



GBTA – Bay Area Chapter

March 16, 2023

Welcome

AGENDA

- TSA Overview
- Risk-Based Passenger Screening
- DHS Trusted Traveler Programs
- TSA PreCheck® Application Program
- Identity Management
- Marketing and Promotion





MISSION

Protect the nation's transportation systems to ensure freedom of movement for people and commerce.

VISION

An agile security agency, embodied by a professional workforce, that engages its partners and the American people to outmatch a dynamic threat.

CORE VALUES

Integrity. Respect. Commitment.

Let's Talk Numbers

- 4 million miles of roadways
- 140,000 miles of railroad tracks
- Approx. 612,000 bridges & more than 470 tunnels
- 2.75 million miles of pipeline



More than 400 Federalized Airports



41m

CREDENTIAL HOLDERS
VETTED EACH YEAR



5.5m

CARRY-ON ITEMS
SCREENED DAILY



1.4m

CHECKED ITEMS
SCREENED DAILY



2.0m

PASSENGERS
SCREENED DAILY

Our Security Functions



FREIGHT RAIL



PIPELINE



**HIGHWAY & MOTOR
CARRIER**



**MASS TRANSIT &
PASSENGER RAIL**



AIR CARGO



**FEDERAL AIR
MARSHALS**



GENERAL AVIATION



**PASSENGER
AVIATION**

Passenger Experience

Enhanced security screening with **TSA PreCheck®** which now has over 15 million active members



TSA CARES

855-787-2227

Assistance for travelers with disabilities or medical conditions, injured service members, veterans and wounded warriors.

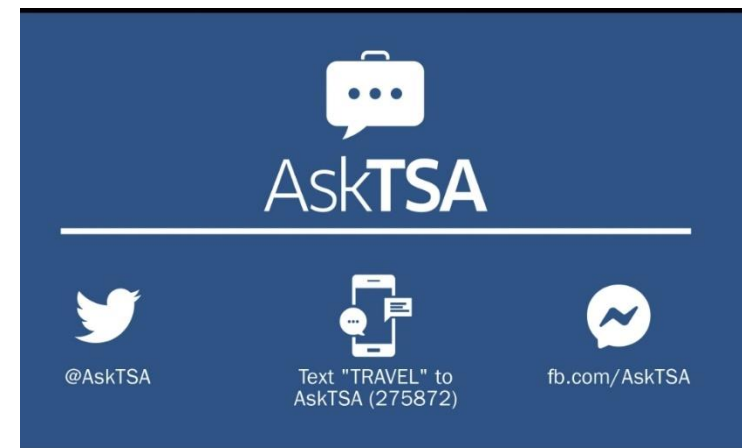
PASSENGER SUPPORT SPECIALIST

Assistance onsite to identify and resolve traveler-related screening concerns at checkpoints

TSA CONTACT CENTER

866-289-9673

The agency's helpline to answer questions



Risk-Based Passenger Screening

An intelligence driven, risk-based approach to passenger screening, based on the following principles:



The majority of airline passengers are low risk



The more information available on each passenger, the easier it is to assess risk



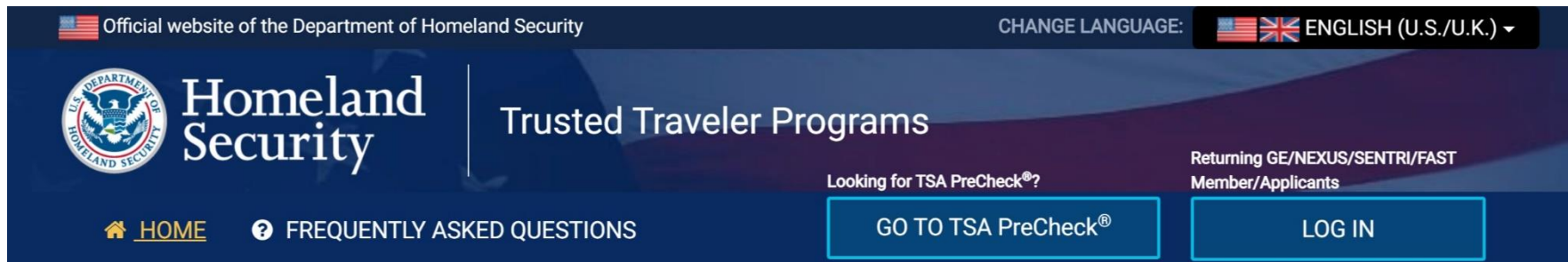
TSA optimizes screening processes and the use of technology to gain system-wide efficiencies



Increasing security by focusing on unknowns helps to expedite known/trusted travelers

DHS Trusted Traveler Programs – Which is right for travelers?

The U.S. Department of Homeland Security provides a trusted traveler tool at <http://dhs.gov> to help travelers determine the right program for them.



Not sure which one? Find the program that best suits your travel needs.

