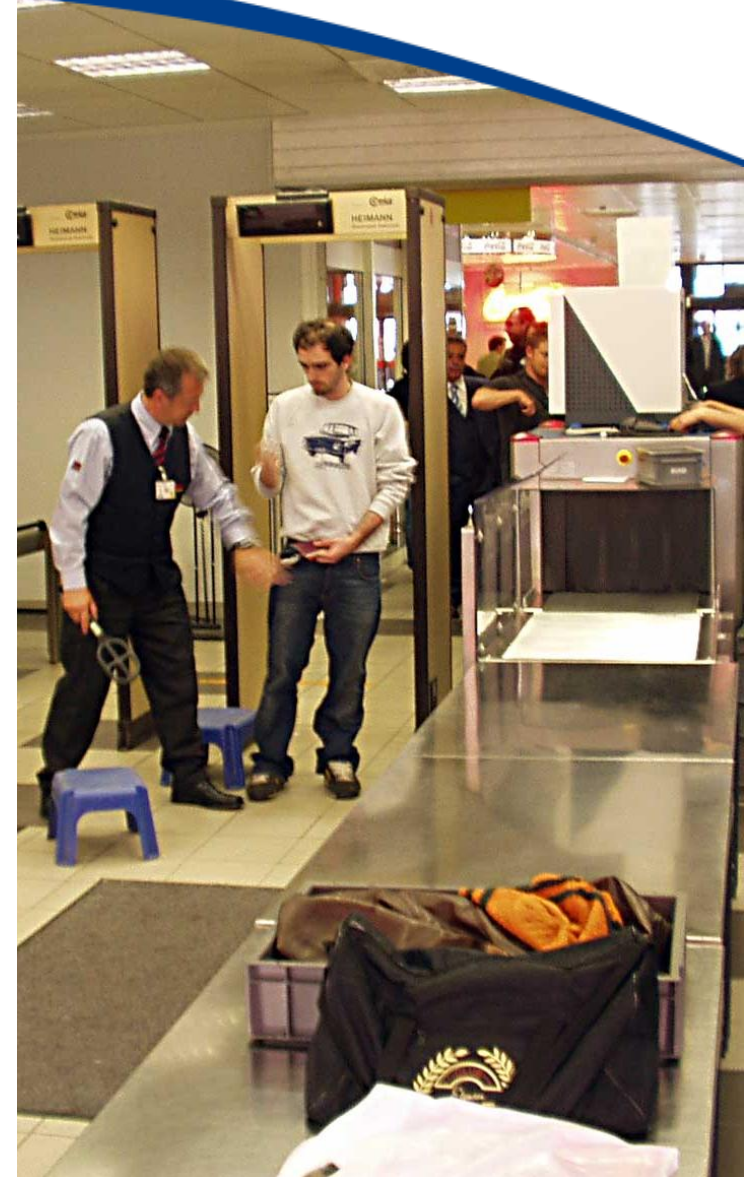


Airport anti-terrorist security from a frequent flyer viewpoint

Mike Ambrose
Director General
European Regions Airline Association

A passenger's view - emotional

- I know it's necessary
 - *but not for me, I'm not a terrorist*
 - *everything I'm carrying I need to have*
- it invades my privacy
 - *other people see inside my bag*
 - *I do not like the body search*
- surely it can be done better than this?
 - *why can't they do it better?*



A passenger's view - emotional

- the equipment and facilities are inadequate
 - *I hate this slow queue*
- the staff are not interested/off-hand
 - *they do not even look at me*
- there is no consistency
 - *shoes on/shoes off*
 - *it didn't beep when I was checked at the last airport*
- I do not really trust you
 - *X-ray machines*



A passenger's view - reluctant logic

- I know it's necessary
 - *terrorists cannot be identified by appearance*
 - *terrorists always have new ideas*
- it invades my privacy
 - *so what, it keeps me safe*
 - *it's the world we live in, accept it*
- surely it can be done better than this?
 - *yes, it can !!!!!*



