

Unit 19 term paper LO2

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Date:

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Semester: Spring 2017

Title: Efficient Passenger Flow

Researcher is working for a large ground handling company called the UK airport handling , and have been asked to analyze the key areas prone to congestion and the measures used to overcome congestion problems, in doing so the researcher will outline the passenger journey through the airport then identify the areas prone to congestion then explain the measures used to overcome the congestion problems and analyze the measures used to overcome the problems in the key prone to congestion.

P7: Outline the passenger journey through the airport.

For this specific pass, the researcher will be using the Dublin airport to outline the passenger journey through the airport.

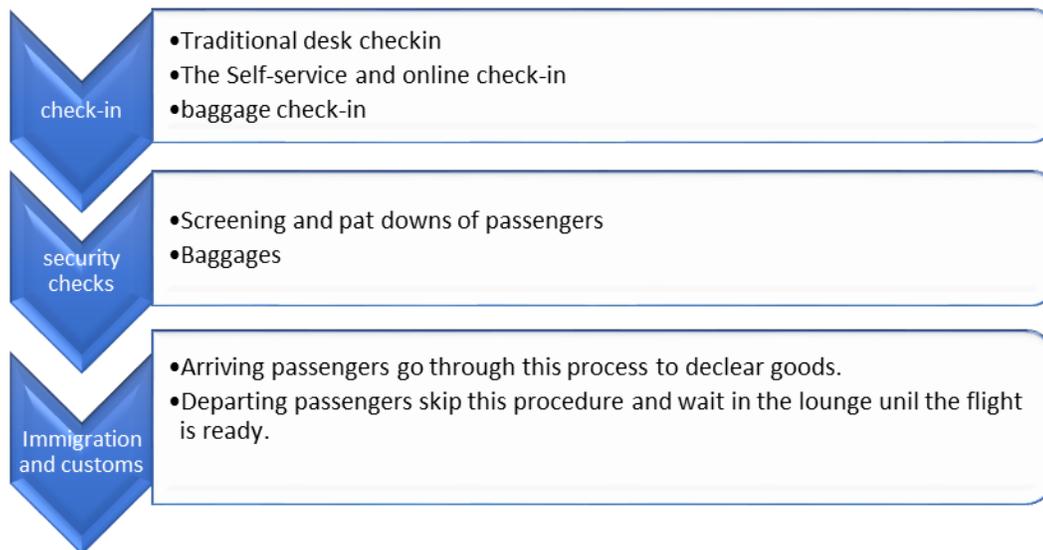


Figure 1

Below explains figure 1

Check-in

- For this airport, it has two check in areas terminal 1 and terminal two, check-in desk will varies depending on airport. At this time ensure that passports and tickets are at hand and luggage are have the items needed during the journey, no liquid, pastes nor gel that is more than 100ml is allowed.
- For Dublin, passengers are required to check-in 90 minutes before flight but other airport require 2 hours.

- Modernization has allowed passengers to have other options to check in other than the traditional way. **The Self-service and online check-in** is now booming as most , if not all airports have a kiosks system where check-in can be done and also the online check-in which can be done on a phone or tablet. (Anon, 2017)

Security screening

- After check-in have been completed than a security screen will be done by a TSA agent, both baggage and carryon luggage will be searched for security purposes.
- Passenger will go through a pat down search or an X-ray screening.
- All hand baggage will go through an X-ray screening.
- All electronics will be asked to be in a separate tray.
- Keys, coin, cell phone and other small items may be kept in the hand baggage or coat.
- No sharp items, tools, Stunning devices and incapacitating devices, any firing weapons, nor prohibited baggage items is allow in hand baggage. (Anon, 2017)

Reduced mobility/ special assistance

- Required for passenger to make a 48 hours notification to the airline or travel agent to make arrangements as passenger may be affected by the safety rules set.
- Passengers with autism are offered a wristband or a lanyard which stated important flyer too indicate to airport staff to assist the individual in ques and crowds for this condition may cause the individual to be frightened and scared but arrangements must be made ahead of time.

