

# Community Technology and Telecommunications Commission

## Airport Technology - Request for Information

1. Where the airport was previously with its technology strategy?

### Background

Aviation key personnel participated in Aviation industry working groups and as committee members to understand key drivers of change and emerging best practices utilizing technology solutions to improve the passenger experience. Airlines primarily operated and maintained its proprietary Passenger Processing technology at ticket counters, gates and self-service kiosks. Emerging trends were to implement Airport owned Common/Shared Use Systems to optimize the use of existing resources. Shared Use Passenger Processing System - Shared Use Passenger Processing System at the Airport which allows airlines to use any position (i.e. ticket counter, gate) anytime for passenger processing (i.e. ticket counter, gate) and Common Use Self-Service (CUSS) kiosks. In addition, we evaluated Wi-Fi services and Parking enhancements.

2. How is it looking today?

Passenger trending in using self-service and mobile technologies; including self-service (i.e. CLEAR, Global Entry, and Automated Passport Control to expedite arrival and departure self-service kiosks, online check-in).

Aviation key personnel continue to participate in Aviation related committees such as Airport Council International (Business Information Technology), Common Use working Group, and Future Travel Experience working group.

#### Shared Use Passenger Processing System

- Deployed and continue to enhance services for both airlines and passengers such as Common Use Self Service (CUSS) Kiosks, Automated Passport Control (APC) Kiosks for international arrivals, Airport Security Exit-Lane technology.
- Parking and revenue enhancements such as Frequent Parker Program web portal.

3. What new technologies the airport is looking to implement or have due to the exponential growth (as long the items are not under contract or negotiation).

#### Enhancing Passenger Processing Experience

- Off Site Passenger Processing Check in Kiosks – Piloting Common Use Self Service Kiosks at the Convention Center to expedite airline check-in services.
- Expanding Wi-Fi options – Researching opportunities to increase wireless services and bandwidth; including cost opportunities.

#### Parking Program Enhancements

- Parking Guidance System – Design build specifications for Automated Parking Guidance System solution to assist customers with Parking, including mobile technology services. Forecasting implementation is November 2018.
- Entry/Exit Improvements – New equipment & software, including license plate recognition services.

4. General contact information for citizens to communicate if they are having issues with airport technology.

- Primary phone number for the Aviation Department is (512) 530-ABIA (2242).

5. More specifically, to help anticipate continued growth, is the airport participating within the city's open data/government initiative?

- Yes, the Airport is participating with the open data/government initiatives.