

DocumentID	241401
Vortragstitel	Structured Approach towards Designing Passenger Friendly Airport Terminals
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Preisträger	
Vortragssprache	englisch
Seiten	10
Veranstaltung	Deutscher Luft- und Raumfahrtkongress 2011
Veranstaltungsort	Bremen
Veröffentlicht in	Deutscher Luft- und Raumfahrtkongress, Tagungsband - Manuskripte, 2011; Seite 1171 - 1181; DGLR e.V.; Bonn; 2011
Stichwörter	Terminaldesign Passagierbedürfnisse
Abstract	<p>This paper aims at analyzing various passenger-specific tradeoffs between expectations of the different passenger groups and the level of efficiency and quality of service available at an airport. The challenge many airport operators face today is to incorporate distinct functions and facilities within one layout in order to optimize it for a variety of or only one specific passenger group(s). The methodology developed in this paper may assist in assessing future terminal layouts by providing a framework to evaluate the effects of design choices on passengers' overall satisfaction. Providing these insights may enable the improvement of the passenger experience in "airports of the future". The results derived in this paper are based on a passenger survey conducted at Munich Airport, Germany¹. This particular survey identified the importance different passenger groups place on various aspects regarding passenger handling processes or availability of various services and facilities within the terminal. These results are then complemented by previous studies on passenger expectations and how these can be met.</p>