



# Primary Inspection Devices

## *Primary Inspection Kiosk (PIK) Process and Overview*

2024

PROTECTION SERVICE INTEGRITY  
 TY **PROTECTION** SERVICE INT  
 ÉGRITÉ PROTECTION **SERVICE**  
**INTEGRITY** PROTECTION SERVI  
 CE INTÉGRITÉ PROTECTION SE  
 RVICE INTÉGRITÉ PROTECTION  
 SERVICE INTÉGRITÉ PROTECTI  
 ON SE PROTECTI  
 ECTION SE PROT  
 OTECTION INTÉGRITÉ PR  
 OTECTION INTÉGRITY  
 PROTECTION LE INTÉGR  
 TÉ **PROTECTION** SERVICE INT  
 EGRITY PROTECTION **SERVICE**  
**INTÉGRITÉ** PROTECTION SERVI  
 CE INTEGRITY PROTECTION SE





# PIK Business Model





# OPERATIONAL MODEL



# SECURITY FEATURES AT PIK



PIK facilitates risk assessment by sending passport and biographical information to CBSA for processing in real time.

CBSA leverages the information to check the traveller against existing traveller processing systems:



## **Interdiction and Border Alert System (IBAS):**

- Immigration Documents and Enforcement;
- Canadian Security Intelligence Service (**CSIS**) lookouts;
- Lost, Stolen and Fraudulent Documents (**LSFD**);
- TUSCAN Lookouts;
- Entries from Interpol's Stolen, Lost Travel Document (**SLTD**) database

## **Integrated Customs Enforcement System (ICES):**

- Customs Enforcement;
- Customs Targets and Lookouts;
- Immigration Targets and Lookouts;
- Canadian Police Information Centre (**CPIC**) Wants and Warrants,
- **CSIS** Lookouts



# SECURITY FEATURES AT PIK

For ePassport holders, there will be a simultaneous systems query to authenticate the traveller's ePassport using the ICAO PKD.



## Process will validate:

- ✓ the digital signature embedded in the e-chip
- ✓ confirm that an ePassport has been issued by the jurisdiction with the delegated authority;
- ✓ biographic and biometric information has not been altered; and
- ✓ authentication to ensure the document is not a clone, and further verify the ePassport against the Certificate Revocation List which identifies ePassports that have been compromised and revoked by issuing authorities



# Overview

Travellers use a kiosk to verify their travel documents, confirm their identity and complete their immigration and custom on-screen declaration.

The CBSA can verify biometrics in three ways:



## Photo capture at Primary Inspection Kiosks (PIKs)

PIKs validate ePassports and help verify the identity of ePassport holders using facial recognition (one-to-one matching) technology



## Systematic Fingerprint Verification (SFV) at PIKs

Biometrically-enrolled foreign nationals are subject to biometric verification upon arrival into Canada at airports equipped with SFV to confirm identity and authorization to travel

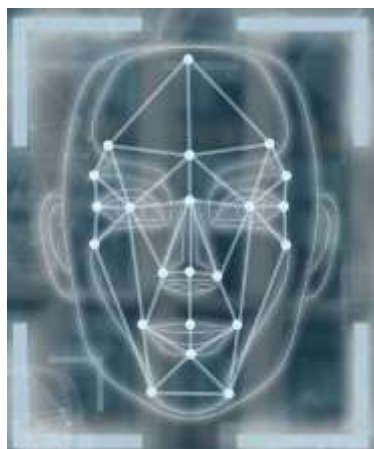


## Discretionary fingerprint verification at Secondary

Available to officers when a traveller's identity is called into question



# FACIAL MATCHING



A camera device and facial matching algorithm is implemented in the kiosk to provide a facial verification score.

The image captured by the kiosk is compared with the image extracted from the Radio-Frequency Identification (RFID) chip on the ePassport – 1:1.

- A match score is generated from the comparison, based on the vendor's algorithm, and the score is sent to the CBSA system to determine whether it is above or below a pre-determined threshold.
- In the event of a no-match, **a code** will be printed on the receipt for the BSO to visually verify the traveller, ask additional questions, and/or refer the individual to secondary inspection on a discretionary basis.



# FINGERPRINT VERIFICATION

## Systematic Fingerprint Verification (SFV):

- SFV at PIK ensures that the individual seeking entry to Canada is the same person who submitted an application
- All foreign nationals (unless exempt) must provide their biometrics in support of an open claim, application, or requests under the Immigration and Refugee Protection Act.

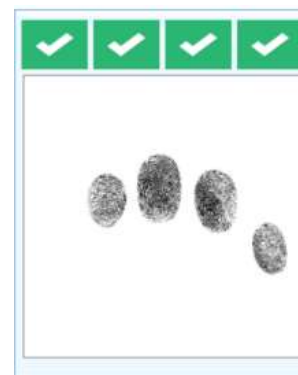
Class of individuals	Temporary Resident (TR) Applications				Permanent Resident (PR) Applications	Refugee Protection
	Temporary Resident Visa (visitor visa)	Work Permit	Study Permit	Temporary Resident Permit		
Visa-required nationals	✓	✓	✓	✓	✓	✓
Visa-exempt nationals	X	✓	✓	✓	✓	✓
U.S. nationals	X	X	X	X	✓	✓



# FINGERPRINT VERIFICATION

## Systematic Fingerprint Verification at PIK:

- PIK will automatically identify travellers who are required to complete fingerprint capture. Travellers will be asked to begin by placing their hand on the fingerprint reader. The kiosk will try to read all fingers placed on the reader but can proceed with only 1 successful fingerprint (one-to-one match).
- The SFV information is sent directly to Royal Canadian Mounted Police and responses are provided to the CBSA with the results of the fingerprint query, along with the required follow-up action to be taken by the CBSA. (match, no match or error).





## RESULTS ACHIEVED

- Use of biometrics is used for identity verification, enhancing safety and security by helping detect identity fraud
- Agency capitalizing on the security features embedded within an e-Passport to authenticate the travel document and its right holder.
- Improved efficiencies in the border processing by reducing replication and duplication
- Efforts have been placed on innovation and transformation in an attempt to expand our understanding and application of the Primary Inspection Kiosk's e-chip and biometric authentication technology



# LESSONS LEARNED

- **Contingency processes**
  - In order to facilitate the kiosk process in times of outages, an Offline Mode was developed post deployment
- **Kiosk/eGates specification requirements**
  - Ensure that the functional and performance requirements are clearly defined and verifiable.
  - Screen **usability** has a significant impact on kiosk processing time
  - **Accessibility**: ensuring the system will allow the intended functionality expected by the intended user community (engagement).
- **Kiosk performance**
  - variability observed across Canadian airports due to different solutions deployed



Any questions?

Email us - PIK Generic Inbox

***[CBSA.PrimaryInspectionKiosk-Bornesdinspectionprimaire.ASFC@cbsa-asfc.gc.ca](mailto:CBSA.PrimaryInspectionKiosk-Bornesdinspectionprimaire.ASFC@cbsa-asfc.gc.ca)***