

AIRPORTVOICE

AUDIBLE COMMUNICATION IMPROVES PASSENGER FLOW THROUGH AIRPORTS

Commercial airports need to communicate with their passengers in order to provide important information through a public address (PA) system. AirportVoice is an ideal solution, designed specifically for airport operations. It drives efficiency, automates common messages, and can improve the passenger experience.

ISSUES

Irrelevant announcements

Poor zoning and speaker coverage can either cause messages to be inaudible, or they can result in overstimulating the passenger. Travelers can ultimately miss the announcements they are waiting for.

Difficult and expensive to administer and support

Other public address (PA) systems use proprietary hardware and tools. Costs are then transferred to end users through expensive hardware, software, and support.

Poor support for hearing impaired passengers

Some solutions do not provide alternative means for informing visually impaired or hearing impaired passengers.

Inconsistent volume levels and sound quality

Airport terminals and concourses are unique in structure and volume. This makes it difficult for many PA systems to provide clear and concise messaging at all times.

SITA SOLUTION

AirportVoice is a PA system that solves real problems in airports worldwide. As new challenges arise, the system is upgraded accordingly.

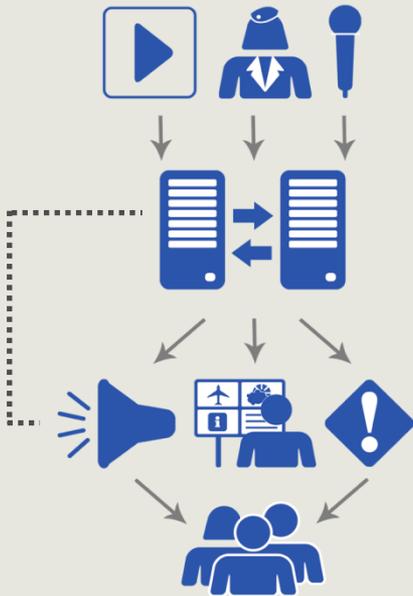
- Software allows established zones to be combined in more than one group through easy configuration.
- Standard Windows® technology is utilized, and hardware is produced on a global scale, which drives down market price and promotes innovation.
- AirportVoice provides equal access to hearing impaired passengers through the use of visual messaging and assistive technologies.
- AirportVoice uses ambient sensing to maintain aural quality. Speaker volume adjusts automatically based on sound levels detected by ambient microphones strategically located throughout the facility.

BENEFITS

- Ensures that passengers receive timely information.
- Facilitates automatic messaging which allows agents to focus on important customer service functions.
- Provides equal access to disabled passengers and provides clarity in dynamic airport environments.
- Empowers the airport with full control over zoning, volume, message management, and functionality.
- Improves message intelligibility and improves the overall ambience of the facility.
- Enhances public safety.
- Ensures the optimal uptime.
- Increases overall passenger satisfaction.

8 hours
saved
per 150 flights by
automating
three minutes of
announcements

HOW DOES IT WORK?



- Numerous input options: microphones, pre-recorded messages, emergency systems, automated triggers, and more
- System redundancy is intrinsic
- Various outputs: speakers, visual messaging, emergency messaging, etc.
- Automatic adjustment: ambient microphones monitor and adjust volumes for ideal sound

SOLUTION COMPONENTS

1. Automated flight status updates

Utilizes automated event-triggered messages for timely communication.

2. Automated pre-boarding and boarding messages.

Streamlines boarding processes, saves gate agents' time, and creates consistency as a result of standardized messaging.

3. Simultaneous audible and visual presentation

Ensures that all passengers are informed through the flight information display system (FIDS) displays and the PA system.

4. Software-based command and control

Provides easy access and usability for all user levels and job functions within the airport.

5. Professional audio equipment

Supported by rugged, affordable, and innovative hardware.

6. Emergency messaging and mass notification

Integrates with emergency systems and alerts.

7. Intrinsic reporting and diagnostics

Archives what is being announced when, from where, and by whom.

8. Inherent high-availability system design

Guarantees optimum uptime through reliable hardware, software, redundancy, and 24/7 support.

For more information please contact us at info@sita.aero

CASE STUDY

In June of 2010, a multi-phase installation of AirportVoice was completed for a bustling West Coast USA airport which processes over 8 million passengers a year. The initiative was part of a modernization program where amplification and coverage would present audio challenges for most airport PA systems.

The PA system is connected to an existing FIDS in order to provide a text format equivalent of audio messages (e.g., visual paging). Flight events such as arrivals, cancellations, and status changes trigger simultaneous audio and text format messages to appropriate zones of speakers and displays. Airlines can also create and manage their own automated pre-boarding and boarding sequences. Additionally, through rigorous testing and metric evidence (STIPA), the PA system has received approval from the local fire marshal to act as a secondary fire and life safety system.

Over 400 unique speaker circuits provide maximum clarity in an acoustically challenging environment. More than 100 full-function paging stations are in use at ticket counters, baggage claim areas, and gate podiums. These touchscreen paging stations provide paging functionality in addition to the ability to quickly and easily manage flight information.

All 400 active amplifier circuits are continuously monitored. If significant faults are detected in the circuit, the Power Amplifier Monitor and Failover (PAMF-16) units will engage a backup amplifier circuit and provide diagnostic information via e-mail to the system administrator and the SITA 24/7 Help Desk.

SITA

Create success. Together