

PwC Consulting

Operations Analytics Projects



- **Client Business Need**
 - One of the most challenging problems facing the FAA, as well as the entire aviation community and flying public, is the problem of delays experienced by air travelers. The core of the problem is, essentially, an imbalance between the demand for air travel and the capacity of the existing National Airspace System (NAS) to meet that demand. The problem is, of course, complicated by local weather situations and other factors that are totally out of the control of the FAA, the airlines, and passengers.
- **PwC Solutions**
 - PwC was contracted to analyze these issues. PwC applied statistical analysis using the extensive data in National Airspace System (NAS) to measure performance and to find factors most influential for performance. The analysis included descriptive statistics, data mining techniques (such as clustering and decision trees), empirical estimation methods, and regression analysis. In addition, PwC utilized a simulation model, the FAA's National Airspace System Performance Analysis Capability (NASPAC) to associate specific performance problems with their causes.
 - Benefits to the Client
 - Improved system performance measurement and reporting
 - Insight and new approaches for improving NAS performance
 - Innovative approach for determining the true causes of delays