Carrasco International Airport

ICAO TRIP Regional Seminar | Brasilia

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Synopsis

"Digitalization of passenger flow through biometrics, real-time queue management, feedback monitoring and other collection of data enables real time and strategic decisions within the whole airport ecosystem."

Key Facts and Figures

source: IATA Passenger Facilitation

Global passenger traffic

x2   expected to double by 2035

6 b.   reaching 6.000.000.000 pax by 2035
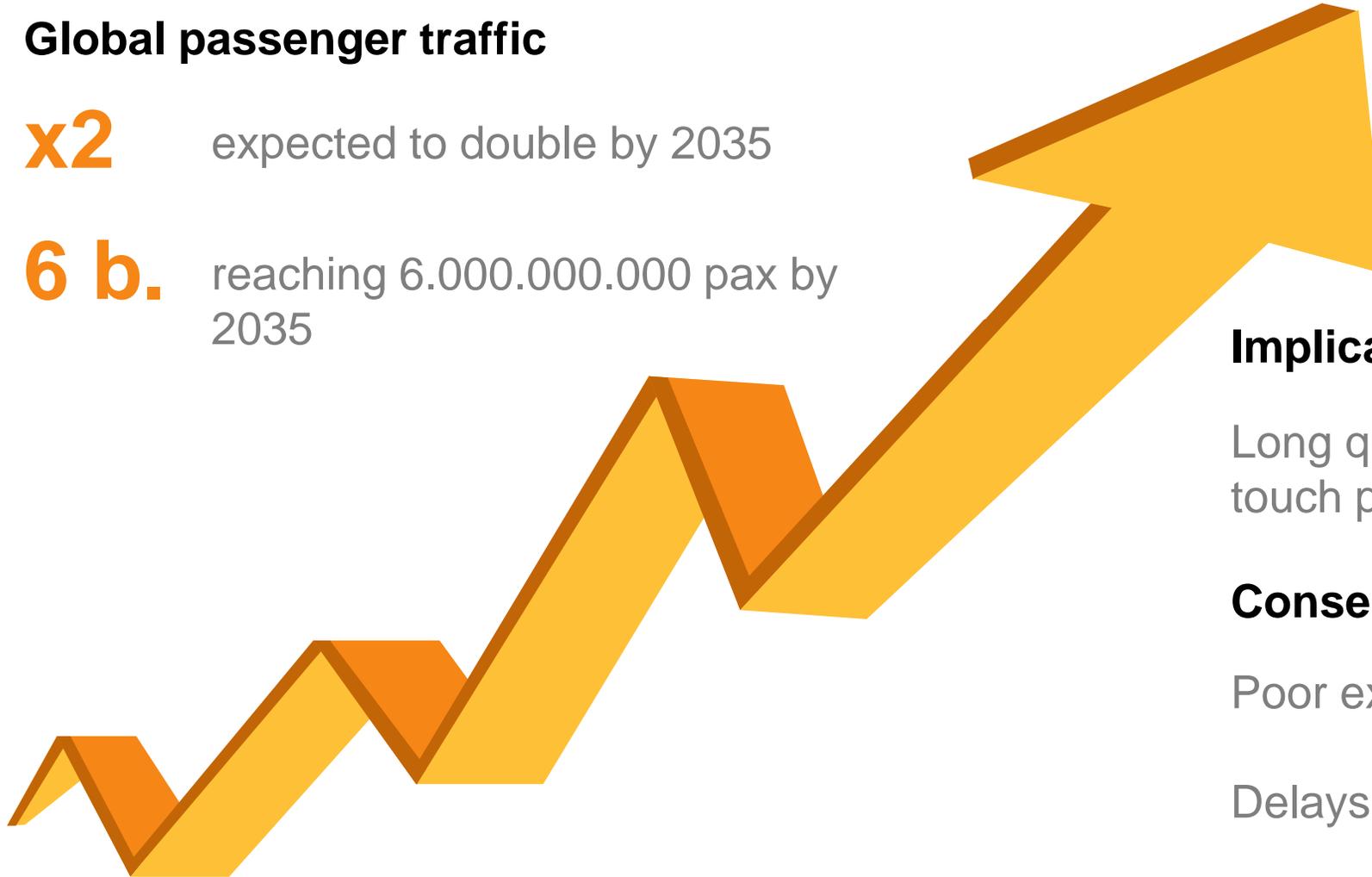
Implications

