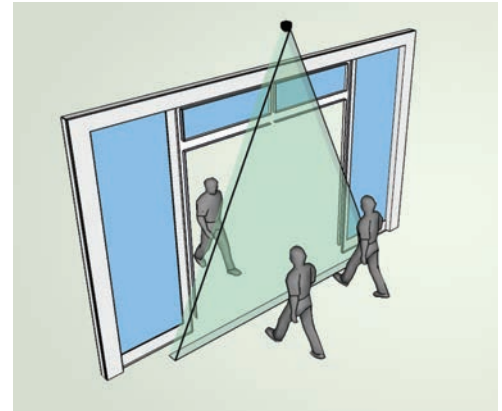
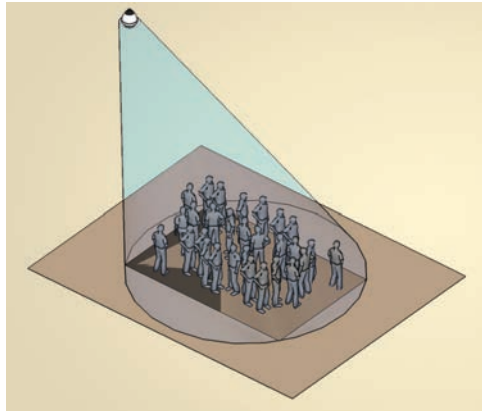


RIGHT: Blue Eye Video's queue management tools include counting sensors and people counting software based on video analytics



# WORTH THE WAIT

PROVIDING REAL-TIME QUEUING INFORMATION CAN IMPROVE THE PASSENGER EXPERIENCE AND MAKE AIRPORT OPERATIONS A GREAT DEAL MORE EFFICIENT

■ Enhancing the passenger experience is becoming a major issue for airports. Access to information such as wait times helps passengers to manage their trips. In addition, the freedom and operational flexibility that airlines now have means airports are increasingly subject to competition from each other, particularly when it comes to retaining existing and attracting new traffic.

Bringing more services to passengers to facilitate their travel through the airport by reducing queue wait times and optimising resources are key factors to making passenger-friendly airports that can confidently meet the demands of increased traffic. Knowing real-time wait time spent in each queue of a terminal enables airports to deliver relevant information such as the best queue to follow for a lower process time.

Delivering such information reduces stress for passengers, but also provides them with the opportunity to manage their time during their journey to the airport. As a result, time spent in retail outlets is increased, resulting in an effective increase of this revenue stream.

Blue Eye Video is a leader in the area of providing accurate metrics with the success of its video-analytics-based queue management solution. The company began its work at airports in 2005 at Paris Charles de Gaulle Airport, providing key figures such as people counting and passenger flow in critical process areas. Now Blue Eye Video has reached the level of

//  
Wait time is displayed to passengers via screens, websites or smartphone applications  
//

enhancing passenger experience, helping airports to allocate resources by providing relevant information to managers and passengers. "The Blue Eye Video team was very responsive to the needs of Washington Dulles International Airport, and worked tirelessly to implement a

cost-effective and reliable system that is bringing immediate value to our customers' travel experience," says Christopher U. Browne, airport manager at Dulles International.

