

Doing more with less

After three years of construction, Changi Airport's Terminal 4 is ready for a two-week open house starting Aug 7, ahead of its opening later this year. At 225,000 sq m, the terminal is less than half the size of T3 but it will be able to

handle up to 16 million passengers a year – two-thirds what T3 can do – with extensive use of technology. High ceilings, an open layout and the use of vibrant colours also give T4 a modern and fresh look.

T4 VERSUS T3 IN NUMBERS

Total floor area (sq m)



T3

540,000



T4

225,000

Total cost of development

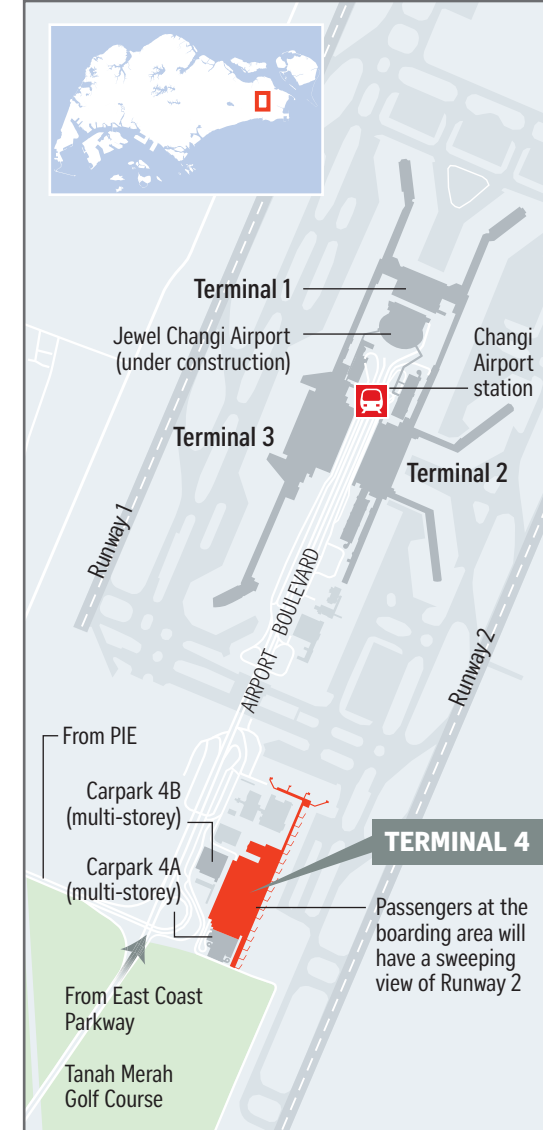
T3 \$1.75b
(opened in 2008)

