

Vancouver Airport's Automated Passport Control

*2013 Business Information
Technology Committee*

ACI-NA

September 21, 2013

BORDER
xpress
INNOVATION BY YVR



YVR's Automated Border History



- YVR conceived of the “Basic Premise” in 2007
- Partnered with CBSA in 2008 to build ABC
- Built and owned by YVR - ABC went live in April 2009
- 2009-2012 - 3 kiosk designs & multiple software releases
- Program made permanent by CBSA in Feb 2012
- YUL & YYZ licensed ABC from YVR immediately
 - YYC, YEG & YOW pending CBSA approval

Automating the US Border for CBP



- YVR partnered with CBP for a similar option in 2011
- Utilizing best practices and lessons learned
- Referred to as Automated Passport Control (APC)
- Launched at YVR in May 2013
- APC referred to by CBP as a “Game Changer”
- Applicability to Small, Medium & Large Ports of Entry

Time & Motion Study Results

- YVR's APC (BorderXpress) currently deployed at 3 sites:
 - Vancouver (May 2013)
 - Chicago O'Hare (June 2013)
 - Montreal (August 2013)
 - JFK T4 Live on Oct 7
- Reported benefits in ORD are significant:
 - In the first 40 days – Chicago (UA) reported:
 - Peak wait times reduced by 33%
 - Waits over 60 minutes reduced by 58%
 - Missed connections reduced by 62% (2013 versus 2012)
- Independent YVR Study conducted in Aug



1

Passengers per CBP Officer in One Hour

Four times more passengers processed under APC than traditional Primary

Traditional Primary

~41 passengers/hour



With APC

162 passengers/hour





2

Amount of time passengers spends in process

Reduction of 89% through APC compared to traditional Primary process

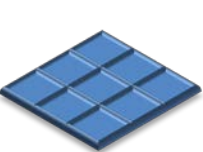
Without APC

37m 42s

For APC Users

4m 7s

Average of 33 minutes savings
for each APC user

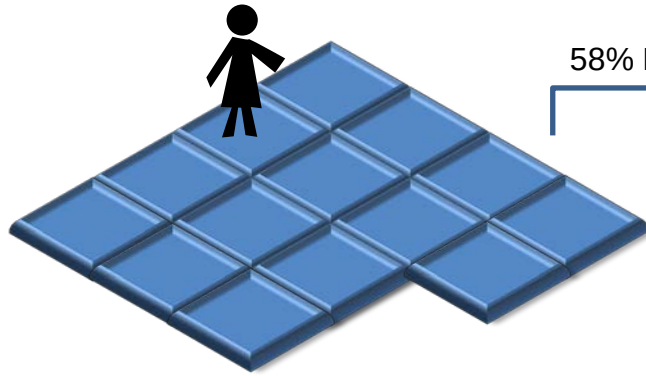


3

Improved terminal space utilization

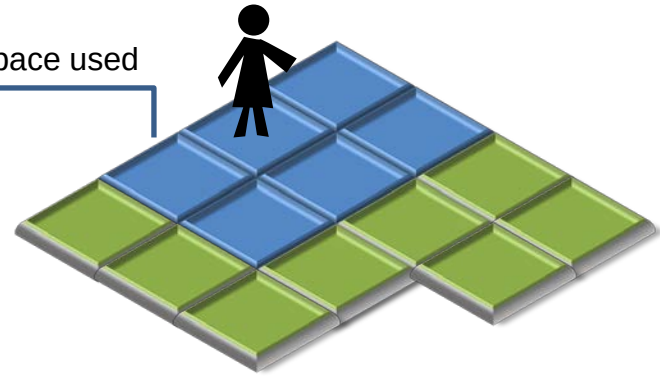
Space requirements reduced by 58% for APC over traditional Primary

Traditional Primary



Each peak hour passenger uses
13.8 square feet of space

With APC*



Each peak hour passenger uses
5.8 square feet of space



4

Wait time reduction for all passengers

Queues for CBP processing reduced by 33% at peak times under APC

Without APC

50m 18s

With APC
(for all passengers)

33m 48s

16 minutes average
reduction in queue time
for all passengers
(APC users and non-APC users)

Summary of Findings



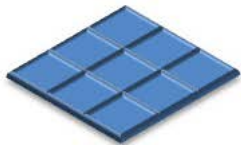
4x

1 Number of passengers processed per CBP Officer (for APC)



89%

2 Less time spent through entire Primary process (APC users)



58%

3 Reduction of space required per peak hour passenger (for APC)



33%

4 Less time spent in a queue for all passengers (APC and non-APC)

Phases of APC

- Phase I
 - US Passport Holders
- Phase II
 - CDN Passport Holders
- Phase III
 - VISA Waiver (ESTA) for pax previously in the US
- Phase IV
 - VISA Countries

In Summary . . .

- BorderXpress” is more than “a piece technology”
 - Kiosk Design
 - Software Development
 - Exception Handling
 - Usability Enhancements
 - Layout Expertise
 - Training / Experience & Shared Best Practices
 - Follow-up & Ongoing Support
 - Future Roadmap

Thank You...

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