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Chicago, USA  
25 – 26 October 2023

# WPS: PASSENGER EXPERIENCE & AIRPORT



Co-host Airlines:



# IATA WORLD FINANCIAL SYMPOSIUM

# IATA WORLD PASSENGER SYMPOSIUM

## Thursday, 26 October

### WPS: Passenger Experience & Airport

Room: **E451 b**

#### Master of Ceremony

- **Harry Grewal**, Director, Airport Infrastructure & Customer Experience, IATA

**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: **Youn Kim**, Manager, Customer Experience, IATA

- **Derwin Cady**, Manager, Airport Technology & Innovation, Air Canada
- **Ernest Eustace**, Associate Director Enterprise Architecture, Greater Toronto Airports Authority
- **Matthew S. Davies**, Executive Director, Admissibility and Passenger Programs Office of Field Operations, U.S. Customs and Border Protection
- **Ricardo Vidal**, Head of Innovation, British Airways

**10h15 – 10h30**

#### DTC & Seamless Travel. The Future Now

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

Session sponsored by:



**10h30 – 11h15**

#### NETWORKING BREAK

**11h15 – 12h30**

#### 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?

Moderator: **Karine Boulet Gaudreault**, Senior Manager Passenger Facilitation, IATA

- **Christiane Dermakar**, Traveler Identification Programme (TRIP) Technical Officer, ICAO
- **Ignacio Zozaya**, Head of Coordination Office, European Border and Coast Guard Agency
- **Michelle Wilson**, Senior Technical Advisor, USA Gov Transportation Security Administration

**12h30 – 14h00**

#### NETWORKING LUNCH

#IATAWPS #IATAWFS



# IATA WORLD FINANCIAL SYMPOSIUM

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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 21<sup>st</sup> 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.

- **Tracey Payne**, Chief Administrative Officer/Managing Deputy Commissioner, City of Chicago Department of Aviation

**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 might airport connectivity and the customer experience be changed.

- **Norbert Onkelbach**, Chief Commercial Officer, Lima Airport Partners

**14h40 – 15h00**

#### **Building a Sustainable Airport**

Centralny Port Komunikacyjny (CPK) will be the largest greenfield airport project in Europe to 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 with reference to the ADRM Sustainability guidance.

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

**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**, Senior Manager Airport Development, IATA

- **Norbert Onkelbach**, Chief Commercial Officer, Lima Airport Partners
- **Szymon Kachniarz**, Senior Project Manager – Architect, CPK
- **Tracey Payne**, Chief Administrative Officer/Managing Deputy Commissioner, City of Chicago Department of Aviation

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15h30 – 16h15

**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.

- **Chris Chalk**, Global Aviation Sector Leader, Mott MacDonald

**Leveraging technology to improve Baggage Handling Performance for Customers**

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

Moderator: **Harry Grewal**, Director, Airport Infrastructure & Customer Experience, IATA

- **Jason Odey**, Director of Global Baggage Excellence, Air Canada
- **Jasper Quak**, Managing Director, BAGTAG
- **Nicholas Lisle**, Director, Director-Airport Operations Performance & Execution, United Airlines
- **Rick Nagy**, Principal Product Manager, Alaska Airlines

16h15 – 16h30

**NETWORKING BREAK**

16h30 – 17h30

**Joint WFS and WPS Closing Plenary**