

Passenger Terminal EXPO 2010

23. 24. 25 MARCH 2010
BRUSSELS, BELGIUM

THE 16TH INTERNATIONAL CONFERENCE AND EXHIBITION FOR PASSENGER TERMINAL
DESIGN, MANAGEMENT, SECURITY AND TECHNOLOGY

FUTURE AIRPORT



www.passengerterminal-expo.com

09.00-09.05

WEDNESDAY 24 MARCH 2010

FUTURE AIRPORT: The evolution of terminal design to support new processes and technology

Welcome to session and introduction – Conference Chair

With the advent of new technical standards and processes, the ticket counter has become a relative dinosaur. Passenger and baggage handling processes are changing, resulting in an opportunity to alter long-held terminal design concepts. Find out what industry-leading architects are thinking as they work to bring these new concepts to reality at an airport near you.

09.00-09.05

CHAIR: Luc Heynderickx, Support Manager Passenger & Customer Services, The Brussels Airport Company, Belgium

09.05-09.25

Luc Heynderickx, Support Manager Passenger & Customer Services, The Brussels Airport Company, Belgium

CUPPS is launched!

Common-use passenger processing systems (CUPPS) is the first recommended practice jointly approved by airports and airlines. After five years of industry work, and more than 1,000 pages of detailed documentation and pilot testing in live operation around the world, the CUPPS technical specification was published on 15 November. Hear the latest update on the platform of the future – the future has now arrived!

09.25-09.45

Brent Kelley, Principal, Corgan Associates Inc, USA
Technology influences on terminal design: a case study, Sacramento International Airport

Technology plays a key role in all areas of life today, and none are more evident than in passenger processing at airports. From kerb-side to ticketing to the gate, airlines are relying more and more on technology for processing passengers, and most are now requiring passengers to perform this process themselves. This case study investigates how technology has become an integral part of building design and how it has been applied to a major

terminal project currently under construction. The audience will learn how current terminal design trends are being influenced by the latest changes in technology, specifically on passenger processing. Learn how Sacramento is planning for current and future technologies in its new terminal facility.

09.45-10.05

Thomas Theobald, Principal, Fentress Architects, USA

Passenger processing: designing for the future

How technology and evolving passenger needs are driving change in the design of airport terminal buildings. The presentation will discuss the latest in technologies, innovations and design practices for passenger processing and management.

10.05-10.25

Ty Osbaugh, Senior Terminal Architect, Gensler, USA
Future of terminal design

The presentation will address how new technologies and the innovation of new systems will have a profound effect on the spatial requirements of terminal spaces.

10.25-10.45

Roddy Boggus, Executive Vice President, Gresham Smith and Partners, USA

Passenger processing: an architect's perspective

Airports are evolving as the business models for air carriers change and technology improves. Levels of service are being redefined as Millennials replace Gen Xers and Baby Boomers. Is it time to rethink airport passenger processes? Is it time to rethink how an airport works? Has the era of large ticketing halls come to an end in favour of large claim halls? Would we design airports the same way today if we didn't have the model to look at? Who owns the process? Airlines? Airports? Passengers? The audience will be challenged to rethink airport terminal design and the role that technology and tomorrow's passengers may play in rethinking how terminals are designed and how we define customer and level of service.

10.45-11.15

PANEL: How to design the terminal of the future to support new technology and processes?

Luc Heynderickx, Brent Kelley, Thomas Theobald, Ty Osbaugh, Roddy Boggus