

# LANDSIDE SHUTTLE OPERATIONS OPTIMISATION

-  Bristol Airport
-  Bristol, United Kingdom
-  Process optimisation
-  2019



## KEY OUTCOMES:

- Additional service introduced without OPEX increase
- All service level agreements met
- No increase to airport carbon footprint

## THE NEED:



- New Consolidated Car Rental Centre opened in November 2019 to accommodate increasing passenger demand, requiring a new connecting shuttle service from the terminal.
- BRS Airport tasked EBEA Consulting with integrating the new service within the existing network, optimising the flows and balancing the expected loads.
- The overarching principles included minimising the operational costs, and environmental impacts while meeting service level agreements, and stakeholder needs.

## THE APPROACH:

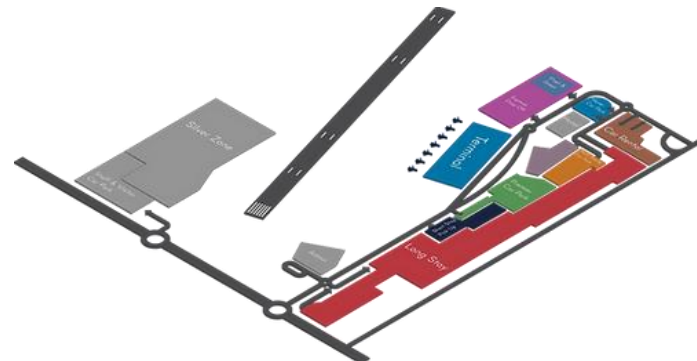


- On-site data collection of the pre-existing process and stakeholder engagement to understand soft and hard constraints.
- Development of KPI matrix to define success criteria, considering down-time, passenger experience and environmental implications.
- Optioneering of multiple shuttle network proposals, and assessment against the KPI matrix to define champion and challenger options.

## THE SOLUTION:



- Optimised proposal provided BRS with a roadmap for future safeguarding and network development.
- Project evaluated scenarios meeting BRS requirements through on-site visits, data collection and analysis, and industry best practices.
- Enabled future demand projections, scenario development, and testing.



*EBEA Consulting has shown outstanding abilities to understand customer needs. Their knowledge of airport operations together with the usage of modern tools allows them to deliver functional and easy to implement solutions. In their projects, they look not only after efficiency but also cost-effectiveness.*

**Sam Goldsworthy**  
Operations Planning Manager  
Bristol Airport

