## **Kühne Logistics University (KLU)**



## Research Study: "Maintaining the **Passenger Experience at Airports Under Increased Landside Security Requirements**"

TH Airport Consulting sponsored and supervised a research study on landside security and the passenger experience in cooperation with the Kühne Logistics University in Hamburg. As part of the research several expert interviews as well as a passenger survey have been conducted.

## **Contents**

- Analysis of psychological and subjective security perception
- Examination and evaluation of landside security measures and their impact on the passengers
- Empirical research on aviation security, psychology of security and the passenger experience
- Initiatives to maintain the Passenger Experience under increased landside security requirements by application of the 3P Approach (Premises, Processes, People) based on the ACI EUROPE Guidelines for Passenger Services
- Development of recommendations and best practices

**Period of Services:** 2017



Passenger Experies to Maintain the \*\* Selected information within an educative approach that explains a measure's impact and meaningfulness Humanly designed landside measures, checkpoints & processes that do not impinge on flexibility & mobility Valued Concepts that take the passengers' subjective feelings of security into account Inclusion of the passengers in security measures, e.g. in terms of perception and reporting Wow-factor Provision of message that "somebody's constantly watching and prepared to intervene" Deployment of behavior detection, visible patrols and EDD (incl. family type dogs) Constant activation of landside measures and detection at potentially crowded places **Expected** Provision of high-level surveillance cameras Airport's conceived image High levels of agents' competence, courtesy & communication

Required Bare minimum / Meeting regulations

Terminal design to reduce vulnerability of mass gatherings Defined responsibilities and communication on landside measures No installation of terminal entrance checks Provision of uniformed security presence Provision of necessary space to avoid congestions

Concentration on non-intrusive processes and measures