



# Best in Class for the Passenger Experience: Premises, Processes and People

## Premises: Designing the Ideal Security Control Area

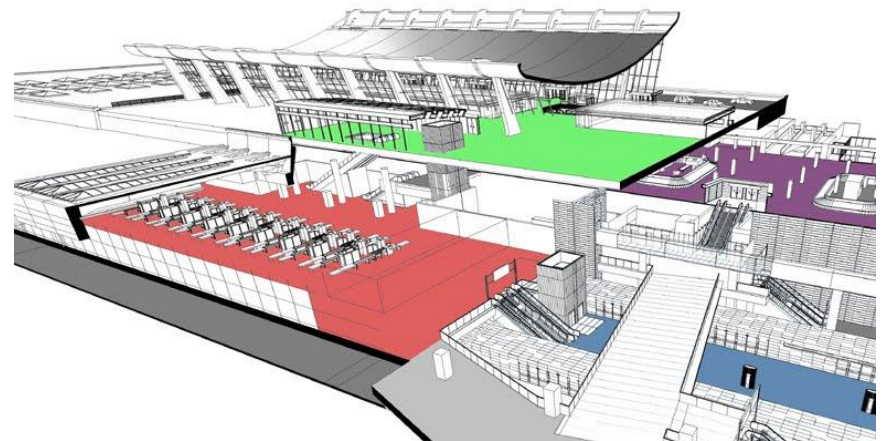
Presentation at the ACI AIRPORT EXCHANGE Conference  
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airport consulting

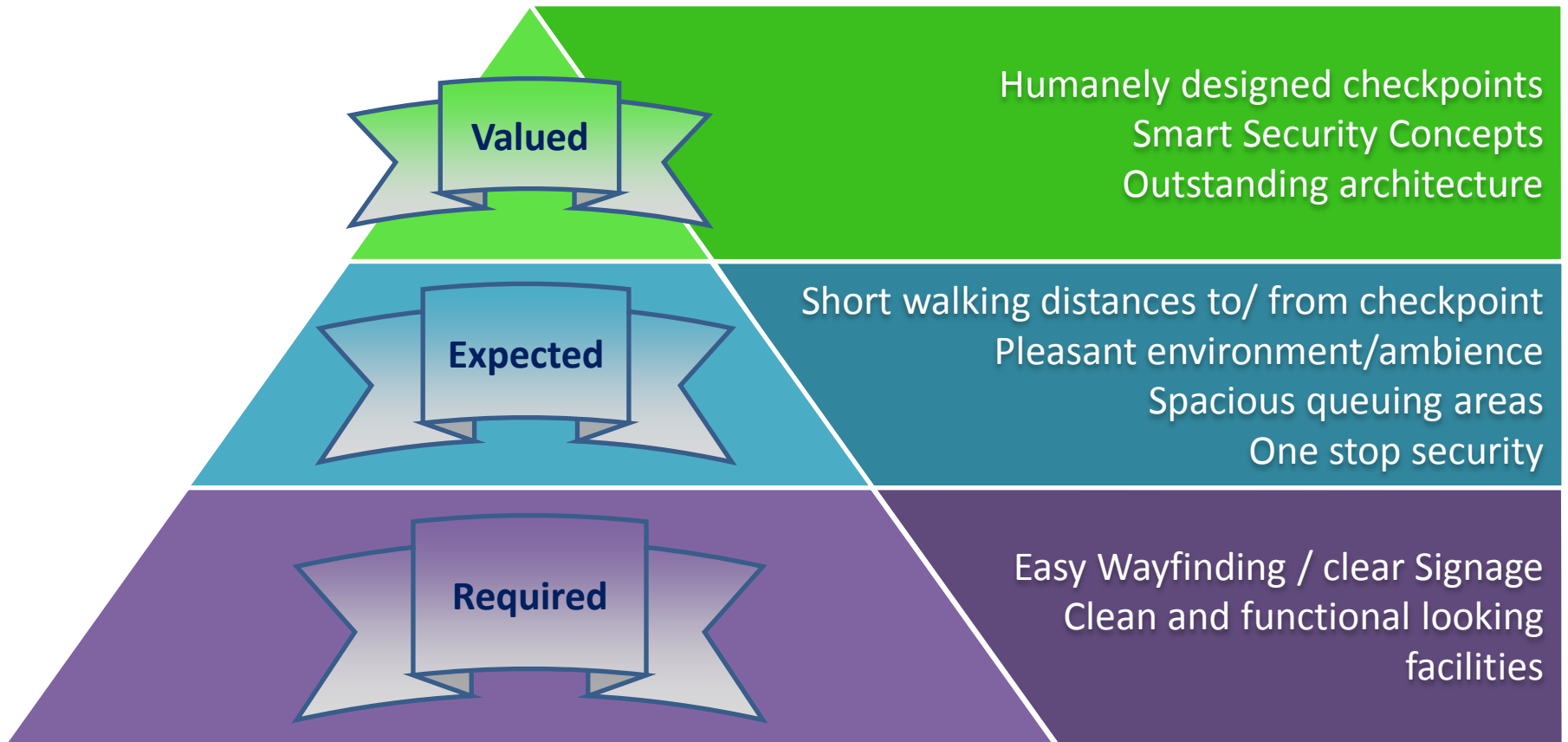
by Torsten Hentschel, TH Airport Consulting

