

Assessment of the Passenger Experience for Elderly Travellers

Considering the continuous growth of elderly travellers, it is of great interest for airports to enhance the experience for this passenger segment. Our team has conducted a systematical assessment on site. The analysis has been based on the 3P (premises, process and people) methodology of ACI “Guidelines for Passenger Services at European Airports” and the ECAC Doc 30 recommendations on best practices for PRM.

Services

- Development of objectives and criteria for the assessment of the passenger experience for all parts of the passenger journey
- Identification of strengths and weakness related to the 3P observed on site based on the defined assessment criteria
- Suggestion of initiatives to enhance the passenger experience for elderly travellers

Period of Services:
2019

