International Civil Aviation Organization

WORKING PAPER

FACILITATION PANEL (FALP)

NINTH MEETING

Montréal, 4-7 April 2016

Agenda Item 3: Amendments to Annex 9

AIRPORT TRAFFIC FLOW ARRANGEMENTS

(Presented by the International Air Transport Association)

SUMMARY

This working paper proposes the introduction of a definition for "Landside", the elevation of two Recommended Practices to Standards, the modification of one other Standard, as well as a related Note within Chapter 6. Moreover, the working paper also asks the Facilitation Panel to recognize the link between security and facilitation in regards to improving passenger flow management.

The recent attack at Brussels Airport was yet another clear warning that threats to safety exist in the public, or landside areas of our airports. It has highlighted the urgent need to review and address passenger processes in order to improve passenger flows through the facility and reduce crowding. The paper proposes to strengthen relevant Annex 9 provisions by elevating them to standards and to make use of innovative and flexible solutions to automate facilities for passenger and baggage processing. Specifically included are self-service solutions for mobile boarding passes, self-tagging options for checked baggage, automated bag drop solutions and automated gates for accessing the security zone.

Action by the FAL Panel:

The FAL Panel is invited to consider the proposals described in this paper and agree that Annex 9 be amended, as set out in the Appendix.

1.   **INTRODUCTION**

1.1   At the 27th meeting of the Aviation Security Panel, IATA submitted a Working Paper[1] which highlighted that airport terminal buildings are still vulnerable to terrorist attacks. The paper called for smarter control solutions using new technologies and systems to move passengers quickly and efficiently through airport terminal buildings to reduce the threat to public safety. The 22 March 2016 incident at Brussels Airport specifically targeted passengers and family members who were congregating in the airport's landside area adjacent to the security checkpoints for ticketed passengers. That attack was

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[1] AVSECP/27-WP45.

not the first involving landside areas of international airports, and should now serve to illustrate the urgent need to identify appropriate solutions that can serve to reduce congestion in public areas and lessen overall potential threat levels.

1.2   Through its Fast Travel project, IATA is promoting the use and standardization of self-service solutions based on new technologies to enable a seamless passenger journey. This includes campaigning for regulatory acceptance of automated check-in kiosks, mobile boarding passes, self-tagging options for checked baggage, automated bag drop solutions, passenger identification applications when accessing security area and automated boarding gates - particularly on domestic flights.

1.3   Many airlines, airports and governments have developed "smarter" solutions allowing significant reduction of queues at each potential bottleneck such as automated check-in, baggage drop-off, self-bag tagging, recovery counters, automated immigration and self-boarding. These solutions, coupled with identity authentication and the use of biometrics have also demonstrated the potential to remove manual steps in the passenger process and even move them off-airport.

2.   **DISCUSSION**

2.1   The majority of airlines enable their passengers to check-in online, generating an electronic boarding pass that the passenger can use via a mobile application. All boarding passes, including Mobile Boarding Passes (MBPs), are encrypted with a bar-code which meets detailed global standards and security features. Scanning the bar-code is more secure than reading a paper boarding pass, as the latter is prone to human error and can be duplicated. Moreover, the MBP can be used to facilitate the passenger through various touch-points at the airport, thus reducing queues in vulnerable areas.

2.2   Recent developments in the area of self-service technologies also allow for improvements in self-service options for self-bag drop kiosks, self-tagging of checked baggage e.g. home printed and electronic baggage tags and electronic access control gates to the security zone.

2.3   Strengthening provisions in Annex 9 related to landside facilities and services clearly strengthens the link between security and facilitation aspects that are needed to ensure the physical security of crowded public areas at airports. This focus may drive a need for additional infrastructure development, which should be adapted to meet the needs of the traveling public as well as airport and aircraft operators.

3.   **RECOMMENDATIONS**

3.1   The Facilitation Panel is invited to consider:

        a)   the recommendation of the 27th AVSEC Panel on passenger flow management stemming from the discussion initiated by AVSECP/27-WP/45. In particular the Facilitation Panel is requested to recognize the link between security and facilitation in regards to improving passenger flow management and is asked to fully support the additional work required to promote innovation and the re-design of terminal infrastructure.

3.2   The Facilitation Panel is also invited to consider:

        a)   the introduction of a definition for the term "Landside;"

b)   the elevation of Recommended Practices 6.1.1 and 6.8 to Standards, including a modification to 6.8;

c)   the modification of Standard 6.2; and

d)   the modification of the Note related to Recommended Practice 6.1.4.

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APPENDIX

Amend Annex 9 as follows:

Chapter 1: Definitions and general principles

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Landside. The area starting where passengers initiating their journey are interacting with airport terminal facilities, ending when passengers are leaving the arrival airport, and excluding any airside or security restricted areas at airports of departure, transfer and arrival.

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Chapter 6: International airports – facilities and services for traffic

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6.1.1 **Recommended Practice.** —Each Contracting State ~~should~~ shall, in consultation with airport operators, ensure that the design, development and maintenance of facilities at international airports provide efficient and effective flow arrangements.

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6.1.4 [Omitted]

Note.[under 6.1.4]— With respect to aviation security requirements, attention is drawn to the relevant specification in Annex 17, Chapter 2, 2.3., 4.8.*

6.2   Each Contracting State shall require that, in the planning of new facilities or major modifications to existing facilities, including cargo facilities, at international airports, the entity or entities responsible for such planning consult with public authorities, aircraft operators and appropriate bodies representing airport users, at the earliest stages of planning, as required in order to incorporate innovative and flexible solutions.

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6.8 **Recommended Practice**. — Contracting States, airport and aircraft operators, *where appropriate and after consultation,* ~~should~~ shall implement automated facilities for passenger and baggage processing, including self-service solutions for mobile boarding passes, self-tagging for checked baggage, automated bag drop and automated gates for accessing the security zone.

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    *4.8 Measures relating to the landside**
     4.8.1 Recommendation.— *Each Contracting State should ensure that security measures in landside areas are established to mitigate the risk of and to prevent possible acts of unlawful interference in accordance with national and local risk assessments carried out by the relevant authorities.*

4.8.2 Recommendation.— *Each Contracting State should ensure coordination of landside security measures between relevant departments, agencies, other organizations of the State, and other entities, and identify appropriate responsibilities in its national civil aviation security programme.*

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