



# E-Ticket Boarding Pass

# Airport Research



[\*\*Pittsburgh International Airport\*\*](#)

[\*\*Trip to Vancouver\*\*](#)

[\*\*Trip to New York\*\*](#)

[\*\*Trip to Seoul, Korea\*\*](#)

# Design Space

## Context

- People in transition
- People in old/new places - city specific
- people waiting in lines
- people carrying out activities

## Culture

- Transitory
- Time is precious or extraneous
- Region-dependent

## Activities

- Departure
- Get ticket
- Check in
- Within Airport
- Security
- Go to gate
- Food/drink/shop
- Board flight
- Arrival
- Baggage
- Proceed outdoor

## People

- Travelers
- Arrival people
- Airport staff
- All Ages
- All Languages



## Interactions

### Physical

- walking
- waiting
- check in/baggage
- wayfinding

### Social

- public space
- people are alone or in groups

### Cultural

- different cultures
- all parts of the world

### Intellectual

- take in information
- remember information
- use information to guide/navigate

### Emotional

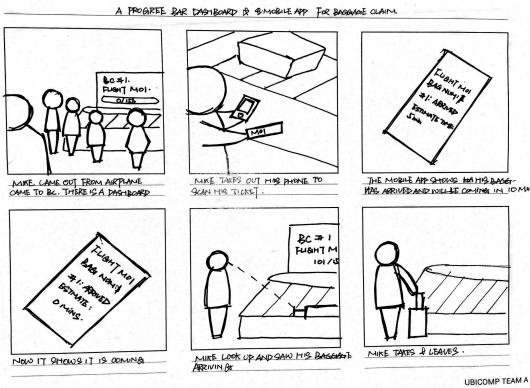
- travelers: depends on context of the trip

# Opportunities

- Digital Ticket for Indoor Navigation
- Clean floor sensors
- Queue management system
- RFID baggage tags

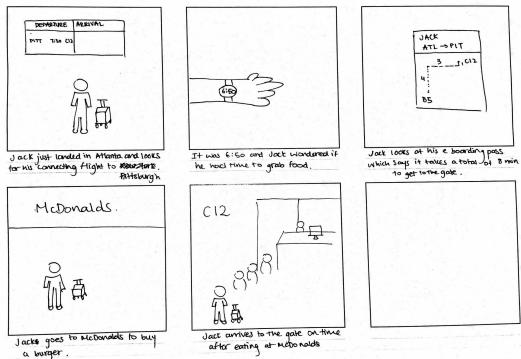


# Ideation & Storyboards

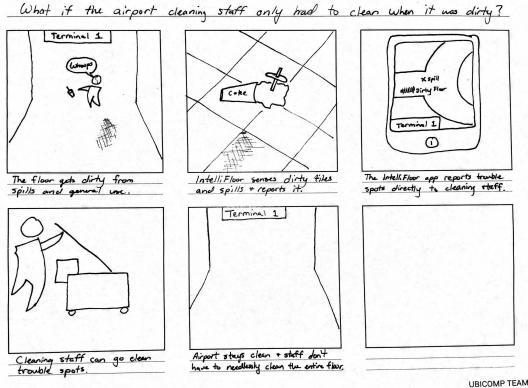


## Baggage Claim - Progress Bar

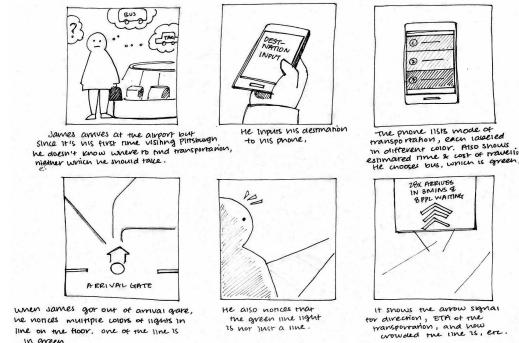
What if your boarding pass told you how long it takes to get from one gate to another?



