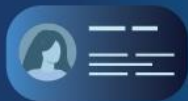




ICAO



2025 ICAO **TRIP** SYMPOSIUM

MONTRÉAL, CANADA | NOVEMBER 4 - 6



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Inevitable challenges faced by many airports



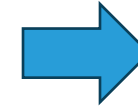
Growth of
traffic



Frontline staff
shortage



Infrastructure
constraint



Passengers are not just passengers. They are customers

Happy passenger spend more at airports



1%

increase in
customer
satisfaction

= 1.5%

increase in
non-aeronautical
spending



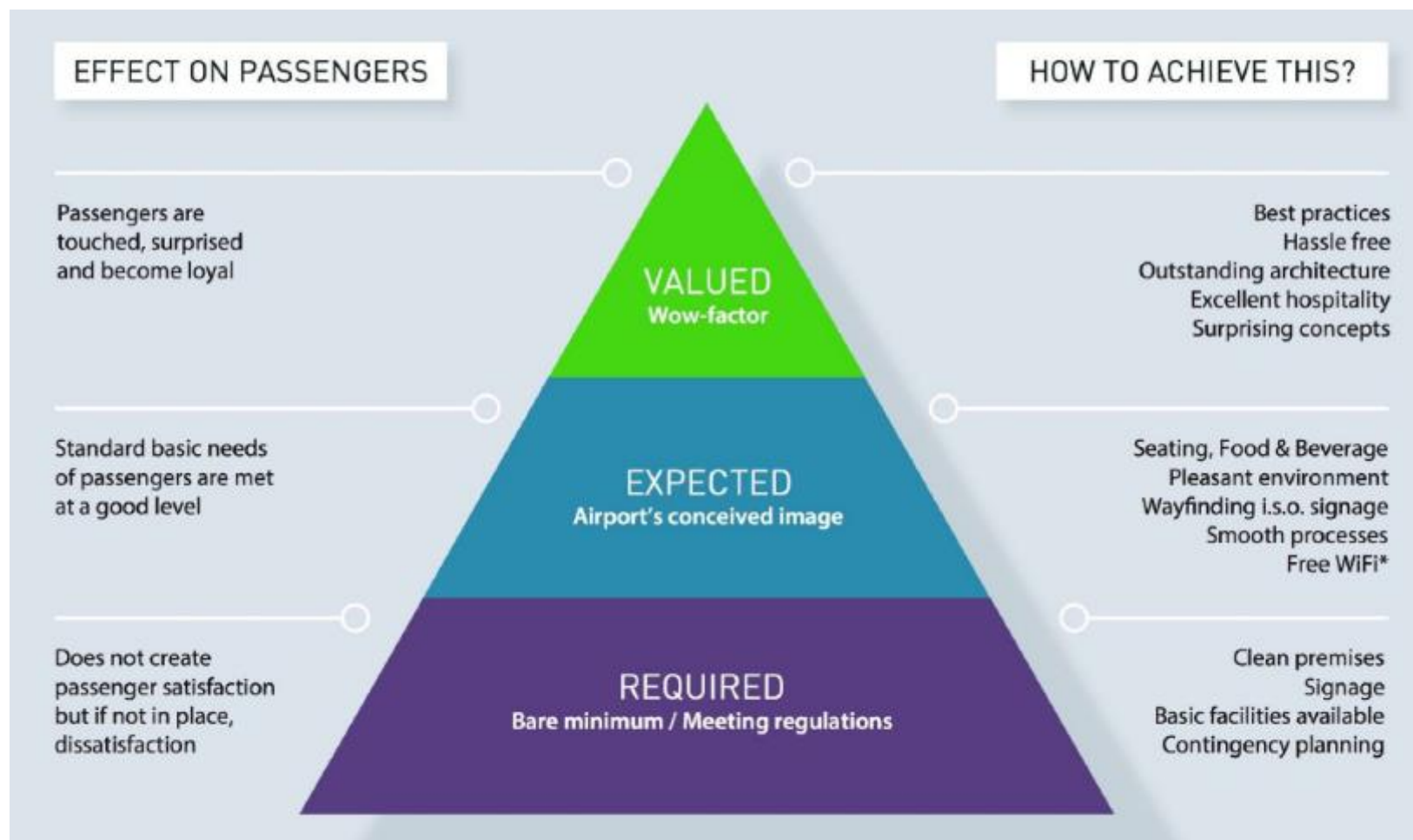
**based on ACI ASQ survey data (2016)*

Changing approach on CX by airports



**experience pyramid*

Commitment by airports to provide an “valued” journey



Stressful points along the airport journey for passengers



