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Is Your Airport Terminal Operating At An Optimum Level?

IATA's Level of Service (LoS) Concept is the industry benchmark for optimum passenger terminal facilities.

DEPARTURE	CHECK-IN	SECURITY	PASSPORT CONTROL	BOARDING GATES
<p>As featured in the IATA ADRM. www.iata.org/adrm</p>	<p>Proper arrangement of self-service options such as self-tagging and bag drop stations are cutting down wait times, improving passengers' travel experience and resulting in increased efficiency in terms of space utilization and operations.</p>	<p>The introduction of risk-based security concepts, advanced screening technologies and process innovations will enable passengers to proceed with minimal inconvenience while optimizing security resources and airport facilities.</p>	<p>Improved border control solutions in the areas of passenger data / document verification and other regulatory requirements makes emigration hassle-free and comfortable for passengers and for border officers.</p>	<p>Having adequate space while passengers wait for boarding is also a vital component of the passenger travel experience.</p>
<p>OPTIMUM Waiting Times</p>	<p>ECONOMY CLASS 1 - 2 min</p>	<p>1 - 5 min</p>	<p>10 - 20 min</p>	<p>5 - 10 min</p>
<p>OPTIMUM Space per passenger</p>	<p>1.3 - 1.8 m²</p>	<p>1.0 - 1.2 m²</p>	<p>1.0 - 1.2 m²</p>	<p>50 - 70% seated Seating space 1.5 m² - 1.7 m² Standing space 1.0 m² - 1.2 m²</p> <p>60 - 70% overall occupancy</p>
<p>More optimum departures mean more future arrivals!</p>				
CUSTOMS CONTROL	BAGGAGE CLAIM	PASSPORT CONTROL	ARRIVAL	
<p>These waiting times refer to a procedure when 100% of the passengers are being checked by Customs.</p>	<p>No matter the size of your terminal, passengers expect to claim their baggage in a timely manner. After all, it's often the last touch-point you have with passengers. Why not end it on a high note?</p>	<p>The right mix of self-service technologies with border officers provides a seamless and pleasant welcome for passengers at your airport.</p>		
<p>Do you know your Level of Service?</p>	<p>WIDE BODY 1 - 5 min</p>	<p>NARROW BODY 0 / 25 min</p>	<p>0 / 15 min</p>	<p>5 - 10 min</p>
<p>1.3 - 1.8 m²</p>	<p>1.5 - 1.7 m²</p>	<p>1.0 - 1.2 m²</p>	<p>ECONOMY CLASS OPTIMUM Waiting Times</p>	<p>OPTIMUM Space per passenger</p>

Contact us for a professional assessment of your current passenger terminal or expansion plan. For more information, e-mail us at consulting@iata.org or visit www.iata.org/los

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