Transforming the passenger experience

Geert Boosten

EFC-event

29-10-2025

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Trump's Transportation Secretary Sean P. Duffy Unveils New Plan to Fast-Track Advanced Air Mobility Vehicles

How U.S. Airlines Are Preparing To Offer Air Taxi Service

Ben Goldstein December 04, 2024

Archer Aviation's Midnight completes longest flight to date stretching 55 miles

By Luke Peters Edited By Emma Yates-Badley

Many new developments, but passenger is still not in focus

Electric Aircraft Shows Dramatic Noise Reductions

Graham Warwick April 08, 2021

Blue Spirit Targets First Flight For Hydrogen Four-Seater Early 2026

Thierry Dubois June 16, 2025

GAMA Europe @GAMA_Eur · 3h

During its tour of the US, Switzerland-based @H55aEro's **electric**-propelled Bristell B23 Energic demonstrated unprecedented quietness during [illegible] failed to activate three of the airport's six official noise-monitoring sensors, which operate above a threshold of 60 decibels. Where measurements were recorded, the B23 Energic produced over ten times the noise generated by conventional piston-engine aircraft.

According to Centennial Airport's Noise and Environmental Specialist, Zach Gallehart, the electric aircraft recorded to be thirty times quieter than comparable models in cruise conditions. This reduction in sound offers significant benefits to surrounding communities, including the potential for extended training hours without disturbing residents, improved neighbour relations, zero emissions during operations, and greater alignment with forthcoming environmental regulations.

New air mobility corridor to advance eVTOLs and beyond-line-of-sight UAVs

EASA Proposes Noise Certification Rules For EVTOLs

Graham Warwick August 26, 2025

Beta Completes Historic Passenger-Carrying Flight at JFK Airport

A need for more aircraft maintenance engineers for eVTOL

Topics

Understanding impact of electric aviation (e-Aviation) on connectivity

Aspects of passenger experience in commercial aviation

How does this relate to building up passenger experience and trust in e-Aviation?

Next steps to create passenger experience

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IAM is a new safe, secure and more sustainable air transportatio system for passengers and cargo, enabled by new technologies and integrated into multimodal transportation systems. The European Commission's initiative for safe and secure integration of drones and other autonomous aircraft into our airspace, namely U-Space, will play a key-role in enabling Innovative Air Mobility, which is expected to advance autonomous technologies in a number of areas.

Innovative Air Mobility

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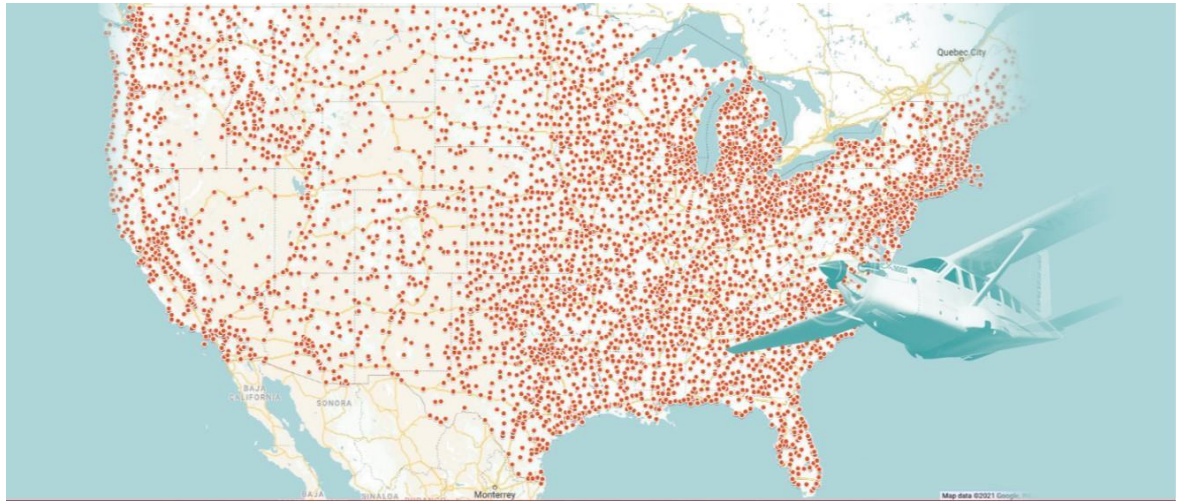
Advanced Air Mobility (UAM and RAM) and Airports

- Urban Air Mobilty
- Vertiports in urban areas
  - Passengers and cargo
- Can connect/ feed to regular airports

