

U.S. Department of Homeland Security  
U.S. Customs and Border Protection  
Transportation Security Administration



Transportation Security Administration Pilot with Traveler Verification Service  
Phase II  
Protocol for Operations  
August 3, 2018  
Version 1.0

**(b)(6)&(b)(7)(C)**

U.S. Customs and Border Protection Signature

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Date

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Transportation Security Administration Signature

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Date

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## 1. Background

U.S. Customs and Border Protection (CBP) and the Transportation Security Administration (TSA) have partnered to test CBP's Traveler Verification Service (TVS) capability at the TSA security checkpoint. Generally, the goal of the pilot is to test a seamless, efficient process to use facial recognition biometrics to verify identity of international travelers departing the United States on commercial aircraft, consistent with TSA's responsibility for identity verification and in support of CBP's entry/exit mission. CBP and TSA have developed a pilot in three phases:

- **Phase I (completed November 2017):** Explored the feasibility of using CBP's biometric facial recognition technology for identity verification at the TSA checkpoint, including connectivity of the facial recognition equipment with TVS in a TSA checkpoint environment. Phase I of the pilot was conducted at John F. Kennedy International Airport.
- **Phase II (scheduled August 2018):** Incorporate the use of CBP's match response to reduce the number of instances in which manual identity document check must be conducted by TSA. Travelers will be provided with notice of the opportunity to voluntarily participate in the program and by choosing to participate are consenting to the collection of biometrics and understand that additional identity verification may be performed by CBP. Phase II of the pilot will be conducted at Tom Bradley International Terminal at Los Angeles International Airport (LAX).
- **Phase III (TBD):** Receive and integrate data from Secure Flight into TVS to allow TSA and CBP data sources regarding traveler biographic information to be used at the checkpoint.

## 2. Traveler Verification Service (TVS)

In order to support its biometric mission, CBP developed TVS. TVS is a matching service utilized by CBP, and TVS may be made available to other authorities, such as TSA. CBP diligently works to ensure the accuracy and reliability of the TVS matching algorithm is always as precise as possible. Data is analyzed on a daily basis to assess any potential modifications that could improve the matching algorithm. (b) (7)(E), (b) (3)

[REDACTED] In the air travel environment, CBP uses traveler data provided by the carrier via the Advance Passenger Information System (APIS) to identify travelers on a flight manifest. Biographic data from the APIS manifest is used to create a photo gallery of persons traveling on each commercial flight. The photos are sourced and compiled from various government holdings, including (b) (7)(E) [REDACTED] U.S. Citizenship and Immigration Services, Department of State passport and visa databases, Trusted Traveler Programs, and (b) (7)(E) [REDACTED]. Each gallery is built several hours prior to the corresponding flight's scheduled departure. (b) (7)(E) minutes prior

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to departure, each gallery is staged and ready for processing. Once a gallery is staged, it is updated in one-minute intervals to [REDACTED]. TVS receives a live captured photo during the boarding/verification process and compares it against the TVS gallery formed for a given flight or location to find a match. For purposes of Phase II, a match indicates a verification of the passenger's identity, commensurate with TSA's existing process that relies upon a published list of acceptable forms of passenger identification required to board a commercial aircraft.

There may be instances when photos are not loaded into the gallery on travelers because of (b)(7)(E) [REDACTED] or other reasons. Reasons photos may not be located include (but are not limited to):

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### 3. Definitions

#### 3.1 Biometric

A biometric refers to a method of identification based on anatomical, physiological, and behavioral characteristics or other physical attributes unique to a person that can be collected, stored, and used to verify the identity of a person that can be collected, stored, and used to verify the identity of a person, e.g., fingerprints, photographs, iris, DNA, and voice print.

#### 3.2 Biometric Matching

Biometric Matching is the process of comparing biometrics collected in real time to biometrics collected from previous encounters in order to verify identity.

#### 3.3 Biometric Exit Mobile Application (BEMA)

BEMA is a handheld device that can perform queries and capture biometrics on travelers as necessary. (b) (7)(E) [REDACTED]

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### 3.4 Matching Exceptions

A matching exception is when the result of the biometric matching by means of TVS reveals that there is either no match to a photo gallery, or photo matching could not occur due to poor image quality.

