2019 ACI-NA BUSINESS OF AIRPORTS CONFERENCE

Technology and Transforming the Airport Ecosystem

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INTEGRATED PASSENGER PROCESSING SYSTEM

1 Understand the Passenger

- Passenger influences, profiles, and the virtual self
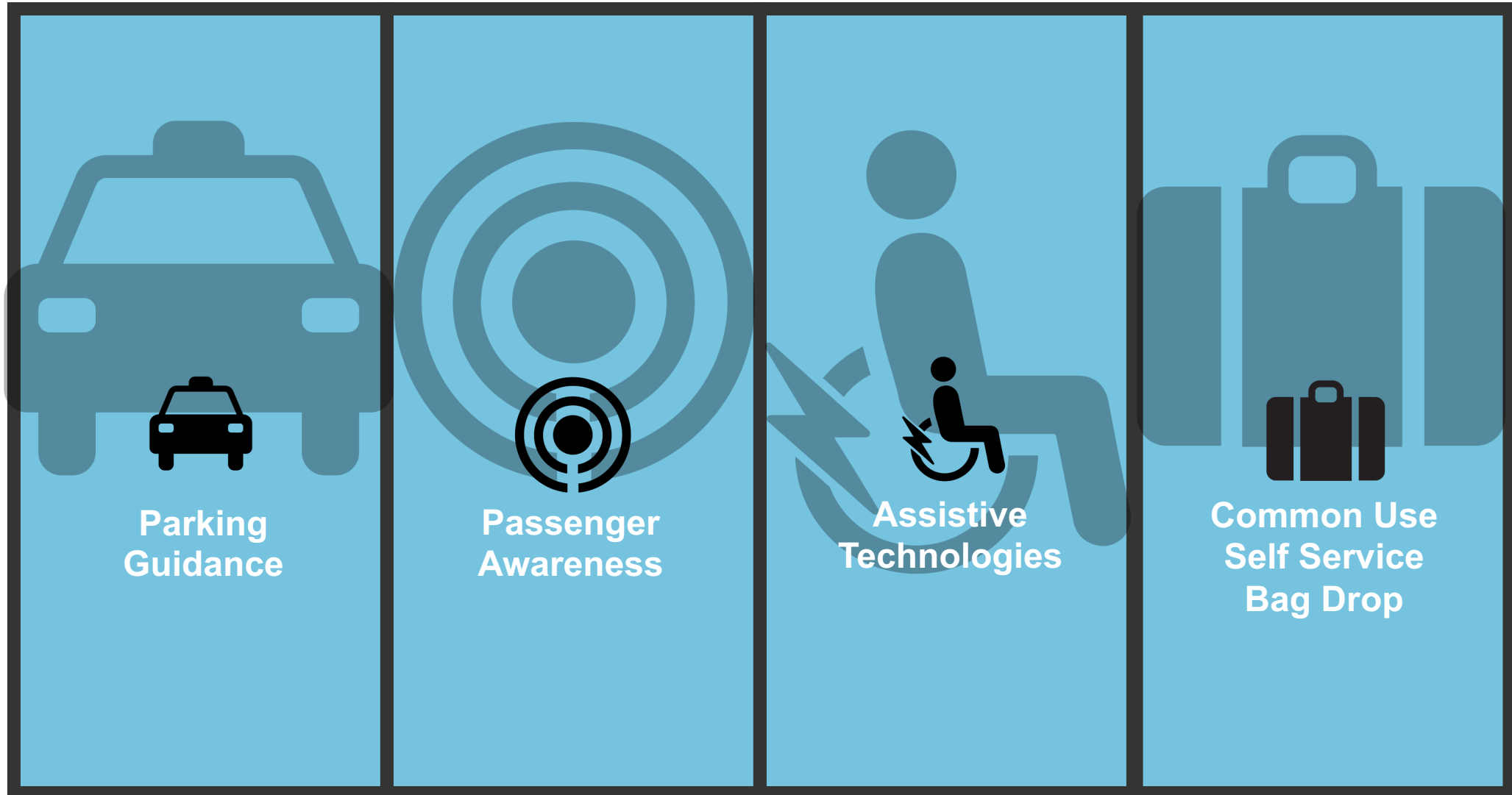
2 Map the Seamless Journey

- Design Infrastructure to: process areas, criteria, and arrival / departure points