- Regional Air Mobilty
  - Regional Airport
  - **Network** between regional airports
  - Feeder to commercial airports



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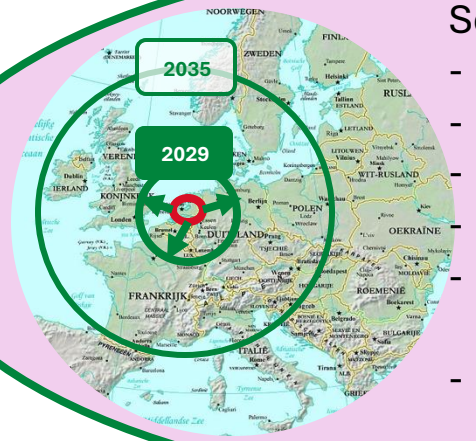
Emission free Regional Mobility:

- “Door-to-door within 4 hours to all EU-regions” *EU White Paper 2011*

Challenges:

- 90% of all trips within 4 hours door-to-door
  - Emission free
- Use AAM-networks (UAM + RAM)
- Seamless service
- Using existing GA-airports



Solution:

- Zero emission traffic
- Regional connectivity
- Affordable
- 100% electric
- Optimal use of existing infrastructure
- Regional airports network

Emission free regional mobility system

Network/Connectivity, Airports, Charging- infrastructure, Electric Aircraft, Operators, Seamless Mobility Services.

E-Aviation as missing link

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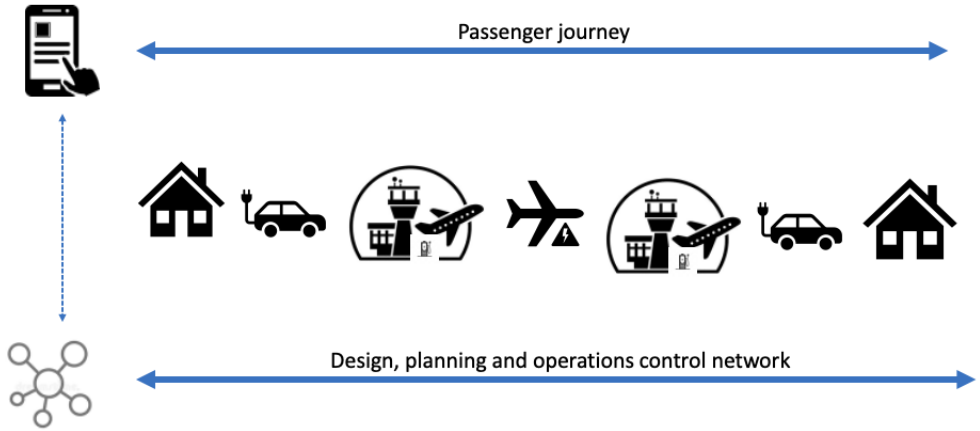
Creating a Door-to-Door Mobility Chain for the Passenger

- Integrated ticketing
- International network
- Seamless travel
- Network monitoring
- Passenger information system
- Passenger box, energy box
- ***Automated, autonomous and robotized handling***



