



Fully Automated Passive Queue Measurement

powered by



Background

As greater numbers of passengers pass through airport terminals each day, queues become one of the central aggravations for passengers and staff alike. Coupled with ever stringent security procedures, these problems are further exacerbated. The ability to measure and manage queues at each stage of the passenger journey is of paramount importance to enabling efficient airport operations. Utilising Bluetooth and laser technology, PAXTrax+ helps operational managers monitor and proactively manage queues in real time across their terminals.

As passengers progress through the terminal, a series of specialised Bluetooth sensors from BLIP Systems log the time, location and signal strength of each Bluetooth enabled phone in a central database. The database matches the time and location of each phone to build up information about the passenger's journey and queuing times through the terminal. Queue times are combined with Amor Group's innovative laser-based passenger counting technology to provide a complete picture of terminal operations, delivering detailed, real time statistics on every journey and queue in the airport.

PAXTrax+ can be extended to cover the complete journey from car park, to check in, security and on to the gate providing intelligence as to how passengers travel to, and progress through, the airport.

Solution

By providing airports with real time accurate intelligence on passenger journey and queue times, PAXTrax+ allows for precise and efficient control of terminal operations, including management of resources, efficient tactical deployment and strategic planning of terminal processes and layout.

This optimisation allows airports to meet regulator's and airlines' queue time service level agreements, whilst also ensuring passengers have time to spend in restaurants, bars and shops, consequently improving the overall passenger experience.

A new battery-powered portable solution is available which can be deployed on a temporary basis at any location around the airport to survey particular areas, journey times and queues at any given time.

Deployments

Airports including London Heathrow, Frankfurt, Stansted, Copenhagen, Manchester, London Luton and Belfast International have deployed Bluetooth and laser-based solutions from Amor Group to record and manage their processes and queues, including security and immigration performance in some of the world's busiest passenger terminals - ensuring they are continuing to deliver the best possible service to their passengers.

“ **Monitoring waiting times at the security search and immigration is a vital part of the work that allows London Luton to deliver excellent customer service. The solution allows us to measure and manage our performance throughout the day.** ”

Andrew Judge, Operations Director, London Luton Airport

Overview

PAXTrax+ provides automatic monitoring and measurement of journey and queuing times throughout an airport by tracing passengers' Bluetooth mobile phones, enabling airports to effectively and proactively manage terminal operations.

Manual surveys and operational research can be inaccurate and expensive, whereas Amor Group's automated queue measurement solution is unobtrusive, precise and cost effective.

PAXTrax+ In action

Frankfurt Airport has high volume and complex transfer flows between their various concourses. They deployed PAXTrax+ to measure their queues at the security check points and the impact this has on visitor service.

This has allowed them to measure queues at the security check points and this enhanced situational awareness has resulted in improved service quality.



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