will function at a higher LoS, failing in the Over-Design. Furthermore, because demand varies over time, the LoS will also vary. Planners should, therefore, consider targeting an optimum LoS in the knowledge that, during the busiest/peak traffic periods, the optimum LoS may not be achieved. Balancing investment decisions with LoS is a complex management and policy decision.

Level of Service (LoS)	Space	Time
Over-Design	Excessive or empty space.	Overprovision of resources.
Optimum	Sufficient space to accommodate the necessary functions in a comfortable environment.	Acceptable waiting times.
Sub-Optimum	Crowded and uncomfortable.	Unacceptable waiting times.

Table No. 1: Level of Service Parameters

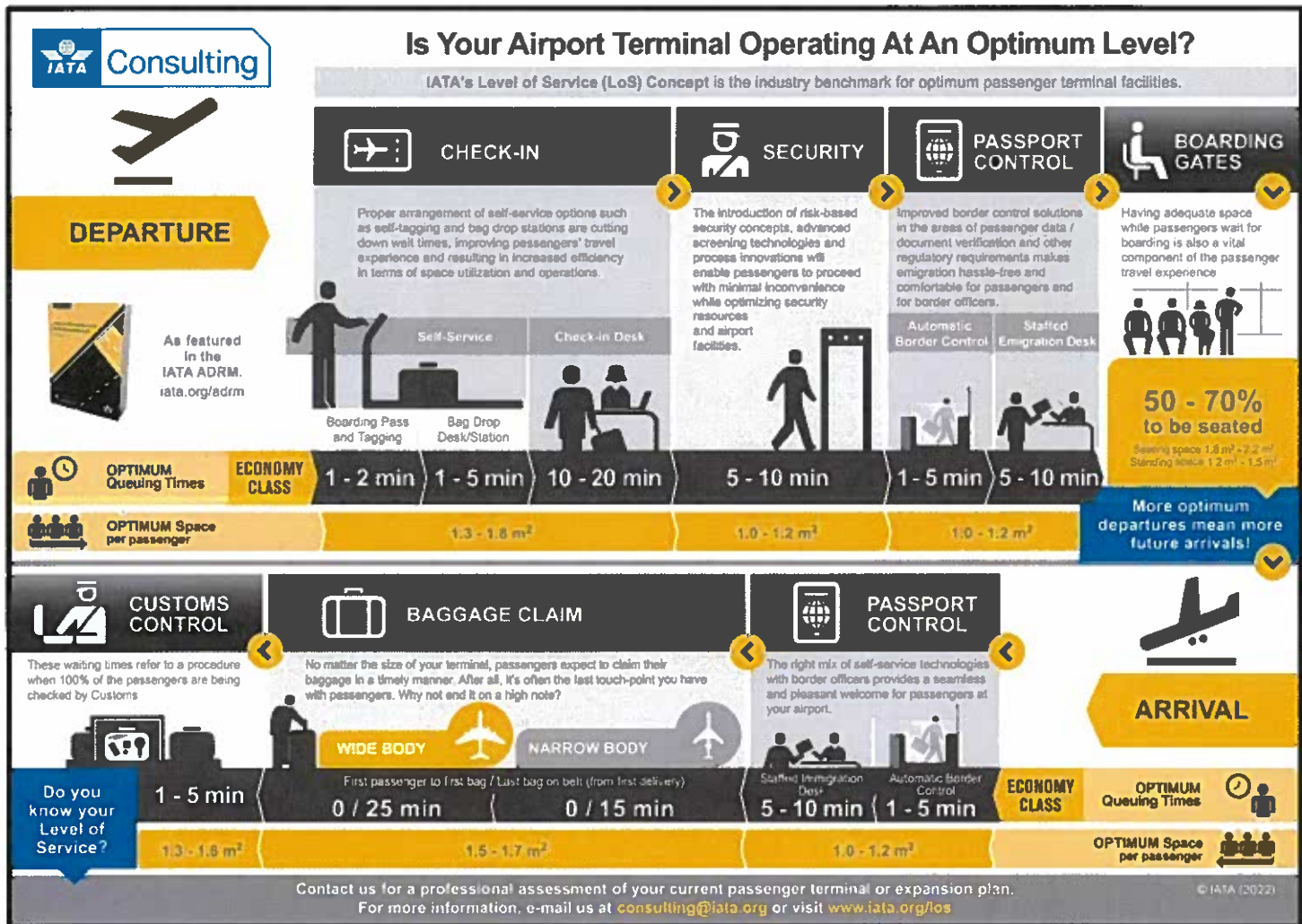
LoS Guidelines	SPACE GUIDELINES [sqm/PAX]			MAXIMUM WAITING TIME GUIDELINES Economy Class [minutes]			MAXIMUM WAITING TIME GUIDELINES Business Class / First Class / Fast Track [minutes]			OTHER GUIDELINES & REMARKS			
	LoS Parameter:	Over-Design	Optimum	Sub-Optimum	Over-Design	Optimum	Sub-Optimum	Over-Design	Optimum	Sub-Optimum	Over-Design	Optimum	Sub-Optimum
Public Departure Hall		> 2.3	2.0 - 2.3	< 2.0	n/a			n/a			Optimum proportion of seated occupants: 15 - 20%		
Check-in	Self-Service Kiosk (Boarding Pass / Bag Tagging)	> 1.8	1.3 - 1.8	< 1.3	< 1	1 - 2	> 2	< 1	1 - 2	> 2			
	Bag Drop Desk (queue width 1.4 - 1.6m)	> 1.8	1.3 - 1.8	< 1.3	< 1	1 - 5	> 5	< 1	1 - 3	> 3			
	Check-in Desk (queue width 1.4 - 1.6m)	> 1.8	1.3 - 1.8	< 1.3	< 10	10 - 20	> 20	< 3	Business Class 3 - 5	> 5			
Security Control (queue width: 1.2m)		> 1.2	1.0 - 1.2	< 1.0	< 5	5 - 10	> 10	< 1	First Class 1 - 3	> 3			
								< 1	Fast Track 1 - 3	> 3			
Emigration Control (Outbound Passport Control) (queue width: 1.2m)	Staffed Emigration Desk	> 1.2	1.0 - 1.2	< 1.0	< 5	5 - 10	> 10	< 1	Fast Track 1 - 3	> 3			
	Automatic Border Control	> 1.2	1.0 - 1.2	< 1.0	< 1	1 - 5	> 5	n/a					
Gate Holdrooms ***	Seating	> 2.2	1.8 - 2.2	< 1.8	n/a			n/a			Optimum proportion of seated occupants: 50 - 70%		
	Standing	> 1.5	1.2 - 1.5	< 1.2	n/a			n/a					
Immigration Control (Inbound Passport Control) (queue width: 1.2m)	Staffed Immigration Desk	> 1.2	1.0 - 1.2	< 1.0	< 5	5 - 10	> 10	< 1	Fast Track 1 - 5	> 5			
	Automatic Border Control	> 1.2	1.0 - 1.2	< 1.0	< 1	1 - 5	> 5	n/a					
Baggage Reclaim	Narrow Body Aircraft	> 1.7	1.5 - 1.7	< 1.5	< 0	0 / 15	> 15	< 0	0 / 15	> 15	The first waiting time value relates to "first passenger to first bag" The second waiting time value relates to "last bag on belt" (counting from the first bag delivery).**		
	Wide Body Aircraft	> 1.7	1.5 - 1.7	< 1.5	< 0	0 / 25	> 25						
Customs Control		> 1.8	1.3 - 1.8	< 1.3	< 1	1 - 5	> 5	< 1	1 - 5	> 5	Waiting times refer to a procedure when 100% of the passengers are being checked by Customs		
Public Arrival Hall		> 2.3	2.0 - 2.3	< 2.0	n/a			n/a			Optimum proportion of seated occupants: 15 - 20%		