Citizenship	Average flights per year		Other considerations	
Which country are you a citizen of?	International Air	Domestic Air	Yearly trips to Canada	Yearly Trips to Mexico
<input type="text" value="--"/>	<input type="text" value="0 Trips"/>	<input type="text" value="0 Trips"/>	<input type="text" value="0 Trips"/>	<input type="text" value="0 Trips"/>
Do you have a passport (machine-readable)? <input type="text" value="?"/>				
<input type="text" value="--"/>				
Are you a commercial driver? <input type="text" value="?"/>				
<input type="text" value="No"/>				
<input type="button" value="Show Best Match"/>			<input type="button" value="Reset"/>	

Trusted Traveler Program Options



Departures from U.S.
Airports

\$78 USD
new enrollment



Travel by Air

Eligibility

U.S. citizens and U.S. lawful
permanent residents



Entry into the U.S. from
International Destinations

\$100 USD



Travel by Air, Land and Sea

Includes
TSA PreCheck®

Eligibility

U.S. citizens, U.S. lawful
permanent residents, and
select foreign nationals



Application Processing Time:
4-6 months



Entry into the U.S. from
Canada

\$50 USD



Travel by Air, Land and Sea

may include
TSA PreCheck®

Eligibility

U.S. citizens, U.S. lawful
permanent residents, Canadian
citizens, Canadian permanent
residents, and Mexican
nationals



Application Processing Time:
12-14 months



Entry into the U.S. from
Canada and Mexico

\$122.25 USD



Travel by Air and Land

may include
TSA PreCheck®

Eligibility

U.S. citizens, U.S. lawful
permanent residents and all
foreign nationals.



Application Processing Time:
10-12 months

Global Entry Enrollment Process Overview

Two benefits for the international traveler:


- Expedited processing by CBP upon U.S. arrival
- TSA PreCheck eligibility





2 Step Process

Online Application

(approx. 45 min to complete)

1 
Create
Trusted Traveler
Program account
<https://ttp.cbp.dhs.gov/>


2 
Log in
to your account to
complete the
application

3 
Pay
the \$100 non-
refundable fee




In Person Interview

(approx. 20 min to complete)

1 
Upon conditional approval, your account alerts you to schedule an interview at:
[Global Entry Enrollment Center](#)

- 105+ locations nationwide plus [65+ Enrollment on Arrival locations](#).
- Notification delivered a few weeks from application submission
- Appointment varies by location

2 
Designated CBP Officers conduct Global Entry interview and collect traveler's biometrics
Global Entry Interview

- Identity documented scanned
- Fingerprints taken
- Interview with CBP Officer
- If approved, applicants leave with PASS ID#

Program Benefits are valid for 5 years

Global Entry: Enrollment on Arrival

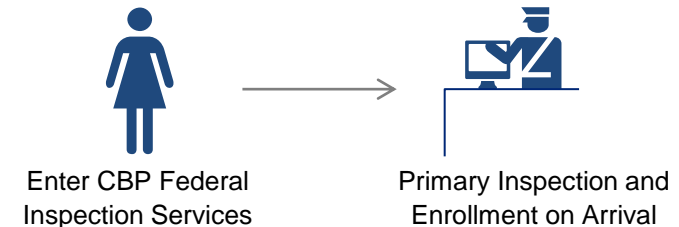
CBP has 106 enrollment centers to process Trusted Traveler interviews, but the success and growth of Global Entry (GE) has created a high demand for enrollment center appointments. To address this need, CBP launched **Enrollment on Arrival (EOA)** in July 2017, providing an alternative to scheduling and waiting for a GE interview. Conditionally approved GE applicants arriving on international flights can now complete their GE enrollment at a primary inspection booth within the Federal Inspection Service area at 69 airports.



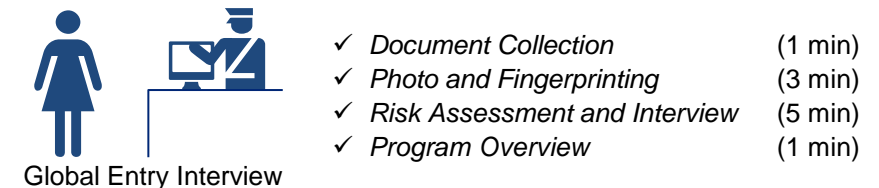
- 1 Conditionally approved applicants are notified of the option to enroll on arrival



