

INTEROPERABILITY ACROSS BORDERS

*An Interview with Nanne Onland, Director, Dartagnan BV
(Full member of Schiphol Group)*

As the industry has seen an increased interest in the development and deployment of border control/passage applications, we spoke with Dartagnan BV's Nanne Onland, to find out how Registered Traveler Programs can transcend borders and become truly interoperable, benefiting both the traveler and the authorities.



SECURE: How is Dartagnan currently involved within the hardware security industry? What application areas are Dartagnan interested in?

NO: Dartagnan specializes in programs that provide registered travelers with fast border passage and security checks at airports using biometric identifiers such as iris recognition and fingerprints.

SECURE: What projects have you been involved in where interoperability has been a key concern?


NO: Privium, Sapphire, Dutch Government ePassport testing and various other passenger facilitation airport trails – in all of these there are different sorts of interoperability issues.

Longer waiting times, increased and more complex security measures, often coupled with ‘indifferent’ service, is the typical experience for travelers nowadays and the more frequent the travel, the more often these recurring problems are encountered.

For those travelers who are prepared to voluntarily undertake upfront security screening, RTPs can ease

the journey experience. Therefore, in exchange for permitting detailed (one-off) background checks in advance, so called ‘Registered Travelers’ can make use of automated clearance facilities for border passage and/or security by making use of their biometric identifiers, sometimes in addition to enjoying other premium membership benefits that are often included within airport service programs.

RTPs present aviation stakeholders with a great opportunity to work together. By facilitating friendly (i.e. known) flows, border authorities can redirect resource to areas of risk (i.e. unknown). Airports and airlines can then simplify passenger travel for ‘Registered Travelers’ and add comfort and convenience to the travel experience.

Currently, all RTPs and/or pilots in operation around the World function in national isolation and are not in any way connected to one another; hence, they offer no benefit of international (door to door) travel to the traveler. Most of the programs require voluntary application by the traveler and include background checks performed by Government Officials before the biometric enabled smart card is issued and can be used 



☞ at automated fast lane facilities. In that sense we foresee different sorts of RTPs at the (airport) borders:

- Programs requiring voluntary and upfront application, risk assessments, enrolment and issuance of credentials and/or storage of biometric identifiers in databases (typically for outside of EU third country nationals and/ or VISA holders, but also EU citizens as long as the ePassport cannot be used in sufficient volumes at airports).
- Programs based on ePassport documents (typically for EU citizens that are free to move across the EU borders without any upfront procedure).

Most immigration and security Authorities operating RTPs optimize

only a single process step in a passenger's journey at the airport (i.e. Border authorities operate only an RTP for automated border passage and the Security Authorities operate an RTP for a security fast lane), whereas RTPs have the potential to expedite travelers across the entire process using one or more credential(s) and biometric identifiers. Airports have a crucial role to play in providing the necessary 'common use' infrastructures for RTPs and, depending on local circumstances, operate these programs in public and private partnerships with Government authorities and airlines.

Frequent travelers fly to and from various airports and expect the same type and level of service everywhere.

Privium and Sapphire Registered Traveler Programs						
	Airport & Country	Biometric Technology	Automated Border Passage	Preferred Check In	Preferred Security Lane	Priority Parking
Privium	Schiphol, Amsterdam	Iris on smartcard	Y	Y	Y	Y
Sapphire	Soekarno-Hatta Airport Jakarta	Iris, finger & face on smartcard	Y	Y	Y	Y

At Dartagnan, our aim is to support the setting up of a network of internationally connected RT airport service programs in partnership with international airports and government authorities. In our opinion, a Privium card that is issued in the Netherlands, should be able to work at another airport and potentially with other service providers. Because of this, one of our activities in the Airport Council International (ACI) Europe, where we're developing a task force on border control and RTP's, is to focus on developing an interoperable solution that can be used at all EU airports, in addition to and in advance of the second generation ePassports.

SECURE: What are the key concerns and issues with this project?

NO: One of the main issues so far has been in creating awareness amongst the stakeholders involved (i.e. airports,

airlines and Government authorities) to work together and to look for a 'winwin' situation for all involved. Recently, Government authorities have primarily focused on the ePassport in relation to automated border passage. The ePassport as a token is certainly one of the major elements of an automated borderpassage solution, but there's much more to it than that. In the EU there's a consensus between the stakeholders that a gap exists between today's processes and those planned for 2017 and further, when there will be a sufficient volume of ePassports in use to justify structural investments and changes in airport infrastructure. Taking these points into consideration, it's clear that a solution is required in the foreseeable future allowing interoperable travel between international airports. And from our experience with the Privium and Sapphire programs, we feel suitably equipped to contribute

☞ to this interoperable solution. The good news is that since the European Commission has launched its Border Communiqué on the protection of EU borders in which RTP's are specifically addressed, momentum is gaining.

SECURE: What should governments be aware of?

NO: Governments should be aware of the potential of public and private partnerships in the area of border automation that can help drive the set up of RTPs. The most important factor here is to look for partnerships and common interests, and focus on the main areas of expertise within the group:

- Government authorities - looking after the public interest, setting rules and requirements and law enforcing;
- Private industry - providing financing, infrastructural facilities, operations and customer service. In the future, we'll see new processes emerge for handling travelers at land, sea and airports. Therefore, carriers, ports and authorities will have to revise their current (and often independent) processes to create new definitions and agreements for the facilitation of international travelers. Information

between EU Member states, as well as cooperation between both public and private parties for increasing the security of EU borders must also be improved, as well as the development of logistical traveler flows and throughput.

Of course, the issue of finance also has to be addressed. Who will be paying for the RTP infrastructure? In our experience there could be two or three models:

- The airport or other service provider invests, the traveler is a member of an airport RTP program and pays directly for the service, and there is a clear added value.
- The airport invests, RTP infrastructure is for general use at the airport and investments are earned back through the passenger and security charges (i.e. ticket price).
- The Authorities (i.e. tax payer) pays for the facilities, because it is seen as public infrastructure of a certain country. In this case there is a clear justification on the Governments end that these facilities are not just for the traveling public, but also for everybody.

In my opinion, only the first 2 options are viable in reality.

RTPs are a first step for a total change in travel processes and can offer additional, immediate benefits to a traveler's journey, in terms of both process and experience. RTPs can be a win-win situation for all stakeholders involved; combining security, convenience and efficiency with business drivers - all in one program, as well as being an important 'proving-ground' or basis for future mass automated traveler processes.

In what other areas do you expect interoperability to be an issue?

NO: We'd also expect interoperability issues of a non-technical nature: if we don't have international co-operation on these matters, every country will create its own direction in terms of developing checkpoint processes and different automated border passage processes could lead to ambiguous and confusing situations for the user.

How can the industry help in its objective to achieve a truly harmonized large scale project?

NO: The industry should work together with aviation business initiatives to share knowledge, experiences and best practices. It's also important to look at

best practices from other sectors - let's not 'reinvent the wheel' in the aviation business, when there are relevant lessons to be learnt from other areas such as telecoms and banking. In that respect, an organization like the Silicon Trust is a very useful tool for providing such varied experience. ■

ABOUT DARTAGNAN

Dartagnan helps to develop and operate RTP's in airport environments. Either as a public service or as part of an airport service program for frequent passengers that enjoy premium services, including biometric enabled fast lanes for border passage and security; front row parking; dedicated check-in and VIP lounge access. Dartagnan's proven business model, methodology and solutions are derived from both the Privium and Sapphire programs and the border redesign programs at Amsterdam Airport Schiphol.

