“Fast Travel” and Self-Service: Regulatory Opportunities & Challenges

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Are we there yet?

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We are moving towards **faster end-to-end journeys** because that is what passengers want

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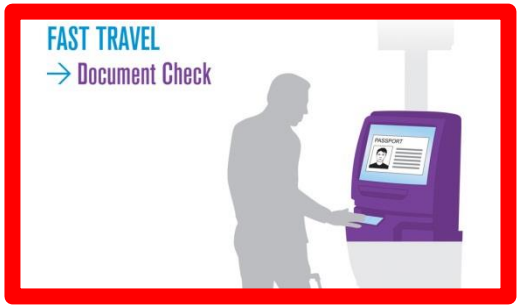
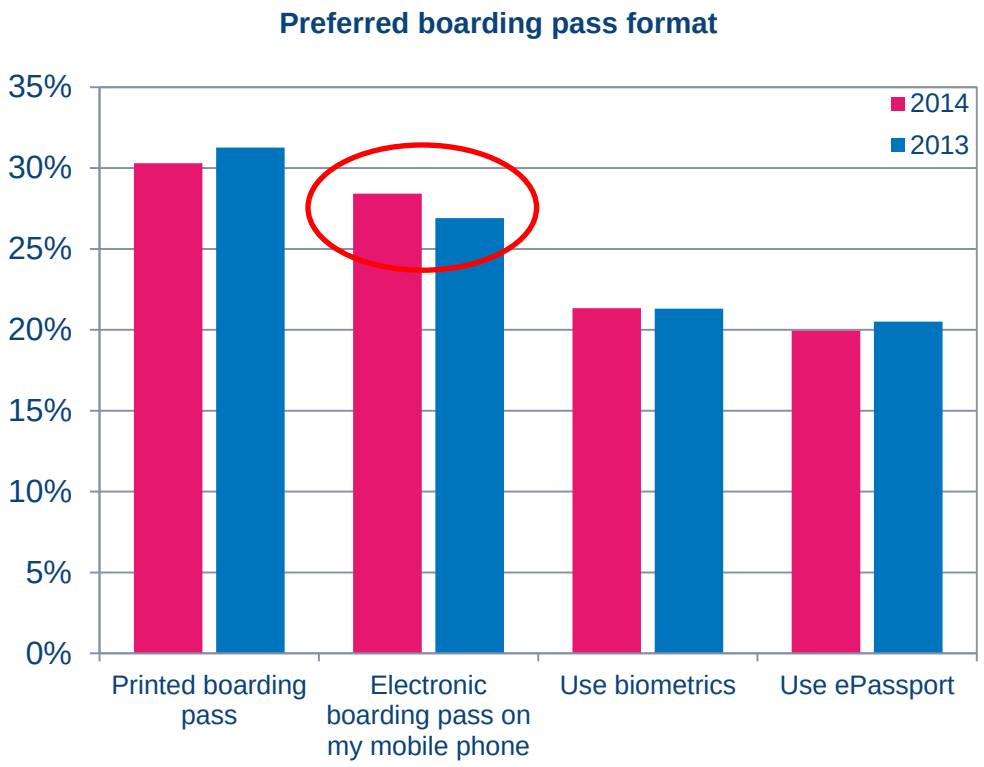
We call this “Fast Travel”



Mandatory **Optional**

More and more passengers want to receive their boarding pass **on their mobile phones**



