

CONTACT SHEET

FRAPORT CENTRAL GROUND HANDLING INFRASTRUCTURE

Baggage Duty Officer



BETRIEBSLEITER
GEPÄCKSERVICE

✉ bdo@fraport.de

☎ +49 69 690 **70650**

Baggage Control Center (BCC)



✉ bcc@fraport.de

☎ +49 69 690 **70376**

Baggage Reflighting

„HALLE MITTE“ T3

✉ baggage-reflighting@fraport.de

☎ +49 69 690 **71144**

☎ +49 69 690 **71122**



Baggage Supervisor T3

EINSATZLEITUNG IB3

☎ +49 69 690 **61200**

Arrival Belt Dispatch



INBOUND
STEUERTISCH

☎ +49 69 690 **32109**

Passenger Boarding Bridge Dispatch

EINSATZLEITUNG
FLUGGASTBRÜCKE

☎ +49 69 690 **32115**



Telefonliste Gates Terminal 3

Pier H

Gate	Rufnummer	Funktion
H1	87011	Gateschalter
H2	87021	Gateschalter
	87027	Boardingschalter
H3	87031	Gateschalter
	87037	Boardingschalter
H4	87041	Gateschalter
	87047	Boardingschalter
H5	87051	Gateschalter
	87057	Boardingschalter
H6	87061	Gateschalter
	87067	Boardingschalter
H8	87081	Gateschalter
H9	87091	Gateschalter
H12	87121	Gateschalter
H13	87131	Gateschalter
H51	87511	Gateschalter
H52/53	87521	Gateschalter
H54	87541	Gateschalter
H55	87551	Gateschalter
H56	87561	Gateschalter

Pier J

Gate	Rufnummer	Funktion
J1	88011	Gateschalter
J2	88021	Gateschalter
	88027	Boardingschalter
J3	88031	Gateschalter
	88037	Boardingschalter
J4	88041	Gateschalter
	88047	Boardingschalter
J5	88051	Gateschalter
	88057	Boardingschalter
J6	88061	Gateschalter
	88067	Boardingschalter
J7	88071	Gateschalter
	88077	Boardingschalter
J8	88081	Gateschalter
	88087	Boardingschalter
J9	88091	Gateschalter
	88097	Boardingschalter
J10	88101	Gateschalter
	88107	Boardingschalter
J11	88111	Gateschalter
	88117	Boardingschalter
J12	88121	Gateschalter
	88127	Boardingschalter
J13	88131	Gateschalter
	88137	Boardingschalter
J14	88141	Gateschalter
	88147	Boardingschalter
J50	88501	Gateschalter
J51	88511	Gateschalter
J52/54	88521	Gateschalter
J53	88531	Gateschalter
J55	88551	Gateschalter
J56	88561	Gateschalter
J57	88571	Gateschalter
J58	88581	Gateschalter

QUICK GUIDE TERMINAL 3



WICHTIGE TELEFONNUMMERN

**Außerhalb des Fraport Netzes bitte 069 690
oder aus dem Mobilfunknetz 663 vorwählen**

Airside Duty Manager	77777	Störmeldestelle	119
Baggage Duty Manager	70650	IT Service Hotline	127
Terminal Duty Officer T3	55553	Sicherheitsleitstelle	22222
Baggage Reflighting	71144	ACDC-Schichtleitung	71740
Baggage Control Center	70376	FraCareS Outbound	69111
Baggage Supervisor T3	61200	FraCareS Inbound	69112
Arrival Belt Disptach	32109	Einsatzleitung Terminalbetrieb	22733
Post- und Frachttransport	70620	BPOL T3 Einsatzleitstelle /	
Notruf Polizei	110	Waffenkontrolle	72780
Notruf Feuerwehr/Erste Hilfe	112	LEZ/Leitstelle Zoll	51281
Security-Notruf	114	Abfertigungsstelle Zoll	61107
Zentralabruf	115	Securitas (AVIH-Kontrolle)	38764
		Einsatzleitung Fluggastbrücke	32115

Anbindung Terminal 3



SKYLINE

5:00 – 23:30 Uhr: alle 2 Min
23:30 – 5:00 Uhr: alle 8 Min



CCS-BUS (Mo-Fr):

04:00 – 00:30 Uhr alle 15 Min

OST-BUS (Sa/So & Feiertags):

