



Security Access Improvement

Key Facts and Figures

Global passengers traffic

- Expected to increase by 5.8% annually

Global Security Tax

- US\$ 6.05 per passenger;
- US\$ 16.3 Billions of global security tax

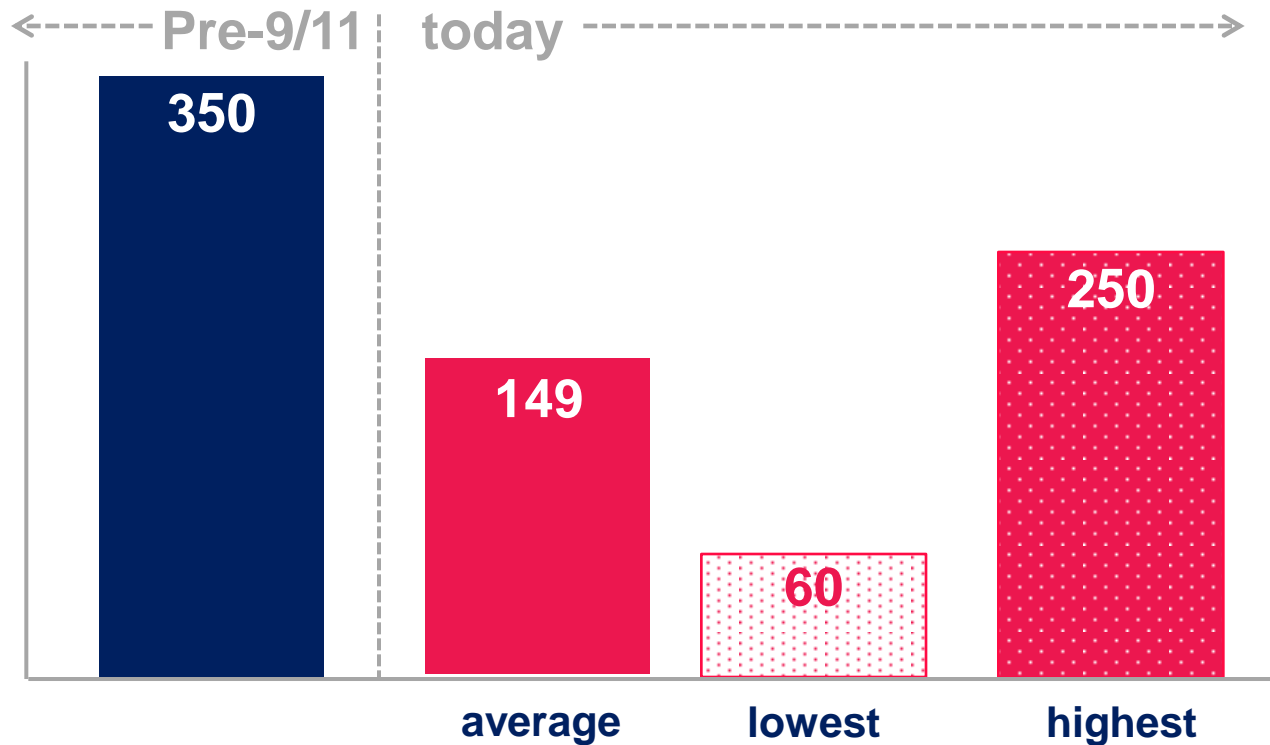
Delays caused by Security

- Long queues at security caused 314,727 hours of delay



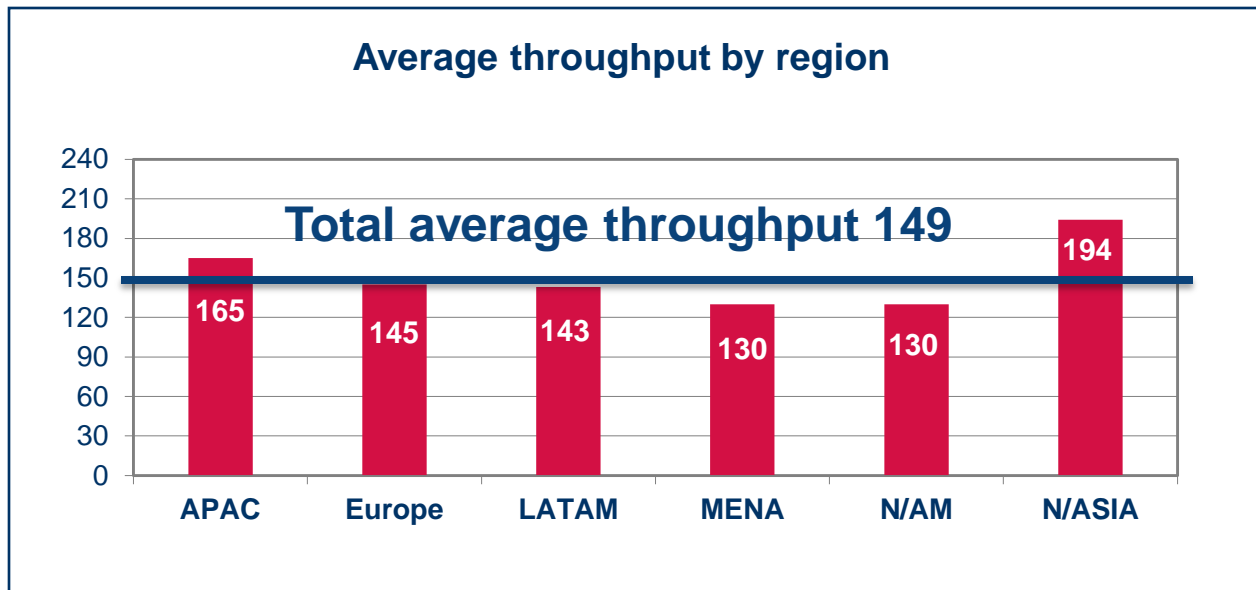
Hiring additional resources is not always solution

