U.S. Customs and Border Protection

CBP ENTRY EXIT TRANSFORMATION OFFICE
CHANGING THE FACE OF TRAVEL

July 2018
Facial recognition emerged as the key to connecting a traveler’s biographic and biometric data.
DEFINING THE VISION | BIOMETRIC ENTRY EXIT CONCEPT

Through a biometric matching service and the use of biometric data CBP will transform travel processing by:

- Retrieving all associated traveler images from DHS holdings and segregating them into smaller, more manageable data sets (i.e., by flight, by cruise)

- Fusing biometric and biographic information enabling the biometric to be the key to verifying traveler identity

The biometric matching service is a device agnostic, secure, cloud-based technical infrastructure to support advanced identity verification.
Imagine a world where...

Travelers have no need for a travel document....

International travel is no longer stressful...

And security is transparent...

We can TRANSFORM border security and the traveler experience through the use of facial recognition.
Using facial recognition, CBP will confirm identity of all travelers and create a streamlined travel experience.
CBP’s Matching Service enables travel partners to achieve **Simplified Travel** while meeting the Biometric Exit Mandate.
Biometric exit demonstrations are operational at 9 international airports using CBP’s facial matching service.

Technical demonstrations validated the positive performance of facial biometric matching against existing traveler photos.
Simplified Departure | FLEXIBLE SOLUTIONS AT DEPARTURE

JetBlue – Paperless Boarding at BOS

British Airways – E-gates at MCO

Airlines integrate facial biometrics and use CBP’s agnostic matching service to board aircraft
SIMPLIFIED TRAVEL | BENEFITS

Faster Flight Clearance Times on Arrival:

- **Proof point**: CBP has measured an average of 11.8 minute faster Flight Clearance Times across sites that have deployed facial recognition processing on Entry

Faster Boarding Times:

- **Proof point**: Lufthansa reported boarding 350 passengers onto an A380 in 20 minutes at LAX
- **Proof point**: British Airways reports significantly faster boarding times vs. standard process at MCO

Enhanced Customer Experience:

- **Proof point**: JetBlue reports biometric boarding meters passengers better, resulting in less waiting time in the jet way and passengers just walk to their seats

Streamlined Traveler Process:

- **Proof point**: Elimination of fingerprinting and passport swipes increases throughput and allows CBP officers to see more travelers

*There are significant benefits from using CBP’s facial recognition service*
Biometric Exit performance since June 2017

3,400 Flights Processed
385,000 Passengers Processed
98.2% Match Rate
93% Travelers with Photos
2401 Overstays Confirmed

*Due to increase number of Canadian travelers.

Simplified Departure has been tested heavily over the past year with excellent results
SIMPLIFIED TRAVEL | TSA Partnership

Use facial recognition at TSA checkpoints for identity verification to enhance security and better utilize resources, while moving towards a frictionless travel experience.

- **Phase I:** October 2017 at JFK Terminal 7. Examined the viability of utilizing facial recognition to verify the identity of travelers at the TSA checkpoint.

- **Phase II:** August 2018 at Los Angeles International Airport’s Tom Bradley International Terminal.
By Simplifying Arrival, CBP Officers are able to focus on admissibility and enforcement.
SIMPLIFIED SEA TRAVEL | PROGRESS AND PLANS

- CBP is working with the cruise line industry.

- In 2017, CBP tested facial recognition capabilities with cruise lines for closed loop cruises which demonstrated decreased passenger clearance time by 40% for facial recognition lanes.

- Utilizing CBP’s facial matching service, CBP will...
CBP has a multi-pronged strategy to integrate biometrics on the land border.
SIMPLIFIED TRAVEL | COMMITMENT TO PRIVACY

Transparency Efforts:
- Briefing Sessions with Privacy Advocates and Stakeholders
- DHS Data Privacy and Integrity Advisory Committee Meeting

Notification to the Public:
- Privacy Impact Assessments Completed
- Online Content at CBP.GOV
  - Fact Sheets
  - Frequently Asked Questions
- Signage at Demonstration Sites and Gate Announcements, and tear sheets

Opt-Out Process:
- US Citizens not wishing to have a photo taken can request an alternative ID verification process

CBP commitment to transparency builds public trust while enhancing security and facilitate travel.
SIMPLIFIED TRAVEL | CONNECT WITH US

Director, Biometric Exit Strategic Transformation

Branch Chief, Biometric Exit Strategic Transformation

Program Manager, Biometric Exit Strategic Transformation

Planning, Program Analysis and Evaluation
Entry/Exit Transformation Office
Office of Field Operations
U.S. Customs and Border Protection

Partner Inquiries:

WE ARE READY... ARE YOU?