

# U.S. Customs and Border Protection Traveler Verification System (TVS)



A woman in a blue shirt and red pants is walking through a modern airport terminal. She is pulling a suitcase and is walking towards the right. The terminal has a large glass wall and a curved ceiling. The text "Cohesive Vision" is overlaid on the image in a large, white, sans-serif font.

# Cohesive Vision

# Identity as a Service

- **Operation Efficiency**
- **Security Effectiveness**
- **Passenger Satisfaction**
- **Industry Vitality**



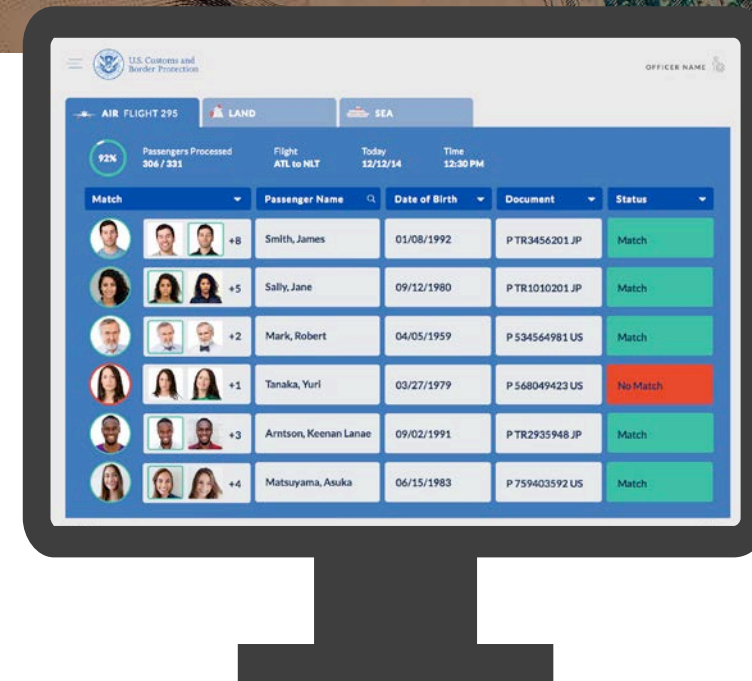
# CBP's

## INVESTMENT

### A FACIAL MATCHING SERVICE

## WHY IT WORKS

- Uses existing traveler biometrics
- Matches one-to-few in the cloud
- Enables token-less processing
- Integrates into airport infrastructure
- Trusted source for identity verification
- No traveler enrollment required



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## COMMITTED PARTNERS

Baltimore Washington International Airport

City of Austin Aviation Department

Dallas Fort Worth

George Bush Intercontinental Airport

Greater Orlando Airport Authority

Hillsborough County Aviation Authority – Tampa

Hobby International Airport

John F Kennedy International Airport

Los Angeles World Airports (LAWA)

Massport

McCarren International Airport

Metropolitan Washington Airports Authority

Miami Dade Aviation Department

Newark Liberty International Airport

Denver International Airport

Ontario International Airport Authority

Philadelphia International Airport

Salt Lake City

San Antonio

San Francisco International Airport

San Jose International Airport

Seattle Tacoma International Airport

Broward County Aviation Department

Chicago O'Hare

*airport and airline*  
**STAKEHOLDER  
PARTNERSHIPS**

All Nippon Airways

Delta

Spirit Airlines

British Airways



# SIMPLIFIED ARRIVAL



- Automatic Capture
- Family Processing
- Single Touch
- Reduced Data Entry



## AIR EXIT

**31,487**

exit flights processed

**4.65 M**

exit passengers

**98.3%**

biometric match rate

## AIR ENTRY

**162,905**

entry flights processed

**12.90 M**

entry passengers

**99.1%**

biometric match rate

## PERFORMANCE



## **FASTER BOARDING**

Lufthansa reported boarding **350 passengers** on an A380 in **20 minutes**

JetBlue's boarded 93 passengers in **10 minutes**—an average of just **5.5 seconds** per passenger

British Airways reported boarding more than **400 passengers** in **22 minutes**

# **WHAT PEOPLE ARE SAYING**

## **FASTER FLIGHT CLEARANCE**

CBP measured an average of **11.8 minutes faster flight clearance times**

## **ENHANCED EXPERIENCE**

British Airways reported a **20% increase in customer satisfaction**

JetBlue reported **biometric boarding** meters passenger better

# PRIVACY AND SECURITY

by **DESIGN**

## Limited retention of facial images

- US citizen photos deleted after 12 hours
- Retention of Photos by stakeholder partners restricted by CBP business rules