Passenger throughput at WTMD



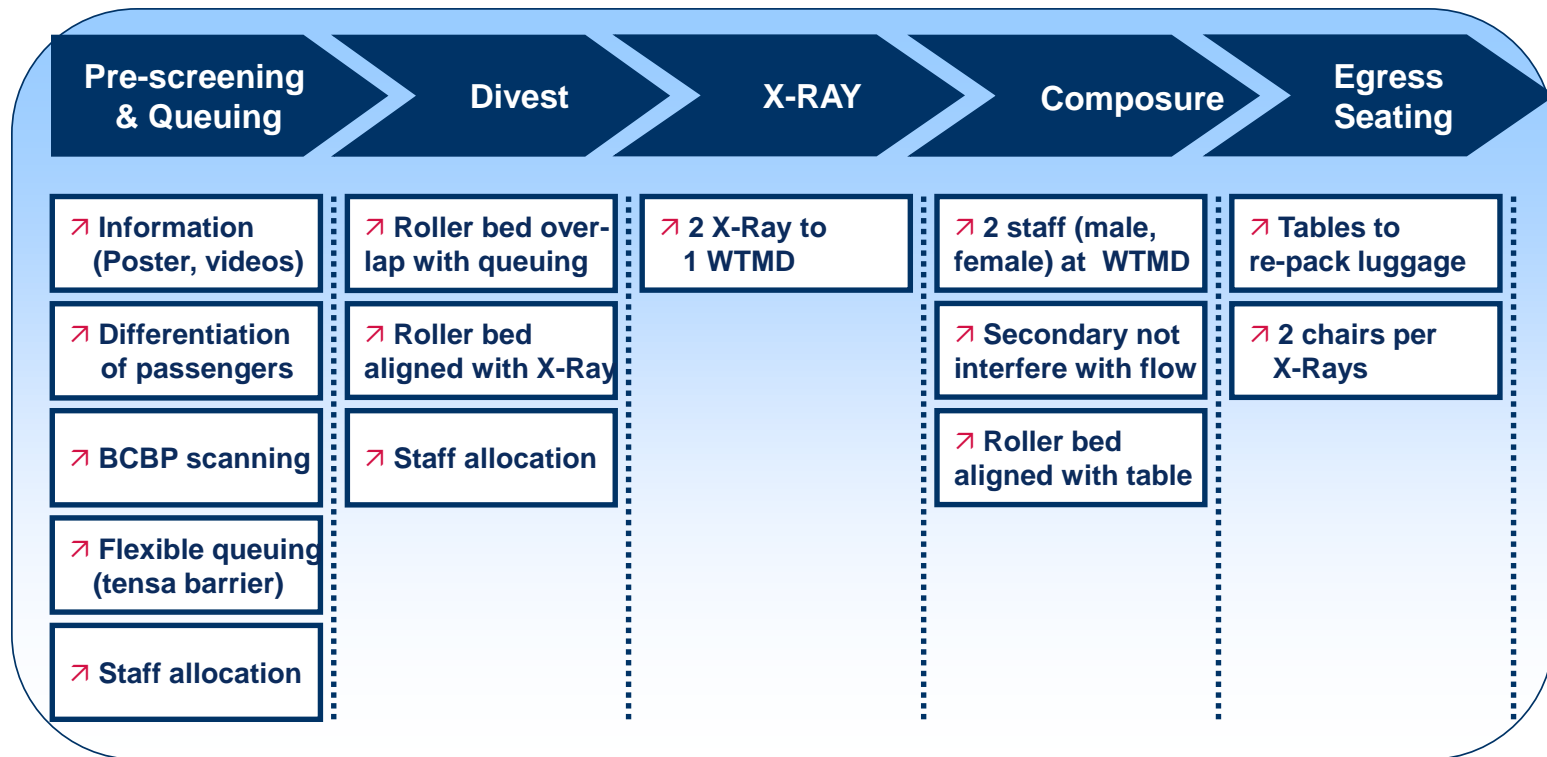
Passenger throughput at WTMD

- Out of 56 Airports that provided feedback the average throughput is 149 passengers per hour







The Solution

Improve the passenger flow with existing infrastructure



Benefits

Aircraft Operators	Airports	Government	Passengers
			
<ul style="list-style-type: none"> ➤ Improved value proposition ➤ Shorter transit times ➤ Cost avoidance in take-off delays 	<ul style="list-style-type: none"> ➤ Improved passenger throughput ➤ Reduced queue length and times ➤ Economic benefits in retail revenue 	<ul style="list-style-type: none"> ➤ Maintain determined level of security ➤ Avoid security charges increase ➤ Reduced size of crowds to minimizes level of threat 	<ul style="list-style-type: none"> ➤ Reduced queuing times, less stress and hassle ➤ Increased discretionary time after security checkpoint





09 Security Screening

Checkpoint Of the Future



Checkpoint of the Future

What are the Challenges?

