DYNAMIC
FLIGHT-RELATED
PUBLIC INFORMATION
DISPLAYS

Recommendations approved by the Air Transport Committee.
Published by authority of the Secretary General

1978

INTERNATIONAL CIVIL AVIATION ORGANIZATION

DYNAMIC
FLIGHT-RELATED
PUBLIC INFORMATION
DISPLAYS

FOREWORD

At the Eighth Session of ICAO's Facilitation Division, in 1973, it was recognized that air travellers often find themselves perplexed in unfamiliar airport terminal buildings by the diversity of displays of flight, baggage claim and other types of information to guide them. This confusion can lead to disruptions in the traffic flow pattern and may result in the need for an increase in the number of personnel to handle queries, missed flights, etc.

The Division recalled, in this connexion, ICAO's previous efforts towards standardizing signs at airports, which culminated in the publication of *International Signs to Facilitate Passengers Using Airports* (Doc 8881-C/992), containing 38 standard international signs. It was felt that uniformity in the layout of flight-related public information displays, which are continually subject to updating, and therefore often referred to as dynamic public information displays, would be equally beneficial to travellers, and would assist in maintaining smooth passenger flow patterns through airport terminal buildings.

Following Recommendation No. B-8 of the Division, the Council of ICAO authorized the Secretary General to establish a Study Group to evaluate the effectiveness of such displays as presently existing at airports, with a view to submitting a report to the Air Transport Committee on the extent to which, and the manner in which, standardization should be introduced into such systems, for the benefit of the travelling public.

The Report of the Study Group was subsequently submitted to the Air Transport Committee which approved the recommendations of the Report and authorized the Secretary General to publish this study.

TABLE OF CONTENTS

SUMMARY OF RECOMMENDATIONS IN THIS STUDY

1. Indication of Time

Local times should always be shown on the 24-hour basis without separation by spaces, dots or commas between hours and minutes, and with all digits of the same size (paragraph 2.2). The scheduled time of departure or arrival should always be indicated in the time column (paragraph 3.6). Deviations from scheduled times should be treated as mentioned in paragraph 3.6.

2. Indication of Place

If truncation of place names is to be used, this should be done only after close consultation between the airport terminal operator and airline(s) concerned and, preferably, after passenger tests have been conducted to confirm that such truncations are understandable (paragraph 2.4).

All intermediate stopping points should be included in the TO column as completely as is physically and economically possible (paragraphs 3.7 and 3.8).

3. Indication of Flight

The flight number should be preceded by the airline two-letter code as it appears in airline time-tables, on passengers' tickets and boarding passes. In view of IATA's anticipated use of a three-letter code by the mid-1980s, provision should be made in new systems to accommodate a three-letter code. In airport terminals used by only one airline, the airline prefix can be omitted (paragraphs 2.5 and 2.6).

4. Departure Display: Information Headings and their Sequence
(paragraphs 3.2 and 3.3)

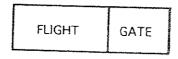| TIME	TO	FLIGHT	GATE	REMARKS

5. Standard Remarks

When it is necessary to use the **REMARKS** column, the standard remarks shown in paragraph 3.9 should be used and any additional remarks should be kept to an absolute minimum.

6. Arrival Display: Information Headings and their Sequence
(paragraph 4.2)

TIME	FROM	FLIGHT	REMARKS

7. Directional Gate Display: Information Headings and their Sequence
(paragraph 5.1)

FLIGHT	GATE

8. Gate Position Display: Information Headings and their Sequence

In cases where passengers proceed directly from ground transport to their gates for check-in without passing large Departure Displays on their way, the information items on a Gate Position Display should be the same as those shown for the particular flight on the Departure Display, except for the **REMARKS** column, which may be omitted (paragraph 6.2).

In all other cases, the Gate Position Display, where in use, should contain, apart from the stationary gate number, the **FLIGHT** column as a minimum. If additional information is considered desirable, it should be in the same sequence as on the Departure Display (paragraph 6.3).

9. Directional Baggage Claim Display: Information Headings and their Sequence
(paragraph 7.2)

FROM	FLIGHT	AREA/UNIT

10. Baggage Claim Position Display: Information Headings and their Sequence
(paragraphs 8.1 and 8.2)

FROM	FLIGHT

On an optional basis, an additional column for a baggage claim symbol may be inserted following the **FLIGHT** column, under the heading **CLAIM SYMBOL**.

