

Terminal 2 Self Boarding Gate

In parallel to T2B installation, we ran a T2A trial:

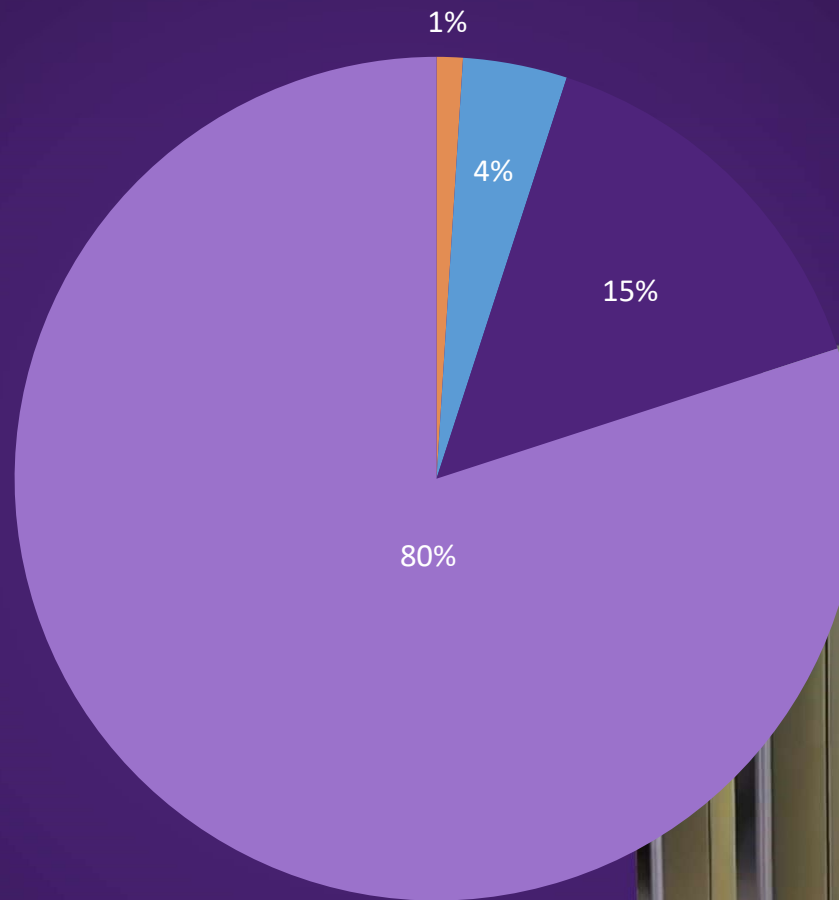
- Aim of trial was to test whether SBG software was able to switch between international passengers (who require biometrics) and domestic passengers (who don't require biometrics) efficiently
- Trial commenced in August 2017 and ran until October 2017



Terminal 2 Self Boarding Gate

An extract of some of the results from the trial...

How easy was it to understand the automatic boarding process and what you were required to do?



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An extract of some of the results from the trial...

Reason for overall rating (SBG)

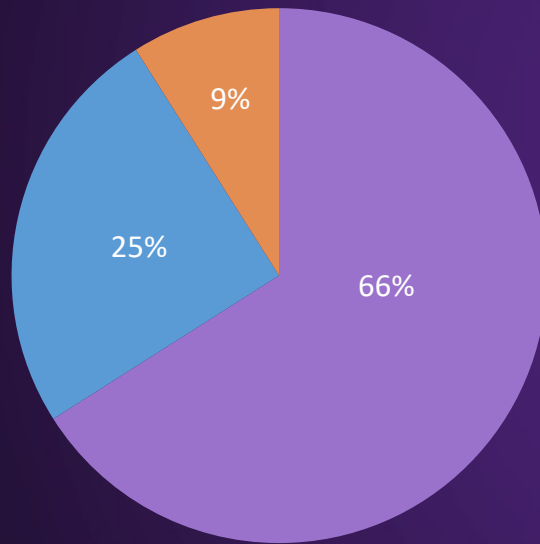
Good Easy Straightforward
Better process Quick Smooth
Worked Fast Much simpler
Quicker Efficient



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An extract of some of the results from the trial...

