

PASSENGER TERMINAL WORLD



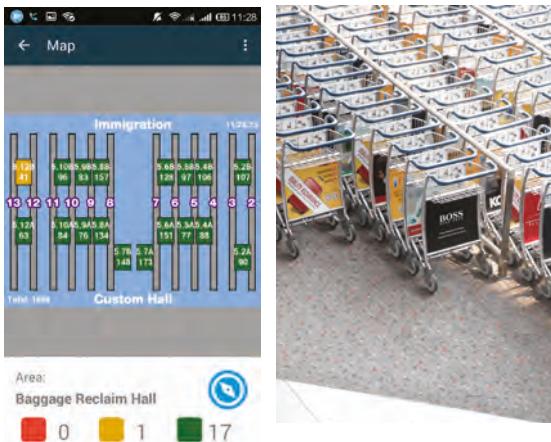
What Nextt?

Experts analyze the future according to IATA and ACI's New Experience in Travel and Technologies (NEXTT) project

PARKING
How to maximize revenue as car pooling and autonomous vehicles hit private car ownership

INTERVIEW
ACI World's new chair, Bongani Maseko, talks African aviation and the development of open skies

INVESTMENT
Key advice for airports embarking on an airline-led terminal investment project



Trolley tracking

Serving more than 72 million travelers in 2017 and handling 1,100+ flights daily, Hong Kong International Airport (HKIA) is committed to its continuous development into a smart airport. Applying intelligent data analytics and automation technologies, HKIA constantly strives to improve efficiency and convenience, enhancing passengers' airport experience.

Around 13,000 baggage trolleys are distributed throughout the airport to service its enormous passenger flow, so maintaining a steady supply of trolleys for passengers at different locations is a major concern. The Real-time Trolley Supply Monitoring System (RTSMS) is a unique solution to help overcome this challenge, developed through close collaboration between HKIA and local research and development institutions and universities.

RTSMS uses artificial intelligence to analyze video data from CCTV images, allowing the system to identify and count different types of trolleys. Edge processing improves cost efficiency by eliminating the need for high-bandwidth video transfer, while maintaining image quality and data quantity. The system also uses data-oriented analysis and big data analysis for long-term resource planning, as it continuously collects operational data on trolley use and replenishment.

The system not only greatly reduces the need for manual checking of trolley availability, but also helps the service provider replenish trolleys at specific locations in a timely manner. This improves the overall level of trolley availability for passengers, which in turn helps provide a pleasant airport experience for travelers from all over the globe.

As trolley management is a common challenge for most airports around the world, HKIA is demonstrating the RTSMS's business benefits in a real-world environment at one of the busiest airports in the world.

HONG KONG INTERNATIONAL AIRPORT

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One for all

Having access to power sources in an airport is now an essential requirement for the passenger, so airport operators must ensure provision of the latest charging technology to keep their customers happy. With technology advancing quickly, and the global proliferation of mobile devices, the need for convenient, safe and reliable power has never been so critical.

Given that the customer base of airports, especially international hubs, is likely to include international travelers, the choice of power outlet is fundamental. While domestic airports may choose the national power socket, international airports need to offer passengers a choice. The universal socket is not an option, having been proved unsafe by the British Electrical Safety Council and already deemed illegal in many countries. So the question should be asked: Can power provision for international travelers really be all-encompassing?

TUF (twin USB charger), the world's first, patented, replaceable USB charger, is a small, discreet module that can be fitted into almost anything. Delivering both type A and type C USB charging, TUFA+C facilitates that difficult period between new and old technology. While Apple and Google are moving ahead with type C USB, other devices are still using the older type A. Made to be safe, efficient and fast, the robust design of TUFA+C allows people to charge their latest devices while still in use. TUF's tiny footprint means it can be fitted in the most convenient of places, with little impact on the overall design of the furniture.

An added advantage of TUFA+C, besides its fast charging rate and versatility, is the fact it can easily be replaced or upgraded. An unfortunate side effect of high traffic public areas is furniture being damaged by constant use or even vandalism. TUFA+C also benefits by being replaceable without the need for an electrician.

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Lane management

Each airport is unique. In passenger processing, some will need to focus on waiting times, this having been a longstanding problem. Others may have always had short queues and will instead want to upgrade their level of services with personalized apps, reliable waiting times at all desks, and places of interests such as shops, resting areas, nurseries and so on.

Whether the need concerns information display, specific KPI data or accurate analytics, FoxQMS can help achieve airport goals in passenger management. This software, developed by Foxstream, helps reduce traveler waiting times in lanes by calculating reliable estimates. With this information displayed in lanes, managers receive personalized dashboards and are informed when critical waiting times are reached and they need to open new desks. Passengers automatically balance waiting lanes by choosing the shortest one, making them feel in control and reassured.



One step further in forecasting, automated predictive analytics are based on open data – year-on-year waiting time statistics – and big data correlation such as weather conditions, ground traffic, school vacations and more. This enables managers to forecast their human and physical resources better, to best serve passengers' interest and optimize costs.

Passengers are better oriented and managers can integrate waiting time data in various apps for better personalization and greater satisfaction. With the best passenger experience, airports can increase non-aeronautical revenues and create loyalty.

FOXSTREAM

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