

Behind Biometrics

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BIOMETRICS - EXIT

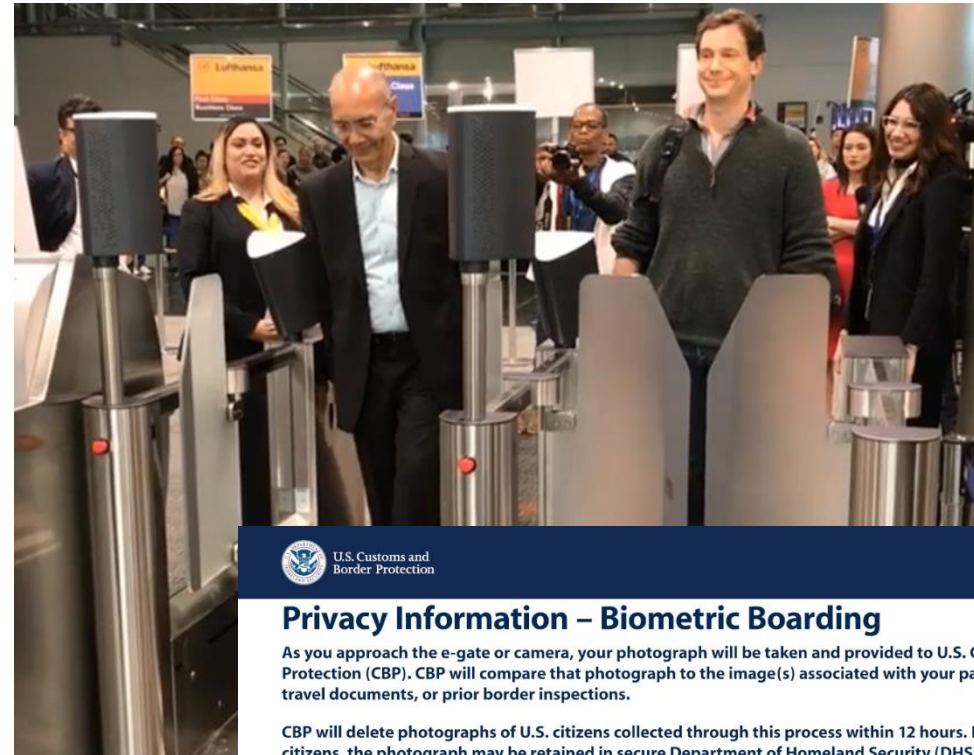
Biometrics Boarding Gates

- Partnership with CBP and SITA/Amadeus
- January 2019 - Lufthansa (Gate J17)
 - Flights to Munich and Frankfurt
 - 98% matching rate accuracy
 - Average total boarding time since launch: 30 min
 - Average biometrics processing time: 2.7 seconds
 - Two lanes
- February 2019 - Virgin Atlantic (Gate J7)
 - Flights to London
 - Two lanes
- November 2019 – Air France (Gate J17)
 - Flights to Paris
 - Average biometrics processing time: 3.4 seconds



BIOMETRICS - EXIT

- Passenger Experience
 - Signage & Communication
 - Decrease in boarding time
 - Instructional Mishaps – boarding pass & luggage
 - Opting out
 - Accessible lane
- Challenges
 - Stakeholder communication and partnerships
 - Boarding an A380 – hybrid solution (need additional gate)
 - Gate real estate – space availability
 - Finding right system: boarding gates or camera on a stick
 - Glare from windows
 - Employee training



Privacy Information – Biometric Boarding

As you approach the e-gate or camera, your photograph will be taken and provided to U.S. Customs and Border Protection (CBP). CBP will compare that photograph to the image(s) associated with your passport, visa, other travel documents, or prior border inspections.

CBP will delete photographs of U.S. citizens collected through this process within 12 hours. For certain non-U.S. citizens, the photograph may be retained in secure Department of Homeland Security (DHS) systems and used as a biometric confirmation of departure from the United States as required by law (8 U.S.C. § 1365b; 8 C.F.R. 215.8(a)(1)).

All CBP partners – such as airports, air carriers, their system integrators and/or vendors – will immediately delete any photos taken during this process. These entities will not retain any photograph taken during boarding for any purpose and are subject to DHS compliance audits.

If you do not wish to have your picture taken, please see a gate agent or CBP officer to request alternative procedures for identity verification and/or biometric confirmation of departure from the United States.

For more information, please visit our website at www.CBP.gov.

BIOMETRICS - ENTRY

- February 2018 – MIA Officially opened first passport clearance facility with facial recognition in the U.S.
 - Began with: Three airlines; VS, BA & TP
 - Now: Thirteen airlines – TP, BA, IB, EW, UX, IG, QR, DI, SS, LO, SU, G3, X3
 - Screening 10 passengers per minute
 - Reduced walk time between Concourses
 - Average of 75K passenger screened a month
 - 13 flights at peak time
 - Airlines report reduction of passenger wait times by 30-50% over the year since relocating to E FIS
 - Removal of APC Kiosks after first week



FUTURE OF BIOMETRICS

Growth

- RFP – for biometrics exit gate solution by the end of December 2019 (Entire Airport)
- Pilot with American Airlines - First Quarter 2020
- Concourse D/J Simplified Arrival



QUESTIONS

