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Berlin Brandenburg Airport (BER) in Germany has launched a virtual queuing programme, developed by software and consultancy companies Copenhagen Optimisation and Clear. The programme, called BER Runway, has been designed to enable travellers to reserve a security control time slot for a more predictable travel experience. To use the free BER Runway lane, passengers must visit the website and enter their flight details and size of their party and find a reservation time. Once the reservation time has been selected, passengers can finish booking by entering an email address and confirming their details. Following this, they will receive a confirmation email and QR code. Upon arrival in Terminal 1, travellers should look for signs pointing to the BER Runway lane. At this point, they can scan their QR code and queue in the fast lane to security. Reservations can be made online up to 72 hr in advance of a flight's scheduled departure. Reservation times are available based on the passenger's selected flight; slots are available starting at least 60 min before Schengen flights and at least 90 min before non-Schengen flights.

Leeds Bradford Airport (LBA) in the UK has partnered with Australian travel software firm Veovo to introduce an AI-powered Passenger Predictability solution to its airport operations. The Veovo technology, which aggregates data from multiple sensors throughout the airport terminal, measures live passenger occupancy, throughput, and queue times in security, enabling LBA to make informed decisions about staffing, plan layout and lane openings, as well as predict potential queuing bottlenecks. In addition, the introduction of Veovo Passenger Predictability enables LBA to proactively communicate wait times to passengers. This technology is expected to optimise the airport's security area operations, passenger flow and queue management throughout the terminal by analysing real-time data on passengers. Damian Ives, COO at Leeds Bradford Airport, commented: "With Veovo support, we are now regularly delivering our targeted service level of greater than 90% of customers through security in less than 20 min."

UK airport operator Manchester Airports Group (MAG) and its software provider Copenhagen Optimization have formally partnered to improve operational insights and passenger journeys. The partners have stated that they intend to create a data-led, airport-wide planning and operating approach to deliver on these goals. The companies are already developing Better Shift, a solution that gives airport operational teams the tools to make the right staffing and deployment decisions at the right time.

Kasper Hounsgaard, co-CEO of Copenhagen Optimization, said: "We see MAG as the ideal partner for us. It is forward-thinking and advanced in its technological adaptation. This provides a unique possibility to ensure that we truly understand the challenges faced by airports when developing Better Airport – our software solution, helping airports optimize every aspect of their daily operations, from curb to gate."

Germany-based software company INFORM GmbH will provide KLM Royal Dutch Airlines with its AI-powered WorkforcePlus software to optimize workforce scheduling for its

employees. The project aims to standardize planning in the three business units Ground Services, Engineering & Maintenance and Cargo at Amsterdam-Schiphol Airport (AMS) in the Netherlands, as well as optimizing shift schedules and extensively automate the complex planning process. The cloud-based AI solution will replace a legacy solution developed in-house by KLM and will be integrated into the airline's IT landscape as one of its central elements of the operational processes. WorkforcePlus will map the rules and regulations of the Dutch Working Hours Act as well as the equally multi-layered and dynamic company agreements for many KLM employees. With a high degree of automation, the system will incorporate these rules and regulations into seasonal and continuous shift planning. Aart Slagt, EVP Information Services & CIO at KLM, commented: "Demand-driven and predictive workforce management is essential for KLM's ongoing operations. The transparency created by this flexible and future proof new system will simplify the necessary procedures. In line with this, the introduction of WorkforcePlus is centrally embedded in KLM's AI and digitalization strategy." The flexibly adaptable software considers all relevant planning parameters, such as applicable laws, collective agreements, company agreements, working time models, different requirements for the shift system in the various areas of operation, or employee qualifications. From a vast number of possible plans, the AI-based system creates an optimized plan that automatically takes all of these framework conditions into account. Various tools already established at KLM will be replaced or linked to WorkforcePlus during the course of the project.

In Brazil, São Paulo-Guarulhos International Airport (GRU) and RIOGaleão - Tom Jobim International Airport (GIG) are to deploy SITA Flex to provide mobile passenger services, to speed up check-in, bag drop and boarding. This implementation forms part of a wider five-year contract awarded to SITA to renew the common-use services at the two airports, with about 550 common-use touchpoints deployed at GRU and more than 250 at GIG. SITA Flex is designed to better equip airports and airlines to meet the current challenges of capacity, resource constraints and disruptions, as the cloud-based platform takes them beyond the limitations of traditional common-use infrastructure. Instead of fixed check-in counters or kiosks, for example, airlines and airports can deploy more mobile passenger services, such as roving agents on tablets or the ability for passengers to use their cell phones to manage their travel fully. The application programming interface (API) architecture of SITA Flex enables the adoption of existing and future passenger processing innovations, helping to futureproof airport operations.