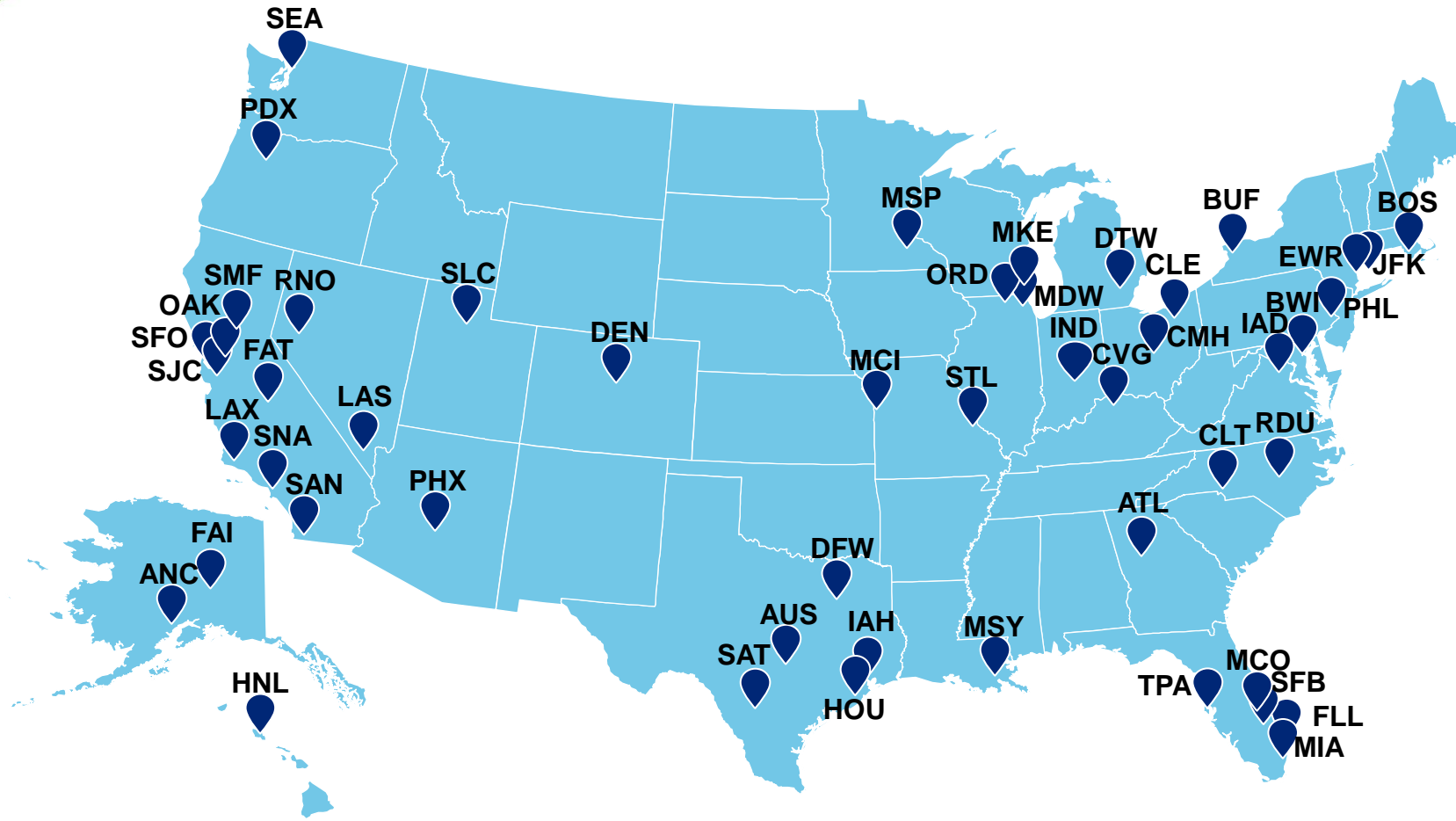
- 2 Upon arrival, travelers are directed through the airport's specified lane for Enrollment on Arrival



- 3 Designated CBP Officers conduct Global Entry interview and collect traveler's biometrics



Global Entry: Enrollment on Arrival



Additional International Sites:

- Abu Dhabi (AUH)
- Aruba (AUA)
- Bermuda (XKF)
- Calgary (YYC)
- Dublin (IDW)
- Edmonton (YEG)
- Halifax (YHZ)
- Montréal (YUL)
- Nassau (NAS)
- Ottawa (YOW)
- Quebec (YUL)
- San Juan (SJU)
- Shannon (INN)
- Winnipeg (YWG)
- Toronto (YYZ)
- Vancouver (YVR)

Enrollment on Arrival has **launched at 65+ airports**

TSA Pre[✓][®]

Travel With Ease



Enroll at [tsa.gov](https://www.tsa.gov)

TSA PreCheck Passenger Experience



TSA PreCheck® Experience:

- Access to TSA PreCheck lanes in 200+ airports
- Quicker transit through airport security screening
- Children 12 and younger can join parent/guardians in the expedited lanes

With TSA PreCheck® you **do not** need to remove:



✓ shoes



✓ laptops



✓ 3-1-1 liquids



✓ belts



✓ light jackets

TSA will always incorporate unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.

