

Session 2.4B

Managing Terminal Flow — Passenger Facilitation & Processing Issues

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Terminal Development Trends

➔ Impacts to Short Term Development in US Airports

- ➔ Introduction of technology to passenger processing
- ➔ Short connecting times at HUB airports
- ➔ Multiple TSA processing levels for security screening
- ➔ CBP implementation of “Bag First” protocol
- ➔ Changes in modes of ground transportation



Terminal Development Challenges

→ Ticketing Lobby

- Implementation of common use kiosks and self baggage drop off
- Mobile computing applications for efficient passenger processing
- Location aware baggage, so passengers can track their luggage
- Baggage drop off at remote locations (hotels, train stations, etc.)



Terminal A Ticketing Lobby at BWI (Southwest Airlines)

→ Impacts in existing infrastructure

- More depth at terminal lobbies to accommodate new equipment and passenger flows
- Additional areas to handle new conveyor belt systems
- Ability to include baggage checked elsewhere



Bag Drop Units Installed at Hamburg Airport, Germany

Terminal Development Challenges

→ Passenger Screening

- Mobile computing applications and alternative methods (canine) for efficient passenger processing
- Ability to assign target groups dynamically to lanes
- Information sharing biometrics
- Implementation of parallel preparation so faster passengers don't need to wait for slower passengers
- Security screening checkpoint consolidation

→ Impacts in existing infrastructure

- Additional length and width at screening areas
- Additional square footage at queuing to accommodate canine operations



Passenger Security Screening at Denver International Airport



TSA Passenger Screening at LGA (New York)

Terminal Development Challenges

→ Holdroom Areas

- Concessions integration into holding areas
- Mobile computing applications for efficient passenger processing - Boarding using automated counters
- Long walking distances as concourses extend creating more gates

→ Impacts in existing infrastructure

- Additional square footage to provide the required number of seats and to meet the Optimum Level of Service required by IATA
- Provide required circulation corridors to meet egress code requirements, provide moving walkways, and all necessary passenger services
- Additional area for improvements to boarding queuing



Terminal Development Challenges

→ Baggage Claim

- Domestic
- Mobile applications for passenger navigation through airport facilities
- Baggage securely transferred between airport and other local destinations (hotels, train stations, cruise terminals)
- International
- CBP “Baggage First” protocol
- Biometrics applications for faster processing (CBP Mobile Passport and Global Entry)



→ Impacts in existing infrastructure

- Additional area requirements and reconfiguration of spaces providing new passenger flows
- Additional concessions and meeter/greeter areas at bag claim