Table No.2: LoS Guidelines for Airport Terminal Facilities



DACO Objective:

The overall objective is the provision of **Optimum** terminal facilities, avoiding over-provision or under-provision. Terminal facilities that operate at an **Optimum** service level provide sufficient space to accommodate all the necessary functions in a comfortable environment. They allow stable passenger flows with acceptable processing and waiting times, denote overall good service to passengers while keeping capital expenditures (CAPEX) and operational expenditures (OPEX) at reasonable levels.



Infographic No.1: IATA Optimum Level of Service

Therefore, the capacity declaration has been developed for Summer Season 2024 (S24) to meet the Optimum Level of Service, taking the below facts in considerations:

- The maximum waiting time taken at each touch point is according to IATA **Optimum** Level of Service.
- Space guidelines taken in this calculation is according to IATA **Optimum** Level of Service.

DE

Capacity Declaration:

King Fahd International Airport, Dammam (DMM)

The Following Conditions Shall be Applied:

- Although DACO has declared this capacity, ACL must inform DACO in case of any additional slots request beyond this capacity limits. Only DACO has the right to accept or reject additional requests.
- General Aviation requests, diverted flights, slots requests during weekends, holidays or within less 24 hours shall be managed and approved by DACO.
- ICAO Code F aircraft to be referred to DACO by ACL.
- Check-in counters: a total of **92** check-in counters, shall be distributed as follows: **27** counters for Domestic flights and **65** counters for International flights.
- Check-in Counters allocations: For Wide body aircraft, (4) counters will be allocated. For Narrow Body aircraft, (3) Counters will be allocated.
- International flights open 180 minutes before STD, close 60 minutes before STD.
- Domestic flights open 180 minutes before STD, close 60 minutes before STD.

