



Agenda Item:	Reference: HACC.492
Date: July 14 2007	
Changes to systems and facilities at Heathrow	

Report by the Technical Adviser

Passenger Services Sub-Committee

1. Not all of the trials and changes to systems at Heathrow which are of interest to the members of PSSC seem to get reported at meetings and this document is a summary of some recent or projected happenings to update members and assist them in questioning BAA representatives.
2. **New passport scanners** are being installed at all UK airports in 2007. This follows a trial at Stansted Airport which press reports have indicated that the new technology doubles the time to check passports for arriving passengers.
3. Liz Homer, Chief Executive of the Border and Immigration Agency was quoted as saying that the government will not slow the roll out of the technology even though their deployment at Stansted is reported to have caused queues of over an hour duration for passengers attempting to get through passport control.
4. The decision is reported to be worrying airlines who are already facing passenger complaints over the length of existing security checks as passengers leave the country. Airlines are said to be concerned that major airports such as Heathrow will have the same experience of the new technology as Stansted.
5. The Airport Operators Association said "We have met the Government and have made it clear that we need more front line immigration staff".
6. **Biometric security trials – "miSense"**. A trial of the the "miSense" system was launched at Heathrow in December 2006 by the Minister for Immigration, Liam Byrne MP. The first stage of the trial ran to the end of January 2007 in conjunction with the airport authorities and immigration services of the UK, Dubai and Hong Kong with the airlines Emirates and Cathay Pacific .
7. The second stage of the trial, "miSenseplus, allowed passengers to enrol this international registered traveller programme with its fast path on departures and arrival immigration in the UK if they were transitting T3, if they were a European Economic Area National, were aged 18 or over and satisfied UK Government background checks. Passengers had 13 biometrics captures involving 10 fingerprints, 2 irises and 1 facial image.
8. The third part of the trial, miSenseallclear, required the testing of interactive Advance Passenger Information (iAPI) for the UK authorities and it is capable of automatically providing border control agencies with intelligence prior to passengers boarding an aircraft.
9. miSense is a part of IATA's Simplifying Passenger Travel Programme. In a report published in June 2007, miSense evaluated the experiences and feedback of the 3,166 passengers who took part in the voluntary trials at T3 over a 16 week period. It found that 89% of those surveyed would recommend the service and 66% said

that it took less than 15 seconds to access the gate. Passengers found that the miSense biometric technology was easy to use and reduced waiting times at security screening and passport control.

10. **Border Controls.** The responsibility for implementation and operation of systems for implementing border controls, including the systems summarised above, is that of the Home Office through its immigration agencies which are in the process of being upgraded and strengthened. This is, of course, dependent upon co-operation with BAA Heathrow. The Director of Immigration at Heathrow, Tom Dowdall, discussed the position with the HACC in September 2006 but the problems and deployment of resources have, of course, increased considerably since that time. The responsibility for Heathrow currently lies with Ms Karen Kyle who is unable to attend the meetings on July 25 but we are negotiating an appearance at the next meetings on September 26.
10. **Radio Frequency Identification tags (RFID)** Attached is an announcement of a trial of RFID-based tags to be used for luggage identification and routing purposes which is to be undertaken at Heathrow in September 2007. RFID tags are increasingly being used in the air transport industry to simplify and improve the accuracy of delivery of passengers bags. In view of the recent delay stories about baggage at Heathrow, members will no doubt, wish to ask BAA for a copy of the report of the trial when it is available.
11. **ATM cash machines.** The Times ran a report that cash machines are being installed at London's airport which allow travellers to withdraw foreign currency notes in addition to English cash; they issue Euros and dollars at the same exchange rate as the bureau to which they are attached but will be available 24 hours a day and will not charge commission. This follows successful trials by Raphael's Bank which introduced four machines at Luton Airport, Waterloo Station and Gatwick Airport.