ACI membership & regional offices

ACI World
Montreal, Canada

ACI Europe
Brussels, Belgium

ACI North America
Washington, DC

ACI Asia-Pacific & Middle East (sub-office)
Riyadh, Saudi

ACI Africa
Casablanca, Morocco

ACI Asia-Pacific & Middle East
Hong Kong, China

ACI Latin America-Caribbean
Panama City, Panama

717 members **~2,000** airports **185** countries and territories
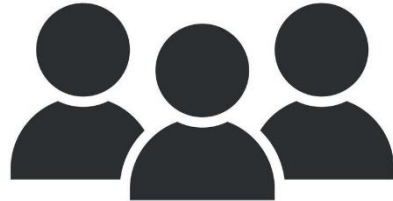
Air passenger traffic has surpassed 2019 level for all regions

2019 traffic level
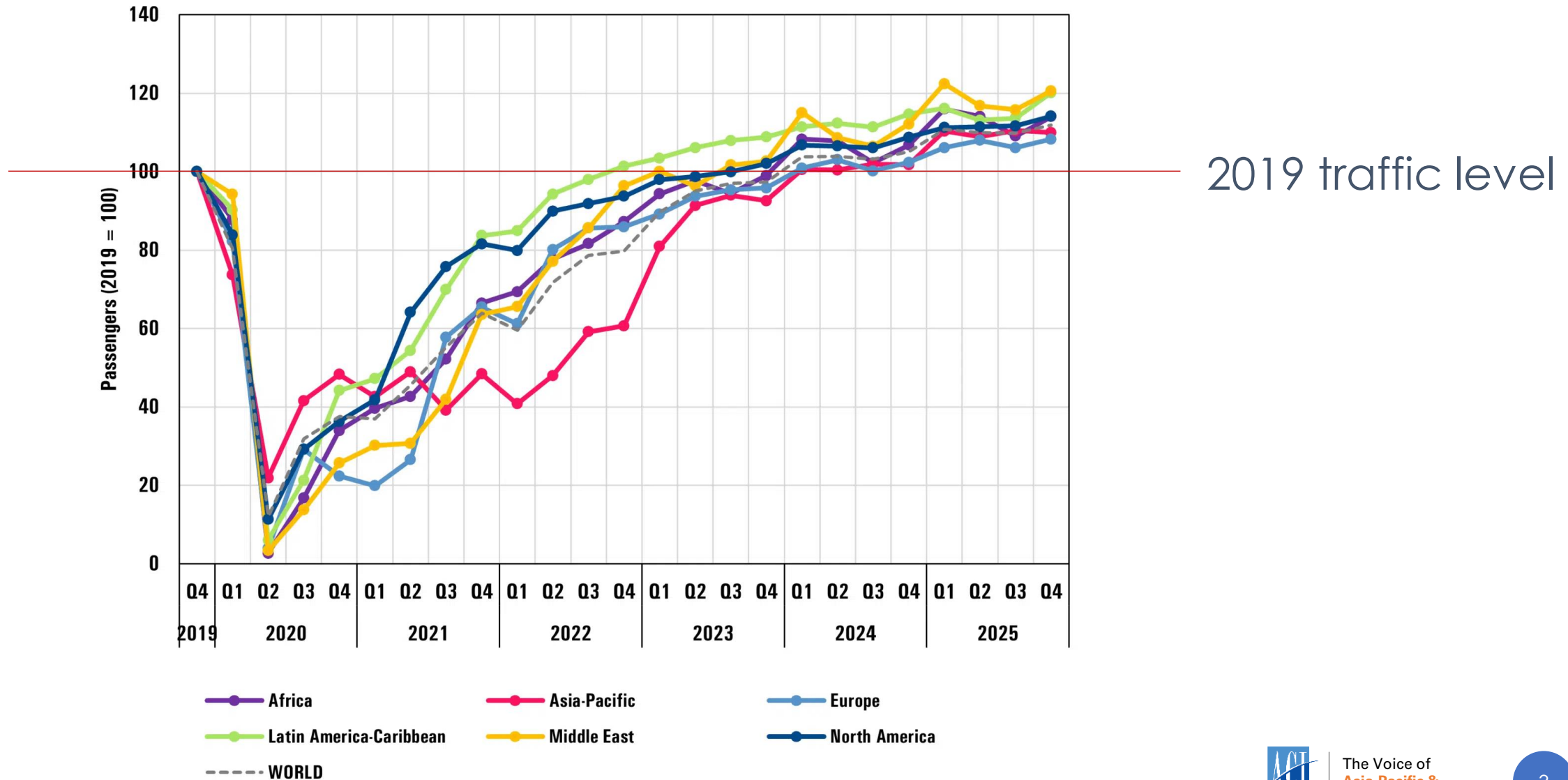
Inevitable challenges faced by many airports in the region

