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?

- Very difficult: 15%
- Fairly difficult: 4%
- Neither easy nor difficult: 1%
- Fairly easy: 80%
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An extract of some of the results from the trial...
Reason for overall rating (SBG)

- Good
- Better process
- Worked
- Quicker
- Easy
- Fast
- Smooth
- Efficient
- Straightforward
- Much simpler
- Quicker
- Quick
Terminal 2 Self Boarding Gate

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: 66%
- No: 25%
- Don’t Know: 9%

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?

- Quick / easy process: 25%
- Prefer talking to staff: 25%
- Uncomfortable with self service: 1%
- Possible to ask questions: 3%
- Seems to be slower: 4%
- Other: 5%
- Don’t know: 1%

- Yes: 71%
- No: 57%
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An extract of some of the results from the trial...

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

- SBG:
  - Extremely Poor: 2%
  - Poor: 7%
  - Average: 44%
  - Good: 46%

- MBG:
  - Extremely Poor: 1%
  - Poor: 4%
  - Average: 11%
  - Good: 34%
  - Excellent: 50%
Trial was a success and demonstrated that SBGs could switch between different operational scenarios. This lead to the commencement of the T2A main project.
What are the passengers saying about the T5 SBGs?

### Pie Chart

- **Easy**
  - 183 passengers
- **Hard**
  - 18 passengers
  - 15 passengers
  - 39 passengers

### Rating
- **4.2 / 5**

### Throughput Comparison

<table>
<thead>
<tr>
<th>Throughput Type</th>
<th>Manual Boarding</th>
<th>Self Boarding</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Pax Throughput</td>
<td>17.38s</td>
<td>11.74s</td>
<td>5.64s</td>
</tr>
<tr>
<td>Peak Throughput</td>
<td>22.15s</td>
<td>15.30s</td>
<td>6.85s</td>
</tr>
<tr>
<td>Average Throughput</td>
<td>15.30s</td>
<td>11.74s</td>
<td>5.64s</td>
</tr>
</tbody>
</table>