TSA PreCheck Quick Facts

15 Million+ Active Members

450+
TSA PreCheck® Lanes at
200+ U.S. Airports

550+
Total Enrollment Centers

85+
Total Participating Airlines

92% of TSA PreCheck® Passengers Wait

5 Minutes or Less

25+ U.S. Based Participating Airlines

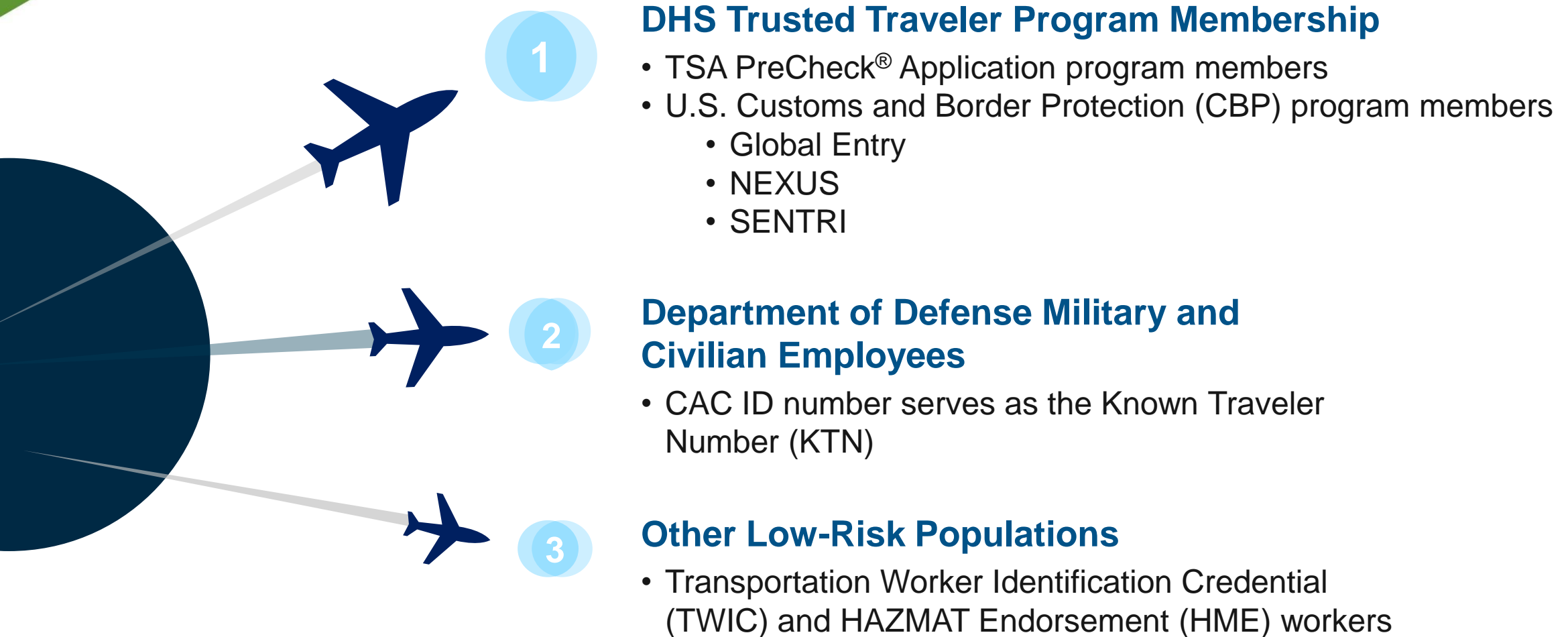
60+ Non-U.S. Based Participating Airlines

TSA PreCheck Airline Participation

- 85 airline partners participate and embed the TSA PreCheck indicator on the boarding pass. View the full list at tsa.gov/precheck/participating-airlines
- The Top 7 U.S. carriers and their subsidiaries account for almost 90% of all TSA PreCheck passengers
- The Top 7 U.S. airlines represent > 80% of passenger volume traveling through U.S. airports daily
- Non-U.S. based participating airlines recently added include



TSA PreCheck Expedited Screening

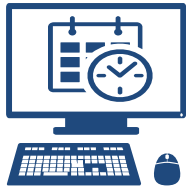


TSA PreCheck Application Program

2 Step Process to receive a Known Traveler Number (KTN)

1

Online Application (5-10 min)



Schedule an Appointment

- Last step of application is appointment scheduling
- 550+ application centers nationwide

2

In Person Appointment (10 min)



Attend Appointment

- Identity documents scanned
 - Birth Certify allows birth certificate lookup for a fee
- Fingerprints collected
- Application Fee collected
- Photograph taken

