Passenger Facilitation
Passenger Facilitation Program

Vision:

► An end-to-end passenger experience that is seamless, secure and efficient
IATA Passenger Facilitation Achievements 2011

Recommended Practices adopted by JPSC

- 1701a Passenger Data Harmonization
- 1701h Security Access and Egress
- 1701l International Traveler Scheme

Passenger Facilitation Campaign

- Conducted and analysis published

Implementation Guide published

- Security Access and Egress published

Industry Business Case adopted

- Security Access and Egress
- Automated Border Control
IATA Passenger Facilitation Program 2012

**Passenger Data**
- Improve the quality of data transmitted to Governments
- RP adopted by JPSC

**Security Access**
- Improve the passenger flow with existing technology and infrastructure
- 5 airport diagnosis

**Immigration**
- Expedite passengers through an automated border control (ABC)
- 10 new Airports with ABC
Key Facts and Figures

Global passengers traffic

- expected to increase by 5.8% annually
- reaching 7.2 billion in 2015

Implications

- long queues and waiting times at security Checkpoint and Immigration

Consequences

- poor image to passengers

Hiring additional resources is not always solution
The Solution

Passenger Data
- Improve quality of data to reduce transmissions and fines

Immigration
- Expedite Nationals and low risk passengers through automated border control to support global passenger traffic growth without hiring new resources

Security Checkpoint
- Improve passenger flow with existing technology and infrastructure to use space more efficiently and a possible deferment of infrastructure requirements and cost
Passenger Data
Key Facts and Figures

Advanced Passenger Information

- Passenger Data is increasingly, required by more and more governments

Airlines liability:

- Airlines are fined for missing or wrong data and for bringing inadmissible passenger into a country

Fines in 2010:

- Airlines received on average 197 fines
- Airlines paid on average US$ 286,000
The Solution

Improve Data Quality

- Understand on how Airlines currently collect and validate passenger Data
- Identify the source of error
  - The passenger
  - Travel agents
  - Frequent Traveler data base
  - Etc.
- Based on findings, establish an RP to improve collection and quality of data
Benefits

**Aircraft Operators**
- Reduce the number of transmission
- Avoid fines for mismatching data and INAD passengers

**Governments**
- Enable identification of potentially high-risk passengers
- Improve border security

**Passengers**
- Avoid denied boarding
- Avoid being inadmissible and send back home
Security Access Improvement
Key Facts and Figures

Global Security Tax 2010
- US$ 6.05 per passenger; reaching US$ 16.3 Billions of global security tax

Delays caused by Security 2010:
- Long queues at security caused 314,727 hours of delay

Through improved Passenger flow
- Worldwide security charge should remain unchanged
The Solution

RP 1701 h Security Access and the implementation guide

Pre-screening & Queuing
- Information (Poster, videos)
- Differentiation of passengers
- BCBP scanning
- Flexible queuing (tensa barrier)
- Staff allocation

Divest
- Roller bed overlap with queuing
- Roller bed aligned with X-Ray
- Staff allocation

X-RAY
- 2 X-Ray to 1 WTMD

Composure
- 2 staff (male, female) at WTMD
- Secondary not interfere with flow
- Roller bed aligned with table

Egress Seating
- Tables to re-pack luggage
- 2 chairs per X-Rays
IATAs Approach & Methodology

**Analyse**
- Conduct Pre-Analysis through questionnaire
- Visit Airport and identify root cause of long queues and low throughputs
- Establish gap analysis based on identified issues

**Improve**
- Provide a set of solutions taking terminal design, layout and configuration into consideration and establish implementation plan
- Introduce partners (IATA consulting or Strategic Partners) as needed

**Measure**
- Keep track of implementation plan to show the impact in terms of project deliverables
- Measure improvements of identified issues 6 months following implementation

**Share Progress**
- Raise awareness and educate
- Work together with the industry to report success
- Update implementation guide as required, establish documentation for self-help
Report

Individual Report

- Findings are documented
- Report is confidential
- Added value for each recommendation will be weighted, based on
  - Complexity
  - Investment
  - Duration
  - Increased throughput
### Tracking Implementation

**Color tracking**

→ Colors will be used to track the process of security access & egress improvements

<table>
<thead>
<tr>
<th>Color</th>
<th>Definition</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orange</td>
<td>Airport engaged and committed for improvement</td>
<td>Airport visit agreed, gap analysis conducted</td>
</tr>
<tr>
<td>Yellow</td>
<td>Airport visit completed and improvement planned</td>
<td>Airport agreed delivery; commitment for at least 1 improvement</td>
</tr>
<tr>
<td>Green</td>
<td>Security Access &amp; Egress improved</td>
<td>1 recommendation implemented</td>
</tr>
<tr>
<td>Silver</td>
<td>Security Access &amp; Egress improved to reflect best practice</td>
<td>All recommendations implemented</td>
</tr>
</tbody>
</table>
Benefits

Aircraft Operators
- Improved value proposition
- Shorter transit times
- Cost avoidance in take-off delays

Airports
- Improved passenger throughput
- Reduced queue length and times
- Economic benefits in retail revenue

Government
- Maintain determined level of security
- Avoid security charges increase
- Reduced size of crowds to minimizes level of threat

Passengers
- Reduced queuing times
- Less stress and hassle
- Increased discretionary time after security checkpoint
Automated Border Control
Airports with Automated Border Control

http://www.iata.org/whatwedo/stb/maps/Pages/passenger-facilitation.aspx
Key Facts and Figures

**ePassports**
- ePassports containing biometric data, facilitate automation
- I2011: 611 million ePassports were issued

**Automated Border Control (ABC)**
- Average Border Crossing can be cut from 2 – 3 minutes to below 30 seconds
Solutions for Automation

**e-Passport**

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.
Benefits

**Aircraft Operators**
- Shorter connecting times at immigration in transit
- Cost avoidance of unnecessary increase in take-off delays

**Airports**
- Reduction in queue length and times at immigration
- Process optimization with existing infrastructure

**Government**
- Process low-risk passengers quickly and cost-effectively
- Enhanced security through the use of biometrics

**Passengers**
- Reduced queuing times
- Shorter transit times
- Better Experience
- Less hassle

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