THE PASSENGER EXPERIENCE

Managing Crowds, Optimizing Resources, and Improving the Passenger Journey

Lavi Industries

INTRODUCTION

“These days, flying commercially can sometimes be described as nothing more than a series of inconvenient events.”

— BUSINESSINSIDER.COM

You want your passengers to have a great experience.

When people talk about their travel experiences, one of the first things you’re likely to hear about is the length and inconvenience of the waiting lines. Whether waiting to check baggage, get through security, board the airplane, you name it, “waiting in line” is a big topic of discussion. Lines that are bogged down, poorly managed, or otherwise fail to meet passenger expectations can dramatically impact future travel decisions and result in negative word of mouth. On the other hand, when queues flow smoothly because resources are allocated in an efficient manner, passengers can be just as eager to return and to share those pleasantly unexpected stories.

Queuing is one of the single most defining elements of the passenger experience. Beyond the impression your queues have on passengers, the health of your queues can be a clear indicator of the overall health of your operations.

When waiting lines throughout the passenger journey are well-managed and running smoothly, the overall health of your operations improve.

Creating a positive passenger experience requires getting passengers to the most pleasant area of the terminal as quickly and safely as possible. At an airport this means moving passengers through security checkpoints so they can spend time shopping or relaxing in the terminal areas that have been specifically designed for their enjoyment. To do this, you need to be able to predict passenger flow and demand by looking at historical data in order to effectively manage resource allocation. You also need access to real-time data to effectively address situations as they arise. Finally, you need the right solutions and structure in place to keep your queues safe and to keep passengers flowing from point A to point B.

So, how can you ensure your queues are operating as they should?

Whether you're reading this guide to improve the passenger experience at an airport, bus terminal, rail station, or rental car operation, we have tips, information, and best practices you can use.

In this guide you'll discover:

- **Five essential elements** of airport health affected by queuing
- **How to use queuing technology** to minimize wait times and improve the passenger journey
- **The role of queue analytics** to forecast resource allocation and optimize staffing
- **How managers are using real-time queue alerts** to address passenger traffic and congestion
- **Top strategies to relieve passenger stress** and improve the airport experience.
- **Queue management in action:** How DFW employs modern queue management solutions to improve the passenger journey
- **When the best solution for waiting is no line at all:** A use case for Virtual Queuing technology
- **Keeping passengers safe:** Innovative solutions to age-old problems

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AIRPORT HEALTH: 5 Essential Elements Affected by Queuing

Queues are a salient part of the passenger journey throughout all areas of transportation. Airports offer clear examples of a wide range of passenger queues, from ticketing to security to boarding. And when you consider the International Air Transport Association (IATA) forecasts a more than a doubling of 2014's 3.3 billion passengers by 2034, there is a clear need to put solutions in place now to proactively manage airport queues and the entire passenger experience.

We turn our attention to airports to explore how smart queue management can impact the total health of the airport operation. Here are five key ways effective queuing can lead to success across the entire airport ecosystem:

1. Enhanced safety and compliance

Airports, TSA, and airlines together must deal with safety and compliance concerns throughout the passenger journey, including queuing. TSA, for example, has an obligation to safely move passengers through its check points in a timely manner. Airports must also maintain key performance indicators and adhere to requirements set out in service level agreements with regulatory authorities, airlines, and handling agents.

When queues are built properly and running smoothly, safety and compliance can be enhanced in a number of ways:

- **By preventing large crowds of people from standing idle and impeding the flow of traffic through and around the queue, especially in case of emergency evacuation.**
- **By easing stress and preventing frustration among passengers that can lead to violence or unrest among passengers in the queue.**
- **By ensuring passengers stay in designated safe areas in and around the queuing area.**

2. Improved passenger flow

The technology and “equipment” involved in building, monitoring, and maintaining queues throughout an airport environment ultimately have one big job to do: that is to keep passengers flowing from point to point. A well managed queuing approach is one that prevents passenger bottlenecks, directs passengers in and out of the queues, and keeps wait times to a minimum. Passenger flow is a key measure of the overall health of airport operations.

3. Greater staff productivity and resource optimization

Greater service efficiency naturally leads to better passenger flow. And when your queues are well-managed you are able to put resources in the right place, at the right time to minimize downtime and optimize resource utilization. These outcomes are made easier with solutions that facilitate customer hailing and re-queuing along with technology to predict traffic volume and flow across your queues.

