



## Passenger Processing

Check-In      Security      Passport Control      Baggage



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## Customer Experience

### Level of Service

How do we achieve good level of service?

- Airport Infrastructure
- Airport/Airline Operations
- Government Policies and Regulations
- Passenger Behavior

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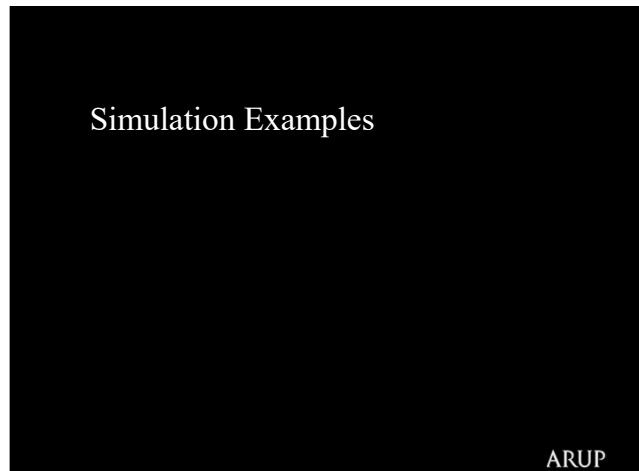
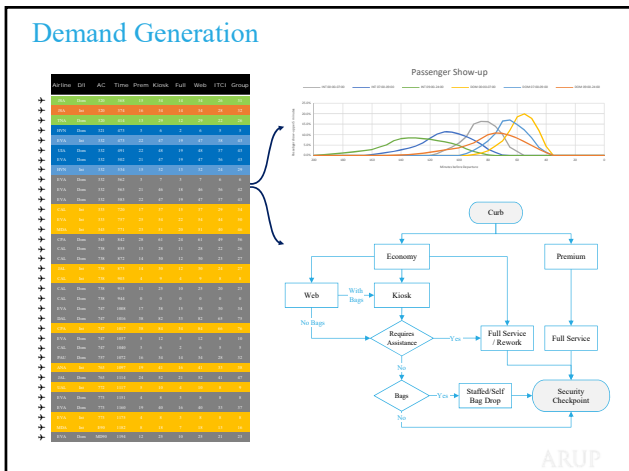
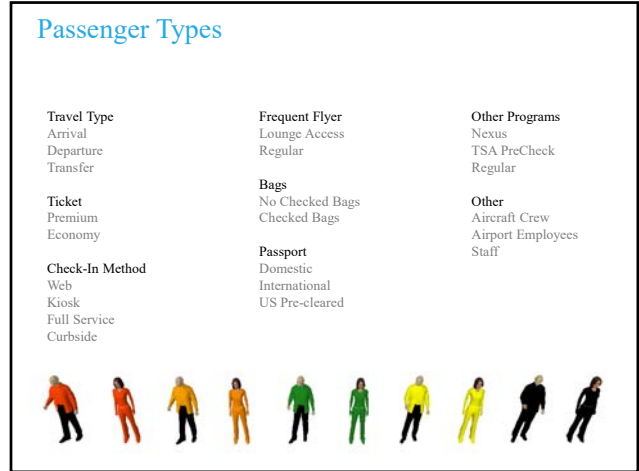
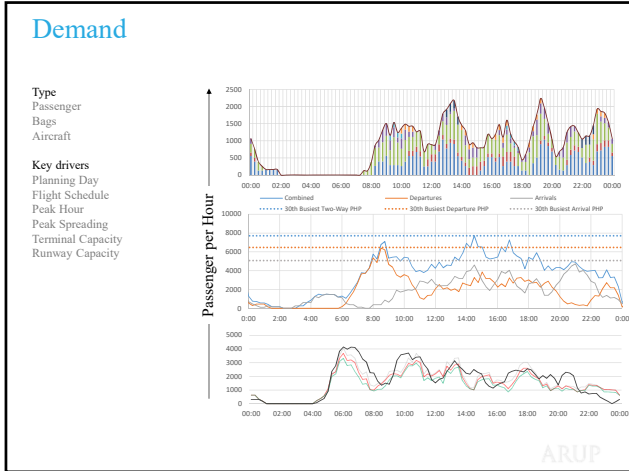
## Simulation Input

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## Airport Simulation Process

