



Airports Connect with Customers using the FlightStats Airport Portal

The Airport Information Publishing Challenge - Accurate, timely and consistent information is critical for excellent airport customer service. Customers need flight status and weather information as well as security wait times, parking availability, information on construction projects, terminal services and concessions, and more. Inaccuracies, inconsistencies, or lack of information create passenger frustration and place more demands on airport staff.

Airports usually have all this information. In fact, airports often have details that no one else has. But getting that information into the hands of passengers and other customers can be a challenge—especially now that travelers have a plethora of options for flight status information in addition to the in-terminal FIDS displays.

The new FlightStats Airport Portal provides a convenient web-based tool to update flight status data as well as publish a wide variety of other information. Publishing through the FlightStats Airport Portal reaches millions of passengers via airport FIDS monitors, many smart mobile applications, leading Internet search engines including Google and Bing, automotive GPS systems, hotel digital signage, and dozens of websites, such as USA Today, local media websites, and www.flightstats.com. The flightstats.com website alone receives over 3 million unique visitors per month representing over 7 million visits. In addition, the Airport Portal can also publish information to social networking sites such as Twitter and Facebook.

Best of all, the FlightStats Airport Portal is absolutely free for use by airport personnel.

See What's Happening - The FlightStats Airport Portal begins with a convenient "dashboard" that shows summary information on the current status of the airport, including on-time performance statistics for the airport's top carriers, as well as an overall delay index for the airport and a map of delay indices for other airports around the country. From there, airport staff can dig into a rich set of configurable reports on departures, arrivals, airline scorecards, and more.

Update the Data - While FlightStats' data is consistently rated as among the best and most timely information available, airports often have last-minute updates and details that may not be reflected in other data sources. As a result, FIDS displays, websites, and mobile applications may have out-of-date or conflicting information. The FlightStats Airport Portal gives authorized staff the ability to update flight arrival and departure information, gates assignments and more. These changes will be reflected almost immediately across the entire FlightStats subscriber and affiliate networks, so FlightStats-powered FIDS displays, airport websites, mobile applications, search engines, and the flightstats.com website all show the most up-to-date and consistent information.

Free Web-Based Airport Portal

- › Dashboard of Summary Flight Statistics
- › Detailed Configurable Reports
- › Gate Utilization Reports
- › Airport Delay Index Map
- › Airport Tracker Maps
- › Maintain Airport Services and Amenities Database

Update Flight Status

- › Update Flight Arrival and Departure Info
- › Published to Entire FlightStats Network:
 - FlightStats Powered FIDS Displays
 - FlightStats Powered Airport Websites
 - FlightStats.com and FlightStats.co.uk
 - FlightStats Mobile Website
 - Leading Search Engines
 - Local and National Media Sites
 - The Leading Mobile Travel Applications
- › Improves Data Consistency and Quality

Maintain Airport Facility Info

- › Update Contact Information, History and Photos of the Airport
- › Maintain Airport Services and Concessions Database
- › Update Gate, Concourse and Terminal Names and Locations

(DTW) Wayne County Airport

TRIP TALK Long-term parking lot is under construction. Please use Economy lot. 1 New security guidelines limit carry-on baggage size. Please. Filter Settings

Dashboard: (DTW) Wayne County Airport

Top 10 Departing Airlines

Airline	Scheduled	Tracked	Departed	Cancelled	15-30	30-45	45+	On-time
(DL) Delta Air Lines	197	145	145	1	15	6	4	87%
(NW) Northwest Airlines	182	130	131	0	13	9	2	82%
(DZ) Mesa Airline	60	36	39	0	9	1	6	59%
(J) JetBlue	47	33	33	0	2	0	0	70%
(B6) JetBlue Airways	24	17	17	0	2	0	0	88%
(KLM) KLM	17	0	0	0	0	0	0	0%
(WN) Southwest Airlines	17	13	13	0	1	0	0	76%
(CP) Comair Airlines	16	10	10	0	1	0	1	82%
(NK) Spirit Airlines	12	9	9	0	0	1	2	67%
(MQ) American Eagle	10	8	8	0	1	1	0	75%

Current Weather Conditions

Temperature: 66°F (17°C)
Wind: NW 8 mph
Visibility: 10 miles
Partly Cloudy

Current Airport Delays

Delay Index: Low Delays
Trend: Increasing
Change: 66.0%
Updated: 22:00 UTC
Date: 06-May-2010
US FAA Delays: Delays Reported

