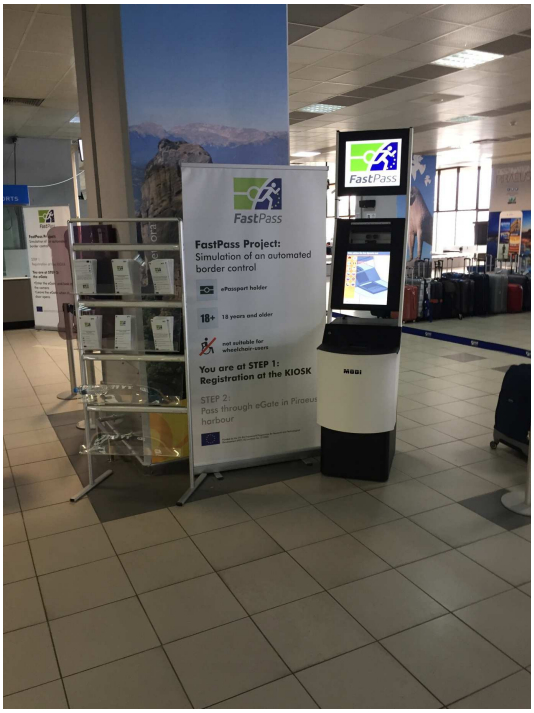
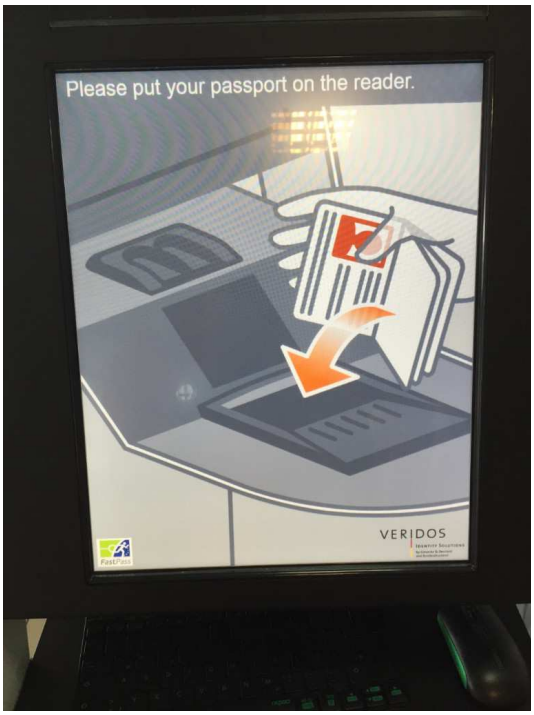
FASTPASS NEWSLETTER #12
Report on Summer 2016

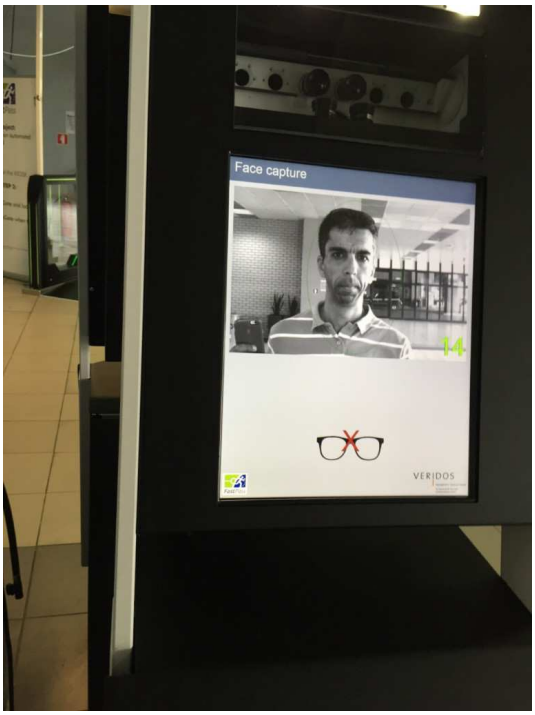
First ever dedicated cruise ship passenger ABC in Piraeus

