



Airline & Airport Operators Interaction with Government

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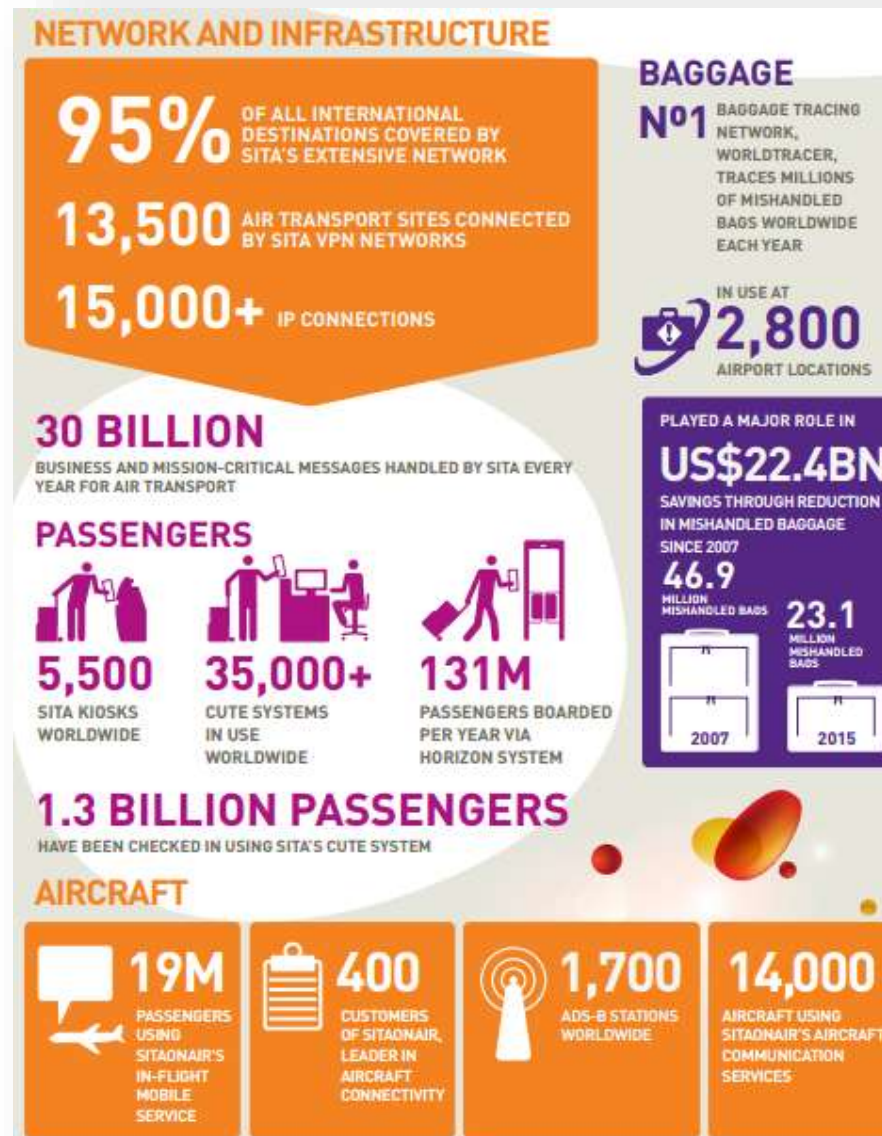
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Facts & Figures



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The Businesses We Run



Communication & Infrastructure

Global and local services for
all air transport sectors



Airport

Passenger, baggage, operations



Government

Border management



Passenger

Passenger management
and distribution



SITAONAIR

In-flight connectivity
Air-ground, operations, eAircraft



CHAMP Cargosystems

Cargo management, community
integration, eCargo

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Border Management Solutions

A dedicated SITA team of 200+ staff focused on;
Product Development, Solution Design, Implementation, Delivery & Support of In Country
Partners for Government Border Management & Security Solutions since 1996

SITA Gov Sec HQ in Aldershot, UK. SITA R&D, in Ireland, Belgium & Australia. SITA's Global Services (NMC Centres) in Montreal, London and Singapore and SITA Labs in Geneva, Switzerland



