

The background of the slide is a light gray gradient, decorated with numerous realistic water droplets of various sizes. Some droplets are large and prominent, while others are small and scattered. They have a soft, white-to-gray gradient, giving them a three-dimensional appearance with highlights and shadows.

# UNIT 19: HANDLING AIR PASSENGERS

**P8** IDENTIFY AREAS PRONE TO CONGESTION

**P9** EXPLAIN WHAT MEASURES CAN BE USED TO OVERCOME CONGESTION PROBLEMS

# AIRPORT CONGESTION?

CONGESTION IN TRANSPORTATION OCCURS WHEN DEMAND FOR INFRASTRUCTURE EXCEEDS CAPACITY, CAUSING DELAYS IN TRAVEL TIME AS ONE OF THE MAIN SYMPTOMS. DOOR-TO-DOOR TRAVEL TIME IN AIR TRANSPORT IS SUBDIVIDED IN THREE PARTS: THE TIME TO TRAVEL TO AND FROM THE AIRPORT, THE TIME NEEDED IN THE PASSENGER TERMINAL BEFORE AND AFTER THE FLIGHT, AND THE AIRSIDE TRAVEL TIME ONCE BOARDED. AIRSIDE TRAVEL TIME DEPENDS ON MANY VARIABLES, BUT IN THIS ARTICLE ONLY THE AIRPORT AND AIRSPACE (EN ROUTE) RELATED CONGESTION PROBLEMS AND DELAYS WILL BE DISCUSSED.

# AREAS PRONE TO CONGESTION

- CHECK IN
- SECURITY SEARCH
- LOUNGES
- BOARDING GATE
- IMMIGRATION CONTROL
- BAGGAGE RECLAIM
- ALL AREAS AT TIMES OF MULTIPLE FLIGHT DELAYS

# CONGESTION



# SCHEDULING MEASURES- FLIGHT SCHEDULING



The flight schedule is the central element of an airline's planning process, aimed at optimizing the deployment of the airline's resources in order to meet demands and maximize profits.



# SCHEDULING MEASURES- FLIGHT SCHEDULING CONT.

**A DAY IN THE LIFE: SCHEDULE PLANNING**

[HTTP://BLOG.JETBLUE.COM/A-DAY-IN-THE-LIFE-SCHEDULE-PLANNING/](http://blog.jetblue.com/a-day-in-the-life-schedule-planning/)

# CHECK- IN MEASURES

## ONLINE CHECK- IN

- CHECK-IN IS AVAILABLE 24 HOURS BEFORE DEPARTURE
- PASSENGERS CAN RESERVE THEIR OWN SEAT AND PRINT OUT THE BOARDING PASS
- COMFORT AND CONVENIENCE – PASSENGERS CAN CHECK IN FROM WHEREVER THEY ARE.
- EXTRA TIME FOR PASSENGERS – LESS LINES AND MINOR WAITING TIMES AT AIRPORTS

# CHECK- IN MEASURES



## Online Check- In

It tells the airline that passengers thought about their itinerary and that passengers are coming

This prevents airlines from kicking passengers off the flight and selling passengers' ticket at the last minute to someone else

By checking in online, however, the airline cannot close the flight and move on without the passenger



# CHECK- IN MEASURES



Off Airport (in- town) terminals

Terminals at the hotel

Terminals at Cruise Ports

Self-service offsite kiosks allow passengers to check-in for their flight and print their baggage tags before they arrive at the airport.

# CHECK- IN MEASURES

## **SELF SERVICE CHECK- IN KIOSKS**

- SAVE TIME AT THE AIRPORT WITH OUR QUICK AND EASY TO USE CHECK-IN KIOSKS
- USE THE INTERACTIVE TOUCH SCREEN TO CHECK- IN FOR YOUR FLIGHT.
- CHOOSE YOUR OWN SEAT FROM THOSE AVAILABLE USING THE INTERACTIVE SEATING PLAN.
- CHECK-IN FOR YOUR ONWARD OR RETURN FLIGHT, IF IT IS WITHIN 24 HOURS.
- PRINT YOUR OWN BOARDING PASS.

