



Passenger & Staff Flows - ORAT Support

- ORAT is the **process** through which a construction project becomes a successfully functioning operation.
- **Assures** stakeholders and end-users are trained and confident to operate in the new environment.
- Revolves around **tools and techniques** that leverage stakeholder involvement throughout project life-cycle and beyond to inform decisions, mitigate risk, and promote success.

Typical ORAT Supporting Activities

- **Stakeholder Engagement**
- **Operational Concept Development**
- **Facilitate Design Review *for* Operational Functionality, Maintainability, & delivery**
- **SOP Development and/or Revision**
- **Gap Analysis/Resolution**
- **Risk Identification and Mitigation**
- **Contingency Planning**
- **Stakeholder Familiarization and Training**
- **Testing and Commissioning Assurance**
- **Integrated Operational Trials**
- **Mobilization and Move**
- **Pre and Post-Opening Support**

Passenger/Staff Flow – ORAT Supporting Activities

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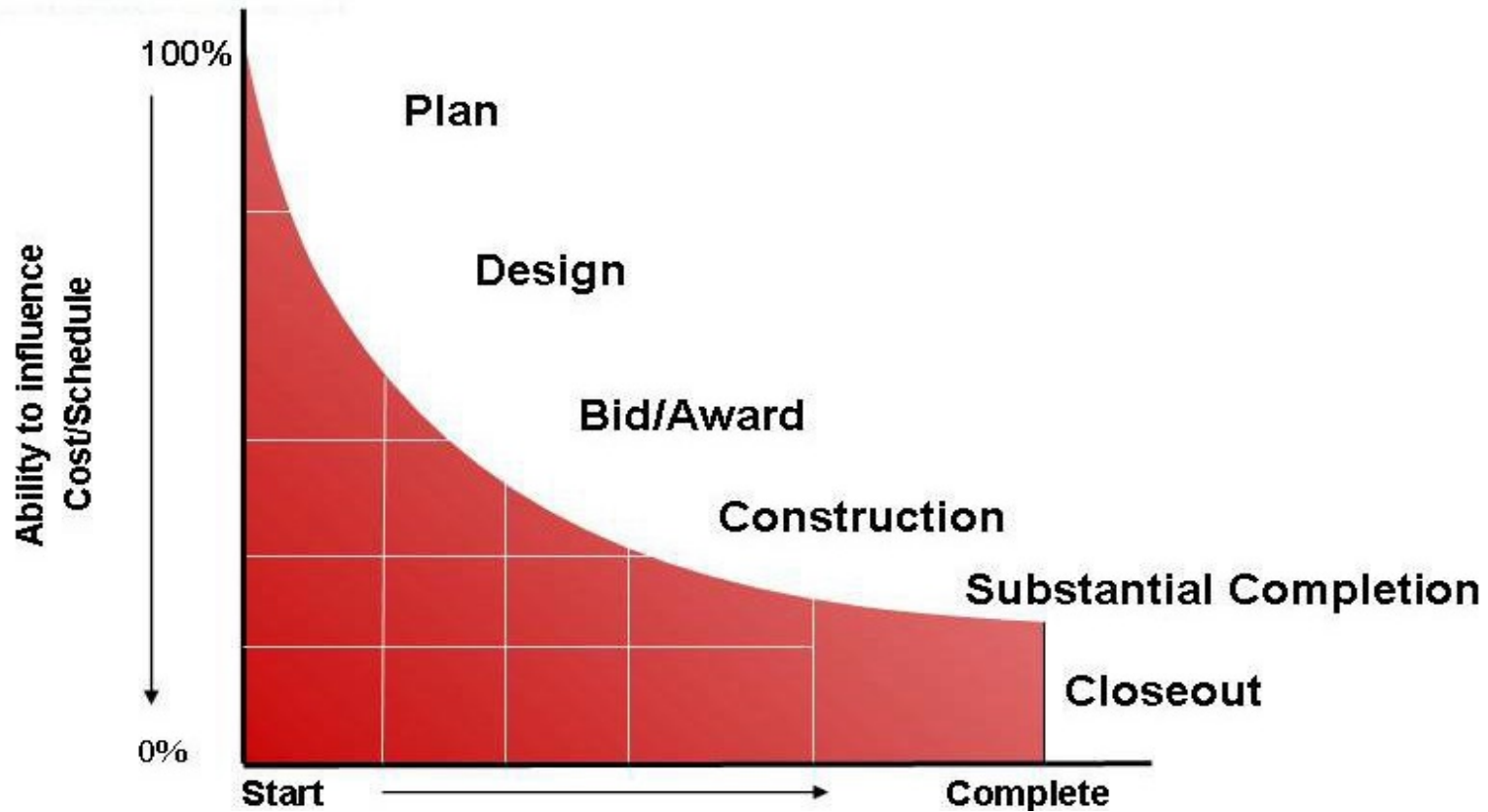




