

# Passenger Flow Measurement

## KEEPING PASSENGERS MOVING

Airports around the world are feeling the strain of increased air travel. Crowded terminals and curbsides, longer queues and wait times, and scores of frustrated passengers have become the norm. The good news is that more and more airport operators are adopting Passenger Flow Measurement (PFM) systems to help them be more efficient and responsive to passenger needs.

By understanding passenger volume and activity, and how disruptions or changes affect behavior, airports are able to optimize wait times, reduce overhead, maximize revenue, and improve the overall passenger experience. However, many airports are finding that creating a solution for measuring passenger volumes and flows can be a complex challenge. No one sensor or type of technology can meet all of an airport's passenger measurement requirements. In addition, an airport's specific and unique requirements, including its existing environment, must be considered when creating a solution that meets current needs, and easily scale to meet future demands.

## CHOOSING A PARTNER WHO UNDERSTANDS PFM

As a trusted technology provider to the U.S. Federal Aviation Administration, U.S. Transportation Security Administration, EUROCONTROL and Pacific Rim ANSPs, and 70 airport operators around the globe, Leidos is committed to keeping its customers ahead of the rapidly growing demands of the global aviation market.

Our experienced, knowledgeable consultants and PFM systems experts can help design and build a complete PFM solution tailored to and scaled for your airport.

- ▶ **Vendor & System Agnostic:** We work with you and your tenants to understand your requirements. Then recommend the proper systems and technologies that best meet your needs. With a vendor and technology agnostic approach, you are able to use the best data sources to meet your goals.
- ▶ **Cost-Effective Integration:** We leverage your existing investments—sensors, people counters, Wi-Fi data, boarding pass scanner data, etc.— and seamlessly integrate the entire airport.
- ▶ **Holistic Approach:** We provide everything you require from initial consultancy, requirements analysis, project management and procurement, to system design, integration, testing, and final commissioning. We are there for you, to get you up and running and through a full lifecycle implementation.
- ▶ **Continued Support:** Our qualified technical support engineers can deliver continuing maintenance and support for all your systems—24 hours a day, seven days a week.

## Passenger Flow Measurement Systems Metrics

- ▶ Passenger counts
- ▶ Queue length
- ▶ Dwell time
- ▶ Wait time
- ▶ Passenger journey (curb to gate / gate to curb)
- ▶ Process time
- ▶ Desk / lane activity
- ▶ Passenger throughput





## NEXT STEPS

Are you ready to reduce wait times and overhead, and improve your passenger experience? Let our experienced team design and build a Passenger Flow Measurement solution that meets your needs today, and tomorrow. To learn more, visit [www.sidewalktosky.com](http://www.sidewalktosky.com).

## ABOUT LEIDOS

Leidos is a Fortune 500® information technology, engineering, and science solutions and services leader working to solve the world's toughest challenges in the defense, intelligence, homeland security, civil, and health markets. The company's 31,000 employees support vital missions for government and commercial customers. Headquartered in Reston, Virginia, Leidos reported annual revenues of approximately \$10.17 billion for the fiscal year ended December 29, 2017. For more information, visit [www.Leidos.com](http://www.Leidos.com).