What is the Performance Framework Trial?

The performance framework trial is a collaborative project, jointly spearheaded by QUT and Australian Customs and Border Protection. This project is developing and testing a model of the factors affecting the performance of the inbound passenger facilitation process. Testing is currently being conducted at Brisbane and Darwin airports. The model integrates a number of data sources, including flight records and CCTV intelligent surveillance, to present scorecards of performance, analyse future scenarios, and communicate predicted queue wait time to passengers.

**Who are the main beneficiaries?**
All Airports, Australian Customs and DAFF

**Who are the active stakeholders?**
Brisbane Airport, Darwin Airport, Australian Customs and DAFF

**How does the Facilitation Factors Model benefit you?**
The model is being developed and tested initially on three major usage scenarios:

- **Scorecard scenario:** this model presents a scorecard of ‘what just happened’. It looks at individual and aggregate performance indicators based on captured data such as flight records and CCTV intelligent surveillance.

- **‘What is about to happen scenario’:** this second model estimates the anticipated performance for the upcoming time period and flight schedule and the effect of resourcing on performance.

- **Communicate wait time scenario:** the final model is used to predict queue wait times to communicate to passengers.

Keen to know how you could use this Model to manage your Airport’s passenger facilitation?

Technical reports are available on the Airports of the Future Wiki: https://wiki.qut.edu.au/display/afall/Complex+Systems

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