

Assessment and Optimization of Passenger Experience for the Hajj season

The Hajj pilgrimage with over 3 Mio. additional passengers departing at Jeddah and Medina Airports poses a major challenge for all stakeholders to ensure smooth airport operations. Current capacity shortages and other constraints lead to extraordinary long waiting times and a stressful journey for pilgrims. Improvement of the current situation has been declared a top priority by the government of Saudi Arabia. We have been contracted by the Saudi consultancy Al-Elm to support this high level project with our airport expertise.

Services

- Analysis of past flight data and assessment of terminal capacities through simulation
- Assessment of the entire passenger journey for arriving and departing pilgrims
- Benchmarking against international standards
- Development of initiatives to enhance the Passenger Experience for Hajj pilgrims
- Utilization of the 3P approach to simultaneously optimize Premises, Processes and People (staff, stakeholders)

Period of Services:
2017 - 2018