SITA Border Management HQ,
Royal Pavilion, Aldershot, UK



SITA R&D, Letterkenny, Donegal, Ireland

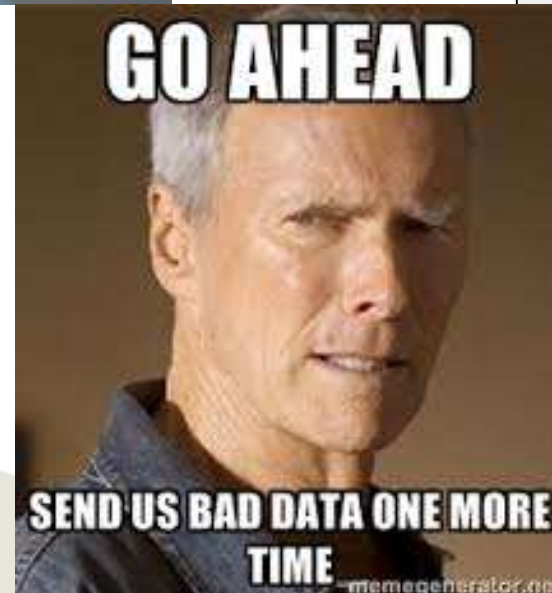
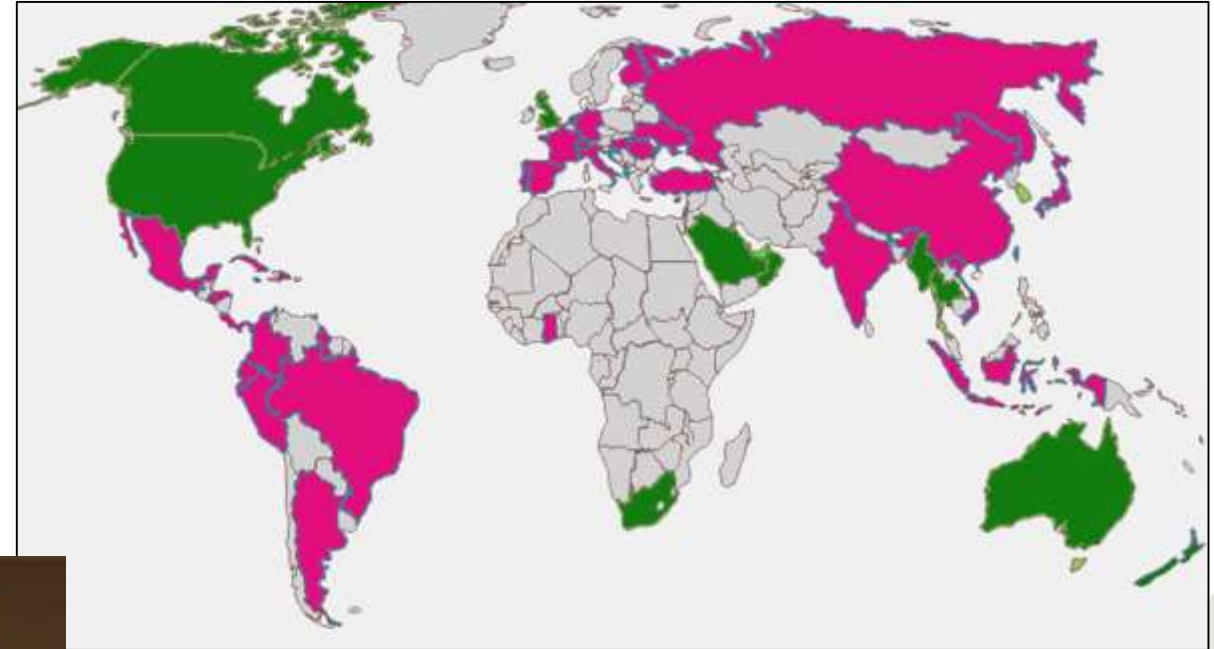


SITA Biometric COE, Brussels, Belgium



SITA Corporate & Labs HQ
Geneva , Switzerland

Current Interactions – Airlines



2017

**1.004 billion
messages
processed**

**530 million
APP
transactions**

**32 million
ETAS
transactions**

**GOVERNMENT GATEWAY
I API**

282 airlines

**99.74% of all
transactions
processed within
3 seconds**

**99 million
transactions
from Emirates**

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Current Interactions – Airports

