




Homeland Security

MEMORANDUM FOR: Nathan Lesser
Office of Management and Budget
Department of Homeland Security

THROUGH: Lisa Dean
Privacy Officer,
Transportation Security Administration

FROM: Scott Charbo 
Chief Information Officer,

SUBJECT: Request for Emergency Clearance for the Department of
Homeland Security Traveler Redress Inquiry Program

On January 17, 2006, the Secretary of the Department of Homeland Security (DHS) and the Secretary of State announced an initiative to Secure Borders and Open Doors in the Information Age (also known as the Rice-Chertoff Initiative). As part of that initiative, the Secretaries announced a goal to establish a government-wide traveler screening redress process to enable travelers who have complaints or legitimate issues to resolve those issues by providing a single source of relief. Various agencies within DHS and the Department of State have worked toward establishing the DHS Traveler Redress Inquiry Program (DHS TRIP). Given the urgency and public attention focused on this issue, the DHS TRIP Program Office will begin business January 17, 2007, with phase one of the DHS Redress Inquiry System (RIS) going live the same day. The Rice-Chertoff Initiative (RCI) DHS TRIP was developed as a voluntary program by DHS to provide a one-stop mechanism for individuals to request redress who believe they have been incorrectly (1) denied or delayed boarding, (2) denied or delayed entry into or departure from the United States at a port of entry, or (3) identified for additional (secondary) screening at our Nation's transportation hubs, including airports, seaports, train stations and land borders.

The DHS TRIP Office will be located at and managed by TSA. As the "executive agent" for DHS TRIP, TSA is seeking emergency processing of this information collection request to implement DHS TRIP. The TRIP Office will provide traveler redress intake and processing support while working with relevant DHS components to review the submission and reach a determination about traveler status. Components include, but are not limited to, the DHS Office for Civil Rights and Civil Liberties (CRCL), DHS Privacy Office, Transportation Security Administration (TSA), U.S. Citizenship and Immigration Services (CIS), U.S. Customs and Border Protection (CBP), U.S. Immigration and Customs Enforcement (ICE), ICE-Student and

Exchange Visitor Information System (SEVIS), and U.S. Visitor and Immigration Status Indicator Technology Program (US-VISIT). The DHS TRIP Office will use this information to attempt to help those individuals who have been delayed or prevented from traveling as a result of security measures.

The DHS TRIP Office will share information provided by individuals seeking redress with DHS components and other federal departments such as the Department of State (DoS) and Terrorist Screening Center (TSC) to determine the appropriate response to the redress request. Participating DHS components require the information specified in this information collection request in order to conduct a threat assessment and determine whether the individual is properly identified as a match to an entry on a watchlist used by DHS.

DHS is taking this action to provide a single source of relief, and to reduce the number of times that an individual must be cleared by DHS components. DHS expects that by taking this action, it will reduce the expenses incurred by the traveler when he or she is required to apply for redress relief from multiple government agencies. DHS also expects to reduce the amount of government transportation operator resources required to clear misidentified travelers. The implementation of this program will reduce the amount of time required by travelers using the redress process. It will also allow DHS and its components to focus their limited resources on those activities that pose the greatest risk to travelers and national transportation security. DHS is collecting a limited amount of information in order to determine whether relevant individuals are properly identified, and thus reduce the burden on the public.

Without emergency approval, travelers may be subject to otherwise avoidable delays based on the current requirement to seek relief from multiple government agencies. The denial of the relief requested will cause DHS to continue to expend its scarce resources on low-risk travelers. Finally, Congress has repeatedly signaled to the administration its desire to streamline the security screening process for travelers. For the reasons as stated herein, your expedited action on this request is greatly appreciated.