Passenger Experience

Louise Cole

Head Customer Experience
and Facilitation

Passengers want more convenience, digitization & biometrics are the key

75%
to use biometrics instead of passports or boarding passes

83%
willing to share immigration data (e.g. passport, visa, health questionnaire, etc.) to expedite airport process

- The 2022 Global Passenger Survey (GPS), told us that travelers top concerns for travel in the post-COVID crisis period are focused on simplification and convenience.

- Travel during COVID-19 was complex, cumbersome and time consuming due to government-imposed travel requirements. Post-pandemic, passengers want improved convenience throughout their trip. Digitalization and use of biometrics to speed up the travel journey is the key.

- 75% want to use biometrics instead of passports or boarding passes

- 83% willing to share immigration data (e.g. passport, visa, health questionnaire, etc.) to expedite airport process

IATA One ID

Using Digital Identity technologies to transform the customer experience with:

- Contactless travel through biometric enabled identification

- Digitalization of admissibility in advance of travel

Arrive at the airport **Ready to Fly**

- Under the One ID initiative airlines are working with IATA to digitalize the passenger experience at airports with contactless biometric-enabled processes.

- Programs for contactless travel are already underway in various airports enabling travelers to move through airport processes such as boarding without producing paper documentation because their boarding pass is linked to a biometric identifier.

- But in many cases travelers still have to prove their admissibility at a check-in desk or boarding gate with physical checks of paper documentation (passports, visas and health credentials for example).

- The Digitalization of Admissibility standard will advance the realization of One ID with a mechanism for passengers to digitally obtain all necessary pre-travel authorizations directly from governments before their trip. By sharing the "OK to Fly" status with their airline, travelers can avoid all on-airport document checks.

One ID:
Contactless Travel

Passenger is offered a **Contactless Travel** experience for their journey.

Passenger is issued **Trusted Digital Identity*** Verifiable Credentials (VCs) to their **digital identity wallet**

Passenger **shares** required data from digital wallet **directly** to relying party (airline, airport or authority)

Relying party verifies the data as **trusted** and prepares for the Contactless Travel Journey

Passenger's identity is verified using **biometric recognition** at contactless airport touchpoints.

* Once stored in the digital identity wallet, the credentials can be re-used for their validity unless revoked.

IATA

Designed for international or domestic air travel, the recommended practice for Contactless Travel will allow passengers to use biometric data for their identity verification throughout the process in full respect of their privacy and protecting their personal data. This removes the need for passengers to physically present documents, at various touchpoints where proofs of identity or eligibility are currently required (e.g., bag drop, security, and boarding).

The underlying digital identity technology, means that passengers will be able to store their trusted biometric image in their digital wallet and then chose to share it when they travel to make their journey seamless and contactless. In the future, these credentials could be shared for the entire journey, extending beyond the airline and airport and onto hotels, car rental companies or anywhere where a passenger has to prove their identity in order to receive a service.

One ID:
Digitalization of Admissibility (interim state)

Passenger uses an app to derive proof from government issued documents (e.g passport, visa) that are issued to the passenger's **digital identity wallet** as verifiable credentials (VCs)

Passenger shares required information as VCs from digital identity wallet **directly** to airline as part of check in process (e.g. online in advance or at a kiosk in airport)