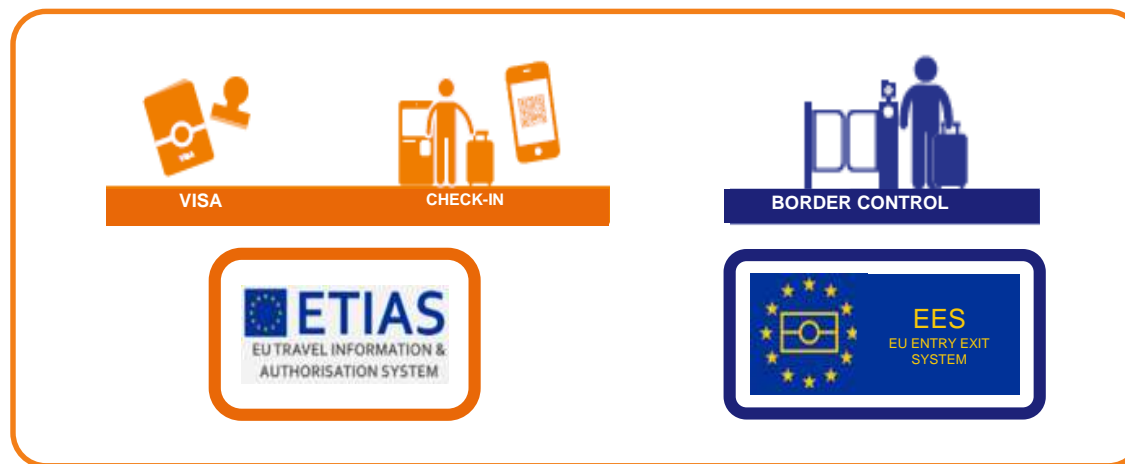
- SPACE.....
 - Immigration Halls, Security Screening
 - Detention facilities, secondary processing, offices
 - Baggage...
- TECHNOLOGY
 - Kiosks – check in, moving towards STT enrolment, ETA
 - eGates



Mobile Passport Control



What does the future hold?



