Travel Kiosks

Passenger Experience & Airport Trends

International travel is on the upswing, including an 11% increase at Dallas Fort Worth International Airport since 2012. As a result, passengers are experiencing longer wait times, which is resulting in frustration for both passengers and the shortstaffed customs officials. The Automated Passport Solution kiosk system will not only significantly cut wait times, but it will also provide a highly secure solution that will make the airport customs system more efficient and user-friendly.

Travel Industry Statistics

In 2012, international tourism reached 1 Billion in total tourist arrivals worldwide

U.S. Online Travel Industry Revenues

87% of travelers used the internet for the bulk of their travel planning.

Top Online Activities for Travelers

By 2015. Over half the airlines and airports will have implemented new selfservice capabilities

\$162 Billion 2012 U.S. Online Travel Industry Revenue Over 50% of airports/airlines have plans to implement an upcoming trip transfer and self-boarding kiosks

Airport IT Global Trends

By 2015, the majority of worldwide airports will have invested in business intelligence to improve customer service/passenger relationship management, IT decision making and identify new business opportunities.

Airport IT **Investment Trends**

From 2010 -2013: +12% (CAGR) in IT spend compared to revenue growth of only 2.8% over the same period.

as a % of revenues. It equals to U.S. \$6 billion globally. « In 2014: 90% of airports CIO's

In 2013: 5.43% planned IT spend

expect their IT spend to increase or remain stable in 2014.



Passenger Interaction

Over 80% of airports will have deployed assisted bag drop and kiosk bag tag printing by 2016.

c 95% of airports are investing in mobile apps for passenger interaction and retail promotions.

< 49% of airports plan to evaluate new technologies through pilot



< 83% of airports will invest in

business intelligence for revenue optimization and management by 2015 € 57% of airports rank

Business Intelligence

collaboration data as their priority. By 2015 the airline industry and

passengers will be sharing data more open.



APS Kiosks Cutting Time Customs wait times across the country have been skyrocketing at nearly every international airport across. Over the

past 20 years, there has been a 117% increase in international travelers flying in and out of the United States. The following data comes from a recently conducted survey by Global Gateway Alliance:

Overall, average wait times at JFK were down more than 10 minutes to 21 minutes since the installation of the new automated kiosks in October 2013. The average wait times

Key Findings In The New Customs Wait Time Data

from November 2012 to February 2013 were 31 minutes. Newark Airport had the shortest average Customs wait time, at almost 17 minutes, while Miami International Airport had the longest wait times at over 26 minutes.

« While every terminal saw a small reduction in wait times, Terminal 4 at JFK with the new kiosks had the greatest reduction in wait times at more than 19 minutes. « Maximum wait times still range at nearly an hour at both JFK

« Newark Airport saw a reduction of more than 6 minutes in average wait time over last year.

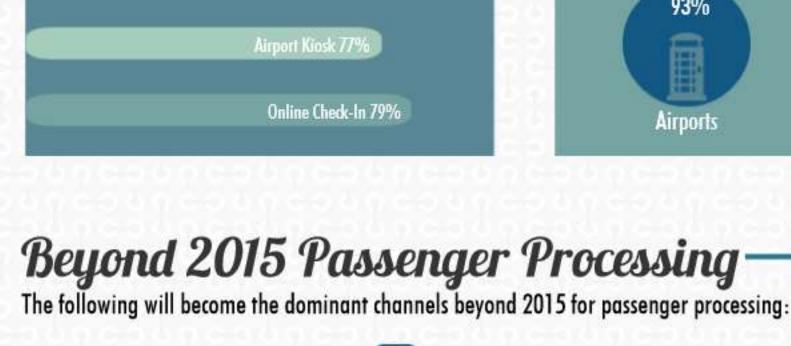
and Miami airports.

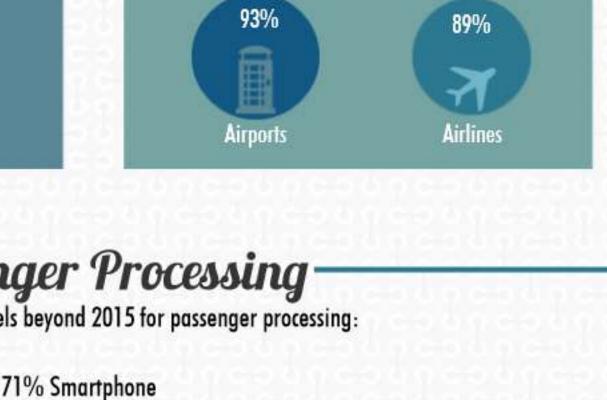


2012 2015

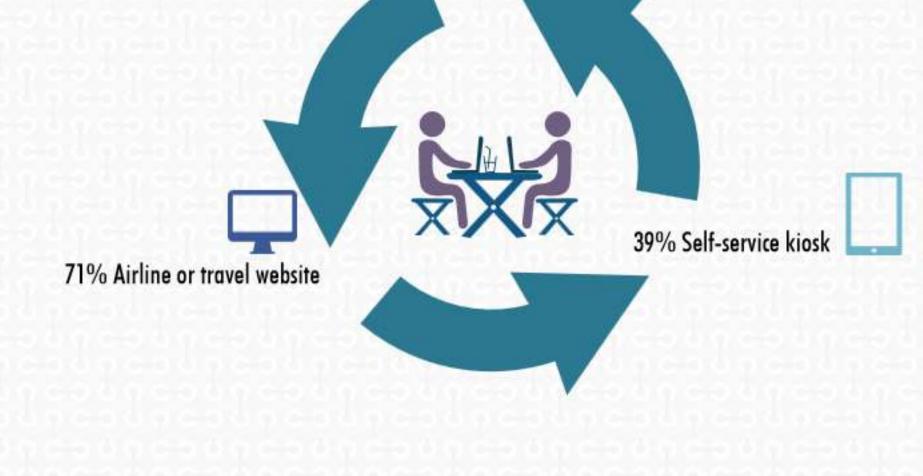
Smartphone 32%

Regular and occasional use of airport self-service check-in:





Industry Commitment to Kiosk





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