DRAFT Public Affairs Guidance
DEPARTURE INFORMATION SYSTEMS TEST AT ATLANTA

U.S. Customs and Border Protection (CBP) tests how improved information technology infrastructure changes and improved traveler departure data can impact border security at Hartsfield-Jackson Atlanta International Airport, in Atlanta, Georgia in June 2016.
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Test Summary
Starting on June 13, 2016, CBP will implement a test of how the integration of data sources and re-architecture of information systems can process new departure data at Hartsfield-Jackson Atlanta International Airport. CBP will test the ability of its information systems to compare images of travelers departing the United States against previously provided images on file in an automated fashion. During the testing, travelers will see a camera and attached document reader in the area right before boarding a flight. Travelers will present their boarding pass while digital photo is taken. Travelers then proceed to the passenger loading bridge to board their flight. This test will only affect one air route from the United States to Japan.

All travelers will participate in this test, however, once a traveler is identified and confirmed as a U.S. citizen, their images will be deleted.

The biometric photos and test results of non-U.S. citizens and those travelers for whom the test is unable to determine identity will be used in a post-departure analysis. This test will be conducted in partnership with Delta Airlines and will run no later than September 30, 2016. This work builds upon previous CBP biometric efforts at Dulles International Airport and John F. Kennedy International Airport and will advance the innovation and transformation of the entry and exit processes.

Biometric Exit Background
There are several statutes that direct the Department of Homeland Security (DHS) to record the entries and exits of non-U.S. citizens in an automated, biometric manner:
- In 1996, Congress enacted the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) which included the initial requirement for an automated (not paper) entry/exit system based on biographic data.
- The Enhanced Border Security and Visa Entry Reform Act of 2002 (EBSVERA) required the Department of Homeland Security (DHS) and the Department of State to begin using biometric technology as part of the visa issuance process and as part of the screening of non-U.S. citizens entering the United States.
- In 2004, the Intelligence Reform and Terrorism Prevention Act (IRTPA) authorized DHS to collect biometric data on exit for all non-U.S. citizens who are required to provide biometric data when entering the United States.

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o   ITRPA Section 7209 required U.S. citizens to use a valid U.S. passport when entering into and departing from the United States. This requirement became known as the Western Hemisphere Travel Initiative.
- In 2007, Congress reiterated its requirement for a biometric entry/exit system at all air and sea POEs, as part of the DHS Secretary's authorities for the Visa Waiver Program (9/11 Commission Act).

Since 2003, DHS has been developing, testing, evaluating, and incorporating biometrics into the existing entry process. In 2004, DHS fully implemented a biometric capability for air entry into existing inspection booths. However, implementing a biometric exit capability has been a significant challenge.

The United States did not build its aviation infrastructure with exit controls. U.S. airports do not have designated areas for outgoing passengers where their departure could be recorded by an immigration officer. Exit departure recording is further complicated by current air travel processes where the majority of the international airport terminals service both domestic and international passengers, and both U.S. citizens and non-US citizens are comingled. DHS must take a strategic, measured approach to implementing biometric exit to avoid disruption to the international travel process.

This test has been designed to conform with airlines' existing standard operating procedures such that the incorporation of biometrics is agnostic to current boarding processes and will have minimal impact.

Since 2013, CBP has advanced the entry/exit mission by:
- Identifying and closing biometric gaps. CBP has implemented a data exchange with Canada and is identifying similar opportunities with Mexico.
- Deploying specific short-term, targeted biometric operations such as:
  o   1-to-1 Facial Comparison at Dulles and JFK Airports;
  o   Biometric Exit (BE) Mobile at the top 10 airports; and
  o   Pedestrian Field Test at Otay Mesa, CA land border crossing.

Test Background
CBP's field tests to-date have focused on technology and process. Now, CBP is developing the ability of tested technology to integrate with CBP back-end systems, a system re-architecture to accommodate increased network activity, and to utilize the biometric data it will collect in the exit environment. Operationally, the Atlanta test will measure the effectiveness of its information systems to compare images of travelers departing the United States against previously provided images in real-time.

DHS Secretary Jeh Johnson has publicly committed DHS to implementing biometric exit in 2018, starting at the highest volume airports.

The objective of the test is to evaluate the effectiveness of various operational scenarios and technical capabilities that balance enforcement, immigration, and facilitation. This test will determine if this re-architecture of CBP and DHS data systems are capable of supporting

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biometric exit, or if new data system capabilities need to be developed. A successful biometric air exit solution is one that compares images of departing travelers with previously provided images on file and enhances CBP enforcement capabilities without significantly impacting airport operations.

Additionally, this test will:
- Provide assessment of the technical and operational performance of CBP data systems in an operationally relevant environment;
- Identify potential integration, infrastructure, and operational challenges between existing airport and airline operations with biometric exit collection;
- Inform necessary DHS policy, regulations, and legislation to allow leadership to understand and formulate a strategy to implement a biometric exit program;
- Provide input to a comprehensive business case analysis to inform a CBP biometric air exit acquisition program; and
- Inform analyses of the best performing alternatives for biometric air exit process and cost, for reporting to Congress.

