DECREASING WAIT TIMES & STRENGTHENING BORDER SECURITY

BORDERXPRESS – Ports and Vessels

BORDER XPRESS™ | SELF-SERVICE BORDER SOLUTIONS | **INNOVATIVE TRAVEL SOLUTIONS** by Vancouver International Airport

AGENDA

1. Innovative Travel Solutions & YVR - Intro

2. BORDERXPRESS™ - Overview

3. BORDERXPRESS™ - 2 Step Process

4. Kiosk Benefits

5. BORDERXPRESS™ - Ports and Vessels

6. GDPR Compliant

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ABOUT YVR

CHALLENGE

- Arrivals hall at maximum capacity
- Limited border officer resources
- 3-4 Hour Line ups
- Passengers held on planes
- Missed connections
- Low traveler and air carrier satisfaction

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CONSIDERATIONS

≥ Capital Expansion $$$ (space and booths)

≥ Other technology

≥ Trusted Traveler Program

≥ Design Our Own

SOLUTION

≥ Collaborated with CBSA

≥ Process review

≥ Removed administrative function

≥ Dramatic improvement in passenger throughput

≥ Process 98% of arriving traffic

≥ Collaborated with US CBP

≥ Developed and piloted first APC kiosk in Vancouver

≥ Kiosks are in majority of US hubs

Canada Border Services Agency

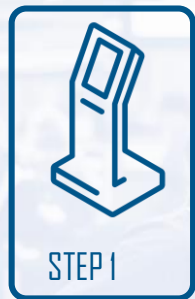**U.S. Customs and Border Protection**

BORDERXPRESS™
TWO STEP PROCESS

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BORDERXPRESS™ – HOW IT WORKS

STEP 1

Travel document authentication checks using document validation software

Traveller biometric registration or verification (facial and fingerprint)

Answering any immigration or customs questions

Border Authority Checks (Watch List, Visa, APIS)

STEP 2

Face-to-face interview with a Border Officer who makes the final decision on entry and exit based on:

Response from Immigration Authority

< 10s

In person interview – average less than 10 seconds

KIOSK BENEFITS

- ✓ ELIGIBILITY
- ✓ SECURITY
- ✓ EFFECIENT USE OF SPACE
- ✓ ENTRY EXIT SYSTEM READY

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ELIGIBILITY

≥ Residents

≥ TCN Visitors (with and without Visa)

≥ Couples & Families

≥ People with disabilities

≥ Currently available in 37 languages
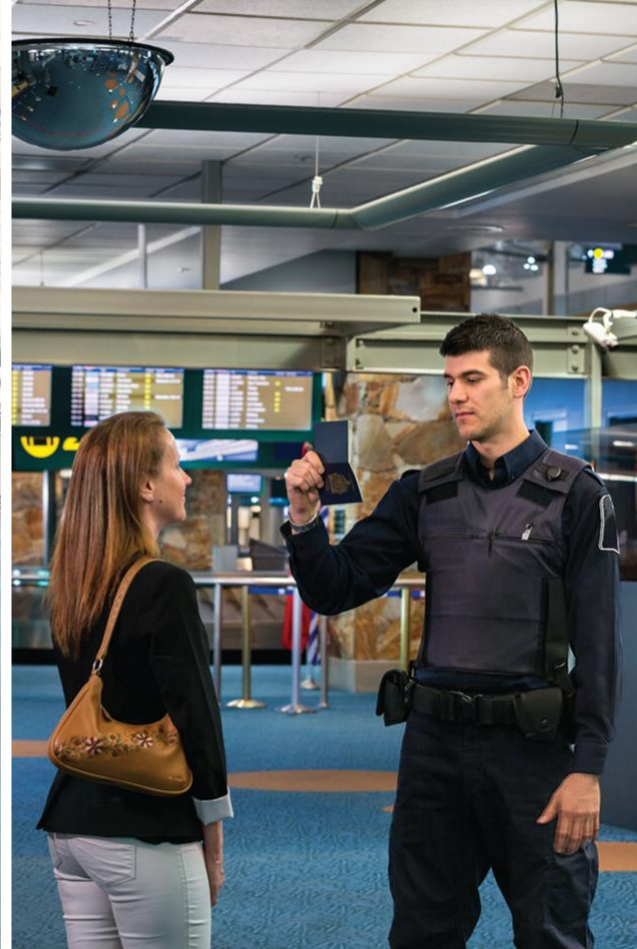
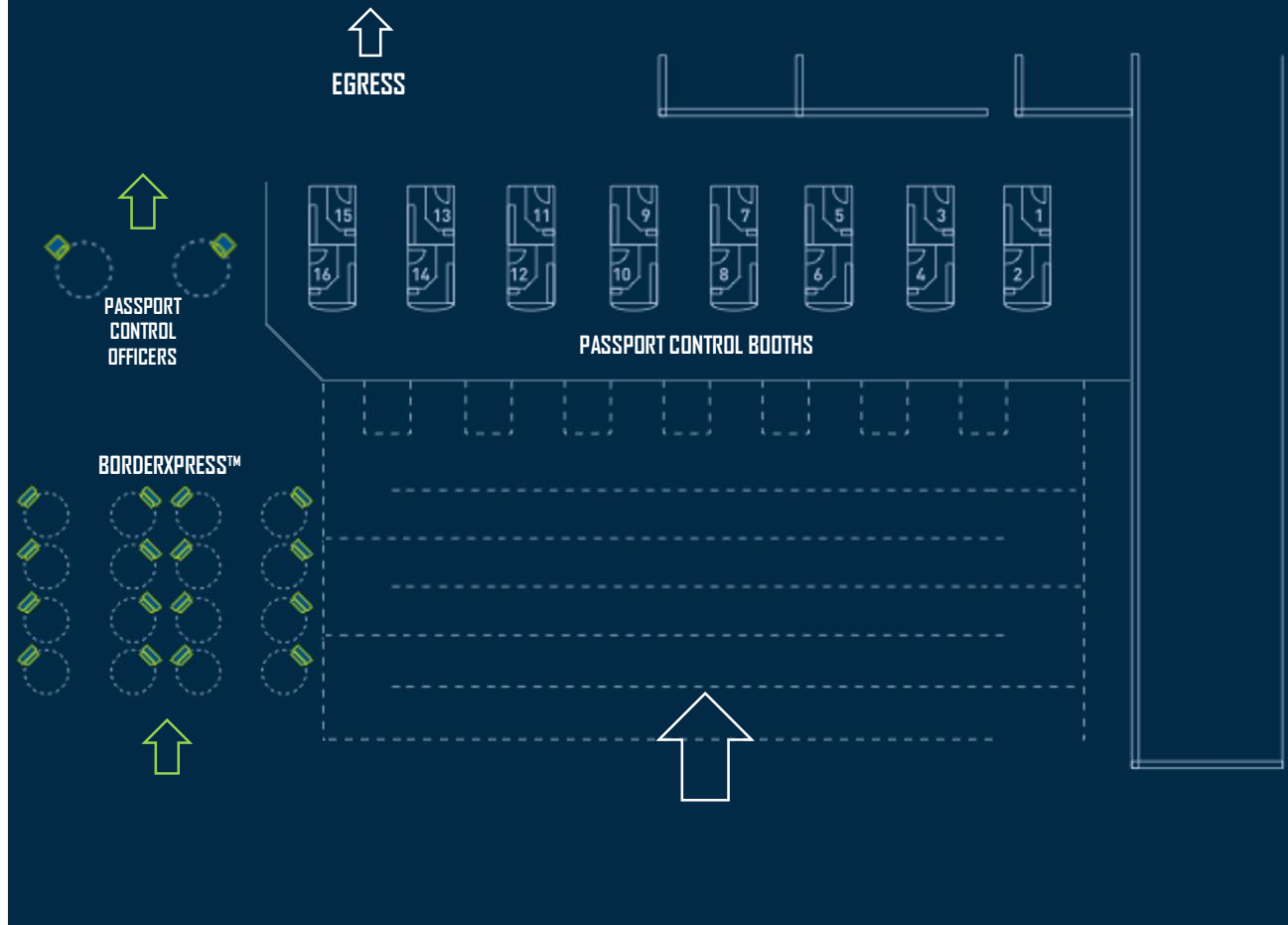≥ All documents with MRZ (E-chip and Non E-chip)