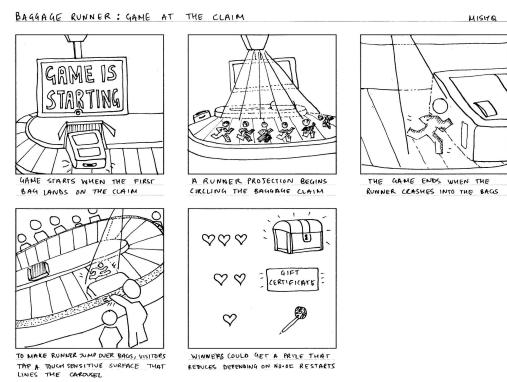
## Guidance Boarding Pass



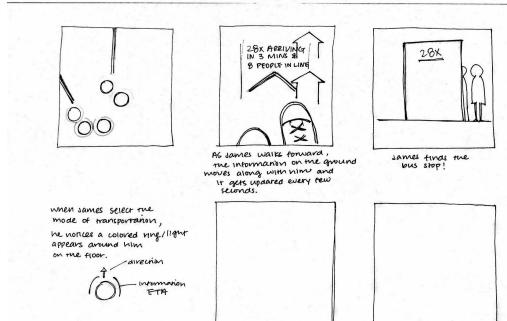
## IntelliFloor



## Floor Guide System

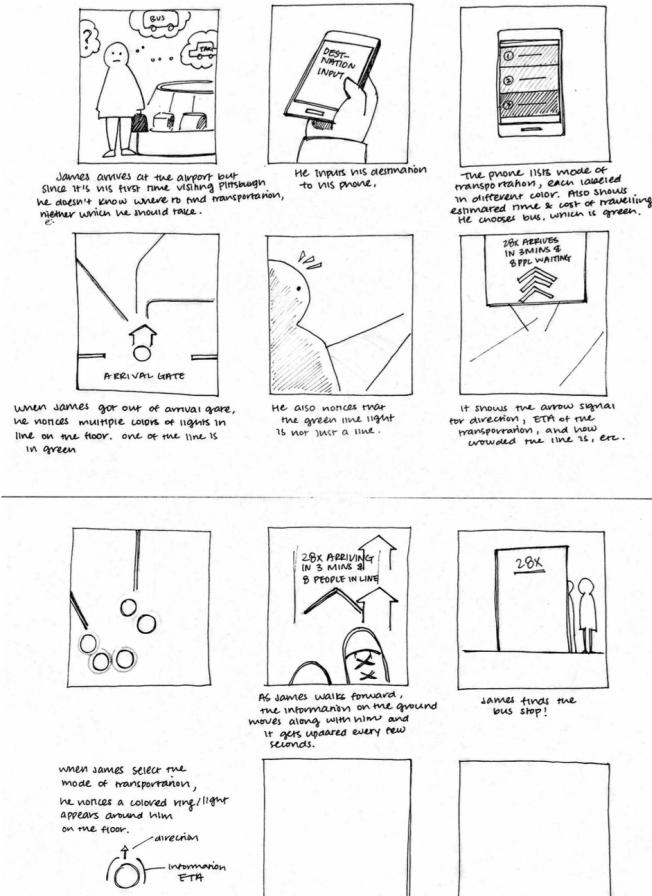


## Baggage Runner



## Ground Display for Public Transportation

# Speed Dating Findings



## Strongest Positive Reaction

This would be  
really helpful!

This is a  
problem!

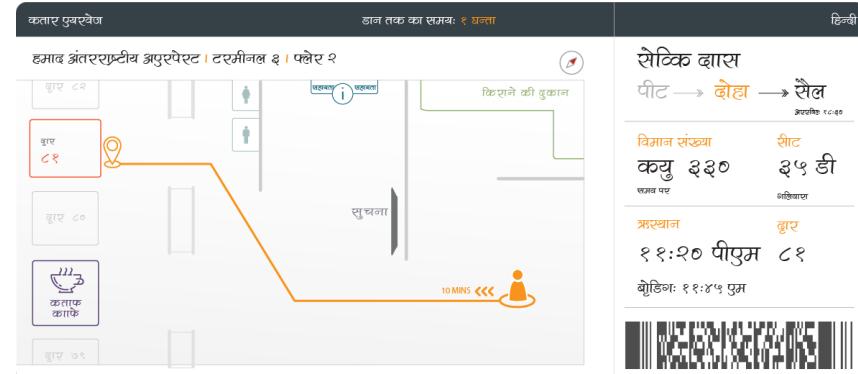
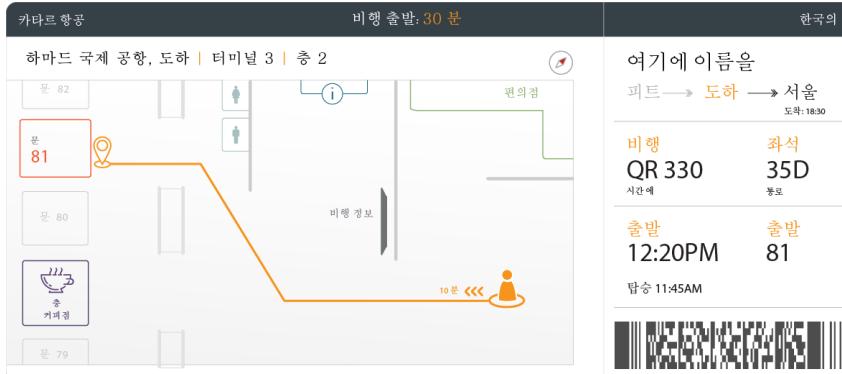
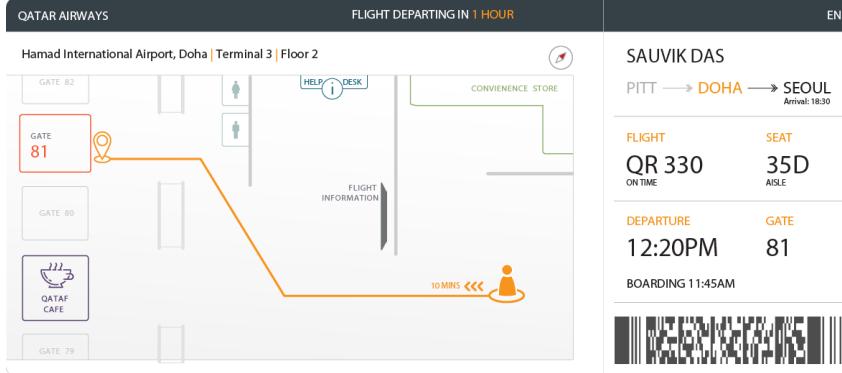
## Suggestions