Long queues and waiting times at each touch point of the passenger journey

Consequences

Poor experience for passengers

Delays and high costs for the airlines

Revenue decrease for airports and retailers

Passenger Biometric Verification Process

source: IATA Survey, August 2017

Summary

64% of passengers favour biometric identification as a solution for airport "pain points"

72% of passengers prefer self-boarding

74% expects a maximum acceptable queuing time at immigration of 10 minutes

Projects and Trials

5

5

12

1
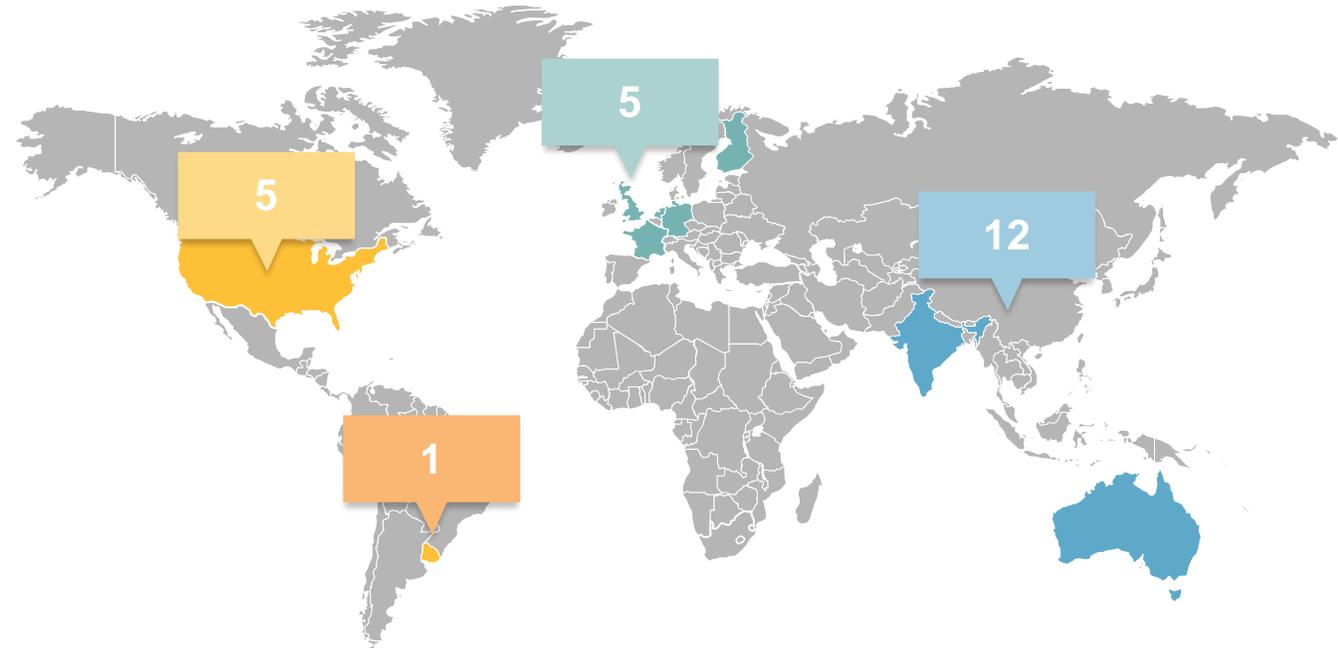
Where is enrolment taking place?

58%   **25%**   **17%**

At airport
No enrolment
Online
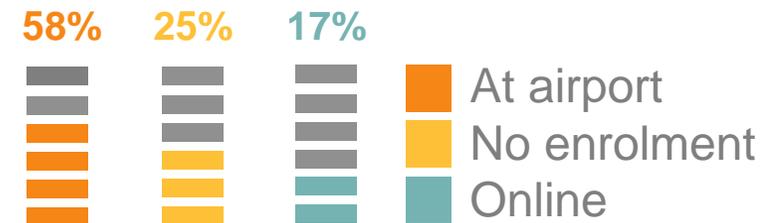
2014

Security Focus

- Brazil Hosted FIFA World Cup (2014) and Summer Olympic Games (2016).
- Realtime blacklist checks
- Travel document security verifications
- Fingerprint enrolment and verification

2015

Trials with Face

- POC Face enrolments
- POC approval

2016

ABC eGates

- Implementation at arrivals
- Full roll-out of face and fingerprint enrolment and verification

2017

Expanding

- ABC eGates capacity at arrivals doubled.
- Implementation at departures

Today and Beyond

End-2-End

- Pre-Security check automation (BCBP validation)
- POC with face verification at boarding gates
- First trials at lab with biometrics kiosks

Digital Departure Flow

The digital path

Predictive Analysis

What type of pax might

be coming?

