

Passenger mobility at future border checks

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Abstract

The European Union is developing a new organisational concept of its borders, the “Smart Border Initiative”, in order to facilitate door-to-door travel and improve economic exchanges.

Within this framework, and to cope with the increasing demands of growing cross-border flows, the Border Guard authorities are searching for new innovative solutions for border checks technologies, processes and will invest in infrastructure.

The challenge is to organise a new efficient border control facing up to the risks and threats linked to illegal immigration without penalising the normal flows of passengers and goods needed by the European economy.

From the traveller’s point of view, the border checks should be a simple, fast and hassle free process.

In this context of a future vision of the borders, the European project named “BODEGA” (BOrDERGuArd – Proactive Enhancement of Human Performance in Border Control; www.bodega-project.eu) will help travellers to access and pass the border control system smoothly by introducing totally new and innovative tools for border guard training and traveller guidance.

BODEGA’s approach will proactively target the needs and requirements of different groups of stakeholders, including citizens, especially regular travellers. BODEGA will develop recommendations to improve the overall performance in border checks and therefore contribute to the effectiveness and security of European borders.

The originality of this approach is to develop a multi-disciplinary international expertise and develop a novel methodology including ethical, societal and legal considerations into a set of human, organisational and technical factors.

Within the project, the International Union of Railways (UIC) will defend the railway interests vis-à-vis other transport modes. UIC will implement practical cases concerning field studies at border control. UIC will also collect and analyse the end users’ current and future needs from the point of view of human, organisational and technical aspects. UIC will also be in charge of the dissemination within the rail sector.

The expected impacts for the railways are to improve the efficiency and attractiveness of rail transport by facilitating the flow of regular travellers and speeding up border crossing for travellers.

1. Introduction

The European political evolution on one hand and the impact of the conflicts in the Middle East on the other hand, mean that an essential role has to be played by borders.

This involves both promoting the exchange of information, and checking people and goods in order to prevent external threats which could be risky with the long-term balance.

In the international traffic, the border crossing conditions (type, duration of the checks...) are decisive elements to improve the attractiveness of all the transport modes; these conditions have obviously an impact on the way clients make their choice in the mode of transport they use.

The development of the international traffic requires adopting a comprehensive and multidisciplinary approach. That is the purpose of BODEGA which gathers researchers, academics, end-users, technical and social engineers, in which the International Union of Railways (UIC) is representative of the railway sector.

The goals of BODEGA are to:

- Develop a multi-disciplinary approach integrating ethical and societal considerations
- Construct a greater understanding of border guard's work and border control
- Gather new knowledge about organizational and psychological aspects
- Design and develop new guidelines, recommendations and specifications
- Develop and validate a PROPER toolbox

The expected impacts for the railways are to improve the efficiency and attractiveness of rail transport by facilitating the flow of regular travellers and speeding up border crossing for regular travellers. It is also to reinforce checks' efficiency, optimize procedures and enhance the security level of the whole process of border controls. Moreover, this project is based on proactively targeting the needs and requirements of the rail companies. Finally, it will facilitate the implementation of the Smart Borders Initiative regarding Human Factors.

2. Description

In this framework, BODEGA's project has chosen the analysis of Organizational and Human Factors and ethical issues, the analysis of Border guard's activities and the perspective of evolution of their jobs. This is a key element in particular following the introduction of new technologies at border control that becoming more and more efficient.

In this project, four types of borders are explored: air, maritime, rail and road. Several field studies are currently organized in Europe: 5 border control points for air, 4 border control points for maritime, 2 border control points for rail and 3 control points for road, covering several EU countries such as Belgium, Greece, Finland, Austria, Poland, Italy.

The common methodology of analysis is composed of:

- Observations of border guards during their job in various border control points
- Interviews with border guards teams and the whole of hierarchical and management chain

The analysis and the synthesis of these outcomes will bring to light the main axes of development of the various jobs and the organization of the border control process by:

- A change in policy
- A better integration of the technologies and a good balance with regards to organizational, ethical and human factors
- Taking into account the impact of new technologies on jobs and on the way they work
- A definition of an adapted and optimum organization to be set up in the future

3. Conclusion

The benefit of this project with regards to the complexity of introduction of new technology, new procedures and new organization lies on the way to raise the topic. The originality of BODEGA is really to be human-centered as well as to take into account ethical and organizational aspects according to the expected evolution of technical, economical and political framework.

It is also to enable to anticipate on the evolution of the border guard's work taking into account the Smart Border Initiative

Finally it is to ease the whole process of border crossing.

The project is now in its field test study phase so no empirical results are available yet. Preliminary results will not be available before the end of 2016.

Following this project, the organization of the air, maritime, rail and road border points will be fundamentally changed, based on its results and recommendations.

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