

FLUGHAFEN BERLIN BRANDENBURG WILLY BRANDT

Berlin Brandenburg Airport

BER Runway – First virtual queuing at Security in Europe

World Aviation Festival 4. – 6.10.2022 Amsterdam

BER is open!



BER is a multimodal transportation hub with a catchment area of 10 million potential passengers



BER's two terminals provide the required capacities

T1

- **Check-in hall and three airside piers** with a gross floor area of 360.000 m²
- 118 check-in desks, increased use of self-service kiosks, 36 security screening lines, 25 passenger boarding bridges, baggage reclaim with 8 carousels



T2

- Departures/arrivals, gross floor area: 23.000 m² – **opened since March 2022**
- 16 check-in desks and 38 self-service kiosks, 8 security screening lines, baggage reclaim with 3 carousels



Beautiful new airport,

with room for operational innovation to
enhance the passenger experience

„Wenn ich sagen soll, was mir neben dem Frieden
das Wichtigste ist, dann lautet meine Antwort: Freiheit.“
„If I were asked to say what, apart from peace, was
important to me, then my answer would be freedom.“

BER Runway

Virtual Queuing at Security

Case Study



From signing contract to going live in three weeks

Launched at BER as first in Europe on August 26th, 2022

A time slot for security control The Airport Company launches its new BER Runway service

Passengers at BER can now book additional access through the security controls: the airport company's new BER Runway service is now being offered to all passengers. This allows passengers to book a time slot online for individual passage through Terminal 1's security controls, which also helps to keep waiting times down. The BER Runway service is free for all passengers.

Technical support for the project, including software solutions, is being provided by the airport company's partners Copenhagen Optimization and CLEAR.

Thomas Hoff Andersson, Chief Operations Officer at Flughafen Berlin Brandenburg GmbH: "BER Runway allows us to offer our passengers a service, which is both attractive and free of charge. This means they can now plan the duration of their stay at the airport more accurately and thus ensure their journey is less stressful. BER Runway is also an important step towards increased process digitisation at our airport. This will enable us to further optimise all processes in the interests of our passengers going forward."





Jetzt Zeitfenster für den Zugang zur Sicherheitskontrolle reservieren.

Reserve your time slot for entry to Security Control now.



Bitte den QR Code scannen und online reservieren. Please scan the QR code and reserve online.

<https://ber.social/runway>

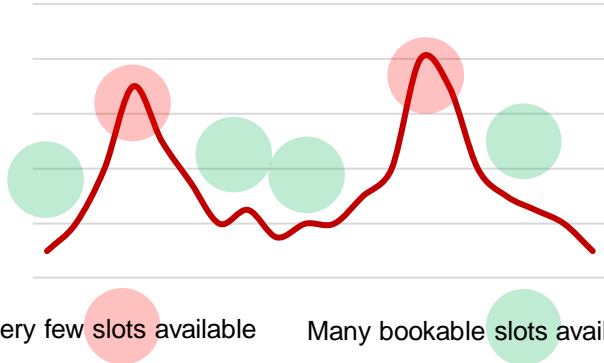
- + Free of charge for passengers
 - + Control of time handed back to passengers
 - + Uncertainty eliminated for passengers
- If combined with SSK and baggage drop, time from curb to airside coffee is now maximum 10 minutes. Every time!

Why is the BER Runway good for the airport?