# CHECK- IN MEASURES

## **AUTOMATIC CHECK- IN (EMAIL)**

PASSENGERS CAN DO FREE AUTOMATIC CHECK-IN. IN DOING SO, ALL PASSENGERS WILL AUTOMATICALLY RECEIVE THEIR BOARDING PASS BETWEEN 36/24 OF THEIR DEPARTING FLIGHT.

BY SELECTING THE AUTOMATIC E-MAIL CHECK-IN, PASSENGERS WILL RECEIVE AN E-MAIL BOARDING PASS TO BE PRINTED AT PASSENGERS' CONVENIENCE.

IMPORTANT! PASSENGERS MUST PRINT THEIR BOARDING PASS AND VOUCHERS IF APPLICABLE AND BRING THESE WITH TO THE AIRPORT, ALONG WITH A VALID FORM OF IDENTIFICATION. IF PASSENGERS ARE TRAVELLING OUTSIDE THE UK/US ETC. A VALID PASSPORT IS REQUIRED.

IF PASSENGERS ARE TRAVELLING WITH LUGGAGE, ONCE THEY GET TO THE AIRPORT THEY MUST CHECK THEIR LUGGAGE EITHER VIA THE BAGGAGE DROP OR THE CHECK-IN DESK.

IF PASSENGERS ARE TRAVELLING WITH HAND BAGGAGE ONLY, PASSENGERS CAN PROCEED STRAIGHT TO THE SECURITY CHECKPOINT AND USE SELF-PRINTED BOARDING PASS.

# CHECK- IN MEASURES

## AUTOMATIC CHECK- IN (MOBILE BOARDING PASS)



# CHECK- IN MEASURES

## **AUTOMATIC CHECK- IN (MOBILE BOARDING PASS)**

CHECK IN ON THE AIRLINE'S WEBSITE AND CHOOSE 'EMAIL WITH MOBILE OPTION.' PASSENGERS CAN ALSO CHECK IN FROM THE AIRLINE'S APP AND THE MOBILE BOARDING PASS WILL BE STORED ON THE MOBILE DEVICE.

PASSENGERS MUST CHECK THEIR EMAIL FROM THEIR MOBILE DEVICE AND FOLLOW THE LINK TO GET YOUR MOBILE BOARDING PASS.

PASSENGERS MUST SAVE THE BOARDING PASS TO THEIR DEVICE FOR EASY ACCESS AT SECURITY AND WHEN THEY BOARD.

PASSENGERS MUST SURE THE ENTIRE BARCODE IS VISIBLE ON THE SCREEN WHEN THEY SHOW IT AT SECURITY.

# QANTAS MOBILE CHECK- IN



# COMMUNICATION MEASURES

- PROVISION OF CLEAR SIGNAGE AND ANNOUNCEMENTS
- A LOOK AT SITA- THE MOST SUCCESSFUL AIRPORTS SPEND COUNTLESS HOURS CREATING COMFORTABLE ENVIRONMENTS FOR THEIR PASSENGERS. SITA SOLUTIONS HELPS TO DELIVER AN ENHANCED CUSTOMER EXPERIENCE WITH CLEAR AUDIO, STUNNING VISUALS AND THERE IS FLEXIBILITY TO ANSWER YOUR PASSENGERS' MOST COMMON QUESTIONS – BEFORE THEY HAVE TO ASK.

# COMMUNICATION MEASURES

- **PROVISION OF CLEAR SIGNAGE AND ANNOUNCEMENTS- A LOOK AT SITA**

## ISSUES

### Constant flight plan changes

Airports and airlines need to instantly inform passengers about flight plan changes.

### Poor coverage

Airports and airlines need to reach passengers wherever they are – inside or outside the facility.

### Passenger disorientation

The airport environment can be stressful for passengers and it is important to seek ways to ease their journey.

### Noise pollution

Airports need to limit the number of passenger announcements – so as to maintain the timeliness and relevance of information.

### Inconsistent information

Customer satisfaction is put at risk when flight information on displays does not match the airline's website information, or when the announcements are unclear or inaudible.