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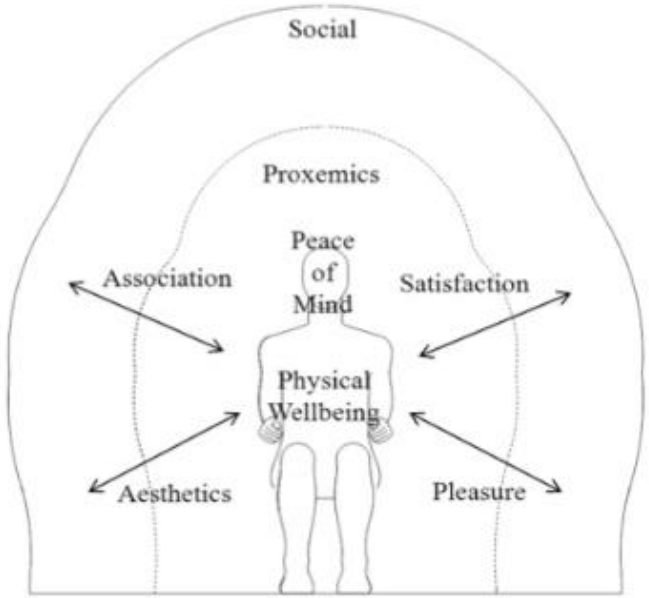
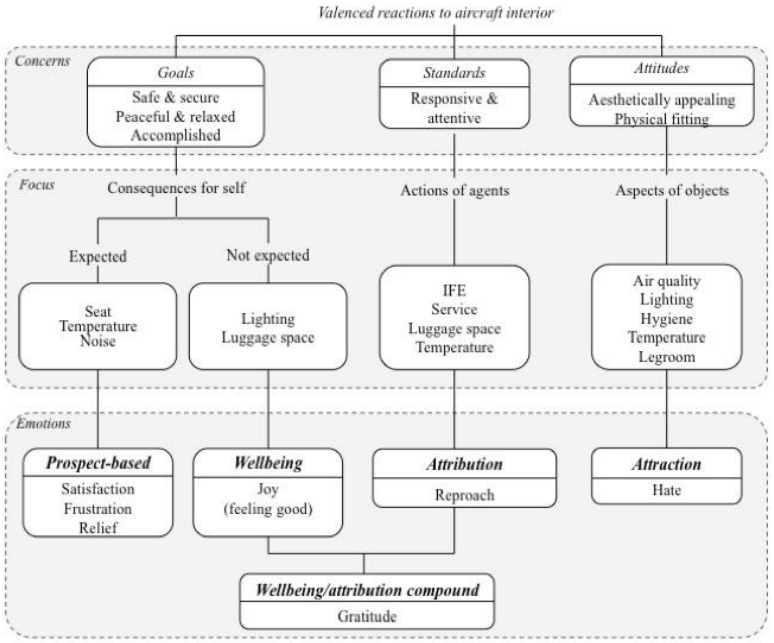
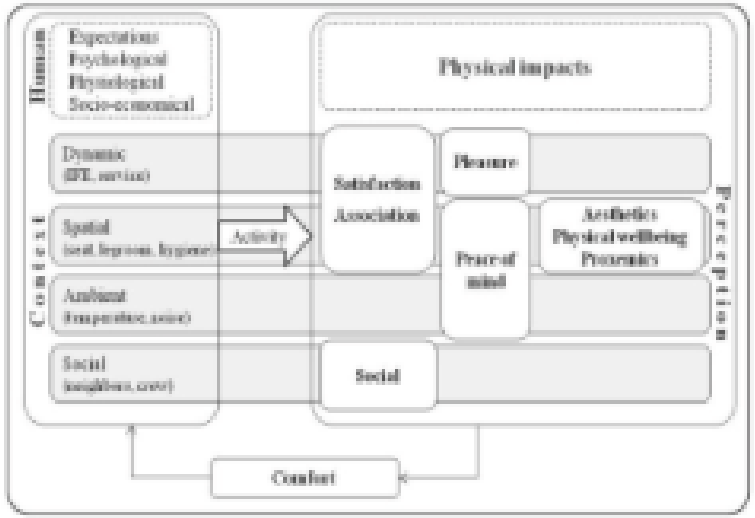
Aspects of passenger experience







Source: https://www.tudelft.nl/io/onderzoek/research-labs/aviation/research/passengers-experience/

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IATA passenger Experience & Policy

Passenger Experience & Policy

Global passenger traffic is expected to continue to grow strongly. Accommodating this growth is a major challenge for the air transport industry and governments. It will require new standards, harmonized regulations and adequate infrastructure. In collaboration with our members, international organizations and states, IATA develops standards aimed at simplifying the passenger process towards a more seamless, inclusive and secure passenger experience while improving efficiency and lowering industry costs.

One ID
Streamlining passenger journey with advanced sharing of information, contactless

Air Travel Accessibility
Make flying as hassle-free as possible

Consumer Issues
Protecting consumer rights while supporting sustainable air services

Baggage
Driving innovation in baggage processes, RFID for tracking and message standards

Unruly Passengers
Supporting airlines to prevent disruptive passenger incidents for safer flights

Data Protection & Privacy
Raising awareness of governments and identifying multilateral solutions

Passenger Facilitation
Enabling a seamless, secure passenger journey, while improving customer experience

Human trafficking
Supporting airlines in preventing trafficking of men, women and children

Common Use Standards
Optimizing passenger processes using shared technologies

Montreal Convention
Promoting universal ratification of MC99 to benefit consumers while clarifying airline liability

Other examples passenger experience

Top 5 passenger experience trends

Shorter queues, smoother journeys

Peace of mind all the way

Baggage they can actually relax about

Travel on their terms

Sustainable travel that works

SITA

We will focus on three key areas:

- **Flight Booking.** How far has digitization brought us and what's left to do to create seamless booking experiences for all?
- **The In-Flight Experience.** From the complexities of airplane Wi-Fi to the untapped potential of in-seat screens and beyond, zoom in on the transformation of in-flight entertainment (IFE) systems.
- **Redefining Loyalty.** Are airline loyalty schemes in decline, and how can airlines innovate to engage more customers?

