



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 653676



Proactive Enhancement
of Human Performance in Border Control

BODEGA research project in the perspective of the EU “Smart Borders” Initiative

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Transport Research Arena (TRA) Conference
17-21 April 2016, Warsaw, Poland

Challenges in EU border control

- **Increasing passenger flows** at Schengen and non-Schengen borders
- **Easier access** for EU citizens and frequent travellers
- **Enhanced border check and security control** (less errors, more efficient...)
- **Use of biometric technologies** to identify travellers (ethics, privacy, data protection, acceptance, acceptability...)
- **Increase of automation** in border control (self-service through kiosks, e-Gates...)



Europe's Vision of Border Control

EU "Smart Borders"

- the EC wants easier access and enhanced security by 2020

Smart Border Initiative

- EES – Entry / Exit System
- RTP – Registered Travellers Programme



BODEGA



(BOrdDErGuArd): Proactive Enhancement of Human Performance in Border Control

- **H2020**
- **Time frame:** 01/06/2015 – 01/06/2018
- **Budget:** 5 M€
- **Coordinator:** VTT, Finland

www.bodega-project.eu

Consortium

14 partners from 7 countries

UIC as rail end-users representative



Integrative approach

- Aim: to enhance the border control efficiency without side effects to the end users
- All transport modes: land, air, and maritime
- Travelling experience: waiting time, privacy, acceptability, etc.
- Recommendations for future “Smart Borders” (Schengen Area)



Objectives (1)

- Developing an **integrative approach** with ethical, societal and legal considerations into a set of human, organisational and technical factors
- Constructing a **greater understanding** of border guard's work and border control (future smart borders)
- Gathering **new knowledge** about psychological and organisational aspects



Objectives (2)

- Designing and developing **new guidelines**, recommendations and specifications
- Developing and validating a useful **PROPER toolbox**



tool
BOX

Field studies

AIR

Athens & Rhodos airport
Vienna airport
Charleroi airport Brussels

MARITIME

Port of Piraeus & Rhodos (Greece)
Port of Oostende, Zeebrugge or
Nieuport (Belgium)

RAIL

Brussels Midi – Channel Terminal
Exit Schengen border point
Poland – Belarus
Exit Schengen border point

ROAD

Greece?
Romania?
Entry / Exit Schengen border point

Field studies (2)

Who participates?

- Border guards working at external Schengen Area borders
- Managers, trainers and top managers of border guards
- Security staff involved in the border control process
- European and non-European travellers over 18 years old

What?

Common methodology:

- systematic observations
- interviews
- short surveys

Parallel periodic end-user workshops

Expected results

- Improving the effectiveness of EU border control
- Contributing to the implementation of the Smart borders initiative (and future regulation) regarding to organisational and Human Factors
- Improving the efficiency and attractiveness of transport by facilitating the flow and border checks of regular travellers
- Reinforcing checks while speeding up border crossing for regular travelers
- Optimizing procedures and enhancing the security at the moment of the crossing of the EU external borders
- Proactively target the needs and requirements of users, such as border management decision-makers, border guards and citizens (regular travellers)

Further information

- Project webpage <http://www.bodega-project.eu/>
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