Growth of traffic **+** Frontline staff shortage **+** Infrastructure constraint ➡

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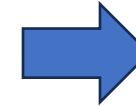
Passengers are not just passengers. They are customers

Happy passenger spend more at airport

😊 **1%** increase in customer satisfaction
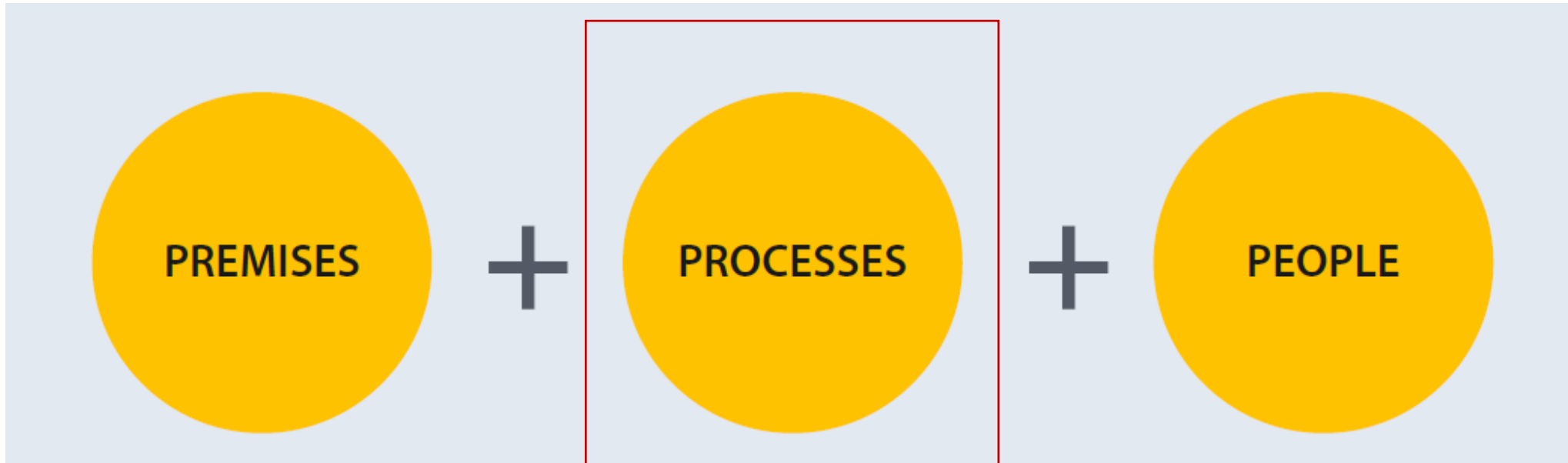
= **1.5%** increase in non-aeronautical spending 💵

