Airline Industry Update
Patty Edwards

U.S. AIRLINES
OFFER SERVICE TO
**800 AIRPORTS IN
80 DIFFERENT
COUNTRIES**

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U.S. AIRLINES INCREASED CAPACITY AT SMALL U.S. AIRPORTS FOR THE **5TH YEAR IN A ROW** IN 2018

FOR EVERY
100 AIRLINE JOBS,
U.S. AIRLINES SUPPORT
300 JOBS IN OTHER
INDUSTRIES

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A4A advocates on behalf of its members to shape crucial policies and measures to support safety, security and a healthy U.S. airline industry. We work collaboratively with airlines, labor, Congress, and the Administration to improve air travel for everyone.

Mission

A4A vigorously advocates for America's airlines as models of safety, customer service and environmental responsibility; and as the indispensable network that drives our nation's economy and global competitiveness.

ALASKA AIRLINES, INC.
Bradley D. Tilden**
Chairman & CEO, Alaska Air Group

AMERICAN AIRLINES, INC.
W. Douglas Parker*
Chairman & CEO, American Airlines, Inc.

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The 725,000+ Employees* of U.S. Passenger and Cargo Airlines Offer an Extensive Worldwide Network Facilitating the Safe and Rapid Movement of People and Goods
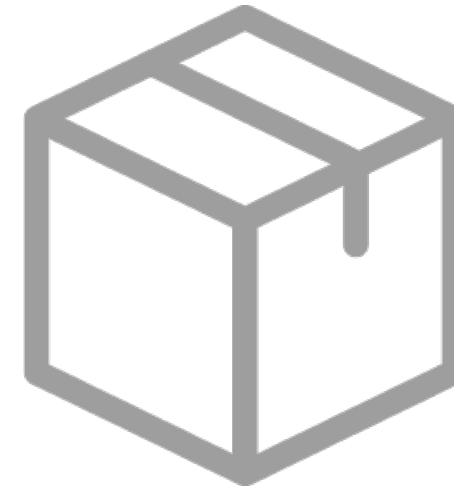
27,000 daily **flights** to/from 800+ airports in nearly 80 countries

~2.4 million **passengers** per day
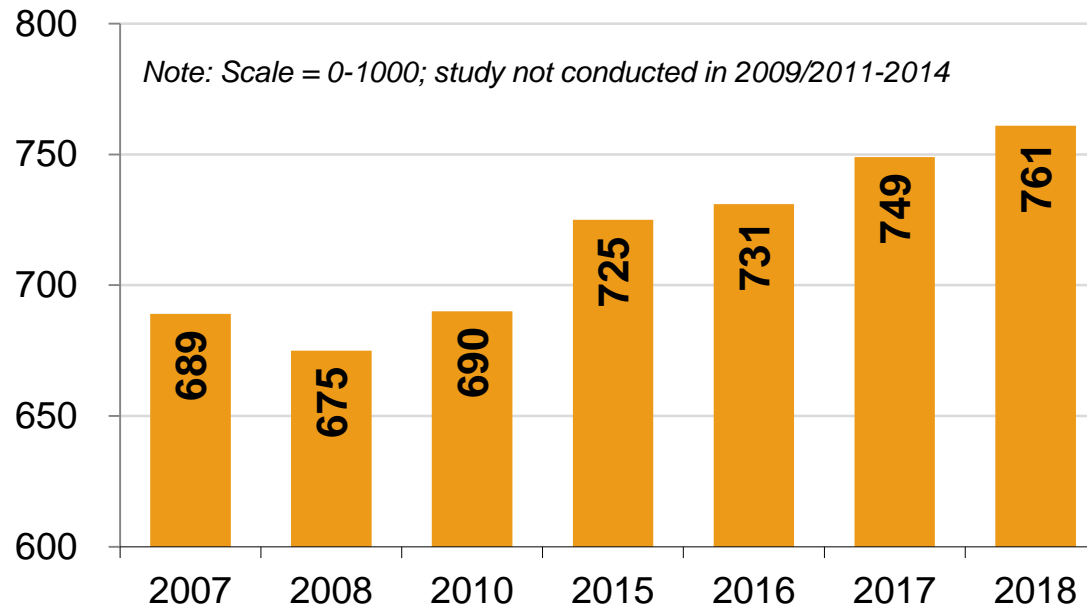
~58,000 tons of **cargo** per day

