The connected traveller and the challenges

Hugh Best
(IATA)

Aviation

Friends and relatives
modern geographically-dispersed lifestyles

Aviation skills
diverse range of jobs and skillsets

230 million
people live outside the country of their birth

Lifeline
communities in remote regions and islands

Society

Economy

$2.4 trillion
global GDP supported

3.4%
of global GDP

21st largest
economy, if industry were a country

52%
of international tourists travel by air

58.1 million
jobs supported worldwide

35 m
jobs in tourism rely on aviation

$807 bn
in tourism-generated GDP from aviation

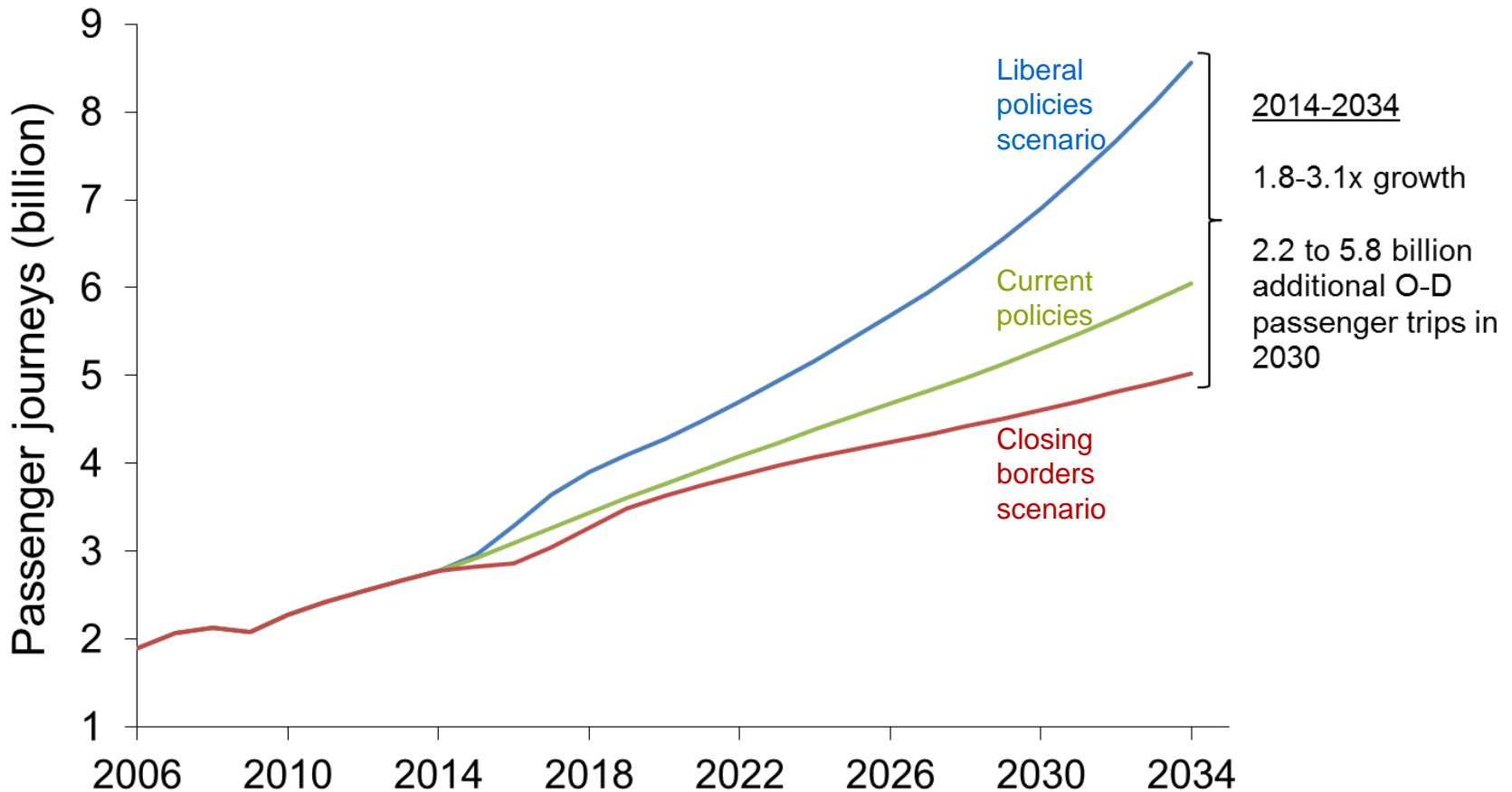**$6.4 trillion**
value of cargo handled by airlines

