



Passport control process
Realized Level of Service over the peak hour



QUANTIFYING SATISFACTION

Anyone who pays for a service expects satisfaction, but can satisfaction be quantified? Does satisfaction have the same meaning for everyone? What are the units of measurement? In airport operations and planning, the discussion is normally restricted to passengers' expectations through the concept of Level of Service (LoS). According to the IATA Airport Development Reference Manual (ADRM), LoS is a way to ensure that demand, processing rates and service quality are taken into consideration when defining airport service levels.

LoS deals with two variables: space (in square meters per person) and waiting time (in minutes). One can try to use formulas to calculate the LoS, however there are so many variables that can affect the LoS in an airport system that simulation tools are recommended in order to make accurate assessments. Arcport Terminal, a comprehensive airport management and planning simulation tool from Transoft Solutions, is one such tool.

There is normally a trade-off between the LoS offered and the cost that it takes to offer such an LoS. Arcport Terminal offers a platform to easily make sensitivity analyses so that changes to airport design and operations can be quickly tested and the impact of those changes analyzed before they are implemented in the real world.

Arcport Terminal can also determine the number of facilities required to accommodate passengers according to predefined service standards. The fundamental service standards are typically waiting time in queues, length of queues and number of people in predefined areas.

Targets may be set as percentiles or maximum, for example a typical setup in Arcport Terminal will determine the number of emigration counters needed if the 95th percentile waiting time is set to X minutes, while the maximum queue length is set to X passengers.