

THE LRG CHALLENGE

Making it happen

The LRG concept

- ▣ Conditions exist that will ensure the introduction of best practice standards and sometimes highly innovative solutions
- ▣ We must start thinking outside the box
 - LRG is a team exercise as much as a sovereignty issue
 - Nothing is impossible, but development may need to be phased
 - Users are also actors, and must be considered

The international “rule” 1

- ▣ Traffic segmentation
 - Separate lanes and processing flows across the facility according to categories of traffic
 - ...but lanes should not end up in a bottleneck at the next station
 - We need to define these traffics (commuters, approved traders, green channel)

The international “rule” 2

- ▣ Use of technology
 - Scanners,
 - IT systems
- ▣ New approaches
 - OCR car plate readers
 - Inter-agency passport scanners

The international “rule” 3

- ▣ Combine activities as much as possible
 - Single payment window
 - Joint controls
 - Unique data capture
 - Cross-border cooperation
 - Inter-agency cooperation

The international “rule” 4

- ▣ Optimize verifications
 - Advance targeting
 - Cross-border participation
 - Consolidated checks
- ▣ Mutual recognition of international documents
 - Weight certificate
 - Transit
 - Other side’s findings

The international “rule” 5

- ▣ Tacit or implicit declaration
- ▣ No control by default approach
- ▣ Global risk and compliance management

What we suggest

- ▣ Try to reach a fully integrated approach – it will need to be phased
 - Coordinated, joint, or delegated controls
 - Data exchange
 - Unified documentation – starting with the SAD
- ▣ Identify the necessary steps, according to a joint strategy for development

The key principles

- ▣ Intervention by exception
- ▣ Compliance management

New methods of work 1

- ▣ Close cooperation, integration, delegation, cross-designation
- ▣ Notion of local project team to run the facility
- ▣ (Management by objective rather than by institution or legislation)
- ▣ Benchmarks and performance targets

New methods of work 2

- ▣ Performance measurement
 - What is measured gets managed
 - Comprehensive approach
 - Baseline exercise
 - Regular monitoring and analysis
- ▣ Measure not only activities but also, just as important if not more, queue times
- ▣ It can show that the administration is sometime more effective than the users

Measurement

- ▣ One minute on average for ten travelers means:
- ▣ $1+2+3+4+5+6+7+8+9+10 =$
55 minutes
- ▣ And an average waiting time of
5:30 minutes

Station management

- ▣ Cooperative running of activities
- ▣ Analysis of complaints
- ▣ Breakdown of processes and effort at rationalizing them
- ▣ New ideas and “customizing” the border

The attitude

- ▣ LRG is a teamwork exercise
- ▣ It is also a showcase...
- ▣ ...and a test bed

Optimizing checks

- ▣ Adequate level given the rate of compliance
- ▣ Joint, shared, mutual, and/or coordinated

Cooperation

- ▣ Two people working together are not twice as effective, but four times
- ▣ Resources are limited

To make it happen

- ▣ Agree on the principles
- ▣ Simulate some of the process flow
- ▣ Identify the snags AND solve the issues

To show it happened

- ▣ Communication strategy
- ▣ Feedback
- ▣ And, why not, spectacular events?

The “invisible” border

- ▣ Borders can unite as much as separate people
- ▣ They should be transparent
- ▣ In any case, the idea is to prevent a queue from building up, at all cost.