Dynamic wayfinding at airport landside
Improving the airport landside connectivity through the Internet of Things

Flying comes with many responsibilities for both the airport and the passenger. One of the responsibilities for the passenger is to be on time at the airport. In case of delays or disruptions, passengers are required to be provided with alternatives to be able to catch their flight on time. The airport is responsible for offering the best services to support the passengers in their journey. This includes the provision of products and services for easy and reliable landside connectivity.

The Kiss and Ride at Schiphol faces capacity and congestion problems. These congestions result in an increase of the stress level of the passengers.

This thesis proposes the use of a dynamic wayfinding system to ensure that drivers are well-informed about the traffic situation at Schiphol. Subsequently, the signs can be used to redirect the drivers in case of disruptions.

The design exists of two parts, the dynamic traffic signs and the sensors. The sensors measure the number of cars and travel speed of the cars to provide an indication of the congestion level in the respective area.

For the placement of signs, several principles are defined, such as the distance, height and frequency. Moreover, the content and dynamic elements of the signs are studied with experts to provide intuitive, compact but impactful information provision.

The main benefit of the design is that the operation at Schiphol can take control in case of congestions/contingencies. As a result, unsafe situations can be prevented. Consequently, the insecurity levels of the passengers will be reduced by providing alternative routes.