Stakeholder Engagement



Project Influence Curve



Concept of Operations

Concept of Operations – Defining Passenger Flows

■ Departures

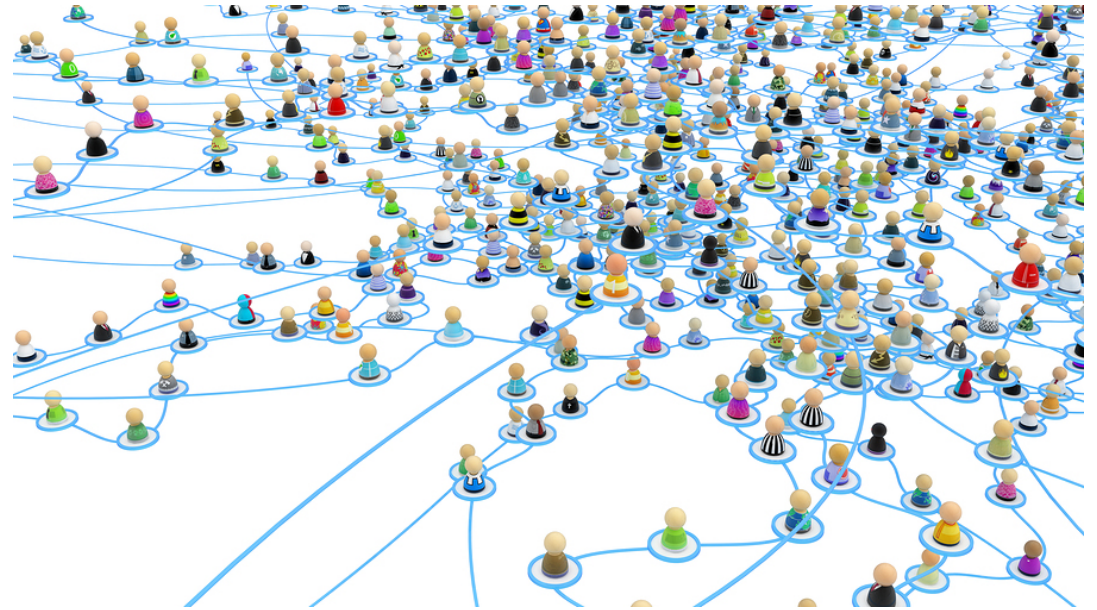
- Curbside Access
- Passenger Check-in
- Security Processing
- Concourse Transition
- Concessions
- Lounges
- Gate Hold Rooms
- Boarding Process
- Passengers with Reduced Mobility

■ Arrivals

- Domestic
- International
- Transfer
- Baggage Hall
- Curbside
- Parking

Concept of Operations – Defining Staff Flows

- Employee Parking
- Transportation
- Security Screening
- Deliveries
- Waste Disposal
- Access Control

