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REGIONAL SYMPOSIUM

BUILDING **FUTURE RESILIENCE**: THE ROLE OF **SEAMLESS** AND **CONTACTLESS** TRAVEL
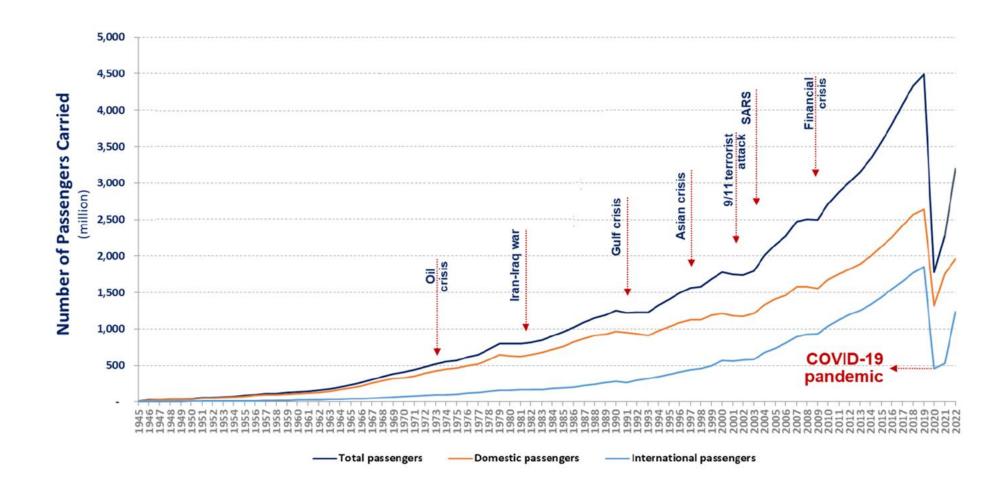
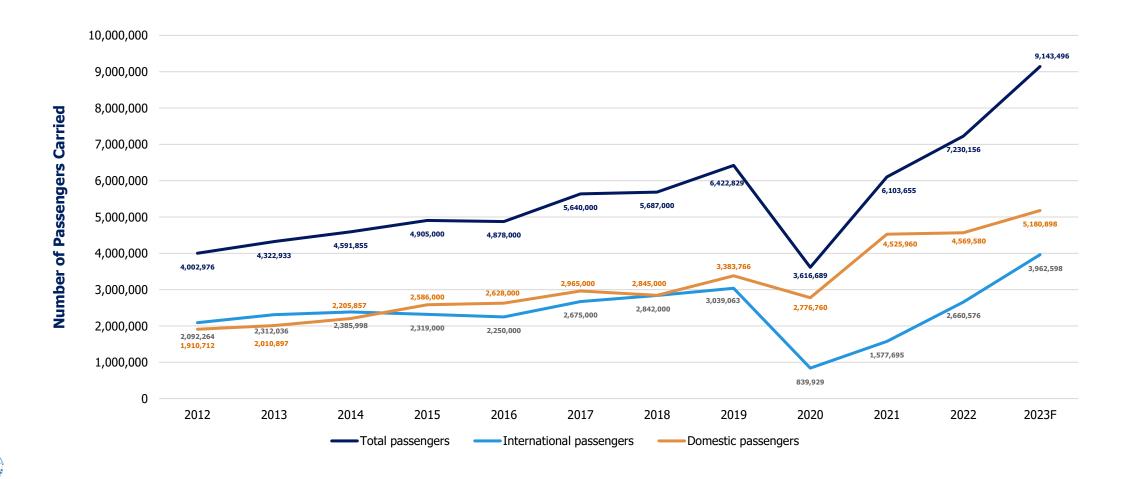# SEAMLESS JOURNEY TO ALA

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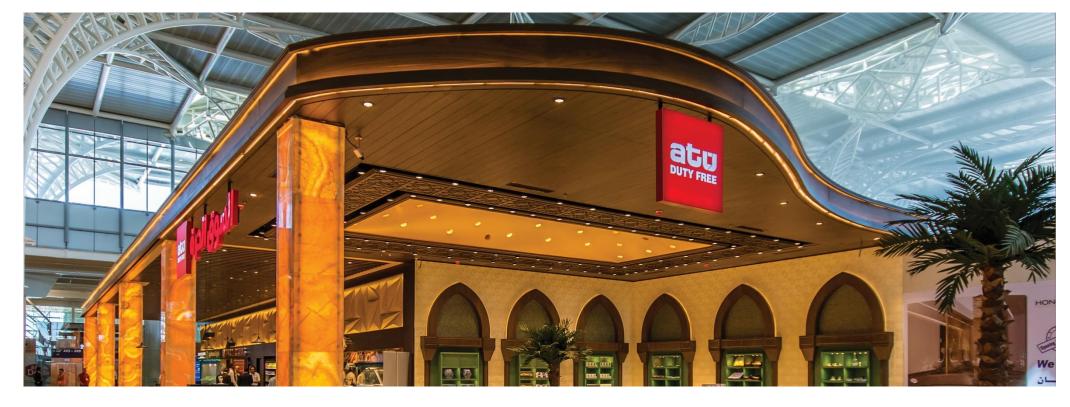## ALPER TUNGA ERSOY

REPUBLIC OF KAZAKHSTAN

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World Passenger Traffic Evolution 1945-2022

Passenger Traffic Dynamics ALA 2012-2023

- Our focus is customer satisfaction.