A challenge to open required number of lanes

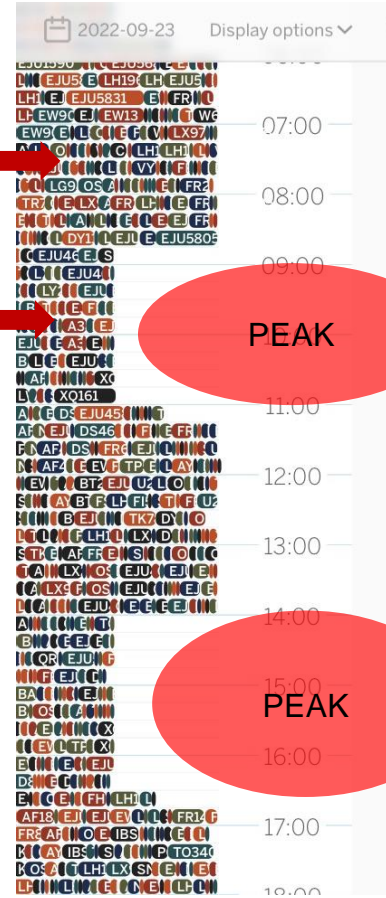


Expensive to cover peaks



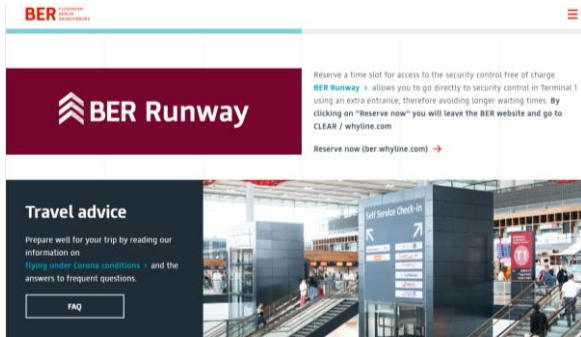
2 lanes available for bookings

1 lane available for bookings

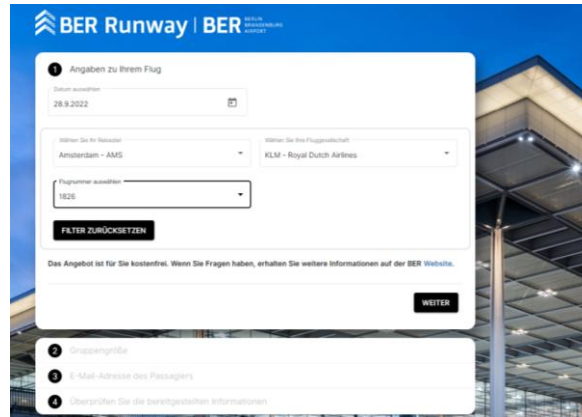


How does it work?

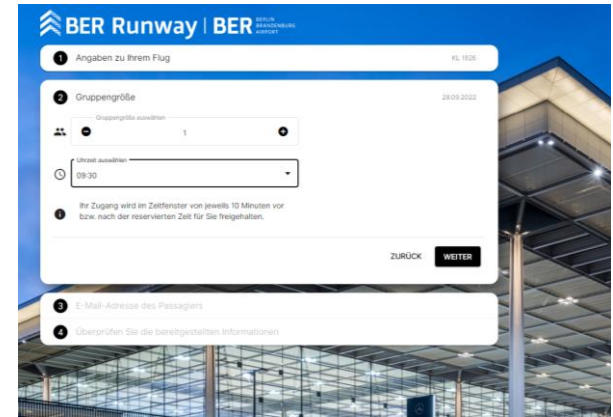
Step 1. Accessible via webpage or app



Step 2. Choose date, destination & flight



Step 3. Choose group size and time slot



How does it work?

Step 4. Enter e-mail address & Book

The screenshot shows the 'BER Runway | BER' booking interface. It features a blue header with the logo and 'BERLIN BRANDENBURG AIRPORT'. Below the header, there are four numbered steps: 1. 'Angaben zu Ihrem Flug' (Flight details) with 'KL 1826' on the right; 2. 'Gruppengröße' (Group size) with '28.09.2022 - 09:30'; 3. 'E-Mail-Adresse des Passagiers' (Passenger email address) with 'E-mail: andersson@berlin-airport.de'. Below this, there is a checkbox for 'I agree to the CLEAR Terms & Conditions...' which is checked. At the bottom of this section are 'ZURÜCK' and 'WEITER' buttons. Step 4, 'Überprüfen Sie die bereitgestellten Informationen' (Check the provided information), is partially visible at the bottom.

Step 5. Show up on time (+/- 10 minutes)

The screenshot shows the booking confirmation screen. It features a blue header with the logo and 'BERLIN BRANDENBURG AIRPORT'. The main content area is white and contains the following text: 'SIE HABEN EINEN TERMIN BEI BERLIN BRANDENBURG AIRPORT (BER)', 'T1 - SICHERHEITSKONTROLLE / SECURITY CONTROL 4', and 'SIE ERHALTEN BALD EINE EMAIL MIT ALLEN WICHTIGEN INFORMATIONEN.' To the right of this text is a QR code. Below the text, there are two buttons: 'Suchen T1 - Sicherheitskontrolle / Security Control 4' and 'Website'. At the bottom, there are three tabs: 'Ihre Reservierung', 'Ihre Informationen', and 'Hinweise'. Below the tabs, there is a calendar icon showing 'September 28 2022' and a large '09:30' time display. To the right of the time display is a button labeled 'STATUS BESTÄTIGT'. At the very bottom, there are two links: 'RESERVIERUNG BEARBEITEN' and 'RESERVIERUNG STORNIEREN'.

Status after six weeks

Results

- Up to 98% of available slots booked on selected days
- Between 1 & 2 lanes allocated, record day 2.497 slots
- 7-8% of total passengers have bookings to enter BER Runway

Next steps

- Scale up capacity by 100% and allocate more lanes
- BER Runway promoted via airlines



Contacts

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