Behavioural Analysis

How do they experience the

airport ecosystem?

Pre-Security

BCBP security check

Monitor: Security

Waiting time queue

measurements

Take off

Have a nice trip!

Delete confidential information

Keep the authorize-to-know

information

Boarding

Face verification

Actionable Information

Retail partners: Consumer

insights

(EasyInfo)

Immigrations

- Automation and biometrics collection
- Waiting time queue measurement

EasyAirport Departure Flow

Agile, simple, secure

Pre-Security

BCBP security check

Take off

Have a nice trip!

Delete confidential information

Keep the authorize-to-know

information

Self Boarding

Face verification

Border Control

- Automation and biometrics collection
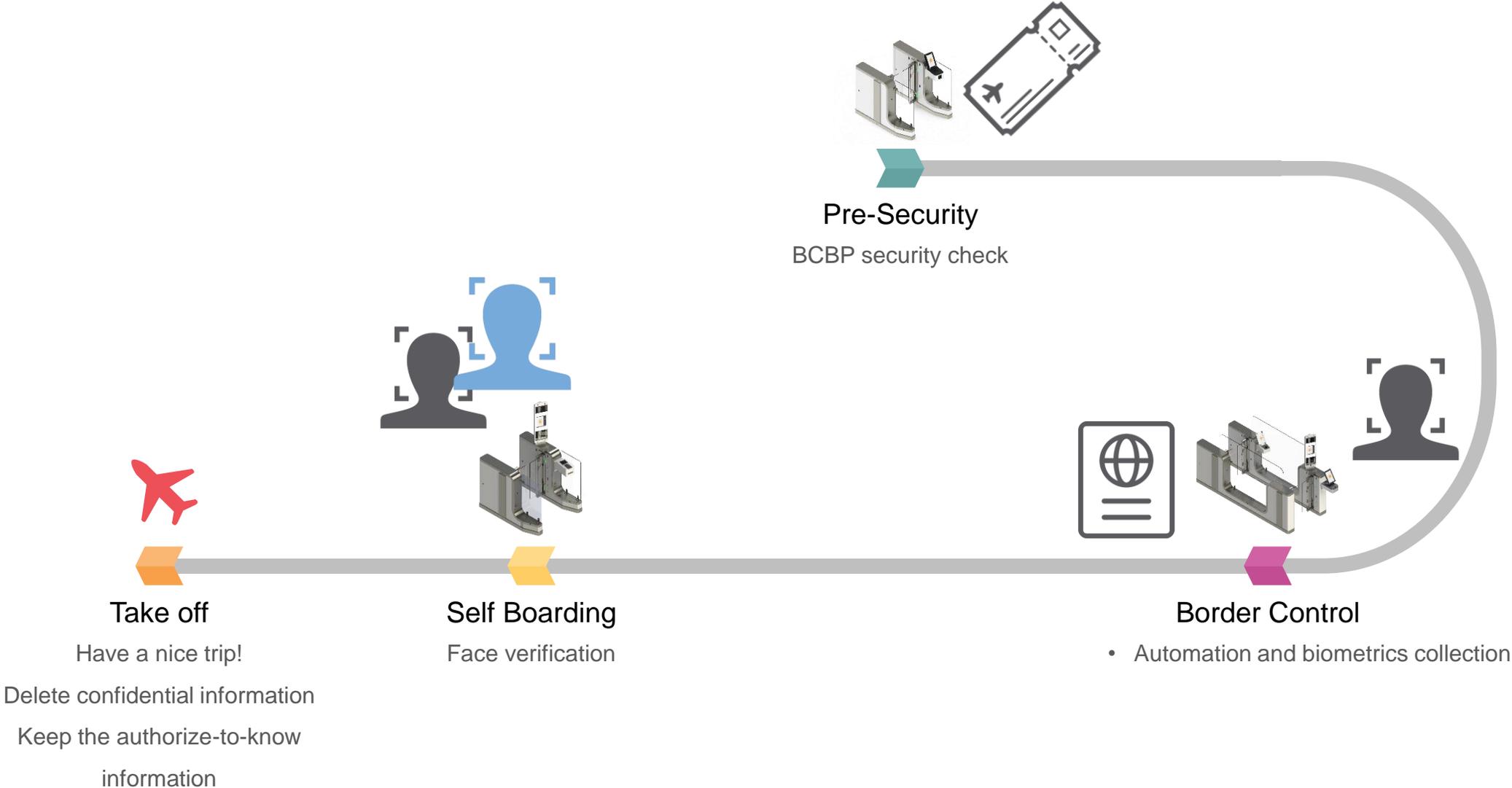
Progress

