

Fill in the gaps with the missing words.

### WHAT WILL AIRPORTS BE LIKE POST-PANDEMIC?



There's no doubt that the coronavirus pandemic has had a catastrophic \_\_\_\_\_ on the travel industry.

The global sector lost \$320bn (£244.5bn) in exports in the first five months of the year and put more than 120 million jobs at \_\_\_\_\_, the chief of the UN said in August. Cancellations and suspensions to holidays and flights continue to occur around the world, and public confidence in flying is at an \_\_\_\_\_ low.

Not everyone takes a negative view on the current condition of travel, however. "In aviation, there's always a crisis," Dr Karsten Benz, professor for aviation management at Frankfurt University and former chief commercial officer of Austrian Airlines, tells Business Airport International.

"Disruption is normal – 9/11, Sars, the financial crisis, the Icelandic volcano. It's two good years, two bad years, so you must train your people to expect volatility. But after each crisis, a recovery always follows. You must be prepared for \_\_\_\_\_ demand returns."

The resilience and ingenuity of humankind has already resulted in a "new normal" \_\_\_\_\_ the sector, typified by mandatory face masks, social distancing and digital check-ins. People's desire to discover new places, immerse themselves in different cultures and meet new people is powerful \_\_\_\_\_. Travel can be transformative.

But once the industry begins to recover, what will airports – the essential hub at the centre of air travel – look like? We asked the experts.

#### Urban wellbeing hubs

"Airports are small cities today in their \_\_\_\_\_," Ty Osbaugh, an architect and global leader in Gensler's aviation practice, tells The Independent.

"The future of airports is that they will take \_\_\_\_\_ functions that a robust city encompasses. Medical facilities, rehabilitation centres, wellness offerings, and gyms will become the norm in facilities moving forward."

#### Smarter airports, not larger

"Airports will become smarter – not larger," HKS Architects' Pat Askew says. "They will use technologies like Artificial Intelligence (AI) and biometrics to \_\_\_\_\_ air quality, the cleanliness of airport areas (handrails, bathrooms, seating, etc.) and \_\_\_\_\_ management, among other things."

Askew is one of the leading figures in airport planning and design and has worked on some of the world's most successful airports and airlines, including Heathrow's Terminal 5, Doha's Hamad International Airport and Los Angeles International Airport.

He believes building larger terminals is not \_\_\_\_\_.

"Designing larger terminals is typically not economically sustainable. Many airports are landlocked, which is why

flexible technology solutions to clean, sanitise and help people move \_\_\_\_\_ through the airport are so critical," he says. "We can look towards hospitals and large venue spaces for inspiration."

Osbaugh adds that airports are vast buildings but much of their space is \_\_\_\_\_ by security functions. "Maximising the use of all of the space available is how airports can change their size without dramatic changes," he says.

#### Outdoor space

Osbaugh says that now is "an opportunity to think about our \_\_\_\_\_ desires for how we want to travel". And that future could see airports expanding their outdoor spaces.

"Airports have been defined by massive enclosed spaces for the passenger needs," he says. "As the facility transitions to being an open \_\_\_\_\_ (with security at the front or back of the facility), new outdoor spaces can be introduced. As part of the rebalancing of terminals, unused spaces can become outdoor gardens as moments of respite."

#### Touch-less travel

The use of apps are one way in which airports are adapting to Covid-19.

"Airports are already implementing apps for personal identification and check-in, bag check, temperature screening, shopping and parking options," says Askew.

"As the \_\_\_\_\_ travel experience becomes more widespread, we expect there will be a demand for person-to-person concierge services."

#### Room to roam

Post-pandemic, airports in the US at least will no longer divide secure and non-secure sides of a site, says Osbaugh.

"Passengers could check \_\_\_\_\_ their flights at home, drop their bags at the front door, move to their gates at their \_\_\_\_\_ and, once there, get a final TSA security clearance to board the aircraft," he says. "This would create a single open space for people to wait and wander on their own terms. With the same size airport, and the same passenger volume, people would have far more room to roam."

Joanna Whitehead | @MsWhitehead100 | Wednesday 30 September 2020 13:06. The Independent

impact	risk	all-time	concept
control	plan	over	in
efficiently	underutilised	long-term	realistic
touchless	into	leisure	scale
on	monitor	crowd	
when	within	indeed	