Most applications approved in 3-5 days

Look up your KTN

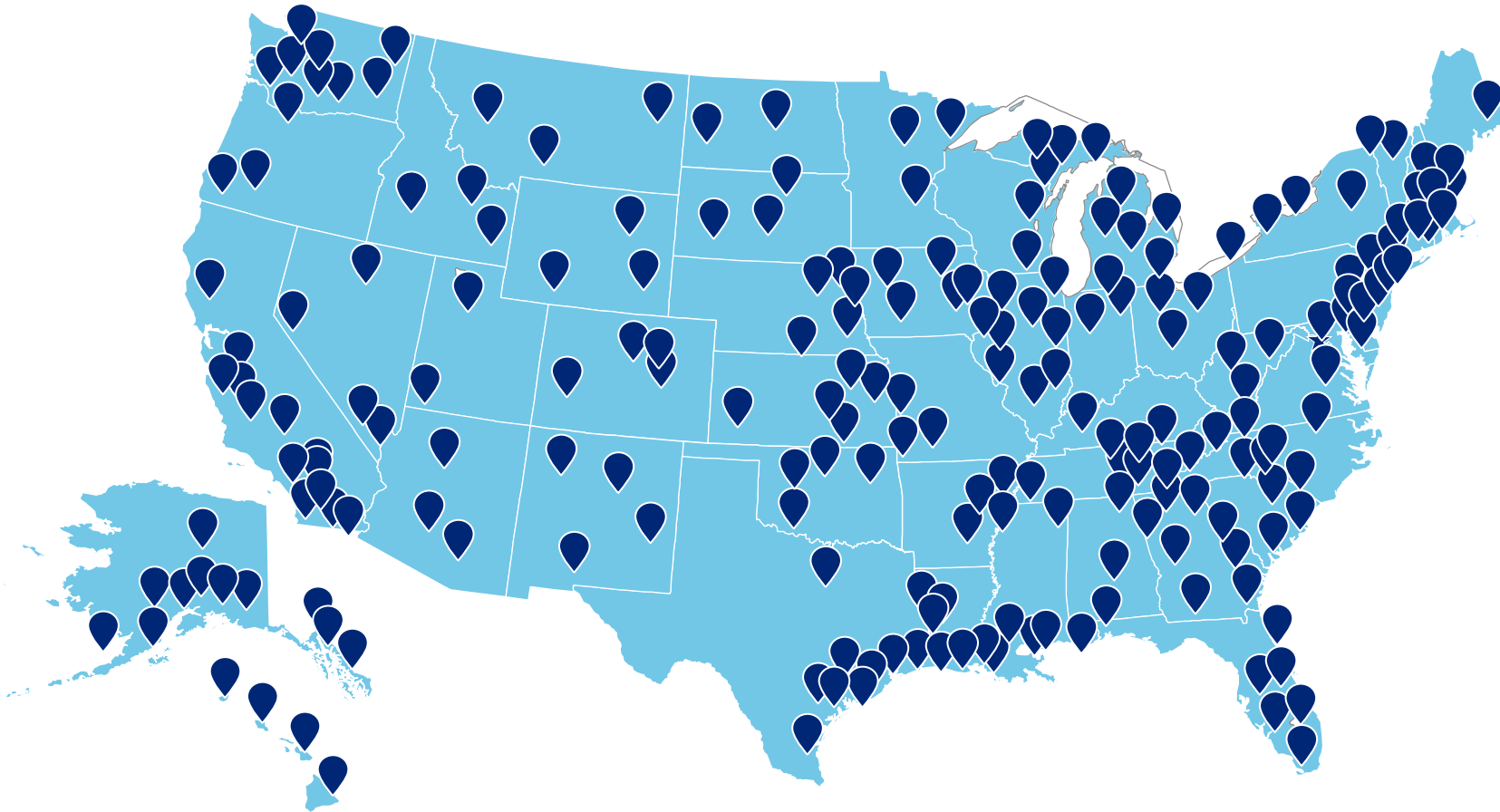
TT9999999

KTN is valid for 5 years

- [Check status online](#)
- Applicants will receive approval notification via e-mail or text.

No passport required — enjoy expedited screening when departing from U.S. airports.

TSA PreCheck Enrollment Centers are Conveniently Located



Enrollment Centers:

- 550+ Locations, including 40+ Airport Enrollment Centers
- Additional locations will open based on marketplace demand
- Locations can be found [here](#)

Also in:
Puerto Rico
Guam
Samoa

TSA PreCheck Mobile Enrollment Services

Mobile enrollment services are available for corporate offices, conferences, large meetings, and conventions.