4. Increased dwell time in retail areas

According to a JD Edwards study, passengers who are “delighted” with their airport experience spend an average of 45 percent more than do “disappointed” passengers. But passengers who are rushing to their gates after being caught up in a long, arduous security line won’t have the time or desire to spend any money in the retail areas of the airport. For these reasons, queue management is extremely important to overall airport success. Moving passengers to revenue-generating areas of the airport as efficiently as possible should be a key concern for managers.

5. Greater passenger satisfaction

For many passengers, the mere thought of having to navigate through an airport and its many queues is a daunting ordeal and not something they look forward to. But, according to DKMA, passengers who have a great airport experience are more relaxed, spend more money, and are more likely to choose that airport again. By publishing wait times and creating efficient queues you are empowering passengers with more time and the freedom to choose how to spend it. And that just creates more satisfied passengers.

> **"Airports are trying to be friendlier places, treating passengers as guests who appreciate architectural details, free WiFi, a nice view, and amenities like spas or gyms. This new reality means managers have to consider the complete airport experience from entrance to take-off, landing to exiting."**
>
> — CITYLAB.COM "THE NEXT-GENERATION AIRPORT IS A DESTINATION IN ITS OWN RIGHT"

As airports increasingly compete with each other and with alternative forms of transportation for their share of the passenger's dollar, improving customer loyalty is important. Look to your queues to give you clear indicators of the health of your operations and resulting passenger satisfaction.

Top Strategies to **Relieve Passenger Stress and Improve the Airport Experience**

Ensuring passengers are happier and less stressed requires you to successfully manage a whole host of factors. Let's look specifically at three queuing-related strategies you can employ:

1. Address the Psychology of Queuing

Research has shown that the psychology of waiting in line matters more than a ticking clock. In other words, a person's experience in line can be more important than the actual time spent waiting. This can be easily overlooked when you're busy working operationally to make queues as short as possible. Understanding and addressing your passengers' perceptions and feelings about waiting in line can give you an extra edge to overcome those times when your queues simply can't be made any shorter or faster.

The five tenets highlighted below are inspired by the work of David Maister and provide valuable insight into the psychology of queuing and what can be done to improve this critical area of service.

Queuing Tenet #1:
Occupied time feels shorter than unoccupied time

It can feel like an eternity for a passenger to stand in line and wait for whatever it is they're waiting for – with nothing else to do but pay attention to the passing of time. This situation is exacerbated by passengers who are in a hurry, have impatient children with them, or are running late for a flight, bus, or train.

If passengers are distracted while they wait, preferably if they're diverted by something that benefits or entertains them, they'll perceive the wait to be shorter.

When a wait in a queue is inevitable, this element of the passenger experience can be improved by equipping the line with interactive media displaying commercials, cartoons, public service announcements, advertising, or other programming. Even signage like a terminal or station map can keep people busy thinking about what's ahead instead of focusing on the wait at hand.

Queuing Tenet #2:
People want to get started

An “in-process” wait feels shorter than a “pre-process” wait, which is why doctors put patients in exam rooms 20 minutes before the exam actually begins, because it makes a person feel like they’re getting started even if there will be waits during the process. They’re officially “in the system.” The same applies to being an airline passenger – 10 minutes waiting to board a plane seems much longer than the 10 minutes you still have to wait once you’ve been seated on the plane.

When passengers have an opportunity to get started on whatever it is they’re standing in line for, it can feel as if the wait is over. Giving customers the opportunity to tag their bags in advance or complete the paperwork they need to have ready before they reach the service counter can minimize (or eliminate) the perceived injustice of having to wait longer than a person believes they should have to wait.

Queuing Tenet #3:
Anxiety makes waits seem longer

When you’re waiting in line, the obsession is all about getting somewhere sooner… and fretting that someone else will get there before you do. If a passenger thinks they’ve chosen the slowest line the wait will seem longer. Eliminating the element of “competition” and instead offering reassurances that a passenger hasn’t been forgotten can reduce anxiety.

A sure-fire way to remove the anxiety of choosing the wrong line is to have just one line to begin with. Single-line queuing promotes the first-come-first-served sense of fairness.

Queuing Tenet #4:

Uncertain waits are longer than known, finite waits

While it may feel counter-productive to tell passengers that they're going to be waiting quite a while, the psychology of queuing has shown that people are happier knowing what kind of wait is ahead. A simple visual display can be a powerful and realistic indicator of time spent waiting for a traveler who might otherwise find their time in line excruciating and unending.

