



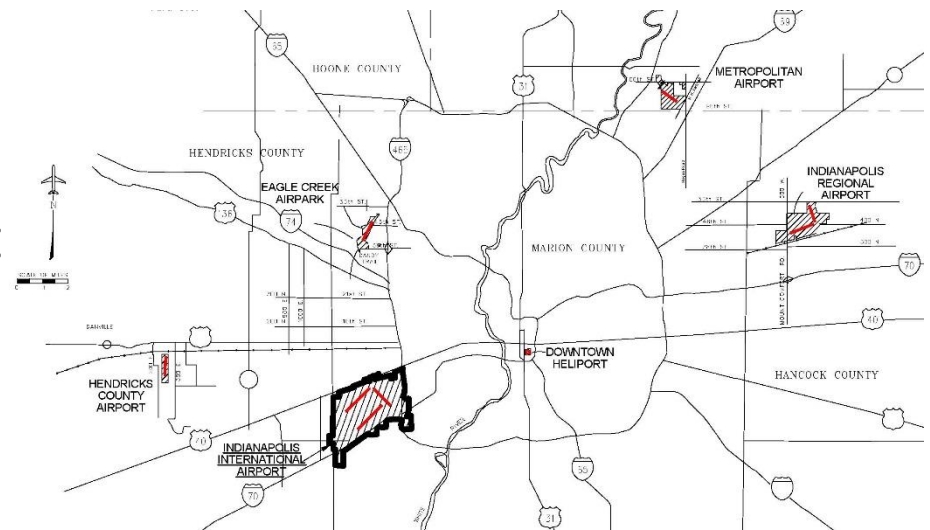
## **WORLD CLASS BAGGAGE HANDLING SYSTEMS**

**JAROD KLAAS, P.E.  
Senior Director of Planning &  
Development**



# Indianapolis Airport Authority

- Indianapolis International Airport
- Indianapolis Regional Airport
- Indianapolis Metropolitan Airport
- Hendricks County Airport
- Eagle Creek Airpark
- Indianapolis Heliport





# Indianapolis Airport Authority

Opened in 2008

First US terminal designed after 9/11





# Indianapolis Airport Authority



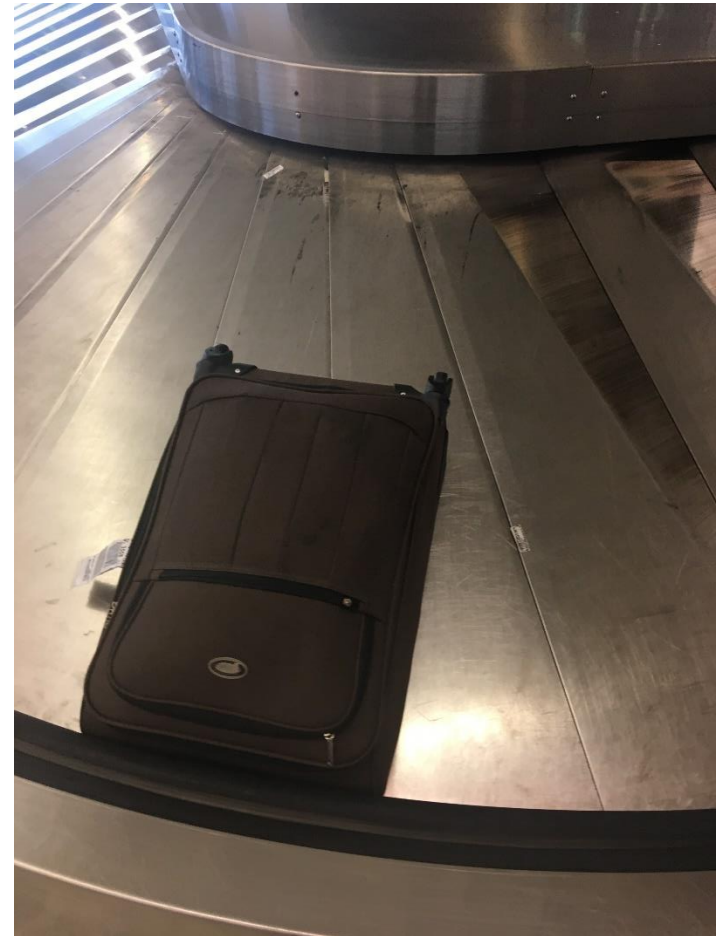
- Best Airport in North America – ACI World ASQ Awards – six years in a row, 7/8 years
- J.D. Power 2016 “Highest in Customer Satisfaction for Medium Airports”
- Best Airport in America – Condé Nast Traveler Readers’ Choice Awards – four years in a row
- Top 10 Best Domestic Airports – Travel + Leisure World’s Best Awards – two years in a row
- FAA Safety Excellence (Part 139 inspection) – 17/18 years



