ICAO TRIP: USING TRAVELLER ID FOR STREAMLINED BORDER CONTROLS

Simon Wilcox
Programme Manager – Automating Heathrow

October 2018
Automating the passenger experience

Common Use Self Service Kiosks Inc. self tagging.
Self Bag Drop
Automated Ticket Presentation
Self Boarding Gates in T2B & Domestic SBGs in T5A
Airport Ops Control Centre
Digital Programme inc. Single Customer View

Passenger Centric
Think End-to-End
Automate Transactions
Adaptable Implementation
Automation of the passenger journey programme approach

Best airport service in the world

People
Technology
Process
Future operating model

Design Principles
- Service focus
- Simple processes and choice
- Safe, secure, resilient
- Capacity, minimal queues
- Intelligent technology
- Best practice principles

Operating Principles
- People
  - Service
- Process
  - Common processes
  - Optimised processes
- Technology
  - Early biometric enrolment
  - Automated Doc Checks
  - Common use infrastructure
  - Industry standards

Operating Benefits
- Personal
- Simple
- Affordable
- Reliable
- Sustainable Capacity
The passenger journey of tomorrow

Integrated identification to create a seamless journey

Online & off airport Check-in
Bag-drop
Automated Ticket Presentation
Security
Boarding
Future of the Border

- Speed and convenience whilst maintaining security
- Intelligent technology
- Sharing of data cross borders to facilitate a smooth, seamless secure journey
- Increase eligibility of eGates
Considerations

GDPR  E2E  Standards
Gov's  Trust  Data
Recovery  Regs  Platforms
Simon Wilcox, Programme Manager – Automating Heathrow
Simon.wilcox@Heathrow.com