Integrate this functionality into a mobile device

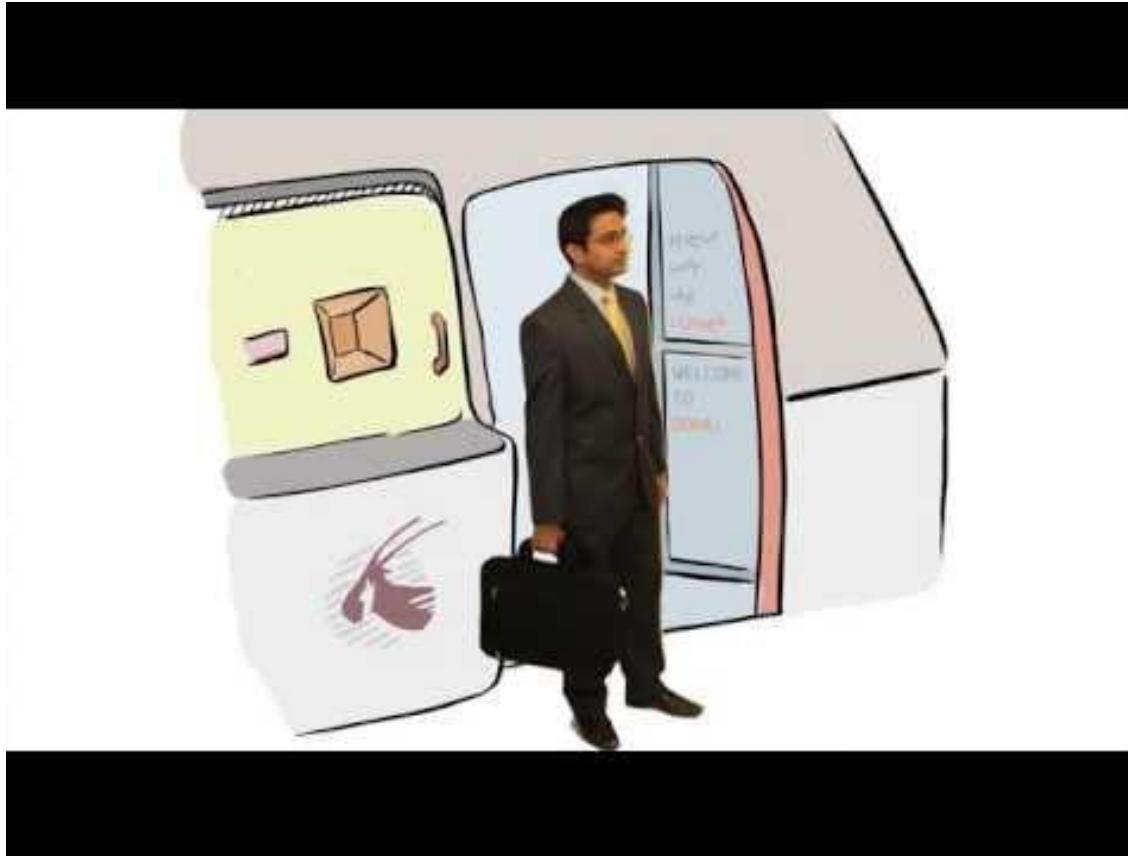
Displaying more information, such as points of interest, and time / distance to the destination

Consider merging this idea with indoor gate-to-gate navigation

# Proposed Solution



# Final Video





# Thank you!