

REFERENCES

- Air Canada. (2016). Wheelchairs and Mobility Aids
[online] <https://beta.aircanada.com/ca/en/aco/home/plan/medical-mobility/wheelchairs-and-mobility-aids.html> (accessed 7 November 2016).
- Air Transportation Association of America & R. M. Parsons Company. (1973). The apron-terminal complex - Analysis of concepts for evaluation of terminal buildings. *U.S. National Technical Information Service*, AD 771, 186/4GI, Springfield, VA.
- Anglo Japanese Airport Consortium. (1992). Passenger Terminal Building. Chap. 6, Vol. B, KL International Airport Masterplan.
- Appelt, S., Batta, R., Lin, L., & Drury, C. (2007). Simulation of passenger check-in at a medium-sized us airport.
- Ashford, N., & Wright, P. H. (1992). *Airport Engineering*. 3rd Edition, John Wiley & Sons Inc., New York, USA.
- Babic, O., Teodorovic, D., & Tasic, V. (1984). Aircraft stand assignment to minimize walking. *Journal of Transportation Engineering*, 110(1), 55-66.
- Babu, V. L., Batta, R., & Lin, L. (2006). Passenger grouping under constant threat probability in an airport security system. *European Journal of Operational Research*, 168, 633-644.
- Bandara, S., & Wirasinghe, S. C. (1989). Airport Gate Position Estimation Under Uncertainty. in: Transportation Research Record 1199, *Transportation Research Board*, National Research Council, Washington D.C., 41-48.
- Bandara, S. (1990). Optimal Geometries for Satellite-Type Airport Terminals. *Transportation and Traffic Theory*, 409-428.

Bandara, S., & Wirasinghe, S. C. (1992). Optimum Geometries for Pier-Type Airport Terminals. *Journal of Transportation Engineering*, 118(2), 187-206.

Bandara, S., & Wirasinghe, S. C. (1992). Walking Distance Minimization for Airport Terminal Configurations. *Transport Research A*, 26A(1), 59-74.

Barbo, W. A. (1967). The Use of Queuing Models in Design of Baggage Claim Areas at Airports. *Graduate report, Institute of Transportation and Traffic Engineer, University of California, Berkeley, CA.*

Barros, A. G., & Wirasinghe, S. C. (1997). New Aircraft Characteristics Related to Airport Planning. *Conference Proceedings of the 1997 Air Transport Research Group (ATRG) of the WCTR Society*, 2(1), Aviation Institute, University of Nebraska at Omaha, USA.

Barth, T., & Pisinger, D. (2012). Scheduling of outbound luggage handling at airports. *In Operations Research Proceedings 2011*, 251-256. Springer, Berlin, Heidelberg.

Barth, T. (2012). A model for the transfer baggage problem at airports. *International Annual Conference of the German Operations Research Society in Hannover*, 149.

Blow, C. (1991). Airport terminals. *Butterworth-Heinemann*, Oxford, U.K.

Bologna Marconi Airport. (2018). www.bologna-airport.it.

Branker, J. (2003). Database Management for Airport Security Simulations. In *Transportation Research Circular*, Government Printing Office E-C060, Washington, D.C.

Browne, J. J., Kelly, J. J., & Le Bourgeois, F. (1970). Maximum inventories in baggage claim: a double ended queuing system. *Transportation Science*, 4(1), 64-78.

Brunetta, L., Righi, L., & Andreatta, G. (1999). An Operations Research Model for The Evaluation of an Airport Terminal: SLAM (Simple Landside Aggregate Model). *Journal of Air Traffic Management*, 5, 161-175.

Brunetta, L., & Romanin-Jacur, G. (1999). A flexible model for the evaluation of an airport terminal. In *ESS '99 Simulation in Industry*, G. Norton, D. Moller and U. Rude eds. SCS Delft, The Netherlands.

Brunetta, L., & Romanin-Jacur, G. (1999). Passenger and baggage flow in an airport terminal: a flexible simulation model. *Journal of Air Traffic Management*, 6, 361-363.

Brunetta, L., & Romanin-Jacur, G. (2001). A flexible model for the evaluation of an airport terminal.

Brunetta, L., Andreatta, G., Righi, L., & Romanin-Jacur, G. (2001). Evaluating Terminal Management Performance Using SLAM: The case of Athens International Airport. In *Proceedings of Odysseus 2003*. CD, Palermo, Italy.

Candalino, T. J., Kobza, J. E., & Jacobson, S.H. (2004). Designing optimal aviation baggage screening strategies using simulated annealing. *Computers & Operations Research*, 31, 1753-1767.