based on ACI ASQ survey data (2016)
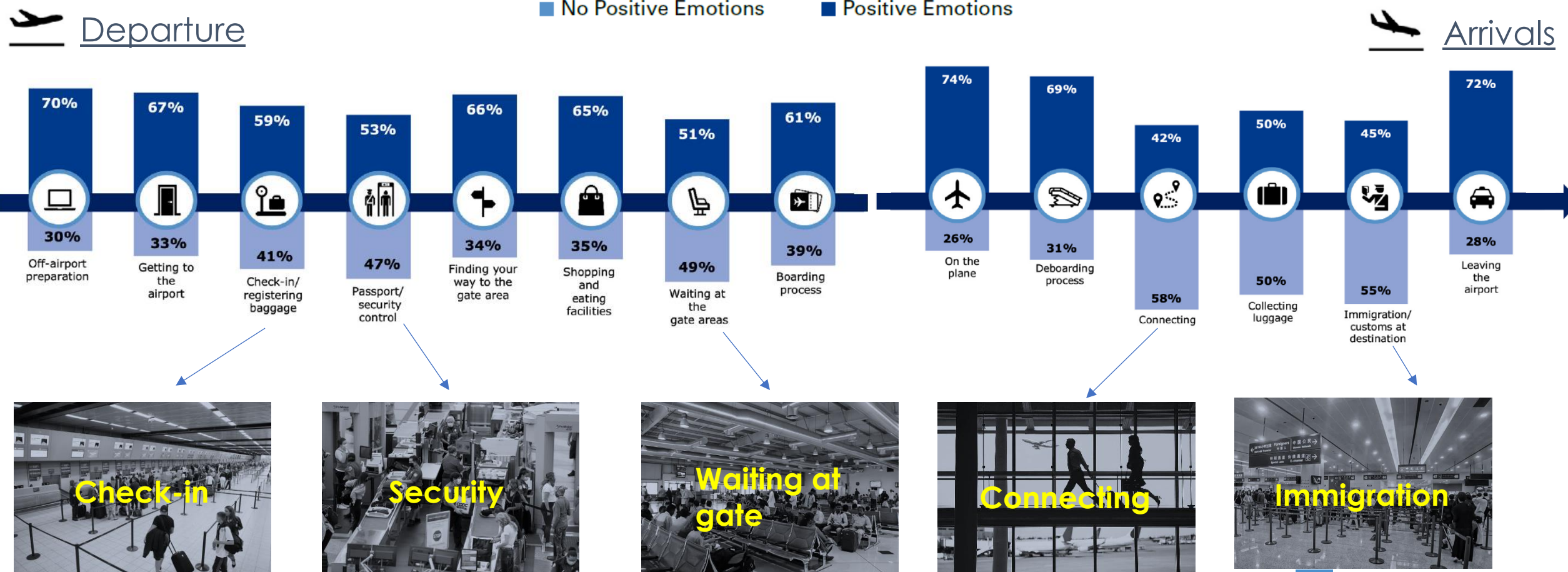
Changing approach on CX by airports

VALUED
Wow-factor

EXPECTED
Airport's conceived image

REQUIRED
Bare minimum / Meeting regulations

experience pyramid

3 fundamental elements that form passenger experience

PREMISES + PROCESSES + PEOPLE

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Stressful points along the airport journey for passengers

*ACI ASQ 2024 Global Traveller Survey

More emphasis by ICAO on technology to improve pax flow

ICAO Doha Declaration 2025
*"**Improve passenger travel experience**….by enhancing efficiency of the movement of aircraft, passengers, crew and cargo"*

Annex 9 (RP.6.9)
*….should **implement automated facilities** for passenger and baggage processing.*

Annex 17 (RP 2.5.4)
*…..should **consider advanced security equipment**, when investing in new equipment, to achieve civil aviation security objectives.*

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Wider use of technology to provide a more seamless journey

Self-service check-in

Self-service bag drop

Baggage reclaim tracking

Digital wallet

Automated border control

AI & robotics for customer enquiry

Digital wayfinding & navigation
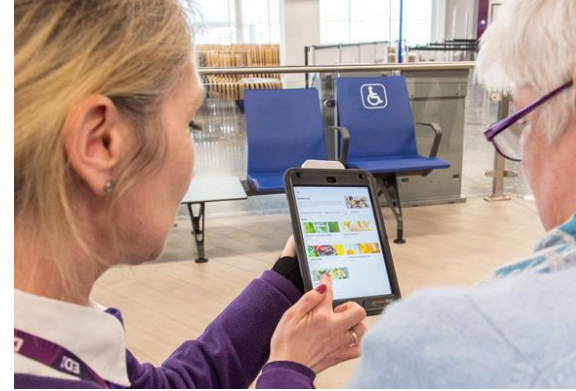
Automated boarding

Also embracing technologies for pax with special needs
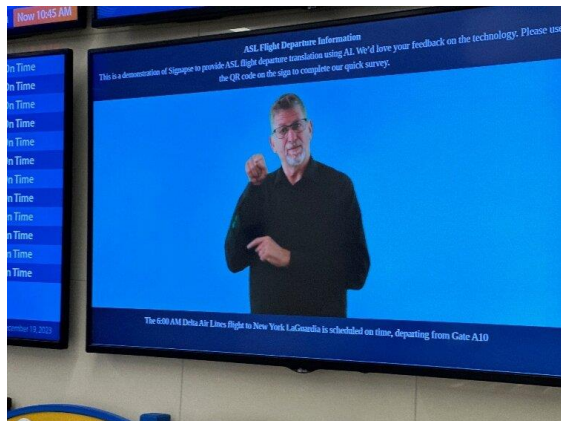

