

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

KLU

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