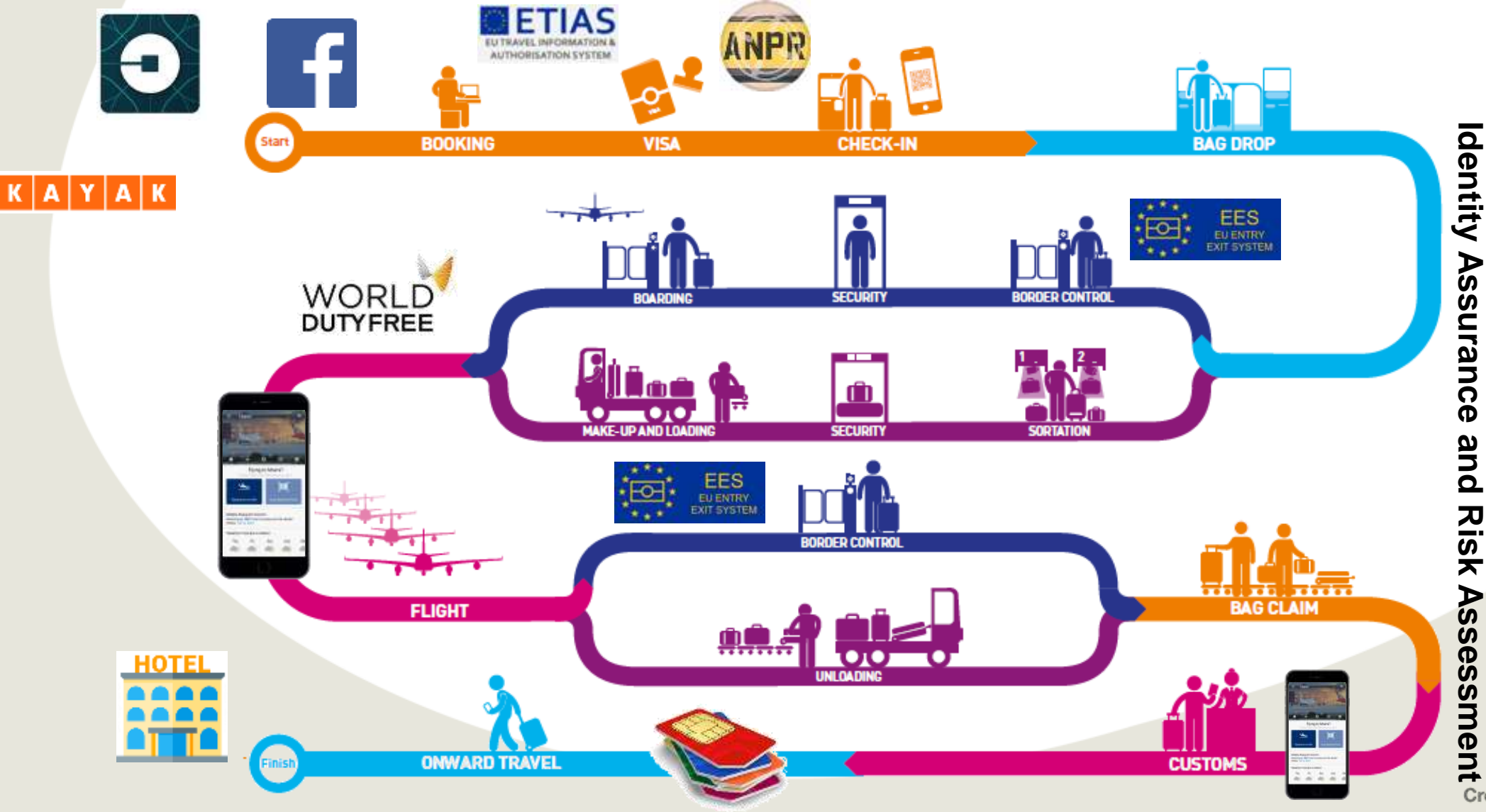
SMART PATH™

WHOLE JOURNEY IDENTITY MANAGEMENT

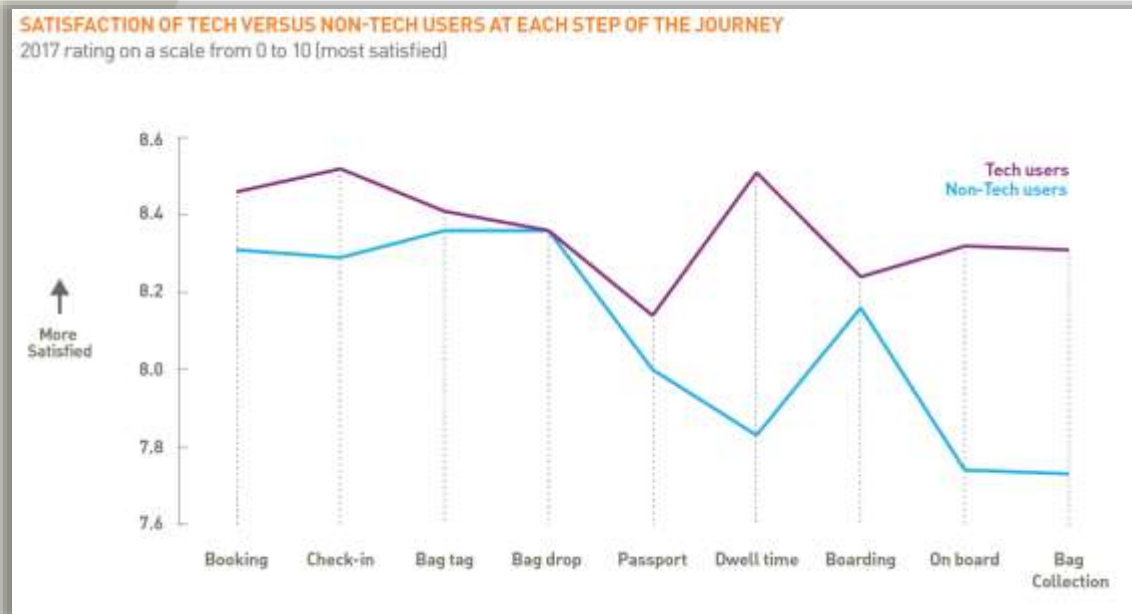


ON THE WAY, NOT IN THE WAY.