Sources:
- https://www.oag.com/passenger-experience-report
- https://www.sita.aero/resources/surveys-reports/passenger-it-insights-2025/

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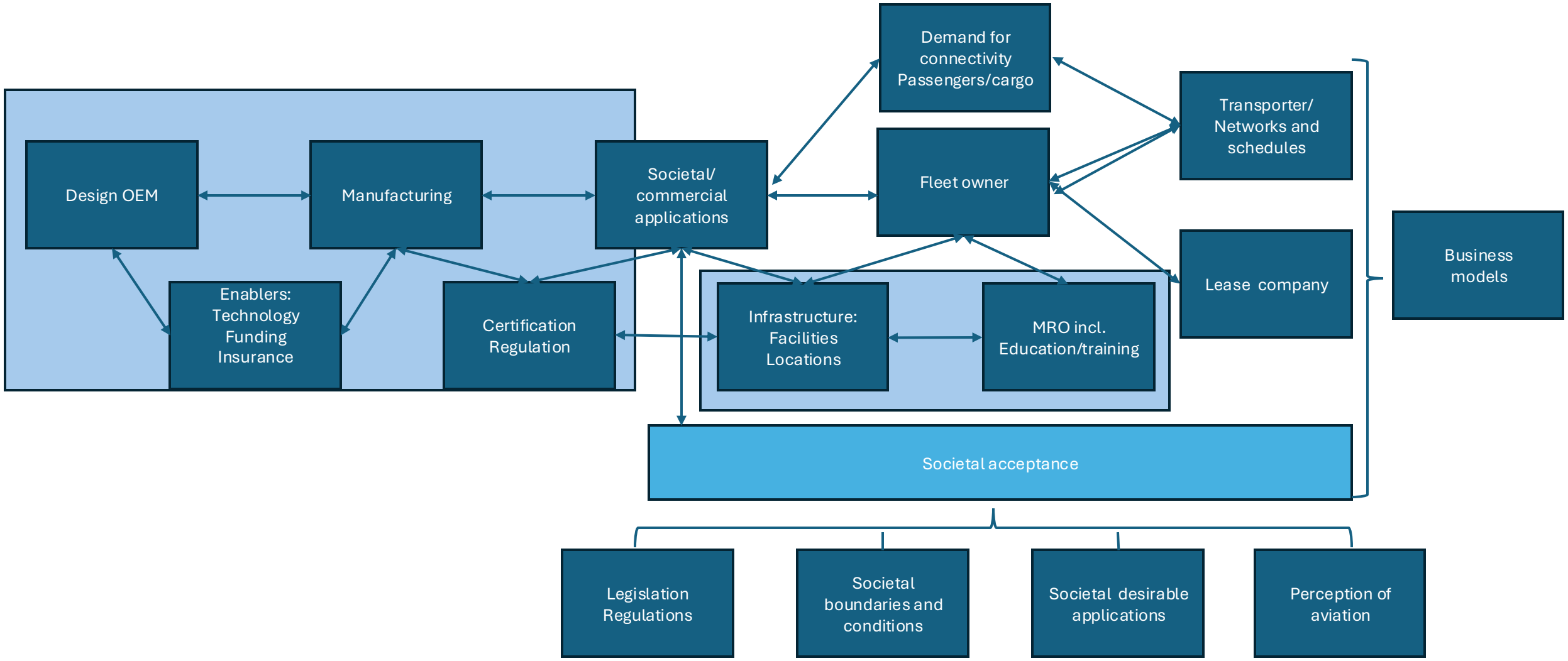
Advanced Air Mobility eco-system is developing



AVIATION WEEK NETWORK × SUPER TERMINAL EXPO | AAM AWARDS

5 November, 2025
Hall 7, Innovation Theatre
AsiaWorld-Expo, Hong Kong

Setting Up Your AAM Community at Super Terminal Expo

EVTOL Manufacturing

- EVTOL OEMs
- UAS/Drone Manufacturers
- Key system suppliers,
  - Advanced propulsion systems
  - Battery technology
  - Lightweight materials
  - Avionics and flight control systems

