

# The future of airports, new processes, innovations, technology and others

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- **What can we expect the travel journey to be like in 2025? 2030? And beyond...**





## Common-Use

Flexibility in  
installations



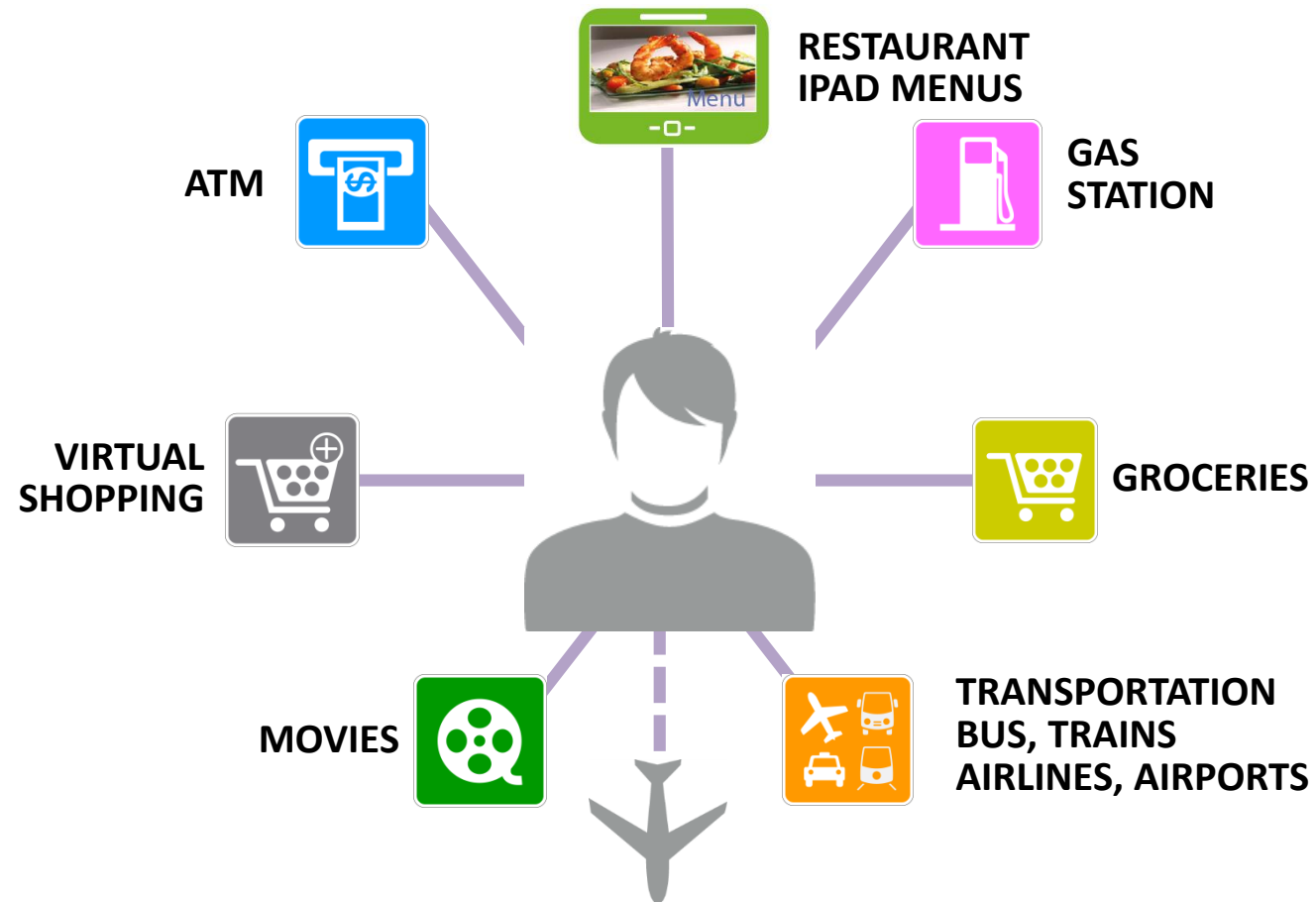
Increase in common  
use equipment:

- check-in
- kiosks
- gates
- baggage room

**More and more, airline branding starts at  
lounges, at the gate or through their applications**



# OUR NEW SELF-SERVICE WORLD



## **QUESTION:**

**Does Self Service provide better / improved services?**



# PROCESS IS CHANGING



**WHAT IS CHECK-IN?**





**B** BLOCKCHAIN

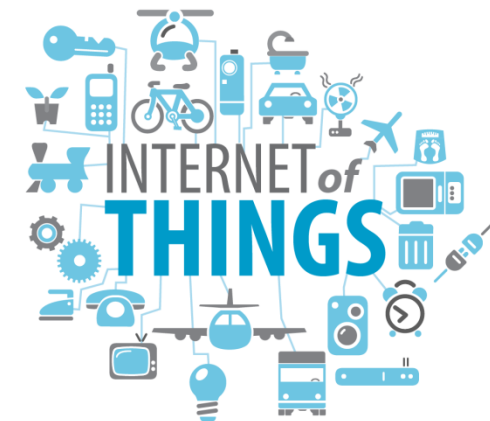




# «Smart ».... «Intelligent ».... Digital Travel

Real time data exchange for improved operations and services

- Robotics
- Biometrics
- Artificial intelligence
- Internet of things
- True BI





# ACRIS

One Community,  
One Data Exchange Standard

# IS THERE AN APP OVERLOAD ?



**Hotel App**



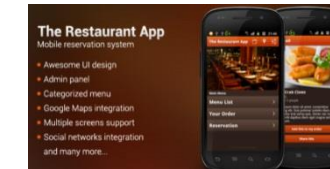
**Airline App**



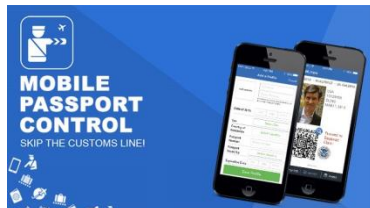
**Retail App**



**Airport App**



**Restaurant App**



**Customs App**



**An app to manage other Apps ?**

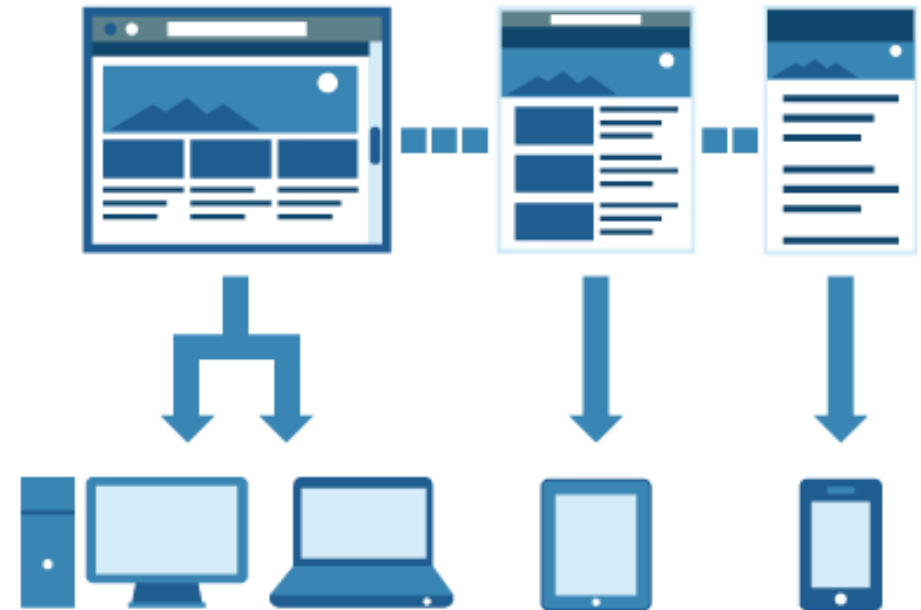


**Ground Transportation App**



# RESPONSIVE DESIGN

- Additional tools to reach passengers
- Adapting to hardware
- Adapting to context / location