SECURITY

Two-step process for Border Security:

- Systematic risk assessment at kiosk
  - Document Authentication
  - Traveler Biometric Enrollment & Verification
  - Border Authority Checks
- Face-to-face contact with an officer

EFFICIENT USE OF SPACE

⌐ Small footprint, no additional space needed

⌐ Ability to easily expand

⌐ Position anywhere along passenger journey

⌐ Less queuing required

⌐ No additional border staff required

EGRESS

PASSPORT CONTROL OFFICERS

BORDERXPRESS™

PASSPORT CONTROL BOOTHS

15 13 11 9 7 5 3 1
16 14 12 10 8 6 4 2

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INNOVATIVE TRAVEL SOLUTIONS
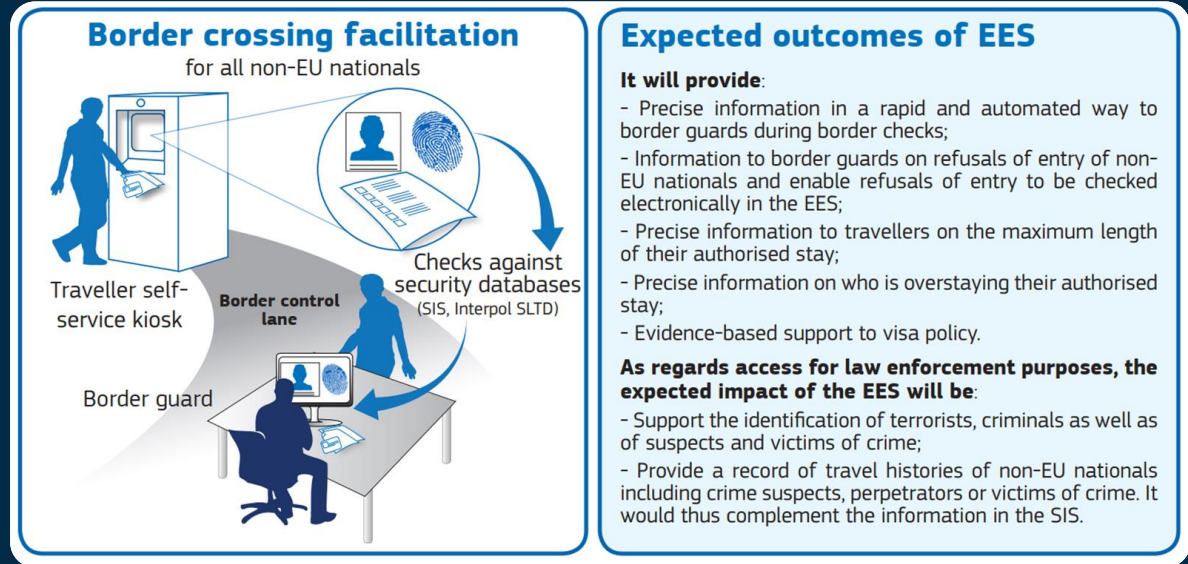by Vancouver International Airport