Airline verifies the data as **trusted** and confirms that the passenger **meets the requirements** for travel through digital document checking
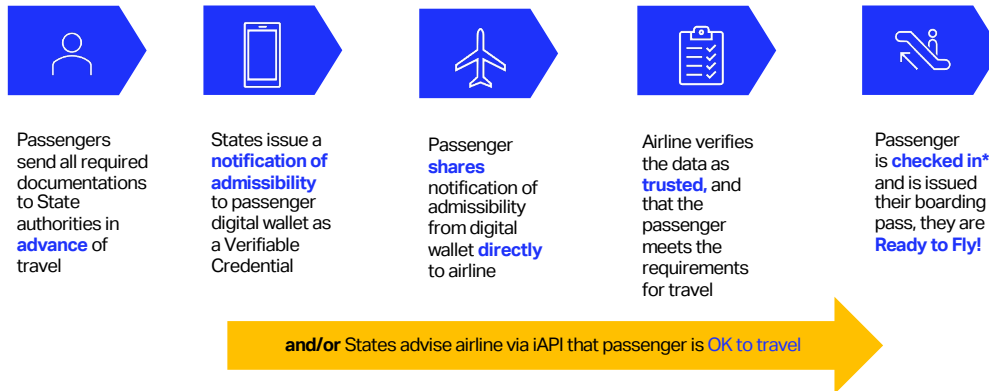
Passenger is **checked in*** and is issued their boarding pass, they are **Ready to Fly!**

*On the assumption that all other check in conditions are met

IATA

In September this year, the Industry Passenger Services Conference endorsed the recommended practice of digitalization of admissibility. This industry standard will bring the aim of having travelers arrive at airports ready-to-fly one step closer to reality. It enables travelers to digitally prove admissibility to an international destination, avoiding a stop at the check-in desk or boarding gate for document checks for passports and visas. Where regulations require airlines to check that passengers have the right documents needed for their journey, the process can be digitalized and fully automated where the passenger can, using the digital identity wallet, create proofs of holding the passport and visa needed for the journey and to share these proofs with the airline. In turn, this enables airlines to automate the checking of these documents, removing human error and data errors in the process and having confidence that their passenger meets the requirements.

One ID:
Digitalization of Admissibility (end state)

Passengers send all required documentations to State authorities in **advance** of travel

States issue a **notification of admissibility** to passenger digital wallet as a Verifiable Credential

Passenger **shares** notification of admissibility from digital wallet **directly** to airline

Airline verifies the data as **trusted,** and that the passenger meets the requirements for travel

Passenger is **checked in*** and is issued their boarding pass, they are **Ready to Fly!**

and/or States advise airline via iAPI that passenger is OK to travel

*On the assumption that all other check in conditions are met

IATA

6

Key Principles for One ID

Process is **paperless**	Passengers **own and control** their data	Verifying parties should request **only the minimum data** required to complete the transaction
Biometric recognition systems should allow the passengers to be recognized throughout the process	Passengers can opt in to **advance sharing** of digital identity information and/or have a biometric-enabled end-to-end digital experience	Passengers must have the ability to **opt out** at any stage for manual processing

IATA

- The key principles for One ID:
  - o Process is paperless and it takes place off-airport - passengers arrive at the airport '**ready to fly'**
  - o **Data security and privacy**: Passengers **own and control their data**: pax provide an an informed **consent** to share their of their digital identity data that is required to travel with any parties
  - o Verifying parties should request only the minimum data required to complete the transaction
  - o Biometric recognition systems should allow the passengers to be recognized throughout the process, at a walking pace and without any physical exchange of documents
  - o Passengers can opt in to advance sharing of digital identity information and/or have a biometric-enabled end-to-end digital experience and
  - o can choose traditional manual processing as per traditional practices, Passengers must have the ability to opt out at any stage of any One ID biometric processing

- The new admissibility standards have been developed to protect passengers' data and ensure that travel remains accessible to all. Passengers remain in control of their data and only credentials (verified approvals, not the data behind them) are shared peer-to-peer (with no intermediating party). This is interoperable with the International Civil Aviation Organization's (ICAO) standards, including those for the Digital Travel Credential. Manual processing options will be retained so that travelers will have the ability to opt out of digital admissibility processing.
- Travelers can be confident that this process will be both convenient and secure. A key point is that information is shared on a need-to-know basis. While a government may request detailed personal information to issue a visa, the only information that will be shared with the airline is that the traveler has a visa and under which conditions. And by keeping the passenger in control of their own data, no large databases are being built that need protecting. By design we are building simplicity, security and convenience.

Thank you

Louise Cole
Head Customer Experience
and Facilitation