



| TROLLEY MANAGEMENT AS A FACTOR FOR ECONOMIC SUCCESS

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How airport operators can achieve measurable added value with the right advice, the most suitable system and the optimum luggage trolley.

1. STARTING SITUATION: TROLLEYS AS AN UNDERESTIMATED FACTOR FOR COSTS AND SERVICE

For passengers, luggage transport trolleys are an expected part of airport life, but for operators, they can often be a significant cost factor. Typical challenges include high personnel allocation, unstructured return process, damaged trolleys, blocked areas and a lack of transparency surrounding usage and cost-effectiveness.

At the same time, there is increasing pressure to

- Reduce operating costs
- Manage services effectively
- Make more efficient use of space

This is precisely where professional trolley management comes in – **not as a product**, but as an **overall business concept**.

2. WHAT SERVICE LOOKS LIKE FOR US: ADVICE FIRST, PRODUCT SECOND

Successful trolley management does **not start with selecting a luggage trolley**, but with a structured analysis of the framework conditions. Our approach therefore follows a clear principle:

Understand first, design second – and, last of all, deliver.

The aim of our consultancy services is to provide airports and service providers with a sound basis for decision-making regarding

- whether trolley management makes sense
- the form that allows the operator to achieve cost effectiveness
- which solution will work best over the long term.

3. THE CONSULTATION PROCESS – A STEP-BY-STEP APPROACH TO FINDING A SUSTAINABLE CONCEPT

3.1 Analysis of the economic and operational baseline

In the first step, we work with the customer to analyse all the key influencing factors:

- Passenger volume and airport category
- Volume of business, tourism and ethnic travellers
- Volume of transit and transfer travellers
- Seasonal peaks, peak hours and schedule structure
- Regional and cultural usage habits

Benefits for you: Even at this stage, we can tell whether a free system, a hybrid model or a fee-based system will be realistic, accepted and economical.

3.2 Evaluation of the existing trolley system

Next up, we look at the current situation:

- Current trolley fleet (condition, age, number)
- Existing storage locations and circulation
- Personnel costs for returns and maintenance
- Typical problem zones in the terminal and outdoor areas

Benefits for you: This stage helps to highlight weaknesses – costs and effort can often be reduced with targeted adaptations even over the short term.

4. TIME TO DECIDE: WILL IT BE A FREE, HYBRID OR FEE-BASED SYSTEM?

A key element of our consultation process is conducting an objective evaluation of the system options:

Fee-based system (without refunds)

- Reduces trolley usage and circulation
- Reduces maintenance and operating costs
- Allows for cashless payment solutions
- Does, however, require a clear return strategy

Hybrid system (partial reimbursement)

- Encourages independent returns by passengers
- Reduces effort needed for trolley returns
- Requires more return points and higher initial investment

Benefits for you: We calculate both options transparently – **investment, operating costs, revenue potential and amortisation** – and make a clear recommendation.

5. DIMENSIONING: THE RIGHT NUMBER OF TROLLEYS IN THE RIGHT PLACE

A common error in trolley management is either having too many trolleys or not enough. Our consultations therefore consider:

- Baggage carousels, departure and arrival routes
- Access from multi-storey car parks, train and bus connections
- Structural framework conditions for station sizes
- Daily, weekly and seasonal fluctuations

The result? A **practical station and circulation concept** that ensures availability, while also saving space at the same time.

6. THE RIGHT LUGGAGE TROLLEY: THE BASIS FOR COST-EFFECTIVENESS

The best system only works if you have the right accessories.

All this considered, choosing the right luggage trolley is an integral part of our consultation process.

Using a 10-point guideline, we check factors including:

- The durability of castors and chassis
- Safe braking and safety systems
- High stackability for a minimal footprint
- Material selection to suit location and weather
- Ability to use trolleys on escalators and special flooring
- Suitability for special luggage
- Options to use advertising space

Benefits for you: A luggage trolley that is precisely tailored to the application reduces follow-up costs, extends the service life and increases user acceptance.

7. OPERATING CONCEPTS: IN-HOUSE OR TURNKEY?

Finally, we look at the organisational implementation:

- Personnel requirements and shift models
- Circulation and return processes
- Maintenance and spare parts concepts
- Seasonal adaptations for personnel allocation
- In-house operation versus external service

Benefits for you: You will receive an operating concept with realistic costings – adapted to your airport and your organisation.

8. COST-EFFECTIVENESS: TRANSPARENCY FOR DECISION MAKERS

All the findings flow into a clear economic analysis:

- Expected usage rates
- Revenue per tariff model
- Investment volume for trolleys, stations and systems
- Ongoing operating and personnel costs
- Amortisation period and ROI

This transparency creates confidence for investment decisions at management level.

9. CONCLUSION

Trolley management is much more than just the provision of luggage trolleys. When properly planned, it becomes a **controllable tool for costs, space and service quality**.

Our consultation service combines operational reality, economic consideration and the selection of the optimal luggage trolley to create a feasible holistic concept.

The result: Less effort, more structure – and a trolley system that pays off for the airport.