Luggage carriage,
Vancouver Airport

Automated wheelchair,
Narita Airport

Mobile food ordering,
Edinburgh Airport

Sensory room,
London Gatwick

AI sign language board,
Michigan Airport

VRS via sign language,
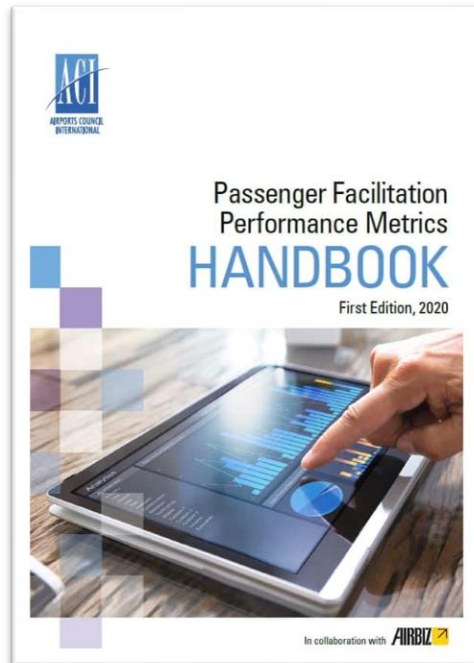Haneda Airport

Caring corner,
Hong Kong Airport

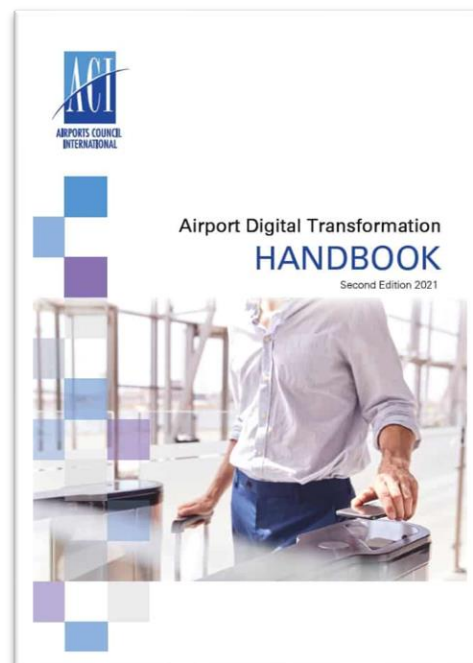App for visually impaired,
Budapest Airport

ACI guidance to assist airports on digitization & pax technology

The future of travel and digital identity at airports

Passenger facilitation performance metrics

Airport digital transformation

Digital culture & leadership strategy

Embracing the AI revolution (upcoming)

* ACI handbooks link

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Multiple factors to enable a truly seamless end-to-end journey

Airport level

- Technology availability
- Robust IT infrastructure
- Data integration
- Staff training
- Cybersecurity
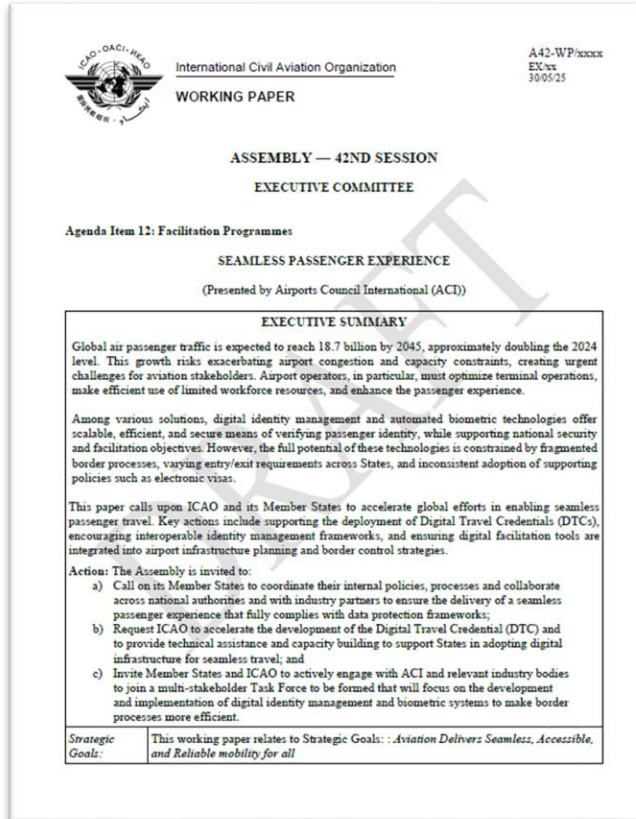
National & industry level

- Stakeholder coordination
  - Immigration, CAA
  - Airlines, ground handlers
- National regulations
- Data privacy protection