Cao, Y., Nsakanda, L. A., & Pressman, I. (2003). A Simulation Study of the Passenger Check-in System at the Ottawa International Airport. *SCSC 2003*.

Cavada, J. P., Cortes, C. E., & Rey, P. A. (2017). A simulation approach to modelling baggage handling systems at an international airport. *Simulation Modelling Practice and Theory*, 75, 146-164.

Chang, Y. C., & Chen, C. F. (2012a). Meeting the needs of disabled air passengers: factors that facilitate help from airlines and airports. *Tourism Management*, 33(3), 529–536.

- Chang, Y. C. and Chen, C. F. (2012b). Service needs of elderly air passengers. *Journal of Air Transport Management*, 18(1), 26–29.
- Chevallier, J. M., & Gamper, D. (1996). Counting the Costs of the NLA. *Airport World*, 36-42.
- Correia, A. R. (2000). Quantitative evaluation of airport passenger terminal configurations. *M.Sc. Dissertation*, Aeronautical Institute of Technology, Brazil.
- Correia, A. R., & Wirasinghe, S. C. (2004). Evaluation of level of service at airport passenger terminals: a review of research approaches.
- Curcio, D., Longo, F., Mirabelli, G., & Pappof, E. (2006). Passengers' flow analysis and security issues in airport terminals using modeling and simulations.
- Danesi, A., Mantecchini, L., & Paganelli, F. (2017). Long-term and short-term forecasting techniques for regional airport planning. *ARPJ Journal of Engineering and Applied Sciences*, 12(2), 739-745.
- Darcy, S. & Ravinder, R. (2012). 15 air travel for people with disabilities. in *Dimitrios Buhalis'*.
- De Barros, A. (2001). Planning of airports for the new large aircraft. *PhD dissertation*, Department of Civil Engineering, University of Calgary, Calgary, Alta, Canada.
- De Neufville, R. (1976). Chapter 6: Designing the Terminal. *Airport systems planning: A critical look at the methods and experience*, Macmillan, London and MIT Press, Cambridge, Mass.
- De Neufville, R., & Rusconi-Clerici, I. (1978). Designing Airport Terminals for Transfer Passengers. *ASCE Journal of Transportation Engineering*, 104, 775-787.

De Neufville, R., & Grillot, M. (1982). Design of Pedestrian Space in Airport Terminals. *Transportation Engineering Journal of ASCE*, 108, No. TE1, January, 87-101.

De Neufville, R. (1995). Designing airport passenger buildings for the 21st century. *Transport Journal*, 111, 83–96.

De Neufville, R. (1996). Optimal configuration of complexes of large airport passenger buildings and their internal transport systems. *Airports of the Future*, International Symposium.

De Neufville, R., De Barros, A. G., & Belin, S. (2002). Optimal Configuration of Airport Passenger Buildings for Travelers.

De Neufville, R., & Odoni, A. (2003). *Airport system planning, design and management*. Mac Graw Hill, Columbus, OH, USA.

Department of Transport. (2015).

[online] https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/223839/aviation-forecasts.pdf (accessed 16 May 2015).

Delonge, F. (2014). Balancing load distribution on baggage belts at airports. *In Operations Research Proceedings 2012*, 499-505. Springer, Cham.

Edwards, J. V., & Newell, G. F. (1969). A study of gate use at Honolulu international airport. *Transportation Science*, 3(3), 183-191.

FAA – Federal Aviation Administration. (1988). *Planning and Design Guidelines for Airport Terminal Facilities*. Advisory Circular no. 150/5360-13, Washington, DC, USA.

Frey, M., Kiermaier, F., & Kolisch, R. (2017). Optimizing Inbound Baggage Handling at Airports. *Transportation Science*, 51(4), 1210-1225.

Gatersleben, M. R., & Van Der Wej, S. W. (1999). Analysis and simulation of passenger flows in an airport terminal. In *Proceedings of the 1999 Winter Simulation Conference* (Squaw Peak, AZ, Dec.5-8). Phoenix, AZ, 1226-1231.

Guizzi, G., Murino, T., & Romano, E. (2009). A discrete event simulation to model passenger flow in the airport terminal. *Mathematical Methods and Applied Computing*, University of Naples "Federico II" Piazzale Tecchio, 80 – 80125 Napoli, Italy, 427-434.

Hamzawi, S. G. (1986). Management and planning of airport gate capacity: a microcomputer-based gate assignment simulation model. *Transportation Planning and Technology*, 11 (3), 189-202.