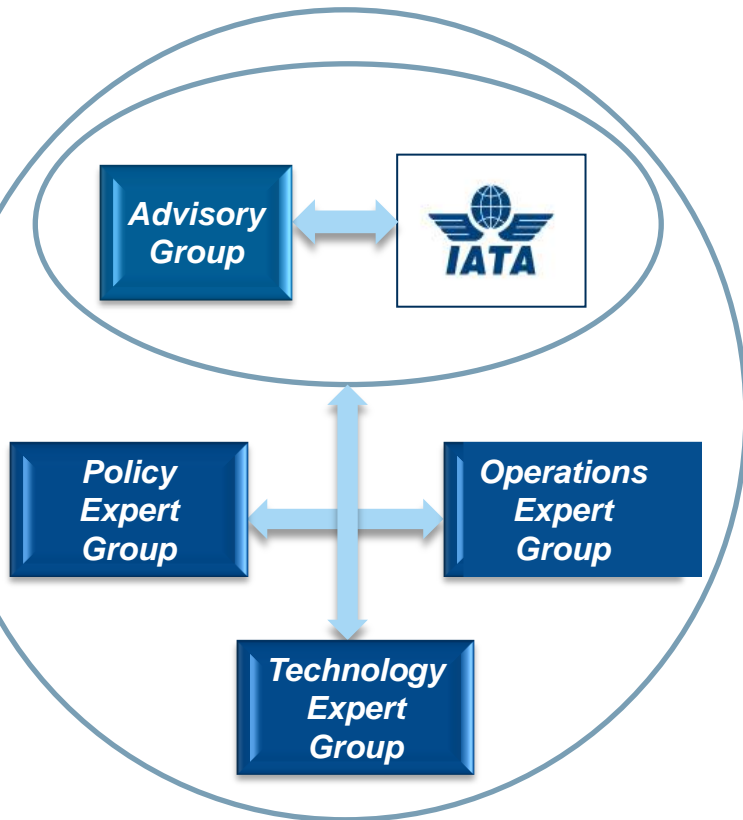
- Aviation needs smarter and faster passenger screening
 - 2.83 B passengers by end 2011  6%
 - 16 B passengers by 2050
 - Security lane processing rates 

- Aviation security needs to maintain and build the confidence of a sophisticated traveling public to remain effective

6 Fundamentals of the Program

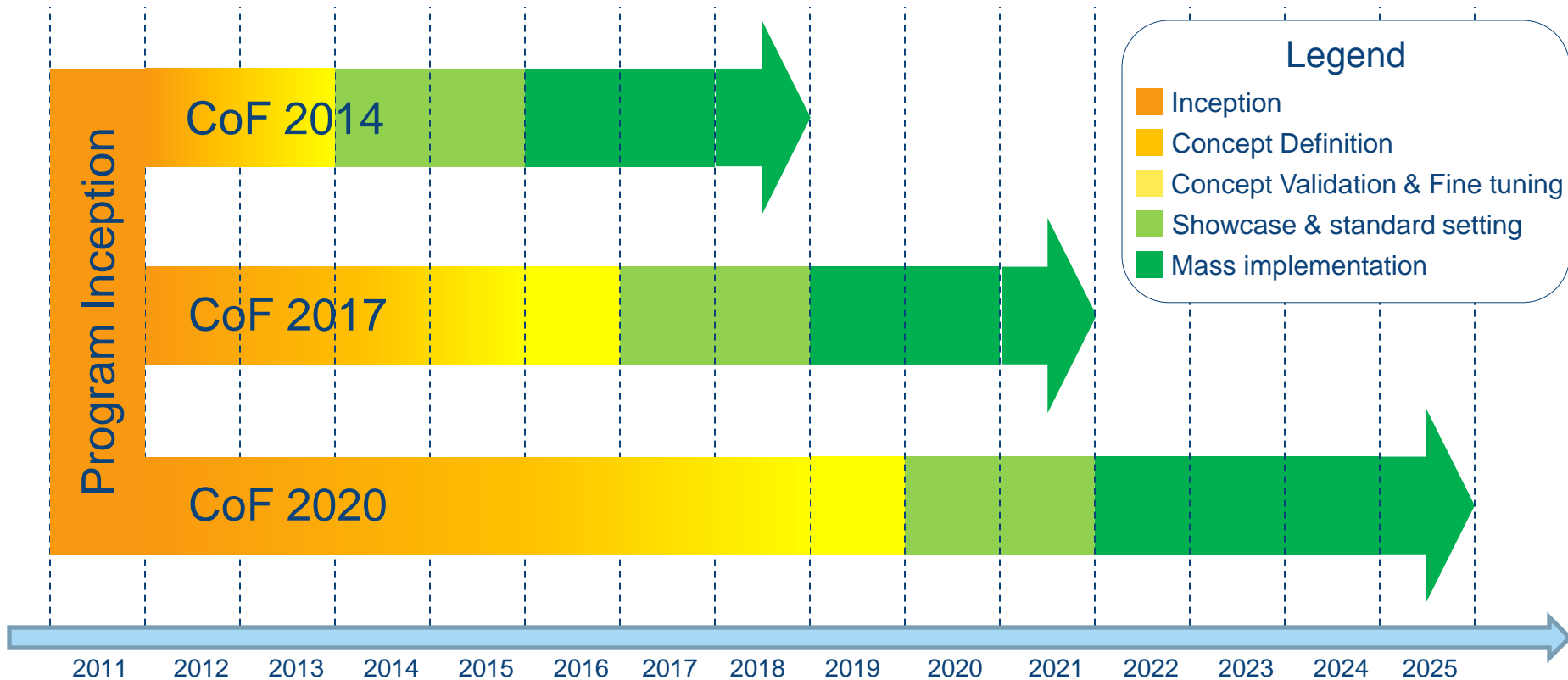
- Look for bad people and not just bad objects
- Use passenger data as appropriate
- Screen passengers based on risk
- Include behaviour-based screening
- Provide a better passenger experience
- Leverage existing technology and investment