Regulatory and Certification

- Aviation Authorities
- Academic Institutions
- Standards Development

Infrastructure Development

- Vertiport Developers:
  - Charging Stations
  - UTM Systems

Operations and Services

- Air Taxi Services
- Logistics and Cargo
- Healthcare Application

Investment and Financial Services

- Venture Capital:
- Public Investment
- Corporate Investment

e- Aviation as new mobility platform will influence passenger experience

Relevant topics:

- Reliability of service
- Comfort
- Connectivity offered (destinations x frequencies)
- Integration with other modes of transport and ticketing
- Certification standards, regulations and operational standards
- Safety and security
  - Design of aircraft
  - Airspace usage (AAM and conventional aviation)
  - Training of professionals
- Trust:
  - systems
  - automation
  - robotization

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Building up passenger experience in e-Aviation

Creating
Trust in system

Operations
Experience

Societal acceptance:
social media, perception, policies

Acceptance and trust system :
Automation, regulation, inspection, training ,…

Integral emission free
Door-to-door (end-to-end) travel chain

Air space safety

Safe aircraft design
Flight experience

Seamless procedures and facilities

A

A=

Time

Connectivity
Schedules
Comfort/seamless
Reliability
Trust: peace of mind
Safety

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Next steps

Focus on creating trust and reliability in the international/global e-Aviation system

System approach required

Start communication with potential passengers (PowerUp)

and

Educate passengers

Focus on aircraft design and standards for certification and regulations for safe, secure and comfortable flights .

Include passenger experience in evaluation)

Include passenger experience as an important aspect in designing new air space systems

Safe, reliable, trusted

Seamless travel: door-to-door (or *end –to- end*) systems, standard facilities at airports and easy to use systems for all passengers

New process development: focus on options for passengers

Define standards for passenger experience in e-Aviation with all stakeholders

Safety and passenger experience driver for business models

Thank you ! Questions?

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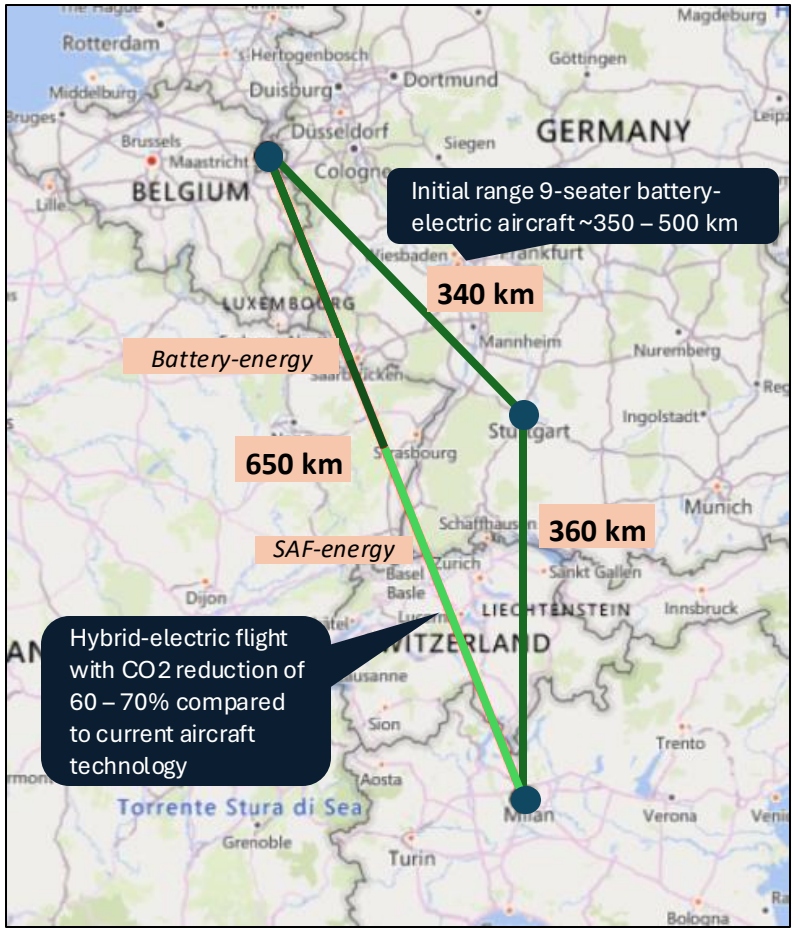
Back up slides

Examples of potential routes

Groningen - Brussels

Maastricht - Milan



Mini-eRAM hub in Sweden

BROEKEMA AVIATION ADVISORY SERVICES