DESIGNING A SEAMLESS PASSENGER JOURNEY

PICKING-UP LUGGAGE FROM ORIGIN TO DESTINATION AND BACK

From the Personalised Airport System for Seamless Mobility and Experience (PASSME) project, this project investigated an origin to destination luggage system. This project investigated how KLM handles check-in luggage and how passengers experience their journey while travelling with their check-in luggage. Eventually the objective is to reduce the unwanted airport time and to improve the passengers' experience.

At the airport, the processes are not always even seamless, on average passengers spend around 30 minutes at the luggage drop-off and at the reclaim. This process time can be defined as the unwanted airport time for passengers. Next to that, passengers experience all kinds of emotions during their journey from home to destination. These experiences are not all positive. Passengers experience stress, hassle, confusion and they are worried. Notable were the passengers who travel with public transport to the airport. They rate their experience significant lower than other passengers who came by car or taxi.

"LET YOUR MEMORY BE YOUR TRAVEL BAG" - Aleksandr Solzhenitsyn

PICK-UP & DELIVERY BY KLM

Anyone who books a ticket at KLM is able to book this service. Your luggage is picked-up by KLM's logistic partner at the agreed address, date and time. The logistic partner makes sure that your precious luggage arrives at your accommodation before you do. So you can relax and travel in a comfortable way.

The advantages of this service are:
- You do not have to carry your luggage anymore to the airport.
- You do not have to wait anymore at the drop-off.
- You do not have to wait at the reclaim belt at your destination airport.
- You can directly explore the city.

Going home?

Leave your luggage at your accommodation while you enjoy your last hours before your flight home. Your luggage is picked-up the day after and delivered to your home.