



ONE ID to support a Seamless, Walking pace Passenger process

1. Concept

As the travelling population increases and passengers travel more frequently and regularly, they are seeking for a more consistent and efficient approach to their journey. IATA's vision of an "end-to-end passenger experience that is secure, seamless and efficient" aims at offering passengers a frictionless airport process allowing the possibility to walk through the airport without breaking stride. This vision should be shared by all stakeholders to allow for a smooth and consistent passenger process that ensures that all safety, security and border control requirements are met.

According to the [Global Passenger Survey conducted by IATA](#) among the international traveller community in 2016, passengers are looking for more 'ready to fly' options such as validating their travel documents, check-in and bag-tag from home before departure, and thereby minimizing their queuing time at the airport pre-departure area. In general, the passengers surveyed do not consider queueing time above 10minutes as acceptable.

Looking at passenger traffic growth and airport capacity constraints, it is clear that if there are limitations on the expansion of current infrastructure, more effort has to be made on rethinking the passenger process within an airport and eliminating unnecessary constraints. IATA has ran a number of initiatives in that direction, identifying the 14 steps of the passenger process and proposing to increase efficiency by introducing automation (fast travel solutions, ABC), design and decentralization of some key functions such as remote screening (Smart Security). Looking at the remaining hurdles, the main ones reside in the duplication of tokens (paper and mobile phone boarding passes, passport, IDs etc.) and in the inconsistency of processes (exit/entry immigration, security check procedures, non-acceptance of mobile phone boarding pass etc.)

In order to improve the situation, it is essential to introduce a process that allows for better management of the passenger's ID. To do so, the IATA task force ONE ID proposes the introduction of ID management supported by a digital proof of identity and a single token (eg. biometric facial recognition) which encompasses both a passenger's travel document and boarding pass.

IATA Passenger & Facilitation	Effective date	Revision	Page
ONE ID overview	15 April 2017	0	1 of 3



A Single Token should be used (and reused) after the passenger has first identified himself and his identity has been authenticated and biometrically verified. This would reduce the need for a passenger to present multiple documents at several touchpoints.

The introduction of Identity management in the passenger process offers a wide range of options. Introduced at booking, it would improve the quality of the passenger data transmitted from airlines to national authorities (PNR and API). Equally, a passenger could own their data and transmit the data on a need to know basis to the airlines or the government entities - giving passenger more control of their personal data. Passenger identity, if authenticated at departure could also be used on arrival by immigration authorities when required to clear passengers at a swift pace.

To enhance the transmission of information, passengers would use a digital version of their current proof of identity, allowing by then the possibility to transmit data directly to the authorized agencies (airlines, immigration, border control etc.) ahead their journey.

ID management through biometric recognition will further enhance the efficiency of the activities performed at each touchpoint. Where physical interviews still have to be legally performed, the process will allow the agent to focus on the passenger behavior as opposed to spending most of the time on verifying the passenger's biographic data.

ONE ID will further fast track the passenger process by possibly removing some of the touchpoints or shifting them off-airport. In any case it will reduce the overall process time. For ground personnel it will shift their obligation from systematically checking travel document and boarding pass to focusing on providing enhanced passenger information and support. Finally ONE ID responds to a demand from governments to have more accurate information on passengers' ID to support them in their fight against foreign terrorist suspects. The improvement of passenger data quality will be of benefit to IATA member airlines and reduce the fines associated with the transmission of incorrect data to the appropriate national authorities.

2. Vision

To create a streamlined, friction-free process that allows an individual to assert their identity, online or in person, to the required level, while maintaining the privacy of personal data and enabling significant improvements to operational efficiency and security. The introduction of identity management in the passenger process using digital identity and biometrics recognition will be delivered through true collaboration between airlines, airports and governments. Digital identity introduced at booking will improve the quality of

IATA Passenger & Facilitation	Effective date	Revision	Page
ONE ID overview	15 April 2017	0	2 of 3

passenger data transmitted to both airlines and governments. The concept should be interoperable within an airport environment and across borders.

Timeframe	Token		Support proof of ID	Necessary conditions
	Pre-departure	At airport		
2020				
2030				Interoperability within and between airports (incl. between countries)
Beyond				Digital based identity enabled

3. Project Roadmap

