

# The Passenger Journey Through Today's Airports

Airports today are competing for increased air service and passenger growth, but they also recognize the need to tune into the experience passengers are seeking. Technology is helping streamline the whole airport journey, from arrival to departure, and is affecting how airports are designed and constructed. As ridership continues to grow, with the <sup>1</sup>International Air Transport Association's (IATA) prediction that passengers worldwide will double to 7.2 billion by 2035, simplifying the journey and enhancing the experience is key to meeting future needs.

Below is the path of today's passenger experience, from curb to baggage claim.



 **63%**

of passengers are using appshare services like **UBER** and **lyft**<sup>2</sup>

## Design + Construction

Airports will need to design and build pickup and drop-off locations to minimize terminal roadway congestion and increase efficiency.

### Drop-Off

## Design + Construction

Airports will need to redesign the ticketing area to accommodate new technologies and be flexible for future trends such as biometrics.

 **93%**

of airlines to provide mobile flight status notifications by 2019<sup>3</sup>

**41%**

of airlines expect to implement biometrics at check-in in the next 10 years<sup>4</sup>

### Check-In

 **62%**

of airlines will send baggage location status updates to mobile devices by 2019<sup>5</sup>

**60%**

of passengers are using assisted bag drop<sup>6</sup>

## Design + Construction

Baggage conveyors continue to need upgrades from airline consolidation and technology advances that allow for point-to-point baggage tracking.

### Bag Drop

## Design + Construction

Rethinking the design of security checkpoints will help relieve congestion and ensure passengers are able to make the most of in-terminal options.

 **5 mil**

people are enrolled in **TSA Pre**<sup>7</sup>

**200**

U.S. airports have TSA Pre Check<sup>7</sup>

### Security

 **84%**

of airports will offer mobile purchases of airport services by 2019<sup>8</sup>

**\$6.32**

is the average spent for food and beverage<sup>9</sup>

## Design + Construction

Tampa Airport is undergoing a major concessions redevelopment program in the main terminal to help transform the travel experience.

### Concessions

## Design + Construction

Designing technology-friendly dwell areas with dependable charging areas/plugs and Wi-Fi, and non-disruptive maintenance is required.

 **75 min**

is the average dwell time at large hubs<sup>9</sup>

### At the Gate

 **2 mil**

mishandled baggage reports are filed each year<sup>10</sup>

**76%**

of passengers are interested in receiving baggage location status updates to their smartphones<sup>11</sup>

## Design + Construction

Baggage tracking technology may allow people to know exactly when their bags are due so they do not need to stand at a carousel.

### Baggage Claim

#### Sources

- 1: IATA
- 2: FORBES article *Business Travelers Pick Uber And Lyft, Say No to Cabs, Rental Cars* 7/31/2017
- 3, 4, 5, 6, 8, 11: SITA
- 7: TSA
- 9: 2016 ACI-NA Concessions Benchmarking Survey
- 10: Nationwide