Passenger Facilitation

“A end-to-end passenger experience that is secure, seamless and efficient”
Key facts and Figures

Global passengers traffic
- expected to double by 2035
- reaching 6 billion in 2035

Implications
- Long queues and waiting times at each steps of the passenger journey

Consequences
- Poor image to passengers
- Delays and high costs for the airlines

Faster process and additional resources are needed
Passenger of Today and Tomorrow

- Independent
- Self-service attitude
- Always informed and connected
- Continuously moving without interruption or delay
- Higher expectations on products and services
Air travel grows with regional disparities

Source: IATA/Tourism Economics 'Air Passenger Forecasts'
FT solutions have enhanced passenger process
Put yourself in the Passenger’s shoes
I want everything to go smoothly on my day-of-travel.

I’m willing to give more information in order to speed up checks.

I’d rather be shopping than queueing at the airport.

Having Wi-Fi onboard would be so convenient.
Respondent’s Profile

- 6% 18 – 24 yrs
- 22% 25 – 34 yrs
- 24% 35 – 44 yrs
- 22% 45 – 54 yrs
- 15% 55 – 64 yrs
- 10% 65 & older

- 38% Female
- 62% Male
Passenger satisfaction level at the different touchpoints
What is one aspect that will improve your travel experience?

- Under 24: Inflight Wi-Fi
- 25 – 44: Receive timely e-notifications
- 45+: Attentive Cabin Crew
As appetite for tech is higher than ever
Passengers expect an unparalleled experience
Industry needs to be more agile
And be open to re-think the current state
Knowing what passenger preferences and expectations are help us drive significant transformative change in the end-to-end travel journey.
Shift off-airport

Streamlining passenger process

Data sharing culture

Inflight experience
Can queues be a thing of the past?

Queuing more than 10 minutes at security is no longer acceptable --- people want to keep moving.
The security dilemma: Could I keep them on?

Top 3 elements of security that need improvement

- Removal of shoes, belts and jackets (59%)
- Removal of laptops and other large electricals (51%)
- Variation in screening process at various airports (47%)
Eliminate duplication

Top 3 areas that improve transfer experience

Ensure that you only have to pass security once (74%)
Ensure that you only have to pass border control once (52%)
Improve airport facilities (35%)
Passenger Experience

End to end passenger integrated process
End to end passenger process in 2025

Pre-Travel
- Check-in
- Doc Scan
- Ticket Issuance
- Passenger data

Enrolment
- Authentication & Enrolment

Bag Process
- Customs
- Flight Rebooking

Immigration
- Pre-clearance
- Airside Access

Bag Collection
- Random
- Customs

Boarding

Security
- Screening
How to get there?

- Capture of biometric data
  - Before arriving or at airport
  - Passenger ID checked once only
  - Passenger automatic recognition at every touchpoint

- ICAO recommendations
How a Single Token could look like?

- Authenticate your (mobile) passport
- Associate your ID to a Token
- Associate biometric to biographic data
- Present your token at touchpoints
- Walk through the airport seamlessly
- Privacy by design must apply
Go ahead, make use of my data

85% would be happy to provide additional information to speed up process checks required by governments
ONE identity

- Notarized digital identity
- Biometric data to confirm an individual’s identity
- Federated process to deliver enhanced security
- Trust framework across multiple stakeholders to improve facilitation and security
Enrollment

Step 1

Step 2

Step 3

Step 4

Step 5
Verification

Step 1

Step 2

Step 3

Step 4
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