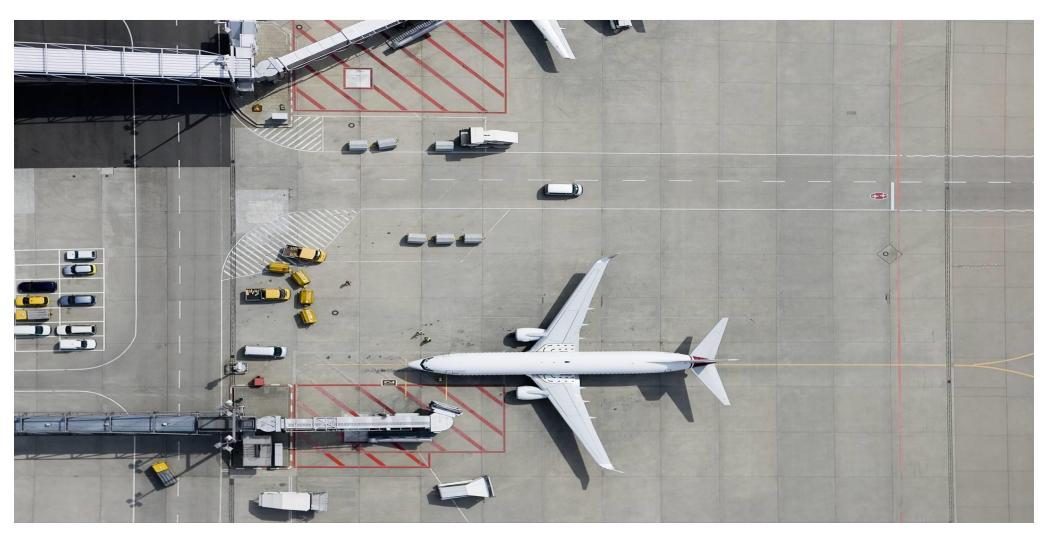
# ICAO Facilitation Regional Forum

Ulaanbaatar, Mongolia 7 to 8 July 2025 Hosted by:

