

Evaluating the Rationality of Airport Design from the Perspective of Passenger Experience: An Example of Terminal 3 of Beijing Capital International Airport

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Abstract : Passengers are the main users of the airport. Whether the travel experience of passengers in the airport is comfortable or not is an important indicator for evaluating the reasonableness of airport design. Taking the Terminal 3 of Beijing Capital International Airport as an example, this paper analyzes the airport's solution to the problem of passengers' inconvenience caused by lost directions, excessive congestion, and excessively long streamlines during passenger use. First of all, by using the method of analyzing the design of architectural function streamlines, the design of interior spaces of buildings, and the interrelationship between interior design and passenger experience, it was first concluded that the airport is capable of performing the two major problems of easy disorientation and excessive congestion. Later, by using the method of analyzing architectural function streamlines and collecting passenger experience evaluations, it was concluded that the airport could not solve the inconvenience caused by excessively long streamlines to passengers. Finally came to the conclusion that the airport design meets the demand in terms of the overall design of the passenger experience, but the boarding line is still relatively long and some fly in the ointment.

Keywords : passengers' experience, terminal 3 of Beijing capital international airport, lost directions, excessive congestion, excessively long streamlines

Conference Title : ICADET 2018 : International Conference on Airport Design, Engineering and Technology

Conference Location : Rome, Italy

Conference Dates : July 23-24, 2018