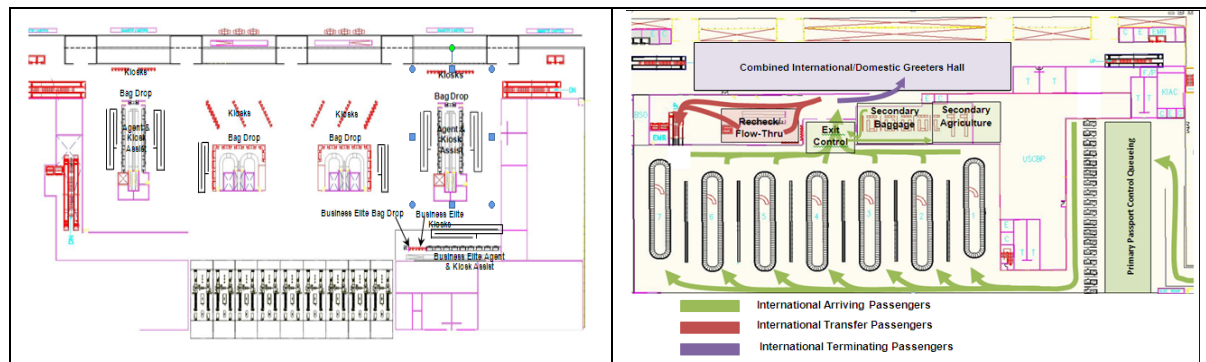




John F. Kennedy International Airport Terminal Redevelopment Program



Proposed Terminal Check-In Lobby and FIS Facility

Client Name: Delta Air Lines, SOM, AvAirPros

Date Started: August 2008

Date Completed: November 2008

In 2008, Delta Air Lines (Delta) proposed a schematic design for their terminal redevelopment at John F. Kennedy (JFK), with goals to enhance the passenger experience and airline operational efficiency. With 45 contact gates, the redeveloped terminal involves the space where Terminals 2, 3, and portions of 4 are currently located and will serve all Delta operations at JFK, both domestic and international. To accommodate international traffic, the terminal will have its own Customs and Border Patrol (CBP) Federal Inspection Services (FIS) facility.

Delta asked TransSolutions to develop a simulation model of the passenger flows of the new terminal to analyze the expected level of service (LOS) of the following areas:

- Check-in lobby and curbside check-in
- Security screening checkpoint
- Concourse level corridors
- Restrooms
- FIS-level corridors
- FIS facility
- Combined international/domestic greeters' hall
- Domestic bag claim
- Selected escalators

This model was used to evaluate the performance of each area of the new terminal under the forecasted 2012 and 2017 demand.

Statistics were reported on passenger wait times, queue lengths, connect times, and LOS. TransSolutions' detailed analysis assisted the project stakeholders in ensuring that the terminal was appropriately sized so that Delta would be able to efficiently operate in the terminal and provide their passengers with a competitive and acceptable LOS.