International Civil Aviation Organization

WORKING PAPER

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FACILITATION PANEL (FALP)

FIFTH MEETING

Montréal, 31 March to 4 April 2008

Agenda Item 4: Other matters

SIMPLIFYING PASSENGER TRAVEL'S IDEAL PROCESS FLOW (IPF)

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

SUMMARY

This paper outlines the approach taken by the Simplifying Passenger Travel Interest Group (SPTIG) to develop an Ideal Process Flow (IPF) for future air travel based on international aviation standards that will enhance and simplify the passenger's travel experience without compromising security and border control.

The IPF demonstrates the role of international standards and policies, evolving technologies, biometrics, and process enhancements in the achievement of this concept. The benefits of the proposed passenger flow model are evident in terms of improved identification and authentication of passengers for a better-facilitated travel process.

The IPF prescribes automation of passenger processes for air travel, in order to cope with predicted growth in travel and to effectively tackle current and potential facilitation concerns of air travel.

Recommendations for the panel are found in paragraph 5.

References:	SPT - Ideal Process Flow

1. INTRODUCTION

1.1 The Simplifying Passenger Travel Interest Group (SPTIG) is a unique partnership made up of 69 companies and organisations from all segments of the aviation travel industry representing 21 countries. The SPT Board, including ATA, ACI, AACO, ARINC, AAPA, IATA, IBIA, ICAO, SITA, UFTAA, WCO and WTO, fully endorsed the work of the SPTIG.

1.2 The SPT Interest Group has published a high level passenger flow schematic describing the 'ideal' way of completing the steps involved in air passenger travel, from the moment the passenger books a flight to their arrival at destination.

1.3 The Ideal Process Flow (IPF) in Appendix A, leverages international standards, the sharing of data amongst all stakeholders and emerging or already existing technologies.

1.4 The overall goals of the Ideal Process Flow are:

- to provide guidance to stakeholders involved in passenger processing;
- to promote streamlined passenger processing through a real-time automated exchange of data between service providers;
- to implement better facilitation of passengers; and
- to stress the importance of stakeholder co-operation across the industry.

2. IDEAL PROCESS FLOW

2.1 All stakeholders concerned with air travel need to implement security and facilitation processes in order to comply with evolving civil aviation requirements. In order to improve the quality of the travel process, without compromising security, it is important to develop harmonized processes and standards to meet facilitation requirements.

2.2 Whilst SPT recommends widespread adoption of the concepts put forward in the IPF, SPT is also aware that each Contracting State needs to comply with various national and regional mandates. The proposed template has been kept generic and offers room for flexibility. However, the document recommends the need for global harmonization and mutual acceptability of relevant policies and standards.

2.3 In order to achieve this goal, SPT is promoting the IPF and encouraging Contracting States and industry stakeholders to co-operate in multilateral initiatives to test the concepts put forward in the IPF. Multilateral implementation of the IPF concept demonstrates a pro-active attitude by the air transport chain to move towards global harmonization and mutual acceptability of facilitation measures and procedures.

2.4 Implementation of the IPF is based on the premise that facilitation processes will be supported by real-time exchange of information.

2.5 Regulators are urged to formulate and agree upon harmonised standards and policies that will improve processing of passengers and enhance border integrity.

2.6 Air Carriers are encouraged to adopt IPF principles, as the processes they incorporate will help the operators implement more effective facilitation measures, be cost efficient and increase customer satisfaction levels.

2.7 Airports should explore deployment of IPF-supporting tools for passenger processing, as the tools will generate better use of airport infrastructure and resources and lead to greater efficiency in terms of space utilisation and cost reduction.

2.8 By proposing concepts that enhance facilitation as a central theme at all points along the transport chain, the IPF seeks to improve overall facilitation measures and procedures throughout the aviation system.

2.9 The IPF is intended to provide guidance on the implementation processes for improved security and facilitation relating to air travel. The IPF template will be regularly reviewed and amended to incorporate the latest travel requirements.

3. KEY SECURITY COMPONENTS OF THE SPT IDEAL PROCESS FLOW

3.1 Data collection, and provision of API data at the earliest possible opportunity, allows sufficient time for governments to evaluate prospective travellers through the application of risk and threat assessment procedures.

3.2 Identity verification, through the application of Biometric authentication processes conducted in tandem with real-time exchange of passenger information (interactive or iAPI) during check-in, ensures that the authorities at origin, transit and at destination have the opportunity to evaluate each traveller and to grant, if appropriate, approvals for access to the airport secure area, for departure from one state, and for entry at final destination.

