

TB2- Got Registered Traveler? Get it, Got it, Go!

Tuesday, July 29th
11:00am – 12:15pm

Presented GLP Designation Project Team Members:

Janie Hansen- Port of Portland

Tina Itschner - HNTB

Gary Murakami- The Ritz Carlton Hotel – San Francisco

Lisa Stanford – ConocoPhillips Company

Debbie Welder – CHG Healthcare

Session Objectives

- Panelist Introductions
- Historical Overview of the RT program
- Key Stakeholder positions on RT
- Moderator Questions to Panelist
- Question and Answers

Industry Professionals

Moderator:

Debbie Welder – CHG Healthcare and GLP Team Member

Panel

- Air Transport Association (ATA)
Christopher Bidwell – Managing Director of Security
- Airports Council International of North America (ACI-NA)
Charles Chambers - Sr. Vice President
- National Business Travel Association (NBTA)
Bill Connors – Executive Director & COO
- Transportation Security Association (TSA)
J. Bennet Waters – Deputy Assistant Administrator



**Homeland
Security**

REGISTERED TRAVELER

From Pilot Program to Business Opportunities for Growth

J. Bennet Waters – Deputy Assistant Administrator
Transportation Security Administration

History of Registered Traveler

- Established under §109(a)(3) of P.L. 107-71 (ATSA) and initially tested under two TSA-sponsored pilots in 2004 and 2005
- Interoperability Pilot (RTIP) outlined in November 24, 2006 *Federal Register* notice
 - Market-driven program offered by the private sector – in partnership with regulated entities and under the supervision of TSA:
 - Vendors were responsible for enrollment, verification and related services;
 - Airport and aircraft operators (a/k/a “sponsoring entities”) oversaw service providers and ensured such providers complied with RT requirements; *and*
 - TSA set program standards, provided general oversight, conducted the basic background check and performed ALL physical screening at checkpoints.
- There are currently three active RT service providers:
 - CLEAR: 16 locations
 - Vigilant: 2 locations
 - FLO: 1 location

Key Findings

- The RTIP has reached its logical endpoint:
 - 19 locations at present; anticipate 20th and 21st proposals in coming weeks
 - Market interest suggests opportunities to expand beyond the current footprint, but expansion must be guided by the lessons observed during the RTIP:
 - Biometrically-enhanced identity verification is one element of a multi-layered approach to aviation security
 - Technology has not evolved as rapidly as initially expected (though R&D continues)
- There are redundancies with current TSA practices and the RT STA:
 - Key elements largely duplicated existing Watch List checks conducted on **all** travelers; other features are not central to determining passenger threats to aviation security
 - Ongoing threats posed by “clean-skin” and non-traditional operatives makes it impossible to extend security benefits on the basis of a cursory background check
 - Enhanced **Identity verification** is the core benefit of RT, and private-sector service providers have proven the ability to biometrically link identity to cardholders

Path Forward

- Lift the cap and allow expansion beyond 20 locations
- Recognize RT cards as valid ID media for Federal purposes (***once they include required features***)
- Eliminate the \$28 fee and USG background check requirement
- Reinforce RT as a private-sector *identity verification* program
- Decentralize RT relationships as ATSA envisioned:
 - Allow individual airports/airlines to determine how to manage their queues
 - Amend applicable security programs plans to reflect local RT configurations
 - Maintain existing interoperable standards, but allow commercial sector to determine reciprocal usage and transfer fees after 12-month phase out of current requirements

Path Forward (*continued*)

- Encourage continued private sector participation and innovation:
 - Continue to pursue technology enhancements that improve TSA’s ability to focus on the person and the threat, not simply on objects (*e.g., laptop bags*)
 - Maintain vigorous lab and live-environment testing
 - Seek to implement those technologies proven to improve security at **ALL** airports, not just in premium lanes or for RT members
- Maintain TSA’s focus on a layered approach to timely screening for all air travelers:
 - “Black Diamond” self-select pilots
 - Checkpoint Evolution and the “**people** – **process** – **technology**” triad
 - **Secure Flight**: Intelligence driven, tailored focus on individuals based on potential threat to aviation security (No-Flys, Selectee screening)

Impact on Stakeholders

RT Members	Service Providers	Sponsor Entities	Technology R&D	USG / TSA
<ul style="list-style-type: none"> • Could see immediate \$28 reduction in enrollment fee • No change in current benefits: <ul style="list-style-type: none"> – Enhanced card accepted as proof of ID – Continued use of concierges (<i>where available</i>) – 12-month interoperability grandfathering for current cardholders 	<ul style="list-style-type: none"> • No limit on number of locations • After 12-month phase out of the interoperability requirement, commercial sector is responsible for addressing interoperability fee issues • Vendors free to compete based on any combination of process, technology, services or market penetration 	<ul style="list-style-type: none"> • Lifts the current limit on number of locations • Continue to manage queue decisions and processes at the local level • Continue to submit security plan amendments reflecting local operations to TSA 	<ul style="list-style-type: none"> • Encourages continued R&D on innovative solutions (e.g. laptop bag) • Reaffirms USG commitment to standards-based lab and live testing • Reinforces USG intent to deploy effective technologies at ALL airports (not just RT locations or lanes) 	<ul style="list-style-type: none"> • Eliminates the \$28 fee • Stops performing background checks during RT enrollment • Continues all pre-departure WL matching based on PNR data • Makes all security decisions for passenger screening

Panel Discussion

Questions and Answers

Additional resources available:

TB2- Registered Traveler
Executive Summary available from NBTA

Thank you for your participation!