ENTRY EXIT
SYSTEM READY

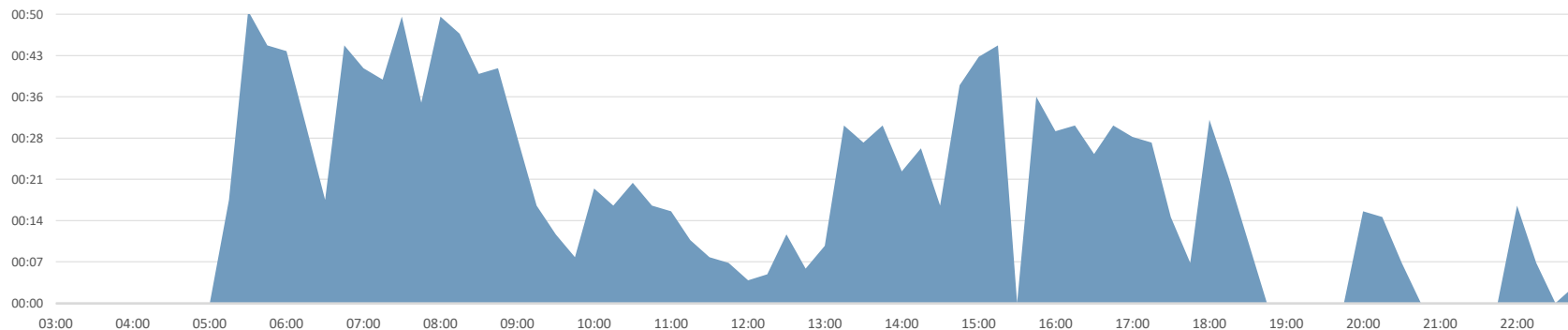Kiosks are an ideal solution to meet the 2020 Entry Exit System requirements:

- ≥ Travel document checks
- ≥ Biometric capture and enrollment
- ≥ Facial recognition
- ≥ Border Authority and systematic checks
- ≥ Date and place of entry/exit
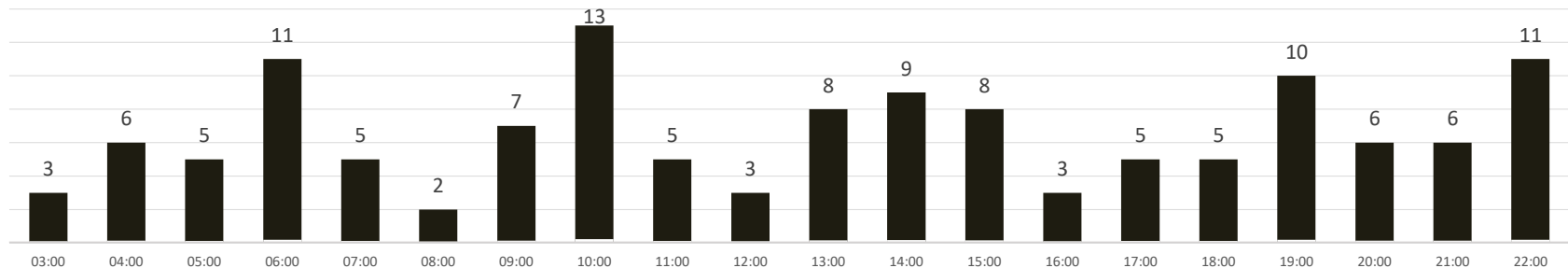- ≥ Duration of stay calculations

Border crossing facilitation
for all non-EU nationals

Traveller self-service kiosk

Border control lane

Border guard

Checks against security databases
(SIS, Interpol SLTD)

Expected outcomes of EES

It will provide:
- Precise information in a rapid and automated way to border guards during border checks;
- Information to border guards on refusals of entry of non-EU nationals and enable refusals of entry to be checked electronically in the EES;
- Precise information to travellers on the maximum length of their authorised stay;
- Precise information on who is overstaying their authorised stay;
- Evidence-based support to visa policy.

As regards access for law enforcement purposes, the expected impact of the EES will be:
- Support the identification of terrorists, criminals as well as of suspects and victims of crime;
- Provide a record of travel histories of non-EU nationals including crime suspects, perpetrators or victims of crime. It would thus complement the information in the SIS.

EXPERIENCE FOR TCN WITH BORDERXPRESS™

Queue Time for TCN — Max 10 mins Queue Time

TCN Desks Open

Welcome / Language Screen

The purpose of the Language screen is to give the traveler an option to select a language to conduct the kiosk session.

Document Scan Screen

The Document Scan screen captures the travel document Information.

The system will read the machine readable zone (MRZ) of the document. The system can perform authentication checks on the machine readable zone, photo page and eChip to ensure the travel document is authentic.
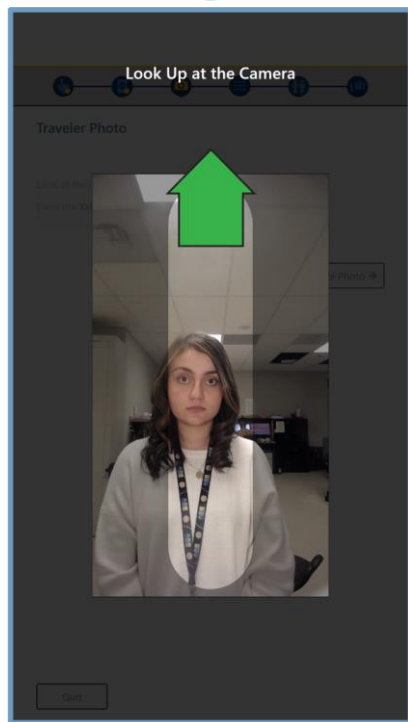
Scan Travel Document