8.7 million
directly employed in the industry

3.6 x
more productive than average jobs
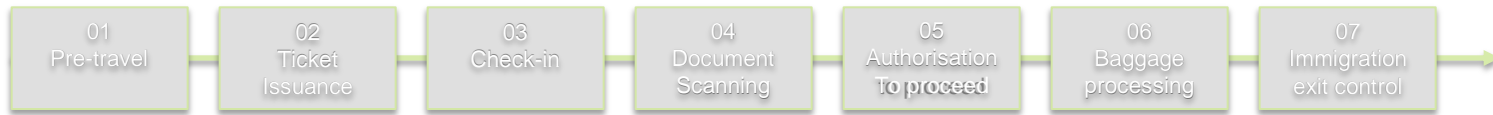
Air Travel is likely to double over next 20 years

Liberal policies scenario

Current policies

Closing borders scenario

2014-2034

1.8-3.1x growth

2.2 to 5.8 billion additional O-D passenger trips in 2030

Source: IATA Economics www.iata.org/pax-forecasts

Passenger Experience

Departure

| 01 Pre-travel | 02 Ticket Issuance | 03 Check-in | 04 Document Scanning | 05 Authorisation To proceed | 06 Baggage processing | 07 Immigration exit control |

← - - - - - - - Document Check - - - - - - - →

Arrival

| 08 Security access | 09 Security screening | 10 Flight Re-booking | 11 Boarding | **Flight** | 12 Immigration entry control | 13 Baggage collection | 14 Customs |

← - - - - - - - Transfer - - - - - - - →

The Economist

Brazil's economic quagmire
Germany lurches towards leadership
America's oversold manufacturing boom
The theology of jihad
Mosquito sex and malaria

FEBRUARY 28TH–MARCH 6TH 2015   Economist.com

Planet of the phones

By 2020 80% of adults will have a supercomputer in their pocket

Unstoppable
Shipments, m

Smartphones
Mobile phones
Personal computers

1,400
1,200
1,000
800
600
400
200
0

1976 80   85   90   95 2000 05   10 14

Sources: Gartner; Strategy Analytics

What is the Connected Traveller

FAST TRAVEL

Vision:

By 2020 80% of Global passengers will be offered a complete suite of self-service options

