

# REGISTERED TRAVELER

Presented by the NBTA Global Leadership Program Designation Group  
July 29, 2008  
Los Angeles CA

## Historical View of the Registered Traveler Program

The National Registered Traveler program was created as a result of the terrorist attacks of September 11, 2001. Prior to this historical tragedy, the government had in place the CAPPS I (Computer-Assisted Passenger Pre-Screening) Program, which was designed to verify ticketed passengers with a master database containing information on individuals assigned various threat levels. The next generation CAPPS II following the events of 9/11 involved more in depth assessment with the database as a means for identification and/or denial of flight wherein all luggage was screened. Upon determination that the CAPPS II initiative violated the Privacy Act of 1974 that prohibits the government from utilizing a database of secret information, the program was cancelled in 2004.

The Registered Traveler (RT) Program materialized in 2005 with the private/public partnership with the TSA (Transportation Security Administration) and the Registered Traveler Interoperability Consortium (RTIC) which established standard and regulations for various private Enrollment Providers signing up participants for the voluntary program. The intent of RT was to establish metrics/procedures to screen frequent travelers initially with a background check identifying those that are minimal security risks and provide those individuals with an expedited security checkpoint experience.

According to the Aviation and Transportation Security Act (ATSA), the RT model was to “establish requirements to implement trust passenger programs and use available technologies to expedite security screening of passengers who participate in such programs.” TSA would continue to maintain responsibility for the oversight of the physical security screenings and for the enforcement of key program standards. Enrollment providers would gather biographic and biometric data from the RT application for submission to the Central Information Management

### INSIDE THIS DOCUMENT

Historical Review	1
Key Stakeholder Positions	2
Survey Results	3
Top 10 Things to Consider	4
Acronyms and Definitions	4
Common Terms and Definitions	4
Vendor Comparison Guide	5
Airport Locations	6

System (CIMS) database for review by TSA to determine security threat assessment. The private service providers would then retain the management of a program that would allow for interoperability with the Central Information Management System (CIMS) with government certification/oversights of a program that allows pre-screened travelers access to a reserved security lane and a shorter wait time.

The RT Program continues to evolve as new standards, policies and technology surface. Service providers have continued to enhance the RT program with additional benefits to enhance the viability and value beyond the checkpoint. Registered Traveler, however, continues to be controversial as the specific value for the program beyond the “front-of-line” and predictability of wait time is yet to be assessed. The privatization of the program through various service providers has allowed TSA to continue to focus on security assessment for higher risk individuals and to ensure an additional layer of security.

Currently, 18 airports throughout the United States have the RT program operational under the product names of Clear, rtGo and Preferred Traveler. Several other airports are in the process of implementing the Registered Traveler program. Other airports have requested for TSA to evaluate/approve implementation. While there are several suppliers providing the RT program, the TSA directive is to ensure national interoperability among providers at participating airports and to maintain the established role of establishing security measures and program standards.

Unless noted, the expressed and written views outlined in the enclosed materials do not necessarily reflect the views of NBTA, The NBTA Foundation, its staff, or board members.

## Key Stakeholder Positions

Information below was directly given by Stakeholders

### **Air Transport Association (ATA)**

ATA opposes Registered Traveler and firmly believes that limited TSA resources should not be diverted from efficiently and effectively screening all passengers, to a program that provides limited and questionable benefits for some customers

RT is not a security program and only allows participants to go to the front of the line – a benefit that frequent flyer lines provide at no cost.

Our members are concerned that the program over-commits and under-delivers to some of their best customers.

### **Airport Council International – North America (ACI-NA)**

That implementation of RT is an airport-by-airport management decision driven by the specific circumstances at an airport.

That RT service at an airport should not in any way diminish the service quality and efficiency of the regular screening checkpoints.

That ACI-NA serves as a forum for airports, RT providers and other interested stakeholders to share information regarding the RT program.

### **Clear (RT Vendor)**

Clear supports registered traveler. Clear members enjoy multiple benefits at the airports in which Clear operates.