11. Languages to be Used on Information Displays

Where the national language is not written in the roman alphabet and/or arabic numerals, provision should be made, as a general rule, for repeating the display information in those characters and/or numerals (paragraph 9.2).

12. Use of Flashing Signals on Displays

The use of flashing signals should be kept to a minimum, be restricted to the REMARKS column and to that type of information which requires some sort of passenger action (paragraph 12.1).

Where the display system in use does not lend itself to the flashing of characters, for example, on flapboards, flashing lights may be used at the beginning and/or the end of each line (paragraph 12.2).

13. Location of Displays in Terminals

When placing information displays in airport buildings, the seven points enumerated in paragraph 14.2 and the area check list provided in paragraph 14.3 should be borne in mind.

1. INTRODUCTION

1.1 Passengers need to be informed about a variety of activities at an airport. Those about to depart on a flight usually wish to know whether their aircraft will be leaving on time, whether it is ready for boarding, and the number of the gate to which they will have to proceed. Passengers disembarking from an arriving flight wish to be informed as to where their baggage can be claimed, while people in the waiting hall are anxious to find out whether that particular flight has landed and the number of the exit gate through which those passengers will be coming.

1.2 The nature of this type of information is such that it needs to be continuously updated as flights arrive and depart. Most airports have some type of display to convey such information to the travelling as well as the non-travelling public, from simple peg-boards at those with low traffic volumes to sophisticated electronically controlled display systems at large airports. These display types may be video display units, flapboards, electro-magnetic boards, as well as electronic boards displaying their information by means of plasma-display components, light-emitting diodes or liquid crystals. These displays are situated in appropriate locations throughout the terminal building.

1.3 No matter which system is used, certain basic information is common to all displays of the same type, e.g. all Departure Displays. Variations are usually found in the amount of additional information shown, as well as the sequence in which it is presented. A uniform manner of presenting such basic information would no doubt assist passengers in finding the same type of information, in the same place, on any given display irrespective of the airport at which they happen to be at the moment. Apart from the convenience to the passenger, uniformity could reduce system costs and is likely to reduce viewing time. While this may not be a significant factor in relation to some displays, it is so with regard to others, namely, those along certain passenger flow routes, where a poorly designed display may cause passenger confusion and thus result in slow-down and disruption of the passenger flow.

1.4 Apart from the desirability of obtaining the highest possible degree of uniformity for the reasons just mentioned, computer programming demands maximum standardization in presenting information on related displays within the same airport terminal. For example, the entry of information concerning place of origin and intermediate stopping points of a given flight is done in certain systems at a central console for presentation on arrival displays as well as baggage claim displays. A decision on the part of the system operator with regard to information content and layout on one of his displays will therefore affect the information display on other units.

1.5 For reasons of economy and to minimize confusion and proliferation of redundant information, an effort has been made to keep the amount of data to be shown on public information displays to a minimum. Although there may be occasions where additional information would appear to be helpful to passengers, this possible convenience must be weighed against the resultant higher costs to the system operator. Therefore, only those items of information which were considered essential to the travelling and non-travelling public have been included herein. Information displays solely for the benefit of employees at airports, even though they may receive their data from the same computer centre as the public displays, do not fall under the scope of this study and have not been dealt with.

1.6   This study is thus concerned with the presentation of information on the following types of public information displays:

Departure Display
Arrival Display
Directional Gate Display
Gate Position Display
Directional Baggage Claim Display
Baggage Claim Position Display

It addresses itself to all of those six displays irrespective of the system used for changing the information thereon, e.g. electronic, electro-mechanical or manual, and does not recommend one system over another or any particular commercial product. The choice must be left to the system operator, be it the airport authority, airline operator or any other entity, and will need to be made on the basis of local circumstances.

1.7   At the same time, it is recognized that not all of those six displays may be required at each airport in the world. The need for any one of them will be dictated by circumstances prevailing at the airport, bearing in mind such considerations as over-all size of the terminal building, its layout, traffic volume, etc. With respect to those already in use, however, operators of public information displays are recommended to adhere as closely as possible to the principles outlined in this document.

1.8   As in the case of airport signs, it would be unreasonable to expect operators of display systems to undertake the expense of immediately replacing all existing ones that do not conform to the details set forth in the following pages by new displays as described herein. While it may be possible in some cases to make certain immediate adjustments in the programming of data, entailing little or no cost, so as to comply with the findings of this study, any major modifications are expected to be made only when the opportunity arises, e.g. when terminal buildings are being expanded or new ones constructed, or when it is decided to replace an entire public information display system by a new one.