Publishing wait times throughout the facility gives passengers a sense of freedom. Knowing that it will take "X" amount of time to get through security, passengers can decide how to spend their precious minutes. They are in control of their time, and passenger satisfaction increases because of it.

Queuing Tenet #5:

Unfair waits are longer than equitable waits

There are some wait areas in the transportation industry – a subway station, for instance – where it's unclear who exactly is the next person in line. There's no clear way to determine who gets to go first or next. People are generally happy, however, when their wait is perceived to be fair.

A valued passenger may rank higher on the queue chain than a regular, infrequent traveler, but it's tricky to offer preferential treatment in front of the rest of the queue without a clear delineation or categorization of this person's status. Even then, the person who is waiting instead of being waited on can perceive their wait as unfair – believing that all passengers should be treated equally no matter what. People just want a fair wait.

If you're treating people out of sequence, or attending to a patron on the phone when a passenger is standing right in front of you, it's wise to serve them in a place other than near the general queue.

"First come, first served" is considered by many to be the most just method of waiting – a departure from the status quo needs to be justified or explained unless you want to risk that waiting passengers will become anxious, perceive their wait as tedious, or believe that someone is jumping the queue for no good reason.

2. Get the Structure Right

Your queue may function well on paper, but it's not until the waiting line is put into operation that you can determine whether or not it's getting the job done and ushering passengers through comfortably and efficiently.

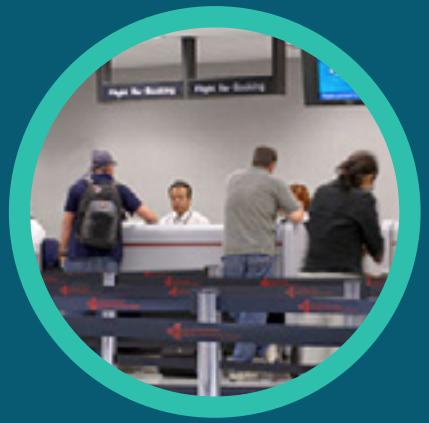
Design with the first-time passenger in mind

One of the most important aspects of queue structure is this: Don't assume passengers know what to do. Design every queue with the first-time guest in mind. Clearly define your queue from beginning to end. The passenger flow into and out of the line should be smooth and minimize stress for passengers while increasing service agent efficiency.

You can define your queue by utilizing retractable belt stanchions or make it more solid with rigid rails or panel barriers. Add directional signage throughout the line and at the point of exit to reduce confusion and keep passengers moving in the right direction.

Facilitate agent productivity and customer flow

Agent or employee productivity is improved with solutions to facilitate customer hailing and re-queuing. Electronic Call Forward systems that utilize digital signage are a powerful tool in this respect and can dramatically increase the efficiency of calling and directing passengers to the next available service agent, whether at ticketing or in the Customs area. Publishing wait times to passengers helps manage their expectations during all segments of the passenger journey — at home or during arrival through smartphone apps and online portals, and in the terminal through digital signage — and can help improve customer flow by balancing the passenger load, spreading people more equally among terminal and gate entry points.



You don't even have to go digital with signage to make an impact on agent productivity. Displaying simple post-top "Wait Here" signs offer a clear wait point for service, which prevents passengers from crowding behind each other or blocking the flow of those completing their transactions, keeping agents focused on the task at hand instead of worrying about what's happening in the queue.

Of great importance is making sure to balance the passenger load evenly among service agents. When utilizing many service points, it's important to keep distance in mind. You certainly don't want passengers walking long distances from the head of the queue to an available service agent. Additionally, if service points are too far away it may be difficult for passengers to know when a service point becomes available. Strategically, passengers may be better served and agents more productive with a multi-line queue configuration, each feeding a smaller number of service points.