Scan your passport or identity document

Quit
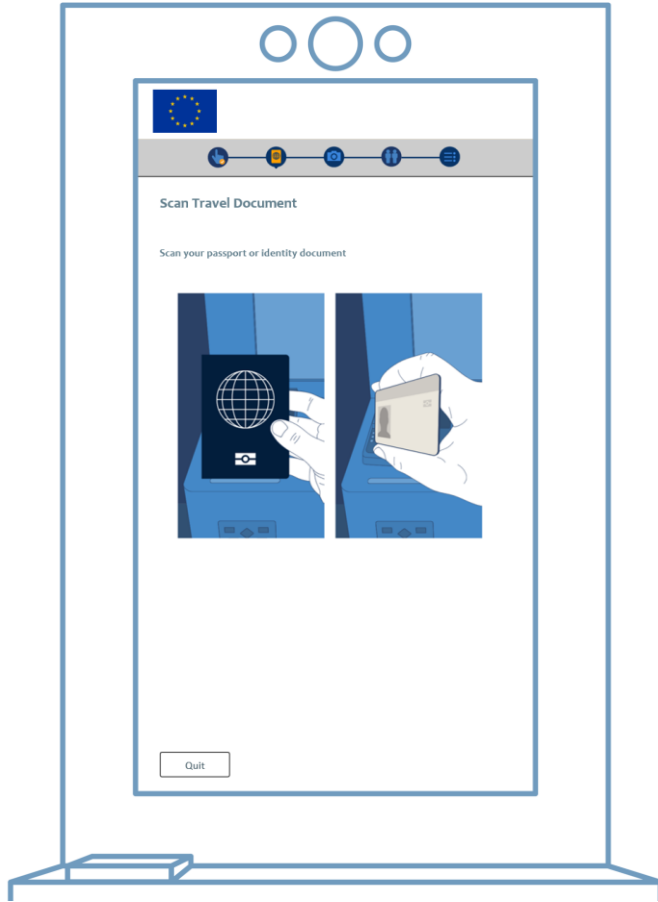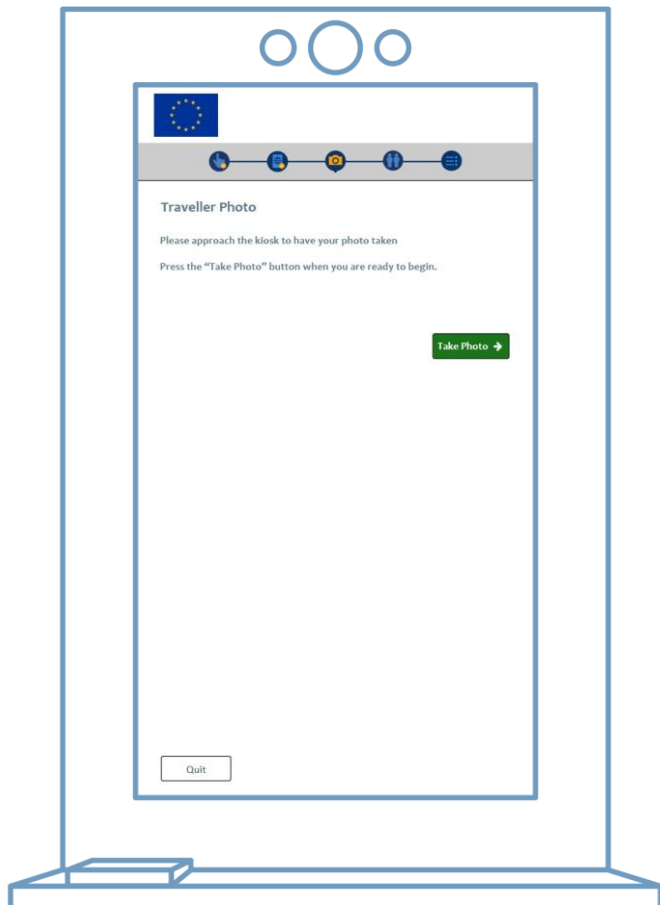
Traveler Photo Screen

The Traveler Photo screen provides instructions to the user in preparation for the Photo Capture Screen.

Travelers click on the 'Take Photo' button to take a photograph.

Traveller Photo

Please approach the kiosk to have your photo taken

Press the "Take Photo" button when you are ready to begin.

Take Photo ➜

Quit

Photo Capture Screen

The traveler will see instructions on the screen to look at the kiosk camera. The photograph taken by the kiosk will be checked to ensure it meets ICAO ISO Frontal requirements.

If the photograph meets ICAO requirements and the traveler has also provided an ePassport, then the kiosk photo will be compared to the photo on the chip of their ePassport.