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J.D. Power: North America Airport Satisfaction* Climbs to Record High

"North America airports have managed to shrug off the potentially disruptive effects of record passenger volumes and massive construction projects to achieve a **record high in overall passenger satisfaction**." (Sept. 19, 2018)

Note: Scale = 0-1000; study not conducted in 2009/2011-2014

Year	Satisfaction
2007	689
2008	675
2010	690
2015	725
2016	731
2017	749
2018	761

Six factors:
Terminal Facilities* (24%)
Airport Accessibility (19%)
Security Check (16%)
Baggage Claim (15%)
Check-In / Baggage Check (14%)
Food / Beverage / Retail (13%)

* Concourses, lounges, signage, restrooms, gate areas

* The study is based on responses from 40,183 North America travelers who traveled through at least one domestic airport and covers both departure and arrival experiences (including connecting airports) during the past three months. Travelers evaluated either a departing or arriving airport from their round-trip experience. The study was fielded from September 2017 through September 2018.
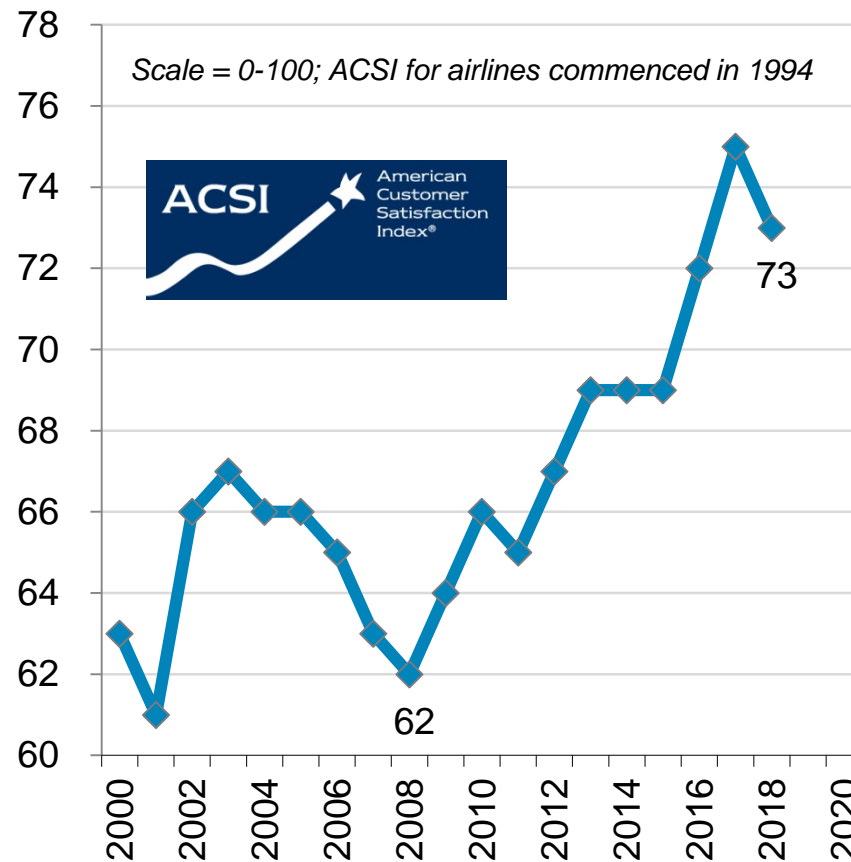
Source: J.D. Power 2018 North America Airport Satisfaction Study[SM]