A passenger's view – reluctant logic

- the equipment and facilities are inadequate
 - *yes, they often are !!!!*
- the staff are not interested/off-hand
 - *they do not even look at me*
 - *opportunities for profiling are wasted*
- there is no consistency
 - *inconsistency can be a deterrent*
 - *States have different threats*
- I do not really trust you
 - *I presume you know best ?*



Problems for management



- Consistent lack of funds
- Conflicts between Airport Security Manager and checking agency ?
- High staff turnover, expensive recruitment process
- Need for staff background checks
- Long training period
- Need to maintain staff interests and standards

Problems for management



- No open/public recognition for good performance
- Equipment reliability
- Constant airline pressures and passenger complaints
- Airports were not designed for this
- Does the man from the Ministry really come from this planet?

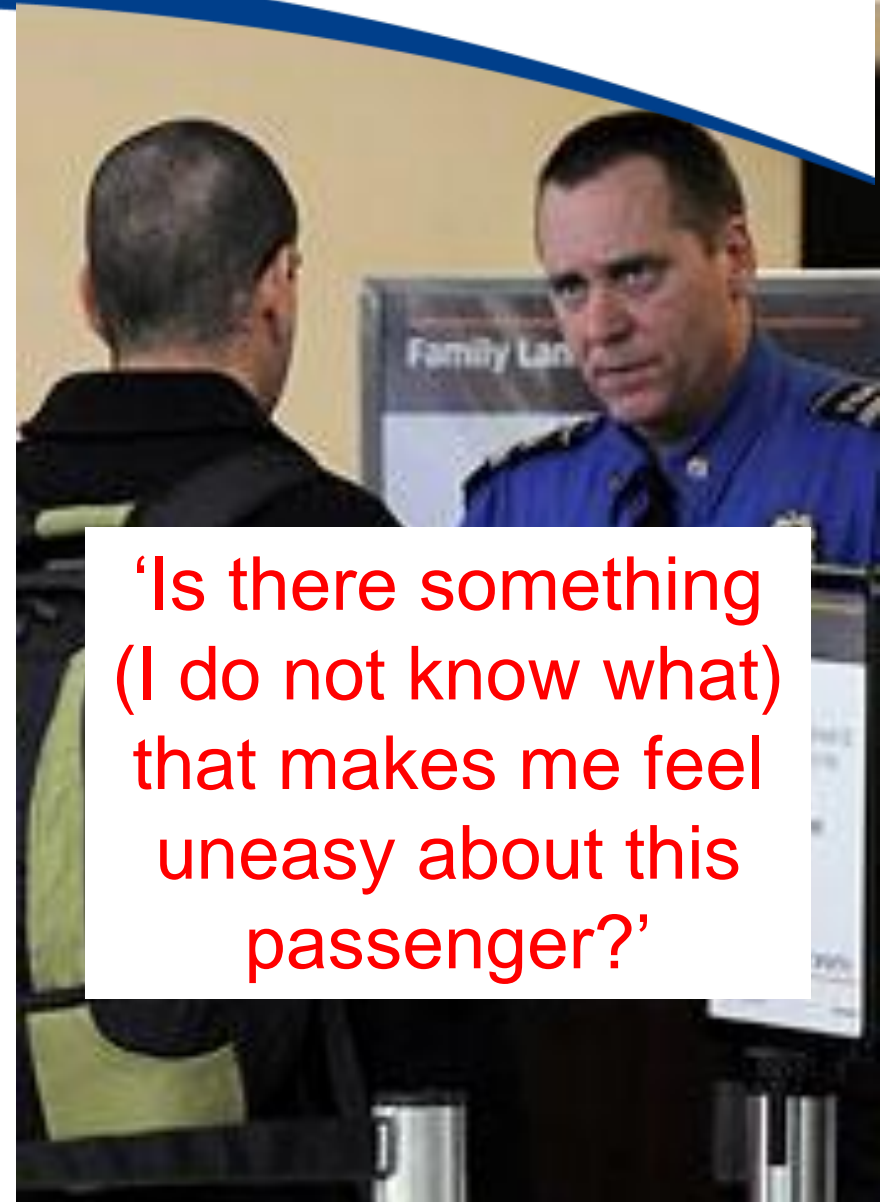
Problems for staff

- Repetitive, boring work
- Small inter-personal issues become magnified
- Frequent customer abuse
- Difficulty in maintaining alertness
- One small failure can have
 - public castigation
 - potentially disastrous results
- Low pay rates



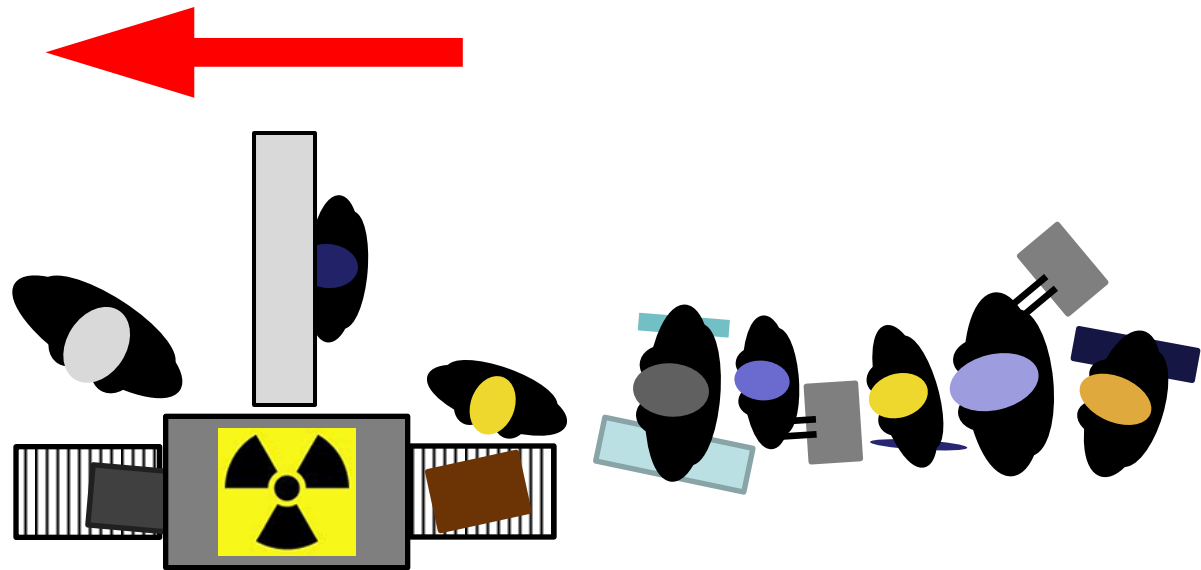
Use basic passenger profiling ...

- Start at first point of contact at airport
- Bus from car park
- Airline check-in
- Landside shops/restaurants
- Immigration
- Security check
- Airside shops/restaurants
- Airline lounge
- Departure gate
- Cabin crew welcome on board