## World Class Baggage Handling Systems

### Passenger Experience

- Convenience
- Transparency/Tracking
- Reliability

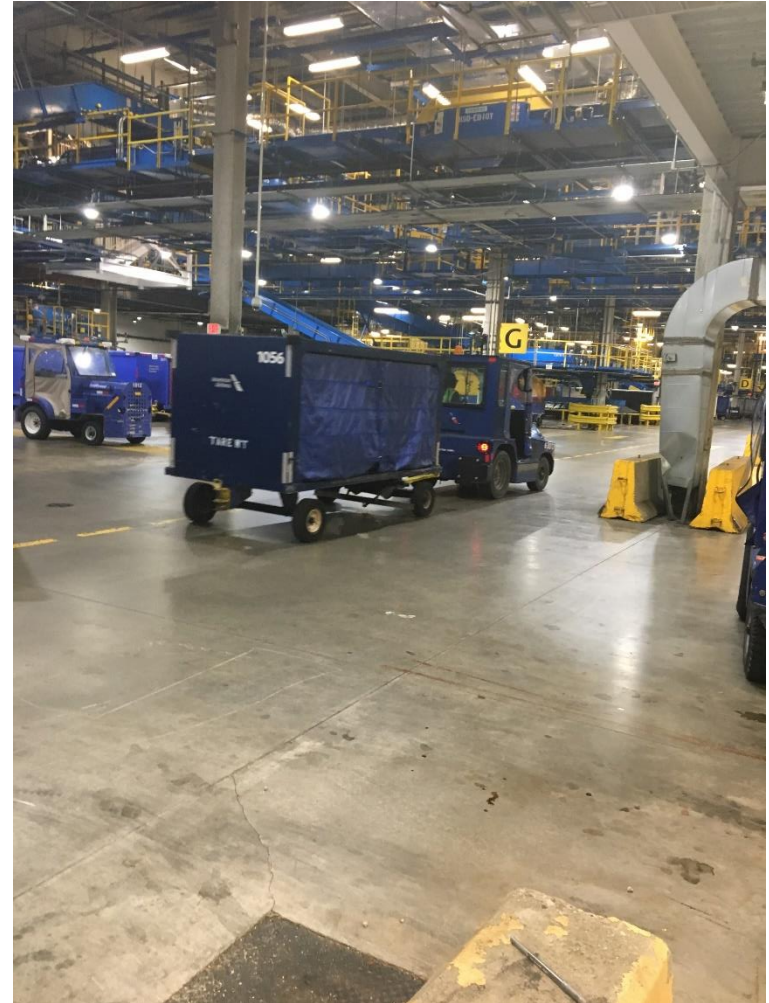




# World Class Baggage Handling Systems

## Airline/Airport Performance

- Continuity of Service
- Safety and Productivity
- Screening Capacity
- Sortation Accuracy
- BHS Asset Utilization





