

Name:

Enrolment No:



**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**Online End Semester Examination, May 2021**

**Course : Airport Operations Management**  
**Programme : MBA (AVM)**  
**Course Code: TRAV 8008**

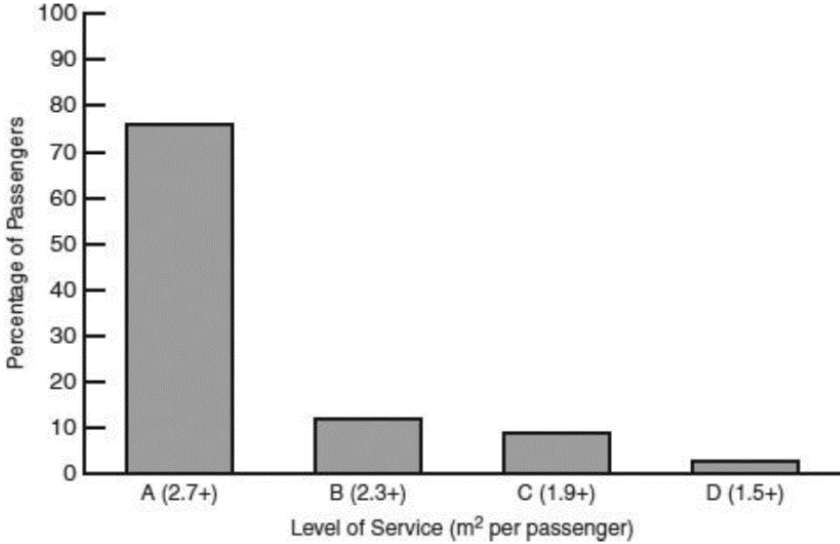
**Semester: II**  
**Time: 03 hrs.**  
**Max. Marks: 100**

**Instructions: All questions are compulsory**

**SECTION A (30 Marks)**

- 1. Each Question will carry 5 Marks**
- 2. Answer the following questions pointwise strictly.**

<b>S. No.</b>	<b>Questions</b>	<b>Marks</b>	<b>CO</b>
Q 1	Baggage drop can be done at (multiple answers)  A. Off-airport B. Terminal building C. Curbside D. Car park E. Apron gate	5	CO1
Q 2	Cost to the global airline industry in terms of mishandled bags is of the order of  A. 2-5 billion USD B. 10-15 billion USD C. 100 million USD D. 500 million USD	5	CO3
Q 3	Which of the following is used for measuring ground handling operations' efficiency? (multiple answers)  A. Cost analysis B. Monthly complaint report C. Monthly punctuality report D. Passenger survey	5	CO3
Q 4	Departure control involves making decisions regarding various ramp handling activities. When there is a tradeoff between payload and punctuality, the most common approach is to forgo payload and maintain punctuality.  A. True B. False	5	CO3

Q 5	Arrangements that do not feature common central places are ineffective in generating _____.	5	CO1
Q 6	 <p style="text-align: center;"><i>Figure 1 Level of Service at passenger terminal building in a given year</i></p> <p>What is the percent of passengers who experience level of service C in the same passenger terminal building in the given year?</p> <p>A. &lt;10%      B. 10-20%      C. &lt;5%      D. 15-20%</p>	5	CO1
<b>SECTION B ( 50 Marks)</b>			
<p><b>1. Each question will carry 10 marks</b></p> <p><b>2. Instruction: Answer precisely, write legibly and stepwise.</b></p>			
Q 7	List the reasons for mishandled baggage.	10	CO3
Q 8	What is Fox Paradox in the context of efficiency? Explain with an example.	10	CO4
Q 9	Elaborate on the reasons for choice of configuration for a passenger terminal building.	10	CO2
Q 10	What are the preferences of airports and airlines with respect to peak slots? Why do they differ from each other?	10	CO1
Q 11	List five types of vehicles used on the apron for providing airside services. What purpose do each of these vehicles serve?	10	CO2

SECTION-C ( 20 marks)

1. Read the following caselet carefully.

2. Instruction: Solve systematically showing sample calculations and write legibly.

Q 12

**Case study: COVID-19 Airport Safety Rating**

*Platov International Airport, Koltsovo International Airport, and Kurumoch International Airport are the first airports in Russia to each be Certified with the 5-Star COVID-19 Safety Rating, by international air transport rating agency Skytrax. This Safety Accreditation is regarded as a global benchmark for defining safe travel assurance for customers.*

*Some of the key COVID-19 measures introduced at Platov Airport, Koltsovo Airport, and Kurumoch Airport include:*

- 1. Contactless body temperature scanning is used at the terminal entrances, at pre-flight security checkpoints, at international and domestic arrivals. Pre-departure, passengers can have their baggage disinfected and wrapped.*
- 2. Non-contact hand sanitiser stations are installed at all functional areas of the airports, and the operational efficiency and content of all sanitisers are checked every 3 hours by airport staff. All toilets are equipped with non-contact taps, dispensers and hand dryers. Contactless sanitisers are installed at each toilet block, and toilet cleaning and disinfection is conducted every 30 minutes.*
- 3. Customers are assisted during their journey through the airport by a team of Covid marshals who monitor and control social distancing factors, face mask usage and contactless check-in processes.*
- 4. The trays at security checkpoints, all baggage trolleys and wheelchairs for passengers with impaired mobility are treated with special disinfectants after each use.*
- 5. Contact surfaces cleanliness is controlled by the airport staff using luminometer and ATP tests, and if the permissible RLU index is exceeded, the cleaning is repeated. Additional air disinfection is provided by airflow cleaners-recirculators using UV-rays in all areas of the airport terminals. Escalator handrails are disinfected using a UV sterilisation device inside the handrail mechanism.*
- 6. Customers can purchase face masks, gloves and sanitisers from vending machines at the terminal entrance to each of these airports (vending machines are equipped with contactless payment devices). Inside the terminals, individual Disinfection booths are available for customers to sanitise clothes and other items.*
- 7. All passenger buses are cleaned and disinfected after each use and have sanitisers and health and safety markers as well as social distancing signage.*

20

CO4

	<p>8. <i>All staff working at the airport undergo mandatory pre-shift medical examinations, and a campaign is underway to vaccinate employees, primarily contact area personnel.</i></p> <p>9. <i>Inside the terminals, regular PA announcements are made to advise customers to wear a face mask at all times, to keep social distancing, that they can take COVID tests at the airport or sign up for one via QR code, and they can purchase personal protection equipment in vending machines in all areas of the terminal.</i></p> <p>10. <i>Sanitisers and information signage on the need to observe social distancing are placed on the bus stops. Car parking has contactless entrance systems, and drivers do not have to touch the parking equipment, the parking card is issued automatically. Contactless parking payment can be made in the APS units or at the parking exit.</i></p> <p>11. <i>Each of these airports provides Covid-19 test stations with excellent standards of signage for the facilities. Test results (in Russian and English) are sent by e-mail within 24 hours or 8 hours for the express test.</i></p> <p><b>Based on the information provided in the above case study, list the measures taken by the Russian airports into technological solutions or operational solutions.</b></p> <p>E.g., <i>“Regular PA announcements are made to advise customers to wear a face mask at all times, to keep social distancing”</i> is an operational solution.</p> <p><i>“Additional air disinfection is provided by airflow cleaners-recirculators using UV-rays in all areas of the airport terminals.”</i> is a technological solution.</p>		
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