



■ ■ ■ Lyon Airport

Estimation of average waiting time

➤ **Analysis module:**

FoxVigi , waiting lines queue management.

➤ **Customer:** Aéroports de Lyon

➤ **Place:** Lyon-Saint Exupéry airport

➤ **Business sector:** Transport

➤ **The request:** To inform travelers and airport authorities of the estimated waiting time at the airport's security control gate

➤ **Key figures:**

- 8 437 141 passengers in 2012 (Up to 34 000 daily passengers)
- +5.7% traffic growth in 2012
- Over 15 million potential customers in a 2 hour perimeter

➤ **Partners:**

Axis Communications, Roiret Transports.

■ ■ ■ The request

As the third French airport, with a 5.7% traffic growth and a 21.8% low cost traffic growth in 2012, Lyon-Saint Exupéry airport welcomes up to 34 000 daily passengers. The airport aims to be an easy to access and functional one which fulfill passengers' expectations. Pursuing this goal to deliver great services, the airport has decided to install a self-running solution which could inform the travelers about the time left to reach and go through the security control gates. Indeed, studies have shown that the waiting time queuing and the duration of the security and passports controls at the check points are a great source of stress for travelers and could lead to a bad management of the time spent at airport terminals.

■ ■ ■ The solution

In order to find an easy, reliable and self-running solution, the airport has formalised an invitation to tender to which several of the markets experts responded. The main requirements were straightforward: it should be a stand-alone application that could not mobilise any members of staff and having a complicated installation and maintenance procedure. Therefore, operability, accuracy and passengers satisfactions of the different solutions offered were put at the heart of the discussions during three months. At the end of the call, the airport chose the video intelligence solution based on Foxstream FoxVigi software and Axis communications cameras.

■ ■ ■ The operating

Foxstream solution based on networks cameras, its analysis application and its real-time automatic treatment permits to measure the number of people within the waiting area and the exit flow. Counting persons can easily become an inaccurate and costly way to proceed as the area which has to be covered with cameras is pretty large. Foxstream team has therefore developed a solution based on statistical estimation. After the validation of the model tools, a first system has been implemented on a security control gate. In front of the good results of the installation, the airport has then decided to proceed to a global implementation on all control gates.

For hardware aspect of the project, Axis communications has installed two types of cameras at the control gates: network cameras Axis M3203 (indoor fixed camera dome) and AXIS 216MFD, HD/megapixels cameras. The use of IP video, associated to these cameras, minimize technical risks on this project.



■ ■ ■ Conclusion

The installation of the system has reached the airports requirements upon their expectations. Therefore, they have decided to extend the use of the equipment to the customs control gates. Frédéric Besson, project manager at Aéroports de Lyon underlines: "This solution which combines IP video and image analysis has permitted to concretise our project and has lead to a better airport management. Apart from the travelers' satisfaction that we have reached, we have noticed that this system is also a useful working tool as it helps us to improve our organisation and to accompany our development".

The system has been awarded in November 2012, of the "Airport quality of services Trophy" during the national annual meetings of Quality in Airports.



Axis communication partner

www.axis.com

Axis is the market leader in network video and a driving force behind the shift from analog to digital video surveillance.



Roiret Transport partner

www.roiret.fr

Roiret Transport is a branch of Vinci energy group and is responsible for the system networks and centralized technical management systems, transmission, telecommunications, audio & video systems, passenger information displays for the transport industry (undergrounds, airports, car parks etc.)



Aéroport Lyon-Saint Exupéry

www.lyonaeroports.com

As the third French airport, Lyon-Saint Exupéry airport welcomed in 2012 more than 8.4 million passengers. It offers over 115 direct destinations and 62 % of the traffic is international.