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Enhancing Border Security and Traveller Facilitation Using Advanced Passenger Information

Jennifer McDonald

Chief Executive Officer

, Passport, Immigration & Citizenship Agency,
Jamaica

Introduction

- Jamaica has a population of approximately 3 million
- There are three international airports
 - Norman Manley International Airport (Kingston)
 - Sangster International Airport (Montego Bay)
 - Ian Flemming International Airport (St. Mary)
- Total Passengers processed at airports - 4.7 Million (in 2012)

Introduction cont'd

- Norman Manley International Airport (NMIA) accounting for 1.43 Million
 - 709,309 Incoming Passengers
 - 722,291 Departing Passengers
- Sangster International Airport (SIA) accounting for 3.26 Million Passengers
 - 1.61 Million Incoming Passengers Per year
 - 1.65 Million Departing Passengers per year

Background

- **Passport, Immigration & Citizenship Agency (P.I.C.A)**
- The agency with the responsibility for Jamaica's
 - Border Management (Immigration)
 - Passport issuance
 - Citizenship Application Processing
- P.I.C.A was established in June 2007 as an Executive Agency in the Ministry of National Security (MNS) (Autonomous Government entity).

Background cont'd

- In August 2010 the Passport, Immigration and Citizenship Agency (PICA) was mandated by Cabinet to explore the use of technology to improve efficiency at departure immigration operations at both international airports.
- Hence a solution was developed to change the manner in which out-going immigration is conducted.

Consultative Meetings

- Consultative meetings were held with stakeholders to develop mutually beneficial solutions:
 - Airlines operators
 - Airport operators
 - Tourism interests
 - The Jamaica Civil Aviation Authority
 - IATA
 - International partners
 - Government Procurement regulatory entities
 - 3m InterAmerica (BMS Supplier)
 - SITA Aero (APIS provider)
 - Police
 - Ministry of National Security

Project Scope

- The Project involved airlines submitting APIS data to PICA at passenger “check-in”.
- The outgoing Immigration function continued, but in a re-engineered form through the use of technology.

Major Project Components

- Integration of APIS data with Jamaica's border management system through the use of technology.
- Changes to operation and infrastructure at both airports to facilitate the new technology
- Changes to legislation to ensure compliance by airlines.

Technological Component

The engagement of an APIS provider

- SITA Aero won the bid for the provision of APIS data. SITA Aero has a closed network that is used by airlines.
- This required the installation of network equipment and servers to receive and process APIS data being submitted by airlines departing Jamaica to SITA Aero.
- All airlines that operate in Jamaica submit APIS data to SITA Aero via a SITA Type B address **KINGVXH**.

Technological Component cont'd

Modifications to existing Border Management System to create travel events based on valid APIS manifest data.

- Submitted APIS data is electronically checked against Jamaica's watch list, with a more efficient algorithm being used to detect persons of interest.
- APIS data submitted is compared, analysed and then committed to the Border Management System (BMS) as a departing passenger travel event.

Technological Component cont'd

- **Airline Requirements**

- APIS submission to be in UN/EDIFACT format
- Two APIS submissions per departing flight
 - Submitted forty (-40) minutes before scheduled departure time
 - Second APIS data submitted at aircraft door close / gate release
- An alternate means of submitting APIS data is made available via an e-portal for Non-DCS & DCS airlines in the event of system failure

Operational & Legislative Changes

- Immigration officers previously deployed at departure immigration re-deployed to arrival immigration.
- Increased monitoring and roving by immigration officers
- Smart phones used to disseminate information to roving officers
- Phased removal of outgoing immigration booths
- Existing legislation being revised to increase fines for non-compliant airlines.

“Go-Live”

- System went into production with seven (7) compliant airlines:
 - On December 28, 2012 at Sangster International Airport
 - On January 9, 2013 at the Norman Manley International Airport

Current Status

- As at September 2013
 - 96% of the Regular Scheduled Airlines are compliant.

American Airlines	United Airlines	Westjet Airlines
US Airways	JetBlue Airways	British Airways
Delta Airways	Cayman Airways	Caribbean Airlines
AirTran Airlines	Spirit	AirTransat
Copa Airlines	Virgin Atlantic	Fly Jamaica

- This accounts for 94% of the passenger being processed via APIS

Benefits of Project

At Outgoing:

- Decrease in waiting time :
 - Time and motion survey conducted by Airport operator at SIA shows 8 minutes reduction from 14 minutes to 6 minutes (for Immigration and security screening)
- No flight delays due to the new immigration processing
- More time for passengers to explore airport facilities - shops
- Potential 150% increase in passenger facilitation capacity at outgoing immigration
- Improved travelling experience of passengers

Benefits of Project cont'd

Arrivals:

- 26% increased processing capacity as officers from Departure deployed to Arrival at SIA – from 30 to 38 booths
- 33 ¹/₃% increased processing capacity at NMIA – from 18 to 24 booths

Commendations

- MBJ – Operators of the Sangster International Airport.
- Airports Authority of Jamaica
- Jamaica Tourist Board.

January 30, 2013

Ms. Jennifer McDonald
Chief Executive Officer
Passport, Immigration and Citizenship Agency (PICA)
25c Constant Spring Road
Kingston 10



Dear Jennifer:

Over the years PICA has made great efforts to improve passenger processing and customer service. As you are aware, immigration is the first and last impression of Jamaica and essential to tourism.