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2018 Airline Customer Satisfaction Index (ASCI): Second Best in 25-Year History
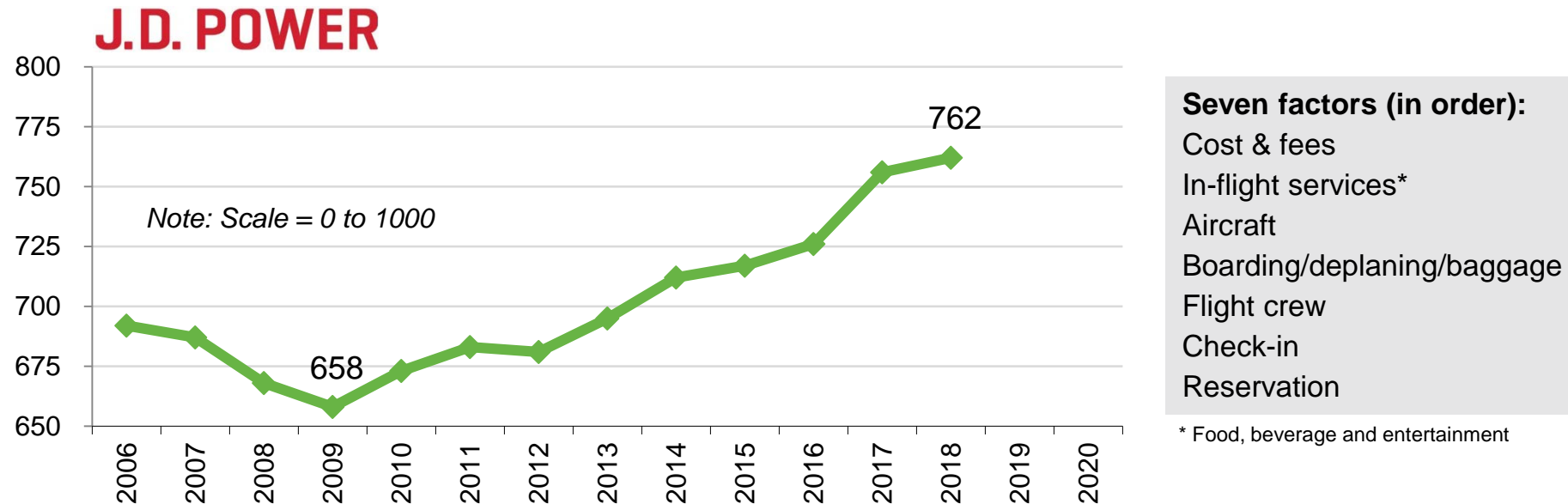## Ease of Booking and Checking in for Flight Rank Highest

Scale = 0-100; ACSI for airlines commenced in 1994

Category	Score
Ease of check-in process	82
Ease of making a reservation	81
Courtesy of flight crew	80
Timeliness of arrival	80
Website satisfication	80
Baggage handling	79
Boarding experience	78
Call center satisfaction	77
Range of flight schedules	76
Loyalty program	75
Quality of inflight services	73
Seat comfort	69

Note: ACSI and its logo are Registered Marks of the University of Michigan; see http://www.theacsi.org/the-american-customer-satisfaction-index
Source: ACSI Travel Report 2018 (http://www.theacsi.org/news-and-resources/customer-satisfaction-reports/reports-2018/acsi-travel-report-2018)

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J.D. Power: North America Airline Customer Satisfaction Climbs to Record High

"**Airline investments** in newer planes, improved customer satisfaction with overhead storage compartments and **cheaper fares** have driven a **seventh straight year of improved customer satisfaction. Operationally, it's never been a better time to fly. Passengers perceive greater value in ticket prices**, checking in has never been easier, **passengers are more satisfied with the actual aircraft** and airlines have improved their baggage-handling performance."

— Michael Taylor, Travel Practice Lead at J.D. Power (May 30, 2018)

J.D. POWER

Note: Scale = 0 to 1000

762

658

(Chart: 2006 to 2020, satisfaction scores ranging 650–800)

Seven factors (in order):
Cost & fees
In-flight services*
Aircraft
Boarding/deplaning/baggage
Flight crew
Check-in
Reservation

* Food, beverage and entertainment

Notes: The study is based on responses from 11,508 passengers who flew on a major North American airline between March 2017 and March 2018.
Source: J.D. Power 2018 North America Airline Satisfaction Study^{SM}

Air Travel Survey

The findings below are from an "[Ipsos](#)" poll conducted Jan. 7-16, 2019, on behalf of A4A. For the survey, a sample of 8,039 adults age 18+ from the continental U.S., Alaska and Hawaii were interviewed online in English. This includes 3,419 adults who flew on an airline in 2018. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll has a credibility interval of ±1.2 percentage points for all respondents and ±2.0 percentage points for those who flew on an airline in 2018.

When checking your bag, which of the following processes would you prefer?