International level

- Border entry/exit reqt.
  - Visa/ETA
- International std
  - ICAO DTC

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ACI paper to be submitted to A42 on seamless journey

- Better coordination between stakeholders within a State

- Accelerate adoption of ICAO DTCs

- Leverage support from international associations (e.g. ACI, IATA)

Security remains the most challenging airport touchpoint

CHECK-IN · BAG DROP · SECURITY · BORDER CONTROL · BOARDING

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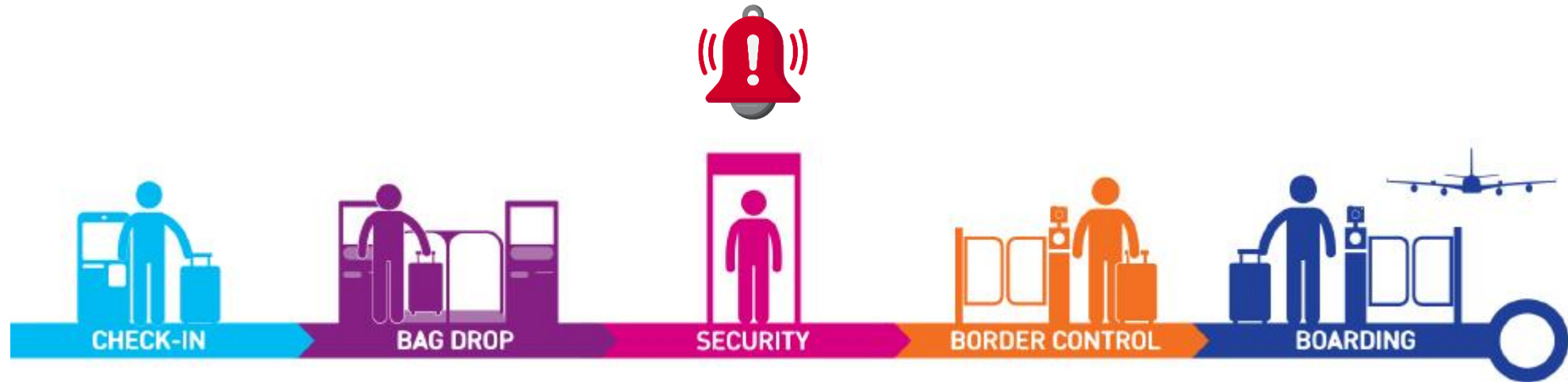
Touchpoints are becoming fully automated, but not security yet

Self-service check-in

Self-service bag drop

Technology   Human

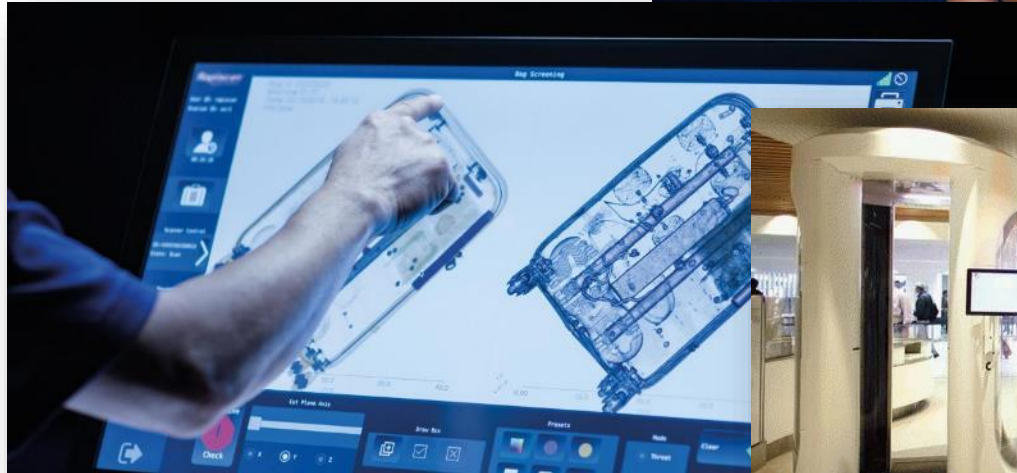**Human beings are still indispensable in security**

Automated border control

Automated boarding

Increasing deployment of "smart" technologies at checkpoint
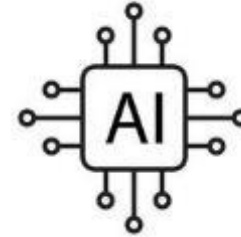
Future trends on screening technology

