

# Case Study

## Enhancing the Efficiency at the Airport Border Control

### IMMIGRATION SECURITY

China Immigration Inspection (CII) - Beijing Capital Airport Terminal 3



once. The challenge becomes moving officers efficiently from one location to another.

In an effort to boost the mobility of their officers throughout Terminal 3, CII decided to purchase Segway® Personal Transporters (PTs), assigning them to officers required to carry out their responsibilities within the terminal while traveling long distances. Almost immediately the Segway PTs proved successful in enhancing officers mobility and productivity. Not only has the working-efficiency increased significantly, but as an added bonus passengers passing through Terminal 3 constantly show interest in and provide positive remarks to the officers they see on the PTs. The management of CII is pleased with the results of their decision. The Segway PT has reduced response time and is extremely convenient to operate in an airport setting. These advantages combined with the Segway PTs environmentally friendly nature fit perfectly into BCIA's plans to become a leader in the airport industry.

The new Terminal 3 at Beijing Capital International Airport (BCIA) is now the largest terminal constructed in the world (with regards to land size) and generates 60 percent of all business traffic throughout the entire airport. Beijing developed the new terminal, also known as the "National Gate" in an effort to provide an impressive welcome to the world when guests visit China before, during, and after the 2008 Beijing Olympics. With Terminal 3's ability to support greater passenger capacities BCIA has become one of the five busiest airports globally and the number one busiest airport in Asia. Safeguarding the "National Gate" has created new challenges for China Immigration Inspection (CII) identifying a need for higher security standards within the terminal.

In addition to inspecting all transportation facilities and commercial cargo facilities within and around the terminal; responsibilities of CII also include patrolling, monitoring, safeguarding, maintaining the order and organization of the crowds of passengers and articles of luggage that pass in and out of China through Terminal 3. Recently, passenger traffic has grown significantly and CII has had to increase the number of immigration inspection locations from three to five. One of the biggest challenges for CII is the need for their officers to often travel between these five inspection locations. Terminal 3 is large in size which limits officer capabilities to be everywhere at

"After we began using the Segway PT we not only reduced the time it took for us to patrol, we were, in fact, able to complete more patrols of the premises in the expected time. Our officers are also 8 inches (20 cm) taller when they stand on the Segway PT. This widens their field of vision, and makes them more visible which helps them to arrive at an emergency scene more quickly and safely. The fact that the device can fit in elevators, and has storage for equipment made the Segway PT very convenient for our work."

Cao Ti Wen,  
Section Chief of the CII Police

## Executive Summary

### CUSTOMER

Beijing Capital International Airport (BCIA) and China Immigration Inspection (CII)

### MARKET SECTOR

Immigration Security

### THE CHALLENGE

- With the opening of Terminal 3, there has been a significant increase in area 3,234, 908 ft<sup>2</sup> (986,000 m<sup>2</sup>) and passenger traffic that needs to be secured.
- Security must be prepared with a solution for rapid response to any emergency that may arise within Terminal 3 during the 2008 Beijing Olympics and beyond.

### THE SOLUTION

- Purchase an initial set of four Segway PTs to be used by CII police for patrol within the terminal.

### BENEFITS TO THE CUSTOMER

- Enhance the patrol efficiency and enable an increase in the number of patrol rounds.
- Reduce the response time to emergency situations.
- Able to fit in elevators to access different floors and able to transport equipment and tools.
- Reduce fatigue of officers and increase enjoyment and morale at work.
- Provide stronger support for the safety of guests and passengers during the Olympic period. Generate good impressions and praise from guests and visitors.
- Increase the high-tech image for Beijing Capital International Airport.

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More than 120 police officers have been trained to operate the Segway PTs in CII, and all believe the device is incredibly simple and safe to ride within the terminal environment. As a result of running on lithium-ion batteries, the Segway PT has zero emissions and creates almost no noise. It is due to these positive characteristics, and the fact that it is being used to boost public security, that the Segway PT has been welcomed by passengers in the terminal.

For the CII police officers, the Segway PT is a big win. The benefits were delivered immediately upon the start of use and have resulted in immense positive gains on their performance and image. CII and other related departments within BCIA have expressed intention to spread the use of Segway PTs throughout other locations in the airport such as parking facilities, airport warehouses, maintenance hangars, and more. ■

