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Inevitable challenges faced by many airports



Growth of traffic



Frontline staff shortage

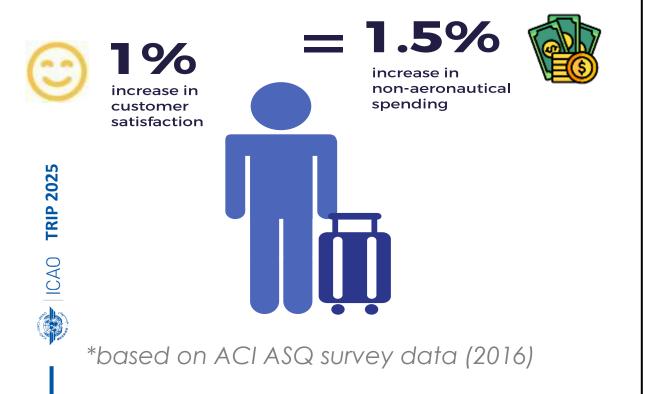




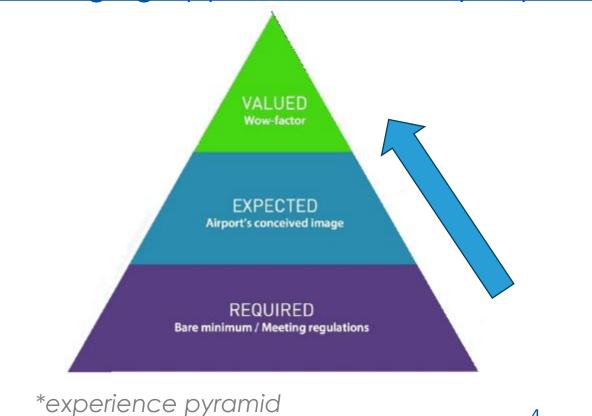


Passengers are not just passengers. They are customers

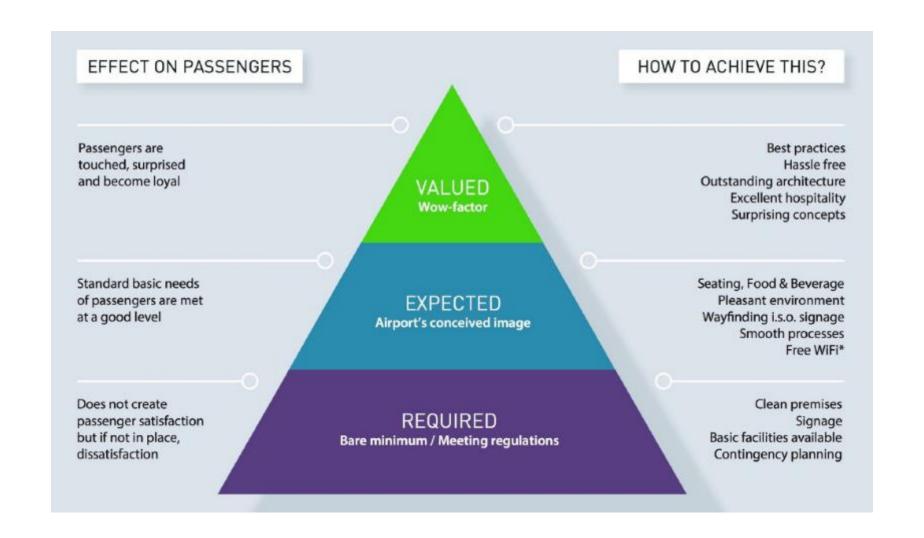
Happy passenger spend more at airports



Changing approach on CX by airports

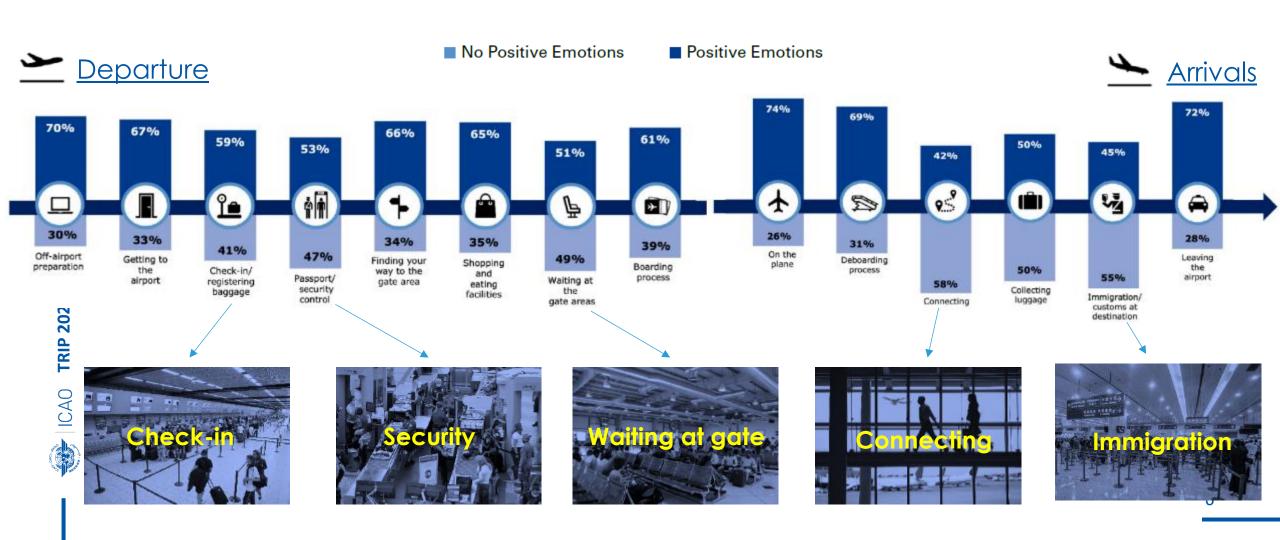


Commitment by airports to provide an "valued" journey





Stressful points along the airport journey for passengers



TRIP 2025

More emphasis by ICAO on technology to improve pax flow

ICAO Doha Declaration 2025

"Improve passenger travel experience....by enhancing efficiency of the movement of aircraft, passengers, crew and cargo"

Annex 9 (RP.6.9)

....should implement automated facilities for passenger and baggage processing.

Annex 17 (RP 2.5.4)

.....should consider advanced security equipment, when investing in new equipment, to achieve civil aviation security objectives.

Wider use of technology to provide a more seamless journey



Self-service check-in



