

Flying in the COVID-19 Era—Science-based Risk Assessments and Mitigation Strategies on the Ground and in the Air: A Workshop

COVID 19 – A Catalyst for Accelerating Airport Terminal Design Trends

Session IV: What do we wish we knew then?
What do we wish we could know now?

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Disruption creates opportunity



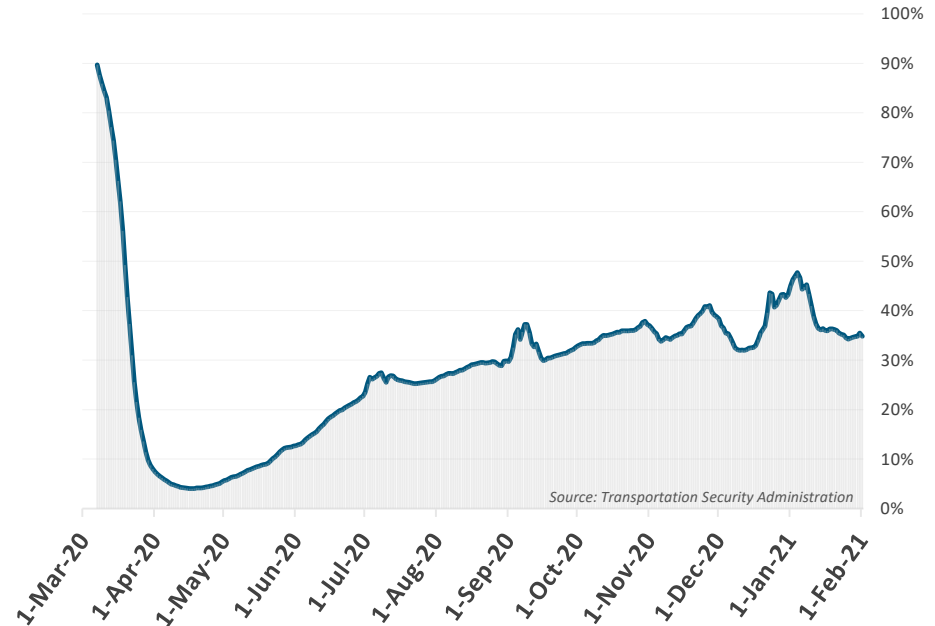
In every industry changed by disruption, the net effect has been total market growth.

– Clark Gilbert, assistant professor at Harvard Business School (2003)

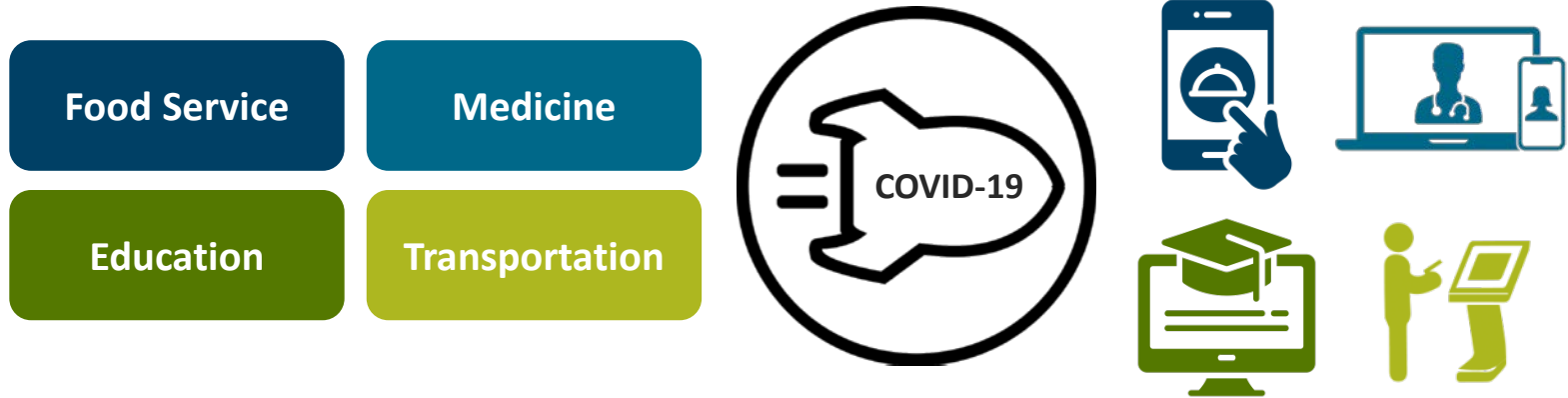


What are passengers looking for in a return to travel?