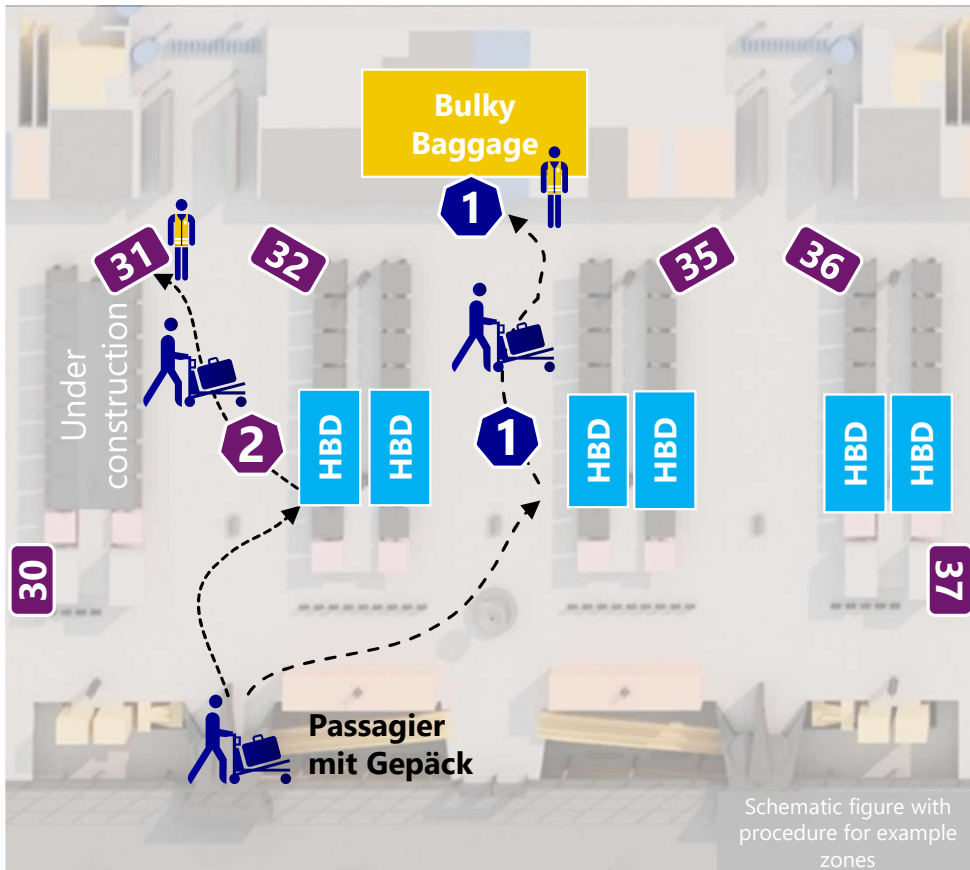
04:00 – 00:30 Uhr alle 30 Min

CONTINGENCY PROCEDURE

BAGGAGE HANDLING SYSTEM (GFA) DISRUPTIONS / FAILURES

1. Report technical issues at CKI counters or collector belts immediately to the BCC Baggage Control Center (Tel. 70376 / 70377 / 70378).
2. In case of baggage flow disruptions, pause the CKI process for 5 minutes. Collector belts usually restart shortly and provide the fastest route to loading (only individual time-critical passengers may be sent directly to the central outsize baggage drop-off).
3. For prolonged BHS outages, duty officers and airline supervisors will be informed by telephone or by person and briefed on the applicable contingency procedure (see next slide).
4. Airlines are requested not to collect baggage at counters. Left baggage will be collected and re-fed by FGS personal into the BHS.

CONTINGENCY PROCEDURE FOR EXPECTED PROLONGED BHS (GFA) DISRUPTIONS - CENTRAL AND DECENTRALIZED DROP-OFF POINTS



Activation of contingency procedures only after appropriate notification of handling agents and self-handling airlines!

1

Partial BHS (GFA) failures (e.g. up to 1-2 CKI-Zones, Off-Peak operation):
→ **Central Bulky Baggage Counter**

- CKI process at staffed counters (HBD or mobile);
baggage returned to passenger with activated bag tag → passenger brings baggage to the central outside baggage counter (standard process)
- At automated Full Bag Drops (FBD):
Passengers are redirected by floor walker to an FBD in another CKI zone for Fast Bag Drop

2

Extensive BHS (GFA) failure (e.g. multiple CKI zones, peak operation):
→ **Decentralized drop-off points per CKI zone**

- CKI process at staffed counters (HBD or mobile);
baggage returned to passenger with activated bag tag → passenger brings baggage to the designated decentralized drop-off point of the respective zone (see drawing). For zone 33 & 34 passengers will be sent, as in process 1, to the bulky baggage counter.
- At Full Bag Drops (FBD):
Passengers are redirected to an FBD in another CKI zone or to a staffed airline counter

3

BHS (GFA) Failure in CKI Hall G (Zones 41, 42):

Use of a decentralized drop-off point in the front area of Hall G (like procedure 2).