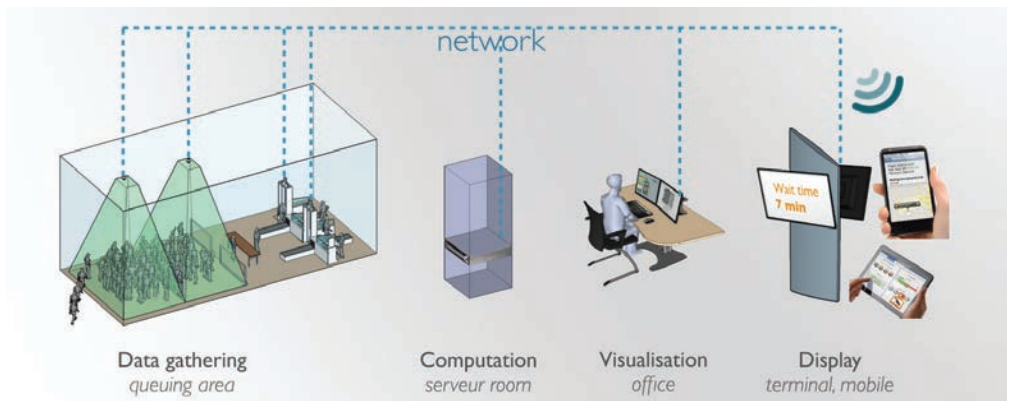
After many years of experience, working with many international airports such as Dubai, Washington Dulles and Delta Airlines at Atlanta, Blue Eye Video now measures the levels of service delivered by an airport and puts that information into context through comparison with statistical airport data. This enables airport management to measure the service performance actually delivered at each checkpoint and accurately pinpoint under-performance, bottlenecks and over-performance.

Blue Eye Video's queue management solution focuses on a number of key performance indicators: waiting time at check-in; waiting time at security; waiting time at immigration; waiting time in taxi lanes; and process time.

The levels of service are measured through continuous observations and precise measurement to monitor these key issues throughout the airport.

## Innovative technology

To help airports get a better understanding of passenger flow and behaviour within terminals, Blue Eye Video provides a complete solution based on its technological core competency – image processing. After years of software development that led to the emergence of a technology now proven and acclaimed by the most innovative airports, the research and development team is working on improving the product.



ABOVE: Airport management can analyse queue time data and provide relevant real-time information to passengers

Providing a cost-effective solution is always kept in mind, especially in an age where nothing can go to waste. That thinking is reshaping Blue Eye Video's environmental responsibilities. Integrating existing hardware devices such as CCTV or metal detector people counters often leads to reduced installation costs, but also means these materials can be reused. Blue Eye Video has proven its capability to work with any kind of camera wherever it is placed, ensuring measurement remains highly accurate.

Video analytics is totally independent from the passengers' behaviour. While other technologies based on the use of personal devices are struggling with predicted figures about the sample ratio of tracked people, Blue Eye Video's technology can account for 100% of the passengers.

### Real-time monitoring

Blue Eye Video provides a wide range of solutions to help airports understand passenger flow and behaviour. The company's products include counting sensors, people-counting software, queue measurement, monitoring dashboards and database analysis tools. These applications are implemented either in a traditional CCTV system or in Blue Eye Video's intelligent camera with embedded software.

The number of people in a queue is continuously computed, permitting anticipation



LEFT: Blue Eye Video provides solutions to help airports understand passenger flow

of long queues and prevention of long wait times. By comparing this information with the actual process time, the Blue Eye Video solution generates real-time alarms for on-duty officers to manage the situation on time.

Wait time is displayed to passengers via screens, websites or smartphone applications. It is also stored for analytical purposes and service-level-agreement compliance check.

When queues prevent efficient passenger circulation or when public areas become overcrowded, the system enables airport operators to manage the situation in two ways: first by allowing a real-time automatic alarm with video proof to be implemented, hence the

operations manager can be instantly alerted to a developing situation; and second, with density heat maps that offer an overview of the passenger density in different areas at different times of the day.

With reliable information at hand, airport security and operations managers can easily understand and analyse the situation. Action plans can be implemented to optimise passenger flow and enhance passenger security levels. Overall, Blue Eye Video provides effective solutions to help airport management anticipate passenger traffic congestion problems with limited resources and a very small impact on existing infrastructure. ■

## Real-time queuing performance to enhance travel experience



We can easily deploy a demonstration platform of our innovative and reliable queue management solution in your airport.

“Blue Eye Video (...) provides TSA Managers with the information they need to make timely staffing decisions.”

Washington Dulles International

Used and approved by:



**BLUE EYE VIDEO**  
 INNOVATIVE QUEUE MANAGEMENT  
 WWW.BLUEEYEVVIDEO.COM

Call us at +33 476 483 804 or email at [contact@blueeyevideo.com](mailto:contact@blueeyevideo.com), we will be happy to discuss with you.