Illustration Project

DCA Security Checkpoint Consolidation

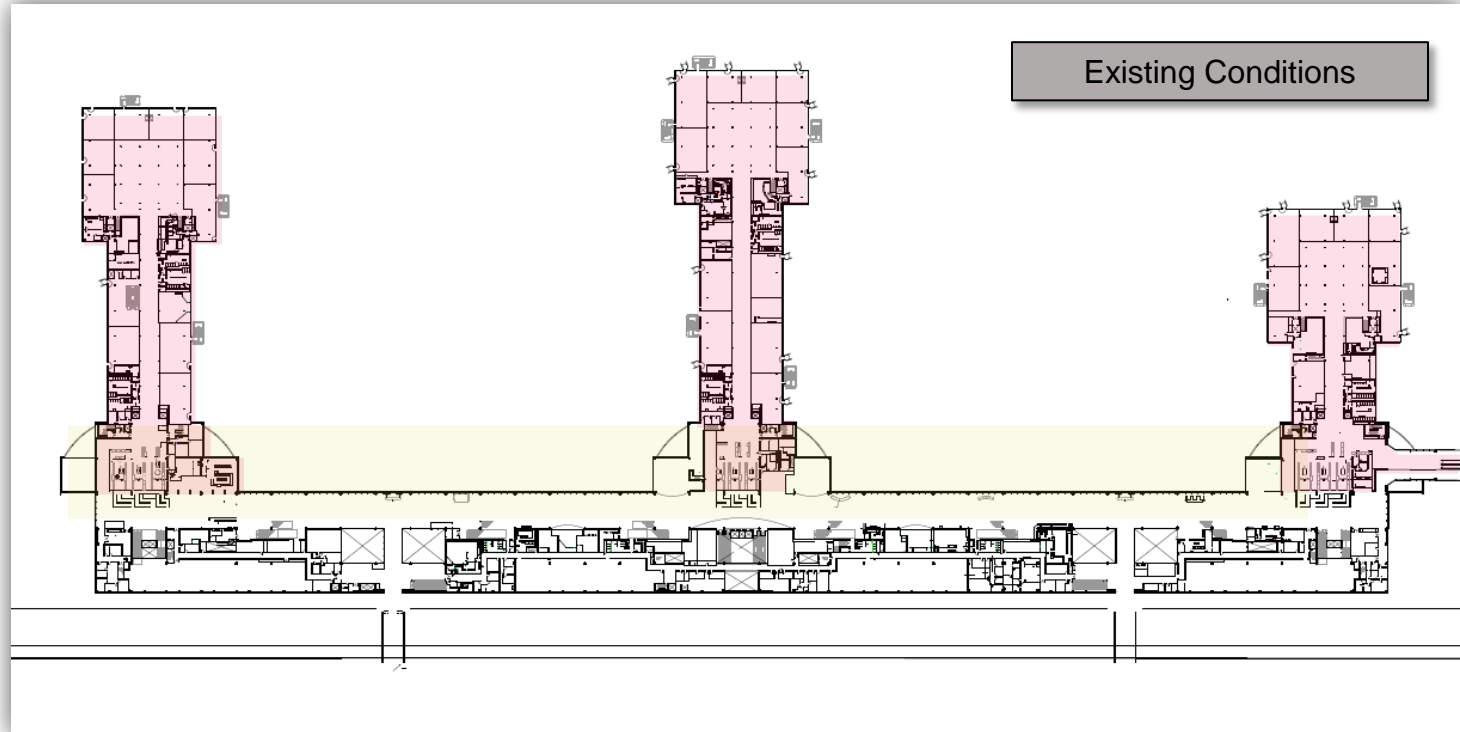
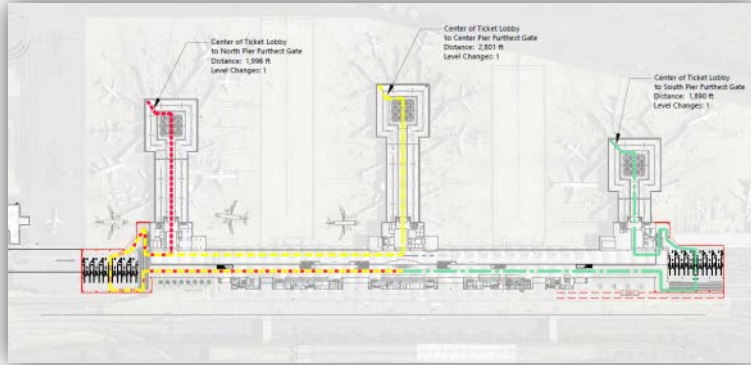


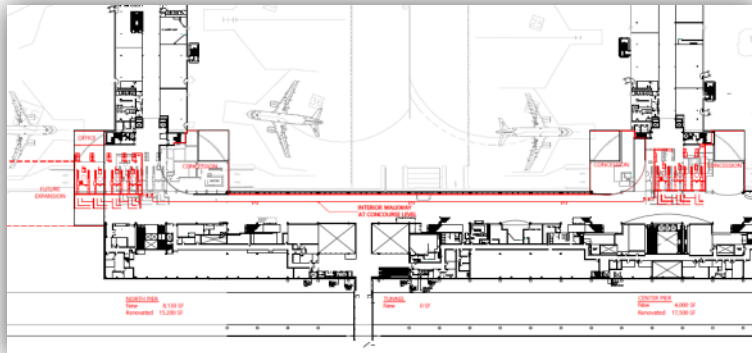
Illustration Projects



Alt 1 - SSCP at end of ticketing lobby (3rd level)