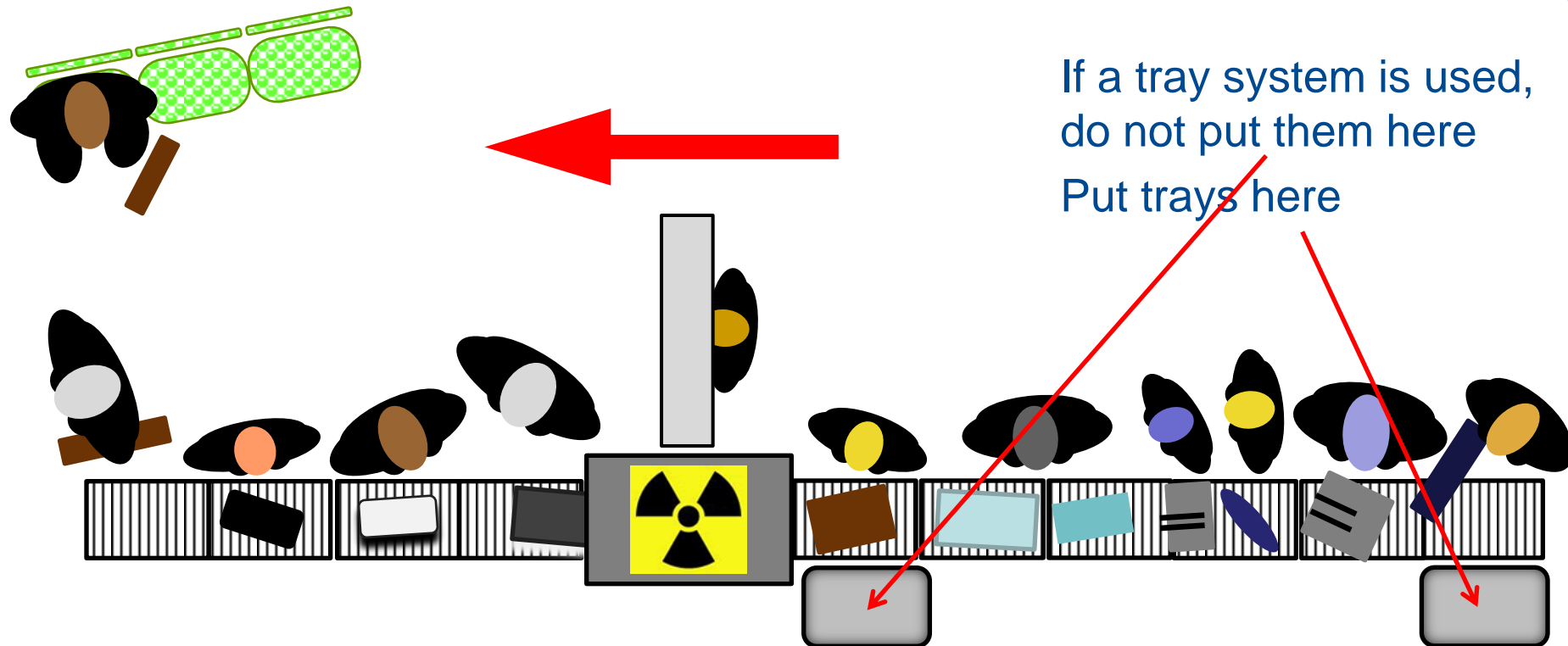
**‘Is there something
(I do not know what)
that makes me feel
uneasy about this
passenger?’**

It can be done better !!



- Throughput limited by speed of individuals, before and after x-ray
- Little opportunity for passenger preparation
- No passenger 'recovery' facilities
- 'Obvious' inadequacy of system provokes passenger resentment

It can be done better !!



- Higher throughput speed (of queue), before and after x-ray
- Good opportunity for passenger preparation
- Provision of passenger 'recovery' facilities (seating)
- **Removal of a major passenger irritant**

It can be done better !!

