



Case study

# Improving the check-in passenger experience

At Munich Airport

## Insights

Munich Airport (MUC) engaged with Copenhagen Optimization (CopOpt) with the aim of improving the passenger experience at check-in for Terminal 1. Terminal 1 has almost 80 airlines operating with the largest airline having less than 20 flights a day. This makes check-in allocation and stakeholder management challenging – especially when it comes to reaping the benefits of self-service baggage drop.

An important conclusion from the study is that MUC, as the airport operator, should take a holistic view of the check-in process. This is done by influencing airlines to improve their check-in counter profiles to better match the arrival of passengers.

Additionally, MUC will allocate check-in counters and queue area independently. Through this, use of queue area will be improved, less queues will be stretching into the flow area as well as passenger wait times will be reduced.



### The results

- Queue management - taking advantage of queue area in front of unallocated counters – can reduce up to 64% of queues stretching into the flow area
- Building the base for fact-based performance evaluation
- Demonstrated how operational data can be applied to produce accurate input parameters
- Outlined how the airport operator should take a larger, more holistic view to the passenger experience in check-in to support improvement