Checkpoint of the Future: Industry led – IATA supported



- IATA is one of many stakeholders
- Advisory Group provides guidance and ensures that all stakeholder interests are considered
 - Representatives from international bodies, national regulators, airlines, airports, technology providers, research community
- Expert Groups define policy, technical and operational requirements, and produce standards, recommended practices and guidance material
 - Over 100 global experts representing the various stakeholder communities

Program Roadmap



FAST TRAVEL

→ Flight re-booking



DESTINATION	TIME	STATUS
NEW YORK	1200	CANCELLED
LONDON	1205	CANCELLED
PARIS	1210	CANCELLED
SYDNEY	1210	CANCELLED
HONG KONG	1215	CANCELLED
FRANKFURT	1220	CANCELLED
CARTAGENA	1225	CANCELLED



What do passengers want?


A graphic showing the number "98%" in a large, white, outlined font. To the left of the numbers is a small, dark rectangular area with the word "CANCELLED" repeated in red and green text, suggesting flight cancellations.

98%

Would like proactive notification in case of disruptions and 68% would favour the status to come from the airline they are flying with

Disruption Notification channel



68%

would prefer to receive an **SMS** to be informed about a disruption

14%

would prefer to receive an **email** to be informed about a disruption

9%

would prefer to consult the airline application to be informed about a disruption

Re-Booking options



would prefer to receive new booking options and collect boarding pass via a **self service channel**



would prefer to have a discussion with an airline **agent at the airport**



would prefer to have a conversation with an airline agent form their **call center**

10 Flight Re-Booking

Fast Travel / Flight Re-Booking



The Problem

In case of disruption, either flight cancellation or delay, passengers have to stand in long queues at the airport to be re-accommodated and re-booked on another flight. This results in a great level of passenger stress dissatisfaction. It also results in extensive additional costs for both original and new operating carriers.

The Solution

In case of disruption, the airline offers the possibility for passengers to be pro-actively re-booked and to obtain new booking options or boarding token via a self-service channel (kiosk/web/mobile).

10 Flight Re-Booking

Fast Travel / Flight Re-Booking

Benefits



Airlines



Airports



Passengers

<ul style="list-style-type: none"> ✍ Lower operational costs (real estate, staffing, ticketing procedure...) ✍ Reduce re-accommodation and compensation costs ✍ Increase passenger loyalty ✍ Better processing of passenger and better consistency of service delivery ✍ Maximise self-service value proposition ✍ Maximize capacity 	<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Maximise existing physical infrastructure ✍ Better IRROPS management ✍ Retail revenue growth opportunity ✍ Reduction of congested area minimising security threats 	<ul style="list-style-type: none"> ✍ No queues at transfer areas ✍ Better service delivery for complicated situations ✍ Better comfort for the passenger, reduces stress... ✍ Consistent service delivery ✍ Self Service One stop shopping
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10 Flight Re-Booking

Fast Travel / Flight Re-Booking



10 Flight Re-Booking

Fast Travel / Flight Re-Booking



In the event of an irregular operation such as flight delays, misconnects or cancellations
An airline offering the ability for a re-routed passenger to get proactively re-booked and deliver their new boarding token or re-booking options via a self service channel.





Location: Amsterdam Schipol

Project: Transfer Kiosks

Type: Dedicated, AMS

Self Service Channel: Kiosks

Process:

- Proactive rebooking

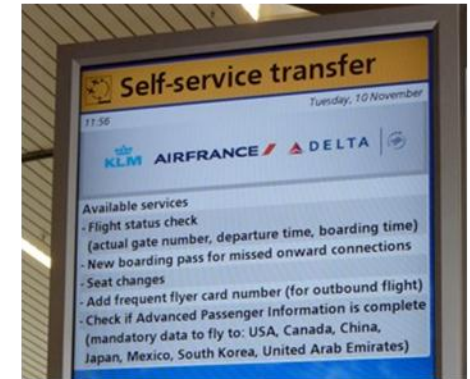
Yes

- Automated Re-booking

No – Manual with special team

- Interline

KL/AF



10 Flight Re-Booking

Fast Travel / Flight Re-Booking



Supporting Projects and Materials

Fast Travel – Self Service Flight Re-Booking

RP1701j – Self-Service Automated Document Check

Resolution 735d – Involuntary change of carrier, routing, class or type of fare.

Project Criteria

To validate a Flight Re-Booking project, in case of disruption (cancellation or delay) the airline must offer the possibility for passengers to be pro-actively re-booked and to obtain new booking options or boarding token via a self-service channel (kiosk/web/mobile).

100% passenger eligibility is not required to validate the project. The implementation can be valid even if it applies only to a limited number of passengers. The re-booking process doesn't necessarily need to be automated either as long as it is pro-active.

In a Flight re-Booking scenario, the passenger should be able to be re-accommodated and obtain new boarding pass or options without having to see an agent.

FAST TRAVEL

→ Self-boarding



11 Boarding

Fast Travel / Self-Boarding



An airline offering the ability for a passenger to self-scan their boarding token to gain entry to the aircraft in a controlled manner.



