ICAO 80

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DTC Pilot in The Netherlands

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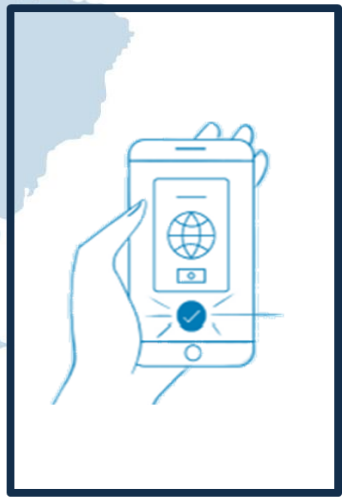
The Netherlands

DTC Pilot for DG Home European Commission: Use of DTC in Airline Boarding and Border Crossing

Invitation e-mail (done by KLM)

Creation of DTC & Enrollment



Biometric Boarding Tap & Go

Only in Montreal

Biometric Border Crossing | Tap & Go

KLM Royal Dutch Airlines

IDEMIA GROUP

Rijksoverheid

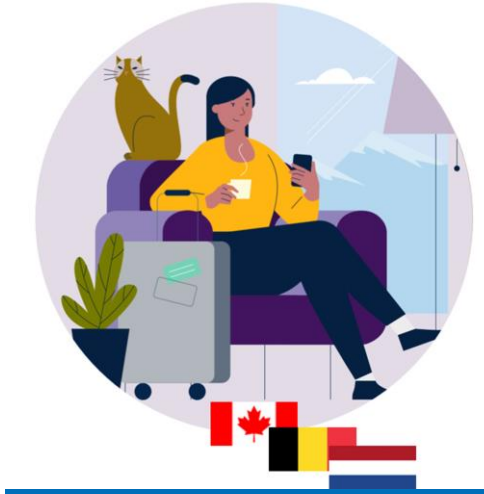
Koninklijke Marechaussee

Schiphol

Co-funded by the European Union

DTC Pilot Solution overview

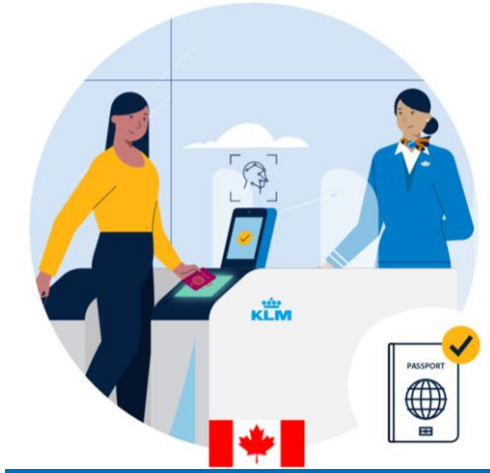
DTC Creation



- Scan the MRZ
- Scan the eMRTD
- Perform liveness detection

Passenger to opt-in for boarding and/or border

Boarding Process



- Perform 1:few
- Lookup in gallery eGate IF passenger FOUND
- Tap passport
- Check if passenger is (still) on flight

Border Process

- Perform 1:few
- Lookup in gallery eGate IF passenger FOUND
- Check the assessment result
- Tap passport

Using the DTC in the context of border-crossing

1. Enroll for pilot border crossing process
2. Share the DTC with border authority KMar before departure
3. Pre-assessment of DTC & digitalized entry questionnaire during the flight

