IMPROVING THE CHECK-IN EXPERIENCE AT STOCKHOLM ARLANDA

Swedavia, the operator of 10 Swedish airports, engaged with Copenhagen Optimization (CopOpt) to improve the passenger experience at check-in at Arlanda airport before summer 2016. In the summer 2015, Arlanda struggled with flow gridlocks and significant queuing. The aim of engaging with C-OPT was to support the Arlanda team in successfully making 2016 a better experience.

The project span over 4 months and included monthly workshops with the Arlanda team with representatives from the passenger, baggage, and capacity management teams. CopOpt was leading the project and conducted in-depth analysis using a sophisticated check-in model including flows, queues, counters, and baggage constraints. The outcome of the project was a number of initiatives which were implemented by the Arlanda team leading to a significant increase in the passenger experience at Arlanda in summer 2016.

"The CopOpt team worked in close cooperation with the team at Arlanda airport to secure the implementation of a handful of valuable initiatives. The analytical approach secured quick implementation and the CopOpt team secured a knowledge gain enabling us to handle the improved planning internally."

- Lena Rökaas,
Director of Operations,
Stockholm Arlanda

Stockholm Arlanda Airport
SWEDAVIA SWEDISH AIRPORTS

RESULTS

— Decreased the peak in counter demand by 3 counters despite a 8.5% increase in the passenger peak

— Implemented queue management where the Arlanda airport team took over responsibility of all check-in area queue setups

— Queue management led to an estimated reduction in waiting passengers in flow by approx. 200 passengers – a 35.5% reduction - while reducing queues stretching into the queue area by 16%

— Airlines and handlers positively acknowledged the more active role the Arlanda team was playing in the check-in area

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