- **Runways:** Two (2) Runways 24H Operations.

R60 Slot Capacity Limit			
Hours (UTC)	Arrival	Departure	Total
0000-2359	14	23*	37

*Runway 16L/34R will be used only for departure due to Oxford Academy operations.

- **Terminal:** One Passenger Terminal Building Available (Mixed International & Domestic)

Domestic		
T60 Terminal Capacity Limit		
Hours (UTC)	Arrival	Departure
0000-2359	1125	1125
Load Factor: 90%		

International		
T60 Terminal Capacity Limit		
Hours (UTC)	Arrival	Departure
0000-2359	1800	1440
Load Factor: 80%		

- **Apron Parking:**

Total of **42** Aircrafts parking can be utilized as the following table:

Apron Parking				
ICAO Aircraft Size	Code C	Code D	Code E	Code F
No.	42	39	31	3

DE

Al-Ahsa International Airport (HOF)

The Following Conditions Shall be Applied:

- Although DACO has declared this capacity, ACL must inform DACO in case of any additional slots request beyond this capacity limits. Only DACO has the right to accept or reject additional requests.
- General Aviation requests, diverted flights, slots requests during weekends, holidays or within less 24 hours shall be managed and approved by DACO.
- ICAO Code C aircraft are only permitted to operate.
- Check-in counters: a total of Twelve (12) check-in counters are available, shall be distributed as follows: 6 counters for Domestic flights and 6 counters for International flights.
- Check-in Counters allocations: For Wide body aircraft, (4) counters will be allocated. For Narrow Body aircraft, (3) Counters will be allocated.
- International flights open 180 minutes before STD, close 60 minutes before STD.
- Domestic flights open 180 minutes before STD, close 60 minutes before STD.

- **Runway:** One (1) Runway is open 24H

R60 Slot Capacity Limit			
Hours (UTC)	Arrival	Departure	Total
0000-2359	5	5	10

- **Terminal:** One Passenger Terminal Building Available (Mixed International & Domestic)

Domestic		
T60 Terminal Capacity Limit		
Hours (UTC)	Arrival	Departure
0000-2359	401	401
Load Factor: 90%		

International		
T60 Terminal Capacity Limit		
Hours (UTC)	Arrival	Departure
0000-2359	480	180
Load Factor: 80%		

- **Apron Parking:**

Total of 7 Aircrafts parking.

Apron Parking	
ICAO Aircraft Size	Code C
No.	7

DLI

Al-Qaisumah International Airport (AQI)

The Following Conditions Shall be Applied:

- Although DACO has declared this capacity, ACL must inform DACO in case of any additional slots request beyond this capacity limits. Only DACO has the right to accept or reject additional requests.
- General Aviation requests, diverted flights, slots requests during weekends, holidays or within less 24 hours shall be managed and approved by DACO.
- ICAO Code C aircraft are only permitted to operate.
- Check-in counters: Four (4) check-in counters.
- Check-in Counters allocations: For Wide body aircraft, (4) counters will be allocated. For Narrow Body aircraft, (3) Counters will be allocated.
- International flights open 180 minutes before STD, close 60 minutes before STD.
- Domestic flights open 180 minutes before STD, close 60 minutes before STD.
- Arrivals not to be scheduled before 0500 UTC and Departures not after 1900 UTC.

- **Runway:** One (1) Runway Opens from: 0400 UTC to 2000 UTC

R60 Slot Capacity Limit			
Hours (UTC)	Arrival	Departure	Total
0400-2000	5	5	10

- **Terminal:** One Passenger Terminal Building Available (Mixed International & Domestic)
 Only Four (4) counters are available and cannot be used for both DOM and INT at the same time. A separation of Two (2) hours shall be considered between DOM and INT departed flights.




Domestic		
T60Terminal Capacity Limit		
Hours (UTC)	Arrival	Departure
0400-2000	267	267
Load Factor: 90%		

International		
T60Terminal Capacity Limit		
Hours (UTC)	Arrival	Departure
0400-2000	300	120
Load Factor: 80%		

- **Apron Parking:**

Total of 4 Aircrafts parking.

Apron Parking	
ICAO Aircraft Size	Code C
No.	4

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