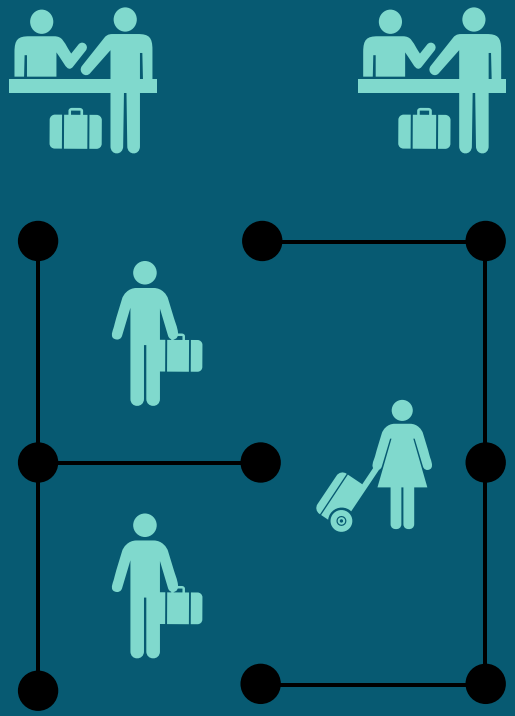
Creating a shortcut to the service agent can really impact passenger satisfaction during off-peak hours and make a difference in service efficiency. Giving travelers a way to bypass the lengthier switchback queue gets them to the front of the line faster, meaning less downtime for the traveler as well as the service agent.

And electronic queuing systems can make a huge difference in keeping passengers moving in the right direction and keeping service agents working at their highest level. With one push of a button, an agent can cue flashing lights or an audible and visual call-forward instruction hailing the next traveler. The passenger receives clear direction to the available service agent and the agent gets a steady stream of customers, keeping lines moving efficiently.

Choose the right formation for each queue

Single-line queuing leading to multiple servers inherently reduces average wait times and results in less variation in the amount of time customers are kept waiting. But sometimes a multi-line queue is warranted, especially in busy transportation centers where passengers need to be segmented prior to service, or where architectural limitations exist.

Consider the most important points about both queue formations as you determine what will work best for your transportation center.



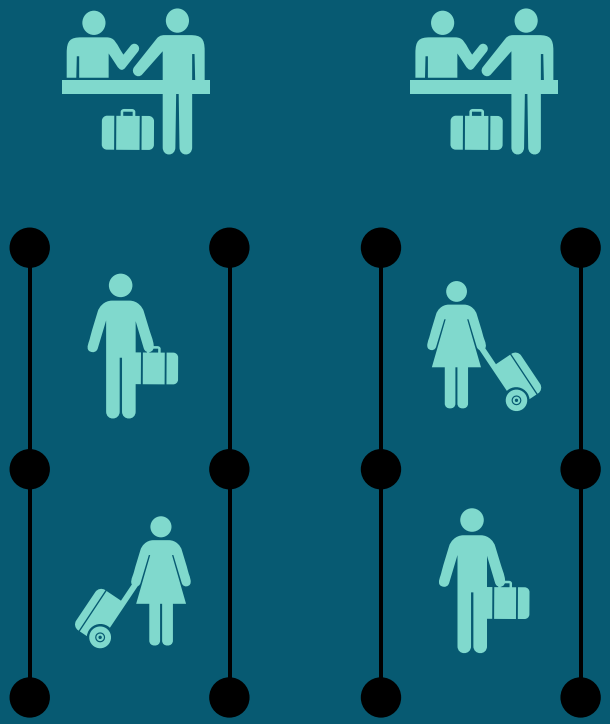
A single-line queue:

Has shorter average wait times. With staggered service points, passengers aren't at the mercy of any confused or slow travelers in front of them, nor are they at the mercy of a service agent dealing with a lengthy issue. Everyone in the line benefits from all of the available agents and the agony of being stuck behind a passenger with a lengthy issue will be dispersed evenly among those waiting.

Promotes fairness. It's a first-come, first-served situation. No passenger can complain that someone received preferential treatment. Everyone is getting attention in the order in which they arrived in the queue.

Minimizes stress. Passengers definitely don't want to feel like they're choosing the wrong line, whether they're in ticketing, security, or any other line while traveling. The single line eliminates the need to choose, and therefore takes away this one stressor.

Reduces jockeying. If there's only one line in which to stand, passengers won't be scoping out the situation before finally joining a queue, or constantly rubbernecking to confirm that they indeed picked the "best" queue or got stuck with the "worst" one.