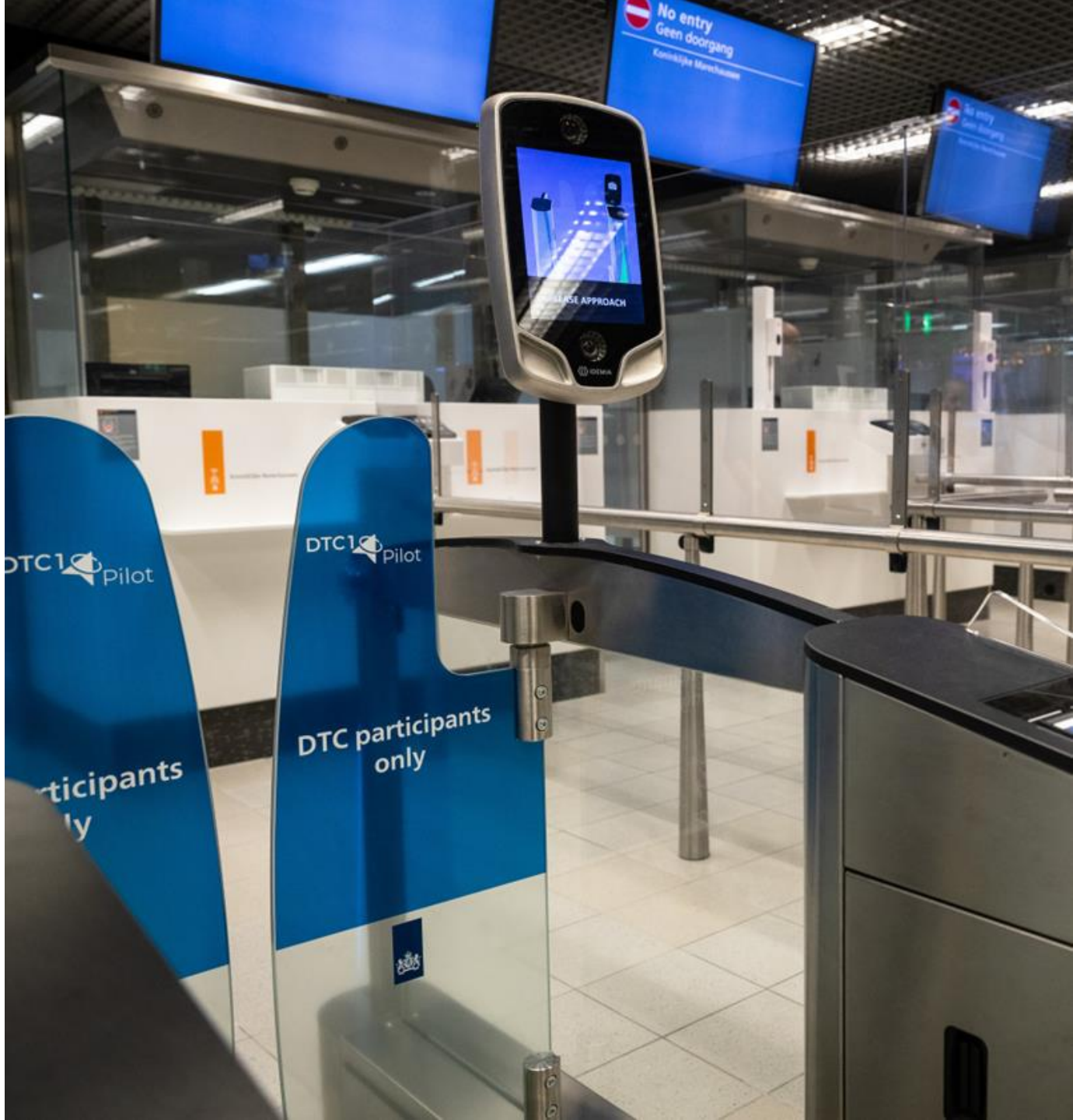
Objectives

- **Explore** how travel can be **facilitated** and how our border management process can be **optimized** while **maintaining** high security standards with the use of the digital travel credentials.

- **Gain experience** with pre-checking information and risk levels of passengers crossing borders and implementing the digitalized entry-questionnaire for third country nationals in our border management process

The results in numbers

- **In line** with normal mail statistics, 1 in 10 invited passengers opens the invite and clicks through
- **Half the passengers** that start the process, succeeded in creating a DTC
- **85%** of passengers enrolling for flight boarding successfully boards using Tap & Go
- **75%** of passengers allowed use of the border Tap & Go successfully pass the border



Learnings & Challenges

The most important outcome of this pilot was that it clearly proved that a DTC can be used effectively and is of added value in border control processes and identity verification at boarding