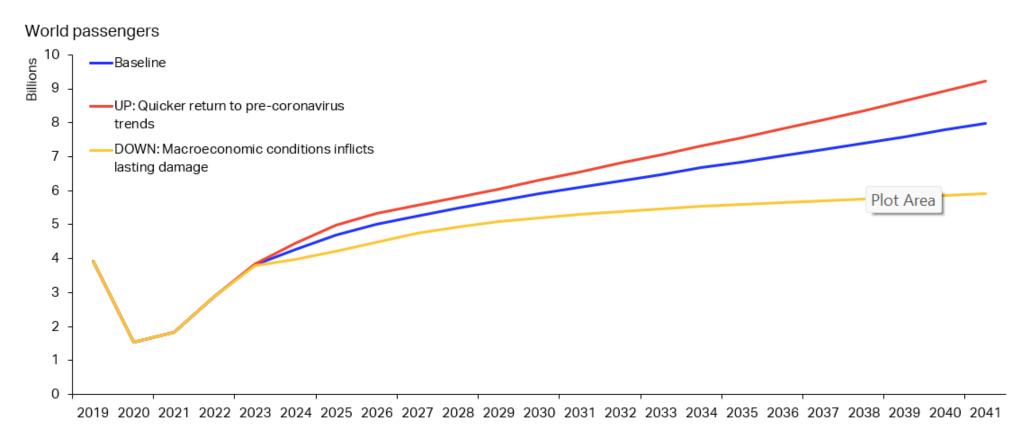


### **Transforming Passenger Experience:**

Aligning Airport Infrastructure to meet Customer Needs

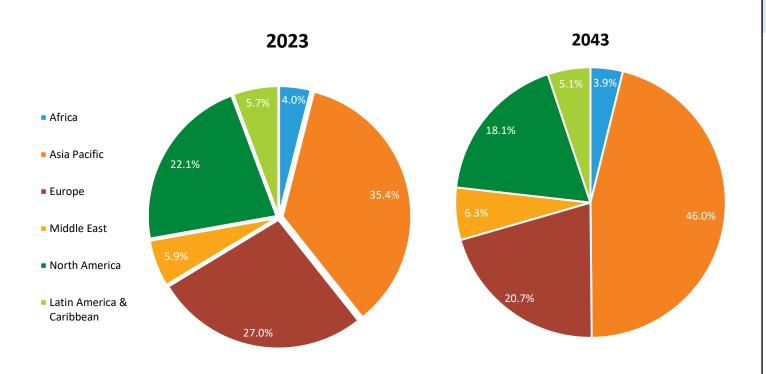


#### Passenger traffic expected to double v2019 by 2041

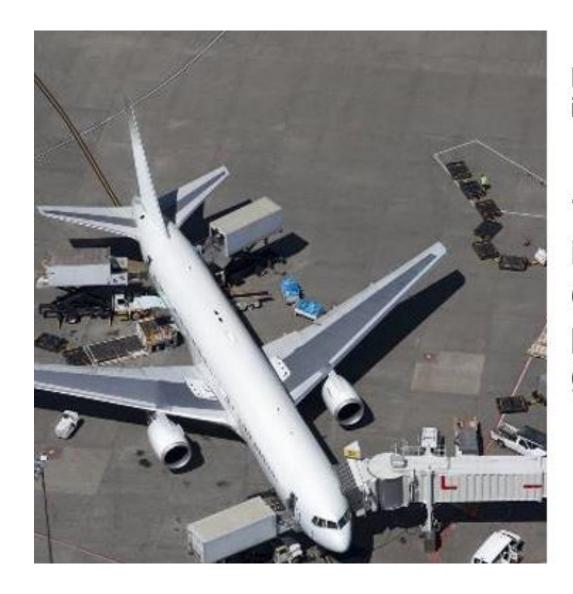


Source: Tourism Economics/IATA Sustainability and Economics

### Passengers to double in 2043



Region	CAGR (2023 - 2043)	CAGR (2019 - 2043)
Africa	3.6%	3.4%
Asia Pacific	5.1%	3.8%
Europe	2.3%	1.8%
Middle East	4.0%	3.6%
North America	2.7%	2.2%
Latin America & Caribbean	3.1%	2.9%
World	3.7%	2.9%



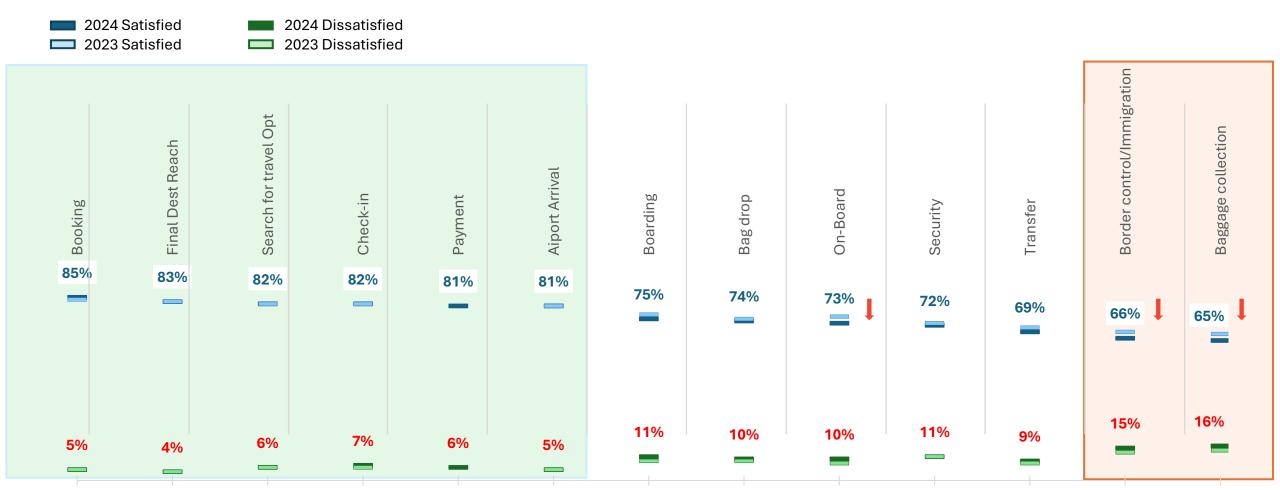
Building ever larger airports will be increasingly difficult, if not impossible.

The industry needs to implement automation, digitalization, and efficient processes to handle this growth.



Today, our industry is constrained and limited by the legacy standards, processes & technology in

## Satisfaction highest with **booking related** touchpoints, **check-in and** arrival. Dissatisfaction with baggage collection & border control



Source: Global Passenger Survey 2024 Base: N (2023)=8'790, N (2024)=13'487

# Speed & convenience remain top passenger priorities they want...

Security

Less or no queuing

Border control

No queuing, online visa application before travel

Baggage

Fast delivery, tracking possibility, baggage travelling ahead

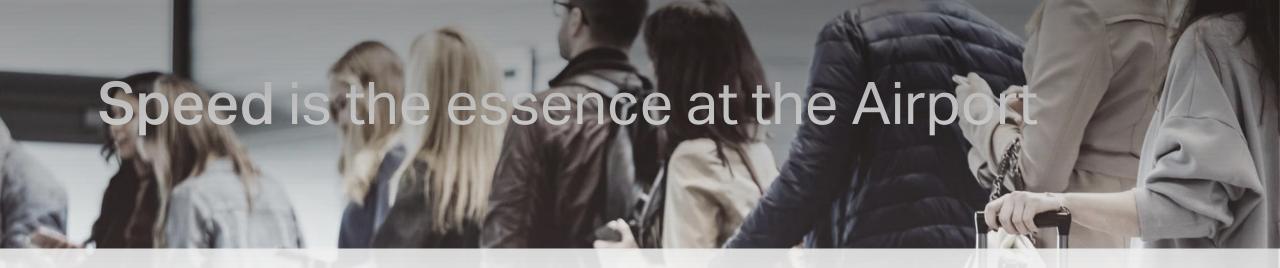
Boarding

More efficiency, no bus, place for carry on luggage

Transfer

No additional security / immigration checks & bag dropping at transfer airport.

