DAY 2
FOUR PATHWAYS

- Transforming Airport
- World of Interactive Data
- Seamless Journey
- Aircraft Experience
The Transforming Airport

Distributed Airport Infrastructure

Airport infrastructure; Creating greater choice and convenience for passengers is driving the trend for off-airport facilities.

✓ Is there a balance to be struck between investment and passenger experience?
✓ Find out the elements that could be moved away from the airport – what is already being done?
✓ Understand the benefits and solutions in terms of infrastructure requirements.
✓ What are the actions / commitments necessary from different stakeholders to ensure processing can progressed off-airport.

Planning and Designing the Optimal Passenger Terminal

Understand the latest developments and tools for Passenger Terminal Planning and Design.

✓ Understand the objectives and uses of Level of Service (LoS).
✓ Be aware of how it has changed and the four categories now used to assess infrastructure.
✓ Become familiar how it is applied including defining peak periods and using LoS parameters.
✓ Understand that LoS is an input to the design and planning process and should not be confused with SLAs.
✓ Service Level Agreements (SLAs) measure the performance of facilities and assets on an ongoing basis.
✓ Understand the benefits of an SLA and what features constitute ‘best practice’.

Go Autonomous – Because We Can Or Because We Need To?

Autonomous solutions, virtual and augmented reality is fast developing and shall become common place in many industries. These technologies offer efficiencies badly needed at many airports and so our vision is for an industry-wide commitment to ‘going autonomous’.

✓ Discover the business benefits that have been gained from pilot projects.
✓ Consider governance structures, interoperability and technology standards, and safety and commercial frameworks, the air transport industry must set.
✓ Challenge ourselves on the speed at which we pave the way for the methodical adoption of autonomous technologies.
✓ Understand the need for our industry to do this to retain its relevance in a competitive transport market.

A-CDM Moving To Total Airport Management

A-CDM is now common place at many major airports but what does the future for A-CDM hold:

✓ Find out about ‘best practice’ implementation for A-CDM.
✓ What is the future development of A-CDM?
✓ What do we see happening in the future where A-CDM concepts are expand across the ramp and terminal areas?
✓ What could Total Airport Management look like?
Maximize the Use of Data to Deliver Innovative and Transformational Business Opportunities – Industry Architecture and the Role Of Models

In the Session we will explore industry architecture and formal industry models in enabling agile transformation, practical use of models in current in standards development projects and associated lessons learnt, and their value when enabling new capabilities and facilitating interoperability between airlines and airports, or airlines and other modes of transport.

Get It, Track It, Give It, Tell It

In the first part of this session we examine the state of the industry for Resolution 753. Where does our industry stand in comparison to the needs of the passenger as revealed in the IATA Global Passenger Survey.

In the second part of the session an invited airline will present their implementation of resolution 753. We will learn how the airline has interpreted the resolution and how their implementation plan was created and taken to reality.

In the final part of the session we will hold a panel to discuss the how airlines can move forwards if they are not already compliant with the resolution. What are the strategies available to them for a successful implementation?

Making the Bag Digital

What is digital? The first part of this session will take an outside industry view of the digital environment. What assets are digital today, and how does being digital make a difference.

The second part of this session describes how the baggage journey can be made into a digital one. What are the benefits of this transformation for the airline and the customer? How do we link the digital bag to the actual bag? We will examine the use of RFID in linking the bag to the actual bag, and how a rich digital picture of the operation can enable real time reaction to real time events.

Finally, we will look at the elephant in the room. What happens when the digital world breaks and the link to the bag is lost, through common digital issues. How can airlines retain their operational capability when the network fails.

Live the experience of personalization throughout the passenger journey

Air transport is no longer just about the flight, it’s about the complete journey from home to end destination. Empowering the passengers through trusted and reliable communication that will enable a seamless, secure and efficient experience is now a requirement.
Opportunities and Impacts of ONE Order at the Airport

ONE Order promises to enhance delivery of end-to-end travel products so that Airlines can sell more through simplified delivery and accounting. With the replacement of industry artefacts such as PNRs and E-Ticket/EMD by a structured retail-style Order record, our industry processes will get closer to the standard of e-commerce. So what will be the impact for airport delivery providers? What new opportunities airports can leverage from this initiative? By when will it happen?