Portland International Airport Arrivals June 14, 2010 4-33 PM

City	Airline	Flight	Scheduled	Remarks
Seattle	Alaska Airlines	7592	17:50	On Time
Seattle	Delta	9269	17:50	On Time
Seattle	KLM	8068	17:50	On Time
Vancouver	Alaska Airlines	2435	16:35	Arrived On Time
Vancouver	Alaska Airlines	2435	16:35	Arrived On Time
Vancouver	Delta	7598	16:35	Arrived On Time
Vancouver	NORWEGIAN AIR	6177	16:35	Arrived On Time
Vancouver	WESTJET	8127	18:00	On Time
Vancouver	WESTJET	8127	18:00	On Time
Vancouver	WESTJET	4757	18:00	On Time

AS 1225

En route, arriving - Jun 15, 2010
From: San Francisco (SFO) 08:16 AM (was 08:00 AM) - gate 64, terminal 3
To: Dallas (DFW) 01:24 PM (was 01:30 PM) - gate D34, terminal D
Operated as - AA1014 - Track this flight in real time

AS 2638

About 5,410,000 results (0:22 seconds)

Track status of AS 2638 from San Francisco (SFO) to Portland (PDX)
By Jan Harvey LONDON (Reuters) - Gold eased below \$1,225 an ounce in Europe on Thursday as stock markets rose and the euro climbed against the dollar, reflecting sharper ...
AS 1225-1984 City building bricks
AS 1225-1984 City building bricks Specifies requirements for burnt clay shale building bricks, including dimensions with tolerances, and strength, efflorescence and pitting by time ...

Publishing More than Data - The Airport Portal also allows authorized airport staff to update a variety of airport facility information, including gate mapping and services and amenities databases, parking lot availability, security wait times, as well as contact information and other important details for the airport.

Parking lot information, for example, can be manually updated via the portal, or simple automated web-based interfaces are available that can be used to automatically update parking lot availability information and publish it across the entire FlightStats network.

Authorized airport staff can also update a database of gate locations and names, services, concessions, and amenities for the airport, including concessions, restrooms, customer service counters, car rental counters, and much more. This information will be available to the entire FlightStats network of affiliated websites, mobile applications, and leading search engines, as well as our public website at www.flightstats.com.

Airport contact information, airport history, photos of the airport, security wait times and other details can also be updated via the portal.

Engage with Your Customers - When a contractor hits a gas line on the main access road to the airport, or when the airport is closed due to flooding, or when a new concession opens in the terminal, how can you reach airport customers who need this information? Notifying the local media and updates to the airport website will help, but many more customers won't likely get the information, and airport staff usually doesn't have time to update dozens of outlets.

However, most airport customers will check flight status on a website, search engine, hotel digital sign, GPS device, or mobile application. The new TripTalk™ messaging platform from Conduvive Technology, the creators of FlightStats, makes it easy to reach thousands of airport customers who check flight status on dozens of websites or carry their itinerary on a mobile device powered by the FlightStats data network.

The FlightStats Airport Portal makes publishing TripTalk messages easy. Messages can be as specifically or broadly targeted as required. For example, you can publish a construction advisory message and target everyone who is checking flights or carrying an itinerary that departs or arrives through your airport within a specified time range. You could choose to exclude passengers connecting through the airport if the construction only affects access to the airport, since connecting passengers won't be affected. You can also choose to have TripTalk messages published to the airport's Facebook or Twitter pages, and if the airport website and FIDS displays are powered by FlightStats data, the message will be available for display there as well.

TripTalk even allows airports to publish promotional messages for their concessions.

TripTalk Publishing Engine

- Publish Parking Lot Availability and Security Wait Times
- Publish Construction, Parking and other Advisories
- Messages can be Targeted to Specific Travelers Based on:
 - Departure, Arrival or Connection¹ through the Airport
 - Date and Time
 - Airline, Flight Number, or Flight Status
 - Connecting Times
 - Terminal or Gate
- Messages Published to the Entire FlightStats Network

¹ Connection publishing criteria not available in the first release.



Schedule a consultation to see how FlightStats airport solutions can improve data accuracy, consistency, and timeliness, improve communication with travelers, and reduce costs. Ask us to setup an account for you to use the new Airport Portal product. Access is Free!

Contact FlightStats at sales@flightstats.com or 503-445-4244 for more information.