Simplifying Passenger Travel Program - Ideal Process Flow

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The Third Symposium and Exhibition on ICAO MRTDs, Biometrics and Security Standards
What is SPT?

- IATA-initiated
- Unique partnership: airports, airlines, government authorities, ground handlers, travel agents and technology suppliers.
- Purpose – to simplify the travel experience for passengers without compromising security and border control.
Check-in, security and border clearance processes are resource intensive
Too little risk management applied
Aviation industry is recovering
– congestion issues have returned
– borders are becoming increasingly difficult to control
A new more effective process is required
The SPT Vision

To measurably improve the passenger experience and enhance security by:

- implementing new technologies;
- sharing information amongst service providers;
- enabling more efficient controls and services
SPT Board Members

- Airports Council International
- Air Transport Association of America
- Arab Air Carriers Organization
- ARINC
- Association of Asia Pacific Airlines
- International Air Transport Association
- International Biometric Industry Association
- International Civil Aviation Organization
- SITA
- UFTAA
- World Customs Organisation
- World Tourism Organisation
Government Members

- Australia
- Austria
- Bahrain
- Canada
- Chile
- France
- Hong Kong
- Japan
- Netherlands
- New Zealand
- Singapore
- United Arab Emirates
- United Kingdom
- United States
# SPT Airlines and Ground Handlers

- Air France
- All Nippon Airways
- Austrian Airlines
- British Airways
- Cathay Pacific Airlines
- Emirates Airline
- Japan Airlines
- KLM
- Lufthansa
- Qantas Airways
- SAS
- Star Alliance Services
- Swiss International Airlines
- Swissport
- Virgin Atlantic Airways
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<th>SPT Airports</th>
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<tr>
<td>Aeroport de Lyon</td>
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<td>Aéroports de Paris</td>
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<td>Airport Authority Hong Kong</td>
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<td>Central Japan International Airport Co.</td>
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<td>Luftfahrtsverket – Swedish Civil Aviation Authority</td>
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<td>Narita International Airport Corporation</td>
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<td>Port Authority of NY &amp; NJ</td>
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<td>Unique Flughafen Zurich</td>
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<td>Vancouver International Airport</td>
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Technology Suppliers

- 3M
- Accenture
- ARINC
- Datel
- EDS
- IBM
- IER
- Lufthansa Systems
- National Biometric Security Project
- NTT Data Corporation
- Panasonic
- Raytheon
- Sabre
- SAGEM
- SITA
- Verified Identity Pass
SPT Stakeholders: What They Need

- Passengers: Simplified procedures
- Airlines: Customer satisfaction
- Border Agencies: Improved controls
- Technology Vendors: Solution Providers
- Airports: Better resource use

...AND EVERYONE WANTS TO REDUCE COSTS AND INCREASE SECURITY
The Solution: SPT’s Ideal Process Flow (IPF)
The Ideal Process Flow (IPF) outlines a pragmatic view of the ideal passenger journey for the short to medium term (5 to 10 yrs).

- The IPF is based on international standards and uses current technology.

- The IPF is a reasonable extrapolation of current regulatory trends.
Information Exchange - Assumptions

- Where possible, Advance Passenger Information (API) data collection will take place prior to travel
- When required, the passenger will obtain an Electronic Visa
- An ICAO Machine Readable Travel Document (MRTD) will be used to validate and facilitate transmission of required data
Information Exchange - Assumptions

- Passenger authentication will be highly automated using biometrics.
- Interactive Advance Passenger Information (iAPI) will be transmitted to arrival, transit and departure governments.
- Arrival governments use iAPI data to perform checks to determine eligibility to travel and issue "OK/NO Board Messages" in real-time at check-in - on a passenger-by-passenger basis.
System responses for real-time interactive Advance Passenger Information (iAPI) transactions should, wherever possible, fit within existing business processes.

Border control agencies will conduct passenger and baggage risk assessment at the earliest possible opportunity in the travel process.