Fingerprint Scan
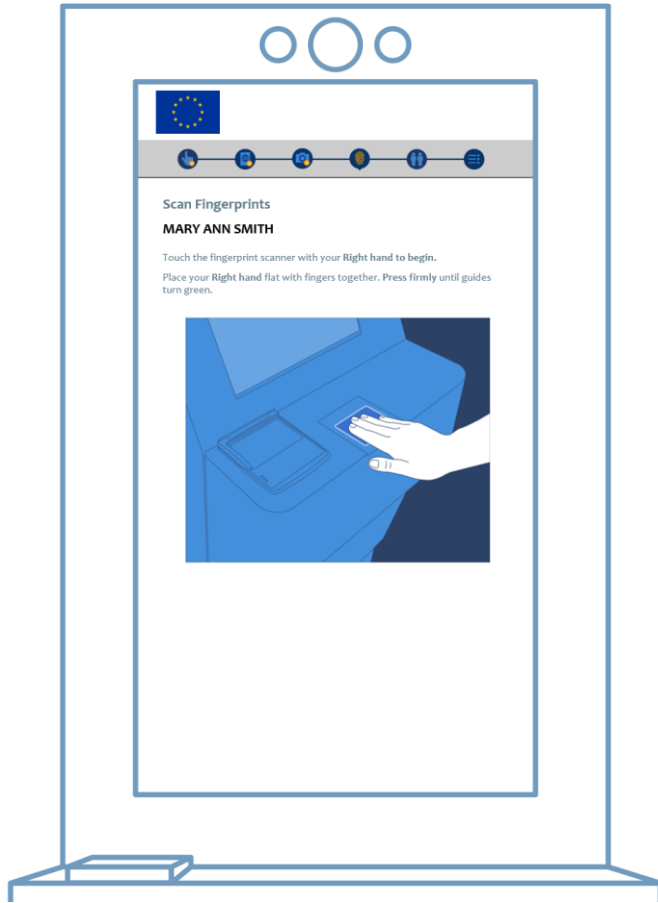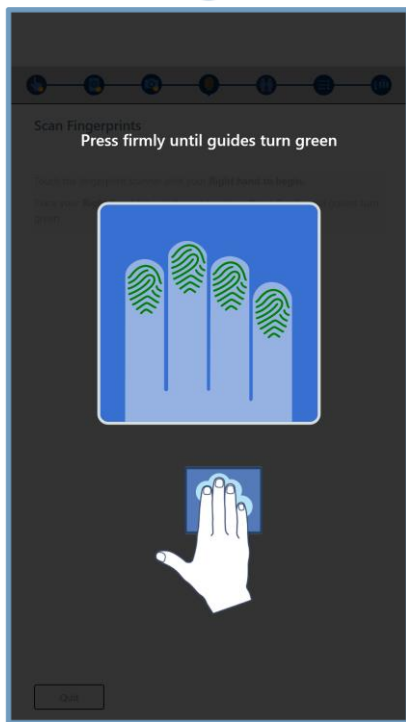
The Fingerprint scan screen provides an animation and instructions to the user on how to scan their fingerprints.

Fingerprint Scan

The Fingerprint scan screen provides an animation and instructions to the user on how to scan their fingerprints.

Travel Party Screen

Once the first (primary) traveler has completed the kiosk session, the user can choose to add other family members to the travel party.

If the user chooses to add another traveler, the kiosk then will return to the Document Scan screen to scan a new document. If there are no more family members to add, then the system will progress to next screen.

Purpose of Trip

The traveler will select the purpose of the trip from the options presented on the screen.
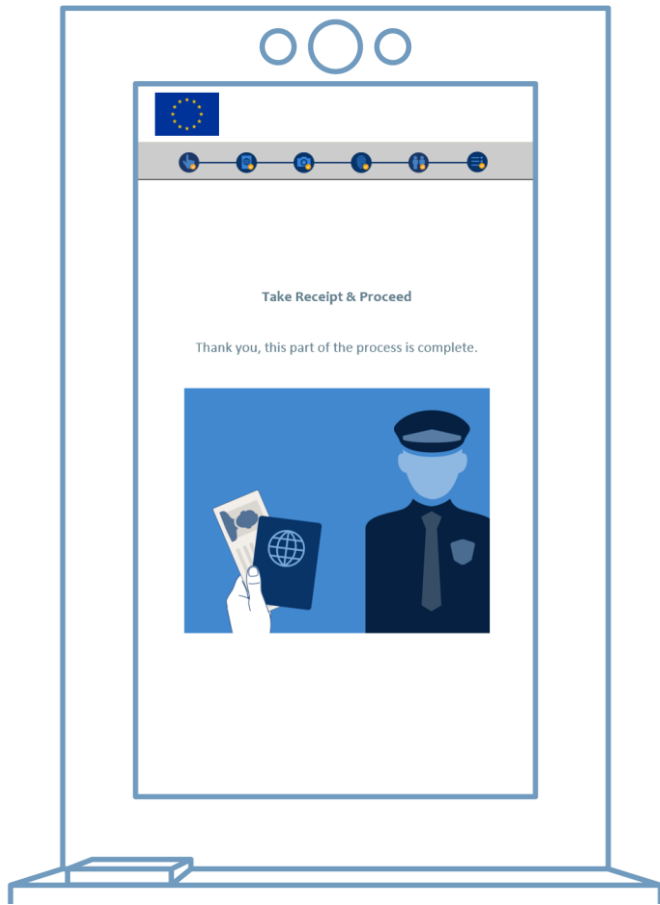
Duration of Stay

The traveler will select the duration of stay from the options presented on the screen.

Receipt Screen

Once all travelers have been processed, a receipt will be printed or digital receipt will be sent to Border Authority.

The system will direct all travelers to proceed to a border officer.

Take Receipt & Proceed

Thank you, this part of the process is complete.

BORDERXPRESS™ - PORTS AND VESSELS

✓ Port Metro Vancouver (Canada)

✓ Port Everglades (Florida, USA)

✓ Ferries del Caribe (Puerto Rico)

PORT METRO VANCOUVER

BACKGROUND

≥ Canada's largest port

≥ Homeport for the Vancouver-Alaska cruise
industry

≥ +1Million Pax & 290 ship visits per season

≥ Continued pax traffic growth since 2015

≥ Border Control facilities with reduced border officers and limited
space

BORDER CLEARANCE AT DEPARTURE

≥ US Customs Border Protection Preclearance process

≥ US citizens, US legal permanent residents, Canadian citizens, ESTA travelers (Visa Waiver Program), and Visitors (Visas)

≥ Average processing time of 60 seconds per pax

≥ Drastic reduction in border wait times

≥ Space efficient / scalable

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BORDER CLEARANCE AT DEPARTING TERMINAL:

Border Clearance at Departure Terminal

Kiosks
- Document Authentication
- Biometric Verification
- Risk Assessment

Receipt Printed

- Check Receipt
- Ask Questions
- Stamp Passport (Optional)