# World Class Baggage Handling Systems

## System Flexibility

- Capacity
- Technology changes
- TSA protocols

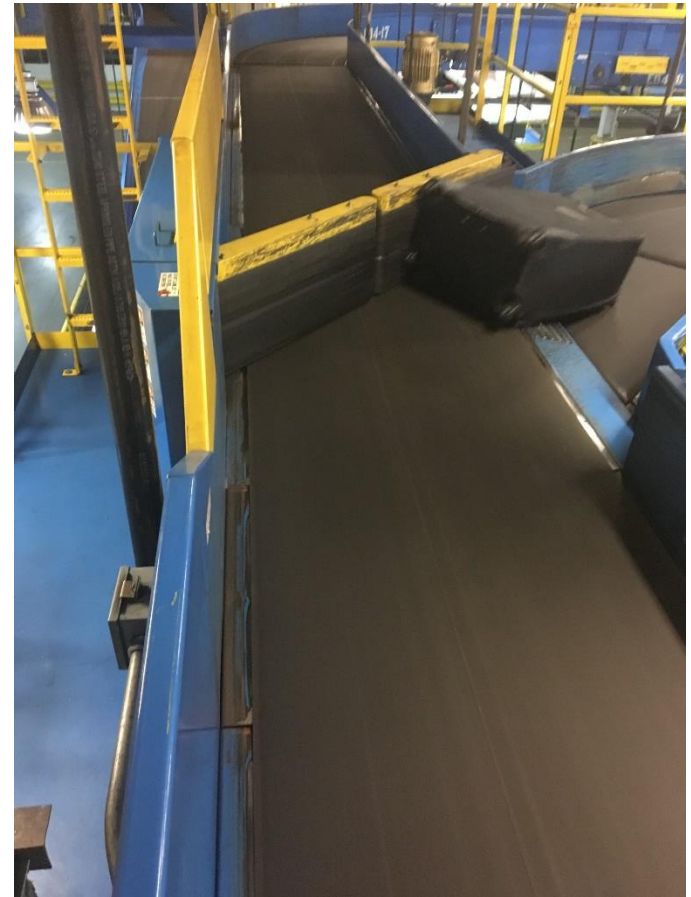




## World Class Baggage Handling Systems

### System Flexibility

- Pinch points
- Problems
- Solutions



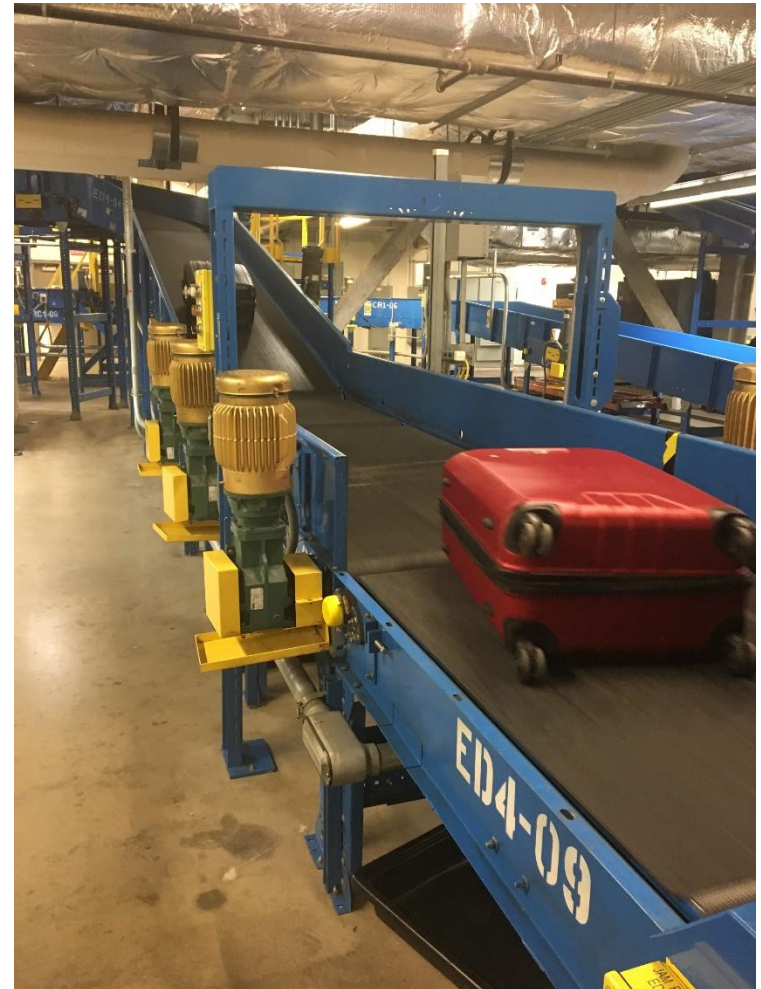




## World Class Baggage Handling Systems

### Operational Excellence

- Contingency Plan





## World Class Baggage Handling Systems

### Optimize Assets

- Working in an operational facility

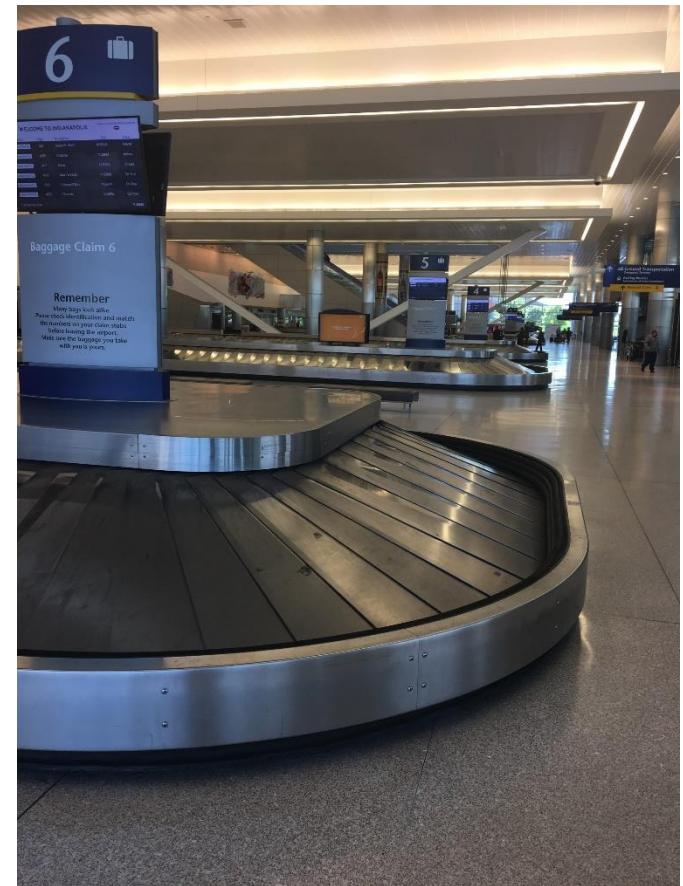




## World Class Baggage Handling Systems

### How to Be a Better Partner to Airports

- Airlines
  - Station Team
  - Corporate
- Vendors/Consultants





Indianapolis Airport Authority

# World Class Baggage Handling Systems

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**Questions?**

**Thank you!**

