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ECONOMIC COMMISSION

Agenda Item 52: Facilitation

ADVANCED TECHNOLOGIES FOR FACILITATION AT AIRPORTS

(Presented by the Republic of Korea)

EXECUTIVE SUMMARY

This paper introduces the Congestion Relief System and an automatic immigration service named “U-Immigration System” developed by the Republic of Korea (ROK) to enhance the facilitation of passengers at airports. It describes various efforts made for the reduction of the time required for entry and departure of the passengers.

These systems have greatly contributed to reducing the time required for inbound passengers to 14 minutes and for outbound passengers to 18 minutes, as well as ensuring the smooth and stable operation of Incheon International Airport.

<i>Strategic Objectives:</i>	This working paper relates to Strategic Objective B – <i>Security</i> , enhance global civil aviation security
<i>Financial implications:</i>	No financial implications
<i>References:</i>	No references

1. INTRODUCTION

1.1 Chapter 3 of Annex 9 recommends a 45-minute goal for processing inbound passengers and 60 minutes for processing outbound passengers. Additionally, the Annex requires all States to begin issuing only Machine Readable Passports in accordance with Doc 9303 — *Machine Readable Passports*, Part 1, no later than 1 April 2010.

1.2 The Republic of Korea (ROK) developed effective tools, such as the Congestion Relief System and a ubiquitous immigration service named “U-Immigration System” in 2004 and in 2008, respectively, in full compliance of the ICAO Standards and Recommended Practices on facilitation. These systems have greatly contributed to reducing the time required for entry and departure, to 14 minutes for inbound passengers and to 18 minutes for outbound passengers, as well as ensuring smooth and stable operations of the airport.

1.3 The effort was one of the reasons that Incheon International Airport of the ROK was named the “Best Airport Worldwide” for an unprecedented five consecutive years by the Airports Council International’s Airport Service Quality Survey.

2. DEVELOPMENT OF TECHNOLOGIES FOR FACILITATION

2.1 Congestion Relief System

- a) in accordance with Recommended Practices 3.36 and 3.39 of Annex 9, 60 minutes and 45 minutes are recommended for processing outbound and inbound passengers respectively, including check-in, security checks and, where applicable, the collection of airport charges, and border control (e.g. passport, quarantine or customs controls). Airport operators, however, find it difficult to meet these goals at peak time;
- b) to resolve this problem, the ROK developed the Congestion Relief System in 2004 to ease congestion in the passenger terminal by forecasting passenger traffic flows and deploying more personnel to congested points. It ensures smooth passenger traffic flow and ultimately reduces the time for processing inbound and outbound passengers; and
- c) specifically, the ROK divided the immigration organization into small teams and enhanced the flexibility of organization through transitioning from the fixed placement of personnel to the flexible placement of personnel which resulted in deploying more staff at peak time. It brought personnel saving effect by 30 per cent, and processing time reduction by 40 per cent – over 3 million hours a year. On this account, Incheon International Airport was given the Public Service Awards (PSA) by the UN Public Administrative Development Management in 2007.

2.2 U-Immigration System

- a) pursuant to Doc 9303, Part I, the ROK has fully implemented Machine Readable Passports to prevent forgery and falsification of passports and enhanced the facilitation of passengers using Machine Readable Passports; and

- b) the ROK developed an automatic, ubiquitous immigration service called “U-Immigration System” in June 2008 that operates automatically, without personnel, using Machine Readable Passports and personal fingerprint information. In 2009, approximately 14 per cent of departing passengers used the service and the number is on the increase. When using the U-Immigration System, the time required for immigration can be reduced by 60 per cent. Also, the ROK has been testing a new version of the U-Immigration System since 2009 that stores facial information in electronic passports.

3. CONCLUSION

3.1 Since 2004, the ROK has measured the time required for immigration processing twice per year, at high and low seasons, and it succeeded in reducing the average processing time to 18 minutes for departure and to 14 minutes for entry in 2009.

3.2 The ROK will continue its efforts to comply with the ICAO Standards and Recommended Practices for facilitation and to share its technologies and experiences with other Member States, if they wish.

3.3 In consideration of its advancement in the technologies developed for the facilitation of passengers at airports, it will be worthy for the Members States to take advantage of the technologies and experiences of the ROK.

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