Infax

Innovate | Inform | Quality | Design

TRAX®

- Delivers accurate queuing information with Bluetooth, video analytics, Wi-Fi, beacons and thermal imaging
- Monitors real-time passenger flow in designated areas, including security checkpoints
- Improves the efficiency of airport operations

TRAX® Queue Monitoring System

LEADER
IN DIGITAL SIGNAGE

When armed with the proper data, both airport management and the traveling public can make informed decisions that optimize the airport experience. Infax's TRAX solution delivers real-time information to save travelers valuable time, helps airports reduce congestion, enhances customer service and maximizes security.

TRAX is a two-pronged solution that assists airports with customer service and operations. Using Bluetooth, video analytics, Wi-Fi, beacons and thermal cameras, TRAX counts each passenger and monitors each Bluetooth-enabled device to determine passenger flow and security wait times. The data obtained by TRAX can be manipulated and viewed in a dashboard application or in the TRAX user interface. Airports can see security videos in real time, manage alerts

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FEATURES

- Security Checkpoints (Wait Time Processing)
- Restrooms (Service Counter And Alerts)
- Gatehouse Area (Passenger Loading Bridge Counter)
- Concession Use (Promotions)
- Passenger Loading/Unloading
- Traffic Lines (Alert)
- Exit Lane Monitoring

ABOUT INFAX · For more than 45 years, Infax has been helping patrons navigate public spaces. Our systems provide our clients with capabilities to communicate vital information in real time. With thousands of displays nationwide our solutions have become an integral fixture in the judicial, healthcare, and transportation markets. Infax remains committed to being the most reliable and effective solution for information distribution.

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Passenger Boarding

To or From Plane

Traffic Flow

Restroom Usage Count

Exit Lane Monitoring

EXIT LANE
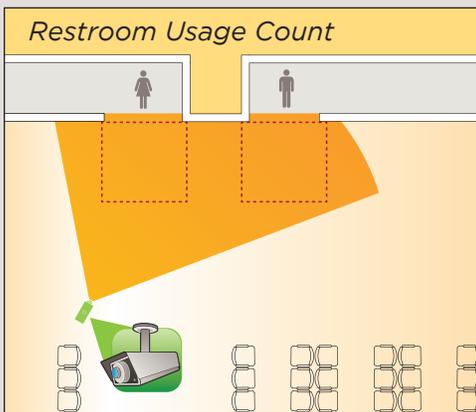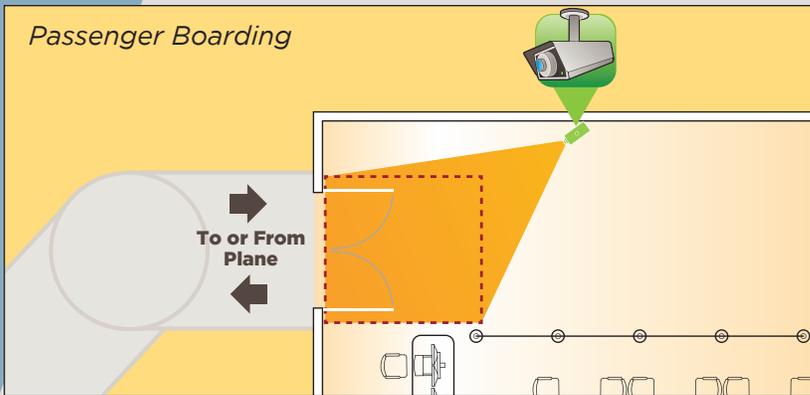
and create thresholds for each counting application to determine when automatic alerts should be sent out.

TRAX's passenger queuing function provides real-time TSA security wait times to passengers to help them plan for their trip. Knowing wait times decreases passenger anxiety and improves efficiency within TSA checkpoints, alleviating some of the stress on TSA agents as well. In addition to the designated wait time monitors, wait times can also be sent to mobile websites, websites and flight information displays. For airport personnel, the TRAX dashboard can be used to analyze a variety of information. A real-time data section provides a breakdown of the average security wait times across all established TSA checkpoints. This feature is especially useful during the holidays when additional staff may be required to keep lines moving. Personnel can also view average wait time statistics,

ranging from hourly to the current year, and both the current and total number of devices that have been tracked throughout the day. Lastly, the dashboard features an alerts section that allows airport personnel to automatically send real-time alerts when an area needs attention. When an alert has been activated, the dashboard user can then access a camera in the area for a live view to review the situation in real time.

The second function of TRAX is providing information that helps improve airport operations. To more efficiently manage airport restrooms, TRAX monitors the number of people who have entered the facility. When the set threshold of people has been reached, TRAX alerts the designated

airport personnel that the restroom needs attending. Outside the airport, TRAX monitors the traffic flow in the passenger drop-off lane. Airport personnel can watch the traffic in real time and change who receives alerts when something needs attention. TRAX is also able to monitor passenger loading bridges across your facility in real time. The software monitors the number of passengers traveling down the bridge and reports them to airport personnel, giving them first-hand data. Lastly, TRAX monitors baggage carousels to ensure the most efficient distribution of baggage possible. Airport personnel can see how many flights are using a carousel, the time it took for the bags to be delivered and reallocate a flight's luggage to another carousel, if necessary.

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