Self-service bag drop



Digital wayfinding & navigation



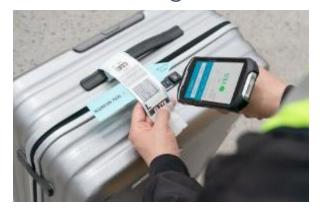
Digital wallets



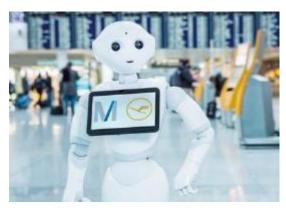
Automated border control



Automated boarding



Baggage reclaim tracking



AI & robotics for customer enquiry

Also embracing technologies for pax with disabilities



Luggage carriage Vancouver Airport



Autonomous wheelchair Narita Airport



Edinburgh Airport



Sign language board Grand Rapids Airport



App for visually impaired **Budapest Airport**



Accessible kiosks Perth Airport



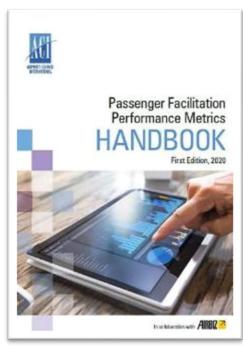
Digital information kiosk Istanbul Airport

| ICAO TRIP 2025

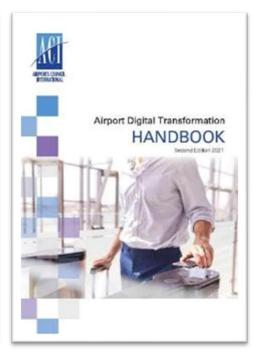
ACI guidance to assist airports on digitization & pax technology



The future of travel and digital identity at airports



Passenger facilitation performance metrics



Airport digital transformation



Digital culture & leadership strategy



Multiple factors to enable a truly seamless end-to-end journey



- Technology availability
- Robust IT infrastructure
- **FRIP 202!** Data integration
 - Staff training
 - Cybersecurity



