

case study

calgary international airport

the customer

The Calgary International Airport is Alberta's premier air passenger and cargo gateway, hosting a total of 12.2 million travelers in 2007. One of Canada's busiest airports, it is operated by the Calgary Airport Authority, the agency responsible for managing the facility and creating a positive passenger experience.

the challenge

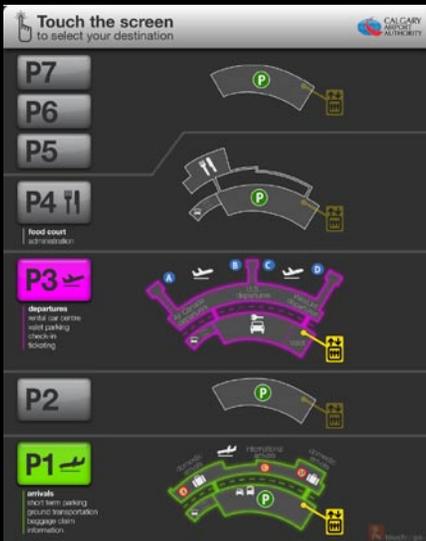
Many visitors to the airport are unfamiliar with the layout of the facility, and are not aware of how to get to the exact part the airport that they need to access. In addition, many travelers do not speak English.

The airport authority wants to ensure that travelers have a positive experience and can easily find their way within the facility.

the solution

To help achieve these objectives, the Calgary Airport Authority selected elevator touchscreen systems from Touch-To-Go Technologies. Installation and maintenance services were provided by Fujitec Canada, the elevator contractor for the airport.

The elevator touchscreens have been configured to show a simplified map of each level of the facility. Floors are listed by name (departures, arrivals, etc.) and the map indicates the location of the elevator within the airport and the most relevant destinations surrounding the elevator. Icons, colour-coding, and location names are consistent with other signage in the facility, and a multi-lingual option is available for non-English speakers.



This provides passengers with confidence that they are going to the correct floor, and as they are riding the elevator, it helps them orient themselves and determine where to go once they leave the elevator. The touchscreen also includes special themes to promote local events (such as the Calgary Stampede) and holidays.

The solution has been a success; additional elevator touchscreen systems are currently being incorporated into other elevators throughout the Calgary International Airport.




touch to go
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