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# The Passenger of Today and Tomorrow

**Nick Careen**

*IATA Senior Vice-President – Airport, Passenger, Cargo and Security*

Strengthening Aviation Security through Improved Traveller Identification



Independent

Self-service attitude

Continuously moving without interruption or delay

Always informed and connected

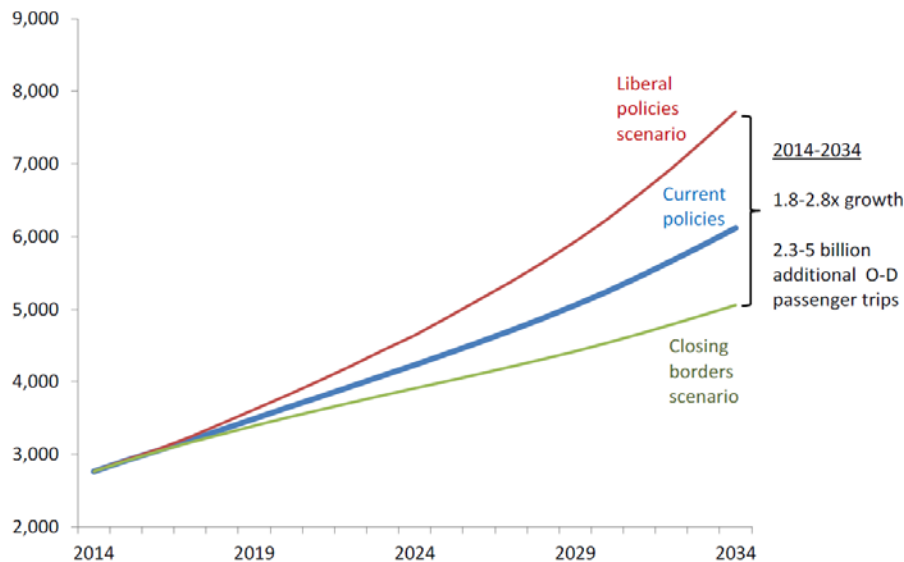
Higher expectations on products and services



