Responsive guidance for Schiphol's Security Scanner

Raise Arms

Freeze position   Exit to pat down   Exit to reclaim

INSTRUCTIONS

passenger enters   incorrect feet position   arms not raised enough   arms not alligned with body   correct position   scan finished

CORRECTIONS

Reposition feet   Arms higher   Allign Arms
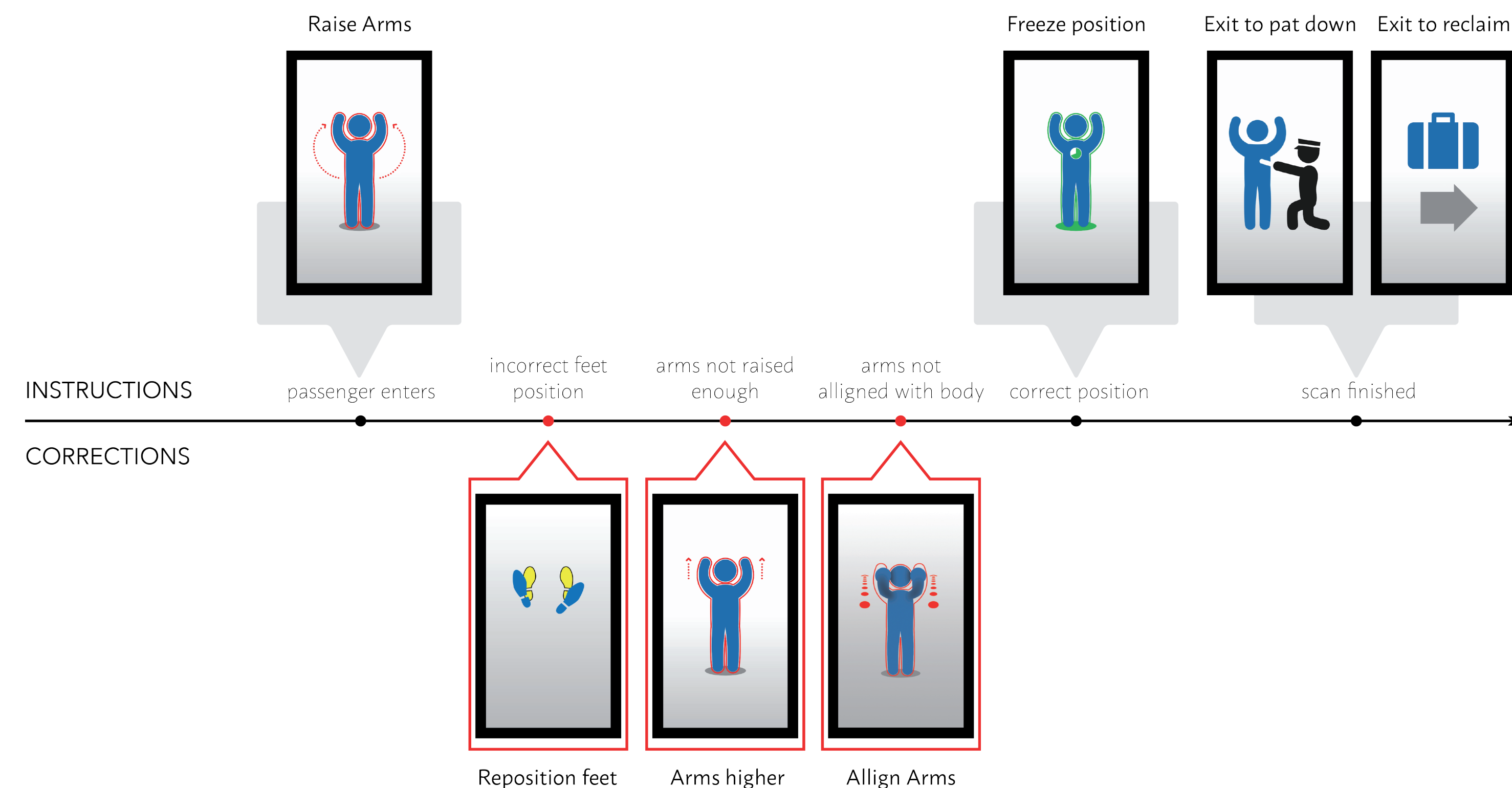
The problem

Using the Security Scanner is confusing for a lot of passengers. Therefore, security agents currently have to fully take on the task of guiding the passenger through the Scanner. This repetitive task in the high volume environment of Schiphol security leads to physical and mental exhaustion, which is projected onto passengers.

Responsive Animations

The responsive animations guide passengers in taking the correct posture inside the security scanner. Real time skeletal tracking is done, whereafter the appropriate instructions and corrections are displayed. This concept aims to replace the instructive tasks of the agents to lighten their workload, and to defuse the tensions between passenger and agent.

Prototyping in operation

Prototyping tests were executed in a live security operation to assess the effectiveness of the design and to record the agents' experiences.

Agents found the concept to work de-escalating because it acted as a mediator between passenger and agents. Moreover, they noticed a significant decrease in repetitive workload improving their overall mood and resilience.

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