11 Boarding

Fast Travel / Self-Boarding



The Problem

Airlines try to minimise aircraft turnaround times and reduce operational costs at boarding for both narrow and large body aircrafts. Passengers are standing in long queues to board the aircraft resulting in dissatisfaction and potential departure delay.

The Solution

Allow passengers to self-scan their boarding token at the gate to gain entry to the aircraft in a controlled manner.

What do passengers want?



71%

Would prefer using a self-boarding gate device (like often present in the metro) and 88% don't want to hand their mobile to an airline agent.

Self Boarding

1312 / 119

AL / AP Pairs



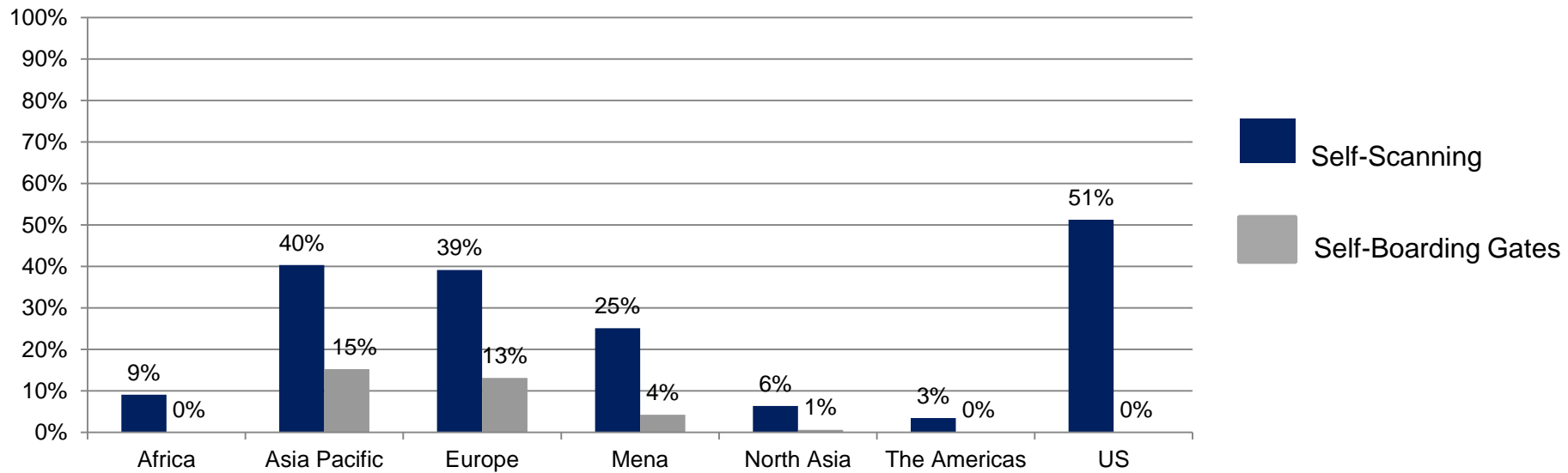
33%

of passengers are offered with self-boarding

6.5%

With Self Boarding Gates

Self Boarding



11 Boarding

Fast Travel / Self-Boarding

Benefits



Airlines



Airports



Passengers

<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Improve aircraft loading time ✍ Dedicate agent attention to passengers requiring additional assistance and time to board ✍ More efficient use of gate agent's expertise and time. ✍ Improved overall efficiency of the boarding process ✍ Reduce aircraft turnaround time 	<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Maximise existing physical infrastructure ✍ Better IRROPS management ✍ Retail revenue growth opportunity ✍ Reduction of congested area minimising security threats 	<ul style="list-style-type: none"> ✍ Reduced queues at the boarding gate ✍ Getting entry to the aircraft quicker ✍ Consistent service delivery ✍ Better services for passengers requiring extra attention ✍ Self Service One stop shopping
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Location: All APTs in Japan

Process: Self Scanning

Type: Dedicated

Boarding Token: ATB, BCBP, Contactless Card

Barrier type:

- Flap / doors **No**
- Flow detection **Yes**

Local Regulation: ?





Lufthansa

Location: MUC, FRA, HAM, ZRH

Process: BCBP Self Boarding

Type: Dedicated, International

**Boarding
Token:** BCBP

Barrier type:

-Flap / doors **Yes**

-Flow detection **Yes**

Local

Regulation: No





Scandinavian Airlines

Location: All Scandinavia

Process: Biometrics Self Boarding

Type: Dedicated, Domestic

Boarding Token: Biometrics, Credit Card
Frequent Flyer Card

Barrier type:

- Flap / doors **Yes, turnstyle**
- Flow detection **No**

Local Regulation: -



MALMÖ AVIATION

Location: Malmoe

Process: Self Boarding

Type: Dedicated, Domestic

Boarding Token: BCBP

Barrier type: Yes, doors

- Flap / doors **No**
- Flow detection

Local Regulation: -



11 Boarding

Fast Travel / Self-Boarding



Supporting Projects and Materials

Fast Travel – Self Boarding

RP1701k – Self-Boarding

Self Boarding Implementation Guide

BCBP (Bar Coded Boarding Pass)

Resolution 792 – BCBP

BCBP Implementation Guide

Project Criteria

To validate a Self-Boarding project, the airline must offer the possibility for passengers to self-scan their boarding token at the gate to gain entry to the aircraft.