1.9   In developing this document, IATA Recommended Practice 1314 containing guidelines to its Members on certain aspects of Public Information Systems was also taken into account.

2. COMMON DATA ON INFORMATION DISPLAYS

2.1   Three types of data appear on most of the six displays covered in this study and are therefore dealt with before proceeding to the individual displays. They are: indication of time, place and flight.

Indication of Time

2.2   The time indication on any public information display should always be the local time, which may be the standard time for that particular time zone or summer time, whichever prevails. It should be based on the 24-hour clock and, therefore, always expressed in four numerals, e.g. 0952 (for 9.52 a.m.), 1725 (for 5.25 p.m.), etc. In order to save space in the TIME column, there should be no spaces, dots or commas separating the hours and minutes and to ensure good readability it is important that all four digits are presented in the same size.

Indication of Place

2.3   Much thought was given to the possibility of displaying certain names of cities/airports in an abbreviated or truncated form so as to accommodate, within the respective display column, as many points on the flight's itinerary as possible. However, it soon became clear that there was a risk of confusing the public with such abbreviations, thus diminishing the effectiveness of the display. Even in the case of an abbreviated name like Rio, which to many travellers automatically means Rio de Janeiro, various interpretations are possible since the names of a number of airline stops begin with "Rio", mainly in Spanish-speaking countries, but also elsewhere.

2.4   Where truncations are being used extreme caution should be exercised so as to avoid any possible misunderstanding by the public. They should be used only after close consultation between the airport terminal operator and airline(s) concerned and, preferably, after passenger tests have been conducted to confirm that such truncations are understandable. It must be borne in mind, in this connexion, that it is the passenger and his airline who may suffer the consequences of confusion created by abbreviations, for example, on departure displays, where misreadings may cause passengers to miss their flights.

Indication of Flight

2.5   At the majority of airports all over the world, airline operators share the facilities of the same passenger terminal building. As a result, public information displays usually contain data pertaining to more than one airline. In such cases, it is essential to identify each flight on such displays by using the two-letter airline code in conjunction with the flight number, as it also appears in airline time-tables, on passengers' tickets and boarding passes.* However, in view of IATA's anticipated use of a three-letter code by the mid-1980s, a space should be left free between the present two-letter code and the flight number so as to accommodate the third letter at that time.

2.6   In cases where a single airline occupies a clearly separated section of an airport terminal building or an entire terminal, the public information displays are usually marked with the name of the airline concerned, indicating that all data thereon refer to its flights only. The two-letter (or, later on, three-letter) code in front of the flight number need not be inserted in the FLIGHT column under those circumstances.

3. DEPARTURE DISPLAY

Heading

3.1   At some airports, Departure and Arrival Displays are positioned side by side and feature a common heading such as "Flight Information". At others, the two displays are found in separate locations with each showing a general heading of the type just mentioned. In all such cases, the sub-heading "Departures" would be sufficient. However, in the absence of any general heading, the term "Flight Departures" should be used.

---

* Two-letter airline codes are published in the IATA Traffic Guide and are used in reservations, time-tables, ticketing, tariffs, schedules and in interline telecommunications, as well as in other airline industry commercial applications. These designators may differ from ICAO 2-letter designators which are intended for use on the Aeronautical Fixed Telecommunications Network (AFTN) (e.g. identification of aircraft in flight plan messages, flight safety messages and other applications; see Annex 10, Vol. II). ICAO 2-letter designators are published in *Designators for Aircraft Operating Agencies, Aeronautical Authorities and Services* (Doc 8585).

Information Items and their Sequence

3.2   There are five items of information which are essential to aid the departing passenger, three of which help identify his flight, the other two primarily giving instructions on where to proceed and providing him with up-to-date information. The identifying items are those pertaining to time of departure, flight destination including stop-over points (if space permits) and the flight number. The remaining two items inform the passenger of the number of the gate (sometimes in connexion with the concourse designator), through which he will be boarding the aircraft, and of any other situation he needs to know in connexion with his flight, e.g. an indication that the aircraft is ready for boarding, delays in departure, etc.

3.3   In a large majority of countries throughout the world, people are used to reading from left to right. Therefore, logic demands that in those States (and also at international airports in the remaining countries which receive a substantial volume of international traffic from the former) the three identifying items be placed on the left, with the gate information and remarks on the right. All five items of information should be shown in separate columns on the Departure Display with the respective headings and in the preferred sequence as follows:

TIME	TO	FLIGHT	GATE	REMARKS

3.4   For reasons of proper management of flight information displays and in an effort to assist viewers in finding the desired information, flights should be arranged, on this as well as other multiple-flight displays, in chronological order.