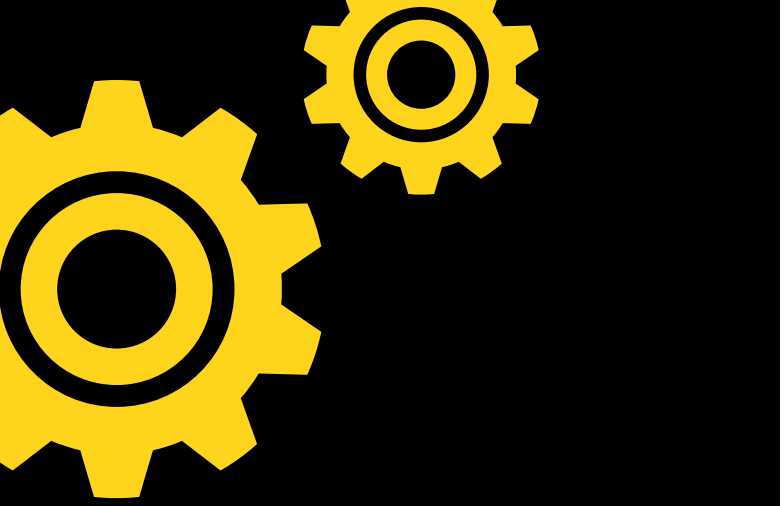


A multiple-line queue:

Offers flexibility. Passengers are in control of their own queue destiny. They get to pick the line they're in and having this power makes some travelers more content. They're not being forced to stay in that one long line and wait with everyone else. Additionally, a multiple line queue may be necessary as dictated by the architectural space that is available. There just might not be enough room to create a long serpentine single-line queue.

Creates efficiencies where many service points are utilized. Having to walk great distances from the head of a queue to a service point is just inefficient. Reducing that distance by creating multiple queues that feed into smaller groups of service points reduces agent idle time, decreases total service time, and creates a more efficient passenger journey.

Deters balking. While most travelers are pretty certain they're going where they're going, there's always the chance that some passengers will balk at the thought of being trapped in one waiting line. A multiple-line queue maintains the illusion that more service is available and, therefore, is worth the wait.



3. Use Queue Management Technology to Minimize Wait Times and Improve the Passenger Journey

Smart queue management involves proactive monitoring of the queue through the use of technology. Today there are affordable solutions for people-counting, service-time monitoring, and real-time queue analytics to help you catch problems before they get out of control. You can use technology to anticipate heavy traffic flow to the queue and immediately deploy staff when wait times are approaching an acceptable limit.

Intelligent queue management technology delivers several important operational benefits:

1. Monitor passenger arrival rates

By monitoring a queue in real-time, you can assess the arrival rates of passengers and manage the queues accordingly, whether that means opening up new lines, adding more service agents, or adjusting a queue configuration on the fly.

2. Measure peak times and seasonality

Intelligent queue management systems can continually collect data to create historical records that can be used to anticipate staffing and queuing needs.

3. Count the total number of passengers waiting in each queue

It's possible to know, at any given moment, how many people are waiting throughout the airport, a terminal, or a single queue. With this information, traffic can be redirected to shorter queues when necessary.

4. Assess average waiting times of passengers in each queue

With intelligent queue management, you can know how long people have been waiting in each queue and adjust staffing needs or open more queues at a moment's notice.

5. Manage passenger expectations

Queue managers can inform passengers about estimated wait times through digital screens within the queuing area, online, or through smartphone apps to help manage expectations.

6. Determine which queues are being under- or over-utilized

Some queues are inevitably over-utilized, and that's when queuing problems can arise. Intelligent queue management with real-time information shows the queues that aren't as crowded. Queue managers can redirect traffic so that travelers move to a shorter queue for faster service.

7. Avoid long queues with predictive scheduling

Combine the information from people traffic, queue management, and agent systems for real-time predictive scheduling. Predictive scheduling maximizes service based on your customer service strategy, optimizing this goal with the most efficient resources.

8. React to queues based on real-time alerts

Provide managers with alerts (i.e. text messages) to react in real-time to a breached or potential breach of KPI. Live dashboards provide front-line managers real-time and historical information.

Let's take a closer look at queue management technology.

Queue Management Technology: Options and Considerations for Transportation

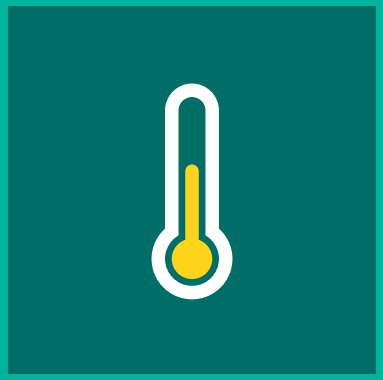
Intelligent queue management technology allows you to count people as they enter, move through, and exit your queues. The resulting data offers a level of accuracy and insight that cannot be gleaned by occasionally counting people at various intervals.