Hamzawi, S. G., & Mangano, F. (1986). Gate Assignment Model. *Airport Authority Group*, Transport Canada, Ottawa, Canada.

Hart, W. (1985). *The airport passenger terminal*. Wiley, New York.

Horonjeff, R. (1962). *Planning and Design of Airports*, McGraw Hill, New York.

Horonjeff, R. (1969). Analyses of Passenger and Baggage Flows in Airport Terminal Buildings. *Journal of Aircraft*, 6(5), 446-451.

Horonjeff, R., & Paullin, R. H. (1969). Sizing of Departure Lounges in Airport Buildings. *Transportation Engineering Journal of ASCE*, 95, No. TE2, May, 267- 278.

Horonjeff, R. (1975). *Planning and Design of Airports*. McGraw-Hill, New York.

Horonjeff, R., & McKelvey, F. X., (1994). *Planning and Design of Airports*, 4th Edition, McGraw-Hill, New York.

IATA. (2015). Airlines Expect 31% Rise in Passenger Demand by 2017 [online] <http://www.iata.org/pressroom/pr/pages/2013-12-10-01.aspx> (accessed 16 May 2015).

IATA\ATAA. (1982). IATA Airport Terminal Capacity Analysis. *Internal Report, Air Transport Association of America*, Washington, D.C.

IATA. (1995). Airport Development Reference Manual. *International Air Transport Association*, Montreal, Quebec, Canada.

IATA. (1995). Airport Development Reference Manual. *International Air Transport Association*, Montreal, Quebec, Canada.

Jim, H. K., & Chang, Z. Y. (1998). An airport passenger terminal simulator: planning and design tool. *Simulation Practice and Theory*, 6 (4), 387–396.

Johnstone, M., Creighton, D., & Nahavandi, S. (2015). Simulation-based baggage handling system merge analysis. *Simulation Modelling Practice and Theory*, 53, 45–59.

Johnstone, M., Creighton, D., & Nahavandi, S. (2010). Status-based routing in baggage handling systems: Searching versus learning. *IEEE Transactions on Systems, Man and Cybernetics, Part C* 40,189–200.

Joustra, P. E., & Van Dijk, N. M. (2001). Simulation of check-in in airports.

Joustra, P. E., & Van Dijk, N. M. (2001). Simulation of check-in in airports. In *2001 Winter Simulation Conference, Peters B. A., Smiths J. S., Madeiros D. J. and Rohrer M. V., eds.* IEEE Piscataway, NJ, USA.

Knowler, A. E. (1964). The use of the Erlang Loss Formula for the Calculation of the Required Number of Operation Stands. *Proc. 4th AGIFORS symposium*.

Konert, A., & Ephraimson, H. (2008). Passengers with reduced mobility in the EU, Canada and the US. *Air and Space Law*, 33(3), 233.

Laik, M. N., & Choy, M. (2018). Resource Planning at the Airport. *Science and Information Conference, Intelligent Computing*, 836-848.

Laik, M. N. (2017). Forecasting passenger flows using data analytics. In: Benferhat, S., Tabia, K., Ali, M. (eds.) *Advances in Artificial Intelligence: From Theory to Practice*, IEA/AIE. Lecture Notes in Computer Science, 10350. Springer, Cham.

Laik, M. N., Choy, M., & Sen, P. (2014). Predicting airline passenger load: a case study. In: *Proceeding of IEEE Conference on Business Informatics*, Switzerland.

Lazzaroni, M. (2015). Modeling passenger and baggage flow at Vancouver airport, Simio case studies, Last retrieved on 12 December 2015, 2012.

<http://www.simio.com/case-studies/Modeling-Passenger-and-Baggage-Flow-at-Vancouver-Airport/>.

Lee, A. M. (1966). *Applied Queuing Theory*. MacMillian and Co. Ltd., London.

Le, V. T., Zhang, J., Johnstone, M., Nahavandi, S., & Creighton, D. (2012). A generalized data analysis approach for baggage handling systems simulation. in: *2012 IEEE International Conference on Systems, Man, and Cybernetics (SMC)*, 1681–1687.

Le, C. D., Mangano, F., & Nixon, P. (1978). Determine gate capacity by computer. *Airport Forum*, 8(5), 67-70.

