

# Space Configuration and Visitor Efficiency : Land Securities



**Change this**

Business Improvement Partner

## Commission Overview

The Sky Garden facility at 20 Fenchurch Street is one of the fastest growing tourist attractions in London. Our client, Land Securities, are responsible for the construction and public access management of the facility.

We were engaged to review the current arrangements for, and efficiency of, visitor access to the Sky Garden facility and make recommendations for improvement. 20 Fenchurch Street must provide a set number of free public access tickets every day, and were keen to understand the following:-

- How access to the Sky Garden – including queuing time and lift access – could be made more efficient;
- Whether there were any trends in visitor movement into and around Sky Garden that could inform planning and decision making;
- The impact of other users of the facility, such as tenants and diners, on visitor access to Sky Garden and impact on overall capacity.
- Whether layout changes within the visitor handling areas, including Reception / Check-in, Lobbies and in the Garden area itself could be made to improve visitor throughput and experience

## Approach, Outcomes & Benefits

We visited the facility in the first instance to record our observations of visitor movements and floor layouts. We then liaised with the Sky Garden management team to gather data from a range of different sources and systems, for occupancy, scanned visitors, tenant visitors and diners. We also accessed the online booking system and building floor plans to assist our research.

We compiled the data into a single, consolidated, relational data set that enabled us to identify patterns and trends across the data, using the common denominator of hourly timeslots. We presented the data as a series of visuals, which yielded intelligence about that data that had been difficult to obtain previously, including the peaks and troughs in queuing times and behavioural patterns of tenant visitors.

This enabled us to make recommendations that would increase the efficiency of visitor processing. This included suggested alterations to the queuing area layout, and revised deployment of ticket numbers by timeslot, to take account of identified peaks in occupancy.



## How We Helped

- ✓ Data Gathering
- ✓ Data Visualisation
- ✓ Space Utilisation & Optimisation

## Understand

Gain insight  
Make informed decisions

## Improve

Enhance processes  
Gain competitive advantage

## Benefit

Realise efficiencies  
Optimise your performance

Delivering the **experience**