Enrollment Provider

- Manages coordination and scheduling efforts
- Provides pre-enrollment and appointment scheduling
- Can help develop communications content for events

Requirements

- TSA PreCheck fee charged per applicant
- Minimum application enrollment number must be met; if not, there may be additional fees



Coming Soon – New TSA PreCheck Enrollment Providers

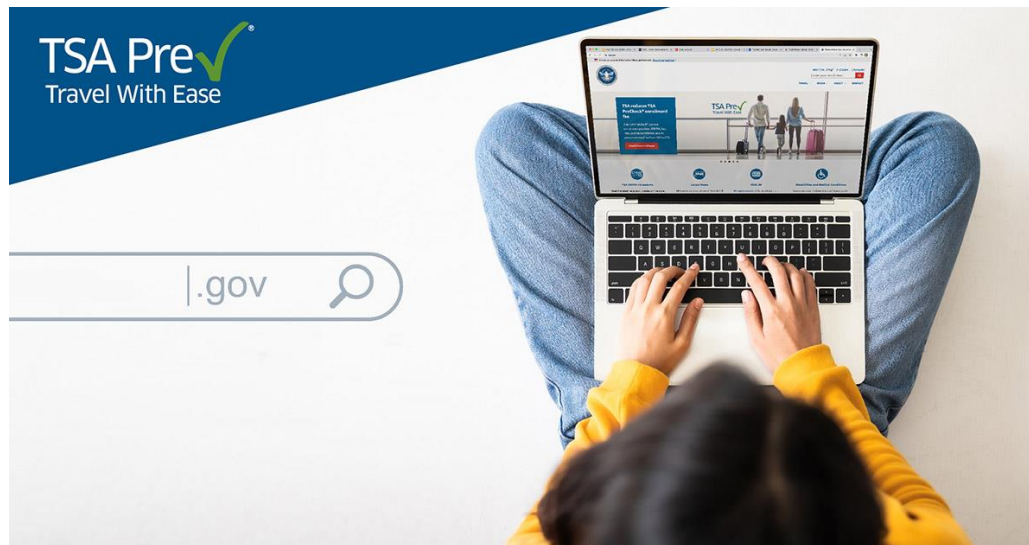
- New providers are in the soft launch process and will be available soon to travelers looking to renew or enroll in TSA PreCheck!
- More providers means more options:
 - new price points
 - new locations to enroll
 - new promotions and specials unique to each enrollment provider
- Check tsa.gov/precheck as your trusted source for information
- Renewing members will keep the same Known Traveler Number (KTN) regardless of the enrollment provider



Watch out for TSA PreCheck “Facilitator” Sites

Help protect your travelers by sharing these tips:

- To ensure no added fees are charged to travelers, only enroll via **.gov websites**
- If you are a first-time applicant, you only pay the enrollment fee in person, never up front
- Latest pricing for TSA PreCheck will always be featured on tsa.gov/precheck



Organizations offering Reimbursement for Application Fees

View all available credit card and loyalty programs at tsa.gov/precheck/credit-cards-offer

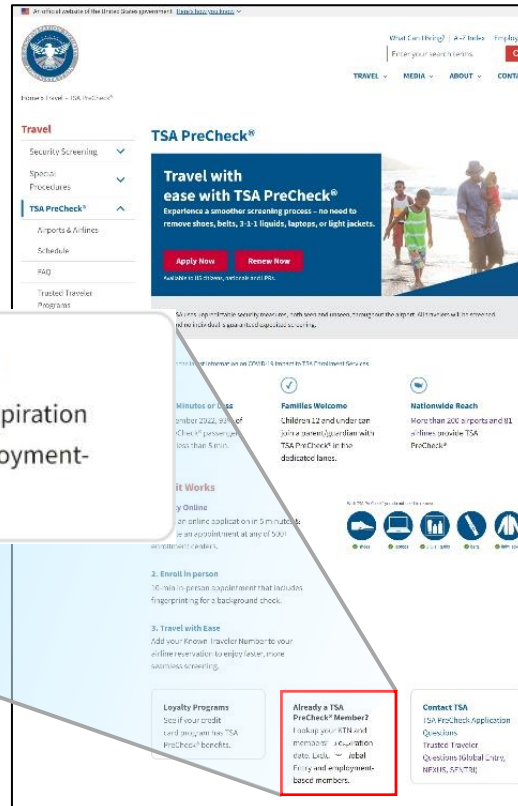


KTN Expiration Lookup

Unsure when your KTN expires? Check the date by following these steps!

1 Visit tsa.gov/precheck

2



Already a TSA PreCheck® Member?

Lookup your KTN and membership expiration date. Excludes Global Entry and employment-based members.

3 Enter your pertinent information

Legal Name

*First Name

Middle Name

*Last Name

*Date of Birth (MM/DD/YYYY)

*Method of Contact

Email

Country Code

Phone

No TSA PreCheck Indicator on your Boarding Pass?

Recently enrolled in TSA PreCheck and not receiving the benefits? Here are some things to double-check:



- Is the **name, date of birth, KTN**, and **gender** correct in all profiles? (Frequent Flyer and Travel Management Provider)
- Did the passenger recently get **married** and **change his/her name**?



Has the passenger **violated** any **TSA Security Regulations**?



Has the traveler's **Global Entry** Membership or **Passport expired**?



