Impact of AirExit (AX) on International Air Travel

Presentation to OMB

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Assumptions – Airlines .....

- Collect biometric on outbound non-U.S., non-Canadian passengers
  - 33M passengers by FY 2009
  - 35%-45% of all passengers on international flights
    (Depending on carrier and market)
- Purchase/install/maintain reader and collection process
- Train employees and passengers
- Secure counter space from airport

Technology costs

- 78 of 120 airlines flying passengers out of U.S. are IATA members
  - Represents 92.5% of all traffic to/from U.S.
  - IATA members operate 26,000 flights to/from the U.S. per week
- IATA members maintain approximately 22,000 check in desks/kiosks used for outbound departures
  - Estimate additional 3000 for non-members and charters
- Airline networks do not have the extra bandwidth to transmit fingerprint images.
  - New architectures will have to be purchased and installed.

Training Costs

- Reservation agents, ticket agents, gate agents all require training
  - Equipage usage
  - Passenger education
- Estimate 75,000 domestic employees = additional 5 hours of training
- Airlines responsible for development of training curriculum and materials
- Passenger education required at ticket counter, kiosk and at passenger reservation call centers
  - Ex.: estimate an additional 2 minutes per call
- Web site development

Check in costs

- IATA, member airlines, vendors all moving away from ticket counter process
  - Time consuming/inefficient
  - Costly
    - Staffed check in costs: $3.58 -$5.34 (Forrester)
    - Kiosk check in costs: $0.16 (Forrester)
  - Implementation of U.S. Exit would require airlines to reopen staffed counter positions

Time/Efficiency

- Collection of fingerprints at counter will add to individual transaction times
  - Estimate 60 seconds per passenger
  - 30 seconds education, 30 seconds scan
  - Cumulative impact
  - Unsecured area
- Collection will result in flight delays
  - Flight delays cost $70-90 per minute
  - Denied boarding = $1000 per passenger
  - Rebooking costs

Airport Experience with Air Exit (AX)

- Simulation Assumptions
  - Seven international flights departing typical US Airport
  - Passengers board similar aircraft for each flight
  - Two airlines process passengers with AirExit
  - 45 additional seconds wait time per passenger
- Passengers arrive on typical distribution curve

Typical Distribution on Passengers Checking In for International Flight. 0-250 min prior