- Malandri, C., Briccoli, M., Mantecchini, L., & Paganelli, F. (2018). A Discrete Event Simulation Model for Inbound Baggage Handling. *Transportation Research Procedia*, 35, 295-304.
- Manataki, I. E., & Zografos, K. G. (2010). Assessing airport terminal performance using a system dynamics model. *Journal of Air Transport Management*.
- Mangoubi, R. S., & Mathaisel, D. F. (1985). Optimizing Gate Assignments at Airport Terminals. *Transportation Science*, 9(2), 173-187.
- McKenzie, A. J., Huggett, J. W. E., & Ogden, K. W. (1974). Staging of Improvements to Air Transport Terminals. *Journal of Transportation Engineering*.
- McKelvey, F. X. (1989). A review of airport terminal system simulation models. *Transportation Systems Center*, U.S. DOT, Cambridge, Mass.
- Mehmet, A., Begen, M. A., Fung, R., Granot, D., Granot, F., Hall, C., & Kluczny, B. (2018). Evaluation of a centralized transportation assistance system for passengers with special needs at a Canadian airport. *International Journal Shipping and Transport Logistics*, 10(3).
- Mogilevskiy, D. A. (1965). Siting and Design of Airports, an English translation of the original Russian textbook. Clearinghouse AD 622 357.
- Mumayiz, S. A. (1990). An Overview of Airport Terminal Simulation Models. *presentation to the 69 Annual Meeting of Transportation Research Board*.
- Mumayiz, S. (1991). Interactive airport landside simulation: An object oriented approach. *Transport Research Board Record 1296*, 13–22.
- Mumayiz, S. (1998). Airport modeling and simulation. *Proceedings of International Conference on Airport Modeling and Simulation*, ASCE, Reston, VA.

Nahavandi, S., Creighton, D., Johnstone, M., & Le, V. (2009). Airport operations: a system-of-systems approach. in: *Mo M Jamshidi (Ed.), Systems of systems engineering: principles and applications*, CRC Press, 403–419.

Newell, G. F. (1971). *Application of Queuing Theory*. Chapman and Hall, London.

Odoni, A. R., & De Neufville, R. (1992). Passenger Terminal Design. *Transportation Research A*, 26A(1), 27-35.

Olapiriyakul, S. & Das, S. (2007). Design and analysis of a two-stage security screening and inspection system. *Journal of Air Transport Management*, 13, 67-74.

Personal communication. (2016). Interview with a Consultant Working for the Airport Authority.

Personal communication. (2004). Interviews with the Air Carriers, Ground Handlers, Airport Authority Personnel at the Airport.

Piper, H. P. (1974). Design principles for decentralized terminals. *Airport Forum*, 4(3), 39-51.

Profillidis, V., & Botzoris, G. (2015). Air passenger transport and economic activity. *Journal of Air Transport Management*, 49, 23–27.

Rallis, T. (1958). The capacity of airports. *Ingenioren International*, Edition 2, 89-102.

Rallis, T. (1963). Terminal Transportation Engineering I, Airports. *Report 27 of the Department for Road Construction, Transportation Engineering and Town Planning*, The Technical University of Denmark, Copenhagen.

Rallis, T. (1967). Capacity of Transport Centers, Railroad Stations, Road Haulage Centers and Airports. *Report 25 of the Department for Road Construction, Transportation Engineering and Town Planning, The Technical University of Denmark, Copenhagen.*

Reinhardt, L. B., Clausen, T., & Pisinger, D. (2013). Synchronized dial-a-ride transportation of disabled passengers at airports. *European Journal of Operational Research*, 225(1), 106–117.

Robuste, F. (1991). Centralized hub terminal geometric concepts; 1: walking distance. *Transport Engineering, ASCE*, 117, 143-158.

Robuste, F., & Daganzo, C. F. (1991). Centralized Hub-Terminal Geometric Concepts: II. Baggage and Extensions. *Journal of Transportation Engineering*, 117(2), 159-177.

Rockwell. (2015). Arena Simulation Software (accessed 8 April 2015).

Saparamadu, S., & Bandara, S. (2015). Optimum Positions of Frictions between Service Centers to Minimize the Passenger Delays. *Airport Development Conference (AIRDEV 2015)*, Indian Institute of Science, Bangalore, India.

Saparamadu, S., & Bandara, S. (2017). Optimal terminal configuration for minimizing passengers' waiting time. *2017 Moratuwa Engineering Research Conference (MERCon)*, University of Moratuwa, Sri Lanka.

Saparamadu, S., & Bandara, S. (2018). Optimum Positions for Frictions between Service Centers to Minimize Passenger Delays. *Case Studies on Transport Policy* 6 (2).

