

ICAO Facilitation Regional Forum

Ulaanbaatar, Mongolia
7 to 8 July 2025

Hosted by:



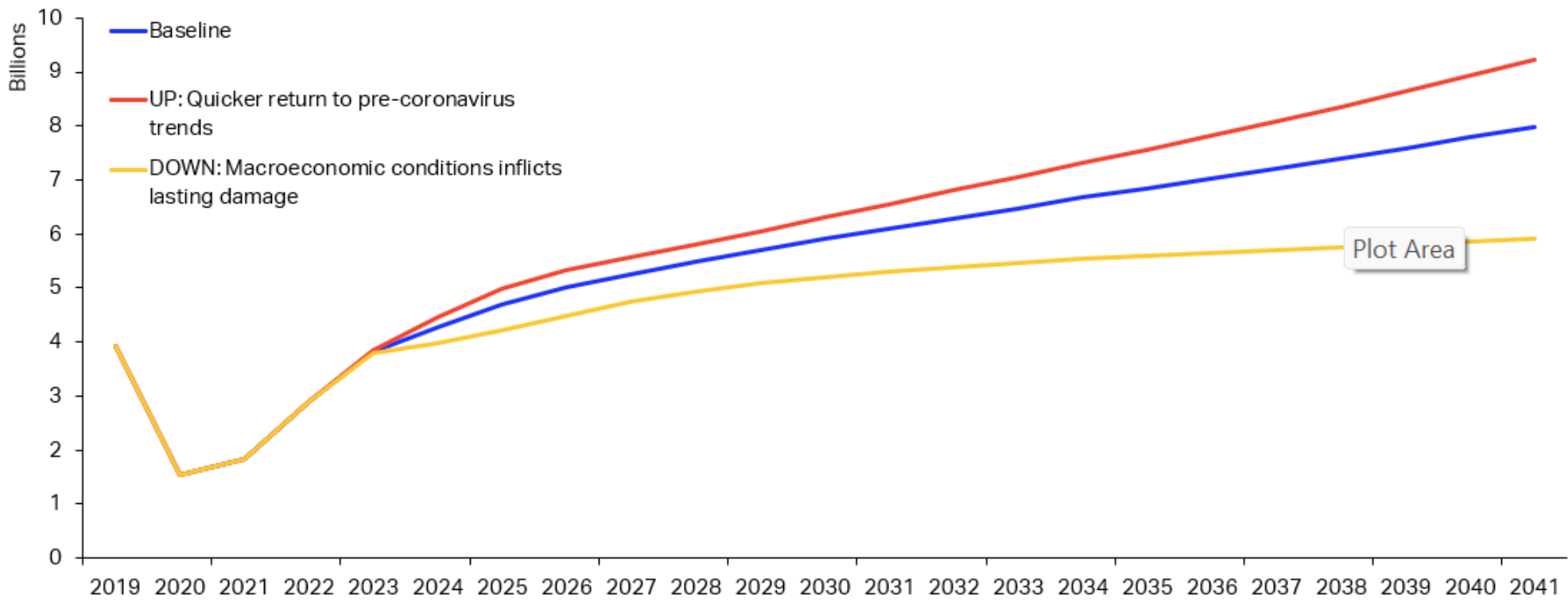
Transforming Passenger Experience:

Aligning Airport Infrastructure to meet Customer Needs



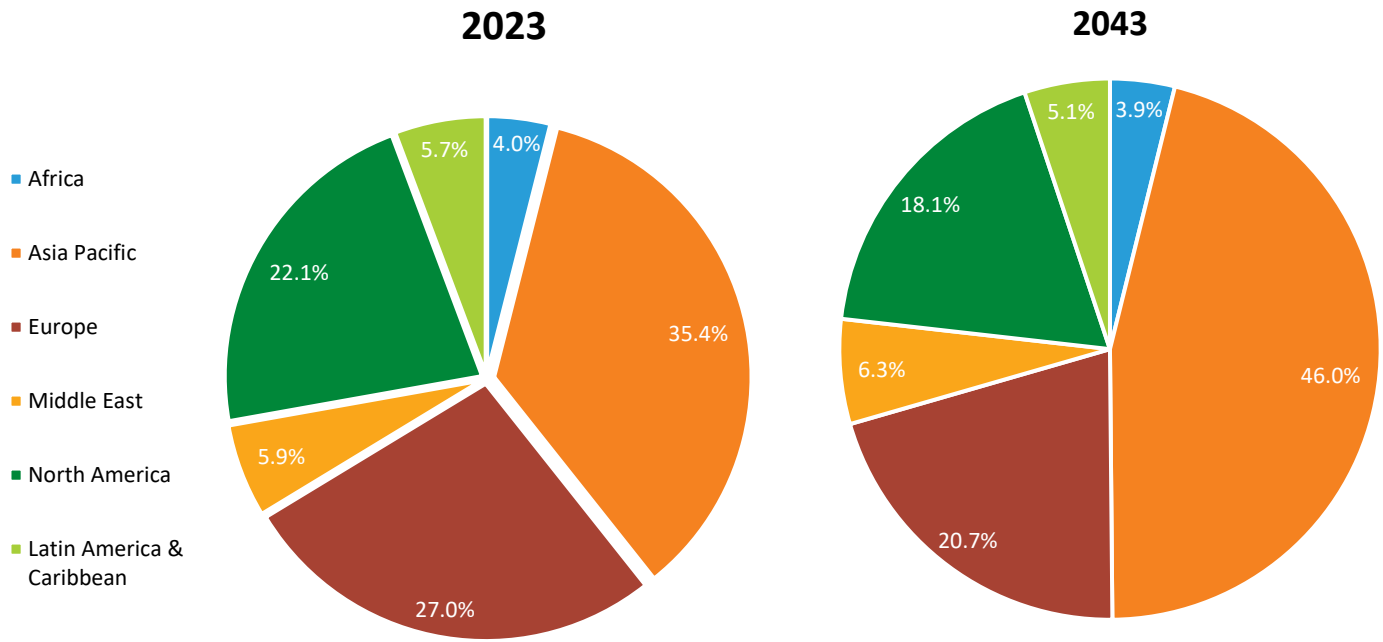
Passenger traffic expected to double v2019 by 2041

World passengers



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%

Source: IATA Air Passenger Forecast – May 2024 update



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.

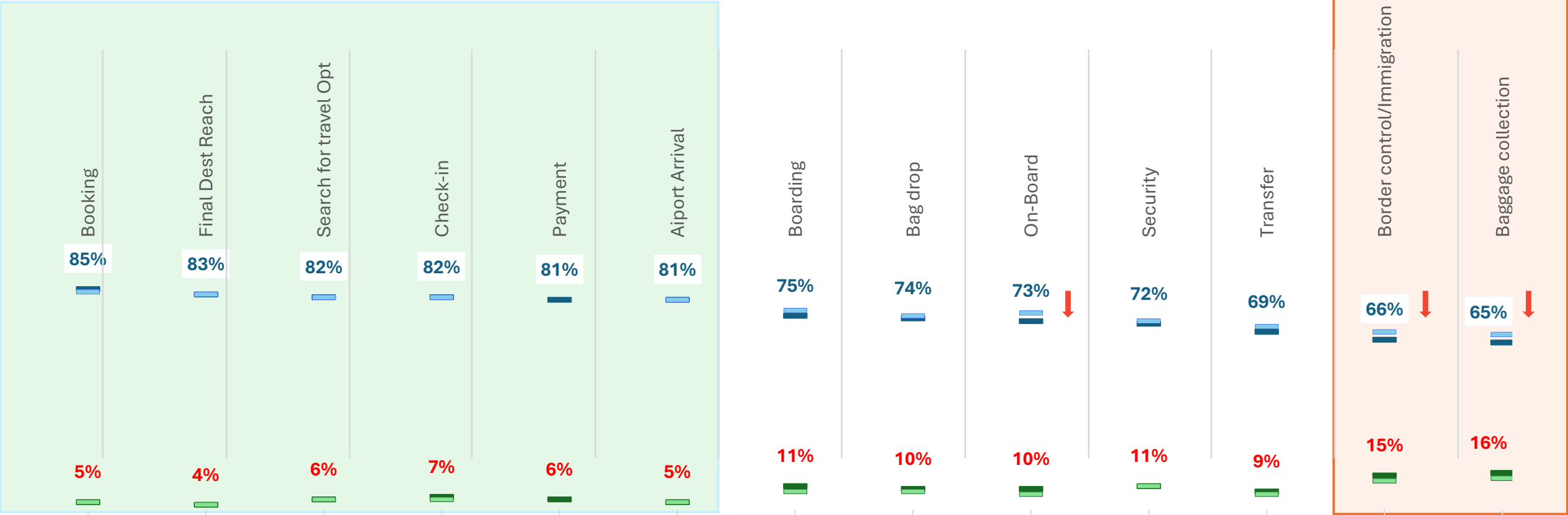


Today, our industry is **constrained and limited** by the legacy standards, processes & technology in place

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

External Confidential

2024 Satisfied 2024 Dissatisfied
2023 Satisfied 2023 Dissatisfied



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.