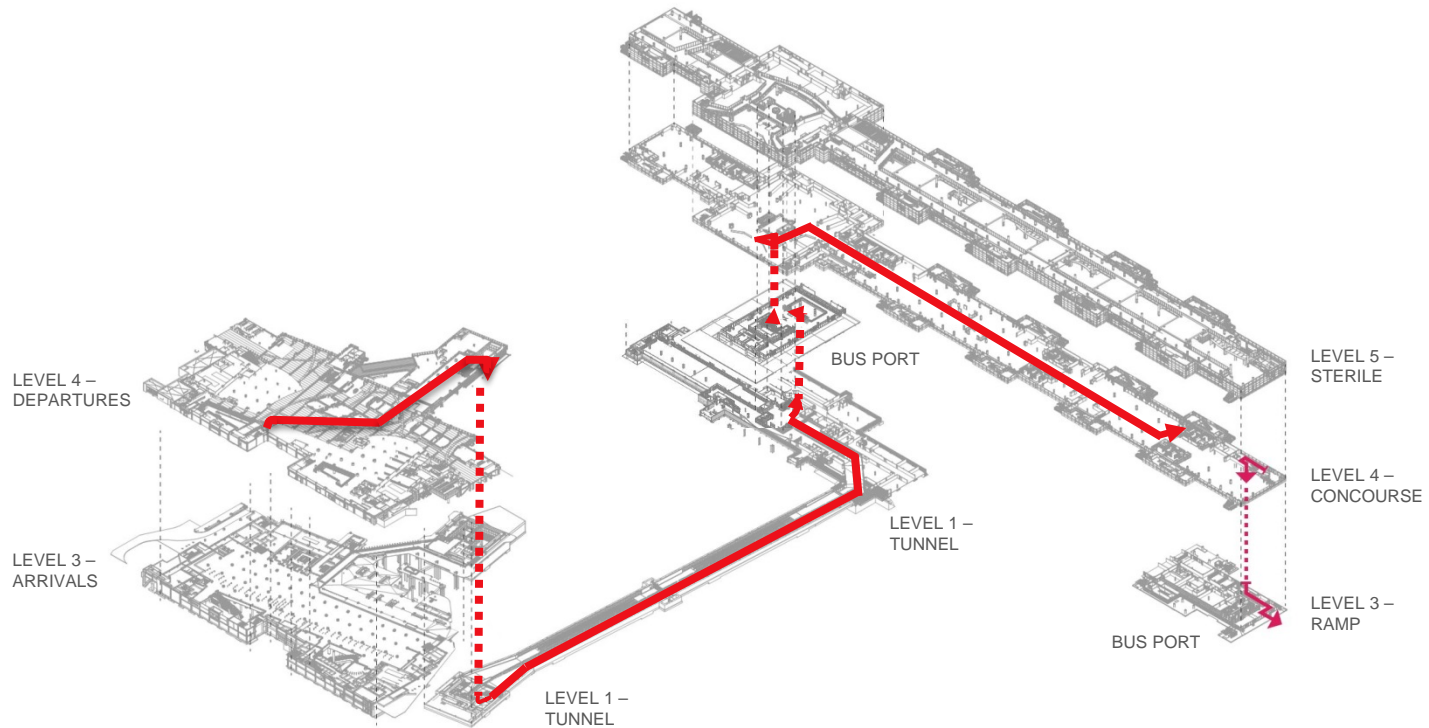


Passenger Flow Management

- **Define what you want**
 - Level of Service (KPIs)
 - Time and Distance
 - Waiting Times
 - Queue Lengths
- **Define how you want to achieve it**
 - Facility Design
 - Technology
- **Define how you want to maintain it**
 - Management/Technology