In the future. If you had the option to use a self service boarding solution instead of the manned desk, would you use this solution instead?

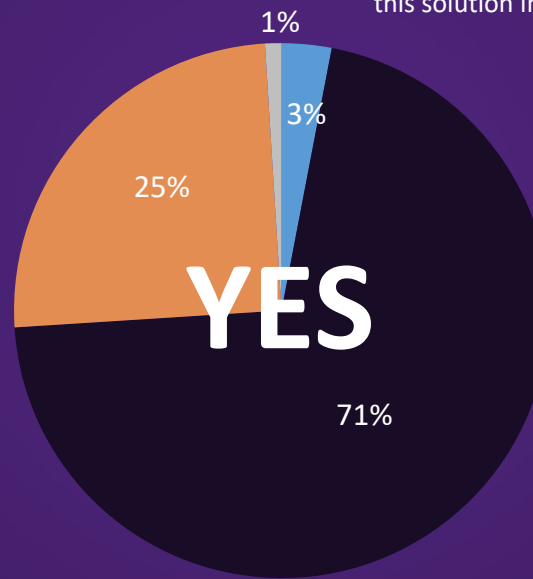


Yes

No

Don't Know

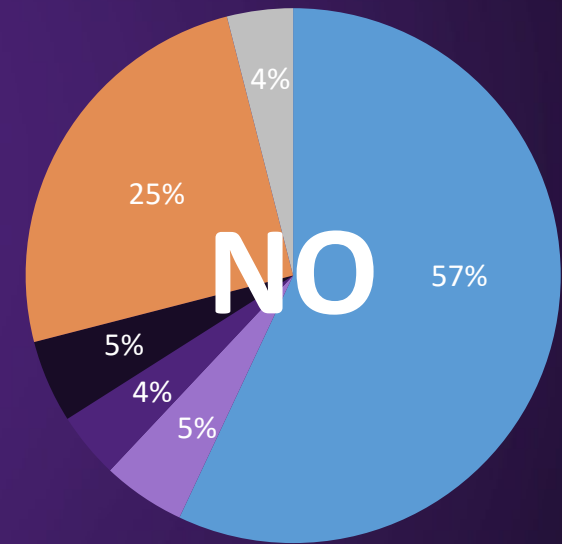
In the future. If you had the option to use a self service boarding solution instead of the manned desk, would you use this solution instead? - Why do you say that?