2015 Manual Positions with biometrics verification and enrolment (face&finger)

2018

21% eGates

12% Biometrico

67% Rápido
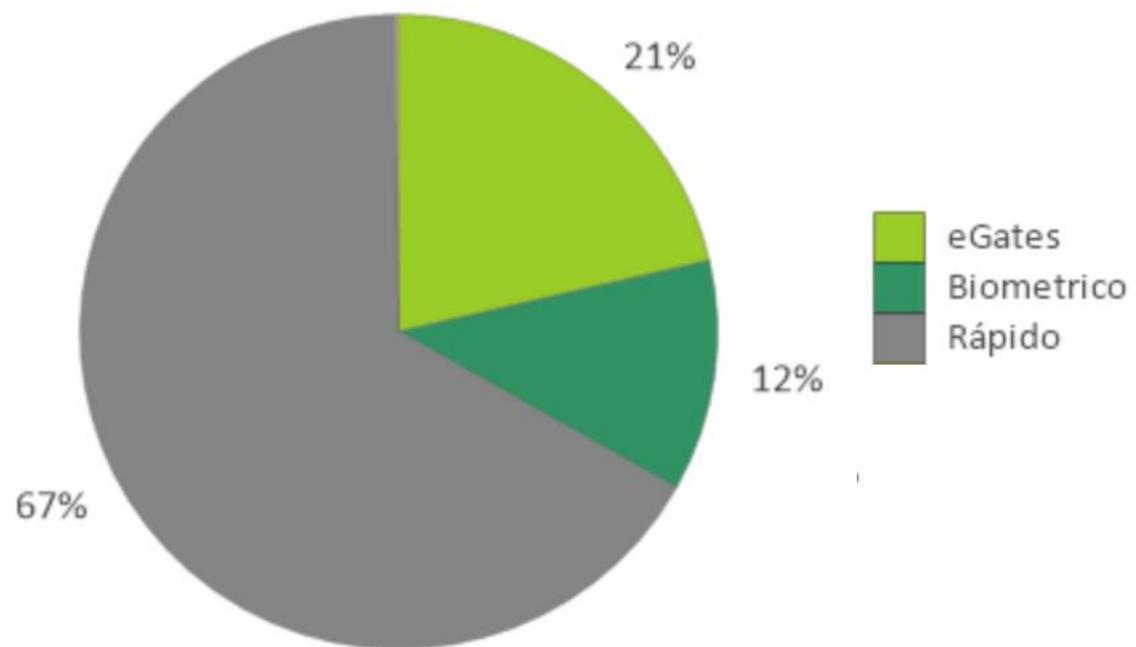
Progress

ABCs in Arrivals and Departures
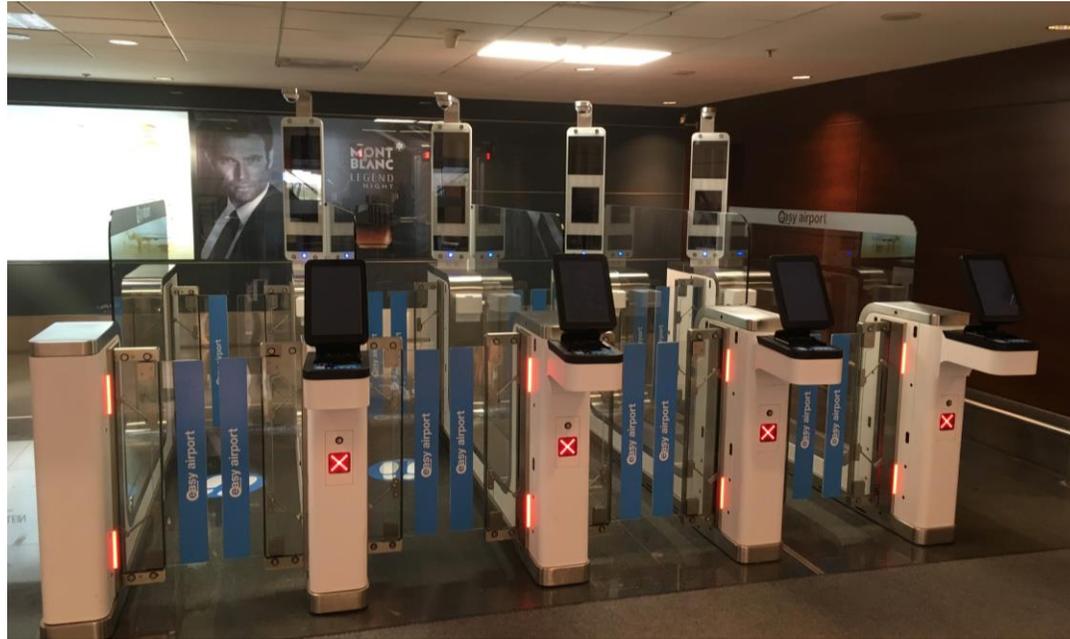
Arrivals

33 nationalities | 4 eGates

Since Aug. 2016