Beyond people counting, intelligent queue management can measure and monitor average wait times, arrival rates, service rates, open service points, and empty queues.

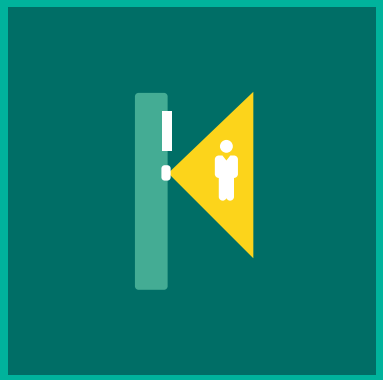
Popular technologies to facilitate intelligent queue management include cameras, WiFi or bluetooth tracking, thermal sensors, and infrared beam sensors.

Systems that use **camera technology** to monitor queue activity rely on cameras placed around the queuing area to count or track all customers in and out. Camera technology can be as simple as standard video input, or range in sophistication from 3D technology to using a combination of technologies such as facial recognition software and thermal or infrared depth sensors. Most all camera-based technologies, with the exception of thermal and infrared systems, tread on customers' privacy in some manner. Additionally, cameras usually need to be mounted in the ceiling to be most effective and need power, or at least network cabling, creating a whole host of installation issues and expenses.

Bluetooth or WiFi technology uses a sample of the population to extrapolate data related to the queue. The process, sometimes referred to as 'WiFi sniffing,' involves tapping into the continuous signal sent out by individuals' mobile phones to track the unique ping of a customer as they make their way through an area. Tracking each signal can allow companies to measure how long passengers have been waiting in line, among other information. Not every passenger has a WiFi or Bluetooth signal, though, so the "sample" population these technologies use make it difficult to maintain acceptable accuracy when measuring real-time activity. Additionally, both these technologies have caused quite a stir lately with privacy groups, as the technologies can use an individual's personal information without their knowledge.



Thermal sensing technology is used to detect the heat emitted by people as they pass under sensors. The end result is a heat map showing patterns, trends, and directional movement of people throughout an area. While there is little concern over privacy with this technology, it can suffer from the same installation and architectural issues associated with camera technologies.



Infrared beam sensors act like a virtual turnstile, counting people as well as ascertaining directional movement as customers pass through the beams. Lavi's Qtrac iQ® Smart Post sensors are built into its Beltrac® stanchions, making them convenient to deploy. Since these wireless post sensors are deployed on the ground, there is very little concern with wiring or architectural roadblocks to installation. Additionally, the technology does not use or collect any personal information. It is completely anonymous.

Tip:

Compare your technology options using tips from this slideshow:

Best Practices to Optimize Efficiency and Improve the Customer Experience

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Leveraging Queue Analytics to Forecast Resource Allocation and Optimize Staffing

Queue analysis is critical to improving the way your queues operate to satisfy passengers and maintain acceptable wait times and productivity. So it's not only important to be monitoring your queues with technology, but it's also important to be able to reflect on the data that's being captured. Queue analytics, delivered through web-style dashboards and reporting, can give you the power to understand, predict, and make smarter decisions about resource allocation and staffing on a hourly, daily, weekly, and monthly basis.

Queue analytics can help you:

- Identify when and where passengers are using your queues
- Identify when and where queues have exceeded KPIs
- Revise standard staff scheduling to help optimize passenger flow

What's Happening Right Now: Using Real-Time Queue Alerts to Address Passenger Traffic and Congestion

When queues are backing up, every second counts. The longer it takes a manager to identify the problem, the longer it takes to get the right resources in place to solve it. Queues fall out of compliance all the time, but passengers don't need to feel the effects. An intelligent queue management system can alert managers in real-time, even ahead of time, via text or email to ensure problems are dealt with sooner.

The right data delivered at the right time can allow you to quickly identify when a line is backing up or a particular agent is moving slowly so you can reallocate resources or redirect customer flow to accommodate crowds or fill up empty queues.

What's more, when key performance indicators are out of line with acceptable limits, intelligent queue software can send real-time alerts to managers on the floor so that they can deal with a problem before it gets out of hand. Real-time data ensures that you are maximizing service productivity by allocating your fixed level of resources in the most efficient manner possible.