Security Check Point



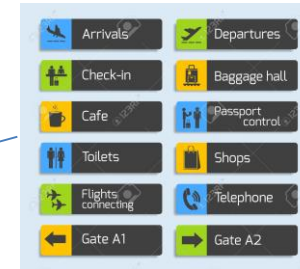
Disruption management



Flights Information



Restaurant



Indoor Navigation



Baggages

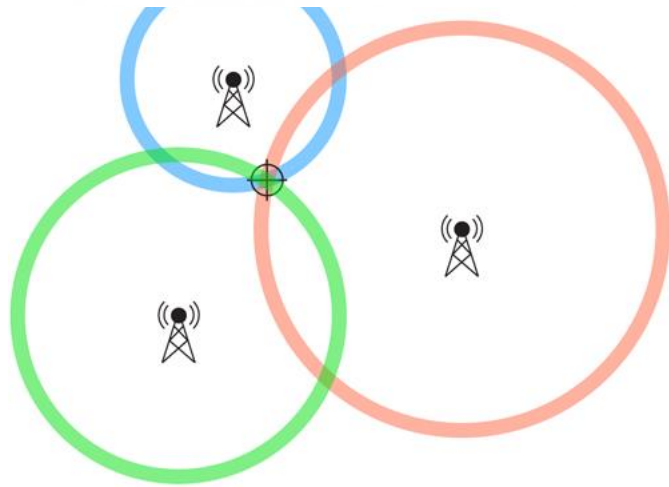


Duty free

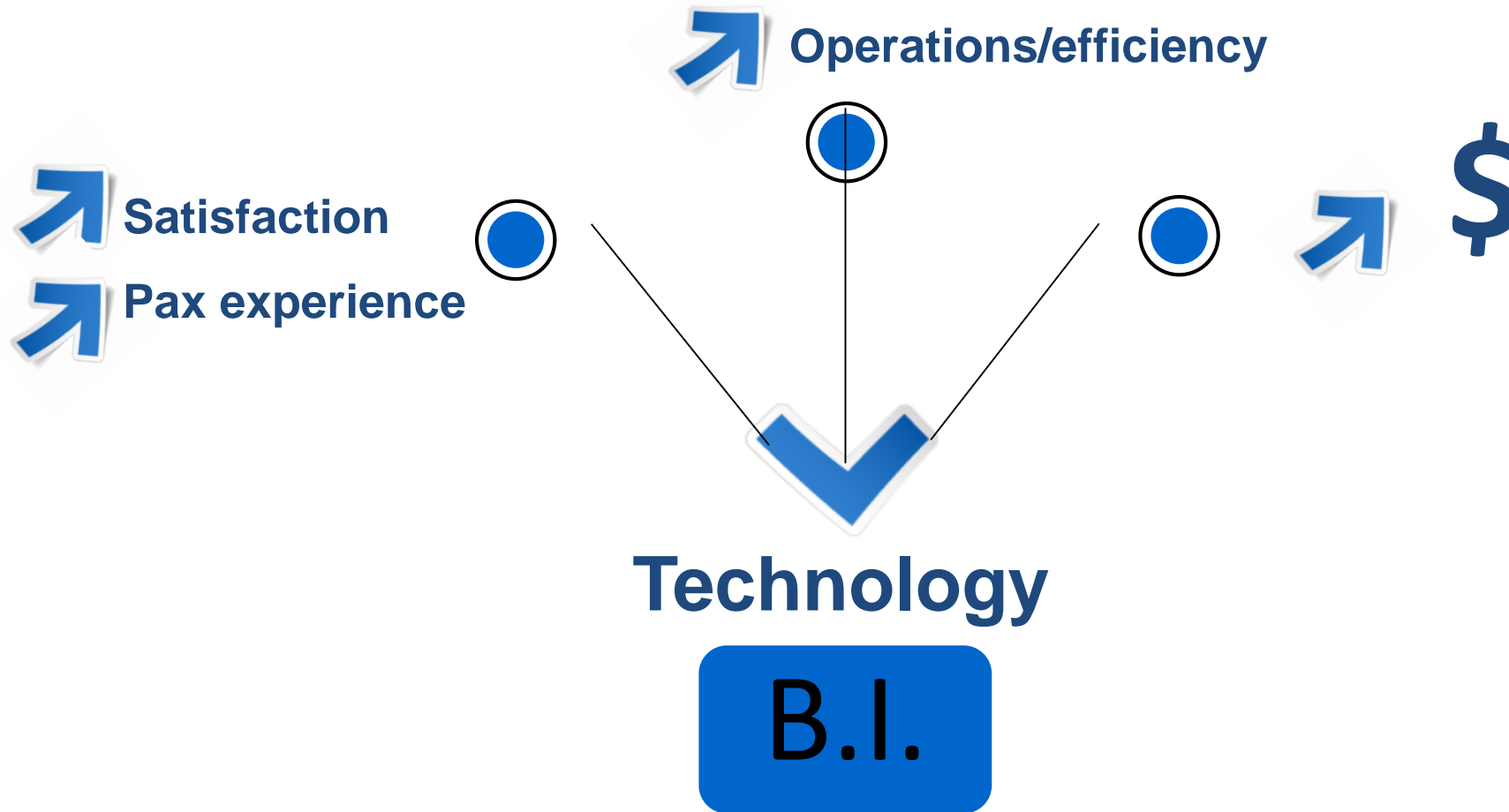


Passport  
control  
Immigration

# Tracking and flow Management



