Biometric bag drop

Since the installation of the world's first biometrically enabled auto bag drop (ABD) unit for Air New Zealand in 2016, ICM Airport Technics has gone on to secure numerous projects globally.

The most notable project has been with operator Changi Airport Group (CAG) to supply the latest hybrid ABD units at Singapore Changi Airport, with associated infrastructure and support services.

Ang Siew Min, vice president of airport operations management at CAG, said, "With the wider adoption of self-service bag-drop machines at Changi Airport, passengers can look forward to a faster and more convenient check-in experience. The hybrid functionality of ICM ABD units also provides airlines and ground handlers with increased flexibility in their operations."

Richard Dinkelmann, CEO of the ICM Group, said, "Whether it's Changi or elsewhere, our technology is being incredibly well received. ICM Airport Technics has recently been awarded contracts for self-service bag-drop solutions with British Airways and at airports in Milan (Malpensa), Munich, and Johannesburg, as well as several repeat orders from existing customers such as Aéroports de Paris and Qantas."

ICM ABD units are processing close to a million bags per month and the strength of ICM's product offering is continuing to attract new clients. Adding further strength to the ICM Group is the merger with Vedaleon Technologies, an aviation software solutions provider.

"The merger further enhances our position at the cutting edge in providing efficiencies and improvements to airlines, airports and ultimately their customers, the travelers," adds Dinkelmann. "It also brings together a like-minded approach to innovation and research and development, which will continue to be a focus for the group."

ICM will be demonstrating its latest auto bag drop products and software solutions on stand 3110 at Passenger Terminal Expo 2017.

ICM AIRPORT TECHNICS
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Fast turnaround

According to figures, 80% of airport accidents occur at the gate and apron area, and around 40% of European flights during 2015 were delayed by more than five minutes – but there is a solution. Modern apron management solutions and advanced visual docking guidance systems are both vital to increase safety, speed up turnaround efficiency and decrease the risk of delay.

ADB Safegate's apron management systems shorten turnaround times, reduce operational costs and damage risks. With enhanced integration and information-sharing capabilities, the systems create a foundation for more effective planning, with higher predictability, enhanced safety and improved efficiency.

The Advanced Visual Docking and Guidance System (A-VDGS) from ADB Safegate also reduces congestion and the number of personnel needed on the ramp, performs a brief aircraft safety check, scans the apron for vehicles or other objects, verifies the position of the passenger boarding bridge and prevents incompatible aircraft from parking at adjacent gates. It also guides an aircraft to its correct position by providing the pilot with intuitive signals.

To maximize safety and efficiency on the gate and apron area, ADB Safegate has developed the software concept, SafeControl – Apron Management. SafeControl is a group of software modules used to automate and improve safety at airports around the world and is based on the same platform as used for air traffic management, guaranteeing the highest safety and availability.

The platforms for safe and efficient apron management and aircraft docking provide real-time intelligence for stakeholders in the turnaround process to achieve the best sequencing for departure flow management and predictability. To find out more, visit ADB Safegate at stand 2080 at this year's Passenger Terminal Expo.

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READER INQUIRY NUMBER 114

Loud and clear

In the old days, every airport announcement was made live from behind a microphone. This was usually done by one person, who was mainly selected on voice qualities but did not necessarily have a strong command of foreign languages. It resulted in unclear announcements, leaving international passengers uninformed and confused.

More than 20 years ago one of the founders of the Dutch company that would later become AviaVox was at Amsterdam Airport Schiphol, heard these unclear announcements and realized there was room for improvement. This was the start of AviaVox, a company committed to developing voice announcement systems for airports and airlines with clear and to-the-point announcements in multiple languages. There is no actual speaker on-site, and while the system started with only western languages, today AviaVox offers over 30 international languages – and the number is still growing.

AviaVox is located in Hoofddorp, the Netherlands. Every day staff are working on grammar rules, developing audio and providing support and maintenance. About 60 language specialists and native speakers work for AviaVox to make sure that the grammar and pronunciation are 100% correct. The backbone of each language that AviaVox provides is a database of grammar rules. These rules drive the composition of announcements from audio fragments, including details such as intonation and timing.

So next time you travel from an airport, listen to the announcements to see if it has an AviaVox intelligent announcement system. You will hear clear and well-pronounced announcements in many languages, generated by an intelligent system developed by a Dutch company.

Visit AviaVox at stand number 3050 at Passenger Terminal Expo to learn more.

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