	2018 Flyers (2019)
	(n=3,419)
Self-tagging/self-bag drop with verification of your ID by airline personnel	41%
Agent-assisted	32%
Home-printed bag tag	14%
Self-tagging/self-bag drop with biometric (e.g., fingerprints or facial recognition) verification	13%

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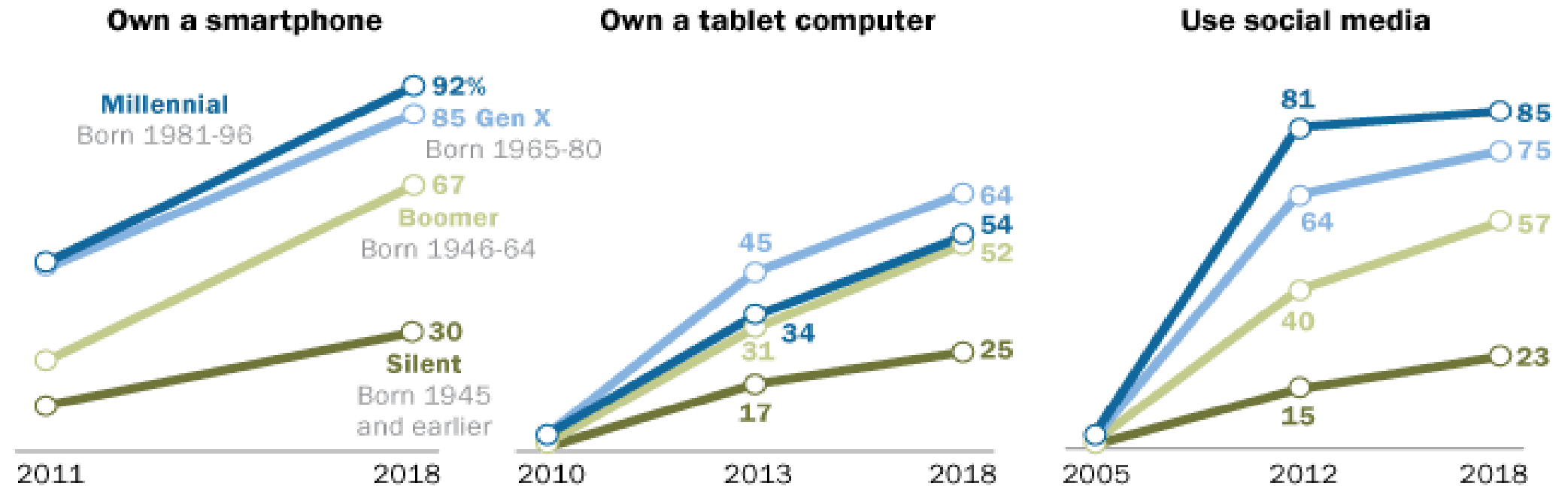We Connect the World

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Mobile Phone Users Worldwide

- ## By 2019
  - The number of users is expected to surpass 5 billion worldwide
    - China is expected to have over 1.4 billion users
    - India is expected to have over 1.1 billion users
  - The number of global smartphone users is expected to reach 2.7 billion

    Statista 2019

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Millennials lead on some technology adoption measures, but Boomers and Gen Xers are also heavy adopters

% of U.S. adults in each generation who say they ...

Own a smartphone

Millennial
Born 1981-96

92%
85 Gen X
Born 1965-80

67
Boomer
Born 1946-64

30
Silent
Born 1945
and earlier

2011   2018

Own a tablet computer

64
54
52

45

34
31

17

25

2010   2013   2018

Use social media

81
85
75

64

57

40

15

23

2005   2012   2018

Source: Survey conducted Jan. 3-10, 2018. Trend data are from previous Pew Research Center surveys.

PEW RESEARCH CENTER

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Common Use Update

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Common Use

Credit Card usage points to note:

US is still using MSR, even for identification at kiosks

EU standard is underway that will apply to all credit card use in the EU, regardless of nationality of the user. Once implemented, a 2-step authentication will be required. EU airports are in scope. IATA is engaged in this and additional information will be available soon.

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Common Use

Areas where airports and airlines can improve collaboration

Airports implementing common use self-service opt to provide the level of service offered by the lowest common denominator, which can eliminate upgraded functions A4A members offer their customers.