3.3 Passenger data submitted by carriers at time of check-in (on-line, via unmanned kiosks or at a manned airport check-in counter) enables screening based on unique threat levels that the individual passenger and his baggage is determined to represent - allowing both to be intercepted at port of disembarkation, as required. The IPF also allows for customs and/or bio-security information to be captured and transmitted to authorities at destination for examination (and interdiction, if deemed necessary).

3.4 Transmission of iAPI and customs information to the authorities at destination makes it possible for concerned authorities to screen passengers and their baggage even before arrival. Biometric authentication of the passenger's identity upon arrival further facilitates the process.

3.5 Implementation of the IPF has far reaching implications and thus requires standards and policies at both regulatory and industry levels. Some of the factors that must be considered include:

- Privacy policies
- Multi-national adoption of pre-arrival risk assessment and electronic pre-clearance
- International agreements to accept authenticity of API, iAPI, biometric, government authorities' risk assessment data
- Agreements between air carriers, airports and regulatory authorities to share information that can ensure only valid passengers and appropriate personnel enter the airport's restricted areas
- Adoption of risk-based assessment procedures for passengers

3.6 State endorsement of IPF is integral for the successful implementation and proliferation of the IPF. Contracting States are also encouraged to develop regulations based on the IPF to realize desired facilitation outcomes.

4. LINKS TO ICAO ANNEX 9

4.1 SPT's Ideal Process Flow (IPF) is based on two key aviation concerns – security and facilitation. The IPF demonstrates how best to address these two factors in a cohesive and efficient manner in order to improve the general air travel experience for passengers.

4.2 **API** (Reference: ICAO Annex 9 Recommended Practice 3.47, Standard 3.47.1)

4.3 **API** benefit to airline (Reference: ICAO Annex 9 Standard 3.47.3)

4.4 **International co-operation** to share information is integral to the success of IPF concepts. (Reference: ICAO Annex 9 General Principle 1.2 (c)

4.5 Efficient **baggage management** and handling (ICAO Annex, Chapter 6, Section B. III and B. IV)

4.6 Enhanced **passenger flow management** within airports (ICAO Annex 9 Recommended Practice 6.1.1)

5. ACTION BY THE FAL PANEL

5.1 The Facilitation Panel is invited to Note SPT's Ideal Process Flow v2.0 (IPF) as presented in this paper.

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IDEAL PROCESS FLOW

The SPT Interest Group has developed the Ideal Process Flow (IPF), a high level schematic of the passenger experience describing the 'ideal' way of completing the steps involved in air travel, from the moment a passenger books a flight to their arrival at destination. The Ideal Process Flow is based on existing international standards, the sharing of data and use of emerging technology.

GENERAL ASSUMPTIONS

The Ideal Process Flow:

- demonstrates the "ideal" process for passengers and baggage that successfully pass all airline, government authority and security checks;
- is based on International Standards;
- is automated;
- is not infrastructure-specific; and,
- encompasses domestic, international and transfer scenarios.

