

- › Passenger Flow Improvement
- › Arrival Profile Measurement
- › Waiting Time Measurement
- › Productivity Improvement
- › KPI Calculations

› Immigration & Customs



Fact Sheet

Qmetrix Immigration & Customs

| | |
|------------------------------|--|
| What is it all about? | <i>"I got off the plane so quickly, made my way through the terminal without delay - and now that: a huge queue in front of immigration", George sighs. "My wife is already waiting in the arrival hall. And I can't tell her how long it will likely take..."</i> |
| The Solution | <p>Immigration is the queue management tool by Qmetrix for passport control and customs at airports.</p> <p>The Wireless Queue Sensors measure the arrival rate of passengers in the queue. In combination with sensors next to the check point, the actual waiting-time is calculated by Qmetrix. This information can easily be displayed within any airport information system.</p> <p>Additionally, signals like information screens or colored signal lights guide passengers to the next available position.</p> |
| Forecasting | <p>All measured Qmetrix data is stored in a database. The historic data combined with manual flagging of statistical outliers, calendars and events is used for forecasting the passenger arrival according to seasonal and weekday changes for every five minute interval.</p> <p>The result usually has a significant relevance of more than 90%.</p> |
| Benefits | <ul style="list-style-type: none">• Service improvement• Reduction of transit times – the time from the end of a passenger process to the beginning of the next one.• Calculation of relevant key performance indicators (KPI)• Increase of productivity• Convenient passenger handling for staff (no jumping and yelling) |
| Other Qmetrix Fields | <ul style="list-style-type: none">• Baggage Drop and Check-In• Transfer Desks• Security• ... |