The test consists of a combined digital camera and document reader that form a single point of interaction for the traveler. When the traveler approaches the device, they will be prompted to present their boarding pass for scanning by the device. The act of placing the boarding pass at the scanner will trigger the device to photograph the traveler, who is now looking directly at the device. CBP anticipates that this process will take approximately 3 seconds.

CBP will compare the photographs taken with previously provided images. Boarding pass information will be collected and used during the evaluation to confirm the accuracy of the system's biometric comparisons. All data will be stored on secure CBP systems for analysis which will inform future acquisitions.

Matching will not prevent a traveler from boarding a flight. At the conclusion on the test, all remaining biometric and biographic data will be deleted.

U.S. Citizens
The test will collect biometric facial photographs from departing travelers who may be U.S. citizens to compare with their passport photo. Extreme care should be taken when communicating with external audiences regarding the collection of biometric data from U.S. citizens. It is important to minimize any chance for CBP's communications to be distorted into appearing unnecessarily invasive or broad. When discussing data collection, please be sure to emphasize that this test is authorized by existing laws, including the WHTI referenced above.

CBP has no plans to biometrically record the departure of U.S. citizens from the United States. However, recognizing how constrained the air exit environment is, CBP is testing the ability to collect, and then sort, U.S. citizens from non-U.S. citizen visitors. CBP believes that collection of facial images is the most effective way of differentiating between U.S. citizens and non-U.S. citizens. By using this technology, CBP can identify any non-U.S. citizens subject to the exit requirements who may fraudulently present a valid U.S. passport or other travel document, thereby ensuring the accuracy of the exit data that is collected consistent with the statutory

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mandates. Therefore, facial images will be collected for U.S. citizens as part of this test so that CBP can verify the identity of a U.S. citizen boarding the air carrier.

CBP does not believe there is enough space or enough time to separate U.S. citizens from non-U.S. citizen visitors prior to boarding while assuring departure without significantly burdening travelers, air carriers, and airports.

Public Affairs Objectives

1. To educate and inform travelers about CBP's biometric exit technology test at Hartsfield-Jackson Atlanta International Airport on one air route departing the United States to Narita, Japan.
2. Gain recognition of CBP's continuing efforts to advance biometric exit to meet the congressional mandate and transform the inspection process.
3. Promote CBP's partnership with Delta Airlines and highlight how CBP and the airline industry can work together to secure and facilitate travel.

Guidance

CBP Office of Public Affairs (OPA) is the lead on all questions relating to the test. The Public Affairs point of contact for CBP OPA is XXX.

Key Messages

- CBP continues to progress towards a long-term transformation of processes to meet the Congressional mandate for a biometric exit system. This test represents the next step in that transition.
- The purpose of the test is to evaluate the ability of CBP's data systems to support new facial comparison technologies at the airports without significantly impacting airport operations.
- Traveler data will be stored in secure CBP data systems for post-departure analysis. All data will be deleted after the evaluation of the test.
- CBP remains committed to protecting the privacy of all travelers.

Talking Points for the Test

- CBP will begin a test of new data system capabilities at Hartsfield-Jackson Atlanta International Airport, in Atlanta, Georgia. The test will begin on June 13, 2016, and will end no later than September 30, 2016.
- The test will be conducted in partnership with Delta Airlines.
- The purpose of the test is to evaluate CBP's ability to successfully compare the image of a traveler taken during departure against an image the travel previously provided, without impacting airport operations.
- The test will evaluate the ability of CBP data systems to support biometric exit processing, and the process will takes less than 3 seconds.
- CBP will deploy a camera and attached document reader in the sterile corridor, an area located just past the boarding gate and immediately before the passenger loading bridge that leads to the aircraft.

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- After the gate agent scans each boarding pass at the departure gate (which is the current process), travelers will proceed to the sterile corridor, where they will be directed to the camera.
- The travelers will scan their boarding pass again while the system simultaneously captures a live facial image.
- Once the process is complete, travelers will proceed to the passenger loading bridge.
- All travelers are required to participate in the test. Once identified and confirmed as a U.S. citizen, their data will be deleted as they are not in scope for biometric exit.
- All data collected will be deleted after the field test analysis and evaluation is completed.
- This location was selected as it offers many benefits, including Wi-Fi availability and a sterile corridor to conduct the test without interfering with the boarding pass scanners.

QUESTIONS & ANSWERS / IF ASKED

Q: What is the goal of the Departure Information Systems test?

The purpose of the test is to evaluate how the integration of data sources and re-architecture of information systems can process new departure data at Hartsfield-Jackson Atlanta International Airport. CBP will test the ability of its information systems to compare images of travelers departing the United States against images on file to determine in an automated fashion which travelers are in-scope for biometric exit without impacting airport operations.

Q: When and where will the test take place?

CBP will deploy the Air Exit test at Hartsfield-Jackson Atlanta International Airport, in Atlanta, Georgia, beginning on June 13, 2016. The biometric exit process will be deployed on one daily flight from the United States to Japan.