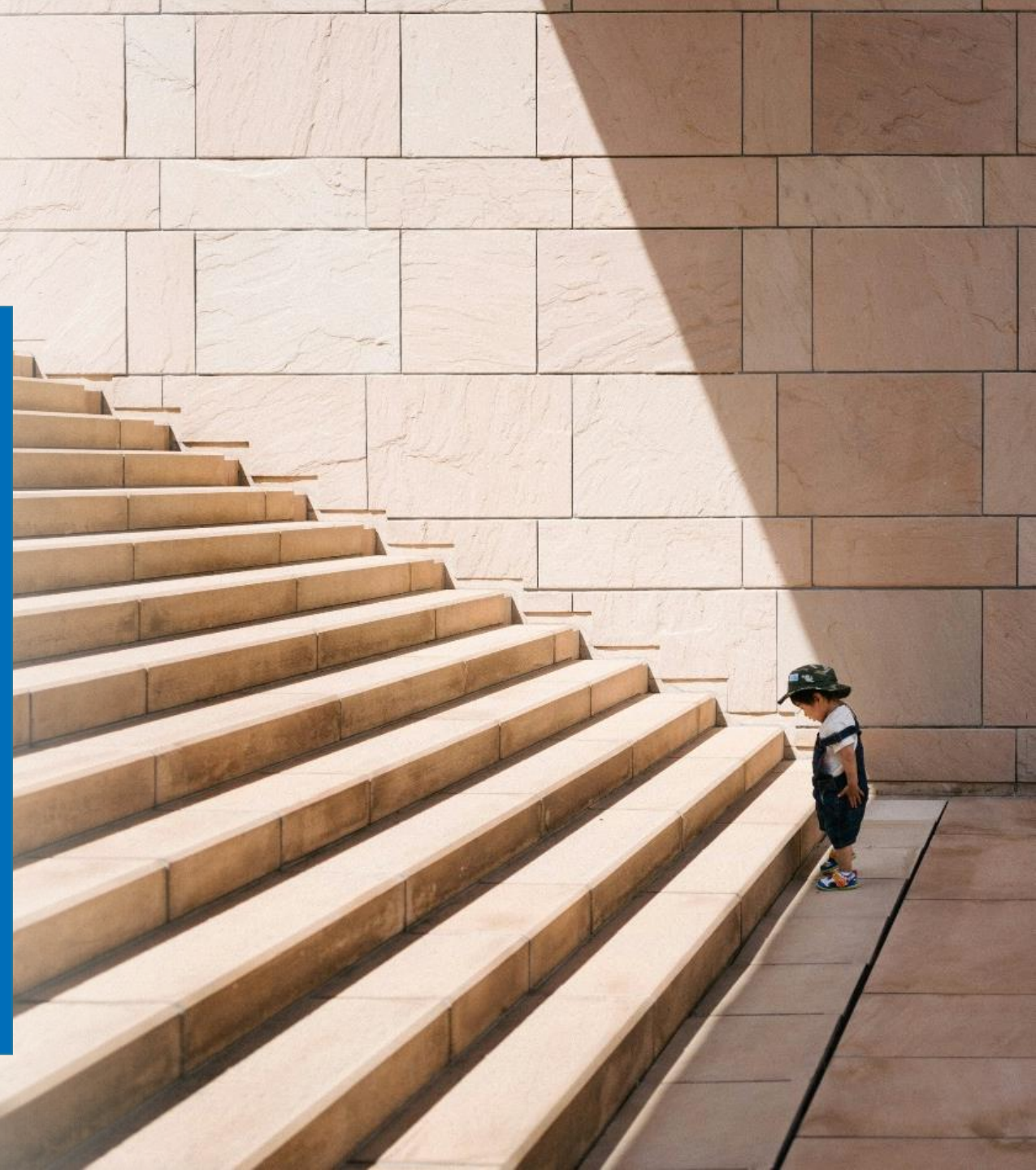
. added value in border control processes and identity verification

Technology not as advanced as anticipated

- Facial Recognition is the easy part
- Derivation of passport chip information via mobile devices far from standardized
- Open questions on data storage and processing

Balance between IT Security & Data Privacy vs Customer Experience (Ease & Convenience)

- Choice for the first is clearly affecting not only participation numbers, but also operational control



Learnings & Challenges

- **Lab vs Real Life**
  - Extreme high (and many) standards for testing in production leading to implementation delays
  - Difficult to run a small pilot in very busy and complex airport operations; secure departure gate and ensure passengers end up at the correct gate at the correct border exit – Schiphol has 4 exits)

- **Border Control at Schiphol**
  - Significant time gains at border crossing (also compared to SSPC process)
  - However, traveler needs to invest time to create DTC and complete entry questionnaire in advance.
  - Fastest time for border crossing is 6,5 seconds and average border crossing time using DTC-gate is 14 seconds

Evaluation report can be downloaded

GOOGLE: DTC pilot evaluation report

Thank you

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Thank You

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