## SOLUTION

SITA solutions deliver accurate audible and visual information using integrated display systems, including:

- Directory information (terminal, desk, gate and carousel numbers)
- Airport layout and routing information
- Check-in and boarding alerts
- Identification and signage (airline logos with check-in and boarding information)
- Visual paging
- Emergency information
- Weather information
- Promotions and advertising

These powerful, cost-effective and flexible display systems work together to offer a large number of aural and visual options, thus enabling you to distribute real-time flight data using various media – including websites.

## BENEFITS

- Choice of audible and visual media for clear and consistent passenger communication
- Enhanced language and character support for multinational passengers
- Clear signage for improved passenger flow
- Provision of timely airport information to all stakeholders
- State-of-the-art visual rendering with no compromise on performance and reliability
- Permissions-based messaging system allows airports to control when and where messages are broadcast.
- Engine-based announcements, triggered by flight-related changes, provide a clear and consistent message each time – both audibly and visually.



# MONITORING MEASURES

## HUMAN OBSERVATION

- CLOSED CAPTION TELEVISION (CCTV) MONITORING OF 'PINCH POINTS'- PLACE OR POINT WHERE CONGESTION OCCURS OR IS LIKELY TO OCCUR.

# MONITORING MEASURES

- **CLOSED CAPTION TELEVISION (CCTV) MONITORING OF ‘PINCH POINTS’**
- AIRPORTS HAVE A LOT TO DEAL WITH WHEN IT COMES TO SECURITY. FROM FACING THE EVER-PRESENT THREAT OF TERRORISM, TO ENFORCING STRICT RULES AND REGULATIONS, AIRPORT SECURITY PERSONNEL OPERATE IN A FAST-PACED ENVIRONMENT THAT OFFERS NO ROOM FOR MISTAKES. IP SURVEILLANCE TECHNOLOGY AND NEW INNOVATIONS IN VIDEO ANALYTICS ARE HELPING TO RAISE AIRPORT SECURITY TO NEW HEIGHTS.
- **DISCUSSION**
- WHAT ARE THE BENEFITS OF CCTV AT AIRPORTS?