They are not forced to worry about unpredictably long lines; instead they can count on a hassle free experience at the airport with the assistance of attendants who act as concierges. Clear members pass through airport security faster, with more predictability and less hassle.

### **Fast Lane Option (FLO) (RT Vendor)**

FLO offers an RT program providing access to all RT lanes nationally and a multitude of exceptional door-to-door benefits beyond the lane at the lowest retail cost of any of our competitors today. FLO also provides on-site enrollment to corporations providing excellent customer service and convenience.

### **Vigilant Solutions (RT Vendor)**

Vigilant Solutions is of the opinion that each individual airport must decide whether or not Registered Traveler (RT) is a good fit for the respective facility and passenger base it serves.

Given the above we take a position that RT enhances security for all passengers while improving service quality and wait times at the existing security lanes.

### **National Business Travel Association (NBTA)**

Since September 12, 2001, security at our nations' airports has changed substantially, with passengers now coping on a daily basis with new and oftentimes cumbersome security requirements. And while the government had taken some steps to alleviate the frustrations faced by the traveling public, too little attention has been paid to new ideas that can facilitate movement through airports.

The private-sector led Registered Traveler program, which NBTA strongly endorses, suffers from tepid Transportation Security Administration (TSA) support and a lack of defined security benefits. Because this program is a potential productivity enhancing tool for "road-warriors", NBTA will continue pressing the Department of Homeland security to define benefits and set a path for their implementation, while also urging airports to adopt this critical risk-management program.

