



Common Use Lobby Study



Austin-Bergstrom International Airport

Client Name: ABIA Check-in-Lobby and Security Checkpoint Capacity Study

Date Started: July 2006

Date Completed: Dec. 2006

Austin-Bergstrom International Airport (ABIA) is interested in improving customer service. They are looking at ways to alleviate congestion in ABIA's lobby, and improve the check-in / security checkpoint process. ABIA asked TransSolutions to assist them with this effort.

TransSolutions quantified the capacity of the check-in lobbies at ABIA under these conditions:

- If ticket counter allocation policies remained unchanged, and
- If Common Use Self Service (CUSS) devices were implemented.

The study addressed capacity of the check-in and security checkpoint (SSCP) areas based on current gate availability, as well with an Eastside gate expansion. The analysis also projected lane requirements for SSCP as gate use approaches capacity.

Simulation models were developed to predict the passenger queuing and wait times at check-in areas and security checkpoints. Alternatives for improving congestion in the check-in lobbies that provided both "No-Bag" and "Bag Check" CUSS devices were evaluated.

Three levels of flight activity were evaluated in the study:

- Current flight schedules (based on a July 2006 flight schedule).
- Maximum use of existing gates
- Maximum use of both existing and future gates

The study included collecting data on-site at ABIA to capture passenger characteristics regarding time of arrival to the airport, passengers per group, location where boarding passes/bags were checked, and processing times at agent and kiosk check-in areas.

The study helped ABIA identify the benefits of alternative options for increasing airport check-in lobby capacity while ensuring that ABIA remained a leader in passenger customer service. Additionally, the study identified the amount of growth that can be accommodated before facility improvements would be needed.