Comments on Individual Items

3.5   To the extent that time, place and flight information appears on several information displays, certain comments as to the way in which this information should be displayed have already been made in paragraphs 2.1 to 2.6 above. Some observations remain to be made in relation to the Departure Display.

3.6   *The* TIME *column:* In this column, the scheduled time of departure should always be indicated. If there is any deviation from the scheduled departure time, this should be included in the REMARKS column in the way shown in paragraph 3.9 below, i.e. "New Time" followed by a four-figure time group. Where this is impractical, for example, in the case of certain flapboard systems, an additional column may be added between the TIME and TO columns for this purpose. In such a case, the TIME column should bear the heading **SCHEDULED TIME** and the additional column next to it **ESTIMATED TIME**.

3.7   *The* TO *column:* All intermediate stopping points as well as the ultimate destination should be included in the TO column because of the risk of a passenger misunderstanding the display and missing his flight if his personal destination is not shown. However, this may be waived in situations where the cost of displaying all the points is excessive.

3.8   Where the option referred to above is exercised in favour of including intermediate stopping points in the Departure Display, this information should be shown in the TO column as completely as is physically and economically possible. The sequence should be: final destination of the flight first, followed by intermediate stopping points.

3.9   *The* REMARKS *column:* This column is normally needed on both the Departure and the Arrival Display and, for reasons of simplicity, is dealt with in this section only. In order to avoid overloading the display with a variety of messages, which may ultimately result in creating confusion amongst the travelling and non-travelling public, it is deemed desirable to limit the message content to a minimum. To this end, a list of standard remarks has been developed, covering a wide range of situations pertaining to flights. When it is necessary to use the column, the following standard remarks should be used and any additional remarks should be kept to an absolute minimum:

1) Boarding
2) Check in at Gate
3) Wait here
4) Delayed (to be used when new time not available)*
5) New Time (followed by four-figure time group)* (See also paragraphs 3.6 and 4.4 concerning additional time column)
6) New Gate
7) Cancelled
8) Not operating
9) Ask Agent
10) Diverted (followed by name of alternate location where possible)
11) Landed (followed by four-figure time group) (See also paragraphs 3.6 and 4.4 concerning additional time column)

3.10   The following three remarks may also be used to provide additional information about the flight concerned but should give way to any of the above remarks when required:

12) Non-stop
13) Charter
14) Extra Flight

3.11   Furthermore, it may be helpful to persons awaiting the arrival of passengers at certain international airports, if an indication could be given in the REMARKS column of the Arrival Display to the effect that the baggage of those passengers was in the claim area. The wording of such a remark will vary according to local circumstances.

4. ARRIVAL DISPLAY

4.1   Where the general heading "Flight Information" is used, the term "Arrivals" is sufficient. In all other cases, the term "Flight Arrivals" should be used as a heading for this Display.

Information Items and their Sequence

4.2   Much of what has been said above concerning the Departure Display also applies, with some modifications, to the Arrival Display. The content and layout of the information items should broadly follow the pattern established for the Departure Display so as to achieve maximum uniformity in presentation and facilitate the processing of data from the central computer system.

---

* In case of long delays involving a change of day, there may be a need for indicating the day from which or to which a flight is delayed, to the extent that space permits.
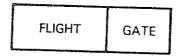
Although the viewer of this Display is usually not a passenger, as in the case of the Departure Display, but instead someone meeting him at the airport, he has the same need for first identifying a specific flight that he may be expecting and then learning any details about it. For these reasons, the items and preferred sequence of information should be presented under the headings as shown below:

TIME	FROM	FLIGHT	REMARKS

4.3   Most airports have designated an area in the terminal building where waiting persons can greet arriving passengers. This area is usually to be found near the exit from the baggage claim hall. However, at airports where there is more than one reception area, the gate number or meeting point may be indicated on the Arrival Display in a separate column between the FLIGHT and the REMARKS columns. It should be titled either AREA or GATE or UNIT, depending on circumstances at the particular airport.

4.4   As to the completion of the columns on this Display, the same principles as outlined under Departure Display above apply. Here, too, time deviations should be indicated as mentioned in paragraph 3.6 above with an optional column on flapboards for estimated times of arrival. Also, consideration should be given to the inclusion of intermediate stopping points, in this case in the FROM column, as completely as is physically and economically possible, starting with the point of origin of the flight and followed by intermediate stopping points.