Alt 2 - Consolidated Ticketing & SSCP under road (2nd Level)



Alt 3 - Expanding existing SSCP & Secure connector

Alternate Security Checkpoint Locations and
Circulation Paths

Illustration Projects

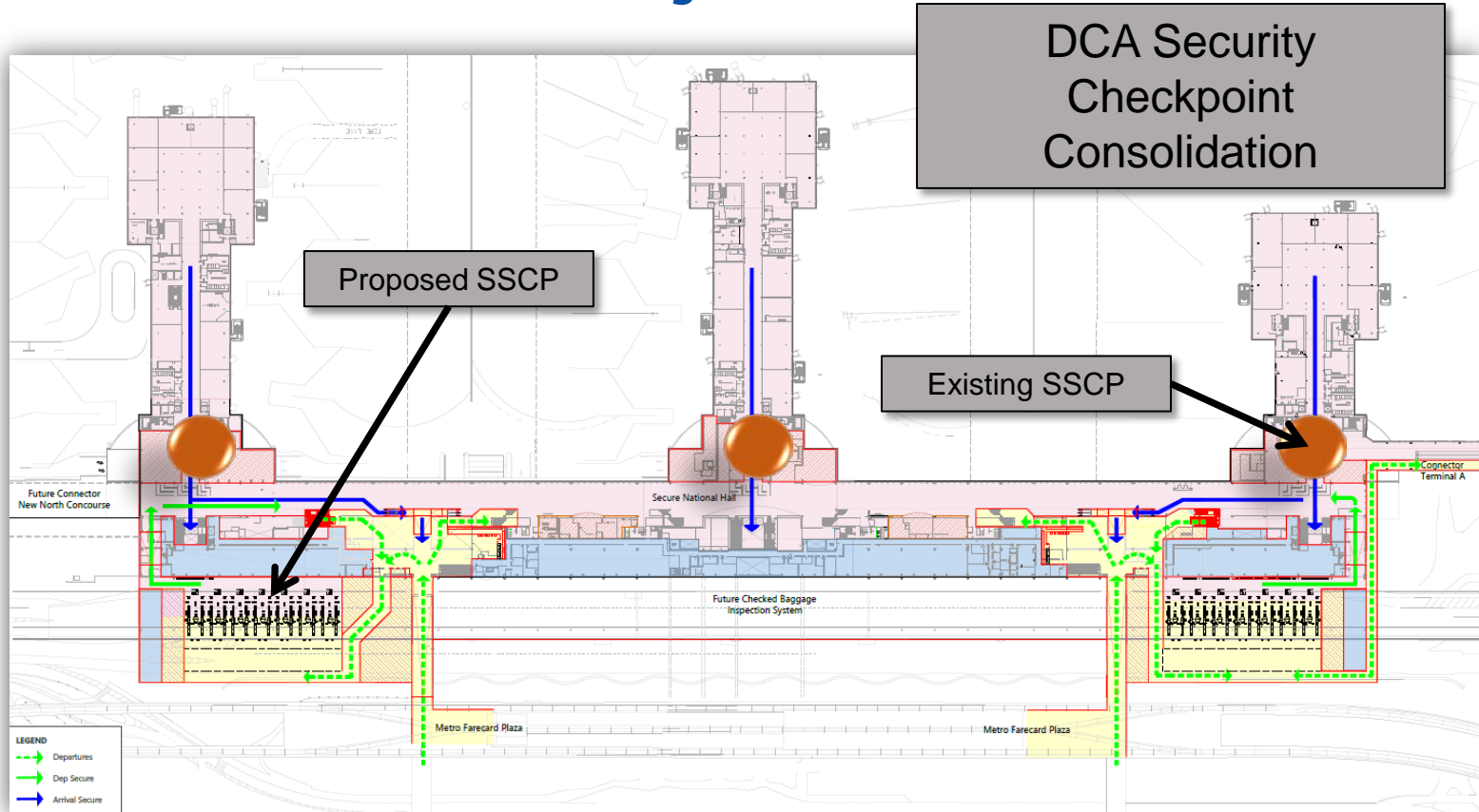


Illustration Projects