Discrete Intervention Points or Continuum?



Passenger IT Trends Survey



Airline Trends



% of airlines planning to implement single-travel token solutions by 2020

Airport Trends



% of airports planning to implement single-travel token solutions by 2020

Passenger Trends



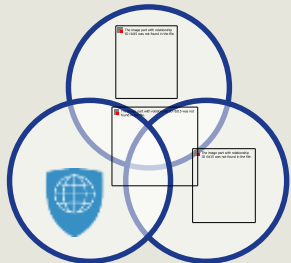
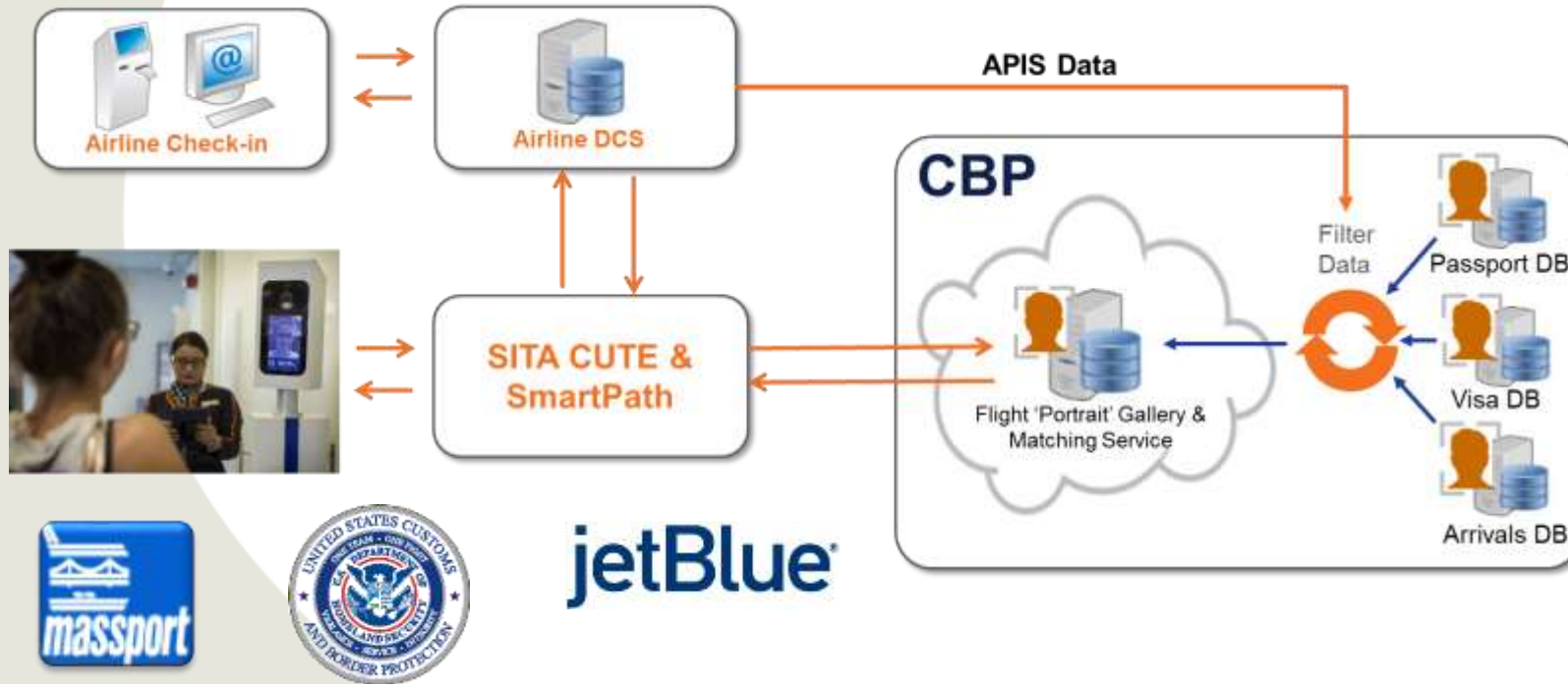
% of passengers who would consider using biometrics instead of a passport or a boarding pass

90% of passengers booked using self service technologies – up from 60% in 2016. Check in at the airport has fallen from 57% in 2016 to just 46% in 2017.