5. DIRECTIONAL GATE DISPLAY

5.1   At some large airports, the need has been established for the use of Directional Gate Displays along piers, concourses, etc. Their purpose is to guide the departing passenger on his way from the check-in area to the boarding gate. Where there is a need for such displays, they should contain, as a minimum, information under the following headings in the sequence shown below:

FLIGHT	GATE

6. GATE POSITION DISPLAY

6.1   A gate number at the entrance to a gate may be shown either on a stationary sign or, alternatively, as a stationary number on a dynamic information display. The need for such dynamic information displays will vary from airport to airport, as will the type of information to be included thereon.

6.2   In cases where passengers proceed directly from ground transport to their gates for check-in without passing large Departure Displays on their way, the information items contained in the Gate Position Display should be the same as those shown for the particular flight on the Departure Display except for the REMARKS column, which may be omitted.

6.3   In all other cases, dynamic Gate Position Displays, where in use, should contain, apart from the stationary gate number, the FLIGHT column as a minimum. If additional information is considered desirable, it should be in the same sequence as on the Departure Display.

6.4   Passengers for a particular flight may be processed through one or more gates, depending on the capacity of the aircraft and the availability of gate positions. In this case, the Gate Position Display(s) will feature only a "one-line" entry of information items, relating to that particular flight, and there is no need for including column headings on the Display. However, in cases where simultaneous processing of two or more flights takes place regularly at the same gate, more than one line of information is needed. This calls for the inclusion of column headings which should be identical with those on the Departure Display.

7. DIRECTIONAL BAGGAGE CLAIM DISPLAY

7.1   The need for such displays will arise only at airports with more than one baggage claim area and/or claim unit. Their purpose is to direct the arriving passenger to the appropriate area/unit where he may retrieve his baggage.

7.2   Where Directional Baggage Claim Displays are being used, they should contain information items under the headings and in the sequence shown below:

FROM	FLIGHT	AREA/UNIT

7.3   The FROM column may contain the origin of the flight and/or intermediate stopping points as required.

8. BAGGAGE CLAIM POSITION DISPLAY

8.1   At airports with more than one baggage claim unit, the number of the unit should be included as a stationary figure in each display. As to the dynamic information to be shown thereon, the following items should be included under the headings and in the sequence indicated below:

FROM	FLIGHT

8.2   The point of origin of the flight or intermediate stopping point(s) as may be required under various circumstances are to be inserted in the FROM column. As an additional item and on an optional basis, a column for a baggage claim symbol may be inserted, following the FLIGHT column, under the heading CLAIM SYMBOL.

9. LANGUAGES TO BE USED ON INFORMATION DISPLAYS

9.1 As far as the headings of the displays themselves and their different columns are concerned, it would be desirable at international airports, if, apart from the national language(s), another language as determined by the authorities concerned could be used. In determining the additional language, many aspects need to be taken into account, not the least of which is the proportion of passengers representing different linguistic groups passing through the airport terminal building within a given year.

9.2 As to the content of the information displayed, much of it is in numeric characters, and some of the information in the roman alphabet, such as place names, is fairly universal and generally understood. The problem arises with different alphabets and scripts. Here again, the situation needs to be carefully evaluated and reviewed from time to time to determine whether the information should be repeated in another language — space permitting — or whether separate displays should be added to those featuring the national language. Even where the information is not repeated in another language, international airports should ensure that, as a general rule, information is displayed in the roman alphabet and in arabic numerals in addition to the local or national script.

10. SPACE ALLOCATIONS ON VARIOUS DISPLAYS

10.1 Irrespective of the type of display used at an airport (e.g. flapboards, TV screens, etc.) a certain number of space units need to be allocated to each column, depending on the amount of information usually appearing therein. Allocation for most of the columns will depend on local circumstances, for example, the length of place names to which aircraft routinely operate from that airport, the number of digits used in the baggage claim symbol, the space taken up by the gate designator of that airport, etc. Therefore, guidance only can be provided in this respect and the table below endeavours to show what is usually required as a minimum for each column.

Column Heading	Minimum Number of Spaces
TIME	4
TO and FROM	10
FLIGHT	6
GATE	1
REMARKS	10
AREA/UNIT	3
CLAIM SYMBOL	1

10.2 There should be one separation space between each column. With respect to space allocation in the FLIGHT column, the anticipated use of a three-letter airline code as mentioned in paragraph 2.5 should be borne in mind. As to the REMARKS column, additional spaces will be required if it is intended to utilize all of the remarks shown in paragraph 3.9 above.

