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ASSEMBLY — 41ST SESSION

TECHNICAL COMMISSION

Agenda Item 33: Other issues to be considered by the Technical Commission

INDONESIA AIR TRAVEL DIGITAL TRANSFORMATION

(Presented by Indonesia)

EXECUTIVE SUMMARY

This paper outlines Indonesia's Digital Transformation project that will enhance its position to become an airport enterprise leader in the region.

Strategic Objectives:

This information paper relates to the Safety Strategic Objective.

Financial implications:

This information paper has no financial implications.

References:

ICAO Doc 9971, *Manual on Collaborative Air Traffic Flow Management*
Airport Collaborative Decision Making (ACDM) Manual - ANGKASA PURA

1. INTRODUCTION

1.1 The whole world is currently dealing with the COVID-19 pandemic, which has had a significant impact on people's lives and the economy. The aviation sector is one of the industries most affected and ICAO confirmed that the current decline passenger numbers is the worst in history. Indonesian Airports, managed by Angkasa Pura II, State owned Airport Operator, confirmed a passenger decline of 60% and a 47.3% loss of income in 2020.

2. DISCUSSION

2.1 In the midst of the COVID-19 pandemic, Angkasa Pura II, responsible for 20 Indonesian airports, consistently provided the best possible service to the community despite all the challenges. One example is Soekarno-Hatta Airport that advanced its position to the 34th best airport in the world as per to Skytrax. It further ranks number 6 in the world in the 20-25 million passenger Airports category and number 10 for best Airport Staff in Asia. This airport also received the 2021 Covid-19 Airport Excellence Award.

2.2 Air transportation continued during the COVID-19 global pandemic despite the low passenger demand. However, specific arrangements to handle public health emergencies will be required when the demand for air travel increase. Angkasa Pura II believes that its strength lies in their ability to bring innovation in air transportation to make air travel easier for passengers. In order to respond to future challenges, Angkasa Pura II has launched a Digital Transformation project that will enhance their position to become an airport enterprise leader in the region.

2.3 This Transformation effort will be supported by an own developed 'Digitally Ready for Operational and Infostructure Development' model (DROID). The DROID Model consists of three main platforms, namely the Operational Excellence (OX) digital platform with the iPerfom application; the Customer Experience (CX) Digital Platform with a Travelin application; and Ecosystem Exploration (EX) digital Platform with a Pocket Airport Collaborative Decision Making (ACDM) application. Pocket ACDM is a mobile application to establish collaboration and synergy for stakeholders at airports to share real time operational information and create a single information data node for airport stakeholders. This will enhance the operational decision-making process in an integrated, tactical, effective and efficient manner.

2.4 The Travelin application contributes to increasing customer/traveler satisfaction based on the Airport Service Quality Survey (ASQ Survey) held by Airport Council International (ACI). The average ASQ Survey score (on a scale from 1-5) at AP-II airports in 2016 recorded 4.68 in 2017, 4.76 in 2018, 4.87 in 2019 and 4.9 for Soekarno-Hatta Airport in 2020. This Travelin APP digitalized all COVID-19 test services at AP II airports (Airport Health Center).

2.5 iPerform is a special application for Angkasa Pura II employees to enhance daily operations in the midst of the pandemic and to sustain the level of efficiency. Angkasa Pura II also recorded increased savings in the first quarter 2021. Several processes are included in the iPerform APP to reduce employee's physical mobility and competency programs are now carried out online. iPerform now monitors the optimization of airport facilities to ensure operational efficiency. In the same quarter, electricity usage efficiency at Angkasa Pura II airport was reduced to 42 per cent and water usage to 52 per cent per month, when compared to similar periods.

2.6 The ACDM Pocket application enhanced collaboration amongst all airport stakeholders and improved flight predictability, on-time performance (OTP) and slot times. The implementation of ACDM in the midst of the COVID-19 pandemic enabled Soekarno- Hatta Airport to provide required services for all stakeholders.

2.7 Angkasa Pura II technology infrastructure can now quickly support newly published pandemic regulations as was the case in the such of the PeduliLindungi application for the processing of passengers and flight departures. PeduliLindungi is an application developed to assist the relevant Indonesian government department in tracking the spreading of COVID-19 cases. This application relies on community participation to share location data with each other whilst traveling to record tracing of COVID-19 infected passengers. Application users gets relevant notifications if they are in a crowd or are in a red zone - an area where COVID-19 infected people have been recorded.

3. CONCLUSION

3.1 The autogate system has been integrated with the PeduliLindungi APP. Every passenger entering the airport terminal must show proof of the PeduliLindungi QR Code. The autogate system will only allow passengers to continue the check-in process if in possession of the correct vaccination card and COVID-19 test certificate.

3.2 To achieve strategic targets and monitor the transformation program, periodic evaluation will be done through the Program Management (PMO) Unit and the successfully tested dashboard monitoring system, iPerform application.

3.3 The Assembly is invited to note Indonesia's:

- a) transformation effort supported by an own developed 'Digitally Ready for Operational and Infostructure Development' model (DROID);
- b) pocket ACDM mobile application to establish collaboration for stakeholders at airports to share real time operational information and create a single information data node for airport stakeholders; and
- c) iPerform special application.

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