Passengers at Brussels Airport (BRU) in Belgium flying with Brussels Airlines can now make use of a new system to self-check in their baggage. Passengers who are checked in online can use their boarding pass to print the baggage label for their suitcase at one of the 16 kiosks at the airport and then place the baggage on one of the six luggage belts. The "Baggage drop-off" results in considerable time saving for the passengers. The new system was gradually taken in use over the summer holidays and is now fully operational. Using their boarding pass, passengers for short and medium haul destinations operated by Brussels Airlines and the other companies in the Lufthansa Group (Lufthansa, Swiss and Austrian), can now print out their own baggage label and check in their suitcase themselves. For this, a new zone has been installed near check-in row 4, featuring 16 label kiosks and 6 bag drops where the suitcase is weighed and placed on the belt to the baggage hall. Agents of Brussels Airlines can help the passengers if assistance is desired. This Baggage drop-off offers significant time savings for passengers as more passengers can present their bags at the same time. Since more than 75% of the passengers of Brussels Airlines already check in at home and have their boarding pass with them, they can check in their suitcase and continue their journey quicker using this system. With this Baggage drop-off, up to 400 passengers per hour can check in their baggage. Passengers can of course also still make use of the manned check-in desks.

Smiths Detection recently announced that its HI-SCAN 6040 CTiX X-ray scanner has been added to the US Transportation Security Administration's (TSA) Checkpoint Property Screening System (CPSS) Mid-Size Qualified Products List (QPL). The TSA's CPSS programme is designed to replace the previous generation of X-ray scanners at airports across the US with the latest

computed tomography (CT) X-ray scanning technology. Smiths Detection's HI-SCAN 6040 CTiX is now a qualified product on the QPL, eligible for TSA purchase for mid-size systems. The HI-SCAN 6040 CTiX is a computed tomography (CT) X-ray scanner producing high-resolution volumetric 3D images for quicker baggage assessment, using both visual operator inspection and automated object recognition, leading to low false-alarm rates. The scanner allows for electronics and liquids to remain in bags, speeding up passenger throughput, enhancing security and reducing touchpoints. The mid-size configuration is one of three configurations for the HI-SCAN 6040 CTiX. Mid-size configuration includes an automated bag diverter at the decision point to be routed as suspect or cleared, further enhancing passenger throughput and overall experience.

In 2019, Smiths Detection was awarded a contract to supply 300 Advanced Technology/ Computed Tomography (AT/CT) checkpoint systems to airports across the US through the TSA's AT/CT programme.

Meanwhile, Smiths Detection has signed a contract to provide the customs authorities of Yokohama in Japan with two Cargo Inspection Systems (CIS). The CIS systems will be deployed at Honmoku and Sendai Inspection Centres and will be used to screen cargo trucks for narcotics and other prohibited items. Equipped with cutting-edge software, the CIS discriminates between materials and reduces the movement of illegal substances and goods, while helping to maintain the constant flow of trade. They are to be fitted with conveyor technology, which will deliver enhanced performance and increased throughput. The systems at both sites will be installed in May 2023.

Smiths Detection announced on 6 September 2022 that it has signed a memorandum of understanding (MoU) with Bharat Electronics Limited (BEL) for the manufacture of advanced X-ray screening technologies in India. The MoU between Smiths Detection and BEL will leverage the high-end advanced technological specialisms of both firms to meet India's domestic security needs. The MoU has been signed in line with the Indian government's 'Make in India' initiative that seeks to increase manufacturing activity in the Indian market.

With an increasing movement of people and goods at critical infrastructure, land borders and urban sensitive points, there is a growing requirement for screening technologies in India. To facilitate ease of doing business and to enhance safety, the Indian government is investing in port and land border security. Moreover, the requirement for industry leading X-ray scanning technology is being driven by defence facilities, which need to screen large volumes of vehicles entering sensitive areas.

BEL will handle front end requirements in market and support the localisation of the projects. Smiths Detection will provide its industry leading screening technology and technological expertise. The MoU is for five years and can be extended further by mutual consent.

Smiths Detection has been operating in India for more than 20 years. In October 2021, the company opened its new Global Technology Development Centre in Bangalore, which is a global hub for the development and delivery of new digital technologies that will be used by customers across the aviation, defence, urban security, and ports and borders industries. **This MoU marks Smiths Detection's first manufacturing operation in India.**

Publisher's note: The articles in this special report, compiled for **inter airport Europe**, are samples from the biweekly **Momberger Airport Information** newsletter, published since 1973. The newsletter is an advertising-free, global airport news service that consists of 8 modules and allows subscribers to customize their own newsletter package. The items in this report represent only a small sample of **Momberger Airport Information**. The modules that make up the biweekly newsletter are Airport Development (DEV), Calendar of Events (CAL), and the subscriber-selectable modules Airport Operations (OPS), Ground Support Equipment (GSE), Air Traffic Services (ATC), Consultant & Contractor / Sustainable Aviation (CON), Airport Information Technology (AIT), and Maintenance Base & FBO (MRO). For more information and to order an annual subscription, please visit www.mombergerairport.info