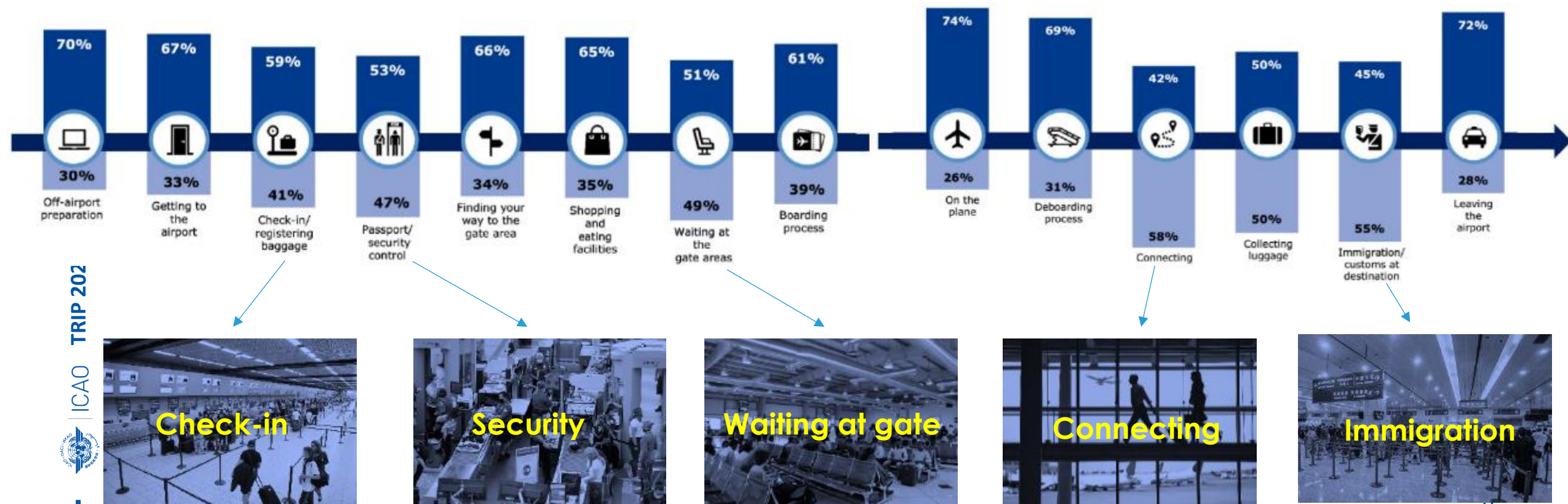
Departure

■ No Positive Emotions

■ Positive Emotions



Arrivals



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



Mobile food ordering
Edinburgh Airport



Sign language board
Grand Rapids Airport



App for visually impaired
Budapest Airport



Accessible kiosks
Perth Airport

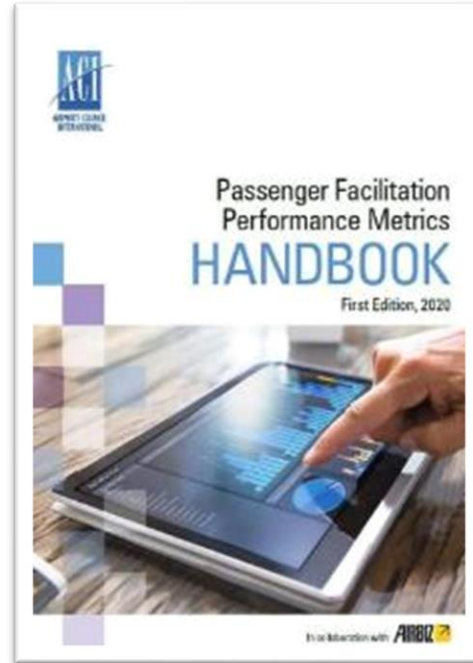


Digital information kiosk
Istanbul Airport

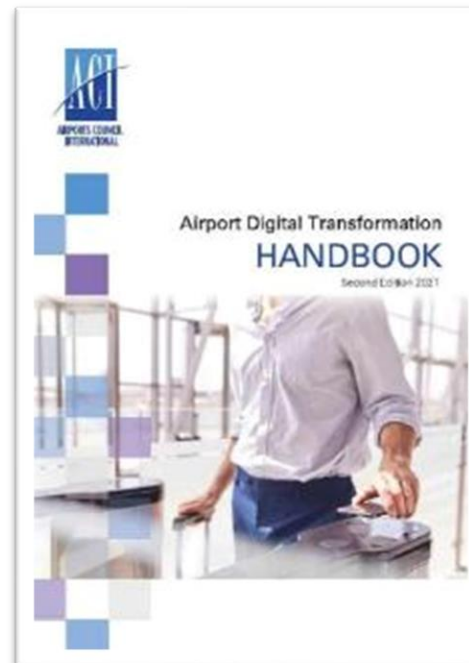
ACI guidance to assist airports on digitization & pax technology



The future of travel and digital identity at airports



Passenger facilitation performance metrics



Airport digital transformation



Digital culture & leadership strategy

* ACI handbooks: <https://store.aci.aero/product-cat/publications/>

