Future-proofing Airports

Beyond COVID-19: observations & key directions

People - Process - Technology - Facilities

Solomon Wong
President & CEO, InterVISTAS
How have we addressed threats before?

One-size fits all

“pass”

“fail”

Risk-based approach

high/unknown
medium
low
Seamless, touchless processing

airport

realignment

leading models

- eliminate steps
- leverage mobile
- privacy-protected facial recognition
- interoperable track-and-trace health info
- global pre-clearance
- event-based notifications
Mapping of customer journey

- **pre-travel**: 365+ days before journey
  - do I even want to travel?
  - health measures
  - travel authorizations & visas

- **airport**: 60 min?
  - MCT impacts
  - rebuilding connection times
    - 60 min?
    - 90 min?
    - 180 min?
  - classic point-to-point vs hub & spoke

- **post-travel**: 14-21 days
  - Global Contact Tracing
  - connections

InterVISTAS
Much work needed still

300+ separate apps for COVID-19 travel

growing at +10 / week

75+ separate data requirements

in N. America alone

60+ countries

with COVID-19 testing + individual states
Changes in realtime

Entry Travel Restrictions and Conditions Across States/Provinces

- **No inter-state or inter-provincial entry restrictions**: Travelers from out-of-state/province are still subject to local health and other sanitary measures (i.e., wearing masks in designated areas, social distancing).

- **Self-quarantine is recommended but not required**: Non-essential travel outside the state/province is not recommended.

- **Compliance with mandatory entry requirements (i.e., COVID testing, self-quarantine) is required**: Travelers from certain states/provinces may not be allowed entry or allowed only under certain conditions.