

## CONTACT US

The AirTerm methodology has already been applied to several terminal planning and development projects throughout the world. We hope to welcome you as our client and address your terminal issues for improved efficiency, operations, and passenger and airline satisfaction.

For further information please contact:

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# AIRTERM

PASSENGER TERMINAL PLANNING AND OPTIMIZATION

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Imagine postponing or completely eliminating the need for continuous investments in new check-in counters, security screening facilities and baggage drops – even with increasing passenger numbers.

By combining fast travel technologies with Ramboll's spearhead expertise in terminal, retail and passenger flow planning, this is already a reality.

And what is more, the additional but possibly even more important benefits include increased non-aeronautical revenue, improved passenger satisfaction, less queue area needs and improved staffing efficiency.

Introducing the new product in our aviation related services, Ramboll now offers the possibility for you to enjoy these benefits, inherent in the

## AirTerm

passenger terminal planning and optimization tool.

### Fast Travel

Many airports around the world have already implemented some self-service solutions. However, to keep up with growing demand for air traffic and the ever-increasing expectations of passengers, it is paramount to put more focus on the passenger experience and time consumption.

The main indicator for passenger satisfaction is the time spent in passenger processes inside the airport. Time consumption and crowded spaces can cause a stressful and unsatisfying journey.

Driven by passengers' and the aviation industry's wishes, IATA has launched the Fast Travel program, which aims to reduce costs for the industry by giving passengers more choices and more control during their entire journey. This includes more self-service and a multiple-channel system for passing different bottlenecks during departure and arrival. AirTerm is here to help incorporate this concept in the terminal planning of your airport. However, AirTerm is much more than that.

### Increased non-aeronautical revenue

With AirTerm's terminal, visual and flow planning, your terminal will achieve a greater exposure of retailers to passengers. This will mean growth in sales for retailers and restaurants and in the end an increase of your non-aeronautical revenue.

### New and existing terminals

The AirTerm methodology can be applied to all terminals, new or existing, as Ramboll's experts have substantial experience in both and are able to assist in any terminal planning assignment. Implementing AirTerm in the planning process will ensure that your airport terminal is futureproof and investments are optimized. Applying the methodology to existing terminals might even mean postponing the investment in a new terminal.



A growth in passenger numbers leads to an increased need for capacity.



Giving passengers the opportunity to self-service...



... results in airlines and airports saving money on staff and maintenance.

### Some focus features – check-in and bag-tagging

The procedure of checking in has long been developing to become a self-service. This is likely to continue, and especially the introduction of smartphones has changed the nature of this process. Development does not stop with smartphones though. Also smartwatches and other technologies must be analyzed.

In the near future, check-in counters and check-in personnel in airports will be if not obsolete then at least at an absolute minimum in order to save space and operational costs.

Bag-tagging is a time-consuming activity for airline personnel and also for passengers who wish to tag their own bag. This can be circumvented by introducing RFID or print-at-home bag-tags, again saving operational costs for the aviation industry.

Other initiatives include self-boarding, kiosk immigration control etc. These are all considered in the AirTerm methodology.

### Methodology

An AirTerm assessment will always start with defining background parameters such as distribution between check-in methods, modal split, bags per passenger, show-up time at airport before flight, amount of greeters, etc. Also, technology penetration among any given airport's customers is vital information.

While new terminals offer the opportunity to coordinate and implement the newest technologies from the start, existing terminals often face the issue of trying to fit new development inside old and outdated boundaries. Therefore, AirTerm always includes a review of existing facilities.

When requisites have been determined, our experts will with the aid of cutting-edge simulation assess different development options. This brings together fast travel initiatives with retail planning, flow route planning and visual planning in order to increase the penetration and spin per passenger to the benefit of retailers and the airport.

The product will be a recommendation of different measures to be taken in existing terminals or a terminal concept for new terminals.

### The benefits

It is vital to understand that the traditional route through an airport is changing dramatically, as passenger processing facilities are now imbedded in many different devices, which are available from the moment passengers have booked their ticket.

By using AirTerm, your airport will be ready to embrace the new demands of passengers and airlines, to provide them with cost-efficient, time saving, staff-saving, convenient and seamless travel, all while saving money on your airport investment and operational budget.

**AirTerm – Terminal development on your terms**



Self-service bagdrops and border clearance



Before fast travel implementation...



... and after

We would be very pleased to give you a presentation on the benefits of using our AirTerm tool and would like to welcome you in our portfolio of satisfied customers.

Please contact us for further discussion of any questions you may have upon this introduction of AirTerm.

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