Outbound Passenger Flow

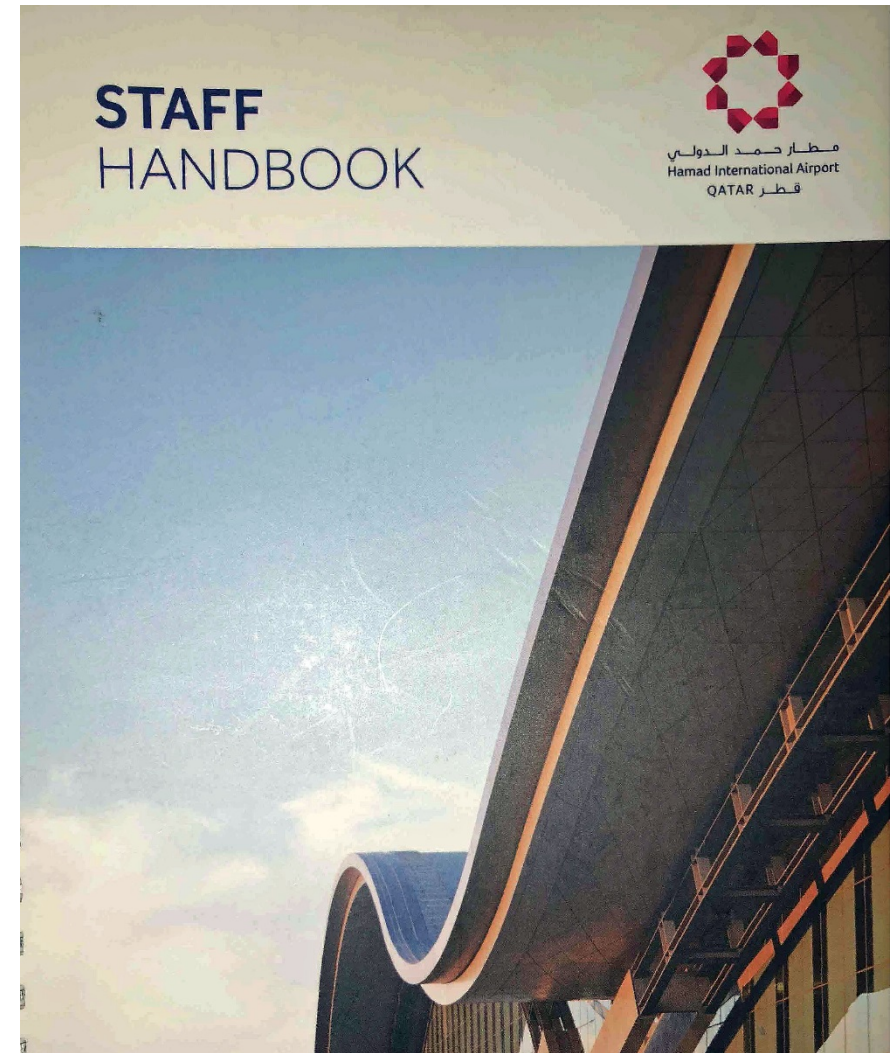


ORAT – Movement/Flows Familiarization

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Passenger Flow and Movements Concept

ORAT Operational Readiness and Airport Transfer
Staff & Passenger Flow Concepts
Midfield Satellite Concourse



■ Queuing Strategy

- Check-In
- Transfer security check (standard & peak hour ops)
- Transfer desks (standard & peak hour ops)
- Immigration



Validate procedures and pre-defined success levels for the movement of Passengers

■ Basic

- Individual Queuing Processes
 - Check-in Queuing
 - Security Screening Queuing
 - Concession Queues
 - Gate Boarding
 - FIS Queuing
 - Baggage Arrivals
- Special Handling Trial
 - Operation of electric carts, wheelchairs

■ Advanced & Integrated

- Full Passenger Processing
 - Queues
 - Departures
 - Arrivals
- Remote Gate Bussing
 - Wait Times



ORAT – Supporting Passenger and Staff Movement

- **Identifies and Aligns Requirements**
- **Carries into Design Criteria**
 - KPIs
 - Stakeholder Considerations
- **Works with Stakeholders to Develop Processes and Procedures**
- **Conducts or Supports Simulation (Modeling) of flows**
- **Develops and Executes Training and Familiarization**
- **Develops and Conducts Trials**

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Thank You

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