ACI Smart Security Vision 2040

More seamless
(i.e. less hassle and frictionless)

More intelligent
(i.e. Use of AI for threat & data analysis)

More connected
(i.e. Open architecture concept)

More examples of smart security checkpoint in the region

Hong Kong Airport

Changi Airport

Perth Airport

Daxing Airport
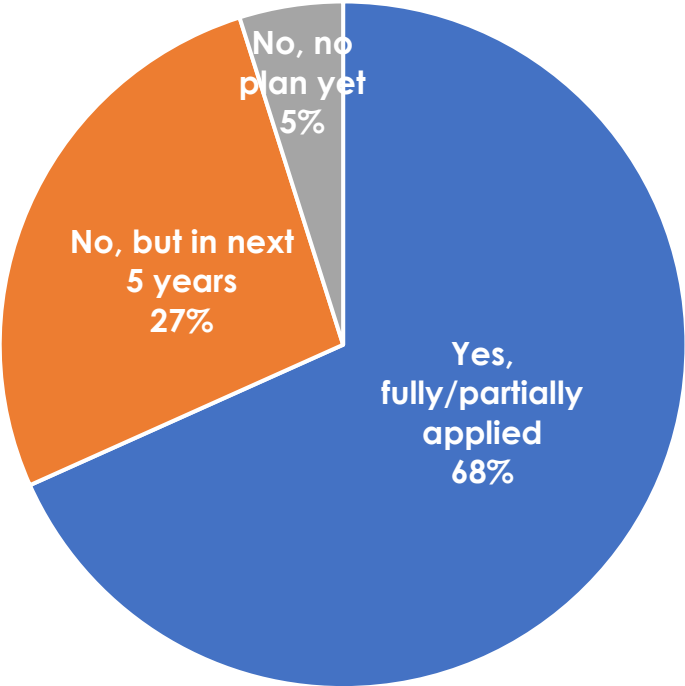
Incheon Airport

Narita Airport

Kansai Airport

Auckland Airport

ACI
AIRPORTS COUNCIL
INTERNATIONAL

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Many other airports in the region will eventually follow suit

CT & body scanner adoption rate (APAC & MID)*

- No, no plan yet 5%
- No, but in next 5 years 27%
- Yes, fully/partially applied 68%

CT & body scanner adoption rate (Europe)**

EDS CB Adoption in Europe
(incl UK & IE units Impact – mandatory
EDS C3 implementation)

Legend: UK & IE new units — Units deployed — Cumulative

SSc Adoption (Europe)
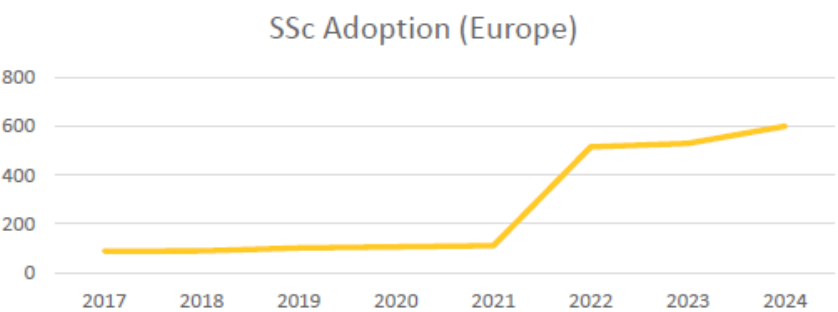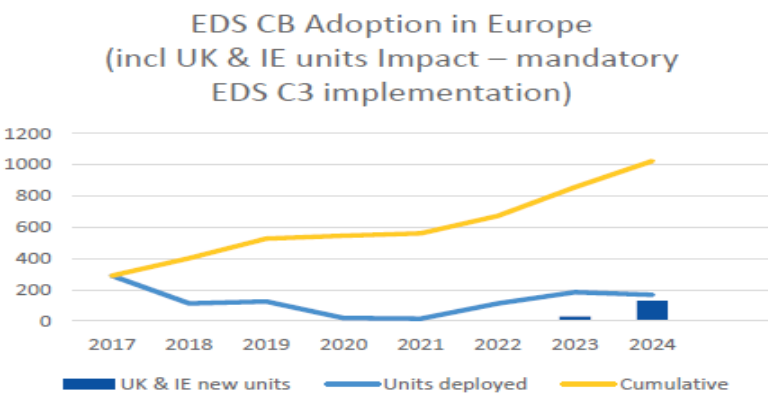
*based on RASC survey in Apr 2025 (with 41 airport operators responded)
**based on ACI Europe data till 2024