# BUSINESS CASE

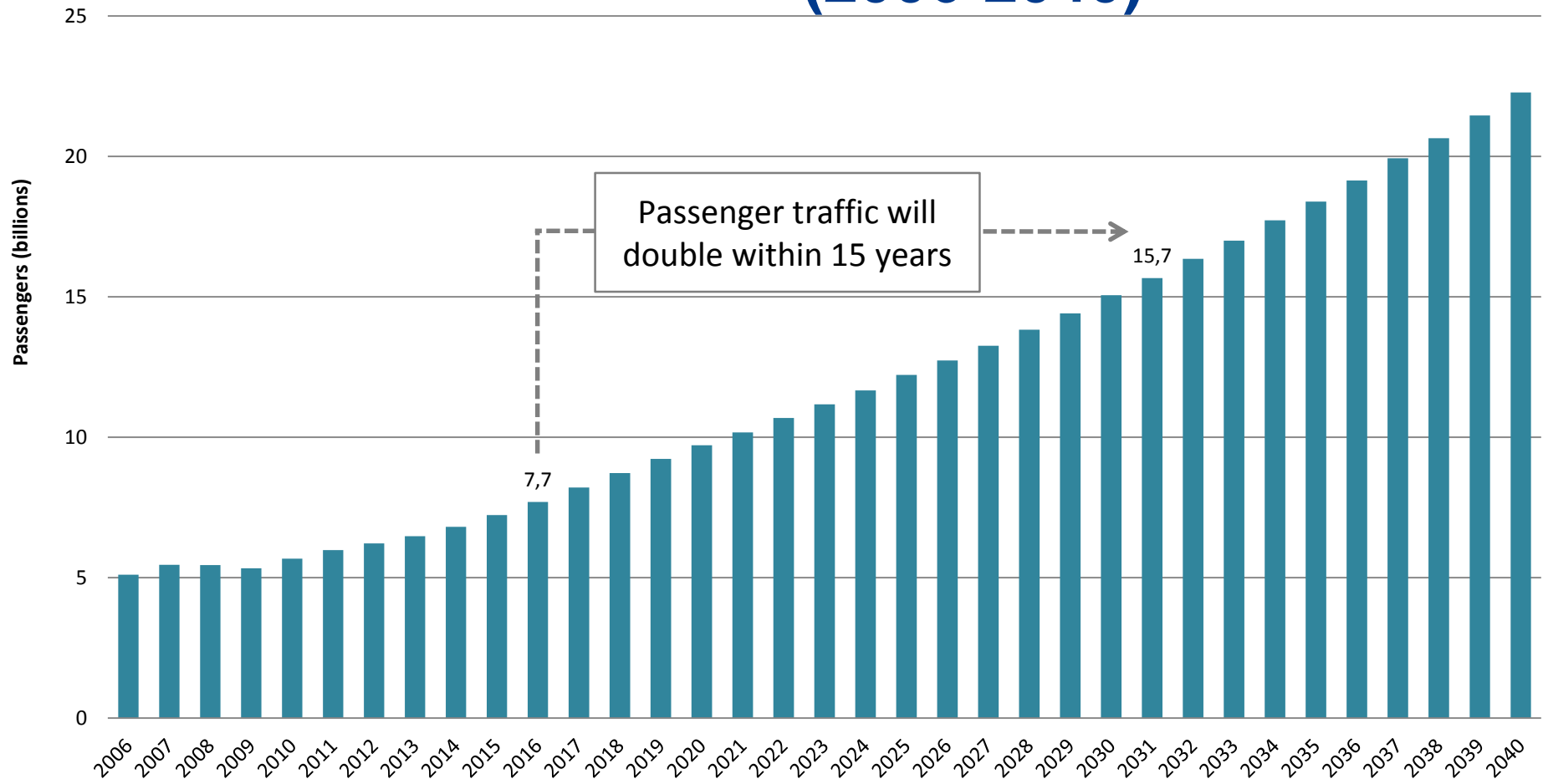




- **So what does this mean for our industry?  
An opportunity? A Challenge? A problem?**



