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.

Mobile Device Enrollment
- **Scan Photo ID**: Traveller begins enrolment and scans Identity Document (Canadian ePassport, Provincial Digital ID or Physical Drivers License) on mobile device.
- **Identity Verification**: Mobile device confirms authenticity/validity of identity document.
- **Facial Image Verification and match**: Mobile device captures live photo of Traveller for future use at touchpoint via created token.

In-Airport Touchpoints
- **Consent for Biometric Processing**
- **Bag Tag/Boarding Pass Printing**: Traveller uses facial matching technology at kiosk to print bag tags or paper boarding pass, if desired.
- **Baggage Drop**: Traveller loads their tagged luggage on to the baggage carousel.
- **NEXUS ID Verification**: Traveller uses facial matching technology (their face) to verify ID and permit entry into Verified Traveller Lane.
- **Biometric Boarding Gate**: Traveller uses facial matching technology (their face) for boarding.

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