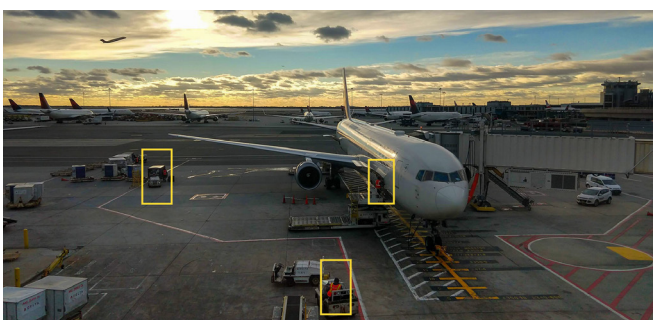# Strengthening Safety & Enhancing Passenger Experience
at GMR Hyderabad International Airport

> *Passenger safety is the key concern in the present pandemic times. GHIAL has adopted a slew of safety measures to ensure our passengers feel safe when they transit through the airport. With this smart queue management technology, security and safety takes the airport experience one notch higher and creates passenger confidence while ensuring seamless operations. GHIAL has always been in the forefront when it comes to implementing innovative technology solutions. We are glad to have partnered with AllGoVision in the implementation of this AI based technology that will further instill confidence in air travel.*
>
> **Mr. Pradeep Panicker, CEO-GHIA**

As India's largest private airport company and one among the top five global airport developers, GMR group owns and operates Delhi & Hyderabad International Airports. Rated as one of the world's best airports, Hyderabad International Airport has been looked up to in terms of operations, quality of service and passenger experience. Currently the Airport witnesses a flow of 25 million passengers annually, apart from handling cargo that amounts up to 148,000 tonnes. While 21 International and 3 Indian passenger carriers operate around 17 International destinations, the airport also serves 53 domestic destinations through 8 domestic carriers.

Challenges

Operations & security posed two pivotal issues at the Airport. Owing to a massive pour-in and pour-out of about 30,000 travellers per day, congestion at pivotal points and snag-free operations without diluting the stringent security processes spiked as the biggest challenge. Moreover, as the Airport resumed its operations post Covid 19, ensuring the security of the passengers without impacting their experience called for smoothened & efficient operations.

The challenges thrown by the scenario were manifold. Long queue formations had to be kept in check and the resources at the airport had to be governed and put to optimal use. The situation was further intensified since Covid 19 Protocol like social distancing had to be maintained infallibly.

💡 Solution

AllGoVision got on board providing Queue Analysis solutions equipping the operations with real time data thereby enabling rectifying measures whenever necessary. Three cardinal spots were identified where queue-management yoked the processes- the entrance, security and immigration. The analytics offered the management spot-specific, explicit and accurate understanding of passenger statistics which resulted in more efficient deployment of resources. Passenger safety could be ensured and the Airport security could be strengthened to meet the desired extents.

The efficiency of Milestone, the VMS was tapped and the software was customized to a feature rich solution binder which suited the operational environment of the Airport.

Queue Management was set up as a solution to detect queue properties and manage prolonged waiting time in several spots like the entrance, security and immigration. The waiting time analysis included both ingress and outgress (inflow & outflow). This feature provided a precise indication of aspects like average, waiting time, counter service time and queue count.

Intrusion Detection Solutions helped authorities keep a vigil on all sorts of suspicious movements within the perimeter walls of the Airport. While acts of loitering could be detected with ease, miscreant behaviors like camera tampering could be traced to utmost precision with details that covered field of view, placement, camera angle and so on. Through this solution, the authorities could keep an unerring eye on the security by identifying threats before they shot up to extremes.

Through the **Illegal Parking & Wrong way Detection** feature, smoothened movement of cargo from and to the terminal could be ensured. Movement of private vehicles within the Airport complex for pick up and drop, elicitation of parking details with respect to time, tracking down illegal parking or wrong way movements if any, spotting out congestions in parking – all these could be carried out with unhindered ease.

Left Baggage detection helped the detection of discarded, forgotten or unclaimed baggage proved rudimentary to maintain airport security at all levels since the biggest threats to most Airports come in the form of explosives hidden in such baggage.

🎯 The Cumulative Result

AllGoVision Video Analytics empowered the operations with real time data for non-delayed action. Through failsafe analysis of passenger statistics, resources could be better implemented which made resource management sturdy. Smoothening of operations helped in heightening Safety & Security for passengers enhancing Passenger Experience at the Airport.