3.4.5.3 Level of Service Guidelines

△ **Exhibit 3.4.5.3: LoS Guidelines for Airport Terminal Facilities**

Passenger Terminal Sub-System		SPACE STANDARDS FOR WAITING AREAS (m²/pax)			WAITING TIME STANDARDS FOR PROCESSING FACILITIES (Minutes) Economy Class			WAITING TIME STANDARDS FOR PROCESSING FACILITIES (Minutes) Business Class / First Class			PROPORTION OF SEATED OCCUPANTS (%)		
ADRM 9th Edition		A B	C	D E	A B	C	D E	A B	C	D E	A B	C	D E
ADRM 10th Edition		Over design	Optimum	Suboptimum	Over design	Optimum	Suboptimum	Over design	Optimum	Suboptimum	Over design	Optimum	Suboptimum
Public Departure Hall		>2.3	2.0 - 2.3	<2.0									
Check-in	Self-Service Boarding Pass / Tagging	>1.8	1.3 - 1.8	<1.3	<1	1 - 2	>2	<1	1 - 2	> 3			
	Bag Drop Desk (queue width 1.4 - 1.6 m)	>1.8	1.3 - 1.8	<1.3	<1	1 - 5	>5	<1	1 - 3	>3			
	Check-in Desk (queue width 1.4 - 1.6 m)	>1.8	1.3 - 1.8	<1.3	<10	10 - 20	>20	Business Class Check-in Desk					
								< 3	3 - 5	> 5			
								First Class Check-in Desk					
								<1	1 - 3	>3			
Security Checkpoint (queue width: 1.2 m)		>1.2	1.0 - 1.2	<1.0	<5	5-10	>10	Fast Track					
								<1	1 - 3	>3			
Emigration (Passport Control) (queue width: 1.2 m)		>1.2	1.0 - 1.2	<1.0	<5	5-10	>10	Fast Track					
								<1	1 - 3	>3			
Boarding Gate Lounge	Seating	>1.7	1.5 - 1.7	<1.5									
	Standing	>1.2	1.0 - 1.2	<1.0							>70%	50%-70% [1]	<50%
Immigration (Passport Control) (queue width: 1.2 m)		>1.2	1.0 - 1.2	<1.0	<5	5 - 10	>10	Fast Track					
								<1	1 - 5	>5			
Baggage Claim Area					First passenger to first bag			First passenger to first bag					
Narrow Body		>1.7	1.5 - 1.7	<1.5	<1	1 - 15	>15	<1	1 - 15	> 15			
Wide Body		>1.7	1.5 - 1.7	<1.5	<1	1 - 25	>25						
Public Arrival Hall								n.b. Priority bags to be delivered before Economy			>20%	15%-20% [1]	<15%
		>2.3	2.0 - 2.3	<2.0									

[1] The lower limit is only to be considered if extensive F+B seating is provided in the departure lounge, or, concession zone seating available.

Source: IATA

The table above provides Level of Service (LoS) guidelines for each airport terminal facility. The table shows the new guidelines to be used when undertaking capacity and LoS analysis as well as their former equivalents for reference purposes (from the ADRM, 9th Edition). New guidelines have been introduced to include facilities involving self-service processing. These did not exist in the past editions of the ADRM. The approach to LoS has been modified to better reflect the current aviation market from a global perspective. Different regions, countries and markets require modification of the airport environment to match their service needs. The new updated benchmarks for LoS will now reflect a range of values for space and time to allow an airport to tailor its service level to the market and region it serves. The appropriate LoS value should always be established in consultation with all stakeholders, including the airport's airline community, airport management and other service providers.