450k total pax processed (21k per month)

This Year: 160k pax (32k per month)

Departures

Only Uruguay Passport | 3 eGates

Since Dec. 2017

50k pax processed (10k per month)

Progress

SBGs and Pre-Security check

SBGs

LATAM

Proof of concept live since **March 2018.**
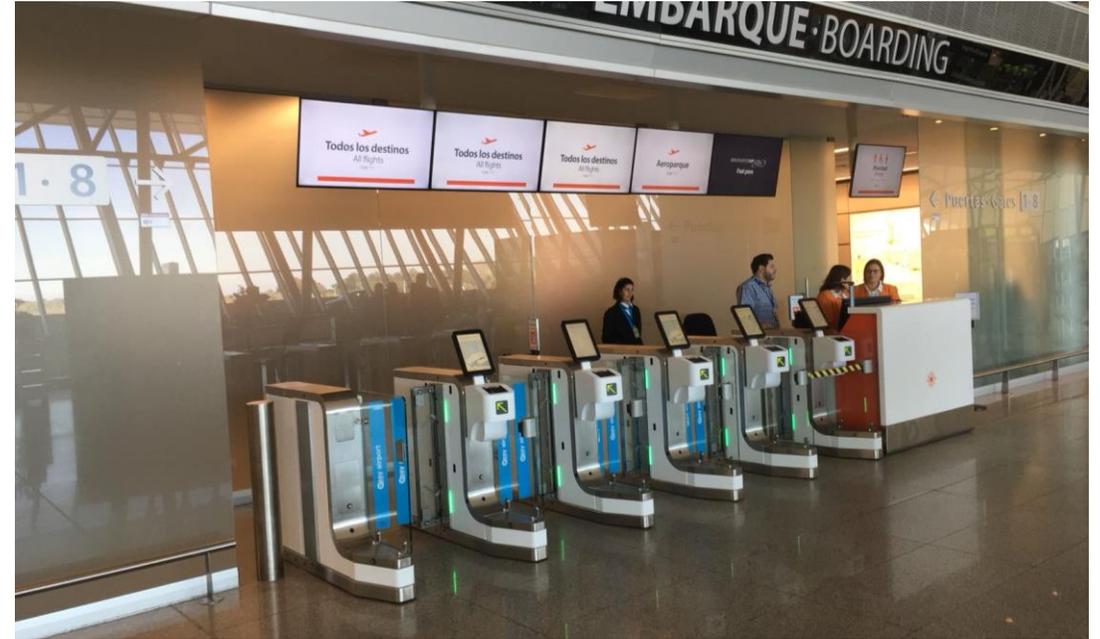
Pre-Security Check

