The Next Generation Security Checkpoints

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The Next Generation Security Checkpoints lay around the corner.

Where currently the main innovation is focused on enhancing security lanes, the next generation checkpoints may prove to have an altogether very different approach.

Who are your customers and what can you get know about them without invading their privacy; and, how can you prepare and adapt yourself to facilitate your customers to the highest possible service level.

Or better yet, consider: security as a hospitality. The highest level of customer interaction ensuring you reach your goal in aviation security without causing the slightest inconvenience for your customers.

I know, this is dreaming perhaps, but it needs to be our goal as an industry and all of our efforts should go in trying to realize: The Next Generation.

Next Generation Security Checkpoint would focus on areas and technologies that are going to become available in the near (and not so near) future.

Current innovations in checkpoint security are a good step in the right direction, throughput is gained in big steps, cabin baggage screening is executed in a remote and multiplexed manner and the modern conveying systems organize the flow in an enhanced method. At the same time continues improvements of security scanners is being implemented to better check each passenger. Yet in the end passengers are still queueing, divest at the starting point and reclaim their belongings at the end, while coping with the hassle of potential alarms along the way. Don’t misunderstand me, current innovation is a very big step forward and the current direction in aviation is one that airports all should implement to get the maximum out of their lanes.
Targeting towards an aviation security checkpoint that perhaps does not sound so logical today, because it would have a different approach and setup compared to the existing ones.

Again: I’m not suggesting that we already have the answer in a defined blueprint, but I do say we also should look beyond the horizon and get ready to incorporate what lays behind it.

Where does it start then? I think it starts with data and understanding; understanding your existing state-of-art in technology, understanding your existing security checkpoints performance. **Do you know?** The availability of reliable data and the ability to understand it in a detailed manner is key in order to comprehend your existing performance, your customers and the current challenges you face. Without a starting point there can be no future, no journey. Understanding current generation Security Checkpoints allows to refocus and define for what it is you seek in Next Generation Checkpoints.

So what is Next Generation Security Checkpoint and let’s debate some of the short future changes in existing security checkpoints. Introduction of Cabin Baggage EDS-C3 (and 4, 5?) security checkpoint will highly impact the existing checkpoint as we know them. The technology allows for enhanced primary screening of cabin baggage, but what do we do when it generates an alarm? Alarm resolution is going to be key for efficient and secure deployment of next generation screening equipment, so next generation security checkpoints should be equipped with alarm resolution technology. Enabling a security officer to resolve alerts coming from the primary system should be a main focus point. So, what’s around the corner for performing security checks on the customers themselves? Are there developments that don’t have the need to stop and position oneself, but can work ‘on-the-move’ and have limited and targeted alarming? And again what is the process for alarm resolution on these fewer alarms.

Waiting, divesting and reclaiming are the key processes where customers interact with the security checkpoint and they all prove to be cumbersome, do not enhance appreciation, are time consuming and not always allow great oversight. Recent developments and integration of conveyor systems already have a positive effect on these processes, but what’s next? Is divesting still going to be necessary; does your cabin baggage need to be in separate bins; or even do they have to go on a conveyor; wouldn’t it just change the security checkpoint completely if the starting point could be different. And where is this starting point? Is it still a checkpoint as we know it today or is it more tailored towards the customers’ needs; could it be upon arrival at the airport; leaving from the hotel or on-the-fly?

Is the next generation security screening checkpoint leaning toward “Security as a Hospitality”. Should security officers be more like hosts and receive their customers and guide them through the next generation security checkpoint, while maintaining the required security level, but focusing on the full need of the customers?

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