There is no consensus from A4A members on CUPPS compliancy.

Airport WIFI bandwidth for use by airport tenants is an ongoing issue

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Common Use

The Canadian Transportation Agency (CTA) announced that its proposed Accessible Transportation for Persons with Disabilities Regulations (ATPDR) are now published in Part I of the *Canada Gazette* for public review and comment.

The proposed regulations consolidate the CTA's various accessibility instruments – including 6 voluntary codes and 2 regulations - to create a single, robust, legally binding set of accessible transportation regulations.

A4A is not planning to comment on the requirements regarding accessible kiosks because this section only applies to Canadian entities.

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How to Comment
Comments can be submitted to consultations@otc-cta.gc.ca until April 8, 2019. For more information on the proposed regulations, refer to the CTA's Accessible Transportation for Persons with Disabilities Regulations web page and backgrounder.

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Common Use Working Group

Sylvain Campeau

IATA Common Use Working Group

Co-Chairs

Tim Mcgraw

Thomas Jeske

American Airlines

Lufthansa

8 April 2019

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CUWG Mandate

Develop & maintain common use industry standards

RP 1706c – CUSS (Common Use Self Service)

RP 1797 – CUPPS (Common Use Passenger Processing Systems)

RP 1741 – CUWS (Data exchange standard for common use self service bagdrop using web services technology)

Reso 792 – Bar Coded Boarding Pass (BCBP)

Liaise closely with other bodies including A4A, ACI and IATA Committees impacting Common Use Standards

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CUSS TSG (RP1706C)

CUSS 2.0

» Release target date: EOB 2019

» API approach

» Same model but Enterprise Architecture/AIDM managed

» New functionality ONLY in 2+

History of CUWS

Technical Specifications draft

CUWS 2.0
Project
Initiation

V2.00

Self-BagDrop Web Services v1.0

SBD Implementation Guide

Project Initiation

V0.95

2014   2015   2016   2017   2018

Current Status of CUWS v1.0

- Only used for basic Self Bag Drop
  - Current verbs do not convey precise meaning
    - ❑ Produce Identity
    - ❑ Recognize
    - ❑ Identify
    - ❑ Verify
    - ❑ Qualify

Objectives of CUWS 2.0
- Micro-Services approach to allow
  - Flexibility
  - Extensibility
  - Completeness
- Integration with AIDM
- Addition of passenger activities
  - ❑ Multi Party Reservation with multiple baggage pooling
  - ❑ Boarding
  - ❑ Air Side access / TSA check point

IATA Technical Peripheral Specifications
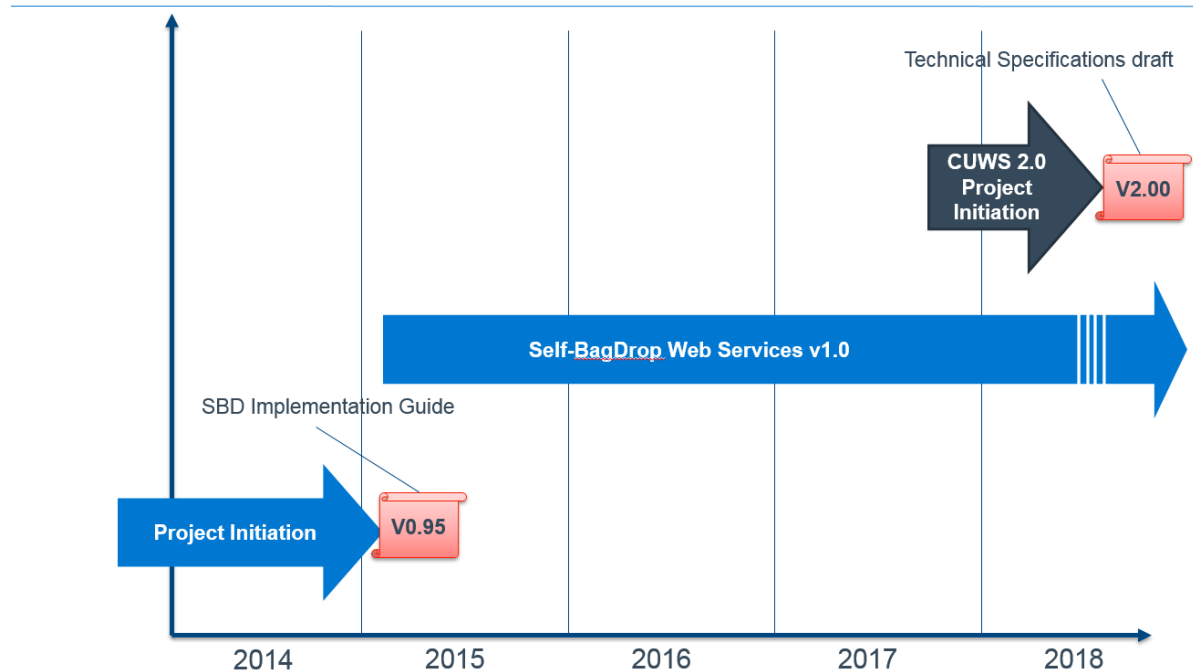
» Background