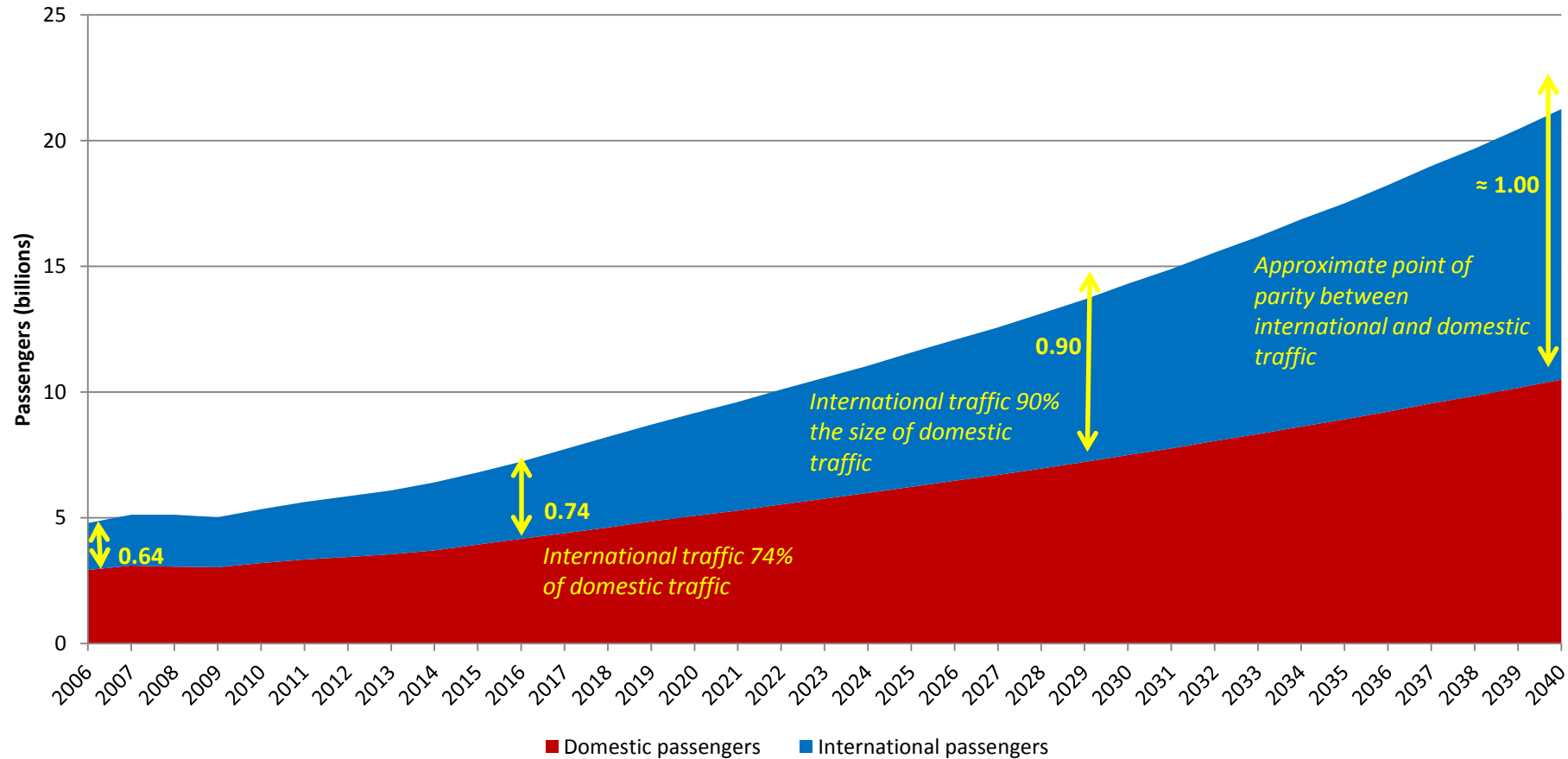
# Total passenger traffic data and forecast (2006-2040)



Source: ACI World Airport Traffic Forecast (WATF)

■ Total passengers

# Forecasted ratio of international to domestic passenger traffic (2006-2040)



# Collaboration







# Industry Stakeholders

Risk-based  
security and  
differentiated  
screening

- Differentiation methods
- Global and local known traveler programs
- Dynamically adapting screening lanes

Technology  
for  
enhanced  
detection  
capability

- Advanced screening technologies
- Liquids and large electronic items
- CIP in remote locations

Process  
innovation  
for increased  
operational  
efficiency

- Identity management
- Queue management
- Checkpoint monitoring
- Simplification of the passenger journey



**NEXTTT**

A vision for the future of air travel and technologies

[nextt.iata.org](http://nextt.iata.org) ♦ [aci.aero/nextt](http://aci.aero/nextt)



## OFF-AIRPORT ACTIVITIES

Flexibility in what can happen before and beyond airport

## ADVANCED PROCESSING

Increasing use of digital identity management, automation and robotics

## INTERACTIVE DECISION MAKING

Linking everything together with trusted, real-time data throughout the journey



# THE FUTURE... ?



- No more check-in or, off airport options
- Generic common-use self-service options
- True BI and data exchange
- “Menu” of choices for Passengers
- Improved knowledge from passengers on their needs and wish
- Digital Airport Transformation
- Automation: vehicles, robotics, processes
- Biometrics (“token”)
- Web access (ease for Wi-Fi)

« **Success is not about specific technologies but rather how they are deployed, how they interact and how they are utilised** »



**The greatest risk is to ignore that such changes are taking place**

# Thank You

The  
**voice** of the  
world's  
**airports**