Q: Why was this location selected for the test?

The location was selected as it offers many benefits, including Wi-Fi availability and a sterile corridor to conduct the test without interfering with the boarding pass scanners.

Q: Is CBP working with an airline? How long will the test run?

The test will be conducted in partnership with Delta Airlines. The test will run no later than September 30, 2016.

Q: What will the test evaluate?

CBP is testing the ability of CBP data systems to collect images of departing travelers and compare them against photographs the travelers previously provided. CBP will analyze the accuracy of this capability and consider factors that may have helped or hindered the collection and matching of biometric data. CBP will use the results to advance its biometric operations.

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This test builds upon previous CBP field trials of biometric collection technology. CBP has tested the technology to collect finger-scans, facial images, and iris images from departing travelers. Now CBP will see if existing data systems can use biometric technology to manage the departure of international travelers.

Q: When would travelers have previously provided photographs?

U.S. citizens provide photographs of themselves to the U.S. Department of State as part of the process for obtaining a U.S. passport. Non-U.S. citizens provide pictures as part of the U.S. visa issuance process or as part of the process to enter the United States.

Q: As a traveler departing on this flight, what will I be required to do that is different from the current inspection process?

During the test, CBP will deploy a camera and attached document reader in the sterile corridor, located just past the boarding gate and immediately before the passenger loading bridge that leads to the aircraft. After the gate agent scans each boarding pass at the departure gate (which is the current process), travelers will proceed to the sterile corridor, where they will be directed to the camera. The travelers will scan their boarding pass again while the system simultaneously captures a live facial image. Once the process is complete, travelers will proceed to the passenger loading bridge without being notified of a match result.

Q: Is the test mandatory or voluntary?

All travelers are required to participate in the test.

Q: Is CBP biometrically recording the departure of U.S. citizens?

CBP will not biometrically record the departure of U.S. citizens from the United States. This test has been designed to conform with airlines' existing standard operating procedures such that the incorporation of biometrics is agnostic to current boarding processes and will have minimal impact. All travelers will participate in this test, however, once a traveler is identified and confirmed as a U.S. citizen, their images will be deleted. The air exit environment is very constrained. CBP is concerned that there is not enough space nor enough time to separate U.S. citizens from non-U.S. citizen visitors prior to boarding while assuring departure without significantly burdening air carriers and airports. U.S. citizens who present the required passport will have their data deleted once it is confirmed they are the true document holder.

Q: Will children be required to take a photograph?

Travelers over the age of 14 and under 79 will be required to participate in the test. CBP Officers will determine if a traveler meets the requirement to participate in the test.

Q: How will travelers be informed of the test, so they know what to expect when departing on this flight?

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The Delta gate agent will make an announcement before boarding, so travelers are aware to keep their boarding pass out for the test. There will also be signage in the gate area to announce the test.

Q: Will the photograph taken be shared or stored?

U.S. citizens who present the required passport will have their data deleted once it is confirmed they are the true document holder as they are outside the scope of biometric exit. The biometric photos and test results of non-U.S. citizens and those travelers for whom the test is unable to determine identity will be used in a post-departure analysis. The digital photographs and boarding pass information of travelers will be stored in secure CBP data systems for analysis of the test, and will be deleted once that analysis had been completed. CBP is dedicated to protecting the privacy of all travelers.

Q: What is biographic information? What is biometric information?

Biographic information is text-based data that relays information about an individual. Common examples include name, gender, and date of birth, as well as data related to an individual's identity and travel documents, such as a passport, visa, or driver's license.

Biometric information is the measurement of physical characteristics unique to an individual, such as fingerprints, iris scans, or facial dimensions, for use in verifying the identity of individuals. CBP mainly uses the digital collection of fingerprints to match and verify an individual's identity, but is exploring additional biometric technologies, including face and iris.

Q: Which companies are supplying the technology being used, and what are the biometric modalities being tested?

Due to the upcoming acquisition efforts, CBP will not discuss the specific technology used for the test. The CBP Office of Information and Technology is leading the application development for the various biometric projects. Use of a specific manufacturer during the testing period should not be taken as an indication of future CBP procurement plans.

Q: How will CBP mitigate against a privacy breach like unauthorized access to personal data collected?

CBP deploys extensive security measures to protect all collected information from inappropriate use and/or disclosure through both access controls and training of CBP employees. Any access to personal data will be subject to CBP's rules for security and access to data and controlled through passwords and other restrictive roles. Users are limited to the roles that define authorized use of the system. CBP takes privacy protection very seriously and has procedural and physical safeguards in place to ensure traveler data is securely protected and secured.

Q: What options are available if I experience difficulties during the biometric exit process?

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CBP officers and staff will be on hand to assist travelers as needed. In addition, CBP has created a Tear Sheet in English, which will also be translated into Japanese, that will be handed out to travelers who ask for more information about the test.

People who have been denied or delayed airline boarding can file an inquiry to seek redress with the DHS Traveler Redress Inquiry Program (TRIP). Inquiries may be filed at trip@dhs.gov.

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