### 3.5 Photo Gallery

The photo gallery is a compilation of photos pulled from Department of Homeland Security (DHS) and other U.S. Government holdings based on biographic information used for identity verification and matching.

### 3.6 Transportation Security Officer (TSO)

A TSO is an individual who is trained, certified, and authorized by TSA to inspect individuals, accessible property, and/or checked baggage for the presence of explosives, incendiaries, weapons, or other threat items.

### 3.7 Travel Document Checker (TDC)

The TDC is a TSO or other member of the TSA Federal Security Director's staff, to include administrative personnel, trained, and assigned the function of checking travel documents and identification. A TDC podium is the podium where the TDC is assigned.

### 3.8 U.S. Customs and Border Protection Officer (CBPO)

Throughout this document, CBPO refers to any CBP officer assigned to the TSA checkpoint area in the TBIT terminal of LAX for purposes of the Phase II pilot. CBPOs will encounter travelers who have consented to collection of biometrics and an encounter with CBP and who meet a matching exception.

### 3.9 Quick Response (QR) code

A machine-readable code consisting of an array of black and white squares that will be scanned on the camera to initiate the photo capture process.

## 4. Camera Setup

TVS equipment will be set up at each designated TDC podium at the TSA checkpoint (more complete setup and log-in information can be found in the TVS Field Support Guide). Initially, TVS equipment will be located at four TDC podiums.

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This includes:

- Camera Set-Up:
  1. Quickly press and release the gray button located on the side of the camera.
  2. Pair the camera with the appropriate network connection.
- System Log-In:
  1. (b) (3)
  2. (b) (3)
  3. (b) (7)(E)
- Placement of signage and communication material to ensure each traveler who chooses to participate has provided informed consent to participate in the biometrics pilot and a consensual encounter with a CBPO, as appropriate.

## 5. Travel Document Checker (TDC) Procedures

### 5.1 Setting up

When the TSO begins his/her rotation at a TDC podium equipped with a TSA laptop and camera, they will follow the below steps to get setup:

1. (b)(6)&(b)(7)(C), (b)(7)(E)
2. (b)(6)&(b)(7)(C), (b)(7)(E)
3. From the (b) (7)(E)
4. (b) (7)(E)
5. (b) (7)(E)
6. From the (b) (7)(E) which corresponds to the camera located adjacent to the TDC podium at which the TSO will be working.

### 5.2 Operations

The traveler's participation in this pilot is voluntary. The traveler may opt out at any point, (b) (7)(E)

. Any traveler wishing to opt out of the process will be processed according to the opt out procedures identified below. The TDC will be equipped with a camera and TSA laptop and will follow the steps below to process travelers consenting to participate in the biometric pilot:

1. Review the boarding pass. A traveler's eligibility for this pilot will be determined based upon the destination of their next flight as detailed below.
  - a. **Foreign Destinations:** If the traveler does not opt out from the pilot, request the traveler move to the camera to have their photo captured. Proceed to Step 2.
  - b. **Domestic Destinations:** Screen the traveler per the current Travel Document Check Standard Operating Procedures (SOPs) by checking the Identification (ID) and scanning the boarding pass with the Boarding Pass Scanner (BPS). Direct the

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traveler to the appropriate screening lane. The traveler will not participate in the pilot.