» WHY ITPS ?

» **AEA, as an organization, has ceased existence in 2016. In 2018, IATA has taken over the former AEA Technical Specification Standards and created a Technical Solution Group.**

» **The IATA Technical Peripheral Specifications (ITPS) describes all exchanges of Departure Control Systems (DCSs) to device communication and all device responses, as required to use standard airline devices defined for Common .**

IATA Technical Peripheral Specifications

» Edition 2018 is now available on IATA Products Store

» https://store.iata.org/IEC_SearchResults?site-search=itps

Search Results

2 items contain the word(s): **itps**

Sort by Nom du produit ▼

2018 ITPS (formerly AEA)
Floating EN
Floating License
Edition: 2018
Language: English

Available Now
$17,500.00 Regular Price

Select

2018 ITPS (formerly AEA)
Windows EN
Software Application
Edition: 2018
Language: English

Available Now
$3,500.00 Regular Price

Select

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Amendments to **Resolution 792 Bar Coded Boarding Pass (BCBP) – Version 7**, **Attachment 'C'** Adopted.

- Implementation Guide version 7 to be completed
- Release of the version 7 June 2018
- News Letters on IATA.ORG

• New requirements for version 8.0
- New biometric elements
  - Indication that passenger is enrolled in biometrics process
  - Coded basic photo element for recognition only

Government
- Unique Passenger Reference Identifier (UID or REF PNRGOV)
- Re-use of field 18 Selectee indicator (LHR-UK for 3DS process)
- Selectee indicator other Government users
- Size issues PDF417

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General update

Calls and meetings schedule for 2019

Calls: 15h00 GMT

1. 1 August 2019
2. 7 November 2019

Workshops:

2019
1. 17-19 September- Montreal
2. 03-05 December Madrid

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Fast Travel Update

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Fast Travel

Fast Travel is working with CUWG and other applicable groups to update RPs to incorporate One ID with a goal of JPSC approval in 2020, with an effective date of June 2021:

- IATA RP1706c/A4A RP30.100 (common use) Self-Service Check-In
- IATA RP1706d/A4A RP30.301d Self-Service Document Check
- IATA RP1706f/A4A RP30.301df Self-Service Baggage Check-In
- IATA RP1706j/A4A RP30.301dj Self-Service Flight Recovery
- IATA RP1706k/A4A RP30.301dk Self-Service Boarding
- IATA RP1706m/A4A RP30.301dm Self-Service Baggage Recovery

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Fast Travel developed 6 use cases:

- Ready to Fly – no bag, no manual document check
- Ready to Fly – checked bag, no manual document check
- Acceptance Point preferably off airport – checked bag, no manual document check
- Access to secure area - checked bag, no manual document check
- Boarding - checked bag, no manual document check
- Baggage Recovery - checked bag, no manual document check