Check-In
Mobile • Online • Kiosk • Automated

87%

Bags Ready-to-Go
Home printed • Electronic • Kiosk

28%

Document Check
Mobile • Online • Kiosk

52%

Flight Re-Booking
Mobile • Online • Kiosk

67%

Self-Boarding

47%

Bags Recovery
Mobile • Online • Kiosk

24%

Percentages shown as proportion of global passengers, updated 21/10/15

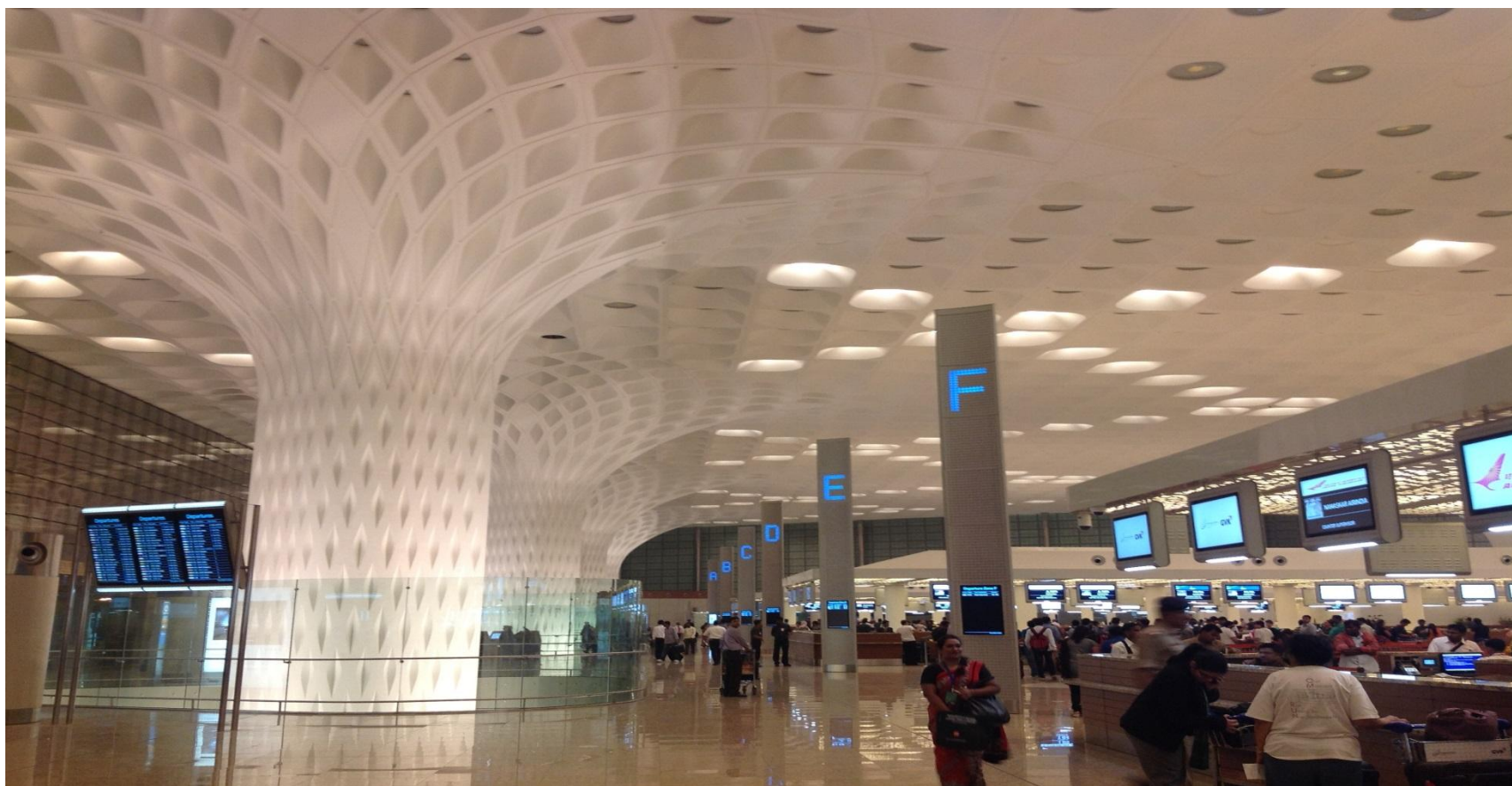# What is stopping us from expanding ?