YES

Prefer talking to staff

Possible to ask questions



NO

Uncomfortable with self service

Quick / easy process

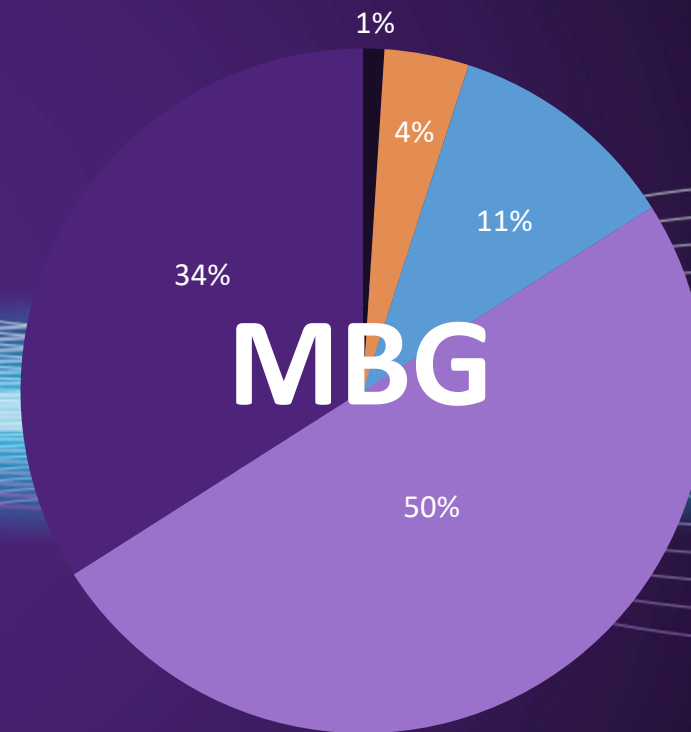
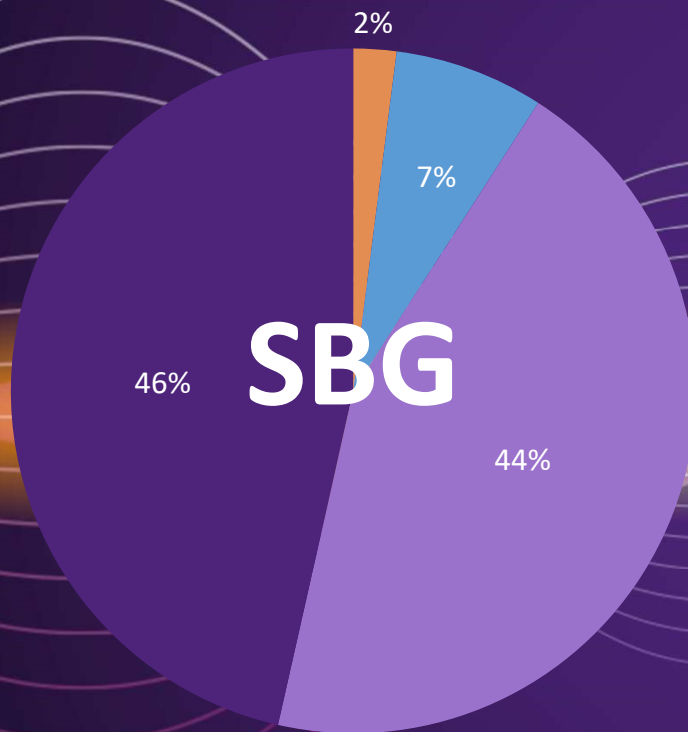
Other

Seems to be slower

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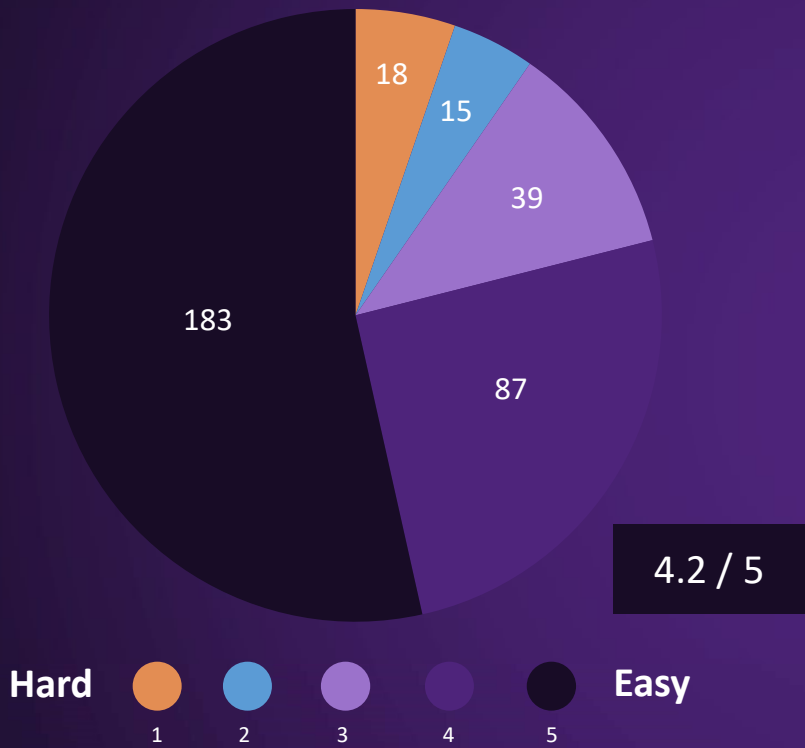
How would you
rate the time taken
to board so far?





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Trial was a success and demonstrated that SBGs could switch between different operational scenarios. This led to the commencement of the T2A main project

What are the passengers saying about the T5 SBGs?



Per Pax Throughput	Peak Throughput	Average Throughput
 Manual Boarding	17.38s	22.15s
 Self Boarding	11.74s	15.30s
Improvement	5.64s	6.85s