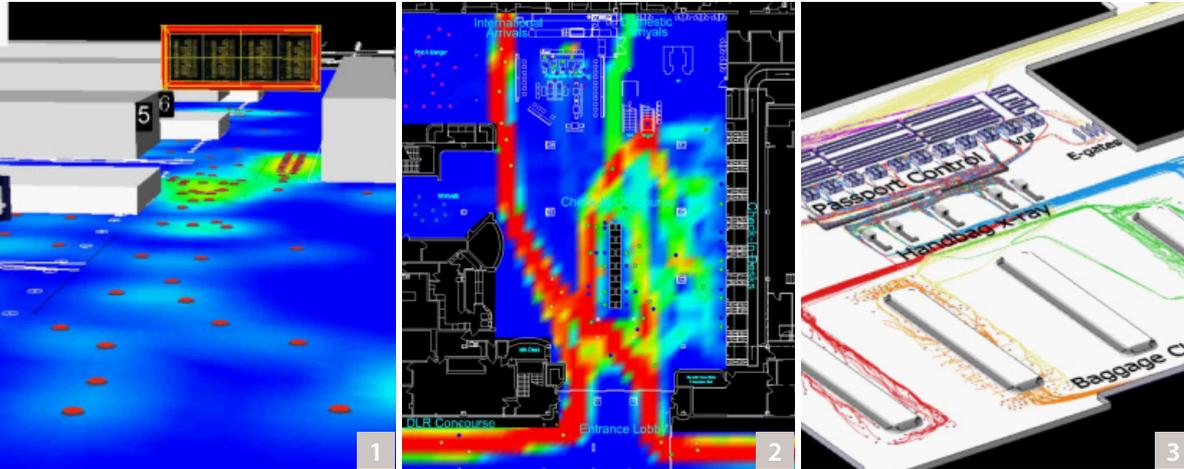# BUROHAPPOLD ENGINEERING

SMART SPACE | AVIATION

Optimising airport resources and enhancing passenger experience.

1. Optimising display monitor positions at Dublin Airport

2. Minimising travel distance and queueing times, Future of London City Airport

3. Optimisation of process capacities, King Khaled International Airport T5, Riyadh

We have a proven track record in optimising airport resources to maximise airport process throughputs and enhance passenger experience. We understand the benefits obtained from efficient processing, intuitive wayfinding, and operational management intervention. We embrace sophisticated modelling tools and emerging technologies in our thinking in a naturally progressive way.

Analysing the passenger journey – We recognise the importance of engaging the passenger from the moment they perceive to have arrived, whether at the car parks, bus or rail terminal to the check-in. A positive passenger experience will encourage return visits, loyalty, and greater potential for revenue growth.

Deep understanding – Our experts have extensive experience drawn from their roles as airport and airline clients, consultants, systems integrators/manufacturers and contractors.

Integrating standards – ICAO and IATA standards are embedded into our thinking and software tools. With a focus on improving passenger experience, our studies look at all aspects of airside and landside airport design, including master planning, check-in provisions, security, immigration, baggage reclaim, retail, walkways and stair/escalator/lift requirements, security X-ray units, multi-modal transport links.

Bespoke tools – We are experts in using a range of sophisticated simulation tools e.g. SmartMove – our in-house software, and commercial tools like Legion, Exodus,

and CAST. SmartMove's real time modelling and optimisation capability is particularly valuable for early stage planning and optioneering.

Working closely with the operators, architects, terminal developers, and security advisers we can provide rapid one-off assessments to optimise current operations, or ongoing design development support from concept to detail design and beyond.

SMART SPACE SERVICES INCLUDE:

- Terminal design and capacity assessments
- Passenger flow modelling
- Airport layout and process optimisation
- Baggage, vehicular and logistics flow analysis
- Check-in, security and immigration flow analysis
- Retail layout optimisation
- Baggage reclaim layout and sizing
- Transport links and drop-offs
- Escalators, stairs, lift sizing
- Fire evacuation modelling
- Phasing and buildability studies to minimise disruption to passengers

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