Departure governments may share data with their security authorities, enabling passengers to be streamed through security according to “determined” risk.
Departure
Make Reservation
Make Reservation

Passenger
- Makes Reservation
- Provides API/PNR Data

Airline
- Receives payment
- Confirms reservation
- Issues e-ticket

Government
- Receives API/PNR Data

Standards/Guidelines
- IATA e-ticket
- WCO/IATA/ICAO API Guidelines
Check-in (Off Airport)

Passenger (at kiosk or online)
- Confirms intent to travel
- Establishes identity
- Prints boarding pass

Airline
- Validates information (Right to Fly)
- Issues boarding pass

Government
- Real-time Board/No Board response through iAPI (Authority to Carry)

Standards/Guidelines
- IATA CUSS
- IATA Bar-coded boarding pass
- WCO/IATA/ICAO API Guidelines
### Check-in (At Airport)

**Passenger (at kiosk or airline desk)**
- Confirms intent to travel
- Confirms identity using MRTD/biometrics
- Prints boarding pass
- Checks-in hold baggage

**Airline**
- Prints bag-tag(s)
- Accepts bag(s) sent for screening

**Government**
- Real-time Board/No Board response through iAPI (Authority to Carry)
- Screening per minimum international standards

**Standards/Guidelines**
- Hold baggage screening
- IATA RFID bag tag
- ICAO Doc 9303
- ICAO biometric blueprint
- WCO/IATA/ICAO API Guidelines
Entry to Restricted Area
**Entry to Restricted Area**

**Passenger**
- Confirms identity using MRTD /boarding pass/biometrics

**Government**
- Real-time Board/No Board response through iAPI (Authority to Carry)

**Standards/Guidelines**
- IATA Bar-coded Boarding Pass
- ICAO Doc 9303
- ICAO biometric blueprint
- WCO/IATA/ICAO API Guidelines
Security
Security

Passenger
- Passenger is screened
- Carry on baggage is screened

Government
- Risk assessed streaming of passengers through security
- Screening per minimum international standards

Standards/Guidelines
- Carry on baggage screening
- Magnetometer
- WCO/IATA/ICAO API Guidelines
Boarding
Boarding

Passenger
- Confirms identity using MRTD /boarding pass/biometrics

Airlines
- Passenger and hold baggage reconciled
- Final API manifest

Government
- Real-time Board/No Board using iAPI (for connecting passengers)
- Passenger and baggage information sent for pre-arrival risk assessment

Standards/Guidelines
- IATA Bar-coded boarding pass
- ICAO Doc 9303
- ICAO biometric blueprint
- WCO/IATA/ICAO API Guidelines
Arrivals
Arrivals Border Control
Arrivals Border Control

Passenger
- Confirms identity using MRTD /boarding pass/biometrics

Government
- Pre-arrival risk assessment already completed for passengers and baggage
- Passenger interception / interview (where appropriate)

Standards/Guidelines
- ICAO Doc 9303
- ICAO biometric blueprint
- WCO/IATA/ICAO API Guidelines
Arrivals Customs
Arrivals Customs

Passenger
- Collects bag
- Exits through appropriate customs channel

Government
- Passenger interception / interviews (where appropriate)

Standards/Guidelines
- IATA RFID bag tag
- WCO/IATA/ICAO API Guidelines
Expedited processing of passengers according to risk.

Optimization of facilities – increased capacity and reduced congestion.

More efficient and secure passenger authentication.

Reduction in fraudulent documents and inadmissible passengers.

Easier, quicker travel experience for passengers.

Lower costs for all parties.
SPT Initiatives – Around the World

- CANPASS-Air
- NEXUS-Air
- CB PASS
- UK miSense
- UK Trial
- UK e-Borders
- CDG Boarding
- SAS Biometric
- ABG FRA
- Privium
- Ben Gurion
- E-Gate DXB
- ANA e-check-in
- J AL e-check-in
- NRT RFID Trial
- NRT Hands-Free Trial
- HKG SPEED
- HKG Auto Imm
- SIN IACS & FAST
- SmartGate
- ETA, APP, PACE
- Remote Biosecurity
IPF – Proof of Concept Trials

miSense (U.K.)

SPEED (Hong Kong)
Roadblocks

- Harmonization of standards not realised
- Global interoperability not yet achieved
- Lack of trust between governments – processes are still being duplicated
- Insufficient trials to test concepts in live environments
For more information
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