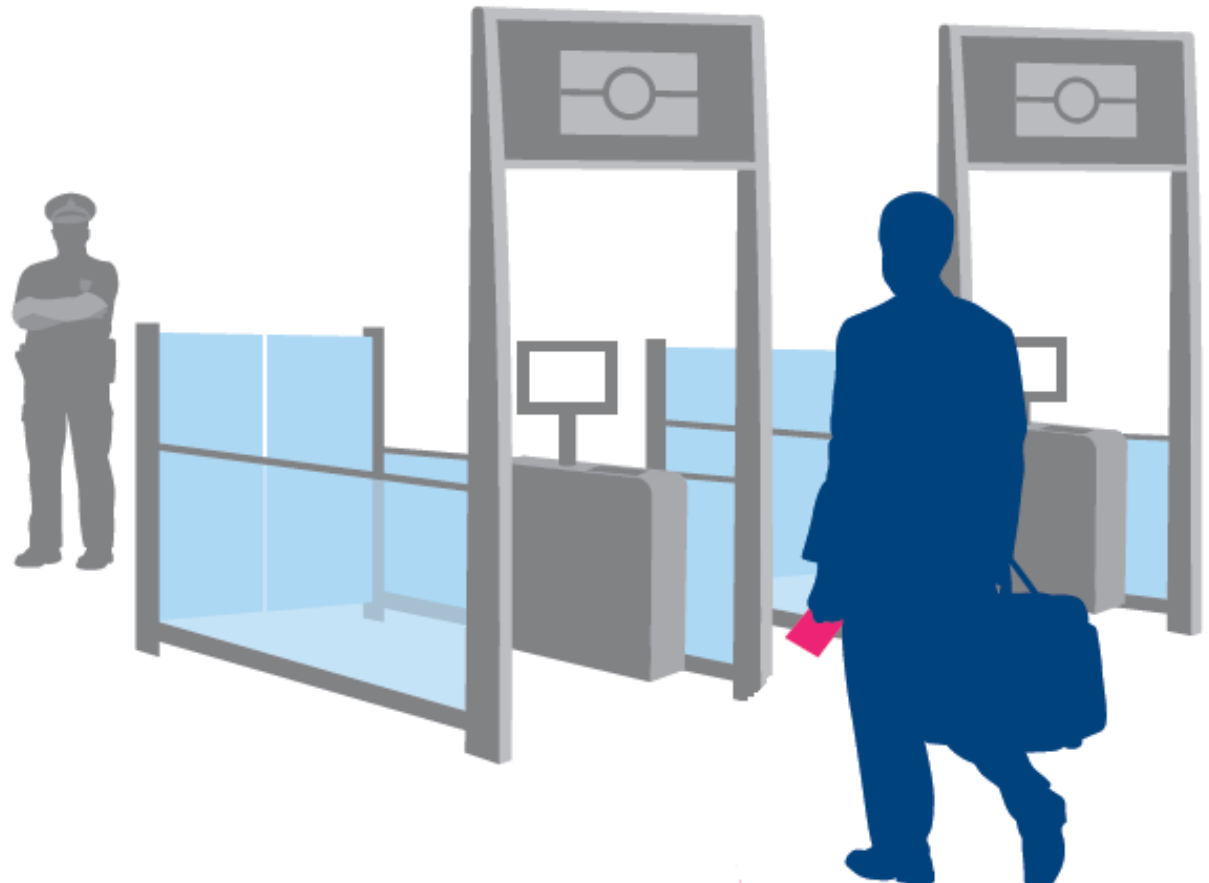
It is not required that the airline uses automatic boarding gate devices

It is not required that the boarding process is unattended

It is not required that all passengers on the same flight follow this process

Passengers can self scan any type of boarding token (paper airport boarding pass, web check-in boarding pass, mobile BCBP boarding pass, NFC boarding pass, passport or biometrics if it is the token used by the airline.

Automated Border Control



Key Facts and Figures

Global passengers traffic

- expected to increase by 5.8% annually
- represents a challenge for Government

Implications

- long queues and waiting times at Immigration

Consequences

- poor image to passengers



Hiring additional resources is not always solution

The Solution

Automated Border Control (ABC)

- Improve border crossing through the promotion of ABC
- Expedite Nationals and low risk passengers through ABC

Direct Benefits

- Average Border Crossing can be cut from 2 – 3 minutes to below 30 seconds

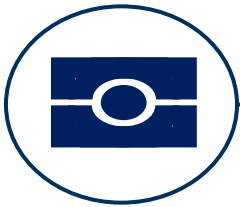
Solutions for automation

- ePassports or ID cards containing biometric data
- Registered Traveler Program

Solutions for Automation

e-Passport

e-Passport
symbol



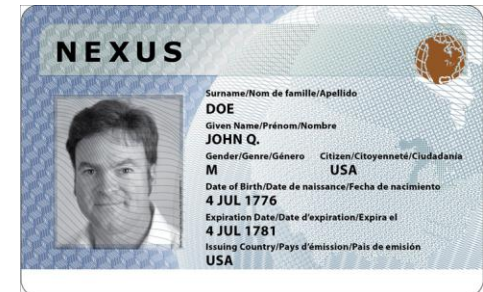
The electronic chip contains the passport holder's photo, and may contain fingerprints/iris

Citizenship



The chip may include the holder's fingerprint, iris scan and facial recognition

Registration



Applicants are fingerprinted, photographed, background checked and interviewed. The chip contains a reference number which will be linked to a database