## Existing Security Control Areas



- Passenger Experience needs to be enhanced through easier Accessibility, better Ambience and sufficient Queuing Space

## Expectations and Needs of Passengers at Security



- Development of an airport specific pyramid reflecting the needs and expectations of your passengers



## Criteria for a better Passenger Experience

### Natural Wayfinding and Walking Distances

- Checkpoint on the way from Entrance to Gate
- Short and visible access from Terminal Entrance and Check-In / Baggage Drop-off
- Less Orientation Points and Level Changes
- Clear Signage



### Ambience and Cleanliness

- Stunning Architecture
- Light, Color and Sound
- Temperature, Ventilation, Noise Levels
- Clean, tidy and well structured



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- Checkpoint premises need to be enhanced by addressing all criteria as well as the mindsets of the passengers

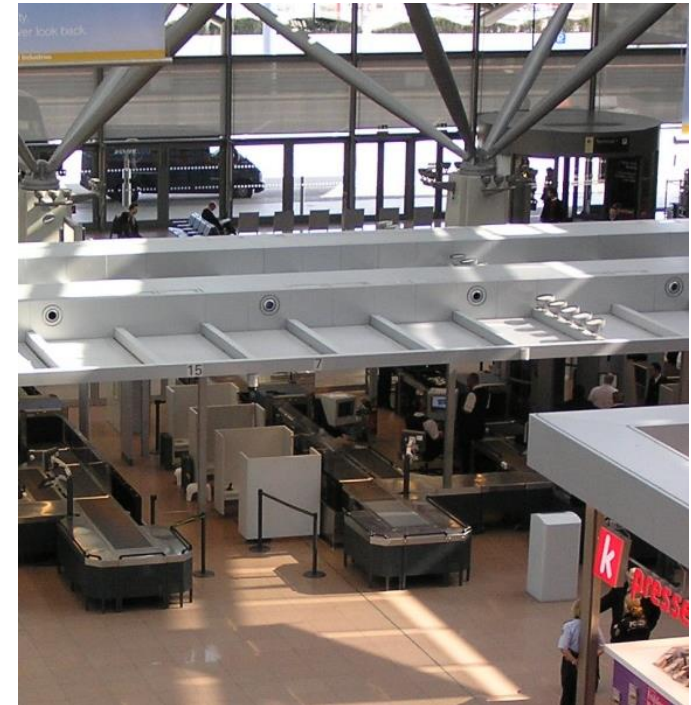
## Space requirements for Security Control Areas