Case Study:
DFW Airport

Dallas/Fort Worth International Airport is the third busiest airport in the world by aircraft movements and the ninth busiest in the world by passenger traffic serving approximately 174,000 passengers each day. DFW came to Lavi Industries with a desire to improve passenger throughput at its TSA check points through an appropriate use of queue technology and solutions.

Need: Notify passengers how long the wait is to clear the TSA check points

Solution: Digital signage placed throughout the queuing area displays estimated wait times based on real time data captured through Lavi's Qtrac iQ sensors.

Need: To be proactive in reducing passenger wait time

Solution: Qtrac iQ software is custom configured to each queue and aligned to the various queue configurations that may be employed throughout the day. Each configuration has a set of KPIs that are monitored and real-time alerts are delivered to managers if queue data falls out of acceptable range.

Need: To review historical data and analyze trends

Solution: Qtrac's web-style analytics and dashboards provide actionable information for managers to predict staffing needs in advance.

Need: A solution that is easy to install and is highly reliable

Solution: Qtrac iQ Smart Posts are easy to install and contain configured sensors and batteries that communicate wirelessly to the server. No power or data cables are required and solutions can be rapidly deployed with little to no down time.

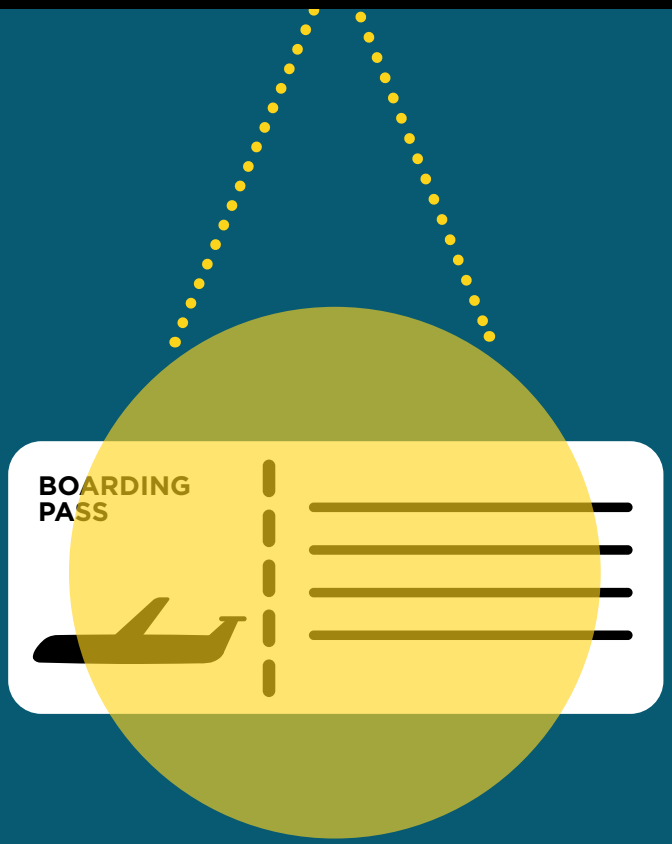
Need: Create the “checkpoint of the future”

Solution: DFW seeks to build what is in their words, the “checkpoint of the future.” In addition to the technology solutions described above, the airport has, in many areas, transformed the look and feel of its queues with magnetic base and rigid rail stanchion systems. These systems provide added integrity to the queue formation, while giving the queue a sleek and modern look.

Need: Reduce passenger stress over choosing the “slow line”

Solution: DFW is in the process of installing QtracCF®, a call-forward solution, in a high-traffic service area. Instead of forcing passengers to choose a line and risk getting stuck behind a customer who requires lengthier service, QtracCF will call forward passengers from a single queue in order to create greater service efficiency and prevent one long transaction from unfairly impacting wait times.

When the Best Solution for Waiting is No Line At All: A Use Case for Virtual Queuing Technology



Major airline delays make the news. Whether passengers find themselves stranded during a busy holiday season, inclement weather, emergency, or due to malfunction, those without a flight gather in lengthy queues and reluctantly prepare to camp out in the airport, waiting for a standby option or good news.

The queues at an airport can be painful enough for passengers to endure when all systems are running smoothly. Being stuck in an airport makes the queue wait that much harder to swallow, especially if there is a delay that causes more than one plane to be affected which quickly turns an airport into a madhouse.