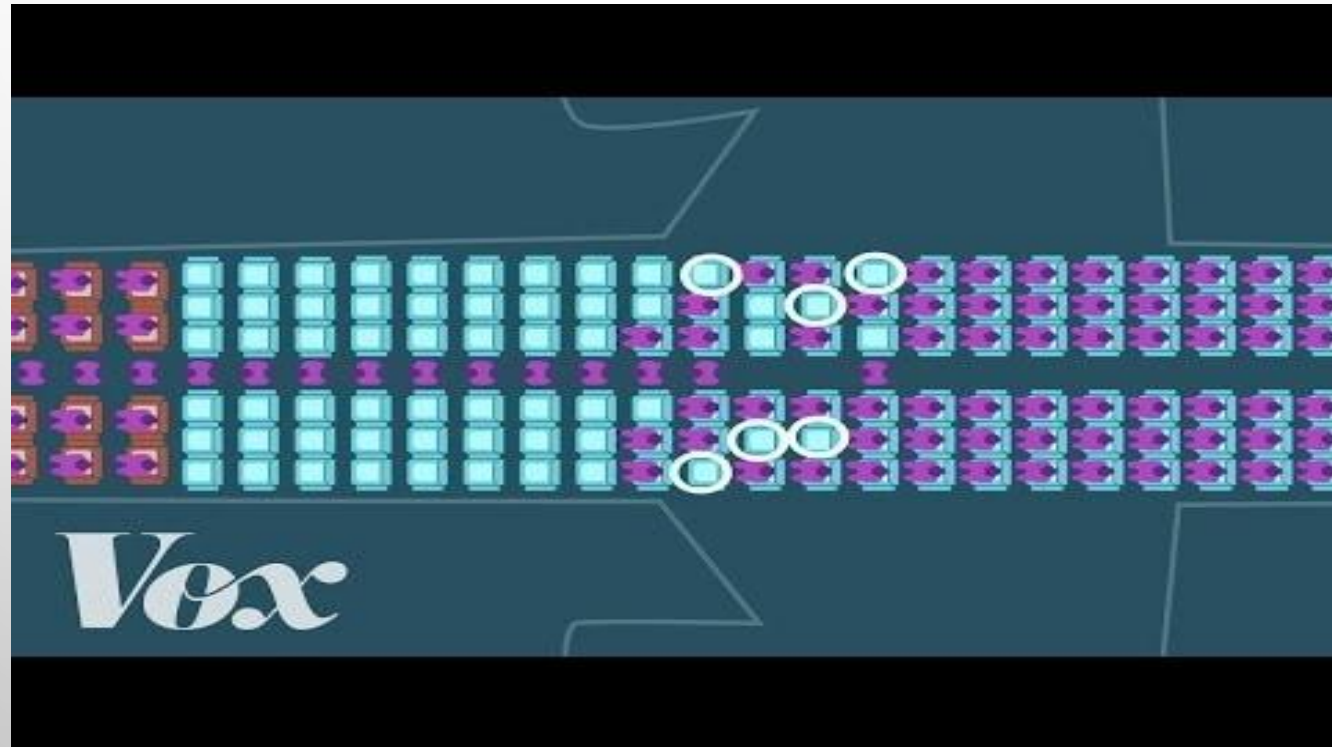
# BOARDING MEASURES

- USE OF HOLDING AREA AND PRE-BOARDING FOR THOSE REQUIRING SPECIAL ASSISTANCE,
- ALLOWING SUFFICIENT BOARDING TIME AND INCREASING BOARDING STAFF FOR HEAVILY LOADED OR DIFFICULT FLIGHTS,
- BOARDING BY SEAT ROW NUMBER

