



WORKING PAPER

FACILITATION PANEL (FALP)

TENTH MEETING

Montréal, 10-13 September 2018

Agenda Item 2: Recent facilitation developments in the UN and other international organizations

**IATA ONE ID AND ICAO NTWG, DIGITAL TRAVEL CREDENTIAL
SUB-GROUP**

(Presented by the International Air Transport Association (IATA) and
Airports Council International (ACI))

SUMMARY

In order to address facilitation opportunities and challenges, innovative identity management solutions are emerging. The IATA One ID project, supported by ACI, aims to achieve IATA's vision of an "end-to-end passenger experience that is seamless, efficient and secure" allowing the possibility to walk through the airport without breaking stride. This project implies that the traveller's identity is validated and his/her information and biometrics securely captured as early as possible in the journey. This information is captured once and thereafter shared with relevant stakeholders throughout the journey.

Biometrics and integrated identity management are keys to the One ID project. Both IATA and ACI continue to closely follow, support and be involved in the important work of ICAO's New Technologies Working Group (NTWG) Digital Travel Credential (DTC) Sub-Group which is examining the feasibility of standardizing travel credentials issued in a digital format. IATA, with the support of ACI, has established a task force to engage international organizations, airports, airlines and governments in shaping the future of the traveller process through the One ID project.

Actions by the FAL Panel:

The FAL Panel is invited to consider the proposed actions described in this paper to explore integrated identity management solutions in partnership with governments, airlines and airports, to exchange information on best practices and to discuss on how to shape a global interoperable system on short, medium and long range to streamline passenger processes.

1. INTRODUCTION

1.1 Air transport plays a vital role in stimulating economic growth and global trade as it increases the access of countries to international markets, tourism and investments, and it allows people to travel and connect. The industry nowadays faces a number of facilitation related opportunities and challenges, chiefly the forecasted exponential growth of annual passengers that is expected to reach 7.8 billion in 2030, the physical limitation of airports to accommodate this increase, the enhanced global security requirements but also the changing behaviour of travellers that are increasingly prone to enter into self-service transactions and be more in control of their journey. As international organizations, it is one of our roles to accommodate this growth and to propose innovative measures to facilitate the flow of passengers.

1.2 Despite the large number of ePassports issued worldwide, this travel document is largely treated as a traditional passport and the chip validation and biometric verification are under-utilized. Current processes often require passengers to display their passport and/or boarding pass for examination up to five times before boarding. Those friction points have the effect of considerably slowing down the passenger flow at airports, generating queues at every passenger touchpoints and providing a complicated and unpleasant experience for passengers.

1.3 The use of biometrics and integrated identity management are critical elements of the solutions. For this reason, a task force was established to engage international organizations, airports, airlines and governments in shaping the future of the traveller process through the One ID project. As well, leveraging the current functionalities of the ePassport and the ongoing work on the DTC by the ICAO NTWG are key to the success of this project.

2. DISCUSSION

2.1 Currently, the processes for identifying travellers are fragmented. Aviation security and border control are rarely, if at all, interlinked resulting in considerable inefficiencies across the travel continuum. Travellers must continuously assert their identity at various touchpoints, including check-in, bag-drop, security screening, passport control and boarding, in addition to the reservation process, which currently consists of self-asserted passenger and travel data that has the potential to contain a number of inaccuracies. This is not only time consuming, but also inefficient because most processes treat the passenger as an unknown entity, creating a negative passenger experience.

2.2 The One ID project aims to achieve IATA's vision of an "end-to-end passenger experience that is seamless, efficient and secure" allowing the possibility to walk through the airport without breaking stride. Creating frictionless and streamlined airport processes imply that the traveller's identity is validated and their information and biometrics securely captured as early as possible in the journey. This data should be captured once and used by all the different public and private aviation stakeholders who interact with the passenger across the journey on a need-to-know and need-to-access basis. The passengers would move through the various touchpoints enabling biometric verification with minimal disruption.

2.3 The One ID project relies on principles such as agreements and frameworks for stakeholder's collaboration creating trust amongst stakeholders, access to the information on a need-to-know and authorized-to-know basis (privacy by design) and adherence to applicable privacy and data protection regulations.

2.4 IATA and ACI continue to closely follow, support and be involved into the important work of the NTWG DTC Sub-Group which is examining the feasibility of standardizing travel credentials issued in a digital format. Such a trusted digital identity would be a key element to the interoperability of passenger facilitation schemes that are being developed worldwide.

2.5 IATA will continue to make efforts to participate in the NTWG DTC Sub-Group to leverage its One ID initiative and contribute to eventual technical specifications that might be added to the ICAO Doc 9303.

2.6 IATA and ACI recognize that the current functionalities of the ePassport, including the integrated circuit chip, can already provide opportunities to improve aviation security and facilitation.

3. **RECOMMENDATIONS**

3.1 The Panel is invited to take note of the proposed actions:

3.1.1 Contracting States are encouraged to explore collaborative integrated identity management solutions in partnership with airlines and airports.

3.1.2 The true interoperability of the systems can only be reached if these solutions are developed globally at State level. Therefore the exchange of information on best practices is essential. Contracting States are encouraged to share their experience and discuss how to shape a global interoperable system on short, medium and long range to streamline the passenger process while maintaining the safety, the security and the cost effectiveness of these operations.

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