- U.S. air travelers have shown an increased willingness to fly, especially for leisure
- Personal risk factors are now the largest factor in deciding whether to travel
- Airports are just one step in the overall travel experience
- Passenger confidence is building in aviation's response to COVID-19, but new safety measures will still be demanded
- Passengers want to have ownership of their travel experience



COVID-19 is driving many industries to adopt better design and technology



- COVID-19 has accelerated the adoption of trends which may have taken years to fully implement on their own
- Terminal design innovations, such as automated boarding gates and biometrics, were accelerated to meet demands for a safe and socially distant passenger experience



Airport planning trends are focused on both technological and spatial solutions



The check-in lobby, once full of dense queues and long in-person interactions, is getting smaller and shifting toward more self-service



Biometrics reduce touchpoints, increase processing rates, and reduce queuing throughout the passenger journey



Passenger and baggage screening equipment advances provide increased processing rate with fewer touchpoints



Flexible and efficient use of space, especially in holdrooms and concessions, helps mitigate dense terminal areas



Virtual queues at the security checkpoint can flatten the peak and reduce wait times

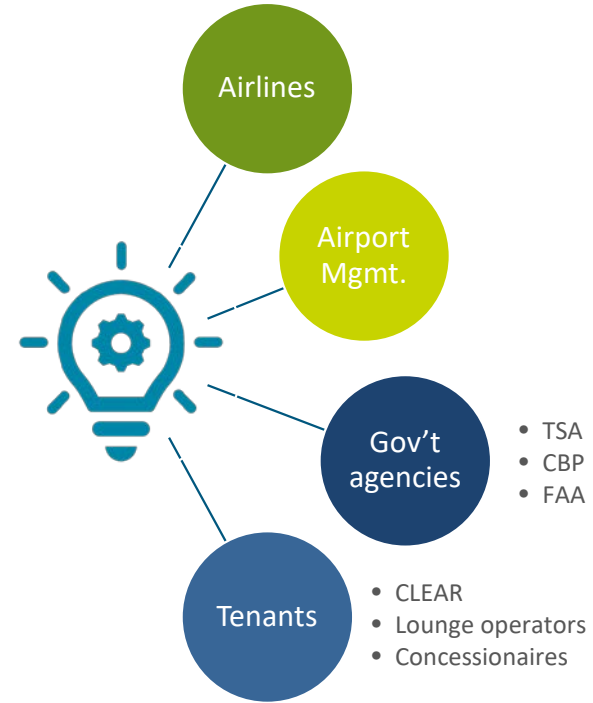


Hygiene improvements like dynamic restroom cleaning, increased surface disinfection, and air circulation increase passenger comfort and confidence



Who is driving these terminal design changes and how do we move forward to ensure the greatest success?

- U.S. airports are unique in that change is driven by industry stakeholders as much, if not more, than by the airports themselves
- Coordination between stakeholders is imperative to reduce implementation hurdles
- Shift planning toward flexible spaces that can evolve and adapt in functionality
- Airports can be on the bleeding edge as innovators or early adopters of new technologies or processes



Understanding passenger expectations may inform design prioritization going forward

- COVID-19 has forced the aviation industry to adapt
- Many pandemic-driven changes have long been desired by passengers
 - Increased use of technology, including biometrics
 - More control over their journey
 - Less waiting and queuing
 - Human interaction, only when necessary
- Building and maintaining passenger confidence in air travel is paramount to the industry's success



THANK YOU

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