So that we may serve you better...

**Please complete the session evaluation
on your way out.**

We look forward to welcoming you back next year!

San Diego, CA * August 23-26, 2009

Moderator:

Debbie Welder is the Director of Travel for CHG Healthcare Services. As a part of Operational Services, she is responsible for delivering a comprehensive travel management program for 5,500 travelers. Debbie began her travel career with Delta Air Lines in 1990 after graduating from Utah State University with a Bachelor of Science degree in Parks and Recreation. Debbie transitioned from supplier to buyer by joining CHG in 1997 as Manager of Travel. Debbie is a founding board member of the Utah Business Travel Association and serves as the current UBTA President. She was recently elected as the NBTA Chapter President's Council Vice President and will serve in this role until 2009. Debbie earned her CCTE in 2007 and completed the Global Leadership Professional program in 2006. Currently she is enrolled in the inaugural GLP Designation program and will graduate in 2008.

Christopher R. Bidwell is the Managing Director of Security at the Air Transport Association, representing member carriers on aviation security issues. Previously, he served as manager – corporate security for American Airlines, responsible for oversight and compliance with federal security standards and regulations. At Reno Air, he served as director – safety and security, and managed the company’s emergency response program. Prior to joining Reno Air, he served as senior staff investigator – inflight safety and staff engineer – occupational and environmental safety at United Airlines where he was responsible for ensuring the safety of passengers, employees, aircraft and ground equipment. He is a multi-engine, instrument-rated commercial pilot and has a Master of Science in Aviation Safety from Central Missouri State University and a Bachelor of Arts in Psychology from the University of Missouri – St. Louis.

Charles Chambers joined ACI-NA in December 2005 and is the association's Senior Vice President for Security and Facilitation. He oversees the industry's policy initiatives and programs related to public safety, security, and facilitation. Chambers has more than 20 years of experience working extensively with airports, airlines, industry associations, regulatory agencies, financial institutions, and the U.S. Congress. Before joining ACI-NA, Chambers served as Senior Vice President, Government Relations and Policy Analysis, for InterVISTAS-ga2 Consulting. Before consulting, he served as a Senior Management Analyst with the U.S. Government Accountability Office and as a Professional Staff Member with the Aviation Subcommittee of the U.S. Senate Commerce, Science, and Transportation Committee. In 2005, Chambers served as Chair of the Airport Consultants Council (ACC) Board of Governors. Recognized widely for his expertise in developing analytically driven policy positions and strategies, he is a member of the Transportation Research Board (TRB) of the National Academies and serves as Chair of the TRB Aviation Economics and Forecasting Committee. Chambers holds a master's degree in public administration and bachelor's degrees in political science and psychology from West Virginia University.

Bill Connors is the Executive Director and COO of the National Business Travel Association. Bill has been in this role for more than five years, during this term NBTA has grown dramatically around the globe. Bill held senior executive positions at the American Society of Travel Agents and The Travel Institute prior to coming to NBTA. He was appointed by Transportation Secretary Mineta to the Next Generation Air Transportation System Board, and serves on the Boards of the Convention Industry Council, The Travel Industry Association and various other bodies. He has been appointed to the US Chamber of Commerce's "Committee of 100," representing the 100 most influence association executives in the US. He has testified three times before the US Congress on the Registered Traveler Program and has been featured on CNN, MSNBC, ABC World News, NPR, and in majors US newspapers. He holds four masters degrees and resides with his wife in Alexandria, VA.

J. Bennet Waters is Deputy Assistant Administrator for Transportation Security Network Management in the US Department of Homeland Security's Transportation Security Administration. Dr. Waters coordinates security policy development and implementation across nine surface and aviation modes of transportation. Prior to this assignment, Dr. Waters was Chief of Staff to the Assistant Secretary for Health Affairs. Dr. Waters' doctoral research focused on regional preparedness and response to a biological attack with smallpox. His recent academic endeavors have examined the role of inter-government relations in disaster management, on which he published a book chapter in 2005. Dr. Waters is on Intergovernmental Personnel Act (IPA) assignment from the University of North Carolina at Chapel Hill, where he is Clinical Assistant Professor and Deputy Director of Executive Programs in the School of Public Health's Department of Health Policy and Administration. Dr. Waters received a B.A. with Honors in Medical Ethics from Davidson College; a Master of Public Health with a concentration in Health Law from the Boston University School of Public Health; and a Doctorate in Health Administration from the Medical University of South Carolina, where he was inducted into the College of Health Professions' Honor Society and received the Dean's Award for Outstanding Academic Performance. Dr. Waters has presented, written and published extensively on emergency preparedness and disaster management.