

“Terminal of the Future”

On Friday, 7 November 2003, Aerius in co-operation with VSAE, organized the aviation symposium “Terminal of the Future”, which was held at Amsterdam Airport Schiphol. Admittance was free for all members of both organizations.

By Hubert Croes

At about 14:00, Mr Johan Schölvinck of Goudappel Coffeng, an independent consulting agent for transport and spatial economics, and member of the Aerius Advisory Board opened the seminar and welcomed all speakers and attendees.

The first speaker, Mr. Jan Veldhuis, senior researcher at the *Stichting Amsterdam Aviation Economics* (AAE) at the University of Amsterdam, elaborated on the “Air-Co Model” (Air Transport Competition Model) developed by AAE. He illustrated this taking the ‘Greater Benelux’ and North France as capture area, there are approximately 50 million potential customers in a geographical area where there are four major airports (Amsterdam, Brussels, Duesseldorf and Paris). Congestion is common and may be relieved with the introduction of the high-speed train from Amsterdam via Brussels to Paris. Important developments to take into consideration are the flourishing low-cost business, the demise of Sabena and the proposed merger of Air France and KLM. He expects Schiphol to gain from the addition of the relatively stronger network of Air France/ Paris to the KLM/Amsterdam network. However, Paris has better qualifications to become the primary hub and predicts a decrease of

24 per cent in intercontinental destinations offered by KLM compared to an increase of 3 per cent for Air France. Schiphol might lose 4 per cent of its current traffic volume. In case no changes occur at competing airports, they will see a relative growth in traffic share, leading to a loss of 2 per cent in revenues in Amsterdam.

Next Mr. Guus de Ruiter of Incontrol Enterprise Dynamics gave a presentation on how simulation is used in the development process of new terminals. Simulation originated with animation and PC-games. Nowadays, the company is specialized in simulation techniques, where aviation is only one of their target

markets. Simulation is necessary in solving complex and dynamic problems as is known in aviation. He discussed the 70MB project, where 70MB stands for 70 million pieces of luggage a year Schiphol aspires to be able to handle in the future. An intriguing video presentation was shown, where everybody could clearly see the simulation of luggage buffering facilities.

Next, Mr. Jappe Blaauw, Unit Manager Ramp Handling at KLM talked on the challenges KLM has to deal with every day in handling 33.000 luggage a day. The major problem is the peak at around 09:45 hrs. in the morning, with the arrival and check-in of the majority of the transatlantic services, combined with a connecting wave of European arrivals en departures. To accomplish this complicated task, there are 1200 aircraft loaders and 1100 sorters working in that period. As approximately 1750 baggage cannot be handled by the current automated system, the overflow luggage is sorted and transported manually in order to ensure the baggage travels with the passenger on the same plane and keeping the number of not-arrived baggage to a minimum.



Our audience in the Auditorium at Amsterdam Airport Schiphol



Our speakers: Mr. Marcel Bunkers, Mr. Guus de Ruiter, Mr. Jappe Blauw, Mr Jan Veldhuis and chairman Mr. Johan Scholvinck. Not on photo is Mrs. Liam Kaat.

After a short refreshments break, Mrs. Lian Kaat, Senior Manager Business Solution at Schiphol Group, addressed the Redesign Passenger Process Project, through which Schiphol attempts to ease the overall passenger handling at the airport. In a foreseeable future, much more remote identification and information techniques will be applied, possibly including mobile phones and electronic identification methods (i.e. passport equipped with chips and iris scanning). Passengers may be traced and tracked through electronic signals and updated automatically on gates and boarding times. Luggage might be delivered at entrance of the terminal, so ultimately the current check-in procedures may become obsolete.

Last but certainly not least, Mr. Marcel Bunkers of Vanderlande Industries, gave a presentation of their visions of baggage handling systems in the future. During a video presentation, we could visualize the functioning of the automated system at Schiphol developed by Vanderlande Industries, by following the journey of a baggage from check in, through the buffering area until the final loading on the flight.

Finally, after many questions by the attendees, chairman Mr. Johan Scholvinck recapitulated the different points of view on the Terminal of the Future. As explained in the Air-Co model, growth may be less due to the proposed Air France/ KLM merger,

possibly leading to less necessity for expansion. Still KLM needs a larger baggage system to maintain a desired level of service. The airport itself has a strong believe that passengers will become more self-sufficient and will explore new ways of identifying the passengers in the terminal. Of course simulation will provide insight in the effects a possible new layout of the terminal will have and what needs to be done to ease the flow of passengers.

See you our next seminar!