New Technologies vs. Old Regulations

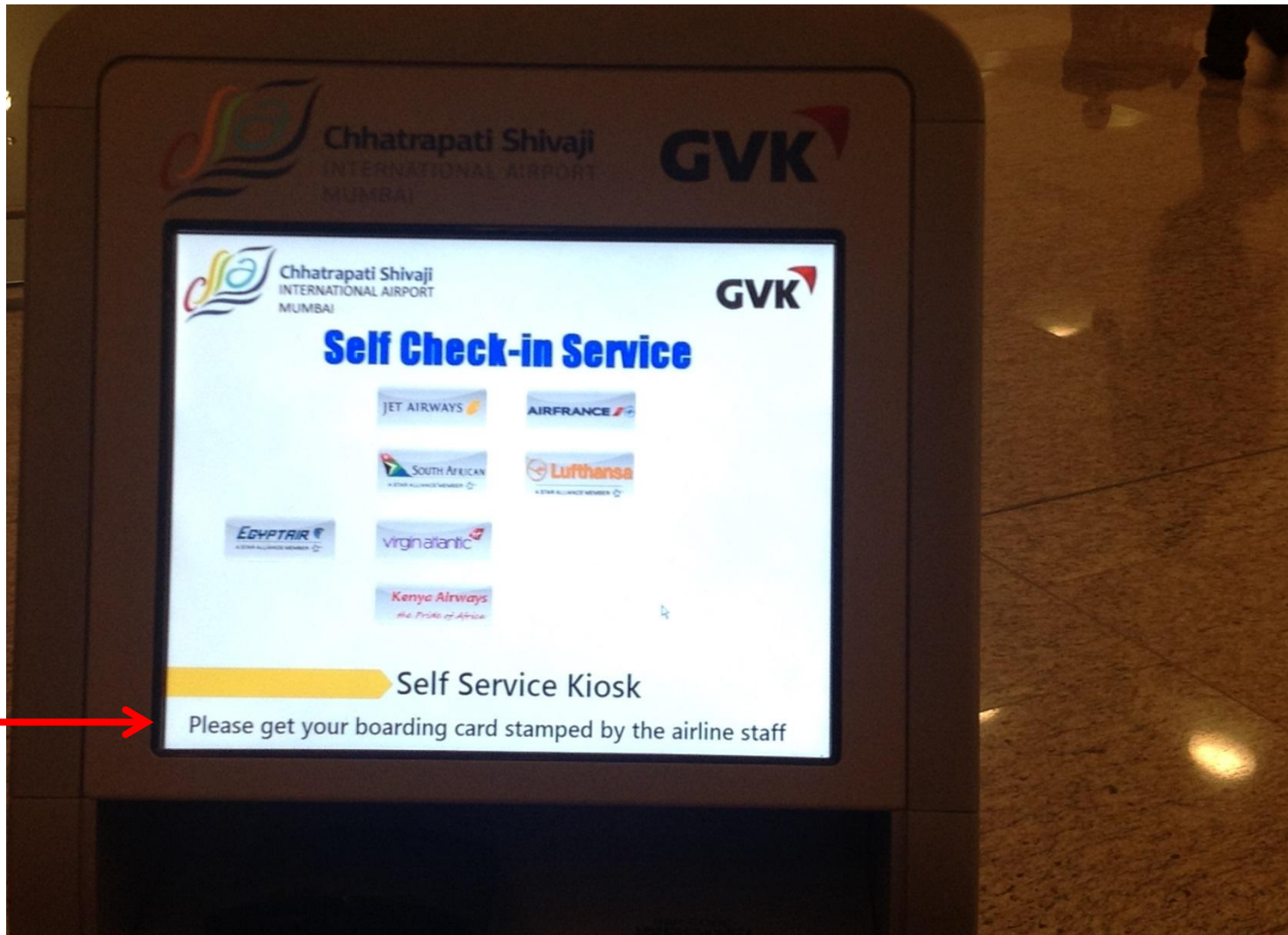# What about the EU and the Green stripe ?