Speed and convenience can be enhanced by completing these processes before arriving at the airport.



Maximum desired time to get to the gate (without shopping, dining, etc.)



#### Less than 30min

for 72% of the passengers with a carry-on bag only



#### Less than 45min

for 76% of the passengers with a carry-on bag and checked-in bag



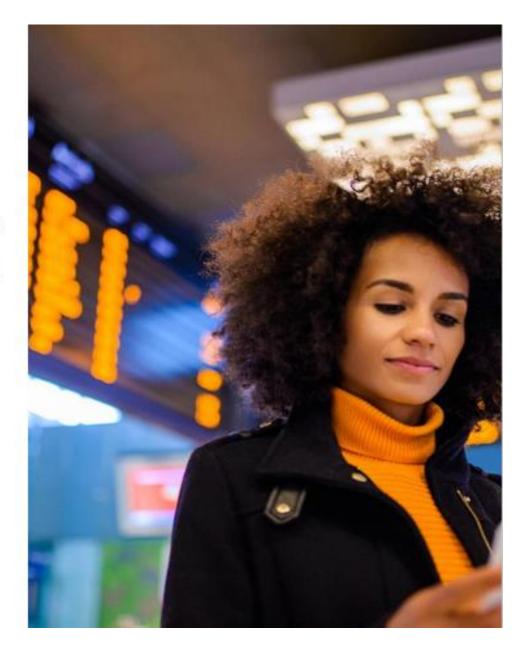
#### Less than 1h

for 79% of the passengers with mobility aid or special assistance



Vision: Passengers arrive at the airport 'Ready to Fly' – all documents have been checked remotely and in advance – and experience a contactless journey through biometric identification

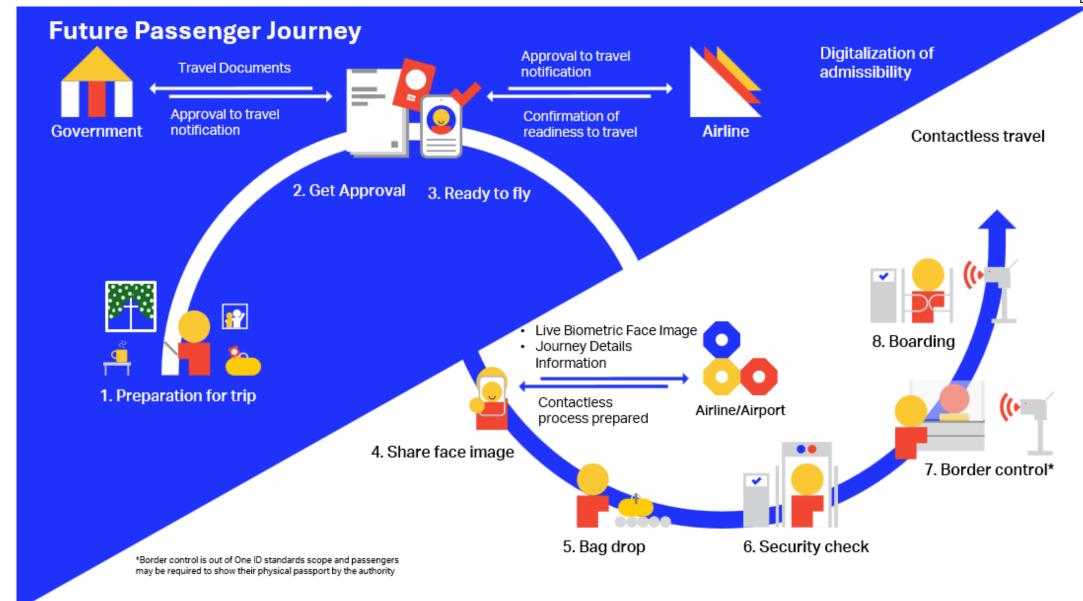
One ID aims to transform passenger processing using Digital Identity technologies





"Commit to actively engage in the development of relevant international legal and administrative frameworks that support the evolving needs of international civil aviation and facilitation, particularly in the areas of civil registration, digital identity, biometric recognition, advance passenger information, passenger name record data, and seamless passenger and crew processing;"

Doha Declaration 2025





# Challenges to overcome

- Interoperability
- Fragmented implementations
- Regulations

#### Seamless, contactless travel experience with Improved staff productivity advance sharing Cost saving through Protected privacy by automation Airlines sharing only the minimum Passengers Increased passenger data required data quality Reduced queues and faster processing at the airport Strengthened border security and improved facilitation by receiving accurate passenger info, including biometrics in Reduced queues and less advance Government Airports pressure on airport Opportunities to combat infrastructure human trafficking and other cross-border criminal Optimized space activities efficiency

### Thank You

ICAO Headquarters Montréal

European and North Atlantic (EUR/NAT) Office Paris

> Middle East (MID) Office

Western and Central African (WACAF) Office Dakar

> Asia and Pacific (APAC) Office Bangkok

Asia and Pacific

(APAC) Sub-office Beijing

Eastern and Southern African (ESAF) Office Nairobi

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