One major airline currently uses virtual queuing in its customer service area to handle the hundreds, or even thousands, of customers who end up affected during flight delays. Instead of asking stressed, competitive passengers to wait in physical lines at the customer service counter in order to find a way out, this airline uses virtual queuing technology to solve the problem and avoid the frustration of standing in long lines.

Passengers come in to the virtual waiting area, scan their current boarding pass, and are then registered into a virtual queue. Their information is ported into a back room where airline personnel work on their cases. The passenger is given an estimated wait time to return to the waiting area and, when they're scanned in, are made aware of the progress and status of their flight situation. Virtual queuing handles the passenger flow in and out so flight-less passengers aren't gathered in one big clump, fighting for a turn with a service agent.

Sometimes the airline must ask passengers to return the next day at a specific time when they will be called forward and have their issue resolved. Or if their flight delay isn't able to be solved the first time around they'll be re-queued. Some of the responses that passengers receive while in a virtual queue aren't ideal, but at least they're aware of how long their wait will be. Many have the freedom to leave, get a hotel, and rest somewhere other than the airport floor knowing that they have a turn scheduled specifically for them the next day. Through virtual queuing, this airline is better able to manage passengers as groups or individuals, sorting them and providing them with as much information as possible.

Keeping Passengers Safe: Innovative Solutions to Age-Old Problems

A well-planned approach to queue management and the right set of products can help ensure passenger safety and an awesome passenger experience. Here we feature a few of our top safety and security-related queuing products for airports, airlines, and other passenger-focused operations.

Problem: Passenger arrival rates suddenly swell causing lines to back up into other terminal areas, creating extreme traffic and congestion.

Solution: JetTrac™ Dual

A sudden surge in passenger traffic doesn't need to create chaos in other areas of the terminal. With JetTrac Dual and its two 65-foot retractable belts, it's easy to quickly extend your queue when the need arises. In fact, a single employee can wheel out and set-up JetTrac units in just minutes to help contain and manage a line hundreds of feet long. And when arrival rates die down and the line shortens the belts easily retract and the JetTrac unit can quickly be rolled into storage.

- Belts extend 65 feet in any direction for a total linear coverage of 130 feet.
- Belts are weather-resistant and anti-static for use on the tarmac near aircraft.
- Large wheeled base makes it easy for one person to transport and implement.
- Compact design requires little storage space.

Problem: A long Post-&-Panel Barrier partition has no egress for employees or emergency personnel.

Solution: NeXtrac® Egress Gates

Providing an easy way for employees, VIPs, or emergency personnel to bypass a long Post-&-Panel Barrier or Partition Wall has been an ongoing issue – they're purposefully designed to stay in place, creating an immovable barrier. But NeXtrac Egress Gates can solve the problem easily. They quickly attach to a Beltrac stanchion in place of a framed panel and create a wheeled gate that can be easily opened when needed. The gates can also be locked closed to prevent unauthorized access or the need to constantly monitor the gate.

- Installs in minutes to any Beltrac 3000 stanchion.
- Provides access or egress wherever you need it.
- Securely locks to prevent unauthorized access.

To learn about other innovative solutions for the transportation industry, download our latest Quick Guide.

VIEW NOW >

Problem: The queue perimeter or partition wall is continually bombarded by large crowds, causing stanchions to move or slide out of place.

Solution: Magnetic Base Posts

When you need a more permanent barrier for your queue or partition wall but still require the flexibility of a portable stanchion, a magnetic base post offers the ideal solution. Designed for high-traffic venues that require sturdy stanchions that won't move or slide around, the magnetic base post attaches firmly to a steel plate mounted to the floor, keeping the stanchion firmly in place until you are ready to remove it to open the space for cleaning or other uses.

- Strong magnetic base keeps post firmly in place.
- Post quickly removes from floor plate when needed.
- Small footprint offers a clean, contemporary look and maximizes floor space.
- Installs in minutes.
- Eliminates the need for core drilling.

Conclusion

There's no getting around the need for passengers to wait. But as you've learned in this guide, there are some definite ways to make the process of waiting less painful and even surprisingly enjoyable. Combining today's queue management technology with quality crowd control and queuing products, you can more easily manage crowds, decrease wait times, and improve the passenger journey.

Let's plan your approach.

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