BENEFITS OF THE IDEAL PROCESS FLOW

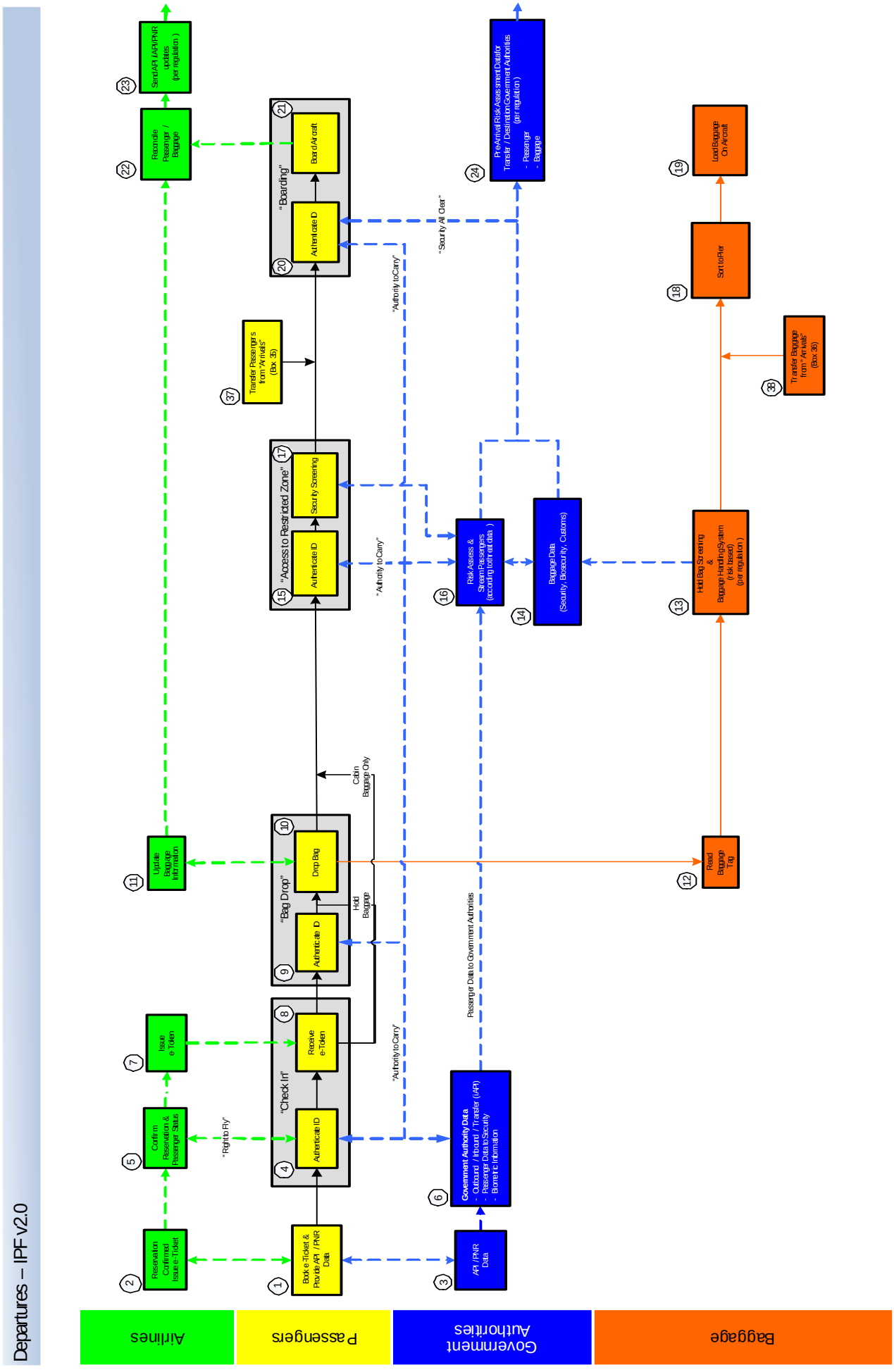
- Hassle free travel experience for passengers.
- More efficient and secure passenger authentication through the use of biometrics.
- Expedited passenger processing using risk-based assessment.
- Optimization of facilities leads to increased capacity and reduced congestion.
- Use of MRTDs, e-tokens* and e-passports will result in reduced fraudulent documents and inadmissible passengers.
- Greater efficiencies for stakeholders will lower costs for all parties.