Managing passenger’s travel document check and identity using mobile technologies

Checking passengers travel documents and verifying their identity is a painful for both passenger and airlines, while limiting the effectiveness of self-service check-in. While much progress has been made over the last 10 years, the move to mobile and web check-in is causing its own issues in this area.

Implementing mobile document scanning on airlines mobile apps and websites is being rolled out slowly but is mostly limited to capturing passport data, which then powers automated document check as well as ensuring the integrity of API data. While this bring many benefits, mobile document scanning promises so much more, such as fraud detection, scanning of other documents such as visas, ID and other documents. It can also be used to verify the passenger’s identity by comparing the data on the passport chip with a selfie taken by the traveler. This could be used to recognize passengers when they enter the airport, enhancing other self-service solutions, and could be used to speed up the security and immigration. The technology is proven and ready to be implemented today, so what are you waiting for?

During this session we will explore the practicalities of document scanning including:

- How to implement document scanning.
- Options and benefits.
- The experience of airlines who have done it.
- How could the ID check be performed, could it be used as the boarding token, what would this take.
- Roles of airports, immigration and security.

Identity management and biometric recognition – a revolution in passenger processing

The Session will look at projects and initiatives leveraging biometric recognition technology, aiming to make the passenger journey more seamless, efficient and secure. Looking at the integrated approach and solutions that applies horizontally across the whole process from booking to destination; provide an understanding of the technologies that will enable this revolution, and the legal aspects including privacy and data protection.

From here to there and back again, a Bag’s tale

The future of baggage handling is services. Services have the possibility to expand an airlines baggage business considerably whilst also answering passenger needs. The beginning of this journey are baggage collection and delivery services, which enable passenger to travel without having to carry a bag to and from the airport. Additional services, such as delivering the bag with additional items like completed laundry or bread and milk will be developed as entrepreneurs seize opportunities to develop new businesses.

In addition to discussing the opportunities that a move to service delivery offers, the session will touch on the necessary infrastructure that is needed to enable these services to be delivered. This includes accessible sources of information that allow passengers to see what is available to them and business to deliver the services that passengers purchase.

The final part of the session will be an airline discussing how they could take the concept of services forward, how they can be integrated into the operation to benefit both their bottom line and the passenger experience.
Future Aircraft and Impact on Airport Operations

Airport compatibility is an important design driver for aircraft that has to be realized simultaneously with other requirements. Making airport turnaround processes much easier and faster than today contributes to better aircraft utilization, passenger satisfaction and crew working processes.

Some examples of how aircraft design and equipment influences future airport operations:

- Better airport environment through lower noise and emissions.
- Enhanced taxiing systems (electric landing gear drives or pilot-controlled tractor “Taxibot”).
- Electric business aircraft, perhaps also smaller regional aircraft will start operating within the next 10 to 15 years and will require recharging infrastructure.

Airline Connectivity Leadership: Successfully Driving Results on Very Different Paths

APEX CEO Joe Leader will lead an airline-centric discussion focusing upon how airlines are successfully driving results on very different paths. The panel will include a successful globally connected airline, a growing boutique airline, a full-service low-cost hybrid, a connectivity-driven LCC, and a successful regional player leveraging Near-Fi. Each path provides a different opportunity for airline success. The advantages and disadvantages of each path will be openly discussed in an interactive manner with the audience.

Transforming the On-Board Experience to Provide Ancillary Value to Airline Passengers

APEX Media Director Maryann Simson will lead a panel of top technology presenters on the newest transformational changes. The first tech company will start on IFE integration techniques to maximize benefit to passengers as they make ancillary choices on board. Next, the app approach will center around bring your own device approaches through passenger engagement. Afterwards, a leading augmented reality and virtual reality company will demonstrate different implementation options. Finally, a top connectivity provider will show how a hybrid connected model increases and enhances the passenger experience. After the brief presentations, the panels will engage in an interactive discussion and debate on the merit of each approach.

Understanding the Global Airline Ancillary Techniques to Best Serve Passengers

APEX CEO Joe Leader will demonstrate best in class ancillary techniques to optimize the passenger experience. A group of the five leading providers of ancillary technology and service providers will then present the APEX Top 5 Ancillary Drivers to Passengers for 2018.