Key Achievements

Campaign conducted in 2011

- 90 Governments

Data Collection

- Aiming at identifying Governments that offer facilities at airport to support fast track immigration or Automated Border Control

Documents / Key Achievements





- Report on ABC Analysis
- Recommended Practice on International Traveler Scheme
- Interactive map showing ABC Airport worldwide
- Implementation Guide (ongoing)

Airports with Automated Border Control

➤ <http://www.iata.org/whatwedo/stb/maps/Pages/passenger-facilitation.aspx>



Benefits

Aircraft Operators	Airports	Government	Passengers
			
<ul style="list-style-type: none"> ➤ Shorter connecting times at immigration in transit ➤ Cost avoidance of unnecessary increase in take-off delays 	<ul style="list-style-type: none"> ➤ Reduction in queue length and times at immigration ➤ Process optimization with existing infrastructure 	<ul style="list-style-type: none"> ➤ Process low-risk passengers quickly and cost-effectively ➤ Enhanced security through the use of biometrics 	<ul style="list-style-type: none"> ➤ Reduced queuing times ➤ Shorter transit times ➤ Better Experience ➤ Less hassle

FAST TRAVEL

→ Bag Recovery



13 Baggage Collection

Fast Travel / Bag Recovery



An airline offering the ability for a passenger to register a mishandled bag, utilising a self-service device



13 Baggage Collection

Fast Travel / Bag Recovery



The Problem

Having their bag(s) mishandled is already a great factor of stress for passengers. Having then to stand in a long line to get information and to complete a claim report is even more stressful. This is not a good passenger experience. It is also costing Airlines a lot of money to process these claims.

The Solution

Proactive communication with passengers allows them to avoid waiting at the baggage carousel if their bag is not there. Then, allow passengers to report a missing bag utilising a self-service channel instead of waiting in line at a baggage service counter.

13 Baggage Collection

Fast Travel / Bag Recovery

Benefits



Airlines



Airports



Passengers

<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Reduce agent handle time (airport and contact centre) ✍ More efficient use of baggage claim agent's expertise and time. ✍ Improved overall efficiency of the baggage claim area ✍ Reduce recovery cost of lost baggage delivery 	<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Maximise existing physical infrastructure ✍ Reduction of congested area minimising security threats 	<ul style="list-style-type: none"> ✍ Better comfort for the passenger, reduces stress due to lack of information ✍ No queues at the baggage claim area ✍ Consistent service delivery ✍ Better services for passengers requiring extra attention ✍ Self Service One stop shopping
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Continental Airlines

Location: USA, 6 Airports

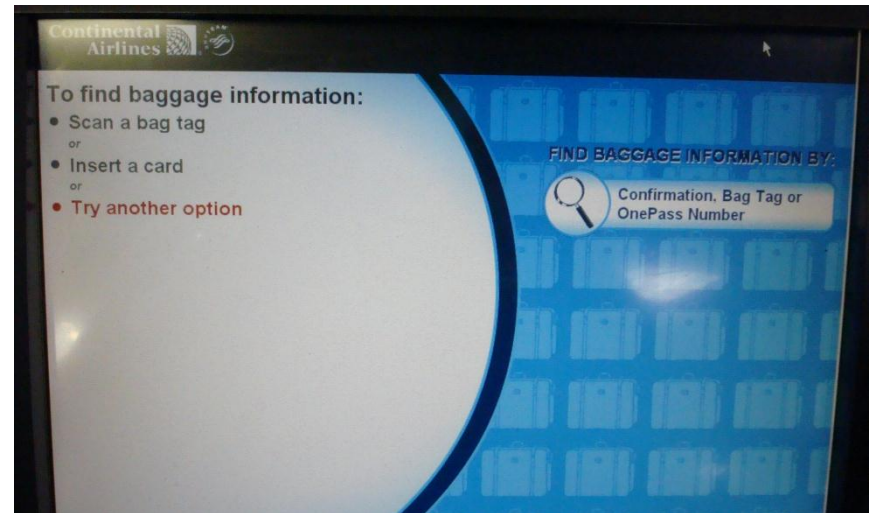
Process: Bag Recovery
- Claim registration
- Bag locator

Type: Dedicated - Domestic,
International

Channel: Kiosk

WT Connection Yes

Local Regulation:



swissport

Location: GVA – 15 Airlines

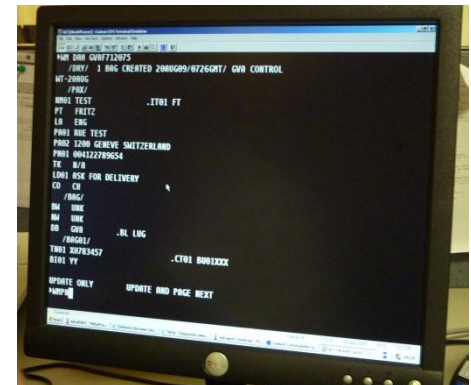
Process: Bag Recovery
- Claim registration

Type: Dedicated - Domestic,
International

Channel: Kiosk

WT Connection: Yes

Local Regulation:



13 Baggage Collection

Fast Travel / Bag Recovery



Supporting Projects and Materials

Fast Travel – Bag recovery
RP1701m – Self-Service Baggage recovery
BCBP (Bar Coded Boarding Pass)
Resolution 792 – BCBP
BCBP Implementation Guide

Project Criteria

To validate a Bag Recovery project, the airline must offer the possibility for passengers to register a claim for a mishandled bag via a self-service channel (kiosk / web / mobile). The initiative can be implemented by the airline, an alliance for their airline members, a handling agent for their airline customers or an airport on a common use environment.