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Baggage Operations Update
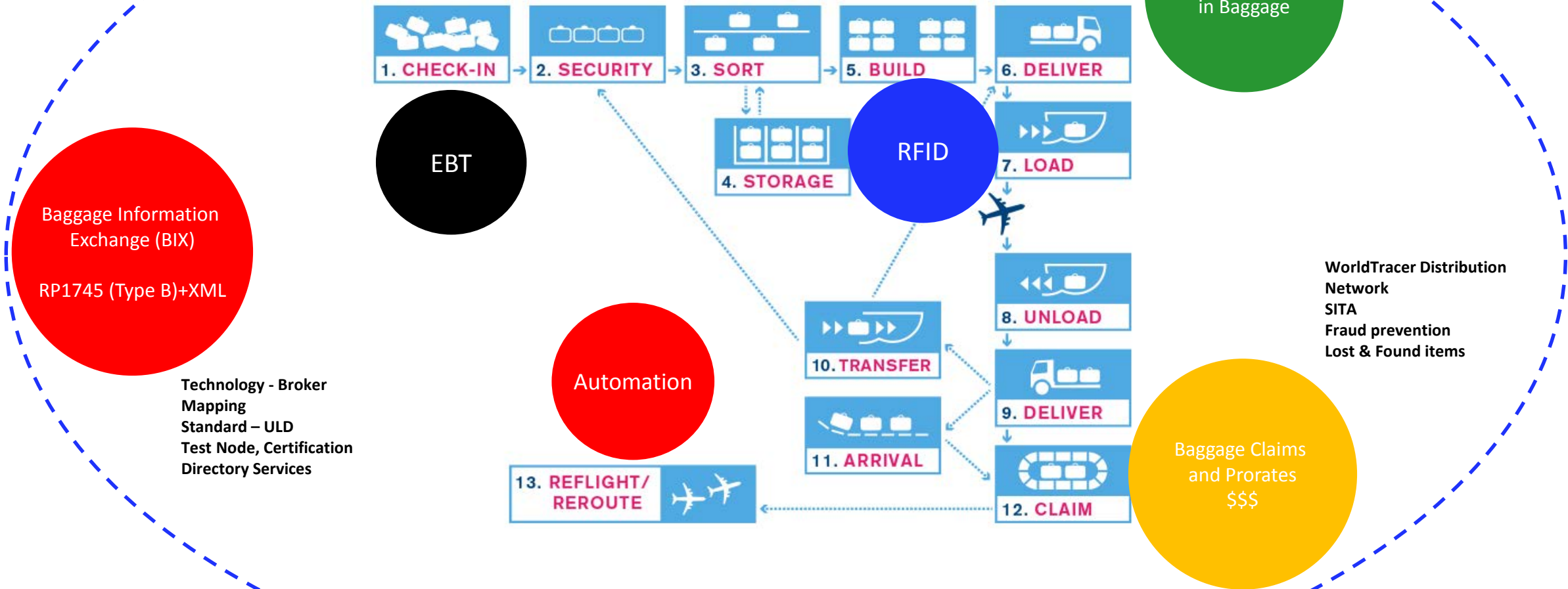
Baggage standards

Build baggage standards through expertise

- Purpose is to steer the industry & establish standard rules while promoting collaboration
- 21 Resolutions, 30 RPs
- Baggage Working Group (6-9May in Rio)
- Sub-groups & other related activities
- BWG extranet & Communication

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IATA

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Baggage sub-groups

Prohibited Wildlife in Baggage

Baggage Information Exchange (BIX)

RP1745 (Type B)+XML

EBT

RFID

Technology - Broker
Mapping
Standard – ULD
Test Node, Certification
Directory Services

Automation

1. CHECK-IN
2. SECURITY
3. SORT
5. BUILD
6. DELIVER
4. STORAGE
7. LOAD
8. UNLOAD
10. TRANSFER
9. DELIVER
11. ARRIVAL
13. REFLIGHT/ REROUTE
12. CLAIM

WorldTracer Distribution Network
SITA
Fraud prevention
Lost & Found items

Baggage Claims and Prorates $$$

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Standards we are working on…

- RP1740c: referencing IATA Technical Peripheral Specification (former AEA) - baggage tag printers and encoding
- Mapping RP1745 (TypeB) and XSD schema (Baggage XML)
- Update of XSD for ULDs
- Digital Certification Authority for Baggage XML
- Update of Resolution 755 (Automation) – conditionality of elements in Reflight BTM
- Update Resolution 780 (MITA agreement) in relation to Baggage Claims and Prorates + 743a Forwarding Mishandled Baggage
- Update of RP1754 (EBT)
- Co-working on update of Fast Travel RPs

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Thank you!
pedwards@airlines.org

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