Exit

Secondary Inspection

Cruise/Ferry Sailing

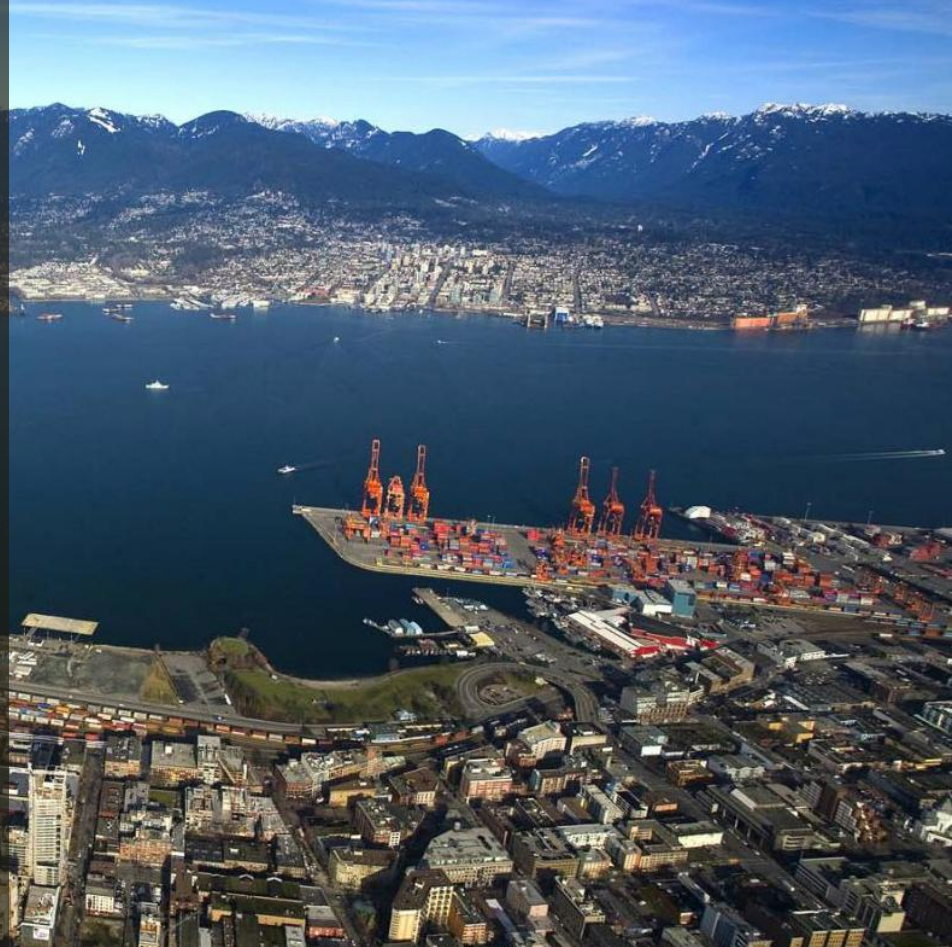BORDER XPRESS™ | SELF-SERVICE BORDER SOLUTIONS

INNOVATIVE TRAVEL SOLUTIONS by Vancouver International Airport
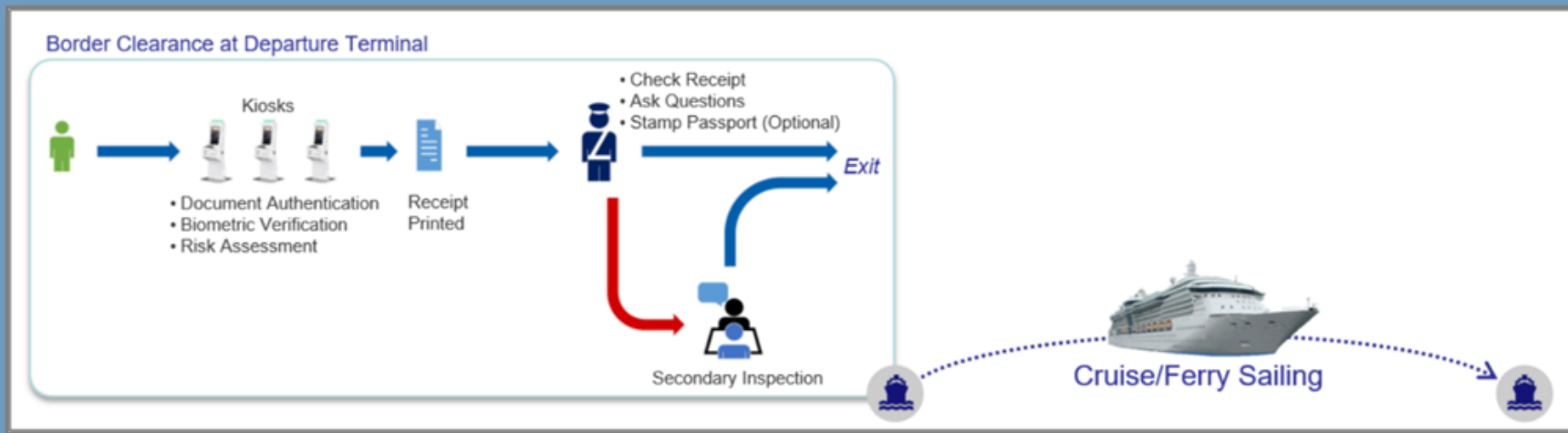
"With this launch, Port Metro Vancouver's cruise terminal has become the first worldwide to utilize automated passport control technology for U.S. bound passengers. These kiosks will further enhance the cruise passenger experience at Canada Place."