### **Transportation Security Administration (TSA)**

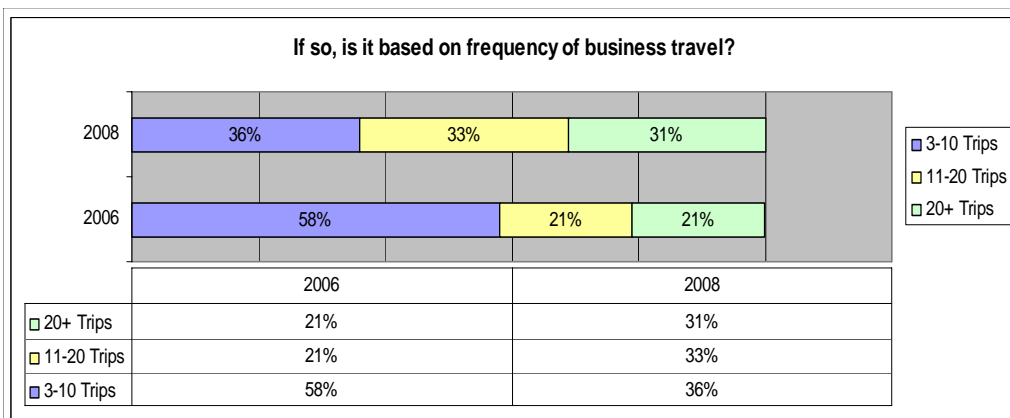
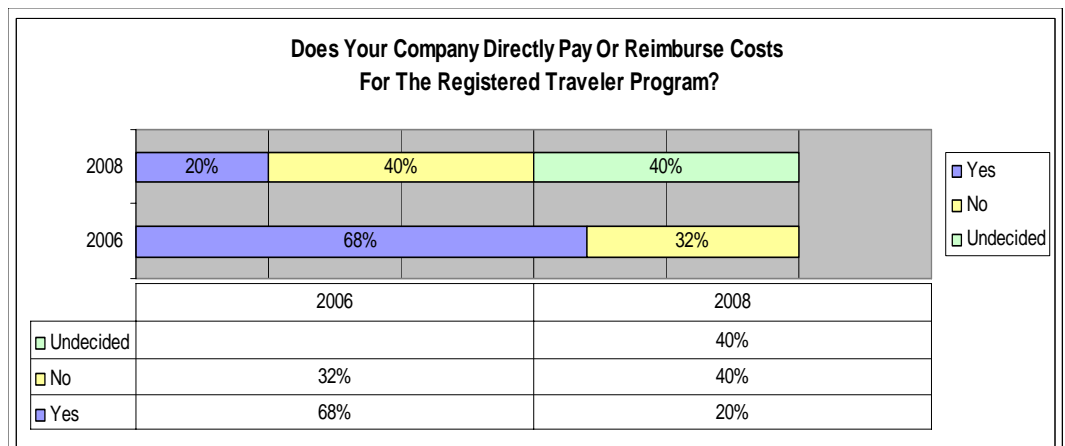
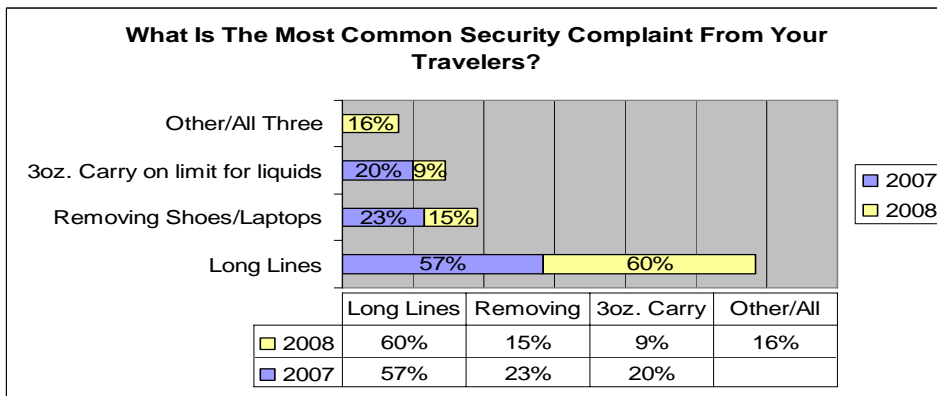
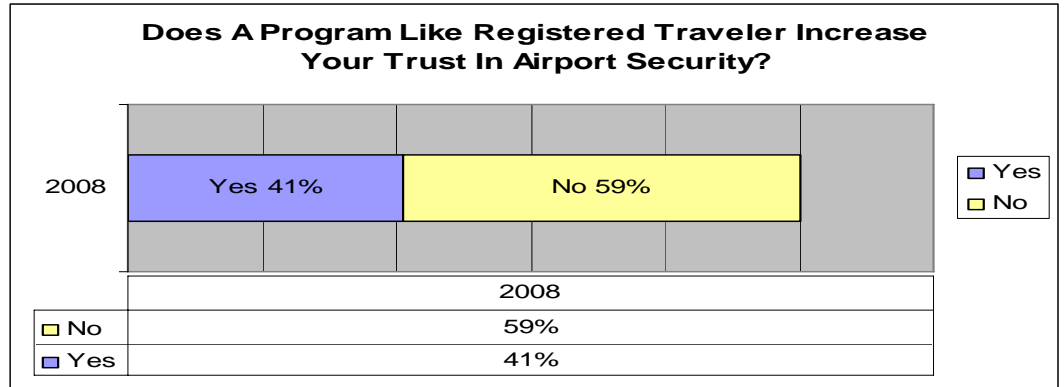
RT is a promising program that will be operated largely by the private sector with TSA providing a limited oversight role ensuring aviation security, data protection and compliance with program standards. Given that the RT program is not mission critical to aviation security, TSA has been challenged with balancing resources and time to the program. However, we remain committed to enabling the private sector to move forward with implementation.

TSA has a consistent process for the evaluation and testing, acquisition, deployment, and operation and maintenance of security technologies procured by the agency to meet a mission need. Since its inception, TSA has utilized this process with multiple vendors and believes vendor responsiveness and technology maturity significantly contribute to the approval process. In response to the RT program and the introduction of security technologies designed for an accelerated access control lane for passenger screening, TSA has developed a similar process that permits the rapid but thorough testing of any equipment proffered by the private sector to substitute for current security protocols. This process provides assurance to TSA that the technology introduced into the RT program will not compromise security.