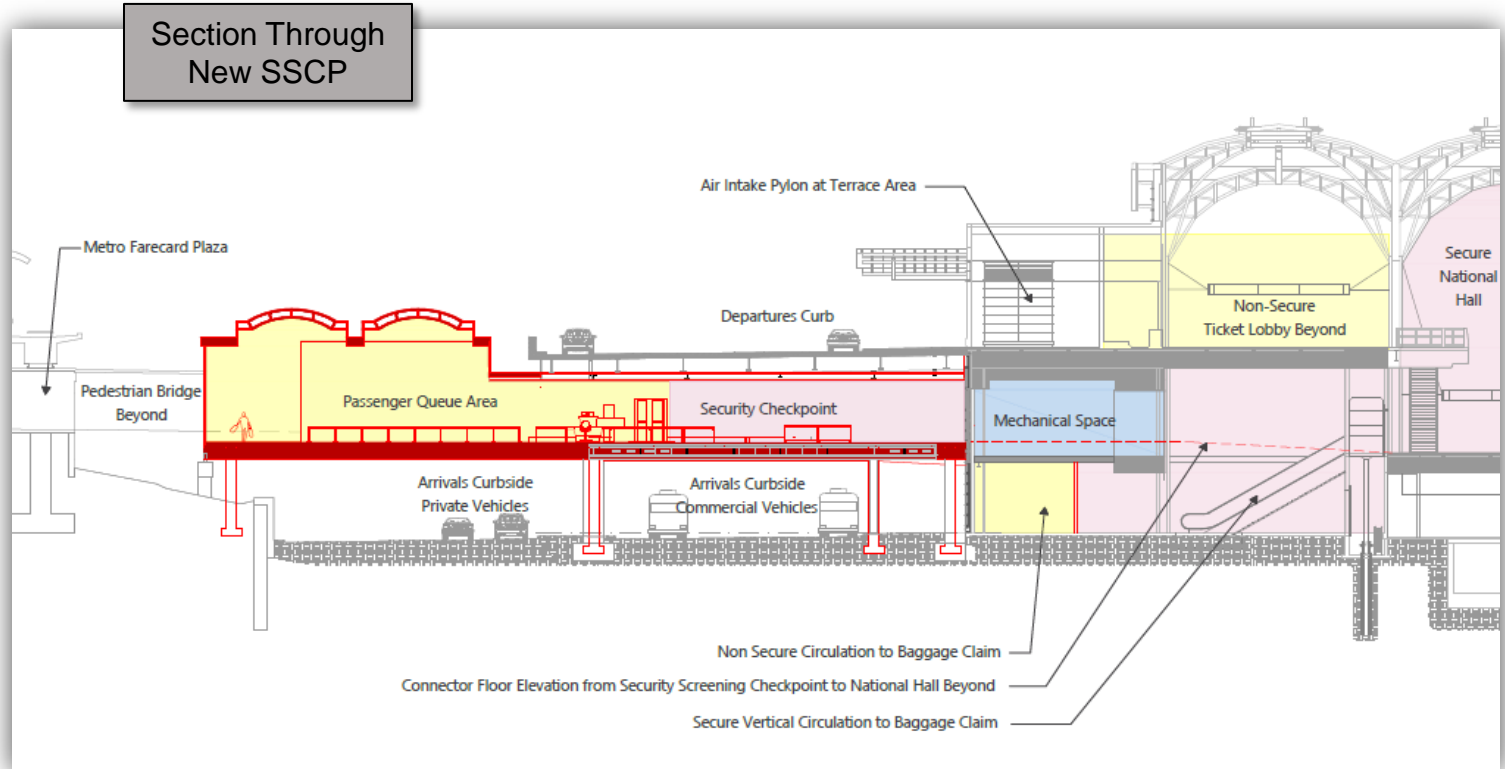
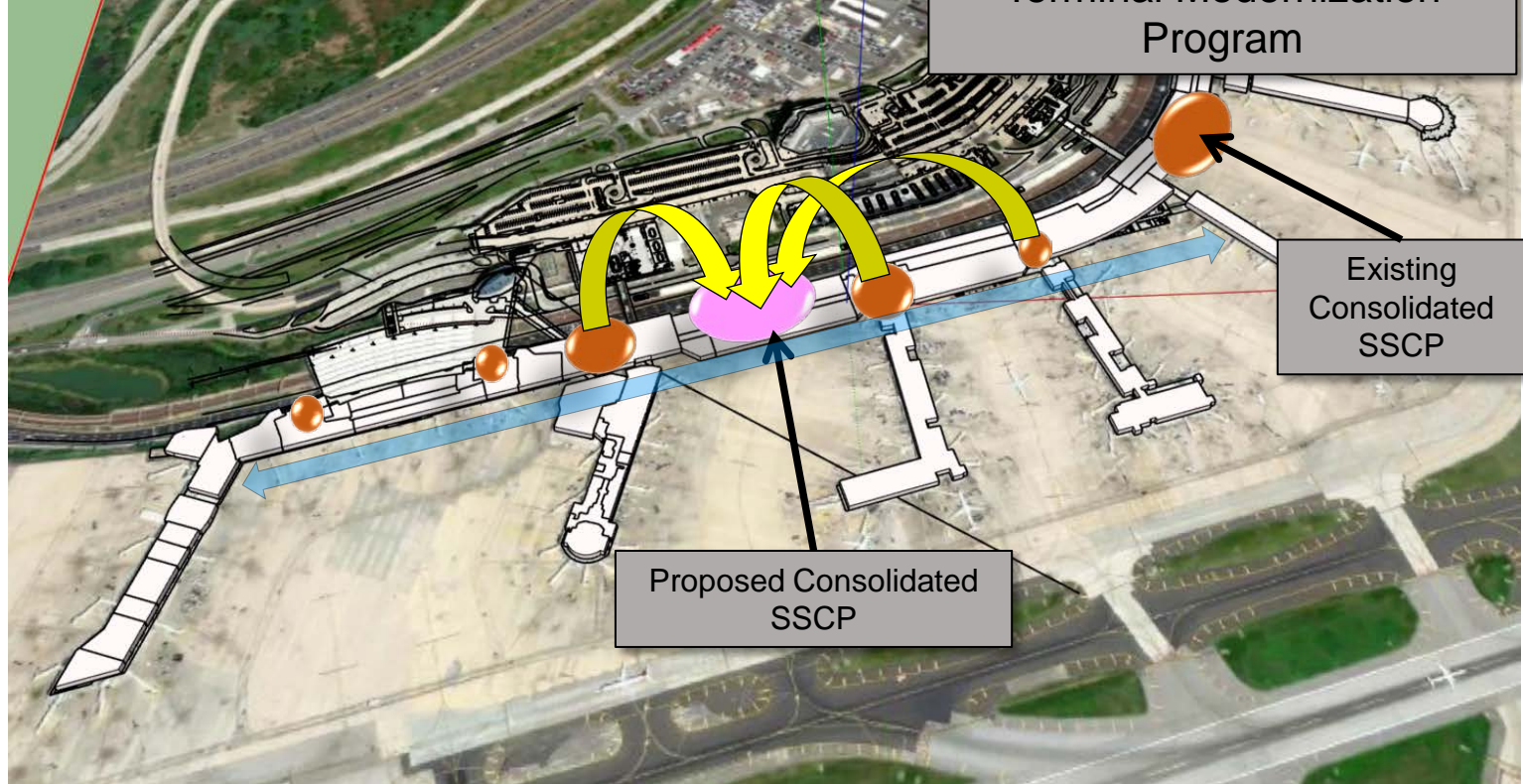


Illustration Projects





Questions / Comments