

OPTIMIZATION STUDY – CHECK-IN AND BAGGAGE OUTBOUND AT TORONTO PEARSON

Greater Toronto Airport Authority (GTAA) engaged with Copenhagen Optimization (C-OPT) to carry out a study of how to optimize the operation of the check-in and baggage outbound facilities in Terminal 3 at Toronto Pearson International Airport (YYZ). The aim of the study was to assure efficient use of the current infrastructure before adding additional capacity. The study concluded that significant reductions in demand for capacity at check-in and baggage could be realized by working smarter. The initiatives considered various different options for optimization: improved planning, better use of infrastructure, new technology, and changes in the check-in and baggage outbound processes. In total, the initiatives documented a potential reduction in demand for check-in counters of approx. 18% and a reduction in demand for baggage make-up positions of 14%.



“Copenhagen Optimization successfully identified key initiatives that provided valuable capacity using real world experience. Their approach and knowledge was well received by all levels of our organization.”

- Darin Juby, Associate Director
Aviation Business Research and
Projects
Greater Toronto Airports Authority



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THE PROJECT

- More than 15 initiatives for improving the operation were identified
- Identification of relevant data sources and input parameter generation
- Workshops with relevant stakeholders to ascertain accuracy of analytical results
- Roadmap for implementation of initiatives created in cooperation



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