



The following general criteria are suggested by Mr Sullivan:

- (a) Plan terminal facilities capable of accommodating the maximum number of passengers, vehicles and aircraft, but plan so that the terminal can be built in stages to cater for increasing requirements as they occur.
- (b) Passenger convenience must be kept uppermost in the planner's mind.
- (c) A terminal facility of such magnitude dictates that there must be automation. That being the case, any plan that incorporates automation must provide for back-up systems—if there is a breakdown in either the baggage or passenger handling equipment, the terminal must be able to operate . . . without such automation. . . .

Terminal building and departure passengers

"The ideal situation would be one where the passenger arriving by car at the boundary of the airport would have clear visual comprehension of his air-terminal location. He should have high-speed access to that terminal module. Close proximity of the parked car to the aircraft is an essential requirement. Proximity may be either horizontal or vertical.

Clockwork orange

"Flight" reports on the high reliability of Court Line's colourful TriStars

CCOURT LINE IS VERY SATISFIED with the performance of its two TriStars now in regular service on inclusive tours to 17 destinations within Europe. Apart from the fan-disc problem with the RB.211, which has affected all operators, Court Line has had no outstanding technical problems. Certainly nothing like the number of problems encountered by Eastern during initial service entry have cropped up and Court says that one does not complain when a new aircraft consistently achieves a daily utilisation of more than 8½ hr.

Court puts this down to a number of factors. First, it did not have the first aircraft (its TriStars are numbers 24 and 32 off the line) so the bugs were substantially ironed out before delivery. Secondly, the airline had a meticulous team at Palmdale which watched over production of its aircraft. Thirdly, and perhaps most importantly, Court is able to keep a much closer eye on its aircraft in service than are some of the larger carriers. They return to the single maintenance base every night at the end of the day's inclusive-tour schedule and this makes for a really tight operation. Court is proud that its TriStar utilisation is the highest of all operators and that this is achieved on the shortest stages with one of the best aircraft-related despatch reliability rates.

A minimum of walking is the aim for the passenger at Dallas-Fort Worth

"Pre-ticketed departure passengers, while still in their cars, should be simply directed and informed of the location of their aircraft so that the most desirable drop-off point can be achieved by road frontage or parking. It is highly desirable for all vehicles to use right-side unloading at the terminal road frontage. Minimum walking distance is mandatory. Parking areas should be located so that, in the ultimate growth configuration of the terminal, a passenger will not walk more than 1,000ft from his parked car to his aircraft location.

"In order to accommodate aircraft carrying up to 1,000 passengers at times of saturation traffic, the ultimate plan should provide for no less than 400 linear feet of road frontage per aircraft gate.

"Supplementary baggage check-in points should be provided in dispersed areas remote from terminal road frontage. Passenger access to the terminal and aircraft gates must be direct.

Deplaning passengers

"Baggage claim areas must be available in the terminal as well as in dispersed areas remote from the terminal such as car parks. There should be direct access to the baggage claim areas as well as to all the various modes of ground transport, with a maximum walking distance of 1,000ft in the ultimate development of the plan. Passenger cars must have simple and direct access to high-speed exit roads. Interchange passengers with their baggage should have simple and rapid access to other airlines' gate positions.

Terminal areas

"All aircraft gates should provide flexibility for various types of aircraft. Passenger lounges at the gate positions should accommodate 500 passengers, but their design should permit unhindered expansion to 1,000 passengers. Loading bridges should be used for movement between aircraft and terminal. Ancillary facilities for passenger needs should be located conveniently, but not encumber the normal flow of traffic; proximity to the lounge area is desirable. Separation of emplaning and deplaning passengers is mandatory in passenger lounge areas. The aeroplane should have direct access to its designated gate position with a minimum of encumbrances."

This is not to say that the TriStar has not let down its passengers; on two occasions 400 people have been stranded and Court has had to try furiously to sub-charter equipment to replace the unserviceable aircraft. Only one of these incidents, however, can be put down to a problem with the aircraft itself. Lockheed claims that for the entire TriStar fleet at the end of one year's operations the despatch reliability of the TriStar was better than that of the DC-10 and 747 after the same period in service—the figures given by Lockheed being 93.9 per cent, 93.5 per cent and 90.7 per cent, respectively.

The incidents which have occurred to the Court Line aircraft, however, emphasise the inherent inflexibility of using such a large aircraft on inclusive tours, especially when there are only two in the fleet, as at present. Things can get very tight in Europe sometimes when large aircraft go unserviceable, and one of Court's incidents occurred at the same time as a Condor 747 and a KLM DC-10 were both out of action. Remedial action involved pressing into service a sub-chartered British Airways BEA Trident, an LTU F.28 and a Pan American 727 from Berlin. During the summer, British inclusive-tour carriers tend to operate with little or no slack in their operational schedules, so the helping hand which the carriers will