Virtual Queue at SEA

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Port of Seattle®

Action Requested

- Proceed with Virtual Queue project for Spot Saver at SEA

- Execute contracts for equipment, vendor implementation services, and up to five years of software license, service, and maintenance fees

- Advertise and execute small works contracts and utilize Port crews to perform construction work for self-service gate installation.

Project Cost for Implementation: $1,200,000
Five-year Maintenance Estimate: $1,500,000

Program Goals

- Manage TSA security checkpoint queues and reduce passenger wait-times during peak hours

- Improve security checkpoint queue efficiency through passenger load balancing

- Enhance passenger experience by providing a predictable travel journey

- Provides an equitable option to CLEAR & TSA Pre-Check

Pilot Phase Results

Why a pilot?

- Technology not widely available for an airport environment

- Determine product and operational ability to meet goals of the program

Results

- Two pilot vendors selected via a competitive procurement

- Both vendors evolved their product during the pilot phase based on experiences

- Reservations filled to capacity from first day

- Over 90% positive survey results

- Evidence the program helps balance queues

- Spot Saver at SEA was born!

Project Definition

Scope

- Virtual Queue for all airlines and checkpoints

- Automated interfaces

- SEA Mobile App Integration

- Self-Service queue entry gates

Schedule

Deployment	Completion
Interface and SEA Mobile App Completion	2022 Quarter 3
Gate Installation	2022 Quarter 3
Project Completion	2022 Quarter 4

Individual components will be deployed when completed

Questions?