WPS: PASSENGER EXPERIENCE & AIRPORT

Co-host Airline:
United
IATA
Thursday, 26 October

**WPS: Passenger Experience & Airport**

09h00 – 10h15  **Digital Identity – Contactless Travel**
Panel of lead innovators in One ID implementations will share their experiences around biometrics and digital identity trials and implementations. The panel will discuss lessons learned and explore what is next by looking into common challenges and opportunities for the industry.

Moderator: **Louise Cole**, IATA, Head Customer Experience & Facilitation
- **Derwin Cady**, Air Canada, Manager, Airport Technology & Innovation
- **Ricardo Vidal**, British Airways
- **Matthew S. Davies**, U.S. Customs and Border Protection, Executive Director, Admissibility and Passenger Programs Office of Field Operations

10h15 – 10h30  **Sponsored Slot: Biometrics (Vision Box)**

Keynote: **Jeff Lennon**, Vision-Box, VP Strategic Sales & Global Partnerships

10h30 – 11h15  **NETWORKING BREAK**

11h15 – 12h15  **Industry/government partnerships – the future of pax data**

Keynote and a Fireside Discussion with government experts on border regulation on the digitalization of admissibility and pre-clearance using digital identity and removing the need for the airline to broker pax data. What needs to occur to encourage more States to move to pre admissibility with digital identity?

12h15 - 12h30  **Sponsored Slot: Passenger Data**

12h30 – 14h00  **NETWORKING LUNCH**
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14h00 – 14h20  **Aligning Airport Infrastructure to meet Customer Needs**
Chicago O’Hare Airport has embarked a multi-dimensional project that will transform O’Hare into a premier international hub to meet the evolving needs of customers through the 21st century and beyond. Concepts and strategies will be shared on how such issues as accessible design, sustainability, and resilience are being addressed and what improvements the transformation will bring to the customer experience.

Keynote: **Tracey Payne**, City of Chicago Department of Aviation, Chief Admin Officer

14h20 – 14h40  **The Reinvention of Lima Airport**
Lima Airport Partners is constructing a 40m passenger terminal and other new infrastructure. This presentation will provide insights on the operational concepts and new processes and technology that will be used at the new terminal and how airport connectivity and the customer experience be changed.

Keynote: **Norbert Onkelbach**, Lima Airport Partners, Chief Commercial Officer

14h40 – 15h00  **Building a Sustainable Airport**
The largest greenfield airport project in Europe will be built with environmental sustainability embedded into its design and operating model. This presentation will explain the decarbonization strategies and best practices that are being incorporated into the design of a new environmentally sustainable passenger terminal.

Keynote: **Antoinette Nassopoulos-Erickson**, Foster + Partners, Senior Partner

15h00 – 15h30  **The Challenges of Transforming the Airport Experience**
The three airport project speakers will join for a brief discussion on the common challenges of executing major airport projects that address customer needs.

Moderator: **Manuel Lanuza**, IATA, Manager Airport Development
- **Tracey Payne**, City of Chicago Department of Aviation, Chief Admin Officer
- **Norbert Onkelbach**, Lima Airport Partners, Chief Commercial Officer

*Times are subject to change*
Wayfinding – Creating an informed Passenger Journey

Passenger journeys are becoming more complex with larger terminals and more “thing to do”. While this may be seen as enhancing the passenger experience it can also create friction when it comes to getting the passengers to and from the aircraft in a safe and efficient manner. The presentation will look at how breaking down the journey by steps as well as personas is important to understand the friction and how good planning and technologies can help remove it.

Leveraging technology to improve Baggage Handling Performance for Customers

Panel discussion on how baggage handling and security can be improved through technology.

15h30 – 16h15

16h00 – 16h30 NETWORKING BREAK

16h30 – 17h30 Joint WFS and WPS Closing Plenary