PASSENGER FLOW MANAGEMENT PLATFORM

TAV | TECHNOLOGIES

Improved Operational Efficiency &
Passenger Experience

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PFM

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PASSENGER FLOW MANAGEMENT

END-TO-END TECHNOLOGY SOLUTIONS

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WHAT IS PASSENGER FLOW MANAGEMENT PLATFORM(PFM)?

Ensuring a **seamless passenger flow** through the entire boarding and arrival process is vital for **maximizing airport resources**, as well as for offering a positive passenger journey. TAV Technologies is dedicated to helping airports optimize their key performance metrics with its experienced engineers.

Airports are followed by smart cameras and passenger flow is controlled regularly to detect unexpected cases. Interpreting passenger behaviors and volume properly strengthens the capacity of airports in terms of optimizing wait times, reducing overheads, increasing revenue, and improving the overall passenger experience. Eliminating the complexity of passenger flow in the airport is possible with **TAV Technologies Passenger Flow Management Platform.**

The platform covers every step of the passenger journey and helps to manage all the below assets within the airport:;

- Entrance, Security Checkpoints & Customs
- Check-in Counters
- Bag Drop & Reclaim Areas
- Retail Ares, Food & Beverage Areas and Lounges
- Possible Wet Areas (Toilets, baby care rooms, ex...)
- Taxi & Bus Stations

WHY TAV TECHNOLOGIES PFM PLATFORM?

• Increased Passenger Satisfaction

Passenger Flow Management Platform reduces wait time, hereby increases passenger satisfaction through providing ease and more leisure time.

• Improved Queue Performance

TAV Passenger Flow Management Platform guarantees improved queue performance with reliable real-time people counts, dwell and wait time analytics.

• Increased Advertising Revenues

It is easy to target the busiest spots before choosing areas for ad display. Thus, you can benefit from an advertisement at its best.

• KPI Measurement

Following passenger flow metrics are continuously followed to maximize operational excellence.

- Passenger Count
- Queue Length
- Passenger Wait Times & Predictions
- Passenger Processing Time and Volume
- Counter Allocations

• Automatic Notifications

The platform sends automatic notifications every time the predefined KPI threshold is exceeded to control each step of the passenger journey. These notifications are sent to the relevant employees directly through the platform alert system and integrated Teams channel.

• Accessible Everywhere

Passenger Flow Management Platform's responsive architecture is accessible everywhere and available for both IOS and Android devices.

• Aligned with Health Precautions

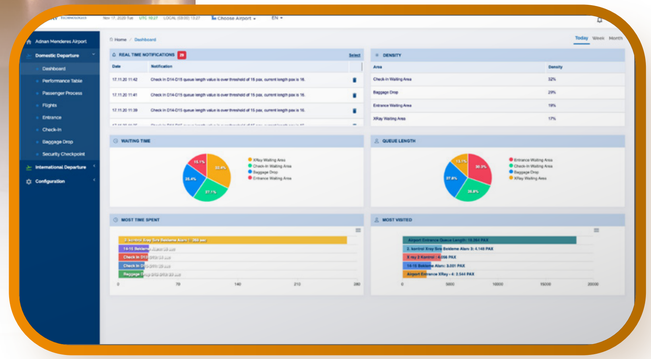
The platform controls social distance between passengers through cameras and regularly measures the air quality.

PASSENGER FLOW MANAGEMENT PLATFORM MODULES

Passenger Flow Management Platform consists of different useful modules.

1. Dashboard Module

Dashboard Module is configurable for each user and displays real-time information regarding significant KPIs and important metrics. It provides an overall report of a passenger journey in the airport with the below metrics:



- Real-Time Notifications
- Density Information
- Waiting Time
- Queue Length
- Most Time Spent Areas
- Most Visited Areas
- Bag Drop Density
- Security Checkpoint Density

RISING TECHNOLOGY

2. Performance Table Module

Passenger Flow Management Platform's Performance Table Module shows the comparison of specific periods in terms of density, waiting time, and queue length.

3. Passenger Process Module

Passenger Process Module demonstrates the real-time metrics of various passenger transaction spots such as airport entrance, check-in counter, baggage drop, and security checkpoint.

4. Flights Module

Flights Module displays queue length and average waiting time for each flight.

5. Entrance Module

This module displays queue lengths and total waiting times for airport entrance gates and X-Ray machines.

6. Check-In Module

Check-In Module displays queue lengths and waiting times for each check-in counter.

7. Baggage Drop Module

This module displays queue lengths and waiting times for baggage drop locations.

8. Security Checkpoint Module

Passenger Flow Management Platform's Security Checkpoint Module displays queue lengths and waiting times for each security checkpoint location.

9. Configuration Module

This module helps to manage different users' authorization. Employees can change the alert threshold for each metric. Additionally, alerts are visible on the dashboard and sent via e-mail & mobile notifications.

OTHER FEATURES OF PFM PLATFORM

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REAL-TIME PASSENGER MAP

Real-Time Passenger Coordinate data can be displayed on a map which helps airport operators to detect the moments with the highest or the lowest number of passengers.

HISTORICAL MAP

The historical map allows airport operators to view the passenger flow of the previous periods. Recorded data of the last 24 hours is displayed at 30-minute intervals.

HEAT MAP

The heat map shows the density of the passenger coordinates to be displayed on the map in line with date and period selection.

PREDICTION MAP

The platform predicts passenger pax and waiting times for any given time in the future. These predictions are visualized as a flow in the prediction map.

ABOUT TAV | TECHNOLOGIES

40+ Products

40+ Airports

13 Countries

3 Continents

170 Million Passengers

TAV Technologies, a subsidiary of TAV Airports Holding which is a member of Groupe ADP, is a leading technology brand; designing, developing and implementing aviation services and solutions globally.

As a visionary technology solution partner and a master systems integrator; it provides total technology management, delivers best-in class designs & turn-key integrated solutions it develops in its Research-Development Center and Innovation Hub.

The company covers all 3 main streams of information technologies in one company; in-house software product development, contractor for complex ICT projects and IT operations management & consultancy.

Its Smart Airport concept creates high satisfactory experience for passengers, airlines and airports by taking full advantage of the latest technologies and innovations.

It is recognized and trusted globally for 24/7 Operation and Support, state of the art design, installation, configuration and integration for Airport IT & Building Technologies with its agile teams. It provides services in line with internationally accepted ITIL, COBIT standards and has a wide business partnership network with leading companies in the industry. It has also been accredited by the ISO 9001 Quality Management System and ISO 27001 Information Security Management System certificates.

GROUPE ADP

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Turkey Istanbul

Other Offices

Turkey **– Izmir, Ankara, Bodrum;** Netherlands **– Amsterdam;** Tunisia – **Enfidha;**
Macedonia **– Skopje, Ohrid;** Kazakhistan **– Almaty;** United Arab Emirates **– Abu Dhabi;**
Saudi Arabia – Madinah, Riyadh, Dammam; Qatar – Doha

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