



*Los Angeles
World Airports*

Biometric Entry & Exit Trials at LAX

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Biometric Exit Scope:

Pilot the use of Self Boarding Gates and 1-Step Boarding via Facial Recognition

- Utilizes CBP Traveler Verification System (TVS)
- 12 Vision-Box self-boarding gates (SBG) with Facial Recognition, Document Reader, Document Printer
- 4 SBGs at 3 Departure Gates for primary utilization of large capacity aircraft (A380)
 - Tom Bradley International Terminal (TBIT) - International flights only
 - Gates 152, 154 and 156
- Tender in progress for long-term SBG solution at LAX
 - Will implement for all gates in new Midfield Concourse
 - MSC Opening 2020
 - Replace existing gates at TBIT over time



Airline Update:

BRITISH AIRWAYS 

 Lufthansa


QANTAS

AIRFRANCE  KLM

 KOREAN AIR

SINGAPORE AIRLINES 

 CATHAY PACIFIC

- Amadeus successfully implemented the 1-step facial recognition boarding process in their Departure Control platform.
- 1-Step process now successfully implemented by 8 carriers using Amadeus (Actively boarding via 1-step).
- Other carriers seeking to join; AA, DL developing pilots in proprietary terminals.

Note: Most carriers started during 2018 (Mar., Apr., May, Oct.)

Success:



2018 In review

- 965 Flights processed via 1-step.
- 237,959 Passengers boarded via facial recognition.
- 96.9% Average CBP technical match rate.
- 7.3 secs. Average transaction times.
- Peak processing: 22 pax./min.
- Reduced boarding time on large capacity aircraft by approximately 40% (40mins. to 24mins.)

Challenges:

- **Early Stakeholder buy-in at the Local and HQ levels**
- **Implementing e-Gates in an Operating Environment of 56 Carriers**
 - Gates never close.
- **Developing Airport/Provider Relations**
 - DCS providers report only to their customer (the carriers).
 - Airline application changes not communicated to the airport.
- **Troubleshooting**
 - Key Components: Common Use Platform, E-Gate, DCS, CBP TVS, Network.
- **Working with Multiple Hardware Vendors**
 - For one step process, changes were needed for common use system & DCS



Biometric Entry:

- LAX Biometric Exit Paves the way for CBP's Simplified Arrival Pilot.
 - In place since July 2018

Trends:

- Approx. 10% of pax. (5.8 Million pax.)
- 15-20% reduction in wait times
- 99.11% match success rate
- Also seeing increased use of MPC, APC and Global Entry



Future Strategy:

TSA Phase I & II Pilot at Security Check-point

- TSA piloted biometric facial recognition technology at the TDC Stations, using eGates and Pedestal camera methods
- 30 and 60 Day pilots, respectively
- Location: TBIT
- Results:
 - Total passengers processed: 134,832
 - Match rate: 92.8%
- TSA continues to analyze data
- Future extension to TSA security



Future Strategy:

Common Use Bag Drop (CUBD) Pilot

- 6 Common Use Self-Service Bag Drop stations in Tom Bradley International Terminal
- Working with TSA to incorporate biometrics to enable self-service common bag drop
- Project started March 2019 - In Planning and Design phase
- Pilot Expected to Commence in the Fall
- Future expansion of automated bag drop





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Thank You