Speed is the essence 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



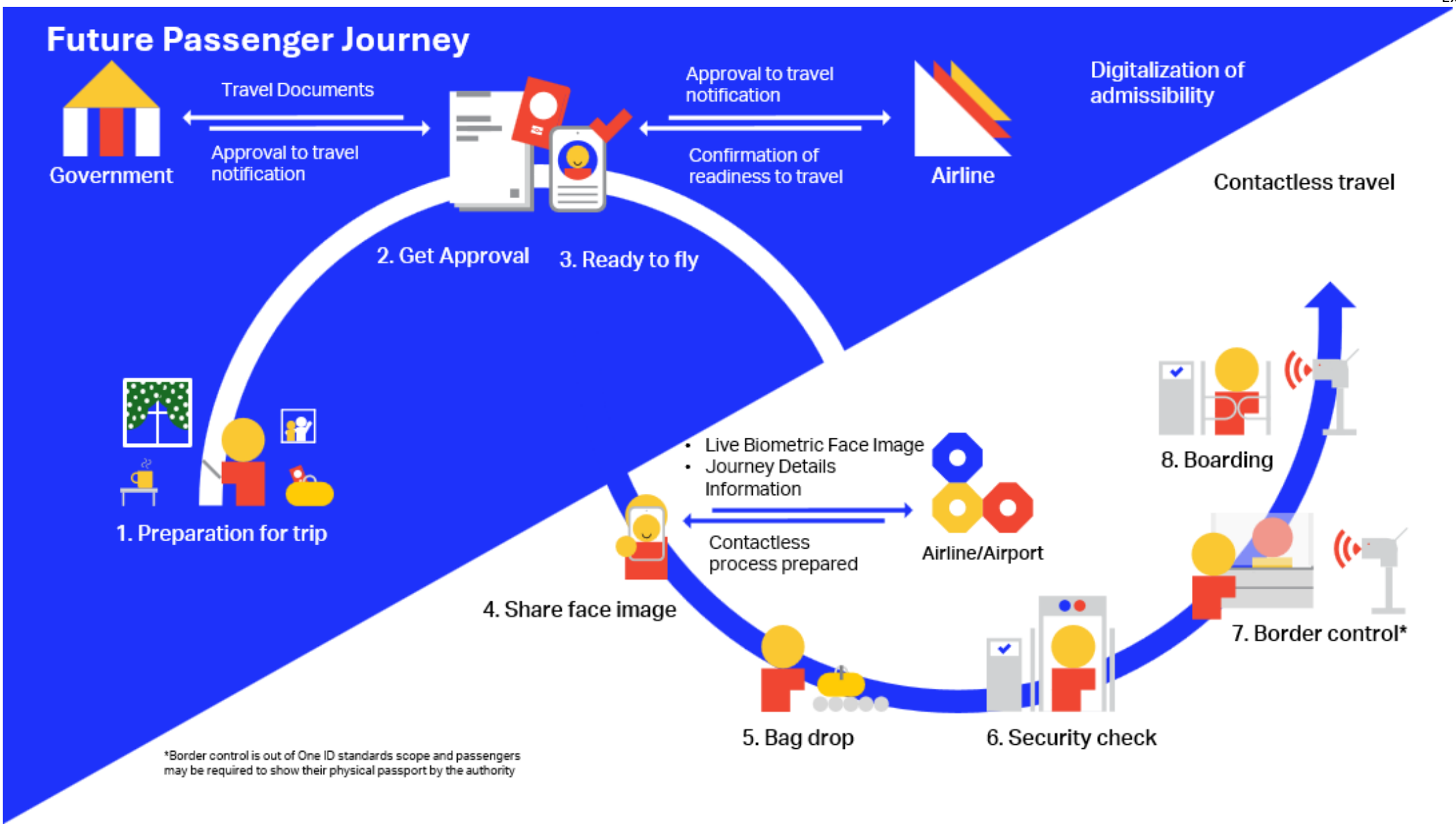
ICAO Facilitation Conference

Doha, Qatar, 14 – 17 April 2025



"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;"