- Peter Xotta, Vice President of Planning and Operations with Port Metro Vancouver

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by Vancouver International Airport

PORT EVERGLADES
Florida, USA

≥ Third busiest cruise homeport in the world

≥ 3.8 Million travelers per season

≥ Border Clearance for US Customs and Border Protection

≥ US citizens, US legal permanent residents, Canadian citizens, ESTA travelers (Visa Waiver Program), and Visitors (Visas)

BORDER CLEARANCE AT ARRIVING TERMINAL:
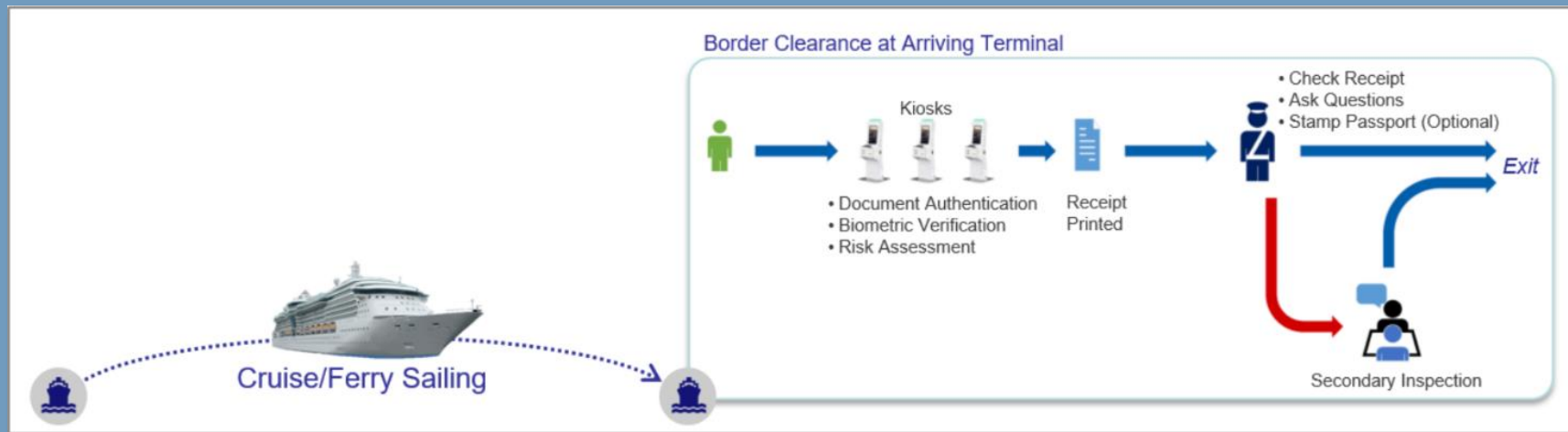
"Port Everglades is excited to be the first U.S. cruise port to implement the BorderXpress™ APC technology and think about new ways to process passengers gaining reentry into the US, without compromising safety and security"
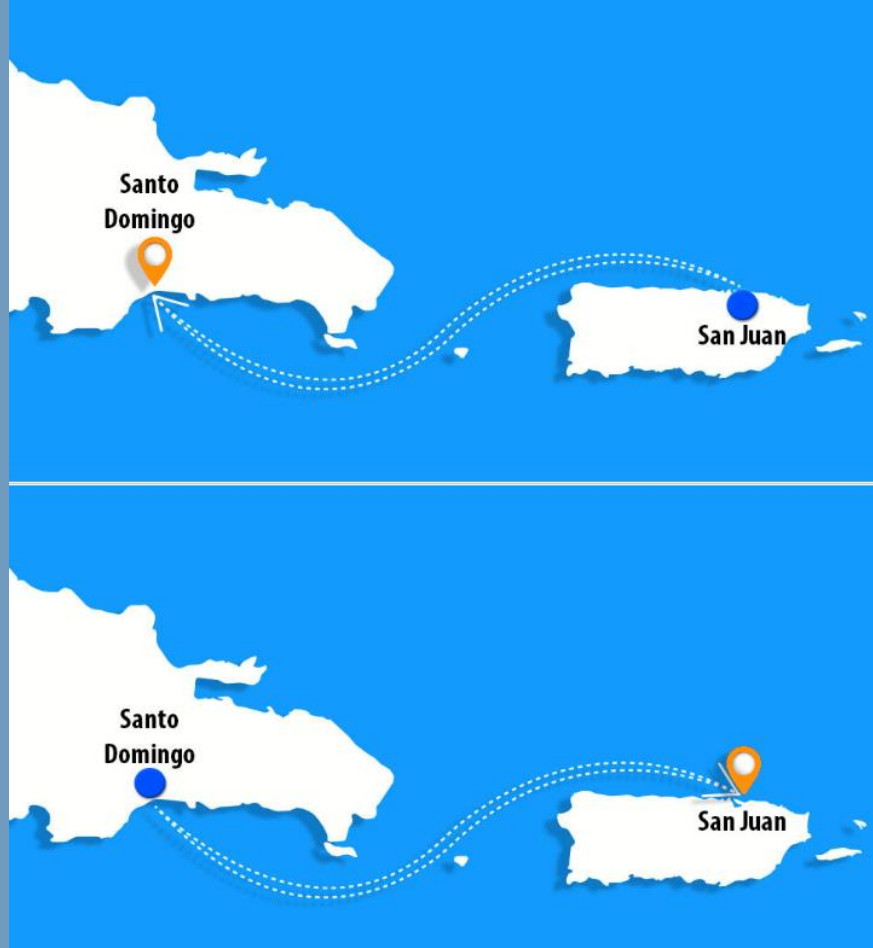
– Glenn Wiltshire, Deputy Port Director