T4 \$985m

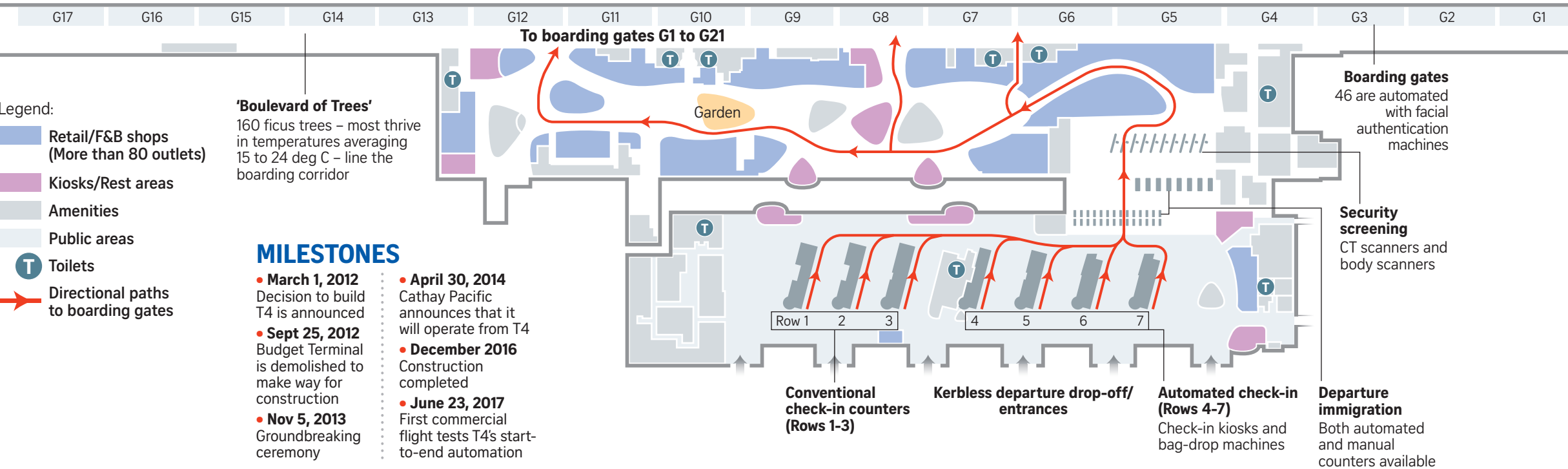
Number of shops/
F & B outlets

T3 147

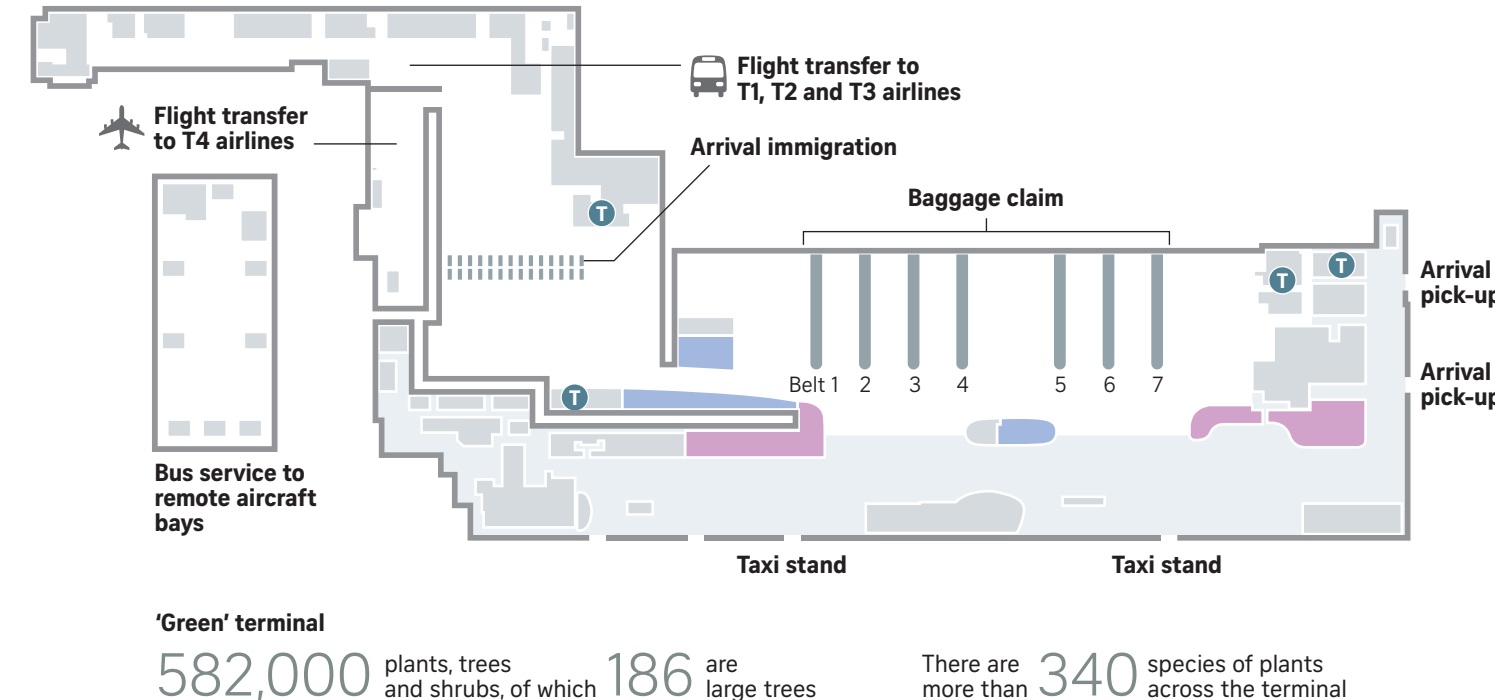
T4 More than 80



DEPARTURE HALL (LEVEL 2)



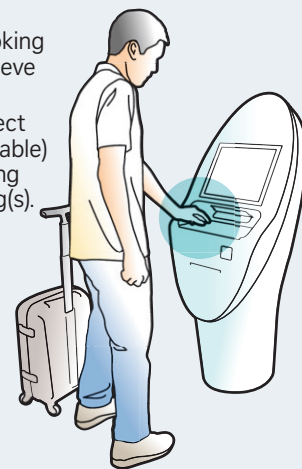
ARRIVAL HALL (LEVEL 1)



ON THE FAST TRACK T4's suite of self-service systems from check-in to boarding improves productivity and allows for greater check-in flexibility for passengers. This is how it works:

1 Check-in kiosk

- Scan passport and/or enter booking reference to retrieve flight details.
- Proceed to select seat (where available) and print boarding pass and bag tag(s).
- Attach bag tag to check-in bag.