11. SIZE OF ALPHANUMERIC CHARACTERS ON DISPLAYS

11.1 The choice of the size of alphanumeric characters on the different types of public information displays will depend on a variety of factors, such as colour contrasts, lighting (emitted, reflected or

13. LENGTH OF TIME FOR INFORMATION TO BE SHOWN ON DISPLAYS

13.1   In determining the length of time for information to be shown on the six information displays dealt with in this study, display operators will be guided by economic and practical considerations. On the one hand, a generous length of display time will ensure that a particular information item is conveyed to the maximum number of persons concerned. This has to be balanced, on the other hand, against the economic penalty which arises when long display times prevent the operator from adding new information items (e.g. more flights) to the display.

13.2   As each display fulfils a specific purpose, the length of information display time will differ accordingly. In the case of the Departure Display, the information pertaining to a particular flight should be inserted at the time the first passengers usually come to the terminal for check-in. When long-distance flights are involved, this may be 1-1/2 to 2 hours prior to departure. The flight information should be removed from the display at the moment when the aircraft operator no longer accepts passengers at the gate for boarding the aircraft.

13.3   Information time on the Arrival Display will be governed largely by the local customs of people going to the airport to meet passengers, as well as the speed with which arriving passengers and their baggage are cleared through controls. As a general rule, a 60-minute advance and 45-minute post-arrival display would seem to fulfil the purpose in many instances.

13.4   On Gate Displays, directional as well as positional, the length of display time will depend on whether only one flight is being processed or two or more flights are being processed simultaneously (see paragraph 6.4 above), whether check-in is performed at the gate, and other factors. Normally, flight information cannot be inserted on such displays until the previous flight has left the gate and staff is available to process the passengers at that gate. Where check-in is carried out at the gate, the information pertaining to the flight should appear on the Gate Display at the same time as on the Departure Display (see paragraph 13.2 above).

13.5   Information on Baggage Claim Displays, directional and positional, must be inserted, at the latest, just before the first disembarking passenger reaches the first of such displays. Frequently, the information is shown even before the aircraft has landed since more than one flight may, generally, be shown on those displays. The information should remain on Baggage Claim Displays until the last passenger or crew member from that flight has collected his baggage.

14. LOCATION OF DISPLAYS IN TERMINALS

14.1   The location of public information displays in airport terminal buildings depends on the kind of display (e.g. Departure, Arrival Display), the type of display (e.g. TV screen, flapboard) and the architectural design of the building. Because of the diversity of terminal design configurations, no hard and fast rules can be established which would be applicable to every airport. However, an effort has been made in developing some general guidelines for placing displays in an effective way and delineating the areas in a terminal building where public information displays should be available as an essential or a desirable feature.

14.2   The following points should be observed as a general rule when providing public information displays in airport buildings. They should be placed:

a) so that they can be simultaneously observed and read by the largest number of viewers for which that display was designed;

b) at such locations where passengers have to make a decision as to the direction in which to proceed*;

c) at such height that they are never hidden by circulating people;

d) away from other signs and from advertisements;

e) away from highlighted backgrounds (e.g. windows) unless there is a continuous strong front lighting;

f) away from points where they may create congestion or restrict circulation of people;

g) at places where it is relatively simple to carry out any maintenance and repair.

14.3 On the more specific questions as to what display should be placed in which area of the building, the list below is designed to provide a check list for the authorities concerned to the extent that it applies to their respective airports.

Location	Display	Essential or Desirable	Flights Covered
Departure lounge	Departure	Essential	Full
Departure concourse	Departure	Essential	Full
Departure waiting areas such as bars and buffets out of view of main displays	Departure	Desirable	Full
Pier gates	Gate Position	Essential	Limited
Piers or fingers, etc. (departures)	Directional Gate	Desirable (if complex piers)	Limited
Piers, baggage claim areas	Directional Baggage	Desirable (if more than one claim area or unit)	Limited
Baggage claim halls	Baggage Claim Position	Essential	Limited
Arrival concourse	Arrival	Essential	Full
Other arrival waiting areas such as bars and buffets out of view of main displays	Arrival	Desirable	Full
Exit from baggage claim	Arrival	Desirable	Full or Limited

14.4 The authorities concerned may also wish to consider the possibility of providing a standby system for certain key areas such as departure lounges and departure and arrival concourses, so that failure of one piece of equipment does not leave a major area without flight information.

---

* This does not apply in the case of Gate and Baggage Claim Position Displays.

— END —