

An aerial photograph of a large airport terminal and surrounding runways. The terminal is a large, modern building with a curved roof. The runways are wide and paved, with several aircraft parked at gates. The sky is clear and blue. The text is overlaid on a semi-transparent white and grey background.

# **Collaborating to Create a Contactless Passenger Experience**

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## Previously on the 'contactless travel' show...

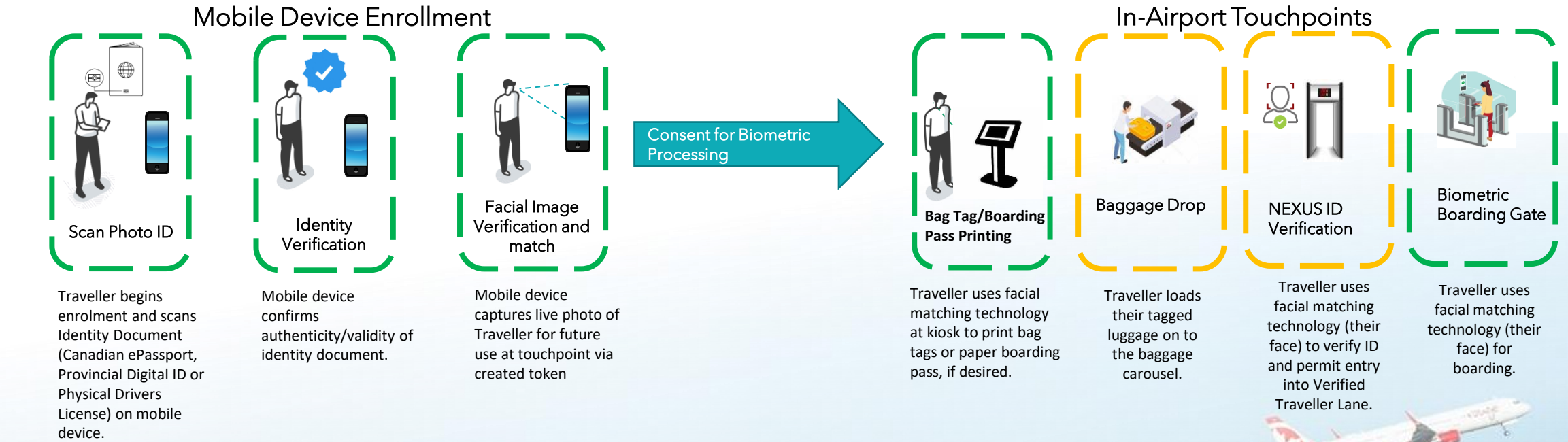
- The promise of 'contactless travel' has been discussed for many years
- Various implementations around the world
- However, we are yet to achieve a truly end to end contactless passenger experience
- Working together is the only way we will get there...


**Collaboration is the key!**




# Overview of ongoing and proposed pilot projects

Flow graphics courtesy of our partners at Transport Canada.



 Current pilot scope/already in place

 Next phase of pilots



# Biometrically enabled bag tag and boarding pass printing



## Pilot Scope:

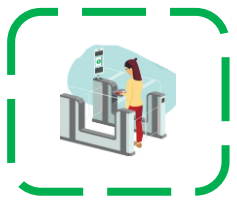
- Capture facial image and share with airline
- Airline application matches
- Prints bag tags or boarding pass as normal
- Our airline partner requires only the bag tag at bag drop

## Future considerations:

- Passengers who want to enroll on site
- Airlines who do not have their own biometric solutions
- Non-dedicated 'common use' kiosks



# Biometrically enabled boarding



## Pilot Scope:

- Capture facial image and share with airline
- Airline application matches and boards passenger
- Solution must have a light footprint at the pilot stage

## Future considerations:

- Supporting shared gates
- Airlines who do not have their own biometric solutions

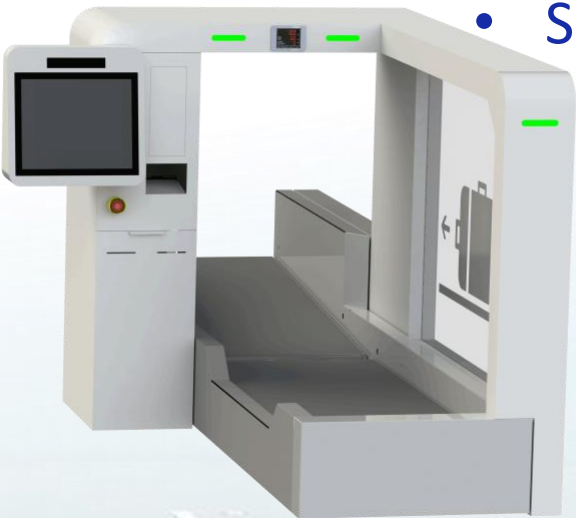


# Next phase pilot: **Biometric enabled bag drop**



## Considerations:

- For airlines who require ID check at bag drop
- May not have their own biometric solution
- Could be part of an overall end to end solution
- Supporting shared self serve bag drops



# Next phase pilot: Access to pre-board security screening



## Considerations:

- In Canada not all passengers require ID check at screening
- Initially need to facilitate gathering queue time metrics
- Must provide screening agency with the same or better info
- Limited to trusted travelers initially
- Eventually support passengers of all our airline partners



# The value proposition

- Passenger experience must be at the heart of all efforts
- Gather real world data to inform future business and regulatory decisions
- Consider the impact of the digital on the physical
- Have we considered all angles and all stakeholders
- Demonstrate the power of collaboration between airport, airline, and government partners



# The road ahead...

- Airports support many stakeholders; multiple airlines, types of passengers, staff, and crew
- We must consider how best to support all these stakeholders on the contactless journey
- How do we support various digital identity solutions in a common use environment:
  - Airline specific centralized solutions
  - Airport hosted solutions
  - Government created solutions
  - Wallet based digital IDs



Thank you