### KPIs for the Passenger Experience

- sqm/passenger in Queue
- sqm/passenger in checkpoint

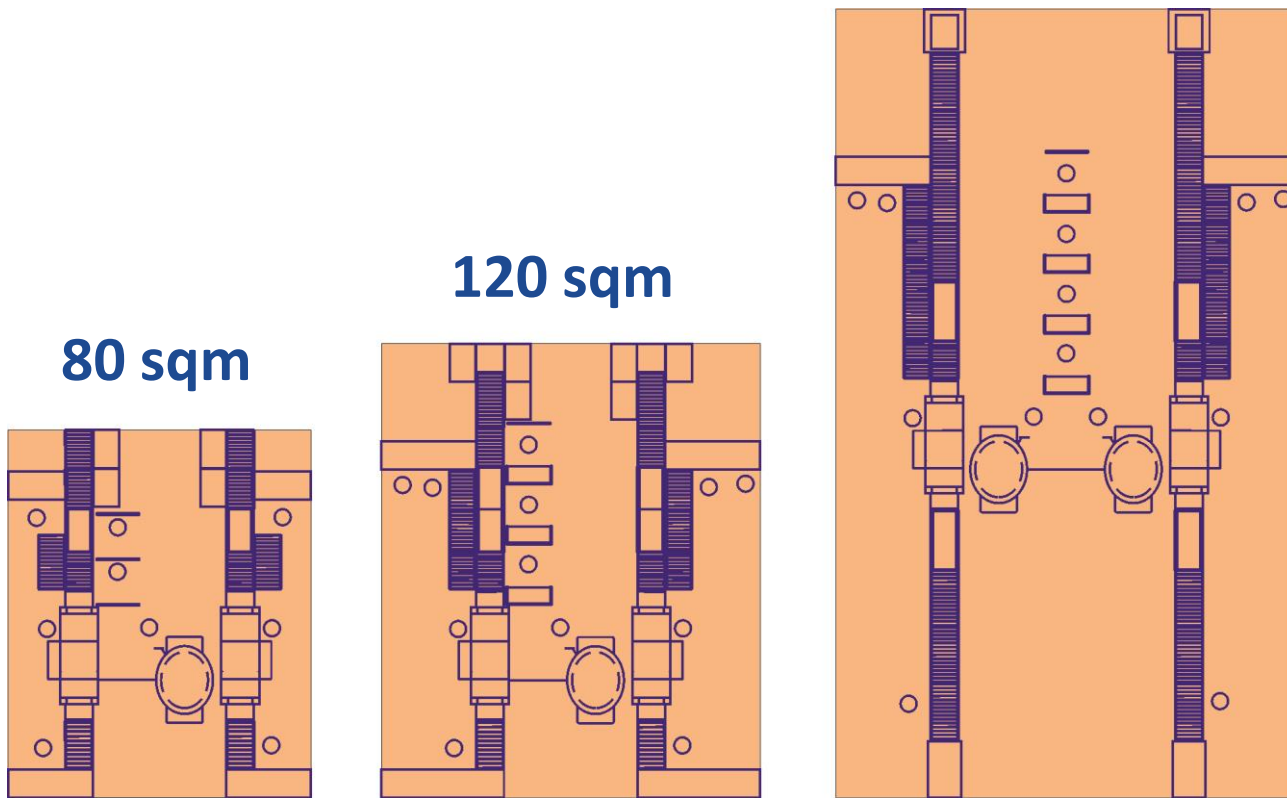
### KPIs for Efficiency/ Utilization of Space

- throughput/sqm
- throughput/meter (width of checkpoint)
- throughput/meter (length of checkpoint)



- Available Space of Security Control Area needs to be carefully utilized to enhance the Passenger Experience and Efficiency

## Checkpoint Layout: Does Size matter?



- Tailor-made Checkpoint Layout needs to be designed to fit well into the Terminal
- Processes and People need to harmonize with the Layout



Thank you very much for your attention!

**Torsten Hentschel**  
*Managing Director*

Tegelweg 165  
22159 Hamburg  
Germany



++49 173 6750942  
t.hentschel@th-airport.com  
www.th-airport.com