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Fact Sheet

Qmetrix Waiting Time

What is it all about?	<i>“Being an analyst at an airport is quite challenging,” knows Liz. “We have engaged students and for a while even a professional company for measuring waiting times. I am not sure if their methods are consistent, I am also not sure whether the results are correct. And – really – I need 24x7 data, and not snapshots.”</i>
The Solution	<p>Waiting Time is the queue management tool by Qmetrix measuring passengers in service queues.</p> <p>The Wireless Queue Sensors measure the arrival rate of passengers in the queue. In combination with sensors at the exit an in between, the system can measure the number of people within the queue and even if bypasses are used or not.</p> <p>All measured data is real-time, the gathered historic data is used for KPI calculation, reporting and planning.</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• Calculation of relevant key performance indicators (KPI)• Measuring of 24/7 service figures• Gives the staff dispatcher eyes - quick detection of queue overruns
Other Qmetrix Fields	<ul style="list-style-type: none">• Baggage Drop and Check-In• Transfer Desks• Security• Immigration & Customs• ...