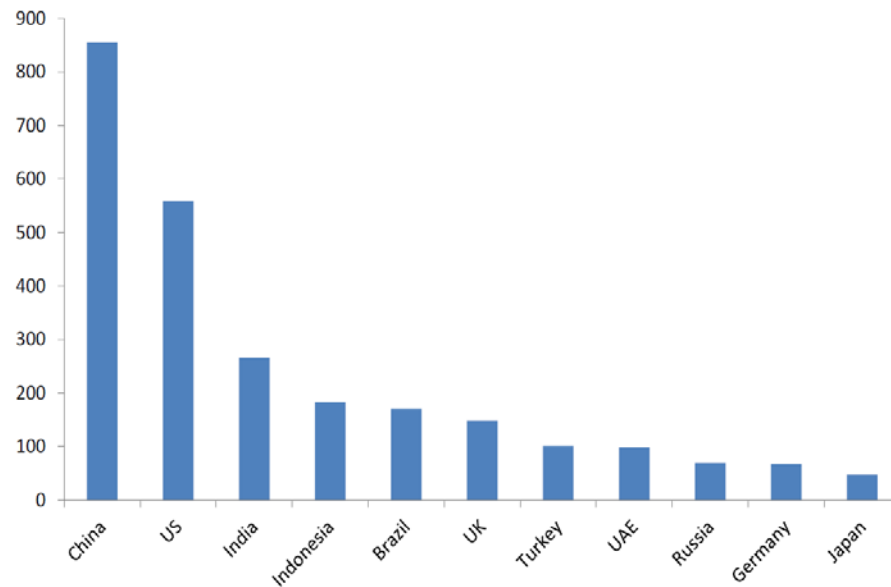


# Air travel grows with regional disparities

Outlook for worldwide O-D passenger trips, million



Additional million O-D passengers a year by 2034





# Fast Travel solutions, enhanced passenger process





I want everything to go smoothly on my day-of-travel

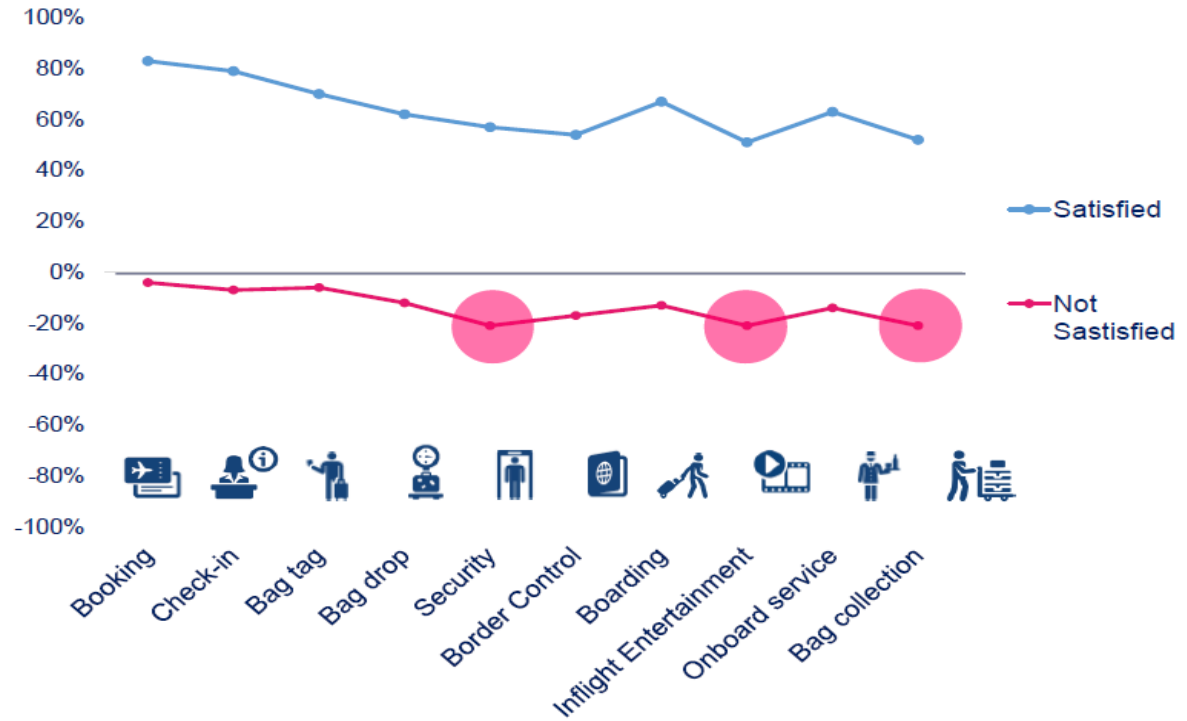
I'd rather be shopping than queueing at the airport

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

Having Wi-Fi onboard would be so convenient



# Passenger satisfaction level at the different touchpoints





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# Can queues be a thing of the past?

Ready to Fly

Queuing more than 10 minutes at security or immigration is no longer acceptable -  
People want to keep moving





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# PASSENGER DATA – WHAT IS IT? AND HOW IS IT USED?

Electronic data concerning passengers' identity (API) or travel reservations (PNR) which may be used by public authorities.

IATA asks itself why there are still long lines when all the data has been provided in advance.





## IATA asks Governments to enhance use of the ePassport



LDS 2.0 – Digitizing the passport booklet



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Streamlining  
passenger process