Airlines DCS

Live since **May 2018**.
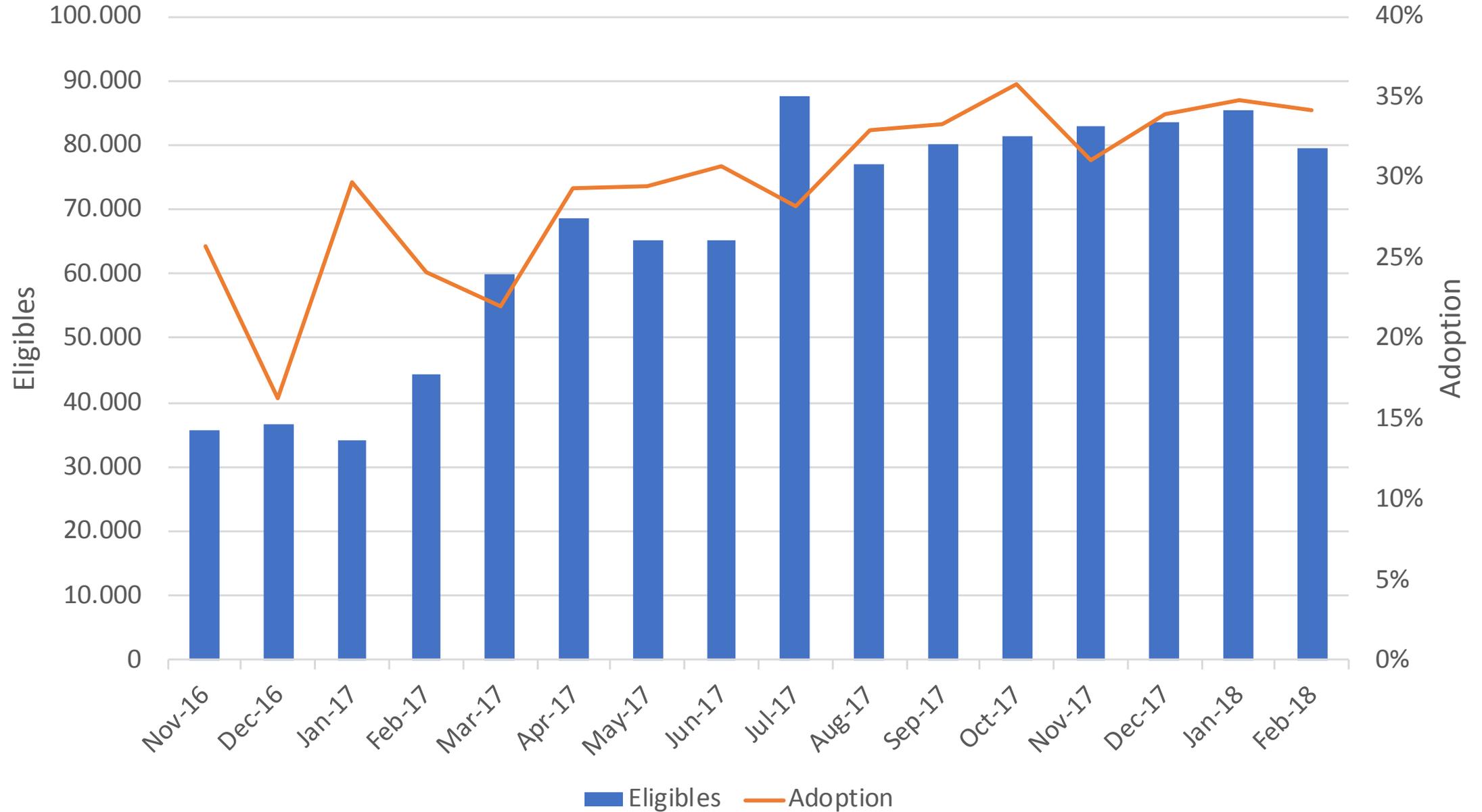
Arrivals

% Pax vs. Total Arrivals

Argentina — Brazil — Chile — EU — Uruguay — USA

ARG
19 Dec-16

BRA
22 Mar-17

SPA
26 May-17

EU |CHI
10 Nov-17

USA
Jan-18

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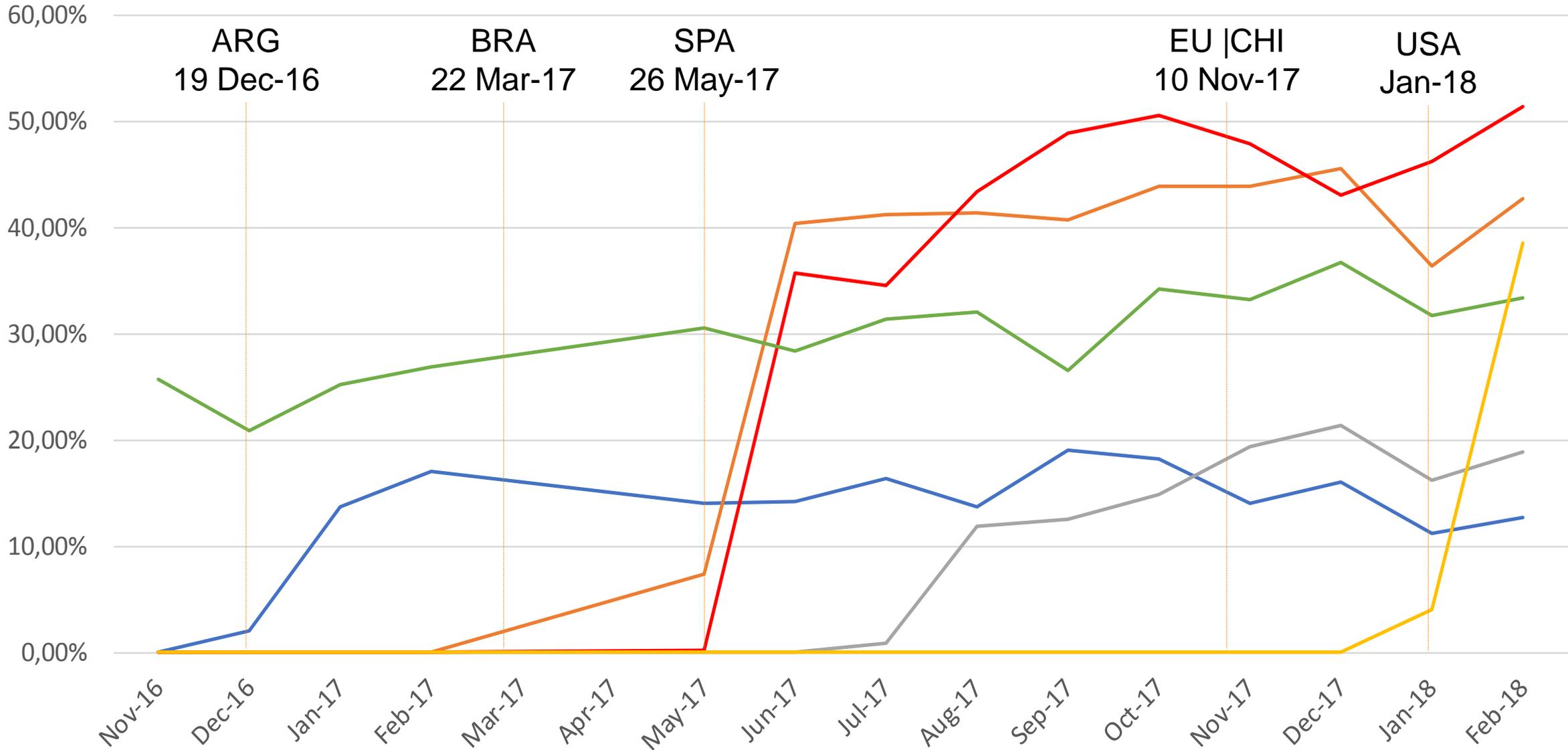
Passenger Experience Indicators - Quality Indicator

Quality service indicators Aeropuerto de Carrasco - 2018						
	Jan	Feb	Mar	Apr	May	Jun
% of total pax						
QLESS						
1 Waiting time in security check-point (<5min)	88%	89%	88%	82%		
2 Waiting time in security check-point (<10min)	97%	98%	96%	95%		
3 Waiting time in passport control (<5min)	80%	73%	74%	78%		
4 Waiting time in passport control (<10min)	91%	87%	88%	90%		
5A ABC Gates arrivals	34%	33%	37%	39%		
5b ABC Gates departures	6%	8%	11%	13%		

Thank You For Your Time

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