

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

PASSENGER EXPERIENCE: PLANNING, DESIGN, CONSTRUCTION & OPERATIONS



TUESDAY 23 MARCH 2010

PASSENGER EXPERIENCE: PLANNING, DESIGN, CONSTRUCTION & OPERATIONS - PANEL

Welcome to the session and introduction – Conference Chair

The panel will present and discuss how the passenger experience is defined while planning, designing, constructing and operating an airport. This will be a valuable discussion of how physical, operational and electronic developments can enhance the experience.

The audience will learn about current airport conditions restricting the passenger experience and how airports and operators can improve on many levels.

14.30-14.45

CHAIR: Mark Skjervem, Vice President & International Aviation Sector Manager, Parsons, USA
Title to be announced

14.45-15.00

Richard Spencer, Senior Vice President, Director, Aviation & Transportation, HOK, UK
Title to be announced

15.00-15.15

David Taylor, Senior Director, Global Product Management, Airport Systems, ARINC, USA
Title to be announced

15.15-15.30

Rosemarie Andolino, Commissioner, Chicago Department of Aviation, USA
Title to be announced

15.30-16.30

Panel with questions and discussion