FIRST JOINT ICAO/INTERPOL
PASSENGER DATA EXCHANGE FORUM

Montréal, Canada | 27 - 28 May 2021

Ilker Duzgoren

IATA

Passenger Experience & Facilitation

duzgoreni@iata.org

300+ airlines transmit passenger data to almost 100 States, creating a complex network of airlines, government agencies, and their system providers

➢ Different types of stakeholders with varying interests

ICAO

IATA

Principles

- Airlines support **standard** passenger data programs which can enhance border management and security while **improving passenger** facilitation

- Key **principles** for a swift **implementation**

  ➢ Legislation
  ➢ Communication
  ➢ Alignment with standards
  ➢ Cooperation between the industry and States

TRIP202
1

ICAO

IATA

Checklist for States to Set Up a Passenger Data Program

- Determine the needs and expectations

- Get familiar with global standards

- Check that the appropriate legislation is in place

- Define the lead agency to be the Point of Contact and run the program

- Establish inter-agency cooperation and Single Window

- Include private stakeholders early in the process

- Approach other States and organizations for co-operation

- Assess budget constraints and opportunities

- Cooperate with air carriers and remain flexible

TRIP2021

ICAO

IATA

Adherence to Standards

- The main international standards on Passenger Data Exchange are:

  - The provisions (SARPs) in ICAO's Annex 9 to the Chicago Convention,
  - WCO/IATA/ICAO Guidelines on API, and
  - ICAO Doc 9944 – Guidelines on PNR

- Benefits of standardization:

  - Faster Implementation
  - Greater co-operation and compliance from airlines and their service providers
  - Cost Control
  - Reliable Data

TRIP2021

ICAO

Airline Engagement

- Industry outreach at an **early stage** of the Passenger Data Program set-up

- **Detailed information** (e.g. technical specifications) in line with international standards must be provided in a timely manner

- Different business models with varying capabilities – **flexibility** is key

IATA

Outreach to Airlines

- All airlines flying in and out of the country - not just carriers based in the country

  - Through AOC's, Head Offices - IATA can assist, too

  - Airlines have experience in implementing these systems

- Create a stakeholder consultation group to define the requirements before publishing them

  - Involve IT suppliers and DCS providers early in the process to collect feedback

  - Not all airline systems can necessarily be configured to address non-standard requirements

- Airlines need sufficient time (at least 6 months) to:

  - Configure systems based on the requirements
  - Test connectivity and certify compliance
  - Train staff

- Consider phased implementation

TRIP202
1

ICAO

IATA

Issues / Challenges

- Requiring API and/or PNR without any legislation in place

- Requests from multiple agencies within the same government for the same/different data

- Unrealistic deadlines

- Changes to requirements after programming has begun

- Governments requesting API or PNR data through channels with which airlines cannot comply; such as direct access to airline systems, E-Mail, Fax, Paper, etc.

- Governments demanding information which does not exist in the passport's MRZ (Machine Readable Zone), or not included in the standards; such as:
    - Passport issue date
    - Baggage weight
    - Passenger Address
    - Place of Birth …etc.

TRIP202 1

ICAO

IATA

Assistance from IATA

IATA Training on Passenger Data Exchange Programs

https://www.iata.org/en/training/courses/passenger-data/tscs58

Guidance Material: Facilitation & Passenger Data

https://www.iata.org/en/programs/passenger/passenger-data

API / PNR Toolkit

https://www.iata.org/en/publications/api-pnr-toolkit

IATA Manual on Secured & Simplified Borders

NEW

https://www.iata.org/en/publications/store/secured-simplified-borders-manual

TRIP2021

ICAO

Assistance from IATA

IATA can support States in the implementation of their passenger data programs

Authorities can reach IATA to facilitate the contact with airlines

Monthly Facilitation Exchange calls hosted with a multi-stakeholder approach

IATA API/PNR World Tracker

TRIP2021

ICAO

Summary

- Adherence to Standards ensures compliance and cost-efficiency

- Engage with industry at an early stage of the Passenger Data Program set-up

- Work and communicate with airlines
    - They are your best partners as they are used to set-up these systems

- IATA is available to assist