The single most important change to the delivery of this service and improvement in how Jamaica is viewed abroad is the elimination of outbound immigration. As a result of work over the past two years, as well as considerable investment and co-operation with the airport operator, a stop (process) for passengers as they leave has been eliminated. This has not only allowed for faster processing but has increased dwell time in the commercial areas resulting in the improved overall impression of the airport and Jamaica as a whole.

For the quarter ending December 2012, Sangster International Airport achieved the number one (1) position in the ACI-LAC region for **Waiting Time** and number three (3) for **Courtesy and Helpfulness of Passport Inspection Staff**. Globally, M.B.J. placed 33 of 176 airports for **Waiting Time** and 59 of 176 for **Courtesy and Helpfulness of Passport Inspection Staff**.

Please continue to encourage and commend your staff so that we keep on working together to improve service levels.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Eduardo Canolas', is written over a horizontal line.

Eduardo Canolas
Chief Executive Officer

cc. Mr. Ezra Whitlock, Deputy Director Immigration-Western Operations

/sk



Sangster International Airport, Montego Bay, St. James, JAMAICA. Telephone: +1 (876) 952 2712 / 3124 / 3133. Fax: +1 (876) 071 0006, 940 (531)
Directors: C. del Rio (Chairman), A. Filby, G. Lopez, A. Woodward, F. Boagie

airports authority of jamaica

Head Office
NORMAN MANLEY INTERNATIONAL AIRPORT
P.O. Box 2000
Kingston 15
Telephone: (876) 524-5225-7
Fax: (876) 524-5419
Website: www.aa.com.jm



SANGSTER INTERNATIONAL AIRPORT
Montego Bay
Telephone: (876) 839-1004-6
Fax: (876) 852-6172

2013 January 28

Mailbag Address: P.O. Box 576, Kingston 10, Jamaica W.I.

Miss Jennifer McDonald
Managing Director
Passport, Immigration and Citizenship Agency
25 Constant Spring Road
Kingston 10

Dear Miss McDonald:

I am writing in respect of the recently commissioned Advance Passenger Information System (APIS) at the Norman International Airport (NMIA) and the Sangster International Airport (SIA) to commend you and the PICA team for your sterling work in planning and expediting this innovation at the airports.

The APIS has transformed and modernized the outgoing immigration process at the airports and has already improved the passenger experience and efficiency of airport operations.

The Airports Authority of Jamaica (AAJ) is also appreciative of the excellent collaboration between the PICA and NMIA technical teams in enabling the timely realization of this significant advance in airport facilitation and customer service experience.

The AAJ looks forward to continuing this positive and productive relationship with PICA.

Kind Regards,


Earl A. Richards
President.

JAMAICA

Jamaica Tourist Board, 54 Knutsford Boulevard, Kingston 5, Jamaica, W.I. Tel: (876) 929-9200-19 Fax: (876) 929-9375

30th January, 2013

Ms. Jennifer McDonald
Chief Executive Officer
Passport, Immigration & Citizenship Agency
25 Constart Spring Road
Kingston 10.

Dear Ms McDonald:

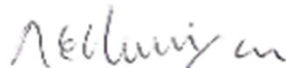
Re: New Outgoing Immigration Procedures

I write to offer my sincere appreciation and high commendation for the work done by your Agency to implement the new system for processing outgoing passengers at our international airports.

As you are well aware, there has been strong lobbying by tourism interests over the years for the removal of bottlenecks in the processing of passengers leaving the island. The smooth and successful introduction of the new arrangements has dramatically improved the experience of our visitors over the past weeks. I am sure that Jamaica's tourism product will benefit significantly, and the work you have done to bring this about will contribute directly to improved performance in this vital area of our economy.

It is important that your Agency and the others that serve travellers achieve excellence in the quality of service they provide, and I am confident that PICA will deliver in this regard.

Yours sincerely,



Dennis E. Morrison
CHAIRMAN

DEM/gmb.

OVERSEAS OFFICES: MIAMI: 16011 Sun Lagoon Drive, Suite 870, Miami, Florida 33126, U.S.A. TORONTO: 375 Eglinton Avenue East, Suite 203, Toronto, Ontario M4P 1L3, Canada. LONDON: 1-2 Prince Consort Road, London, SW7 2BZ.

Airline operators at SIA

Airline Operating Committee
Sangster International Airport
Montego Bay, St. James

Ms. Jennifer McDonald
CEO
Jamaica Immigrations
Montego Bay, St. James

January 30, 2013

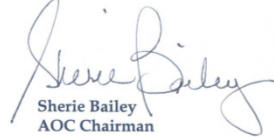
Dear Ms. McDonald:

On behalf of the Airline Operating Committee of MBJ, we would like to thank you and your team for the successful implementation of the automated APIS collection thus resulting in the bypass of outgoing Immigration.

We realize that not all of the carriers have completed compliance but continue to work closely with your team. Even with some carriers still using the outgoing Immigration, the positive results have already been seen and felt by the departing visitors of Jamaica as well as the airlines.

Again, we appreciate all the efforts in this project and appreciate the ease of which our customers may now depart Jamaica. We will continue to support Jamaica Immigration as this area continues to develop.

Regards,



Sherie Bailey
AOC Chairman

THANK YOU

Contact Information

E-mail: jennifer.mcdonald@pica.gov.jm

Tel.: 876 754 7422