National & industry level

- Stakeholder coordination
 - Immigration, CAA
 - Airlines, ground handlers
- National regulations
- Data privacy protection



- Border entry/exit req.
 - Visa/ETA
- International std
 - ICAO DTC



ACI paper submitted to A42 on seamless journey



A42-WP/3251 EX/139 29/7/25 Revision No. 1 9/9/25

ASSEMBLY - 42ND SESSION

EXECUTIVE COMMITTEE

Agenda Item 12: Facilitation Programmes

SEAMLESS PASSENGER EXPERIENCE

(Presented by Airports Council International (ACI))

REVISION NO. 1

EXECUTIVE SUMMARY

Global air passenger traffic is expected to reach 18.7 billion by 2045, approximately doubling the 2024 level. This growth risks exacerbating airport congestion and capacity constraints, creating urgent challenges for aviation stakeholders. Airport operators, in particular, must optimize terminal operations, make efficient use of limited workforce resources and enhance the passenger experience.

Among various solutions, digital identity management and automated biometric technologies offer scalable, efficient and secure means of ventfying passenger identity, while supporting national security and facilitation objectives. However, their full potential is constrained by fragmented border processes, varying entry/exit requirements across States, and inconsistent adoption of supporting policies.

This paper calls upon the International Civil Aviation Organization (ICAO) and its Member States to accelerate global efforts in enabling seamless passenger travel. Rey actions include supporting the deployment and acceptance of Digital Travel Credentials (DTCs), encouraging interoperable identity management frameworks and ensuring digital facilitation tools are integrated into airport infrastructure planning and border control strategies.

Action: The Assembly is invited to:

- a) call on its Member States to coordinate their internal policies, processes and collaborate across national authorities and with industry partners to ensure the delivery of a seamless passenger experience that fully compiles with data protection frameworks;
- request ICAO to accelerate the development of DTC and to provide technical assistance and capacity building to support States in adopting digital infrastructure for seamless travel; and
- c) invite Member States and ICAO to actively engage with Airports Council International (ACI) an relevant industry bodies to focus on the implementation of digital identity management and biometri systems for more effective border processes.

Strategic

This working paper relates to Strategic Goal Aviation Deliverz Seamless, Accessible an Reliable Mobility for All.

Arabic, Chinese, English, French, Russian and Spanish versions provided by Airports Council International (ACI)



- Addressed the need for scalable, efficient solutions, such as digital identity management and biometric technologies, to meet growing air travel demand and enhance the passenger journey.
- Identified fragmented border processes, inconsistent national policies, and lack of internal coordination as major barriers to seamless travel.

ACI paper co-sponsored by Kazakhstan, supported by: Netherlands, Oman, China, Brazil, Thailand, Uruguay, UAE, Central African Republic, Iran, Colombia, IATA

Looking ahead in Automation and Future of Travel

Future transformation of airport passenger screening and border control:

Biometric Processing

- Facial recognition enabling touchless and automated identity verification
- Passengers moving through faster with "walk-through" biometric gates

Predictive Risk Assessment

- Enhanced algorithms analyzing passenger data to identify potential risks before arrival
- Enabling even more targeted screening, and allowing lowrisk travelers expedited processing

Operational Efficiency

- Automated systems reducing wait times and staffing requirements
- Real-time analytics optimizing checkpoint operations and resource allocation

Border Control

- Wider use of e-gates to process travelers without human interventions
- Al systems to verify documents and traveler credentials



| ICAO TRIP 2025

The 20th TRIP Symposium is invited to

 Note the growing adoption of technology to enhance operational efficiency and passenger experience across all touchpoints at airports

- Continuously work together with the national and international stakeholders to minimize obstacles that hinder the smooth processing of passengers at airports
- Future transformation of airport operations will focus on faster processing times, improved security accuracy and better passenger experience, allowing border staff to focus on complex situations requiring human judgment



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Thank You

ICAO Headquarters Montréal European and North Atlantic (EUR/NAT) Office Paris

> Middle East (MID) Office Cairo

Western and Central African (WACAF) Office Dakar 13

Beijing

Asia and Pacific

(APAC) Sub-office

Asia and Pacific (APAC) Office Bangkok

South American (SAM) Office

Lima

North American

(NACC) Office Mexico City

Central American and Caribbean

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Southern African
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