



Automated facilities at the airports and passenger preferences

## Final Year Project Report

Submitted to the Faculty of Aviation at the University of Management  
and Technology in partial fulfillment of the  
Requirements for the degree of

BS  
in  
Aviation Management

by

Rana Muhammad Faiq Alam

Rizwan Zafar

Session

2012-2016

Project Supervisor

Altamash Pervaiz

## CONTENTS

Acknowledgements.....	5
Executive Summary.....	6
Introduction .....	7
Significance .....	Error! Bookmark not defined.
Overview .....	Error! Bookmark not defined.
IATA Fast Travel program.....	Error! Bookmark not defined.
Passenger Facilities at Changi Airports New Terminal.....	Error! Bookmark not defined.
Airport Technology-Indira Gandhi International Airport.....	Error! Bookmark not defined.
Automated people movers and parking (APM’s). .....	Error! Bookmark not defined.
Baggage Handling System. ....	Error! Bookmark not defined.
Dubai (DXB)-Airport Automation. ....	Error! Bookmark not defined.
Automated Passenger Movers at DXB.....	Error! Bookmark not defined.
Robots being used at Geneva Airport.....	Error! Bookmark not defined.
Automated Car Parking at Düsseldorf Airport.....	Error! Bookmark not defined.
Research Objectives.....	Error! Bookmark not defined.
Key Points of Research.....	Error! Bookmark not defined.
Elements of Facilitation .....	Error! Bookmark not defined.
1) Quick Service Booth .....	Error! Bookmark not defined.
2) Virtual Assistant Holographic Announcer.....	Error! Bookmark not defined.
3) Paging System .....	Error! Bookmark not defined.
4) Electric Cars.....	Error! Bookmark not defined.
5) Travelators and Escalators .....	Error! Bookmark not defined.
6) Retinal Scanners.....	Error! Bookmark not defined.
Passenger Facilitation Processes .....	Error! Bookmark not defined.
Flow Chart.....	Error! Bookmark not defined.
<b>AllamaIqbal International Airport, Lahore (LHE)</b> .....	Error! Bookmark not defined.
Dubai International Airport, Dubai (DXB) .....	Error! Bookmark not defined.
Methodology.....	Error! Bookmark not defined.
Data Analysis.....	Error! Bookmark not defined.
Discussions.....	Error! Bookmark not defined.
Conclusion.....	Error! Bookmark not defined.

References ..... **Error! Bookmark not defined.**  
Appendix ..... **Error! Bookmark not defined.**  
    Questionnaire ..... **Error! Bookmark not defined.**

## ACKNOWLEDGEMENTS

Alhamdulillah. Thanks to Allah SWT, who with his will gave us the opportunity to complete this Final Year Project titled Automated Facilities at Airports and Passenger Preferences.

A special thanks to our final year project supervisor, Mr. AltamashPervaiz Assistant Professor, Institute of Applied Sciences whose help, stimulating suggestions and encouragement, helped us in coordinating our research and especially writing this project report.

It is our radiant sentiment to place on record our best regards, deepest sense of gratitude to Ms. SoofiaArshad (UMT), Ms. Noreen Fatima (Clinical Psychologist), Mr. Moeen Azad (UMT), Mr. SajidNadeem (UMT), Ms. FatimaAshhad (UMT) and Mr. Bilal Ahmad (UMT) for their careful, precious guidance and assistance which was extremely valuable for our study both theoretically and practically.

We are obliged to staff members of AllamaIqbal International Airport Lahore, Civil Aviation Authority of Pakistan as well as Airport Security Force for the valuable information and facilitation provided by them in their respective fields. We are grateful for their cooperation during the period of our research.

Deepest thanks and appreciation to our parents, families, colleagues and acquaintances for their cooperation, encouragement, constructive suggestions and full support for the report completion, from the beginning till the end. Also thanks to all of our friends that have contributed by supporting our work and helped us during the final year project progress till it was fully completed.

## EXECUTIVE SUMMARY

We believe that true excellence comes from quality and not from quantity. So for that reason this project report has been written in mind keeping the passenger facilitation in mind and comparing the international practices to Pakistan's scenario. We reviewed the already available literature on the web and then worked to prove the significance according to the managerial and academic contributions it will make.

Process diagrams and flowcharts are illustrated which compare the passenger's facilitation process between AllamaIqbal International Airport and Dubai International Airport. Elements of facilitation at airports in regards to passenger facilitation were explored and opinions from passengers were taken through surveys conducted at AllamaIqbal International Airport Lahore. The survey data was entered into SPSS and we derived plausible results from it.

This report describes the passenger facilitation in respect to passenger perception with the various ways in which the discussions and conclusions, once implemented, will be able to monitor control and improve passenger facilitation process at Pakistan's Airports.

## INTRODUCTION

Facilitation may be defined as a combination of measures and human and material resources intended to improve and optimize aircraft, crew, passenger and cargo flows at airports while ensuring compliance with relevant international and national legislation (National Civil Aviation Facilitation Programme, 2014).

Passenger Facilitation brings together airlines, governments and airports to see how processes can be linked across stakeholder environments, with a focus on the crucial areas of Security, Border Protection, Immigration and Customs that results in an “end-to-end passenger experience that is secure, seamless and efficient’ (Passenger Facilitation Working Group, 2016).