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



Airport level

- Technology availability
- Robust IT infrastructure
- Data integration
- Staff training
- Cybersecurity



National & industry level

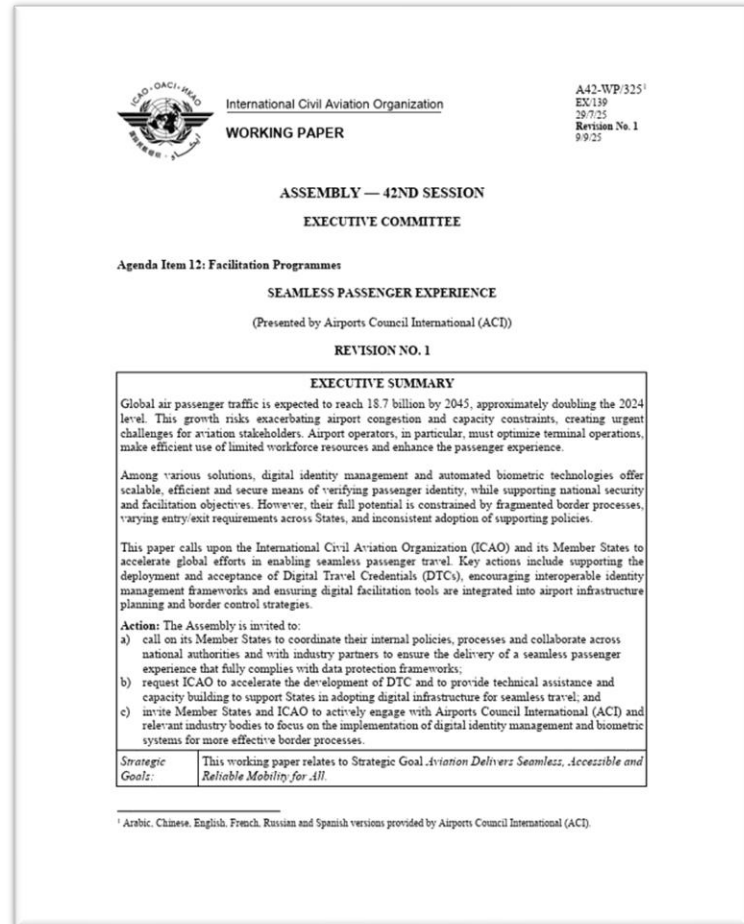
- Stakeholder coordination
 - Immigration, CAA
 - Airlines, ground handlers
- National regulations
- Data privacy protection



International level

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

ACI paper submitted to A42 on seamless journey



- 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 low-risk 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
- AI systems to verify documents and traveler credentials

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