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INNOVATIVE TRAVEL SOLUTIONS
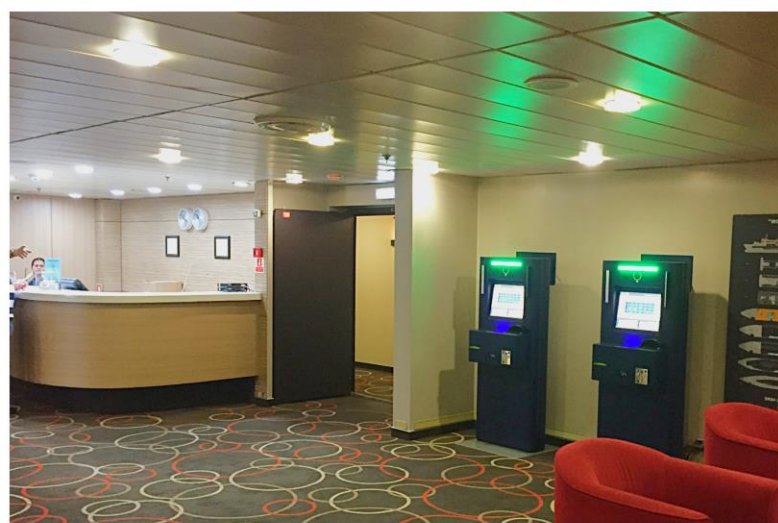by Vancouver International Airport

FERRIES DEL CARIBE

BACKGROUND

≥ Vessel: MV Kydon

≥ Ferry journey: Santo Domingo (Dominican Republic) to San Juan (Puerto Rico)

≥ Sails 3 times a week

≥ Load capacity: 70 cars & 1,750 pax

BORDER CLEARANCE ON VESSEL

≥ Initial 5-month pilot program

≥ First ever border control kiosks installed on passenger cruise ship

≥ US citizens, US legal permanent residents, Canadian citizens, ESTA travelers (Visa Waiver Program) and Visitors (Visas)

≥ Connection via satellite with secured segregated VLAN for kiosk communication

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BORDER CLEARANCE DURING SAILING:

Kiosk process during sailing

Kiosks

- Document Authentication
- Biometric Verification
- Risk Assessment

Receipt Printed

Cruise/Ferry Sailing

Document Verification at Arriving Terminal

- Check Receipt
- Ask Questions
- Stamp Passport (Optional)

Exit

Secondary Inspection
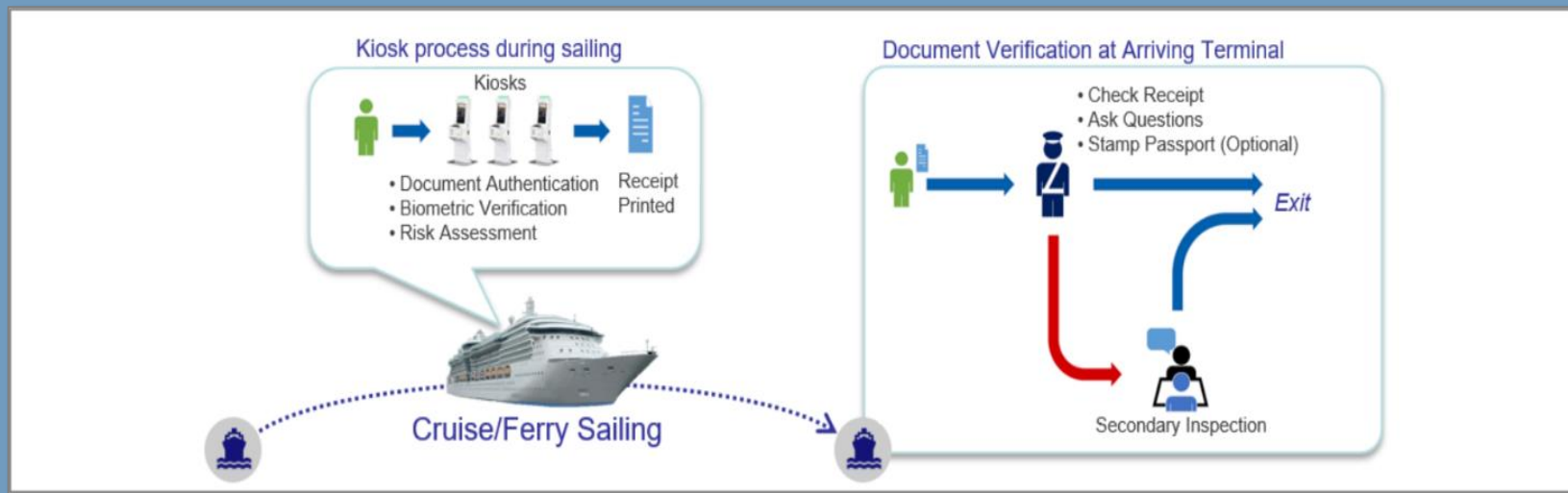
"This is a celebratory day for Ferries del Caribe as we become the first in the world to install border control kiosks onboard a passenger ship. We're delighted to partner with Innovative Travel Solutions to implement the BorderXpress kiosks, which allow us to modernize our border clearance process and ensure our passengers have an enjoyable and seamless experience on their trip with us."

- Néstor González García, President of Ferries del Caribe

BORDER XPRESS™ | SELF-SERVICE BORDER SOLUTIONS

INNOVATIVE TRAVEL SOLUTIONS
by Vancouver International Airport

CONSIDERATIONS

Connectivity onboard:

> Satellite or cell reception

Installation:

> Secure installation

> Kiosks can be hardwired or wireless

> Use of baseplates for flexible positioning

Availability:

> After ship manifest has been received by Border Authority

> Quality of manifest data

GDPR COMPLIANT

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OUR COMMITMENT TO PRIVACY

As an airport, security is at the core of YVR's business. We carry that methodology into our technology and follow a privacy by design principle.

- With years of experience working with border agencies and government partners, we have the expertise and governance controls in place to meet the most stringent security and privacy requirements

- No personal data is retained or stored on our systems, all traveler data is deleted once it is transmitted to a Border Service Agency

- We utilize multiple layers of encryption and security for any personal data

- We understand our role as a data processor and obligations under GDPR

- In depth GDPR assessment is complete and is an ongoing process

THANK YOU