Get Ready

State of the Industry



FAST TRAVEL CAPABLE AIRLINE/AIRPORT PAIRS

100

TARGET – END 2012

complete suite of self-service options



FAST TRAVEL CAPABLE
AIRLINE/AIRPORT PAIRS

105

CURRENT

FAST TRAVEL CAPABLE
AIRLINE/AIRPORT PAIRS

100

TARGET – END 2012

Fast Travel Green Airlines

SAS	48	American Airlines	2
Air France	13	Air New Zealand	1
Air Canada	12	Etihad Airways	1
Qantas Airways	6	IBERIA	1
SWISS	6	KLM	1
Lufthansa	4	New Alitalia	1
Air China	2	Royal Jordanian	1
Alaska Airlines	3	Shandong Airlines	1
British Airways	3	Shenzhen Airlines	1

TOP 15

Fast Travel Airlines

SK - Scandinavian Airlines Systems

QF - Qantas Airways

AC - Air Canada

AF - Air France

LX - Swiss International Air Lines

EY - Etihad Airways

KL - KLM Royal Dutch Airlines

RJ - Royal Jordanian Airline

LH - Deutsche Lufthansa

IB - IBERIA

CA - Air China

AS - Alaska Airlines

NZ - Air New Zealand

BA - British Airways

SC - Shandong Airlines

92%

70%

65%

62%

58%

51%

50%

49%

47%

46%

34%

33%

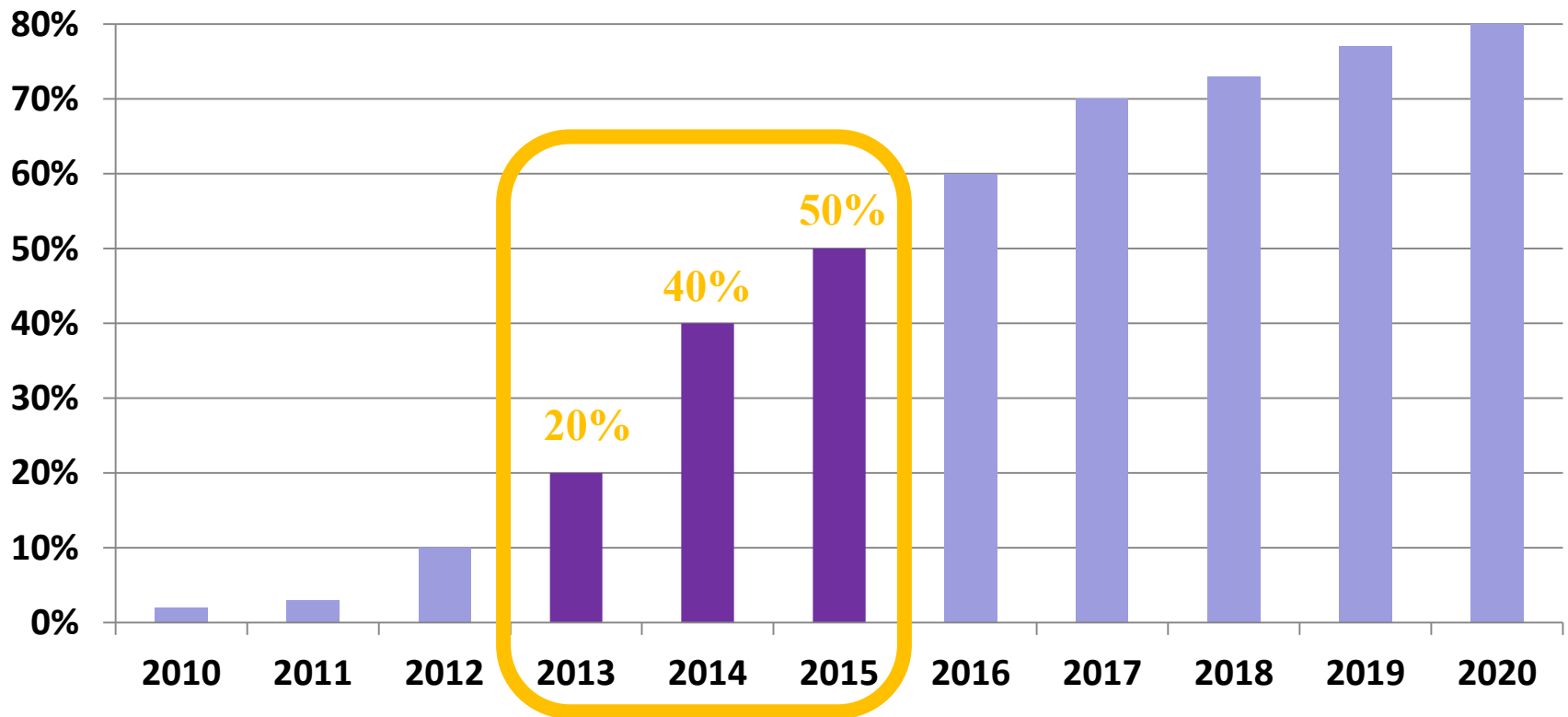
32%

14%

5%

% of Airline Passengers offered with Fast Travel

Fast Travel Global Capability Roadmap



How to grow Fast Travel and Passenger Facilitation in Asia

For further information
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<http://www.iata.org/pemg>

<http://www.iata.org/workgroups/Pages/pemg.aspx>