



SECURITY TRANSFORMATION PROJECT – DUBLIN AIRPORT

Dublin Airport Authority (daa) engaged with Copenhagen Optimization (C-OPT) to support Dublin Airport on a larger transformation project aimed at improving the security process. As part of this project, C-OPT identified a number of key initiatives aimed at improving the current planning of the security – focused on lane planning and staff planning. The optimization initiatives were based on comprehensive analysis of more than a year of data on passenger forecasts, boarding card scans, throughput data from the x-ray machines, fixed posts, and waiting time measurement. The initiatives were discussed through a series of workshops with relevant stakeholders with the aim of creating and delivering an implementation plan. As part of the deliveries, Copenhagen Optimization also developed an Excel model, Security Staff Demand Planning Tool, which is now applied by Dublin Airport to improve the daily forecasting of lanes required for both Terminals and inform the corresponding staffing requirement to deliver the expected customer service.



“The structured & systematic approach that C-OPT applied to this project, quickly delivered key insights & a realistic data driven roadmap for change and improvement.”

- Gerry Luttrell,
Head of Airport Security Planning &
Performance Management
Dublin Airport Authority



THE PROJECT

- Increased passenger throughput per FTE at the security checkpoints with 10.4% from 2014 to 2015
- Significantly improved understanding of the security process across the security organization
- More than 30 optimization initiatives were identified, creating the roadmap for change over the next two years
- Ability to plan the required number of security lanes and required staff resourcing to operate the lanes in a transparent and flexible way



COPENHAGEN OPTIMIZATION