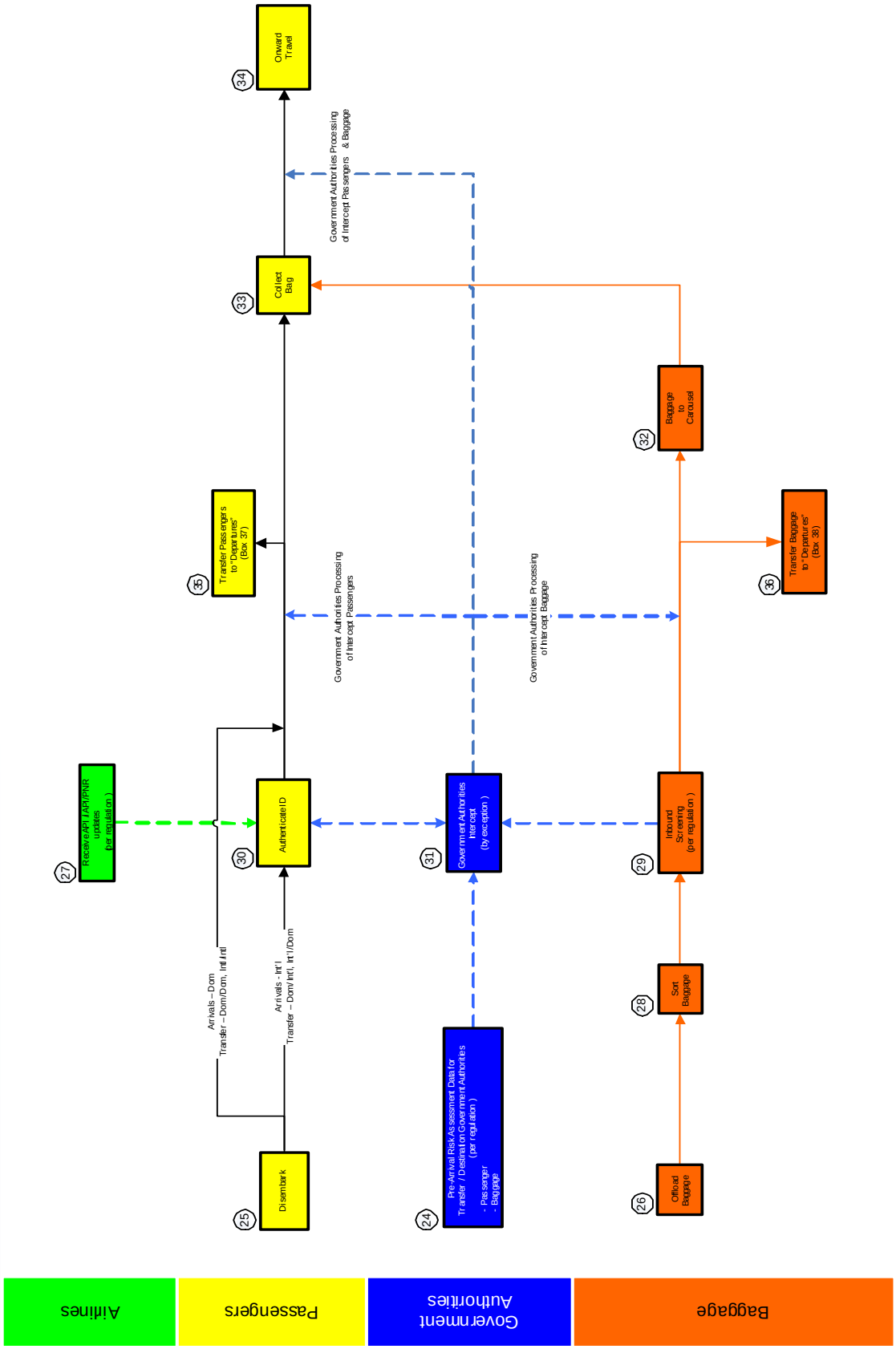
* Note: An e-token is a device, such as a card or biometric, MRTD, e-passport or other technology used to store data or retrieve data stored in a database.

INTERNATIONAL STANDARDS APPLIED IN THE IDEAL PROCESS FLOW

- IATA standard passenger messages
- IATA standard bag message
- IATA standard Barcode/RFID bagtag
- IATA standard CUSS
- IATA standard bar-coded boarding pass
- IATA baggage services procedures
- ICAO standard e-passport
- ICAO standard e-visa (where required)
- IATA standard interline e-ticketing
- ICAO PNR guidelines
- ICAO Annex 9 facilitation standards
- ICAO Annex 17 security standards
- ICAO baggage security standards
- WCO/IATA/ICAO standard API

For a complete copy of the Ideal Process Flow v2.0, download from:
http://www.spt.aero/about


Departures – IPF v2.0
Airlines
Passengers
Government Authorities
Baggage
1 Book e-Ticket & Provide API / PNR Data
2 Reservation Confirmed Issue e-Ticket
3 API / PNR Data
4 "Check In" Authenticate ID
5 Confirm Reservation & Passenger Status
6 Government Authority Data
- Outbound / Inbound / Transfer (API)
- Passenger Data to Security
- Biometric Information
7 Issue e-Token
8 Receive e-Token
9 "Bag Drop" Authenticate ID
10 Drop Bag
11 Update Baggage Information
12 Read Baggage Tag
13 Hold Bag Screening & Baggage Handling System (risk based) (per regulation)
14 Baggage Data (Security, Biosecurity, Customs)
15 "Access to Restricted Zone" Authenticate ID
16 Risk Assess & Stream Passengers (according to int'l ref data)
17 Security Screening
18 Sort to Pier
19 Load Baggage On Aircraft
20 "Boarding" Authenticate ID
21 Board Aircraft
22 Reconcile Passenger / Baggage
23 Send API / API/PNR updates (per regulation)
24 Pre-Arrival Risk Assessment Data for Transfer / Destination Government Authorities (per regulation)
- Passenger
- Baggage
"Right to Fly"
"Authority to Carry"
"Authority to Carry"
"Authority to Carry"
"Security All Clear"
Passenger Data to Government Authorities
Cabin Baggage Only
Hold Baggage
37 Transfer Passengers from "Arrivals" (Box 35)
38 Transfer Baggage from "Arrivals" (Box 36)



Legend - Lines:

Solid – Physical Movement of Passengers/Baggage
Dashed – Information Exchange
Green – Airlines
Black – Passengers
Blue – Government Authorities
Orange – Baggage