

The Postdemic Airport

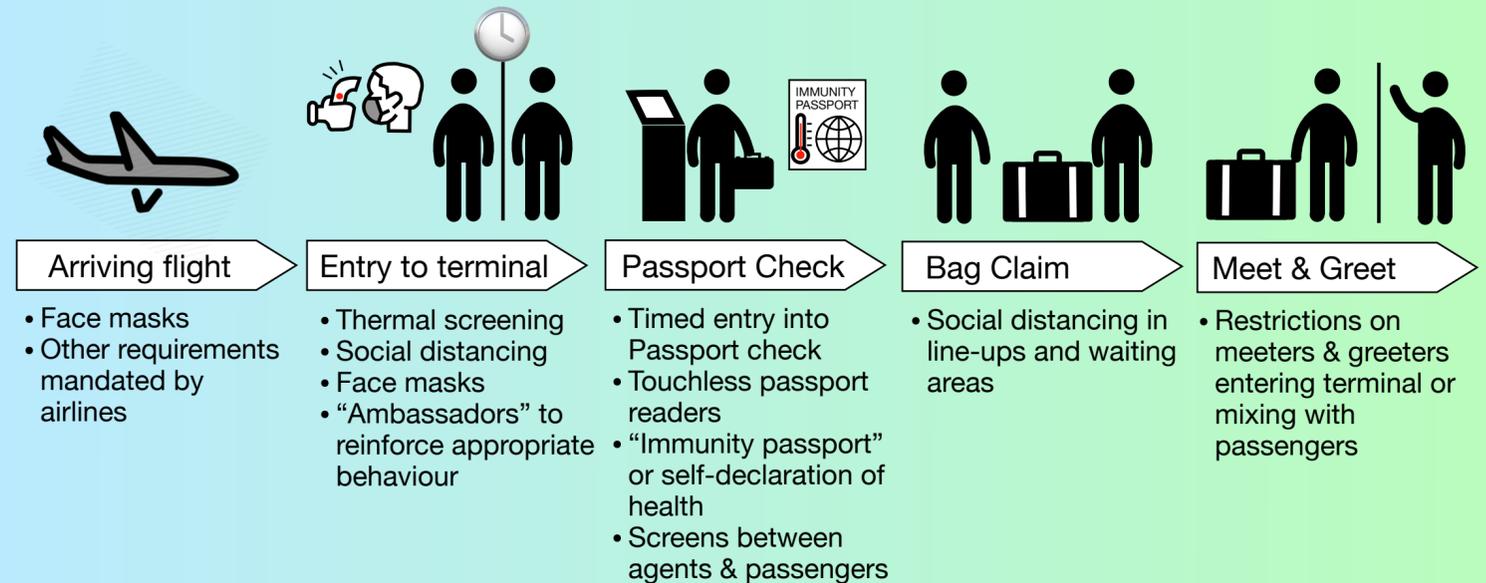
These pictograms illustrate the possible changes that arriving and departing airline passengers may encounter on each step of their journey as airports adapt post-pandemic.

Some of these changes are already in the process of being implemented in various airports, some are hypothetical and will depend on the requirements of authorities-having-jurisdiction and the judgment of the airport authority. Some are **technology-focused** (eg. touchless processes), some are **behaviour-focused** (eg. roving “Ambassadors” whose role will be to reinforce appropriate passenger behaviour), and some are **physical space-focused** (eg. separations of agents from passengers and social distancing).

The primary sources for these pictograms have been conversations with airport authorities around the world, as well as “Safely Restarting Aviation”, a joint paper by ACI and IATA.

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The Arriving Passenger Experience



The Departing Passenger Experience