2 Bag-drop machine

- Scan passport and boarding pass.
- A photo of the passenger is taken and matched against the one in the scanned passport.
- Check-in bag is accepted and moved into the baggage handling system.



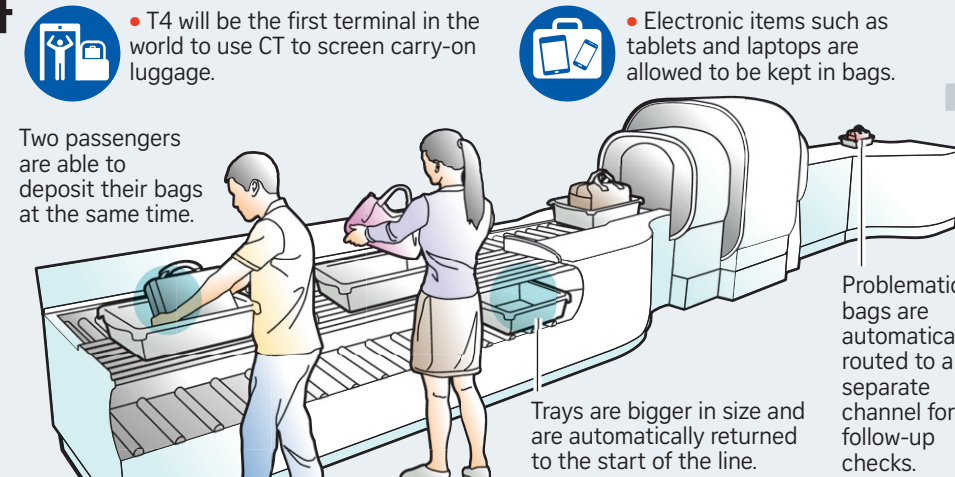
3 Immigration gate

- Scan passport and boarding pass.
- A photo of the passenger is taken and matched against the one in the scanned passport.
- Proceed to thumbprint recognition system.

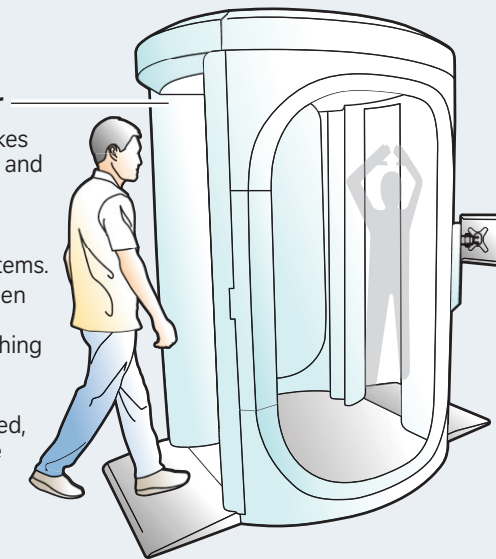


4 Centralised security screening

- T4 will be the first terminal in the world to use CT to screen carry-on luggage.
 - Electronic items such as tablets and laptops are allowed to be kept in bags.
- Two passengers are able to deposit their bags at the same time.
- Problematic bags are automatically routed to a separate channel for follow-up checks.

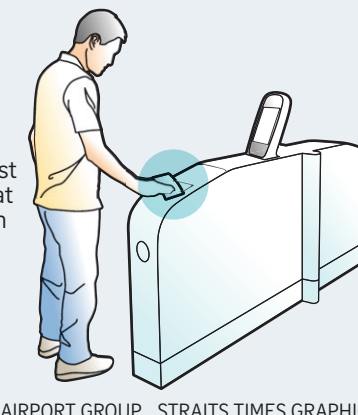


- Body scanner**
- Scanning takes mere seconds and the machine detects both metallic and non-metallic items.
- A green screen with an "OK" appears if nothing is detected.
- If a hidden item is detected, a body outline will indicate where it is hidden.



5 Boarding gate

- Scan boarding pass.
- A photo of the passenger is taken and matched against the one taken at the immigration gate.
- Proceed to board flight.



Source: CHANGI AIRPORT GROUP STRAITS TIMES GRAPHICS