3 Program Through Design

- Manage the common environment, innovate, adjust

PRIORITY INNOVATIONS IN PROGRESS

Parking Guidance

Passenger Awareness

Assistive Technologies

Common Use Self Service Bag Drop

IPPS Passenger Journey

1 Pre-Travel

2 Booking and Ticket Issuance

3 Off-Site Airline Check-in / Enrollment

4 Off-Site Baggage Processing

5 Airport Arrival

6 Remote Baggage Processing

7 On-Site Check-in / Enrollment

8 On-Site Baggage Processing

9 Landside Dwell Time

10 Security

11 Airside Dwell Time

12 Boarding

13 Handoff Between Airports

14 Airside Dwell Time

15 Baggage Collection

16 Immigration Control

17 Landside Dwell Time
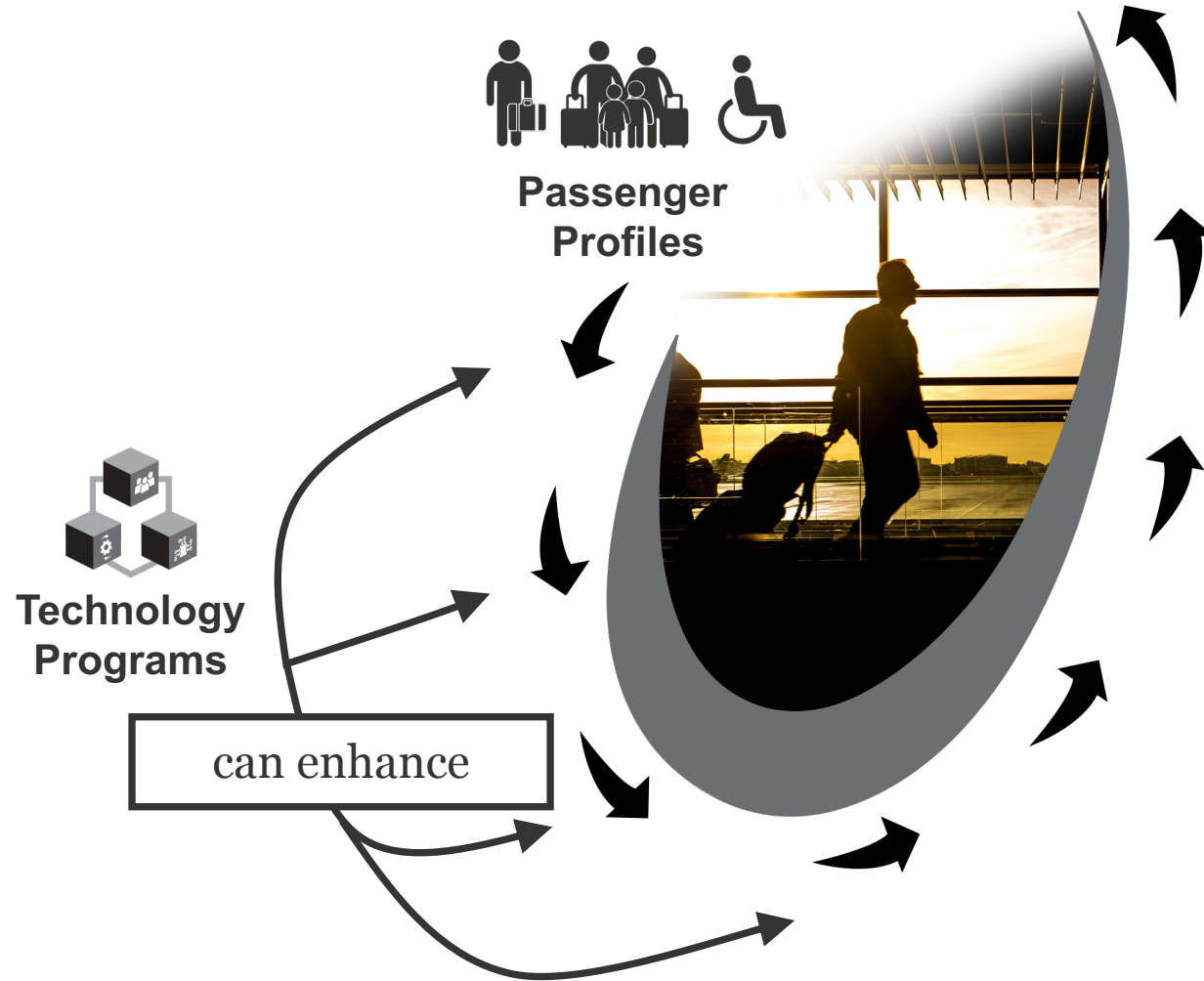
18 Airport Exit

PASSENGER AWARENESS SOLUTIONS

- Passenger Awareness Solutions
    - Passenger Way Finding
    - Passenger Movement Tracking
    - Passenger Counting

- The use of this data improves
    - Passenger flow and resource management
    - Promotes new commercial opportunities
    - Introduces new passenger services options

INTEGRATED APPROACH

Passenger Profiles

Technology Programs

can enhance

THANK YOU