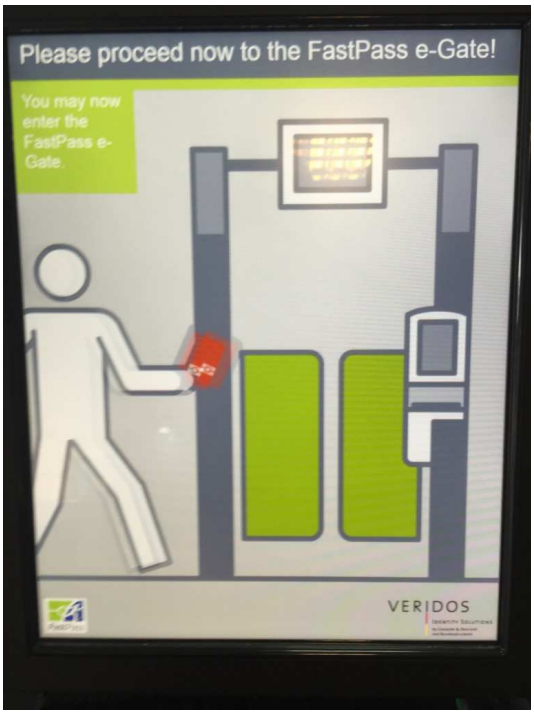


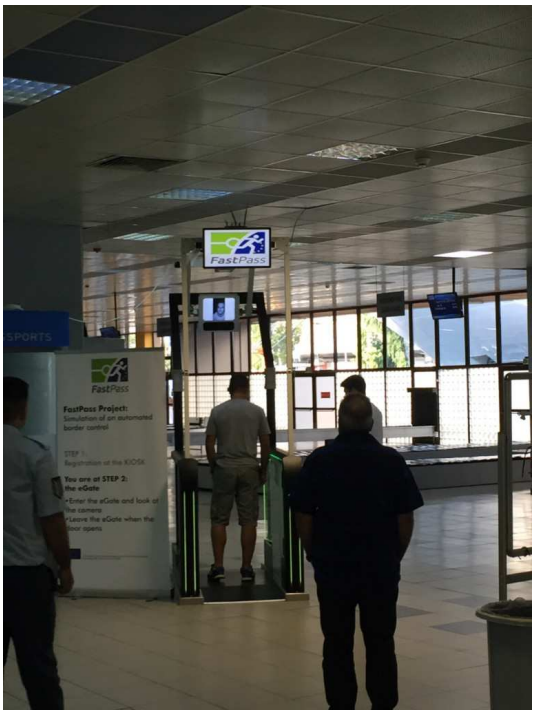
The FastPass sea border crossing solution: kiosk at the port of Piraeus (top left), kiosk on the Celestyal Olympia Cruise ship (top right) and e-gate at the port of Piraeus (bottom). © FastPass consortium.

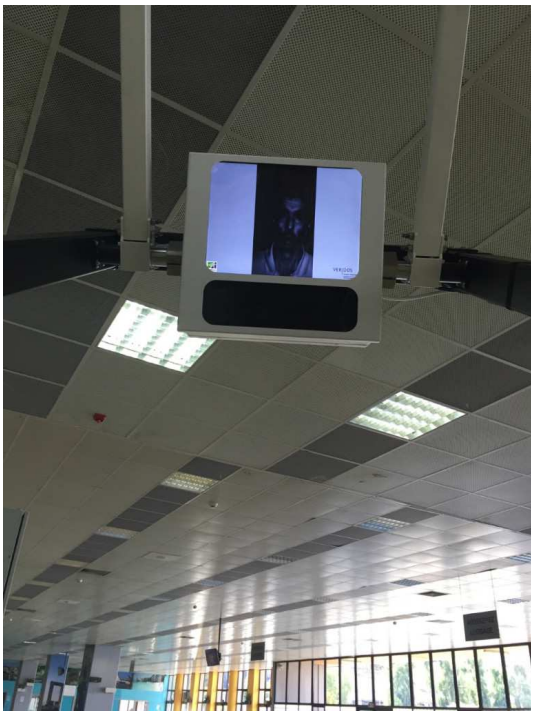
The FastPass team achieved a first last month by installing an automated border control system at the Port of Piraeus specifically for cruise ship passengers. The system allowed passengers to give passport data and a face image via a kiosk in the terminal building or on board the Celestyal Olympia Cruise ship . Passengers could then bypass traditional border control at Piraeus by passing quickly through an automatic barrier. The barrier was activated when a passenger's face was recognised from among a "gallery" of enrolled passengers on the same cruise.

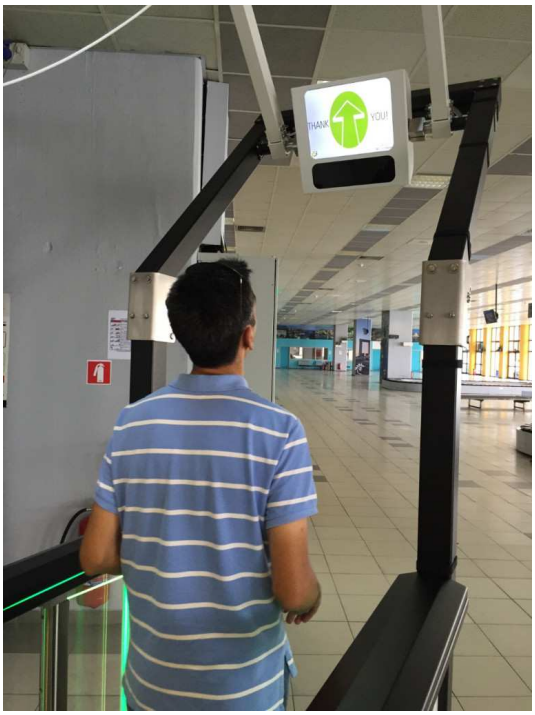

Please put your passport on the reader.
VERIDOS


Face capture
VERIDOS


Please proceed now to the FastPass e-Gate!
You may now enter the FastPass e-Gate.
VERIDOS