Still a distant dream for most of the small airports

Major hurdles in advanced screening technology adoption

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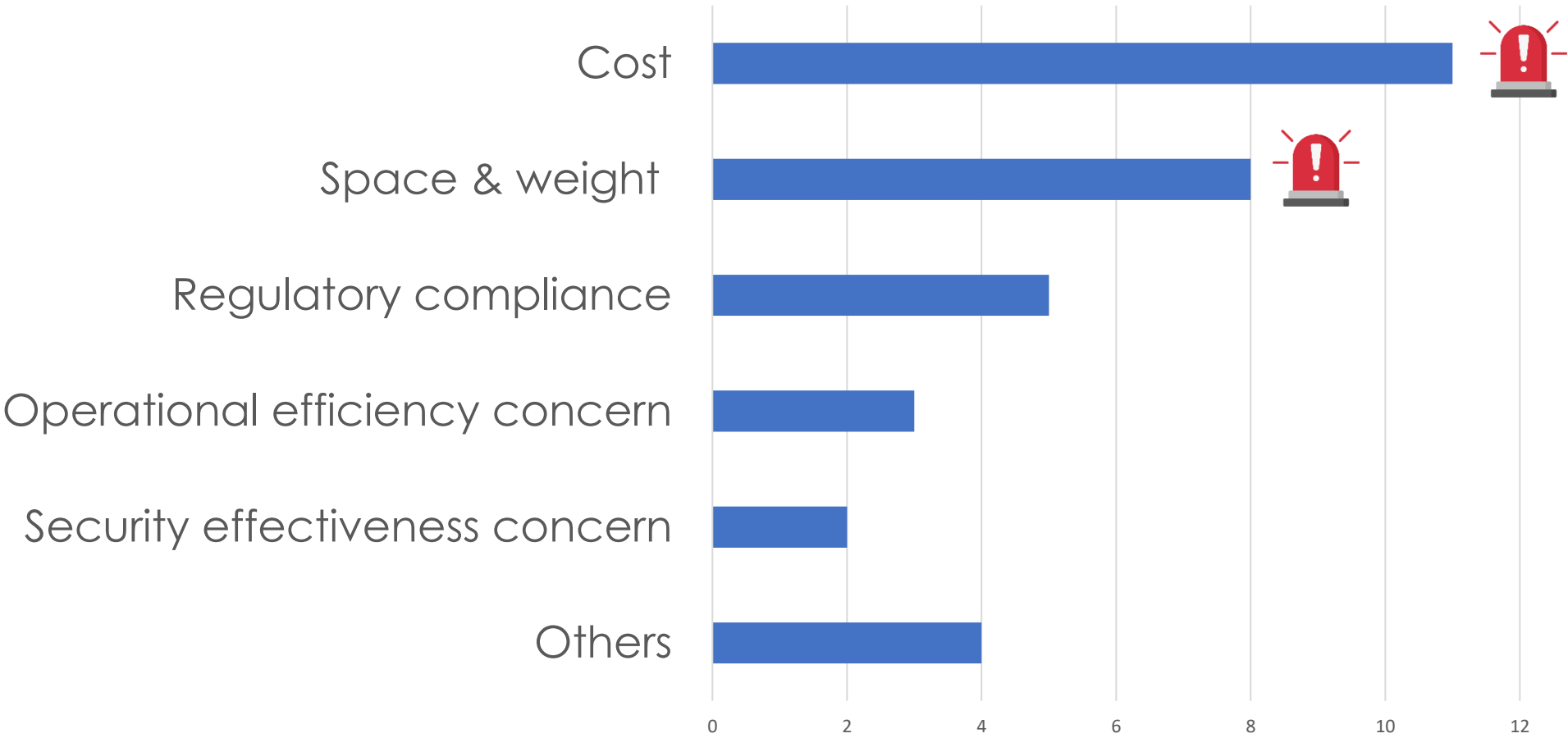
*ACI survey conducted in May 2024 among 40 airport operators in Asia