Has the traveler recently **updated** his/her **account**?

- Airline Frequent Flyer Account Profile
- Travel Management Company Account Profile
- For CBP Programs, the PASS ID serves as the KTN

Known Traveler Number (KTN) a Few Examples

Population	# of Characters	Letter Prefix	Example	Notes
TSA PreCheck Application Program	9	TT	TT1234567	Alpha Numeric
Global Entry/ NEXUS/ SENTRI	9	<none>	981743284	Numeric
DOD (Military & Civilian)	10	<none>	1401762236	Numeric

Travel Tips

- **Arrive early** and carry on kindly. Travelers should give themselves plenty of time to account for traffic, parking, rental car returns, airline check-in, security and making any airport purchases before boarding a flight.
- **Pack smart** – start with an empty bag and ensure you do not have any prohibited items. To avoid delays, passengers should view TSA’s [“What Can I Bring?”](#) page and begin packing with a bag that is empty.
- **Be checkpoint ready.** Arrive at the checkpoint with a mobile or printed boarding pass and [valid ID](#) readily available. When approaching the screening area, remember to empty pockets and place the contents in a bin or carry-on bag. Those without TSA PreCheck must remove large electronics and 3-1-1 liquids from carry-ons.
- **Remember the 3-1-1 Liquids Rule.** Passengers may bring a quart-sized bag of [liquids, aerosols, gels, creams and pastes](#) through the checkpoint as long as each item is 3.4 ounces or less. Liquids over 3.4 ounces must be packed in a checked bag.
- **Tweet @AskTSA.** Unsure if an item is allowed through security? Issues receiving TSA PreCheck on your boarding pass? Get live assistance by tweeting your questions and comments to [@AskTSA](#), weekdays, 8 a.m. to 10 p.m. and weekends/holidays, 9 a.m. to 7 p.m.
- **Apply for a Trusted Traveler program**, such as [TSA PreCheck](#), [Global Entry](#), [NEXUS](#), and [Sentri](#). These programs help improve security and reduce wait times.

Additional Assistance – Right from Your Phone

Great resources for more convenient and efficient trips can be found on the go with MyTSA App. Providing up-to-date information and customizable options like:

MyTSA

Storing a KTN

Known Traveler Number

TSA PreCheck®

To receive access to the TSA PreCheck® lanes, you must include your known traveler number (KTN) in your airline reservation.

For your convenience, you can keep track of your KTN by storing it here.

Enter your KTN

KTN Number

Save

NOTE: Your KTN will be saved locally to your device. TSA will not have access to this.

Setting home airports

My Airports

Favorite Airports

IAD Washington Dulles International Airport
Dulles, Virginia

FAA Delay: None | Estimated Wait Time: 0 - 15 mins | TSA PreCheck®: Open

See More Details

DCA Ronald Reagan Washington National Airport
Arlington, Virginia

FAA Delay: Delayed | Estimated Wait Time: 0 - 15 mins | TSA PreCheck®: Open

See More Details

Closest Airport - San Diego, CA

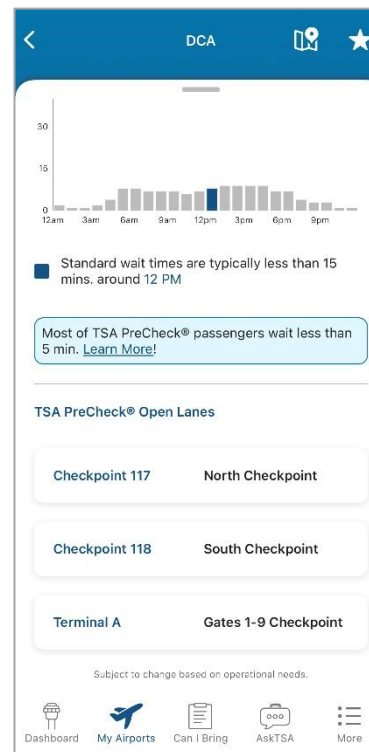
SAN San Diego International Airport
San Diego, California

FAA Delay: None | Estimated Wait Time: 0 - 15 mins | TSA PreCheck®: Open

See More Details

Dashboard | My Airports | Can I Bring | AskTSA | More

TSA PreCheck Lane Hours



Contacting TSA

Get In Touch

AskTSA

We are open!

Questions? Comments? Contact us for live assistance

Weekdays: 8 AM to 6 PM ET
Weekends: 8 AM to 6 PM ET

Messenger | Twitter

Contact Information

TSA Contact Center

TSA Cares (Disability Help Line)

TSA Website

Follow Us On Social Media

f | | | | |

Dashboard | My Airports | Can I Bring | AskTSA | More

...and so much more!