*source: IATA Passenger survey 2014

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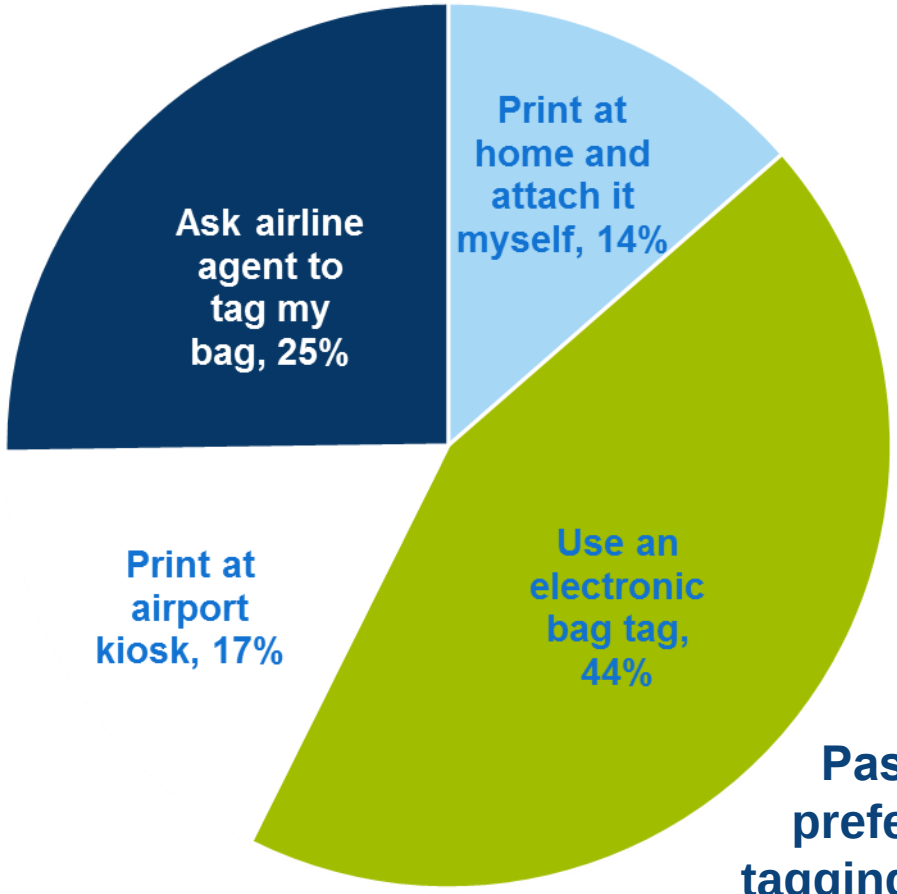
And want to **tag their hold baggage** themselves



Passengers' preferred bag tagging method

*source: IATA Passenger survey 2014

FAST TRAVEL

→ Check-in

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Mobile Boarding Pass: Opportunities

- 4/5 passengers have a smartphone
- No need to queue to check in
- Time, space, resources are freed
- More control and customization
- Bar code ensures legitimacy at various checkpoints (more so than paper!)

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Mobile Boarding Pass: Possible Regulatory Impact

- Immigration / Security checkpoints continue to demand paper BP
- Stamping of paper BP is still common practice as proof of payment / screening

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Does your regulatory framework allow Mobile Boarding Passes?

- Many regulators now do
- If your authority does not:
  - Why not?
  - Are domestic / international flights treated differently?

How Mobile Boarding Passes (MBP) can work in your State

- Security of the Restricted Area should be priority
- Instead of checking paper Boarding Pass: Use **scanners**

Manual Check of Boarding Pass
- Risk of Human Errors
- Time consuming

Desk Scanner

Handheld Scanner

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How Mobile Boarding Passes (MBP) can work in your State

- Instead of using boarding pass as an audit trail / proof of screening: Consider placing **stickers** on passports instead, practice of some States

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FAST TRAVEL

→ Bags Ready-to-go

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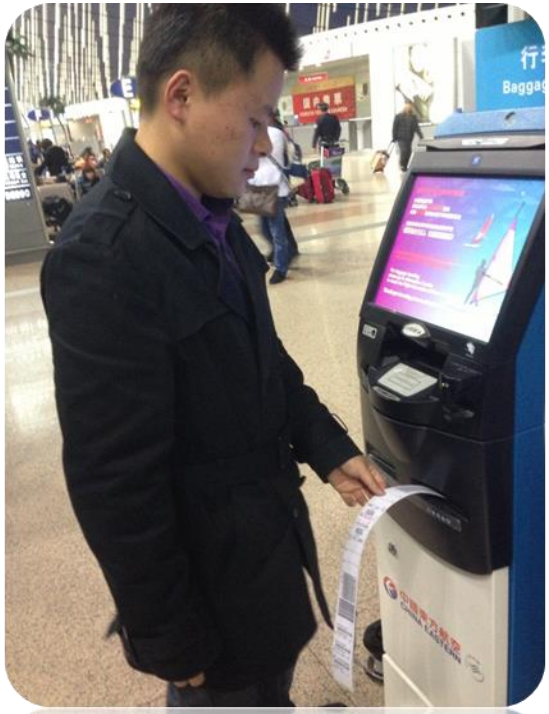
Passenger Baggage tagging options

Self Service Kiosk



Home Printed (new)