Setti, J. R., & Hutchinson, B. G. (1994). Passenger-Terminal Simulation Model. *Journal of Transportation Engineering*, 120(4), 517- 535.

Société Internationale de Télécommunications Aéronautiques (SITA). (2017). The baggage report. www.sita.aero.

Steuart, G. N. (1969). Utilization of Gate Position at Metropolitan Airports. *Berkeley Dissertation Series*, Institute of Transportation and Traffic Engineering, University of California.

Steuart, G. N. (1974). Gate position requirements at metropolitan airports. *Transportation Science*, 8, 169-189.

Svrcek, T. (1992). Policy level decision support for airport passenger terminal design. *Transportation Research Record 1379*, National Research Council, Washington, D.C. 17–25.

Svrcek, T. (1994). Planning level decision support for the selection of robust configurations of airport passenger buildings. *PhD dissertation*, Center for Transportation Studies, Massachusetts Institute of Technology, Cambridge, Mass.

Takakuwa, S., & Oyama, T. (2003). Simulation Analysis of International-Departure Passenger Flows in an Airport Terminal. *Proceedings of the 2003 Winter Simulation Conference*, 1627-1634.

Tan, R. (2014). Econometric forecasting. ANL302e Selected Topics in Regression Study Guide – Study Unit 4. SIM University, Singapore.

Tosic, V., Babic, O., & Janic, M. (1983). Airport passenger terminal simulation (in Serbo-Croatian). *Annales of Operations Research in Air Transportation*, Faculty of Transport and Traffic Engineering, University of Belgrade, 83-100.

Tosic, V. (1992). A review of airport passenger terminal operations analysis and modeling. *Transportation Research*, 26A (1), 3-26.

Transportation Research Board (TRB). (1987). Special Report 215: Measuring Airport Landside Capacity. *TRB*, National Research Council, Washington, D.C.

Tsui, W. H. K., & Fung, M. K. Y. (2016). Analyzing passenger network changes: the case of Hong Kong. *Journal of Air Transport Management*, 50, 1–11.

Tsui, W. H. K., Balli, H. O., Gilbey, A., & Gow, H. (2014). Forecasting of Hong Kong airport's passenger throughput. *Tourism Management*, 42, 62–76.

United States Department of Transportation. (1973). The Apron - Terminal Complex; Analysis of Concepts for Evaluation of Terminal Buildings. Report No. FAA-RD-73-82, *National Technical Information Service*, Springfield, Virginia.

Verbraeck, A., & Valentin, E. (2002). Simulation Building Blocks for Airport Terminal Modeling, *Proceedings of the 2002 Winter Simulation Conference*, 1199-1200.

Wang, T. (2012). Improved Annual Average Daily Traffic (AADT) Estimation for Local Roads using Parcel-Level Travel Demand Modeling. *FIU Electronic Theses and Dissertations University Graduate School*, Florida International University.

WestJet. (2016). Guest with Special Needs [online] <https://www.westjet.com/en-ca/travelinfo/special-needs/devices> (accessed 8 November 2016).

Wirasinghe, S. C., Bandara, J. M. S. J., & Lee, F. (1985). Airport terminal planning, gate positions and configurations. *Department of Civil Engineering*, University of Calgary, Canada.

Wirasinghe, S.C., Bandara, S., & Vandebona, U. (1987). Airport terminal geometries for minimal walking distances. *Transportation and Traffic Theory*, 483-502.

Wirasinghe, S. C., & Vandebona, U. (1988). Passenger walking distance distribution in single and dual concourse centralized airport terminals. *Transport Research Records* 1147.

Wirasinghe, S. C. (1988). Approximate continuous modelling of passenger walking distance in airport terminals.

Wirasinghe, S. C., & Bandara, S. (1992). Planning of Parallel Pier Airport Terminals with Automated People Moving Systems Under Constrained Conditions. *Transportation Research Record 1373*, Transportation Research Board, 35-45.

Wirasinghe, S. C., & Shehata, M. (1993). Departure Lounge Sizing and Optimal Seating Capacity for a given Aircraft/Flight Mix. in *Airport Terminal Planning*, Hong Kong Polytechnic, Hong Kong.

Yen, J. R., Teng, C. R., & Chen, P. S. (2001). Measuring the level of service at airport passenger terminals: comparison of perceived and observed time.

Yfantis, E. A. (1997). An intelligent baggage-tracking system for airport security. *Engineering Applications of Artificial Intelligence*, 10(6), 603-606.