## Enhanced security measures

- Data encryption both in transit and at rest
- Device access restricted to authorized personnel
- Biometric templates separated from biographic data, associated only with a unique ID

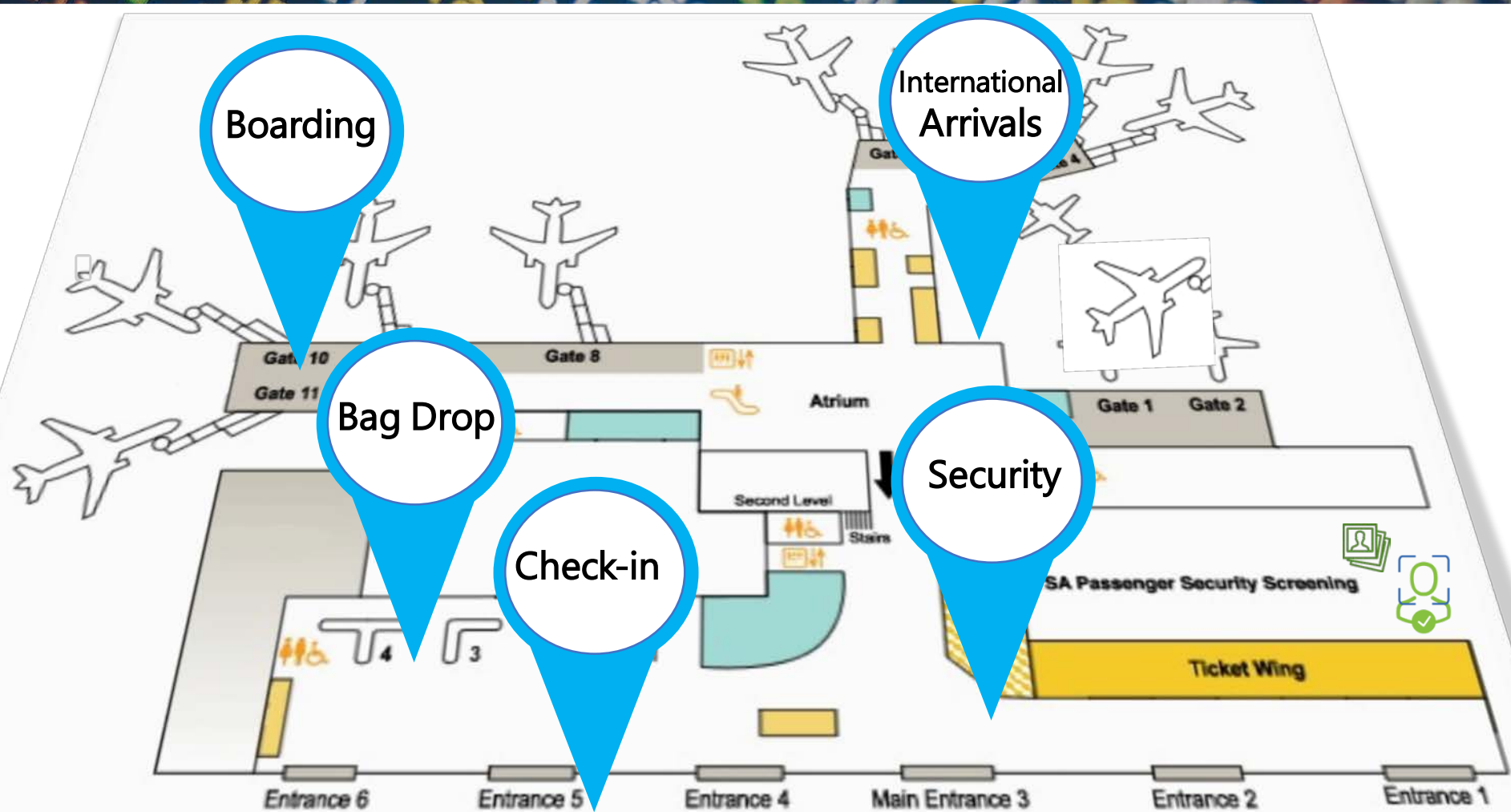
## Biometric performance

- System developed using diverse training sets and limits gallery to flight manifest
- Proactive monitoring of biometric algorithm performance to identify deficiencies
- Partnership with NIST and DHS S&T to continually evaluate algorithms and best practices

