Biometrics: The Value of Recognition

Pierre Charbonneau, Director
IATA - Passenger Experience and Facilitation
Introducing... the scope of global aviation

- 4.4 billion passengers
- 3,759 airports
- 31,717 aircraft
- 45,091 routes
- 170 ANSPs
- 1,303 airlines
Every day...

- 12 million passengers
- 120,000 flights
- $18.8 billion worth of goods carried
Demand for air travel to double over the next 20 years

Global passengers (billion, O-D basis)

- **Constant policies scenario**
- **A Pick-up in Protectionism**
- **Policy stimulus and market liberalization**

Source: IATA/Tourism Economics
Being notified about our flight or bag status is important — with a human touch when disruption happens.

We want to make the most out of the in-flight experience.

Let us travel simple and efficient, conscious and paperless.

Fast, intuitive and self-serviced airports experience is what we want.
PASSENGER SATISFACTION THROUGHOUT THE CUSTOMER JOURNEY

2018 Global Passenger Survey Highlights. © Copyright International Air Transport Association. All rights reserved.
65% of passengers are willing to share additional personal information (e.g. address of destination, travel purpose, picture) to speed up their processing at the airport

vs 70% in 2017

I WANT TO PROTECT MY PRIVACY

SEAMLESS JOURNEY
SEAMLESS JOURNEY

PAPERLESS EXPERIENCE IS WELCOME

45% of air travelers choose biometric identification as a replacement of their passport.
I don’t want:
- Security screening 57%
- Pick up and re-claim my bag 56%
- Immigration 53%

I want:
- Notifications about my baggage 49%
- Efficient transfer (train, high-speed walkways) 42%
- Notifications related to the connection 42%

2018 Global Passenger Survey Highlights. © Copyright International Air Transport Association. All rights reserved.
Acceptable waiting time for baggage delivery or immigration/customs is 10 minutes
DIGITAL INNOVATION AT BORDERS

Satisfaction with e-gates:

- Overall experience: 74%
- Faster than regular immigration kiosk: 72%
- Intuitive: 65%
- Enhances security: 53%

2018 Global Passenger Survey Highlights. © Copyright International Air Transport Association. All rights reserved.
Let’s break the silos
What could be the Process?

- A biometric single token
- An Integrated Identity Management

Authentication and then verification of the passenger’s identity through the various steps of the process, from pre-travel to departure to transfer, arrival and back again
A fundamentally different approach

Legacy process
- At every touchpoint
  - Who are you?
  - Are you who you say you are?
  - How do we handle you?

Digital process
- As early as possible in the process
  - Who are you?
  - Are you who you say you are?

- At every following touchpoint
  - We recognize you and already determined how to handle you
Key elements

- Fast and easy identity authentication and verification
  - As early as possible in the process

- Govern a multi-party collaboration.
  - For stakeholders to trust the data and its use

- Trusted, digital identity
- Identity Management Platform (IMP)
- Operational Framework
- Biometric Recognition

Digital ID Concept

Share, (re)use passenger information in a collaborative and trusted manner

For instant identity verification throughout the processes, removing the need for physical documents and credentials
Passenger data confirmed & ID verified

Bag Drop

Security Access

Border Control (outbound)

Border Control (inbound)

Authorization to travel on flight back

Self-boarding

a single biometric travel token through all travel touchpoints
And beyond …

- Application at Transfer: disembarkation, recognition of passengers, border controls if applicable, security screening and boarding

- Application through various travel scenarios, both domestic and international

- Application to broader travel and tourism industry
What challenges do we have to overcome?

Harmonization

Recommended Practices, Standards

Interoperability
Next Steps

Engage with industry to achieve **harmonization and global interoperability**

- Development of Industry Guidance documentations and Recommended Practices
- Assess needs (Gaps, Standard?) and role in achieving interoperability

Discuss plan to **accelerate adoption**

- Workshops, showcase events
- Engage and support to showcase feasibility via an end to end cross border pilot
- etc.
Thank you

Pierre Charbonneau
charbonnep@iata.org
www.iata.org