2. Hold the CBP-provided QR bar code against the scanner on the camera to initiate the photo capture. Once the QR bar code is scanned, the camera will capture the photo and perform the matching process.
3. When the matching result is received, the camera will display (b) (7)(E) that will determine the TDC's next steps.
  - a. (b) (7)(E) If the camera displays a (b) (7)(E) it means the quality of the photo is too low to attempt a match.
    - 1) In this occurrence, the TDC must scan the QR code again to initiate a recapture. The TDC may make two additional attempts to capture the photo.
    - 2) If the quality of the photo remains too low to attempt a match, the TDC must process the traveler per the Travel Document Check SOP.
    - 3) The TDC will direct the traveler to proceed to the appropriate screening lane.
  - b. (b) (7)(E) If the camera displays a (b) (7)(E), no match was identified and a no (b) (7)(E) will be sent to (b) (7)(E) (b) (7)(E)
    - 1) In this occurrence, the following information will be provided to the TDC on (b) (7)(E): (b) (7)(E)
    - 2) Once the response appears (b) (7)(E), the TDC must process the traveler per the Travel Document Check SOP.
    - 3) The TDC will direct the traveler to proceed to the appropriate screening lane. Following physical screening of the passenger, CBP may conduct identity and citizenship verification as appropriate.
  - c. (b) (7)(E) If the camera displays a (b) (7)(E) a match was identified and a biographic response has been sent to the TDC (b) (7)(E)
    - 1) In this occurrence, the following information will be provided to the TDC (b) (7)(E)
      - a) (b) (7)(E)
      - b)
      - c)
      - d)
    - 2) Once the response appears on the TDC (b) (7)(E) the TDC will confirm that the biographic data returned by CBP matches the biographic data on the boarding pass.
    - 3) If the data matches, the TDC will process the traveler by scanning the boarding pass with the BPS to determine vetting status and allow the traveler to proceed to the appropriate screening lane.
    - 4) If the biographic data returned by CBP does not match the data reflected on the boarding pass, the TDC must process the traveler per the Travel Document Check SOP.

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4. Any traveler may choose to opt-out of the photo capture process. When this occurs, the TDC must screen the traveler per the Travel Document Check SOP and direct the traveler to the appropriate screening lane.
5. If disabilities, religious headwear, or medical surgical masks impede the ability of the TSO to capture a photo, TSA must process the traveler per the Travel Document Check SOP and direct the traveler to proceed to screening.
6. In appropriate circumstances, TSA may request law enforcement or other identity verification assistance from CBP in accordance with TSA procedures and CBP authority.

## 6. CBPO Procedures

Any traveler whose TVS response is a (b) (7)(E) will be processed according to the following procedures. The CBPO will be equipped with a BEMA device to adjudicate those travelers as necessary, post screening. (b) (7)(E)

In the course of a consensual encounter, the CBPO will first request travel documents from the traveler. The CBPO will examine the identification, and may return or conduct further inquiries. Once the CBPO completes his or her examination, the CBPO will allow the traveler to proceed. Consistent with the foregoing, the CBPO will determine the appropriate course of action as outlined below.

### 6.1 U.S. Citizens

The CBPO will perform the following actions to process a person claiming to be a U.S. citizen whose photo(s) results in a no match response or who chooses not to opt in to the photo capture process:

- Conduct a manual examination of the document to determine authenticity.
- Establish U.S. citizenship and verify identity.
- If satisfied that the traveler is a U.S. citizen, allow the traveler to proceed.
- If at any time the CBPO determines the traveler is an impostor, the passport was obtained through fraud or the traveler is otherwise subject to adverse or law enforcement action, the CBPO will follow CBP policies and procedures.

### 6.2 Lawful Permanent Residents (LPRs) and Other Aliens

The CBPO will perform the following actions to process LPRs, non-immigrants, refugees, asylums, or parolees whose photo(s) results in a no match response:

- Conduct a manual examination of the document to determine authenticity.
- Establish citizenship and verify identity.
- (b) (7)(E)

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- (b) (7)(E)
- (b) (7)(E)
- (b) (7)(E)

The CBPO will perform the following actions to process diplomats, Canadian citizens, and citizens from visa exempt countries whose photo(s) results in a no match response:

- (b) (7)(E)

[illegible]

\_\_\_\_\_

(b) (7)(E)

## 7. Equipment Failure and Other Technical Issues

If the CBP equipment fails or there are other technical issues, TDCs will notify the nearest CBPO and then revert to traditional processing until such a time as the equipment issues are resolved. The CBPO should make an attempt to reset or restart the equipment. If the camera or equipment still does not operate properly, the CBPO will notify his/her supervisor immediately. After supervisor notification, the CBPO should contact the Office of Information and Technology Enterprise Operations Center as follows:

- Emergencies should be reported to (b) (7)(E)
- Routine requests should be made via email to

(b)(7)(E)

Emergencies are defined as (b) (7)(E)

Routine issues relate to problems or questions that need to be resolved but do not prevent biometric matching from occurring.

## 8. Other Law Enforcement Assistance

Nothing in this document precludes TSA from requesting law enforcement or other identity verification assistance from CBP in accordance with TSA procedures and CBP authority.

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