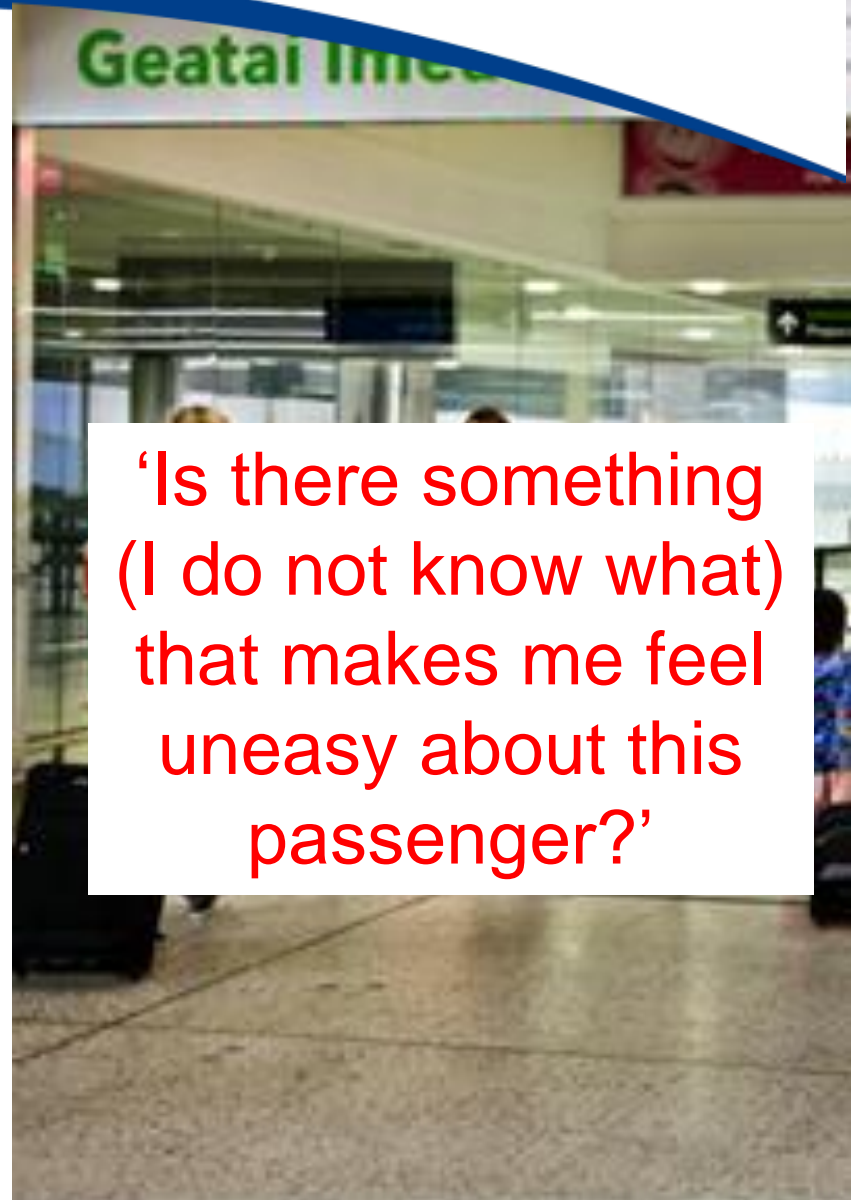
At one major European hub	Passport check	Boarding pass check
Check-in	✓	
Pre-immigration entry point	✓	✓
Immigration	✓	✓
Security entry point	✓	✓
Security exit point	✓	✓
Boarding gate	✓	✓
Air jetty	✓	✓

For goodness sake, why !?!?

It *is* being done better !!

Dublin Airport

- New terminal with purpose-built security area
- Good queue management
- More mature staff who talk to passengers
 - more friendly
 - subliminal passenger profiling



**‘Is there something
(I do not know what)
that makes me feel
uneasy about this
passenger?’**

The role of Immigration ...



- Governments always want more data about me
- Acknowledge need for international data exchange
- but***
- Doubts on
 - data storage, retention
 - no speedy correction of errors
 - used by States for 'data mining'
 - ***do I trust governments ?***

Conclusions

- The need for 'security' will always be with us
- Security is a necessary deterrent but not a guaranteed preventative [despite superb achievements]
- International cooperation is essential
- Detection of intent is more critical than identification of means
- Use more basic profiling ... could technology help ?