For departing passengers, will wait in the lounge until the flight is ready then make his/her way to the assigned terminal to embark flight but for arriving passengers they would have to do through customs and immigration where your goods will be declared, if there is nothing to be declare then the passenger will be sent to the non-declare line and then be send on their way. (Anon, 2017).

Maps showing the departure and arrival maps for Dublin airport, outlining its facilities.



Fig. 2 outlines the facilities provided for departing passengers for the Dublin airport (Mobilemaplets.com, 2017)



Figure 2 outlines facilities provided for arriving passengers for the Dublin airport. (Mobilemaplets.com, 2017)

P8: Identify areas prone to congestion.

- Check in -This is where passengers check-in their luggage and obtain a boarding pass. (En.wikipedia.org,2017)
- Security search - This is where security screening for both baggage and passengers are done. (En.wikipedia.org,2017)
- Lounges -A waiting area for passengers before boarding a flight. (En.wikipedia.org,2017)
- Boarding gate this is the gate passengers go to, to board the flight, some airline do a boarding call 1 hour to 30 minutes before departure. (En.wikipedia.org,2017)
- Immigration control – This is where passport and other travel documents are asked for to ensure that are valid for the entirety of the passenger’s stay. Heathrow.com. (2017).
- Baggage reclaim and area where baggages are collected after flight.

P9: Explain what measures can be used to overcome congestion problems

Check in

- Implement a separate lobby called ticketing lobby with kiosks system, this is automatic ticketing system where passenger who are just purchasing tickets would go and get it from the machine instead of going into the check-in line- the traditional way, this would result in much shorter lines and the checking process much easier.

(Yu, 2017).

Boarding gate

- When boarding a flight the airlines normally have personals to ensure the passengers are valid for boarding the flight, but human errors that may occur like missing a passenger and this may take up boarding time so implementing a self-service gate where the passengers aboard the flight by scanning their tickets using a Boarding gate reader (BGR) to ensure that the ticket is valid, this takes a shorter period to do and this limit the cause of congestion at the boarding gate. (Anon, 2017).

Scheduling-flight scheduling

- The aim of this is to manage the flow of traffic coming in so the airport is not congested, this planning process also ensure that the airline fulfill demands and make profit. (Anon, 2017).

Communication

provision of clear signage and announcements

SITA Solution deliver accurate visual and audible information by using integrated display systems, this system promises a clear audible and visual media and consistent passenger communication. (Anon, 2017)

Monitoring

Human observation, CCTV monitoring

Closed circuit television systems in most case used to combat terrorism, this system is installed in airports and trains stations mostly. what this does, is that it closes of the circuit where the video is transmitted and all its the elements, example camera, recording devices etc. are then directly connected.

(Brickhousesecurity.com, 2017).

Two examples of additional measures undertaken at times of major disruption.

1. The use of tensa-barriers to ensure order especially in congestion so that passenger will not be crowded. (Tensatorgroup.com, 2017)
2. Moving passenger to the boarding gate earlier.

M2 Analyze measures used to overcome problems in key areas prone to congestion

Congestion happen at an airport when there is an over flow of passengers coming in or out, when there is a flight cancelation or delay even when there is some system breakdown resulting in the airports procedures to move slower than the traffic coming in. Congestions are mostly likely to happen at points where the passengers have to compete the different process demanded for air travel like; check-in, security checks, immigration control, boarding gates, lounges, and baggage control, practically anywhere that areas sometimes of multiple

flight delays. Due to the technological era, we are now in congestion can be limited or in time be eliminated. Day by day different systems are being implemented to put the congestion at these popular areas at a minimum. The kiosks machine is one of the systems implemented to help with the congestion at check-in, where passengers can get their boarding pass and even a baggage ticket through the machine instead of doing it the traditional way (Yu, 2017). At the boarding gate, instead of flight crew handle this which may lead to human error with cause extended wait time, the Boarding gate reader (BGR) can be used to unsure that the ticket is validity (Anon,2017). Other ways and means have being implemented for less congestion, see P9.