



FACILITATION PANEL (FALP)

EIGHTH MEETING

Montréal, 24-28 November 2014

Agenda Item 4: Other matters

SELF-SERVICE PASSENGER PROCESSES: PROPOSAL TO DEVELOP GUIDANCE MATERIALS

(Presented by Singapore)

SUMMARY

Technologies to automate passenger processes for self-service are steadily gaining popularity and traction as airports and airlines look for new ways to increase processing speeds, reduce passenger processing costs, and improve the passenger experience. Guidance materials in this area would assist States, airports and airlines in their implementation of self-service technologies and modernise air travel.

Action by the FAL Panel:

The FAL Panel is invited to endorse the proposal to further develop the guidance materials on the subject of self-service passenger processes, and to form a Working Group for this purpose.

1. INTRODUCTION

1.1 The proliferation of technologies in airports with increasing automation of international airport facilities and services for passenger self-service can be observed in an increasing number of countries in Europe, Asia, and the Americas. These countries have made great strides in the implementation of such technologies, and are able to offer travellers a myriad of self-service options for check-in, bag drop, immigration clearance and boarding. Contracting States to the Convention on International Civil Aviation (Chicago, 1944), airport and aircraft operators are also encouraged, under Recommended Practice 6.8 of ICAO's Annex 9, to implement automated facilities for passenger and baggage processing, where appropriate and following consultation.

1.2 Although the utilisation of self-service systems is intended to help to simplify passenger processes and enhance passenger experience, without a global coordinated approach to their implementation, air travel may conversely become increasingly complicated. Varying implementation approaches mean that self-service passenger processes vary from airport to airport, confounding even the most seasoned traveller at times. Airlines also expend unnecessary resources to reconfigure software and redesign passenger processing procedures to keep up with the variances in application.

2. DISCUSSION

2.1 Given that self-service passenger processes can reduce airports' reliance on manpower and improve passenger processing speeds, efficiency and satisfaction levels, self-service may eventually become the primary mode of passenger processing globally, as self-service technologies mature. Supporting the application of such technologies and self-service passenger processes will yield significant cost savings for the global aviation system, and promote seamless travel for all. In this regard, the implementation of self-service passenger processes can be advanced through the further development of guidance materials on this subject for States, airports and airlines.

2.2 At present, existing guidance materials on this subject are limited to: (1) the Facilitation Manual (Doc 9957) written for States, which explains the intent of Recommended Practice 6.8 to be to encourage airports to provide adequate space for enhanced passenger facilitation measures which have gained (or are gaining) popularity worldwide; and, (2) IATA's common-use self-service implementation guide for airlines, under its Simplifying the Business Initiative. It would be most helpful if these guidance materials could be combined and further developed, to advance the implementation of self-service technologies and passenger processes among States, airports and airlines. In addition, learning points and experience from the successful implementation of self-service technologies and passenger processes in Europe, Asia, and the Americas would be highly beneficial and should therefore be collated and shared in the form of guidance materials.

2.3 It is thus opportune to establish a Working Group to look into the further development of the guidance materials, under the auspices of ICAO. As air carriers and airports are key stakeholders in the implementation of self-service passenger processes, it would be useful for IATA and ACI to support and assist in such development work.

2.4 The following key areas should be considered in the further development of guidance materials on this subject:

- (a) Self-service technologies: Recent developments in the area of self-service technologies, the configurations available in the market today, how they impact on passenger processes, and what corresponding self-service passenger processes should be established should be considered. Internet flight reservation and check-in, self-service check-in kiosks, self-bag drop kiosks, home-printed baggage tags, electronic access control gates and self-boarding gates, are some of the various options that should be discussed.
- (b) Legislation / Policies and Compliance with related SARPs: Guidance materials should recognise that there may be a need to establish new, or enhance existing, legislation or policies to support the implementation of self-service technologies and passenger processes. Compliance with relevant SARPs such as those in Annex 17 (Security) should also be considered, where applicable.
- (c) Relevant Stakeholders and Coordination: Typically, the implementation of self-service technologies and passenger processes involves a number of stakeholders within the airport community. These stakeholders should be identified, and coordination among them recognised as crucial for success in implementation and subsequent take-up. Appropriate channels of communication and working groups should also be considered.
- (d) Promotion and Awareness: The take-up rate of self-service technologies and passenger processes is ultimately dependent on traveller preferences and familiarity. Apart from the deployment of intuitive technologies, passenger education is essential for airports to realise the benefits of

automation and self-service. Various options to promote awareness and learning of the basic tools of passenger processing would be necessary.

3. **RECOMMENDATIONS**

3.1 The FAL Panel is invited to endorse the proposal of further developing the guidance materials on self-service passenger processes, and to establish a Working Group for this purpose

— END —