ACI regional security group with heavy focus to streamline security

39 committee members, representing over 200 individual airports

Commitment by airports to provide an "valued" journey

EFFECT ON PASSENGERS

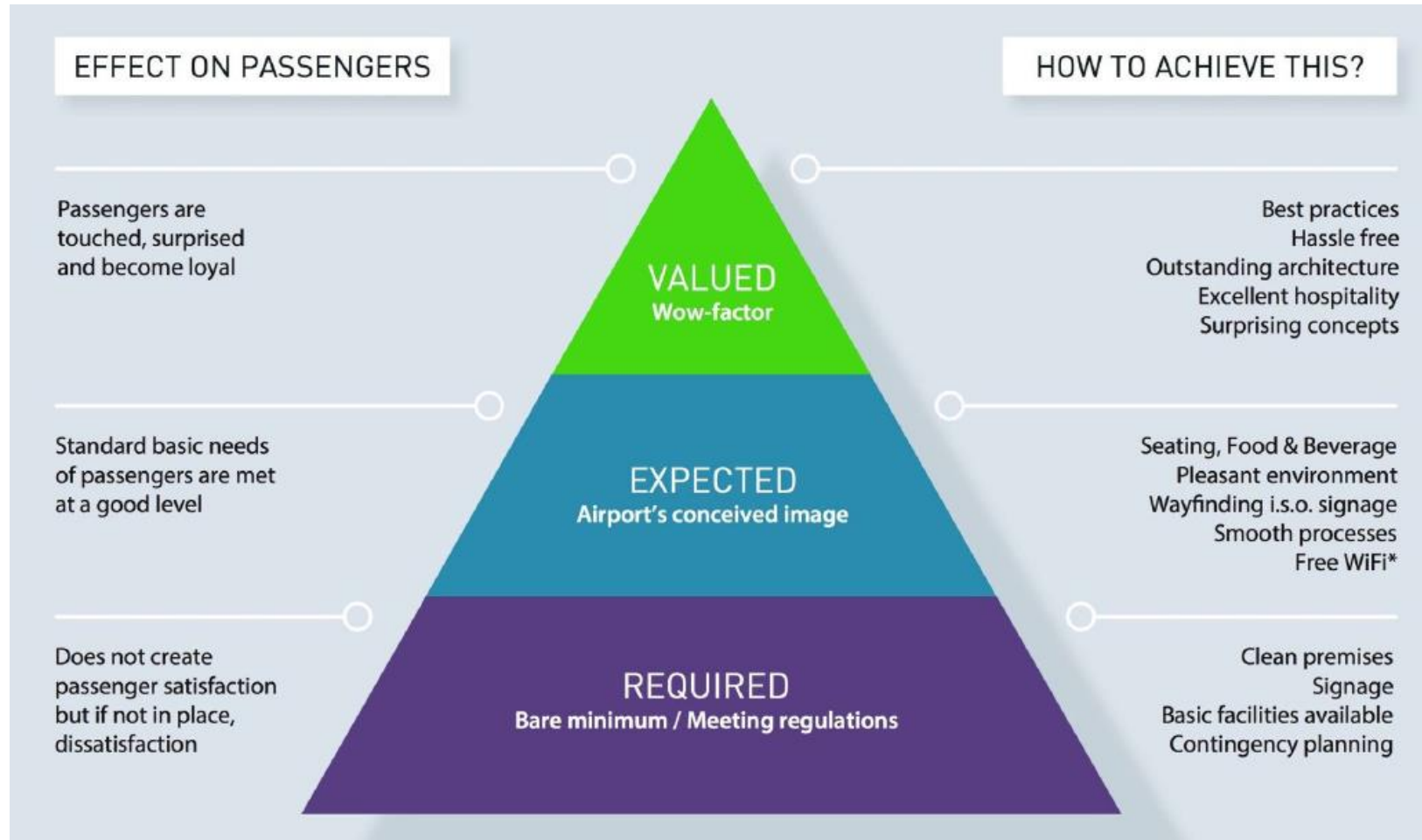HOW TO ACHIEVE THIS?

VALUED
Wow-factor

Passengers are touched, surprised and become loyal

Best practices
Hassle free
Outstanding architecture
Excellent hospitality
Surprising concepts

EXPECTED
Airport's conceived image

Standard basic needs of passengers are met at a good level

Seating, Food & Beverage
Pleasant environment
Wayfinding i.s.o. signage
Smooth processes
Free WiFi*

REQUIRED
Bare minimum / Meeting regulations

Does not create passenger satisfaction but if not in place, dissatisfaction

Clean premises
Signage
Basic facilities available
Contingency planning

The Forum is invited to

- Note the growing adoption of technology to enhance operational efficiency and passenger experience across all touchpoints at airports

- Continuously work together with the national and international stakeholders to minimize obstacles that hinder the smooth processing of passengers at airports

- Make use of ACI's guidance documents and resources presented

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