- Airports are not anymore only infrastructure providers but business centers like shopping malls

- We aim to reduce flight stress of the passengers

- Various entertainment facilities i.e. Duty free, F&B, retails, cinema, spa, etc.

Physical capacity of terminals might be the main constraints to provide seamless pax journey.

Airport operators should use terminal square meters on the optimum level to provide better services

According to the Survey by ACI at more than 200 countries and 8.000 people:

- 74% of the passengers with handbag, want to reach to gate form the terminal entrance in 30 minutes.

- 67% prefers from home-to-home baggage delivery service.

- 57% wants to follow their bags journey through electronic badge. The rate was 50% in 2020.

- The rate of passengers using Biometric increase from 34% to 46%.

- 75% prefers to use biometric data instead of traditional passport and boarding card because the passengers want to move faster at airports.

- We have the technology to change the traditional way of travelling. However, realizing the change heavily depends on decision of the governments. A mutual collaboration among the government is needed.

The New Terminal Building

Passenger Terminal Buidling Properties

- Capacity: 7,000,000 PAX.

- Contact Stands: 2 Mars-E and 3 Code-C.

- Baggage Reclaim Carousels: 4 units

- Passenger Check in Counters: 50 units

- Passport Counters: 20 for departure, 32 for arrival. 4 E-gates.

- Duty Free: 3366.9 sq. mt.

- Food and Beverage: 2477.7 sq. mt.

- Lounges: 2620.3 sq. mt.

- Building Area: 55,000 m2

Total of 5 self service check-in kiosks will be installed within the new
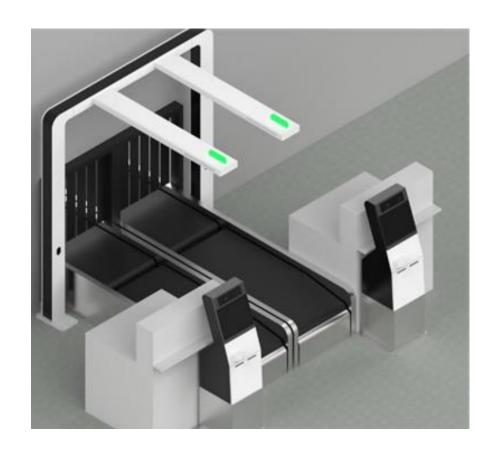terminal building.

Key Features and Benefits

- Increased terminal capacity through self-service
- Efficient HR allocation
- Reduced waiting time for passengers
- Improved passenger satisfaction
- Cost-effective method
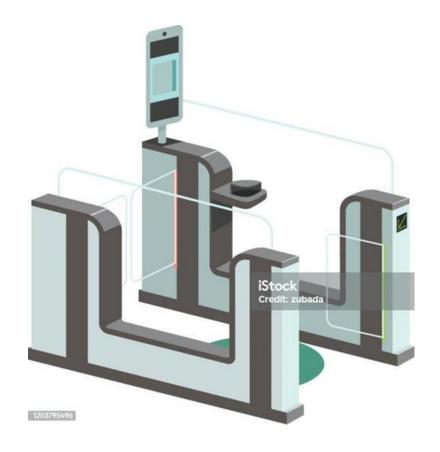- Lower overheads for desks and staff
- Increased safety

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Total number of 5 self bag drop kiosks will be installed within new terminal building and 4 e-gates

TDAS product uses real-time data to instantaneously verify or deny passenger clearance against airport and airline systems, strengthening security while reducing queues and providing valuable data for improving the passenger experience and airport operations. Total number of 5+1 (PRM) TDAS equipment will be installed within the new terminal building.

The key benefits of TDAS product are:

- Fast, efficient security check-point verification

- Self-service or agent assisted clearance

- Verification against airport or airline systems

- Conformance with local authority systems

- Improved customer experience and operational efficiency

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Various information can be shown and presented though info kiosks

Key features of TAV Technologies InfoKiosk:
 Multi-touch display application
- Dynamic routing to reach the target location
- Navigation throughout the airport
- Commercials to generate advertising revenue
- Delivery of page content to the e-mail address or phone by SMS
- Increased customer satisfaction
- Multi-language end-user interfaces (both kiosk and management applications support multi-language features)
- Intuitive menu structure and graphical displays
- Dynamic menu component and page editor to manage the content of kiosks from a central management application
- Easy-to-design user interfaces
- Easy-to-manage
- Modular, flexible, and easily configurable system
- Real-time change management
- Additional information presented using photos, videos, etc. (i.e. City, Country, Historical Places)
- Recorded usage statistics
- Compliant with industry standards (IATA, ICAO standards)

Passenger Flow Management Platform ensure improved queue performance, with reliable real-time people counts, dwell and wait time analytics. The Platform provides notifications for the predefined thresholds for every step of the passenger journey. Its admin panel grants operators the ability to configure users and the information they can access.

Thank You