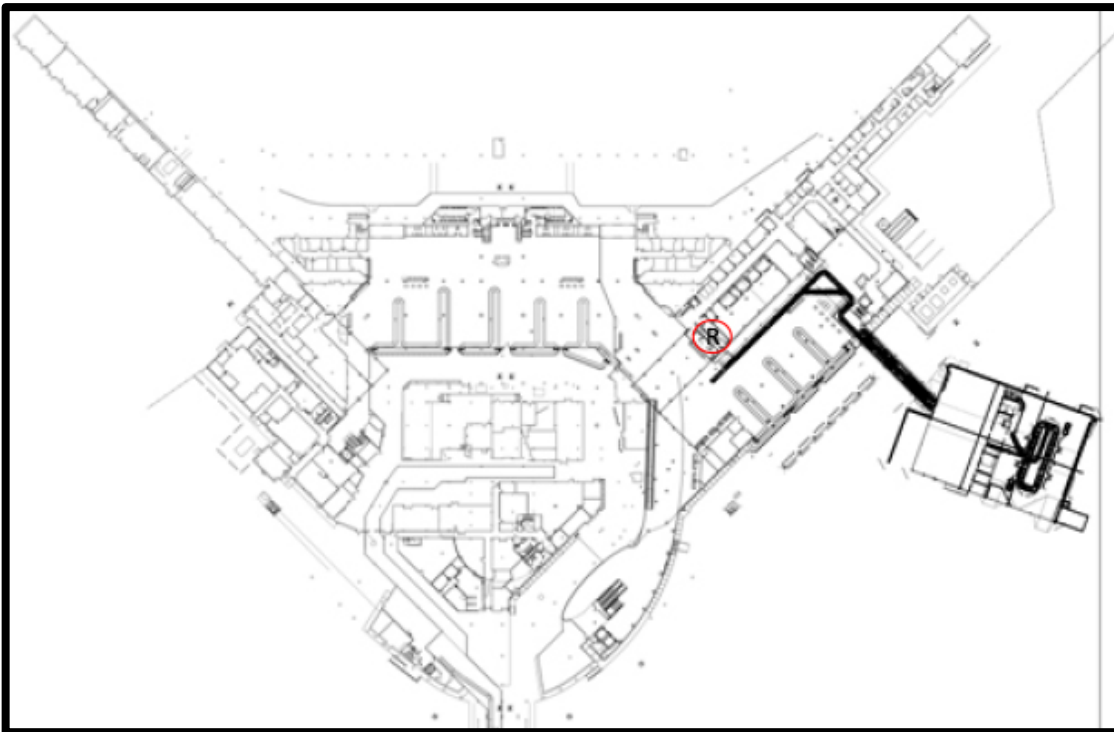




Houston Airport System – William P. Hobby Airport 2011 Peak Week Survey



Project Description

As part of the CH2M Hill On-Call Team, Knudson provided terminal observations, explored demand, capacity and performance in five key areas of the passenger experience within the airport terminal. The 2011 Peak Week Survey was the first ever conducted at Hobby Airport. Observers conducted surveys documenting capacity and demand during AM/PM peak hours for the central concourse, airport entrance roadways and parking lot, kiosks, ticket counters, security screening checkpoint (SSCP), restrooms, primary elevators, and first bag (baggage claim). More than 10,000 observations were made and assessed to evaluate these areas.

Client:

CH2M Hill

Complete

Services:

Planning / Observation

Principal In Charge:

Patti Joiner

Project Reference

CH2M Hill.

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