More

Travel Guides

Travel Checklist | Identification | Liquids Rule

Resources

Known Traveler Number

Settings

Location Services

Notification Services

Dashboard

Information

Launch Tutorial

About Wait Times

Dashboard | My Airports | Can I Bring | AskTSA | More

TSA Identity Management

Device Engagement with Credential Authentication Technology (CAT-2)

Passenger Journey

1. Traveler taps their phone OR places their phone under the scanner
2. CAT-2 takes a live photo of the passenger
3. CAT-2 requests identity data (i.e., name, DOB, photo) from the digital ID (including mobile driver's licenses)
4. Traveler consents to release requested info to CAT-2 on linked device
5. CAT-2 processes biographic data and matches photos
6. User proceeds to screening
7. Live photo overwritten with next passenger

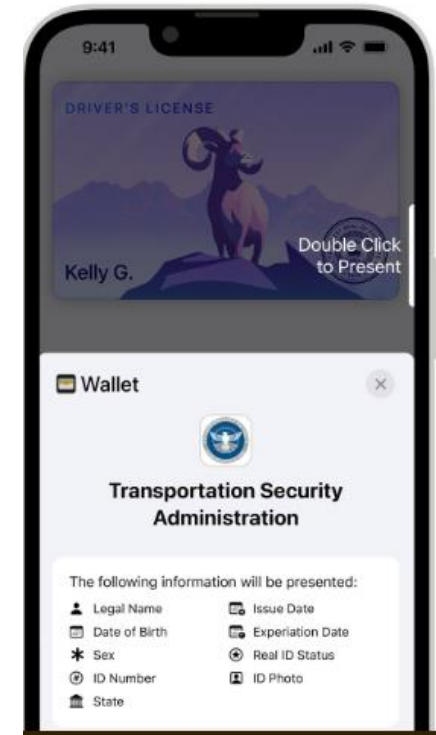


Improving Traveler Experience with Biometric and Digital Identity Solutions – Exclusive to TSA PreCheck

At select airports, TSA PreCheck travelers can look into the camera at bag drop, the security checkpoint and the boarding gate to use biometric identity. Eligible passengers must check-in on their mobile device and consent to be a part of this pilot.



At select TSA PreCheck checkpoints, an eligible passenger initiates a digital ID (including mobile driver's license) transaction with CAT-2 by scanning a QR code or tapping a linked device. The passenger will see an alert on their mobile device with a summary of the data being shared with TSA and will be asked to consent to send that information to TSA for identity verification purposes.



We're Here to Help!

Help is always just a click, call or tap away at tsa.gov/contact/customer-service

Questions/Comments:
TSA PreCheck® Marketing &
Branding:



Marketing and Branding
Division

TSA_Marketing@tsa.dhs.gov

Specific Traveler Issue
Investigations:



TSA Contact Center

[FAQ](#)

Ph: 1-866-289-9673

E: TSA-ContactCenter@dhs.gov

Mon - Fri: 8 am – 11 pm ET

Weekends/Holidays: 9 am – 8 pm ET

All Other Inquiries



@AskTSA on Twitter, FB
Messenger and Apple Messages
OR

By Text to AskTSA (275-872) on
your mobile device

Daily: 8 am – 6 pm ET



Marketing and Promotion

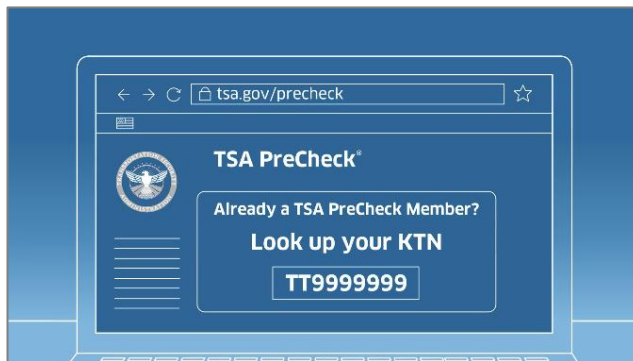
We invite you use our toolkit so your traveling with ease becomes even easier for your travelers.

Campaign Toolkit

- Videos
- Social Content
- Digital / Web Banners
- Airport Signage



Campaign assets available for [download at box.com](#)



Video Content



Social Content



TSA PreCheck® Highlights

It's Better to Travel Together.

Make sure everyone you travel with has TSA PreCheck, so you can all enjoy a more seamless travel experience. Whether you're flying with family, friends, or business colleagues, when the TSA PreCheck indicator appears on your boarding pass, there's no need to remove shoes, laptops, 3-1-1 liquids, belts or light jackets in security. You not only move through security screenings quicker, but your party gets to remain together. Share the word, and [this link](#), with your travel companions.

With TSA PreCheck® you **do not** need to remove:



TSA Brand Resources



**TSA House
Style Guidelines**

TSA Branding Guidelines – Available Upon Request

TSA Pre 

**TSA PreCheck[®]
Brand Guidelines**

[TSAPrecheck Branding Guidelines](#)