We hope to see new improved technology in the market as RT matures, and look forward to continued technological success from private industry as they search for ways to make the RT service more successful. TSA will continue to work with the RT community and our network of airports and air carriers to advance our mission of securing our Nation's transportation network.

# Registered Traveler Survey Results

Survey conducted by NBTA with Corporate Travel Managers 2006-2008



## Top 10 items to consider when evaluating whether to implement the Registered Traveler Program within your Corporate Travel Program

1. Understand completely what the RT program is and what RT is not.
2. Realize that travelers still have to follow all TSA regulations (take laptops out of bags, remove shoes, etc).
3. Evaluate the airports: Do your most frequent traveled Airports currently have or are they considering implementing the RT program?
4. Are the enrollment locations easily accessible to your travelers?
5. Will the company reimburse for the cost of the membership? Is the benefit open to all travelers? Or would it be limited to a certain employee level or based on number of annual trips?
6. Evaluate the different RT vendors; pricing structure and benefits.
7. Conduct a productivity study based on average salary and potential time savings that could be achieved.
8. How would you determine if the RT program is a success within our company (Return on Investment)?
9. Determine how and who would manage the program. Managed within travel or by individual Departments or Business Units?
10. Design a communications plan to launch the program within your company.

## Registered Traveler Acronyms and Definitions

Acronym	Definition
AAAE	American Association of Airport Executives
ACI	Airports Council International
ASP	Airport Security Program
ATA	Air Transport Association
ATSA	Aviation and Transportation Security Act
CAPPS	Computer Assisted Passenger Screening
CHRC	Criminal History Records Check
CIMS	Central Information Management System
CRL	Card Revocation List
DHS	Department of Homeland Security
EP	Enrollment Provider
FIPS	Federal Information Processing Standards
RT	Registered Traveler
RTIC	Registered Traveler Interoperability Consortium
SE	Sponsoring Entity
SP	Service Provider
STA	Security Threat Assessment
T-STAS	Transportation Security Threat Assessment System
TSA	Transportation Security Administration
TSC	Transportation Security Clearinghouse
TSO	Transportation Security Officer
TTAC	Transportation Threat Assessment and Credentialing
V&V	Validation and Verification Process
VP	Verification Provider

**Central Information Management System (CIMS):** A system to aggregate, store and distribute information (on an as needed basis) to the entities participating in RT.

**Dedicated Lane:** TSA screening operation used exclusively for Registered Traveler Participants.

**Enrollment Provider (EP):** An RT Service Provider that collects the biographical and biometric information from RT Applicants, collects user fees from RT Applicants, and issues RT cards to RT participants. An Enrollment Provider may be the same entity as a Verification Provider.

**Integrated Lane:** TSA screening operation used primarily (but not exclusively) for Registered Traveler Participants.

**Interoperability:** The technical capability for any RT credential legitimately issued by an RT Enrollment Provider to work at the Kiosk of any authorized Verification Provider.

**RT Applicant/Participant:** An individual who has voluntarily supplied biographical and biometric data to an RT Enrollment Provider with the intent of joining RT and paying the associated user fee.

**Service Providers:** A term of collective reference for Verification Providers and for Enrollment Providers. References in this RT Model to the Service Providers' responsibilities do not relieve the Sponsoring Entities of accountability for assuring that the Service Providers' activities comply with TSA-set standards.

**Sponsoring Entity:** An airport or air carrier, subject to TSA regulations, that manages the RT program at a particular site or sites. These entities select and qualify all participating Service Providers in accordance with TSA standards.

**Transportation Security Officer (TSO):** Formerly known as Screeners, TSOs are the TSA personnel who operate the airport security checkpoint and conduct security screening of all persons entering the sterile area.

**Transportation Security Administration (TSA):** Responsible establishing qualification of RT Service Providers and regulatory oversight of the RT program.