- Flight Schedule Analysis**
  - Peak hour and daily volumes
  - Gating requirement
- Initial Simulation Results (Simio)**
  - Counter requirements
  - Facility improvement
- Update Terminal Plans and Drawings**
  - Architects to revise planning drawings
- Detailed Simulation (Simio)**
  - Verify simulation results
  - Minimum Connect Time
  - Queue Management
  - Client communication

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### Check-in

Various Check-in Modes Tested  
 Conventional Check-in  
 Self Serve Check-in  
 Self Bag Tagging

Process	Staffed Positions	Pass Wait Time	Pass In Queue	Wait Time Targets
<b>Airline 1</b>				
Premium Check-in	6	3.2	12	5
Kiosks	28	0.8	19	2
Bag Drop	4	0.3	6	2
Full Service	4	4.6	22	15
<b>Airline 2</b>				
Premium Check-in	8	0.8	3	5
Kiosks	14	1.6	11	2
Bag Drop	4	0.2	2	2
Full Service	4	1.3	2	15
<b>Airline 3</b>				
Premium Check-in	4	1.0	2	5
Kiosks	12	1.2	10	2
Bag Drop	8	4.7	10	5
Full Service	2	0.6	1	15

### Departures Hall

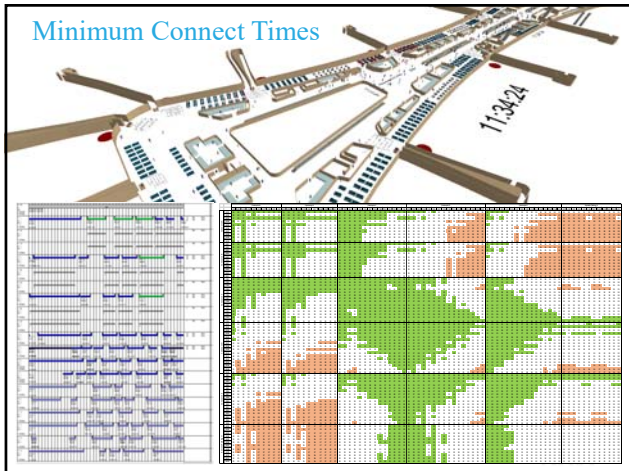
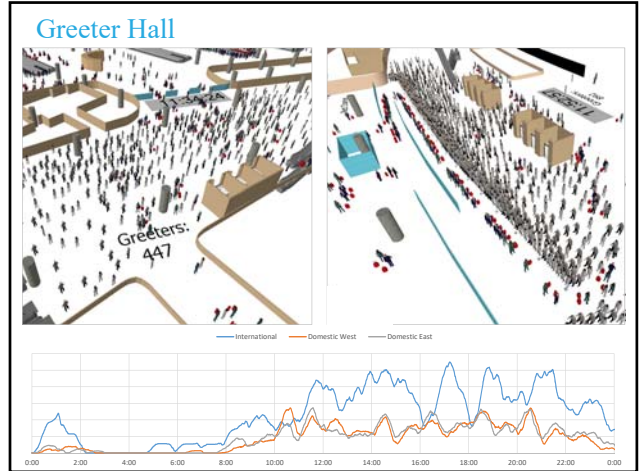
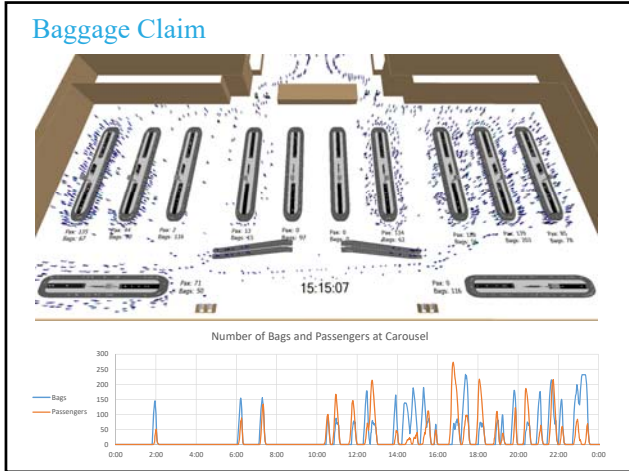
Check-in Hall Counter Requirements

### Security

Security Queue Accumulation

### Immigration

Key Drivers  
 Regulation  
 Staffing  
 Mini Queues  
 Self Serve



### Thank You

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