

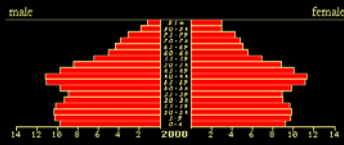
# Enhancing Airports for an Aging Population

MSP Customer Service Forum  
Minneapolis, Minnesota

Harry P. Wolfe  
May 17, 2005



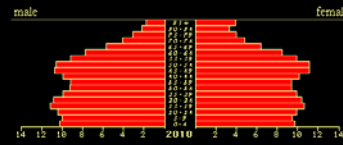
# 830,000,000



Population of the United States, by Age and Sex, 1950-2050 (millions)

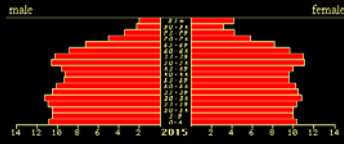
Information source: International Data Base, U.S. Census Bureau; applied pyramids were modified using Census, English Converter and GDPBuilder. See other comments up.

Population > 64 = 35 million



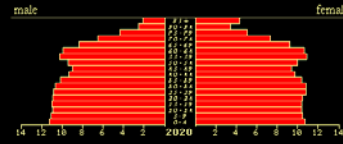
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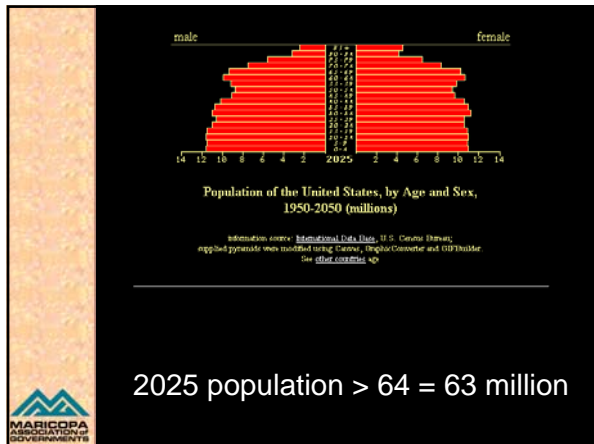
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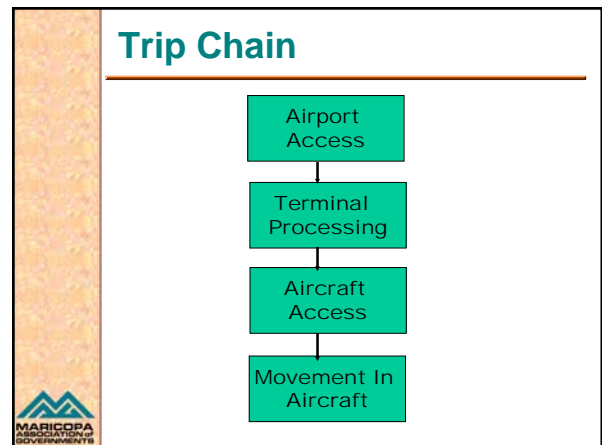
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- ## Financial Impacts
- 2001 - 12 million trips
  - 2025 – 30 to 60 million trips
  - Impact of market
    - \$600 million – airports
    - \$ 3 billion – airlines

- ## Older Adult Perspective
- Reject disabled label
  - Cherish independence
- 



- ## Access and Egress
- Congestion
  - Transfers
  - Way finding



## Airport Access Solutions



## Automated People Mover



## Way Finding

- To airport
- On airport
- To terminal



## Terminal Processing

- Walking
- Way finding
- Waiting



## Walking Assistive Devices

- Moving sidewalks
- Electric carts
- Escalators



## Way Finding: Facilitation

- Simplify maps
- Improve signage
- Enhance lighting





Source: PANYNJ March, 2002




## Way finding: Barrier


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### Informational vs. Commercial





Source: Kessler McGuiness. 2004




## Waiting Reduction

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- Security
- Baggage



## Aircraft Boarding/Exiting

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- Finding gate
- Waiting to board
- Boarding



## FIDS

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## Aircraft Boarding Bridge

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## Conclusions

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- More research is needed
- Multi-disciplinary group needs to
  - Become more engaged
  - Collaborate on solutions
- Standards need to be developed



## Recommendations Need to Be

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- Integrated
- Tested
- Stakeholder generated
- Uniform across airports



## For More Information Contact:

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