**Verification Provider (VP):** RT Service Provider that verifies the identity of the RT Participant in the airport in accordance with TSA-issued RT standards; may be the same entity as an Enrollment

## Registered Traveler Vendor Comparison

Information as of June 15, 2008

Vendor	Verified Identity Pass, Inc	FLO Corporation	Vigilant Solutions
Product	Clear	rtGO	Preferred Traveler
Public Company	Privately-held company financed by Steven Brill, Lockheed Martin, General Electric, Lehman Brothers, among others	Yes	No
Airports	Atlanta, Albany, Cincinnati DC Reagan National, Washington Dulles, Denver Indianapolis, Little Rock New York JFK, New York LGA Newark, Oakland Orlando, Salt Lake City San Francisco, San José, CA Westchester	Reno (RNO)	Jacksonville (JAX) Gulfport (GPT)
Interoperable	Yes, but select lane benefits are only offered to Clear members including divesting and re-vesting concierges who speed throughput by 30%.	Yes	Yes
Base Annual Pricing	\$100 plus TSA vetting fee of \$28.00	\$70 Membership plus \$30 Government Fees	\$149 Silver Level (inclusive of TSA) + \$10 one-time Set Up Fee
Multiple Membership Levels	No – all benefits for all members	Yes Gold Ambassador (\$100) Platinum Ambassador (\$200) Global Ambassador (TBD)	Platinum Level Membership \$349 + \$30 one-time setup charge  Gold Level Membership \$249 + \$30 one-time setup charge  Spouse Level Membership \$125 + \$10 one-time setup charge  Child Level Membership \$100 + \$10 one-time setup charge
Corporate Discounts	Yes	Yes	Yes – minimum of 5 required
Corporate On-site Enrollment	Yes	Yes – 50 + per day Nationwide	Yes – minimum of 25 people and limited to JAX and GPT area only
Enrolment Locations	Nationwide on demand and over 30 retail locations in all cities where there are Clear lanes	TMC Partners – WAS, NYC Hilton Hotels (coming in August) – NYC, WAS, ATL, SFO, LAX, CHI Airport – RNO Unisys Office – Reston VA	Airports - JAX, GPT
Partners	AAA , American Express, Air France, AirTran Airways, BCD, British Airways, Cain Travel, Carlson Wagonlit, Casto Travel Fidelity ScoreCard Rewards, Flight 001 Flyfast, Flylite, Frontier, Hyatt Lawyers' Travel Service, Linden Travel, Luggage Forward, Marriott Rewards, Mastercard, Navigant, Orbitz for Business/Travelport , Ovation Travel, Peak Travel, Radius TaxiPass, The Travel Authority, Travel and Transport, Ultramar Travel Management, Virgin Atlantic, Wejetset.com, World Travel, Inc.	Microsoft , Unisys Smiths Detection, JP Morgan Chase, Business Travel Coalition, International RAM	None
Benefits Beyond the Lane	Clear's focus is on providing the best service for our members at the security line. Many of Clear's partners provide other travel industry benefits that our members can take advantage of	Yes – National and Local Including door-to-door Insurance benefits	Yes – Local JAX / GPT Only
Website	<a href="http://www.flyclear.com">www.flyclear.com</a>	<a href="http://www.flocard.com">www.flocard.com</a>	<a href="http://www.FLY-VIP.com">www.FLY-VIP.com</a>
Vendor Contact	Allison Beer Senior Vice President, Corporate Development (212) 332-6312 - Business <a href="mailto:abeer@verifiedidpass.com">abeer@verifiedidpass.com</a>	Fred Fischer SVP, Strategic Sales and Partner 336-499-5683 - Business 336-749-2112 - Cell	Julie Venditti Chief Technology Officer 904.242.0786 - Business 904.607.2583 - Cell

## Registered Traveler Lanes



The following NBTA GLP Project Members would like to thank you for your interest in the Registered Traveler Program

Janie Hansen– Port of Portland

Tina Itschner – HNTB

Gary Murakami– The Ritz Carlton – San Francisco

Lisa Stanford – ConocoPhillips Company

Debbie Welder – CHG Healthcare