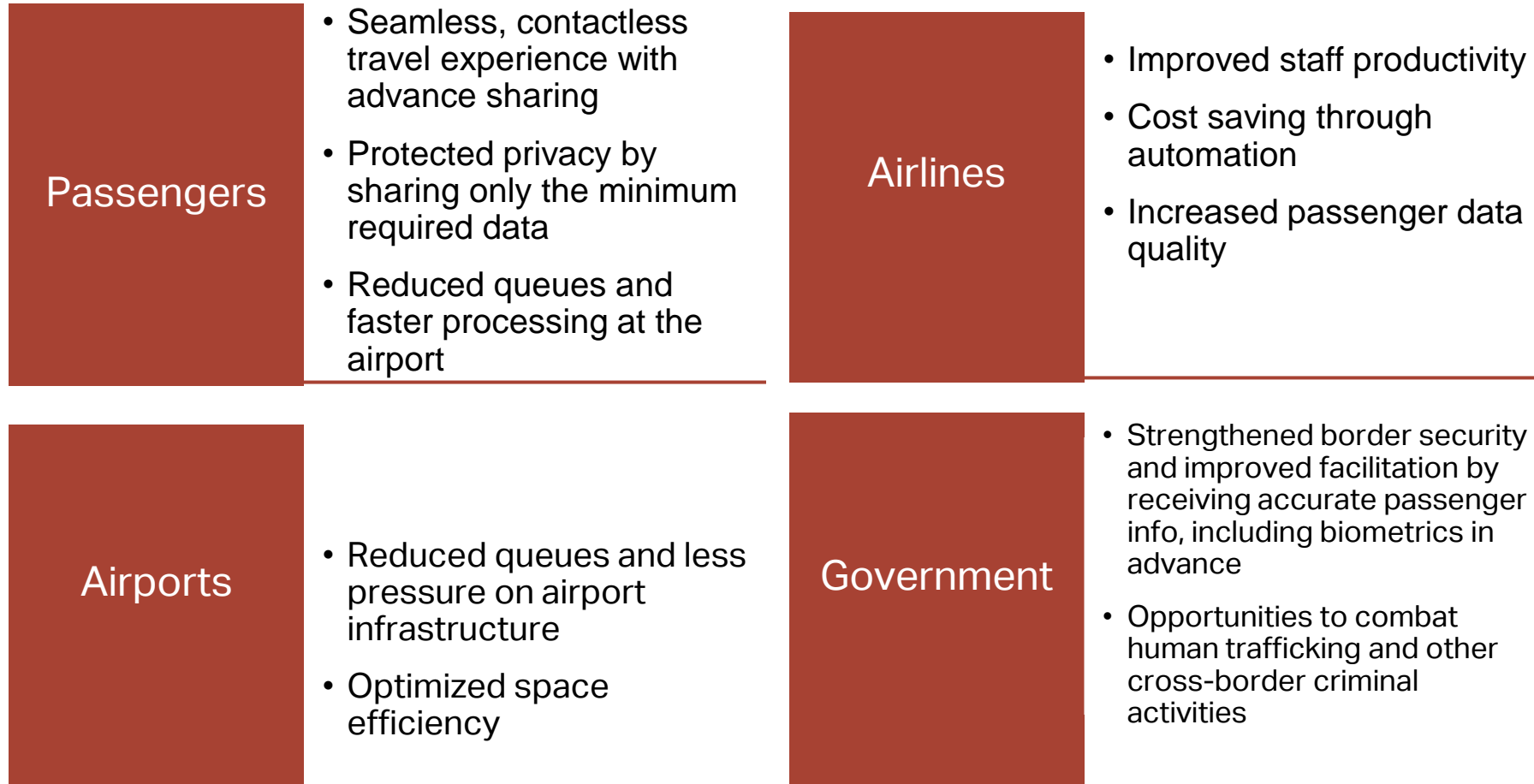
- Doha Declaration 2025





Challenges to overcome

- Interoperability
- Fragmented implementations
- Regulations



Thank You