# The security dilemma: Could I keep them on?

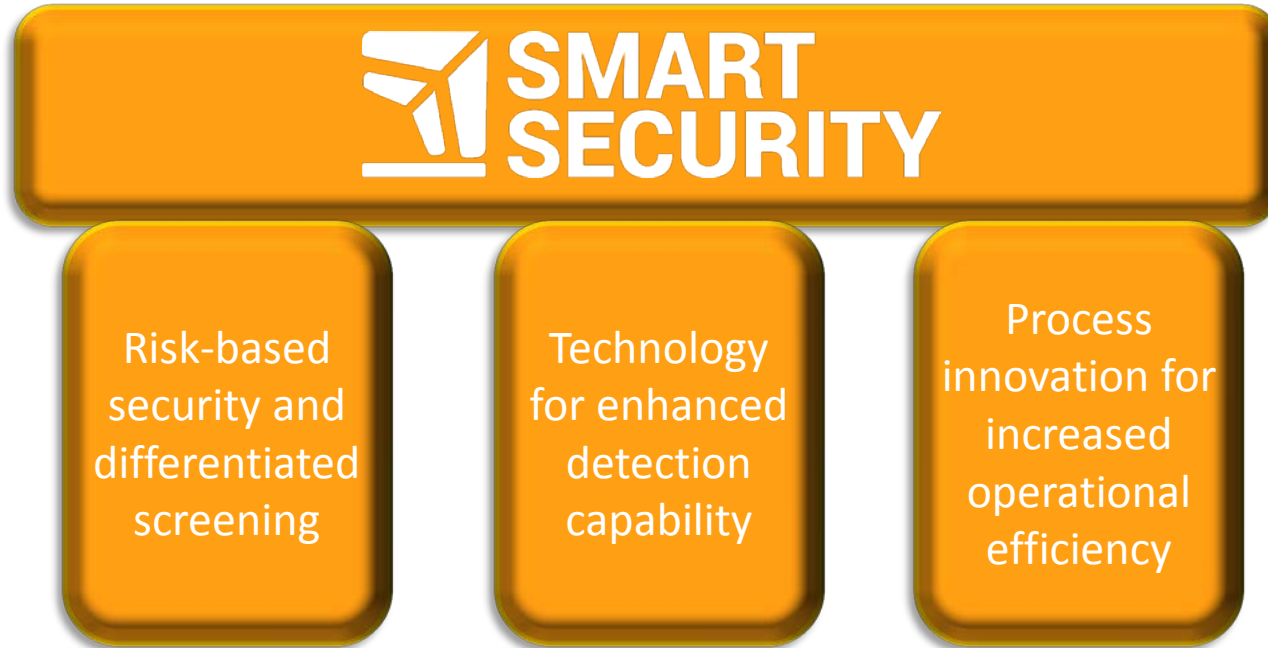
Top 3 elements of security that need improvement

Removal of shoes, belts and jackets (59%)

Removal of laptops and other large electricals (51%)

Variation in screening process at various airports (47%)

# The three pillars of the solution





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**Streamlining  
passenger process**

# Eliminate duplication

Top 3 areas that improve transfer experience

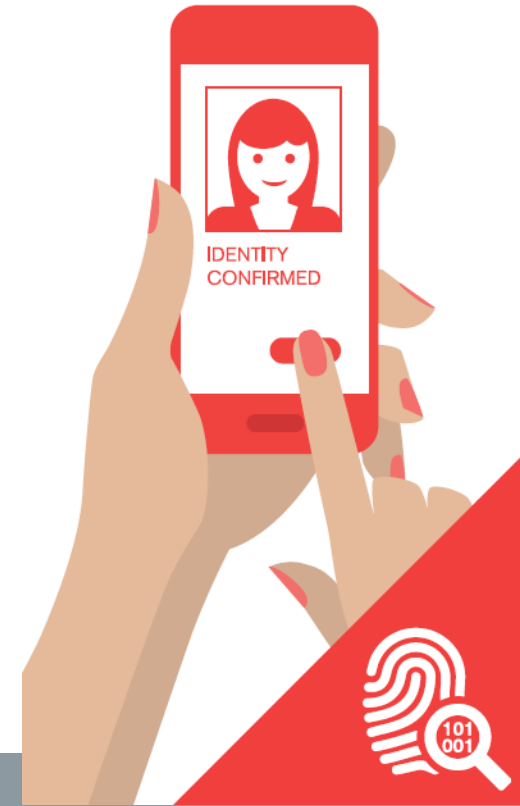
Ensure that you only have to pass security once (74%)

Ensure that you only have to pass border control once (52%)

Improve airport facilities (35%)



airlines governments  
 ONE Identity  
 Single Token  
 process  
 easy flow  
 fast  
 Passenger mobile  
 fingerprint biometrics





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Data sharing  
culture

# Go ahead, make use of my data

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





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