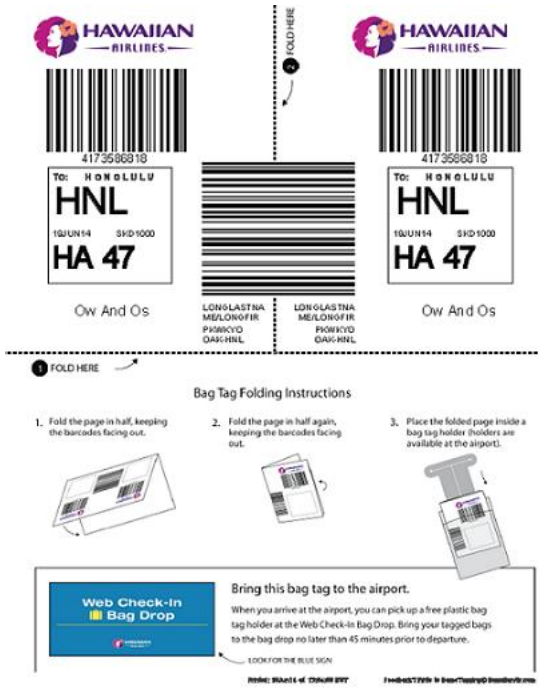
Electronic Tag (new)

Home Printed Bag tags in action

with thanks to Alaska AIRLINES

Home-Printed Bag Tags: Opportunities

- Passengers can proceed straight to baggage drop point – time, space, resources are freed
- More flexibility and convenience



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Home-Printed Bag Tags: Possible Regulatory Impact

- Security / “baggage reconciliation”: Under ICAO Standards, person checking in a bag must be the same as boarding the flight
  - ID check is not strictly required
- Customs targeting process

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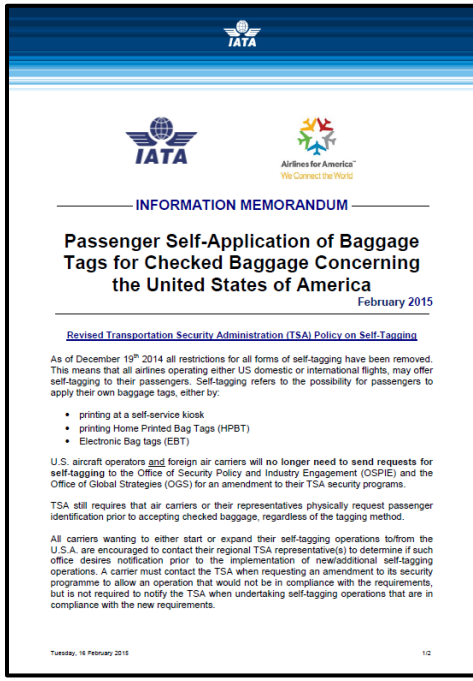
Does your regulatory framework allow HPBT?

- In the US the TSA has recently lifted their concern but document validation at baggage drop point is still required
- If your authority does not:
  - Why not?
- If self-tagging is allowed, would you still require a document / ID validation at the point of dropping the bag?



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INFORMATION MEMORANDUM

Passenger Self-Application of Baggage Tags for Checked Baggage Concerning the United States of America

February 2015

Revised Transportation Security Administration (TSA) Policy on Self-Tagging

As of December 19th 2014 all restrictions for all forms of self-tagging have been removed. This means that all airlines operating either US domestic or international flights, may offer self-tagging to their passengers. Self-tagging refers to the possibility for passengers to apply their own baggage tags, either by:

- printing at a self-service kiosk
- printing Home Printed Bag Tags (HPBT)
- Electronic Bag tags (EBT)

U.S. aircraft operators and foreign air carriers will no longer need to send requests for self-tagging to the Office of Security Policy and Industry Engagement (OSPIE) and the Office of Global Strategies (OGS) for an amendment to their TSA security programs.

TSA still requires that air carriers or their representatives physically request passenger identification prior to accepting checked baggage, regardless of the tagging method.

All carriers wanting to either start or expand their self-tagging operations to/from the U.S.A. are encouraged to contact their regional TSA representative(s) to determine if such office desires notification prior to the implementation of new/additional self-tagging operations. A carrier must contact the TSA when requesting an amendment to its security programme to allow an operation that would not be in compliance with the requirements, but is not required to notify the TSA when undertaking self-tagging operations that are in compliance with the new requirements.

Tuesday, 16 February 2015 1/2

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Why Home-Printed Bag Tags (HPBT) do not pose an additional risk

- HPBT is activated and scanned at drop point and then at every step
- Current process does not change:
  - Airlines must make sure that hold baggage is associated to a passenger on board
- Instead of an ID check at baggage drop:
  - Consider biometric capture + match at the gate, which meets security requirements
- IATA standard = matte holders for Customs

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Why we need your support

- This is a major opportunity to bring innovation into air transport
- Most airlines and solutions providers will not deploy these options without sufficient number of States allowing them
- Please let us know if you anticipate any constraints in your State / from your agency
- We can help you draft any clarifications (memo) or regulations required and provide advice

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