THIS IS NOT A SURVEILLANCE PROGRAM



# FUTURE INNOVATION



# James E. McLaughlin

## EXECUTIVE DIRECTOR

Targeting & Analysis Systems Program Directorate  
Office of Information and Technology  
U.S. Customs and Border Protection

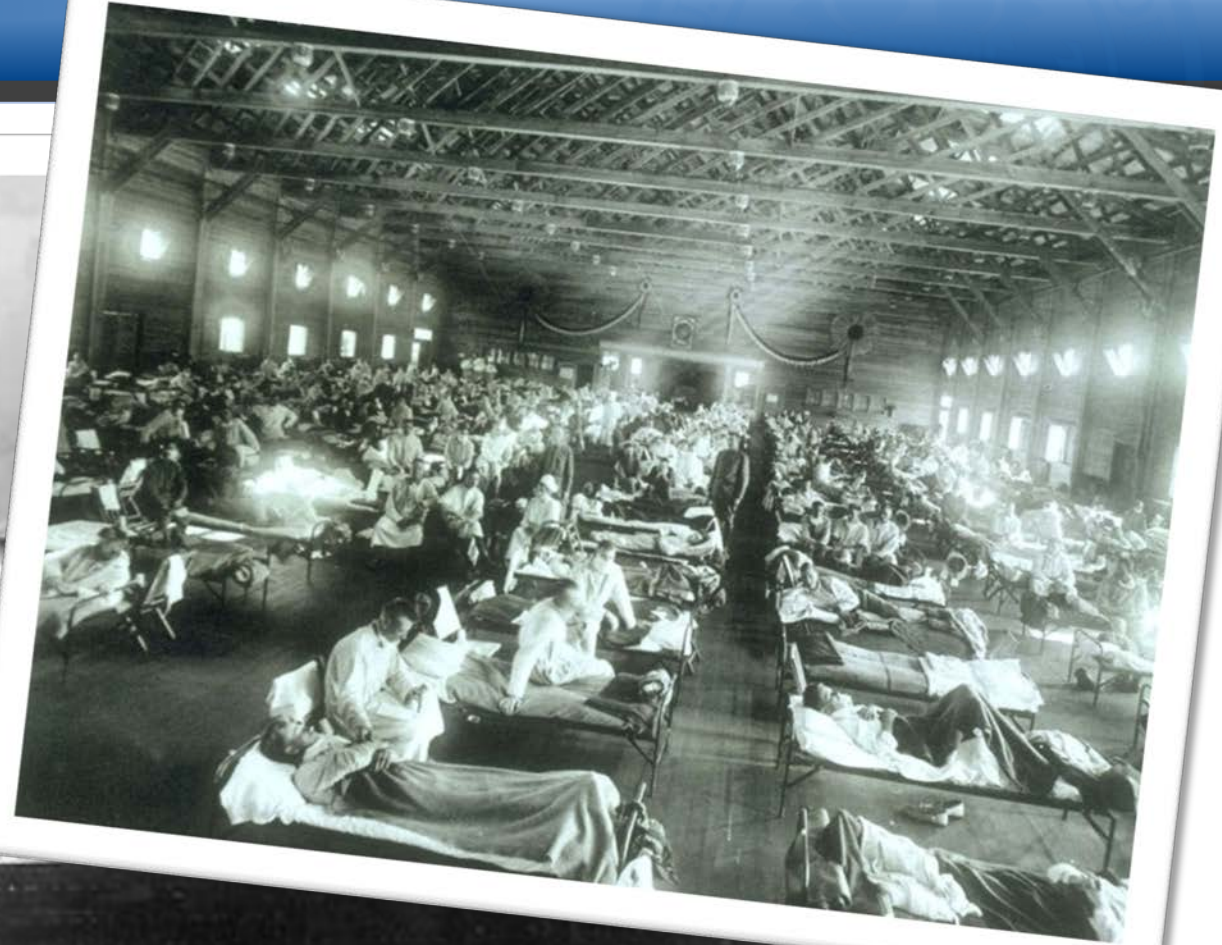


[Jim.E.McLaughlin@cbp.dhs.gov](mailto:Jim.E.McLaughlin@cbp.dhs.gov)





# Health Concerns Today



# Data Visualization

Public Health Risk  
EBOLA Region Traveler  
Tishey Guirek

Public Health - Co-Traveler  
Jill Jones

**TERROR SUSPECT**  
Jonathan Smith  
DOB: 08/16/1979  
Seat: 16C

Aircraft: Boeing 777-300ER  
Service: 2010 United  
Max Passengers: 425  
Crew: 14

- Manifest Data Link
- Service History
- Crew Link Analysis >>