Electronic visa…..why ??
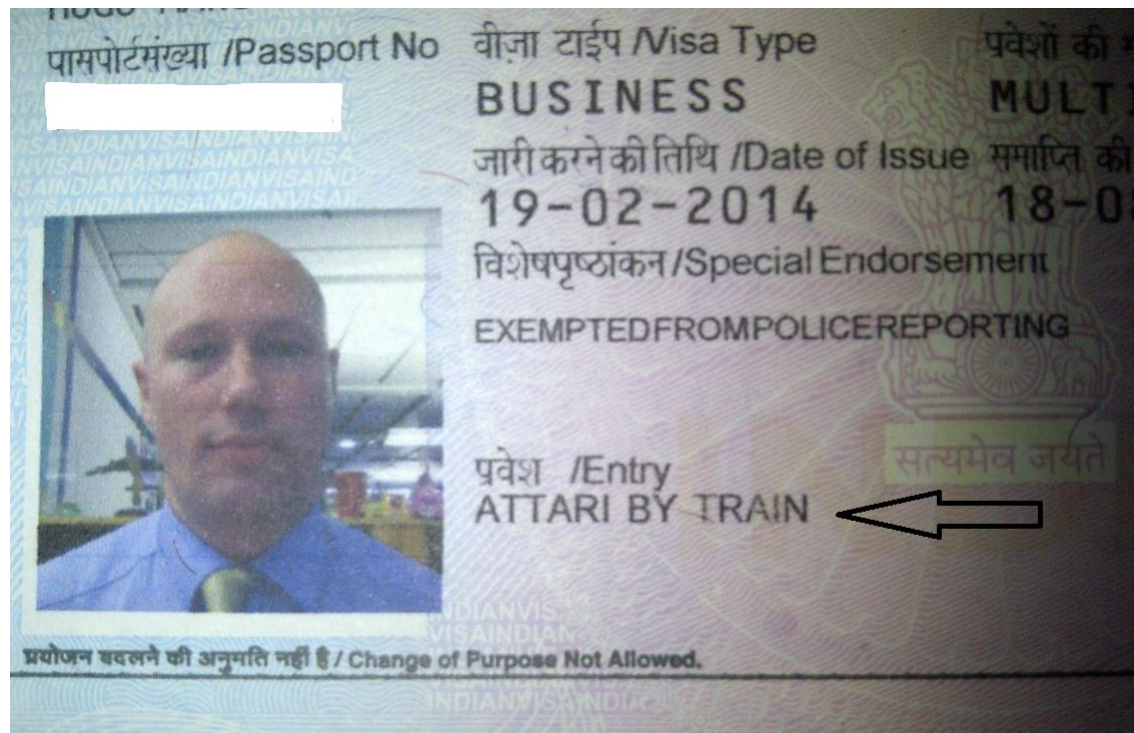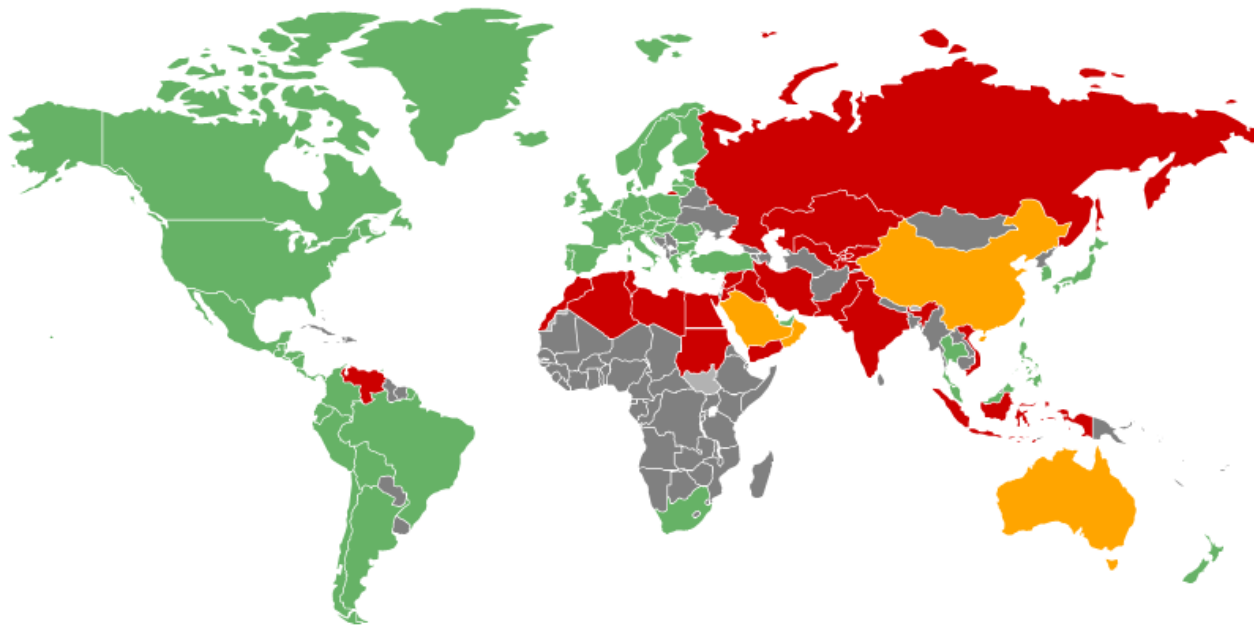
Visiting countries

13

Boarding card

Mobile Boarding Passes

Select Project:
Mobile Boarding Pass ▾

Updates:

↗ Singapore

   ↗ CAAS confirmed they are supportive of the use automation and self-service.
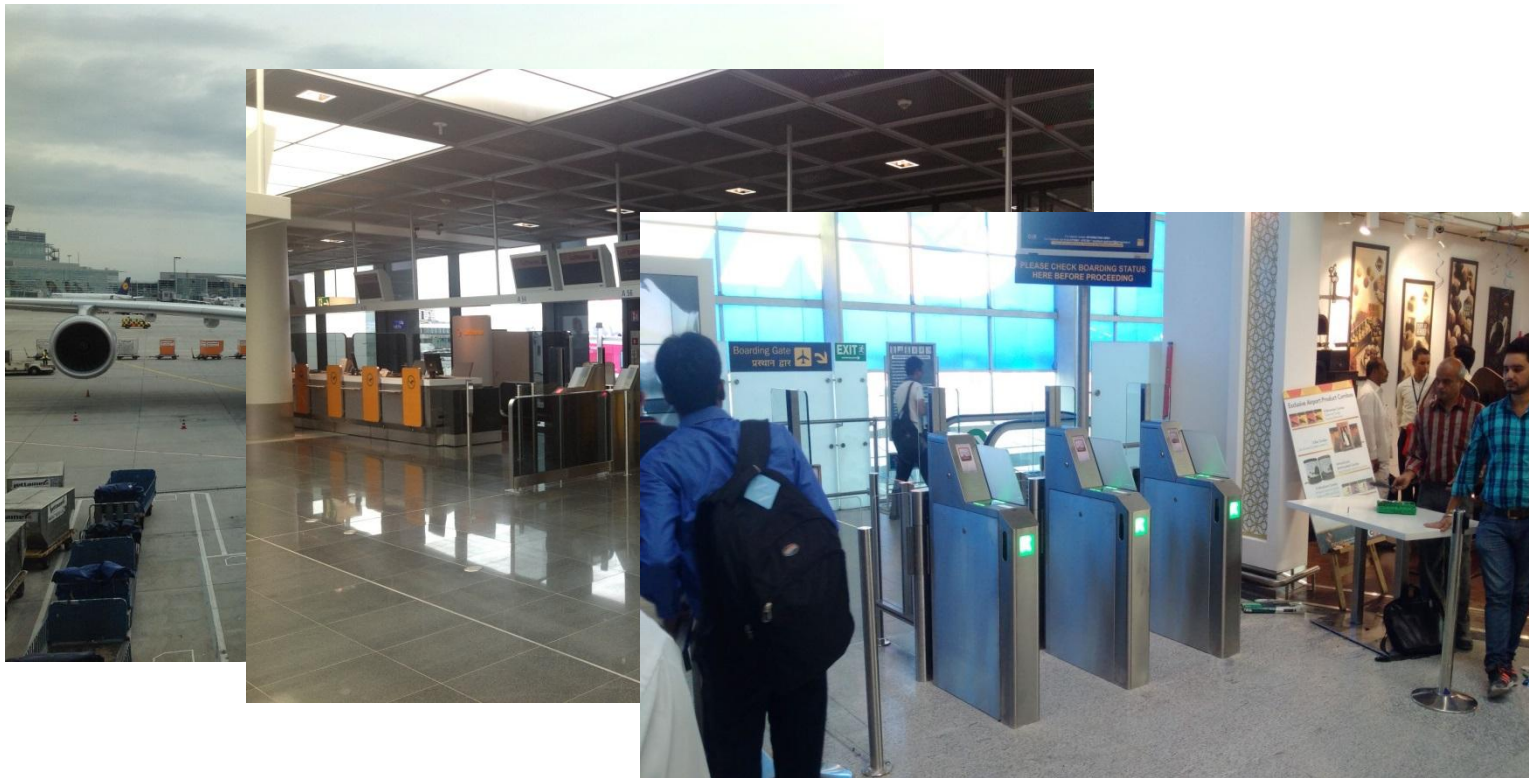
↗ China

   ↗ CAAC is supportive as evident in their press release announcing use of Mobile boarding passes for Domestic departures

Trials have started

↗ China

↗ India

http://www.iata.org/whatwedo/stb/maps/Pages/fast-travel-map.aspx

Automated Boarding Gates

ID Checks Required for Security reasons

Let us work together