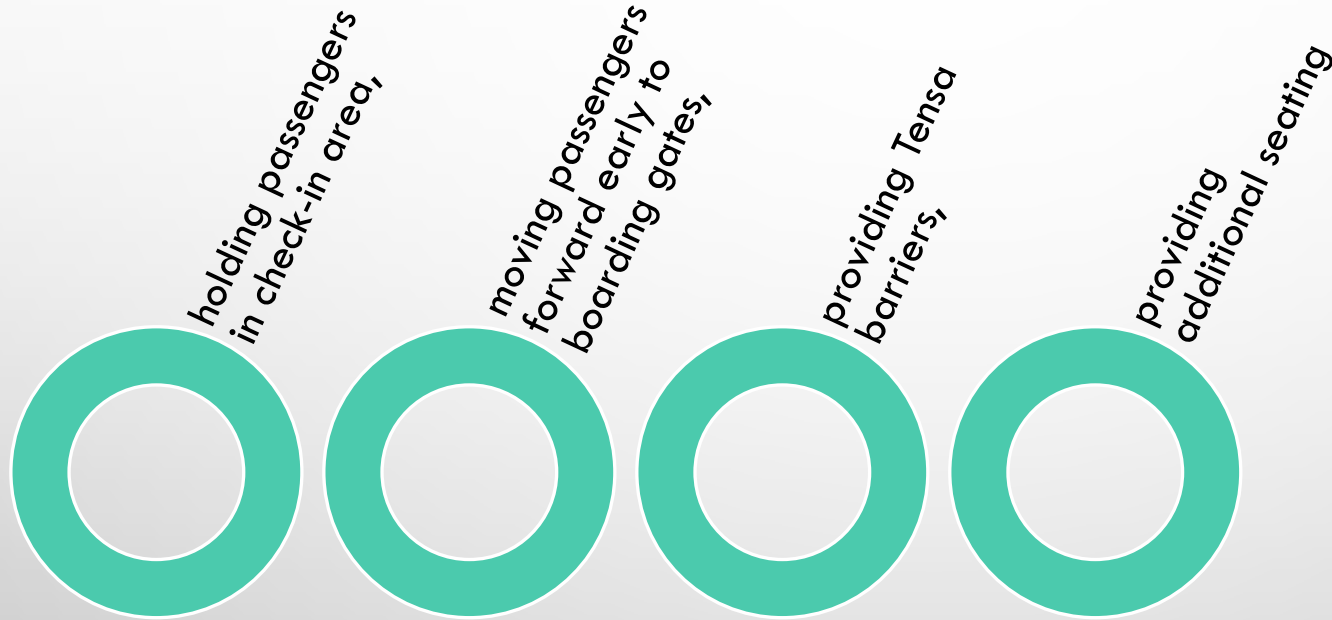
## LET'S EXPLORE

- **FLYING CARPET AIRPLANE BOARDING SYSTEM**
- [HTTP://THE-FLYING-CARPET.COM/](http://the-flying-carpet.com/)
- **THE BETTER WAY TO BOARD AN AIRPLANE**
- [HTTPS://WWW.YOUTUBE.COM/WATCH?V=CMGARCFKXZ4](https://www.youtube.com/watch?v=CMGARCFKXZ4)

# AIRPLANE BOARDING



# ADDITIONAL MEASURES FOR CROWD CONTROL AND OVERCROWDING AT TIMES OF DISRUPTION



# ADDITIONAL MEASURES FOR CROWD CONTROL AND OVERCROWDING AT TIMES OF DISRUPTION- TENZA BARRIERS

- BARRICADES OR CROWD CONTROL BARRIERS ARE CRUCIAL FOR ORGANISATION. THEY FUNCTION AS A PHYSICAL BARRIER, RESTRICTING THE ACCESS AND PREVENT RIOT OR CROWD FIGHTS IN CASE OF LARGE GATHERINGS- THEY HOLD A PIVOTAL IMPORTANCE WHEN IT COMES TO ORGANIZING CROWDS AT THE AIRPORT THEY CREATE IMPENETRABLE LINES, AND THEY PREVENT UNAUTHORIZED ENTRY IN RESTRICTED AREAS

# ADDITIONAL MEASURES FOR CROWD CONTROL AND OVERCROWDING AT TIMES OF DISRUPTION- TENSA BARRIERS CONT.

They can be easily increased or decreased in size.

They are made to suit the duration, type and requirements for the airport, ensuring that the passenger gathering is as smooth as possible.

Managing crowd with a barricade ensures that any untoward incidents like pushing, slipping or queue toppling are avoided.

Also helps security personnel keep a check on everything. In short, it creates an orderly approach instead of pushing and fighting.

# POST- EVENT ANALYSIS TO PREVENT/ REDUCE OCCURRENCE

**The post event analysis itself is going to ask some fundamental questions:**

What happened?  
What was the event?

Why did it happen? What caused the event- this question provides the opportunity for you to take a hard look at yourselves and your organisation.



# POST- EVENT ANALYSIS TO PREVENT/ REDUCE OCCURRENCE

One thing you need to remember is that no single event that occurs in an organisation is a single point of failure- what happened was a failure of a range of controls that have led to the event occurring. If you are looking for someone to blame, you might miss the real causes- which may be cultural. You need to have a good hard look and identify all the causes that led to the event i.e.. Are they systemic or executive?

# POST- EVENT ANALYSIS TO PREVENT/ REDUCE OCCURRENCE CONT.

The post event analysis itself is going to ask some fundamental questions:



Did we respond to the event or incident in an effective manner? We ask this because we need to understand that the ways in which we react to an incident can prolong the consequence period. Did we have a business continuity plan in place and did everybody know what they needed to do in the case of that event.

What were the consequences? We can refer this back to our risk register, where we may have already identified this as a risk. We can then ask ourselves if we adequately identified the consequences- because they may have been far worse than we'd anticipated, which might mean we didn't treat that risk properly.

# POST- EVENT ANALYSIS TO PREVENT/ REDUCE OCCURRENCE CONT.

We then ask some fundamental questions about the future:

What can we do, if anything to stop this event from happening again in the future? By asking this we can start to think about what additional controls we need to put in place. We also look at what we need to do to strengthen current controls we have in place.

Is there anything we can put in place to minimise the consequences if the event happens again? In doing so, we can think about whether there is a business continuity plan in place which will reduce the consequences that we felt in this particular risk.

# AIRPORT CONGESTION AND SOLUTION IN EUROPE



## Source

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