FastPass
FastPass Project:





The FastPass sea border crossing process: the passenger registers him/herself thanks to the FastPass Kiosk. Once this step has been completed, the passenger is able to cross the egate, where the identity check will be ensured through the automated passport reading and facial recognition. © FastPass consortium

The demonstration system was designed with privacy and data protection in mind: all data were held and transferred in a secure manner and the text and images were depersonalised or deleted at the end of the voyage. The demonstration system, one of three planned by FastPass, was used to evaluate the FastPass concept, to collect measurements of transaction time, biometric matching accuracy and to simulate other border crossing procedures in line with the Schengen Borders Code.

The Hellenic Police, the Ports of Mykonos and Piraeus together with Celestyal Cruises played a major part in enabling the demonstration and the project team are extremely grateful to them. The kiosks, entry/exit gates and system software were supplied by FastPass' own partners.

Running such a demonstration gives FastPass an opportunity to get answers to four important questions about its ABC technology in border control:

- Does it work consistently and reliably?
- Does it work in a border control business environment?
- Does it demonstrate business benefits to passengers, ports, carriers and port authorities?
- Does it demonstrate FastPass values?

The trial is now completed the general feedback of sea-border scenario is positive and the team look forward to the completion of similar trials in Austria at Vienna Airport for airline passengers and in Romania at the Moraviţa land border with Serbia for vehicle traffic.

FastPass and BODEGA projects agreeded on a cooperation

In the same line as the collaboration with the project MobilePass, on which we reported in our previous newsletter, FastPass agreeded this summer on another cooperation with the project BODEGA. BODEGA is an H2020 project focusing on the analysis of human factors in border control. Started in June 2015 for 30-months duration, the project aims at providing a so-called “PROPER Toolbox” detailing some recommendations in several areas to enhance the quality, the security and the efficiency of the border control processes. Several organisations of the FastPass project are actually active in both Consortia – AIT, VTT, RAJA- what enables an effective collaboration. How will this concretely happen? FastPass will provide via its three demosites field studies for the BODEGA team who will observe and interview the users (both travelers and border guards) of the FastPass solution. This information will serve the objectives of both projects, being the basis of the refinement of their work and final conclusions.

Stakeholder interaction of the FastPass project

Automated border control systems (ABCs) offer the advantage of an improved quality and an increased speed of the border control process.

In order to take advantage of ABCs, a high acceptance among all levels of stakeholders (decision makers, operators and travelers) is needed. Every stakeholder has a different set of requirements and expectations that needs to be taken into account.

In order to reach an overall high acceptance, the FastPass project explicitly aims on a user centric approach with a harmonized architecture and improved usability. For that, a comprehensive stakeholder interaction has been performed during the project in order to define requirements, criteria and evaluation procedures for the usability and acceptance of ABC gates. The stakeholder groups have been defined along different levels and orientations of involved authorities, facilities, manufacturers, border guards and travelers. For the organization, storage and management of the interaction measures, a management platform has been set up based on a freely available customer relationship management system. To influence the evaluation and the weighting of the requirements, different stakeholder opinions have been gathered by interviews, surveys and workshops with border guards and the other stakeholder groups. For the estimation of the usability and user acceptance, observations of real travelers have been performed at the different pilot installation of air border, sea border and land border. Several optimization steps and improvements of user guidance have been achieved leading to better performance, higher acceptance and reduced fears to use the automated systems. Also reduction of error rates could be achieved by

improvements based on the stakeholder driven investigations along the installations. The stakeholder interaction was performed on different levels from the political level (parliament), authorities on different levels and border guards and with all mentioned techniques leading to a huge amount of opinions and different estimations of the risks and chances of ABC systems. This is currently being take into account in the evaluation process that will lead to an extensive assessment and providing hints for the further development steps, strategies and products for land, sea and air borders control facilities.

FastPass invited to major events

Organizer of various major events invited FastPass to present the results of the project. First, FastPass contributed the research project conference under the head of the EAB (European Association of Biometrics) in Darmstadt – an event that FastPass supported from the very beginning. Second, FastPass was invited to present at the World e-ID and Cybersecurity conference in Marseille. Finally, also the expert team of Intergraf Security Printers invited FastPass to speak about the project results from the perspectives of security, usability and privacy. The audience of experts from various fields showed interest and positive feedback was gained – encouraging the consortium to further pursue and exploit the results.

Meet the Consortium!

The FastPass Consortium will represented at the PSCE Conference in Athens on 22nd November 2016.

PSCEurope
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