Source: SITA 2017 Passenger IT Trends Survey

Boston Logan Airport & jetBlue

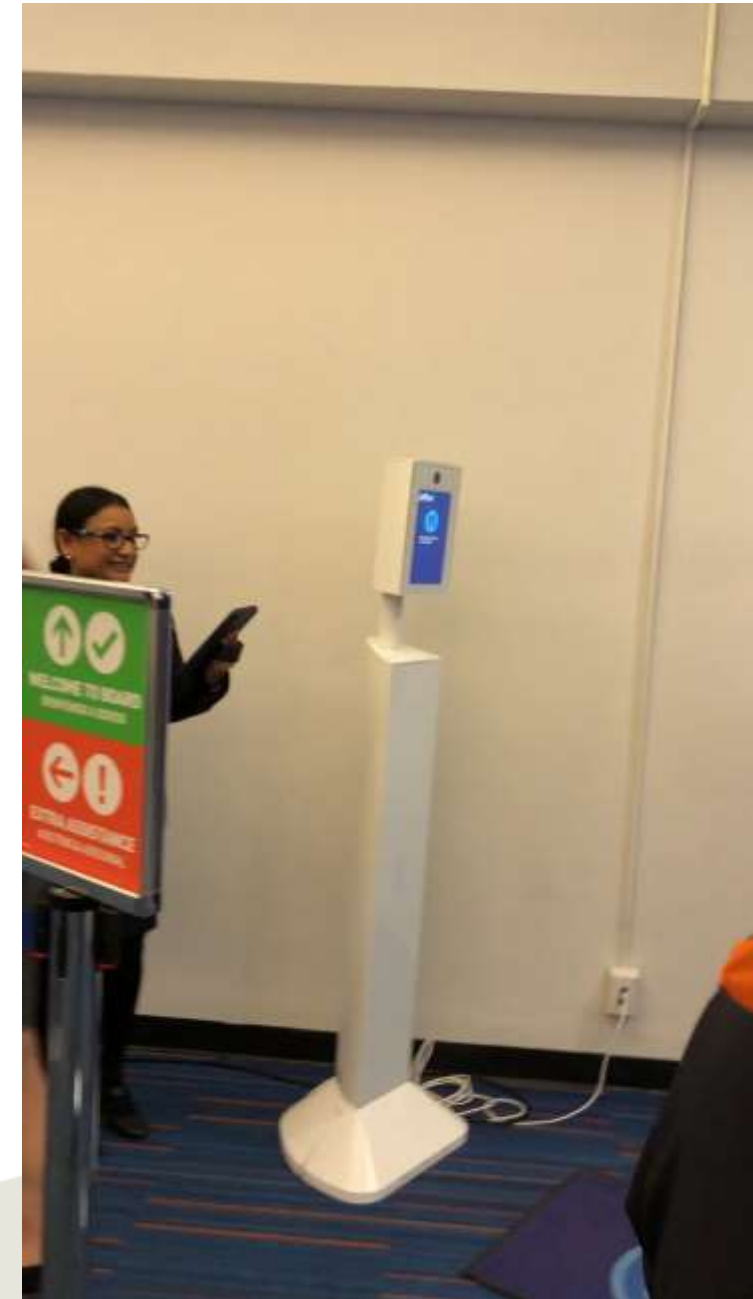
Biometric only boarding relying on existing Customs and Border Protection held biometric data & government provided matching services



SITA Smarter at Every Step: bringing airline, airport, government and traveler together to create unique value for the industry.

US Biometric Exit Trials, using this process, include:

- JetBlue at Boston Airport, integrated by SITA, HW provided by SITA
- British Airways at Orlando Airport, integrated by SITA, HW provided by Gunnebo
- British Airways at Los Angeles Airport, integrated by SITA, HW provided by Vision Box



Conclusions

Increasing demands for data

Quality remains major concern

Technology can help

Collaboration is vital