

# OPERATIONAL REVIEW OF TERMINAL PERFORMANCE POST COVID-19

-  Bristol Airport
-  Bristol, United Kingdom
-  Process optimisation
-  2020



## KEY OUTCOMES:

- Identified key bottlenecks in terminal operations
- Recommended strategies for improved performance
- Analysed expected performance for each process

## THE NEED:



- Bristol Airport made extensive changes to promote the safety of their customers during the COVID-19 pandemic.
- The client tasked EBEA Consulting with identifying the maximum demand that could be safely processed through the terminal considering the implications of safety measures.
- Additionally, the project focused on assessing operational performance in key processing areas during traffic recovery and identifying potential bottlenecks.

## THE APPROACH:

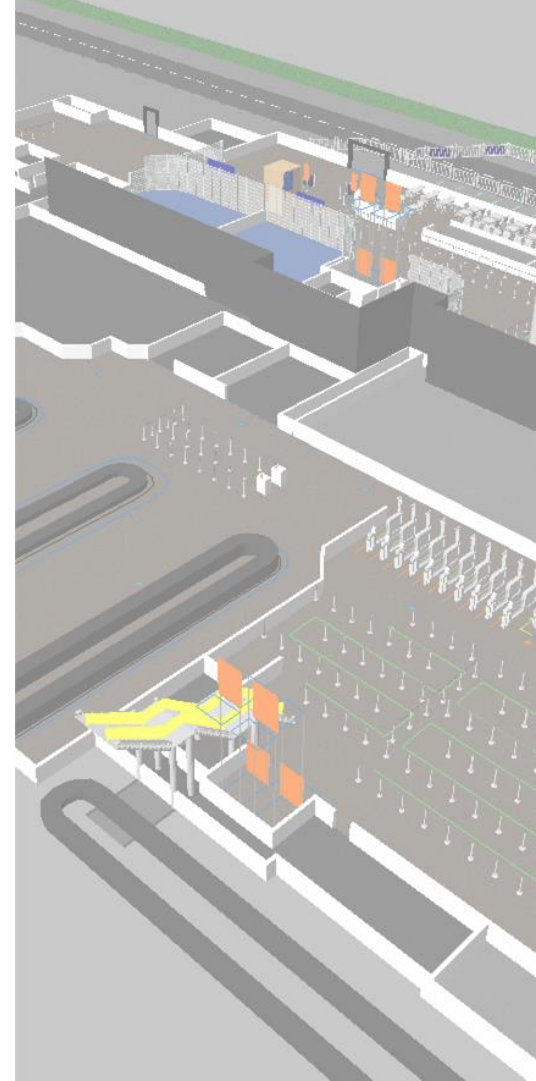


- EBEA used fast-time simulation software to build a calibrated terminal model based on pre-COVID performance, to be used as a basis for the post-COVID-19 assessments.
- Assessed whether SLAs could be maintained, and determined minimum infrastructure requirements, and evaluated queueing area capacity.
- Results presented through red, amber, green diagrams and detailed report, highlighting operational bottlenecks and expected performance.

## THE SOLUTION:



- Identified key constraints and bottlenecks in all terminal operational areas.
- Recommended strategies for improved utilization of existing infrastructure and resources.
- Predicted expected performance for each processing point using three different infrastructure utilization scenarios and provided video materials explaining the modelling process and outcomes.



*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.*

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