PASSENGER EXPERIENCE

DESIGNED FOR

- Automatic border control system providers
- Digital identity management and biometrics solution providers
- Airline software solutions providers (PPS, DCS, GDS...)
- Common Use solutions providers (CUSS, CUPPS...)
- Self-service providers
- Airlines / Airports / Governments

AREAS OF ACTIVITY & PASSENGER EXPERIENCE STRUCTURE
EXCLUSIVE ACCESS TO MEETINGS & WORK GROUPS

**PASSENGER EXPERIENCE MANAGEMENT GROUP (PEMG)**

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The PEMG has been created to allow the industry to focus its efforts on standards and solutions aligned to the end to end passenger process. This group is managed by IATA Director for Passenger and Facilitation, Mr. Pierre Charbonneau, and is open to IATA and A4A (Airlines for America) member airlines, Strategic Partners, Industry Stakeholders, and Governments. The PEMG drive policy and strategy for the end-to-end Passenger Process and it has established the following working groups to deliver on its vision:

- The Fast Travel group focuses on a range of self-service options and development of standards to facilitate global implementation of the six projects (check-in, bags ready to go, document check, flight rebooking, self-boarding and bag recovery).
- Technology areas such as Common Use Self-Service devices, Common Use Passenger Processing Systems and Common Use Web services are covered by the Common Use Working Group.
- The Facilitation Working Group focuses on areas of the passenger journey related to border control management, digital identity management, use of biometrics across the touchpoints, passenger data (API/PNR) and other areas of compliance with Immigration and Customs regulations.
- The Smart Security program aims to develop a more sustainable, efficient, and effective passenger screening process that strengthens security, increases operational efficiency, and improves the passenger experience.

Joining the PEMG will provide Strategic Partners with a wider scope for products and solutions that meet a range of passenger process elements. To reflect the cross industry nature of Passenger Experience, PEMG, in addition to airline organizations IATA & Airlines for America (A4A), includes representation from Airports Council International (ACI), governments & vendors.
The Fast Travel program was created to drive the implementation of self-service options to meet growing customer demands, reduce industry costs, improve the efficiency of airport infrastructure and enhance customer service.

The Fast Travel program currently covers six projects:

1. **Check-in***
   Enables passengers to check-in and obtain boarding passes using self-service channels (online/mobile/automated), thus avoiding long queues at check-in counters.

2. **Bags Ready-to-Go***
   Offers passengers the ability to print and attach their own baggage tags (at kiosks, at home or using electronic baggage tags), while also providing dedicated bag-drop options (bag-drop counters or automated self-bag drop units).

3. **Document Check***
   Enables passengers to self-scan travel documents (i.e. passport, visa, ID card, driver’s license etc.) to ensure compliance with destination and transit requirements.

4. **Flight Re-Booking***
   In case of disruption (cancelation or delay), enables airlines to pro-actively re-book passengers, offering new booking options and new boarding tokens using self-service channels (online/mobile/kiosk).

5. **Self-Boarding***
   Offers passengers the option to self-scan boarding tokens at automated self-boarding gates.

6. **Bag Recovery***
   Offers passengers the option to report mishandled bags using a self-service channel instead of waiting in line at a baggage service counter (online/mobile/kiosk).

*Mandatory Fast Travel Projects

IATA Fast Travel Awards
IATA recognizes carriers that offer four or more Fast Travel compliant solutions to **at least 80% of their passengers** with a Fast Travel Platinum Award (3 mandatory IATA projects and one additional project).

*Suppliers with solutions linking to Passenger Experience Process Steps 3-4-5-6-8-10-11 and 13 should join this group.*
COMMON USE WORKING GROUP (CUWG)

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The CUWG has been created, as a joint A4A/IATA body, to develop industry standards in three specific areas pertaining to common use: Self-service standards specifically relating to common use kiosks, overall common use passenger processing systems standards in the area of platform architecture and standardized exchange through the use of web services technology. The Group will liaise with other industry groups as appropriate, including Airport Council International (ACI).

The objectives of the group are:

- Develop process and technical standards
- Develop implementation guides that reflect best practices
- Drive technical and process innovation in the area of common use systems
- Recommend all such standards to the industry via the IATA/A4A Joint Passenger Services Conference

Bar Coded Boarding Pass (BCBP)
The BCBP project was formally closed at the end of 2010 following successful delivery. To ensure maintenance of the standard, the BCBP sub-group will report into the CUWG. The sub-group will meet on an ad-hoc basis as maintenance issues and new requirements arise.

