



Case study

Security optimization and layout design

at Aéroports de Lyon

Insights

Lyon Airport (LYS) engaged with Copenhagen Optimization (CopOpt) to identify improvement initiatives to optimize the security checkpoint operation. This was achieved by completing on-site observation studies and data analysis using the Better Security solution – part of Better Airport®. The project was completed in 4 months and two key areas were evaluated:

First, a review of the security checkpoint layout and the corresponding passenger flow was conducted. Initiatives were suggested to improve the passenger experience and simplify the passenger journey.

Second, an evaluation of the security operation was conducted using Better Security. Recommendations were proposed that will increase the x-ray and passenger throughput on security lanes as well as a Performance Evaluation Framework to improve the communication between the third-party stakeholder providing staff for the checkpoint and LYS. Also, the effect of Centralized Image Processing (CIP) was assessed.



Lyon Airports were pleased to work with CopOpt's team, who has a great knowledge of airport operations.

They were able to make adapted recommendations to our environment and performance expectations."

Stéphane Derivry,
Security manager,
Aéroports de Lyon



The results

- A list of improvement initiatives to increase the image throughput and passenger throughput per lane. Together the initiatives would enable a throughput increase of up to approx. 80% if they are all implemented.
- An improved queue maze layout at the entrance of security that simplifies the passenger journey, maximizes available space, and increases passenger satisfaction