Suppliers with solutions linking to Passenger Experience Process Steps 3-4-5-6-10-11 and 13 should join this group.

FACILITATION WORK GROUP (FWG)

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IATA has realized the value of integrating airline operations with the operations of connected stakeholders such as airports and governments with the aim of providing a seamless journey for the passenger. This group will look at how processes can be linked across stakeholder environments for the entire end-to-end passenger journey; through development and harmonization of standards, technology and policy. A special focus is given to border control management, digital identity management, use of biometrics across the touchpoints, passenger data (API/PNR) and other areas of compliance with Immigration and Customs regulations.

There are currently 2 groups that sit under the FWG: the Border Control sub-group and the One ID task force.

BORDER CONTROL SUB-GROUP (BCSG)

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- Identity Management
• Support the standardization and the use of e-passport to facilitate the validation and the recognition of passenger’s identity throughout their journey
• Strive for the simplification and the harmonization of travel authorizations (visa, eVisa, ETS etc.)
• Provide industry and regulatory standards on those area affecting the facilitation passengers (e.g. the transport of unaccompanied minors, deportees, inadmissible passengers, dual nationals etc.)

Automated Border Control
• Improve border crossing through the promotion of automated border control in order to support passenger growth and reduce waiting times without compromising security.
• Promote interoperability through bilateral/multilateral agreements and International Registered Traveler Programs
• Improve travel experience and overall cost effectiveness through the integration of other risk based facilitation initiatives

Passenger Data
• Raise awareness on international standards and guidelines for the transmission of passenger data and advocate for their proper implementation.
• Provides technical information, government regulations, government correspondence, detailed information relating to all known API and PNR programs planned or implemented
• Promote innovation and a simplification of the transmission modes.

ONE ID
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• The group works on the One ID initiative which aims to introduce a streamlined, friction-free and passenger centric process that allows an individual to assert their identity, online or in person, to the required level at every process step while maintaining privacy of personal data. This will remove repetitive processes of travel tokens (boarding passes, passports, etc.) being presented by the passenger to many different stakeholders for different purposes across the end to end passenger experience.
• This will be supported by the use of biometric recognition systems, identity management platform, mobile technologies, data security and other technological advancements.
• This will also be supported by the development of a trust framework amongst the different stakeholders
• The group works toward the standardization and harmonization of frameworks, processes, data model, and data interchange protocol to expedite and maximize the benefits for all.

Suppliers with solutions linking to Passenger Experience Process Steps 1-3-4-5-7-12 and 14 should join this group.

SMART SECURITY
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Smart Security, a joint initiative of IATA and the Airports Council International (ACI) envisions a future where passengers proceed through security with minimal inconvenience, where security resources are allocated based on risk and where airport facilities are optimized. This will be achieved through the introduction of risk-based security concepts, advanced screening technologies, and process innovations. While there is no formal Working Group at this time, there are several opportunities for Strategic Partners to become involved:

• We occasionally host information days, workshops and other events to create awareness and transfer knowledge of Smart Security solutions.
• Strategic Partners will have access to the Smart Security Extranet which hosts a wide range of Smart Security concept documentation, guidance materials, information papers, and more.
• The Smart Security secretariat will happily work with solution providers who have content to contribute to Smart Security documentation.

ADDITIONAL STRATEGIC PARTNERSHIPS’ BENEFITS

BRANDING
• Recognition as a valuable supporter of IATA and the air transport industry
• Inclusion in the IATA Strategic Partnerships online directory
• Exclusive usage of the IATA Strategic Partnerships logo
• Promotion through the electronic quarterly newsletter, the Partner Brief, viewed by thousands of aviation industry contacts
• Monthly posting of Strategic Partners’ press releases on the IATA website

IATA CLEARING HOUSE DISCOUNT
Strategic Partners receive a substantial discount upon joining the IATA Clearing House:
The IATA Clearing House (ICH) provides the means to settle all the billed items sent to and from airlines around the world. Used by more than 400 airlines either directly or via special links, the ICH settles around USD 50 billion of interline billings every year. Its efficiency is so great that airline cash and settlement requirements are reduced by around 75%, and risks for all participants are minimized.
http://www.iata.org/services/finance/clearinghouse/Pages/index.aspx

PUBLICATIONS
Partners may purchase publications at a preferential rate: www.iata.org/publications

COURSES
Strategic Partners may attend, at a reduced fee, IATA training courses: www.iata.org/training
Strategic Partners may receive 55% discount on the first 2 seats per year to any IATA classroom course (subject to availability).