

**Congress of the United States**  
**House of Representatives**

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM  
2157 RAYBURN HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-6143

MAJORITY (202) 225-5074  
MINORITY (202) 225-5051  
<http://oversight.house.gov>

May 11, 2015

The Honorable Jeh C. Johnson  
Secretary  
U.S. Department of Homeland Security  
Washington, D.C. 20528

Dear Mr. Secretary:

The Department of Homeland Security has four designated “Trusted Traveler Programs,” in which travelers are prescreened for expedited processing through DHS inspection systems. Global Entry is a U.S. Customs and Border Protection program that allows expedited clearance for pre-approved, low-risk travelers upon arrival in the United States. Participants may enter the United States by using automated kiosks located at select airports. The Transportation Security Agency’s (TSA) Pre-Check program allows low-risk travelers to access expedited security screening at participating U.S. airport checkpoints for domestic and international travel.

The traveling public and other stakeholders have raised questions about the implementation of the Global Entry and Pre-Check programs, particularly with respect to security and cost.<sup>1</sup> To assist the Committee, we request that the Department provide responses to the following requests for documents and information as soon as possible, but no later than 5:00 p.m. on May 25, 2015:

1. A detailed description of the procedures for reviewing applications and issuing approvals under the Global Entry and Pre-Check systems.
2. A detailed description of the process by which the Known Traveler Number (KTN) is used once it is issued, including an explanation of how the KTN is entered into airline databases, whether the KTN and identity of the traveler is made available to each participating airline, and how airlines use that information in the ticketing and clearance process.

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<sup>1</sup> Dep’t of Homeland Sec., Off. of Insp. Gen., *Allegation of Granting Expedited Screening through TSA Pre-Check Improperly*, OIG-15-45, Mar. 16, 2015, available at [https://www.oig.dhs.gov/assets/Mgmt/2015/OIG\\_15-45\\_Mar15.pdf](https://www.oig.dhs.gov/assets/Mgmt/2015/OIG_15-45_Mar15.pdf)

3. A detailed explanation of how the Global Entry card is issued, including whether the card user is automatically eligible to use TSA's Pre-Check lane, and whether the card can be used as an accepted form of identification at a TSA checkpoint.
4. Detailed material information about the Global Entry card, to include the cost to produce the card, and the method in which DHS issues it to recipients, including whether they are ever mailed. If they are ever mailed, include information about the frequency and number of cards returned to the Department.
5. The total number of applicants for the Global Entry card, including a breakdown sufficient to show the number of applicants who have been accepted, denied, and a reason for those denials.
6. The total number of applicants for TSA Pre-Check, including a breakdown sufficient to show the number of applicants who have been accepted, denied, and a reason for those denials.
7. The total amount DHS spends on marketing and advertising for Global Entry.
8. The total amount DHS spends on marketing and advertising for TSA Pre-Check.
9. The number of complaints DHS receives annually about Global Entry.
10. The number of complaints DHS receives annually about TSA Pre-Check.
11. Identify any actions by DHS in response to any audit or investigation by the Office of the Inspector General with respect to Global Entry. For each, identify the relevant audit or investigation.
12. Identify any actions by DHS in response to any audit or investigation by the Office of the Inspector General with respect to TSA Pre-Check. For each, identify the relevant audit or investigation.
13. The number of automated kiosks used to service the Global Entry program, including the number of machines currently not in service for any reason, a breakdown of the frequency these machines are broken and serviced, who is responsible for servicing the machines, and how problems with them are reported.

In addition, we request that you designate officials from the Department to provide a briefing to Committee staff regarding these documents and information no later than May 27, 2015.

The Honorable Jeh C. Johnson

May 11, 2015

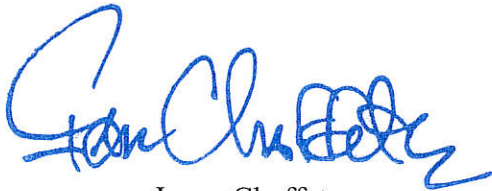
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The Committee on Oversight and Government Reform is the principal oversight committee of the House of Representatives and may at “any time” investigate “any matter” as set forth in House Rule X. An attachment to this letter provides additional information about responding to the Committee’s request.

When producing documents to the Committee, please deliver production sets to the Majority staff in Room 2157 of the Rayburn House Office Building and the Minority staff in Room 2471 of the Rayburn House Office Building. The Committee prefers, if possible, to receive all documents in electronic format.

If you have any questions about this request, please contact Art Arthur of the Committee staff at (202) 225-5074. Thank you for your attention to this matter.

Sincerely,



Jason Chaffetz  
Chairman



Ron DeSantis  
Chairman  
Subcommittee on National Security

cc: Elijah E. Cummings, Ranking Member

Stephen F. Lynch, Ranking Member  
Subcommittee on National Security

Enclosure

## Responding to Committee Document Requests

1. In complying with this request, you are required to produce all responsive documents that are in your possession, custody, or control, whether held by you or your past or present agents, employees, and representatives acting on your behalf. You should also produce documents that you have a legal right to obtain, that you have a right to copy or to which you have access, as well as documents that you have placed in the temporary possession, custody, or control of any third party. Requested records, documents, data or information should not be destroyed, modified, removed, transferred or otherwise made inaccessible to the Committee.
2. In the event that any entity, organization or individual denoted in this request has been, or is also known by any other name than that herein denoted, the request shall be read also to include that alternative identification.
3. The Committee's preference is to receive documents in electronic form (i.e., CD, memory stick, or thumb drive) in lieu of paper productions.
4. Documents produced in electronic format should also be organized, identified, and indexed electronically.
5. Electronic document productions should be prepared according to the following standards:
  - (a) The production should consist of single page Tagged Image File ("TIF"), files accompanied by a Concordance-format load file, an Opticon reference file, and a file defining the fields and character lengths of the load file.
  - (b) Document numbers in the load file should match document Bates numbers and TIF file names.
  - (c) If the production is completed through a series of multiple partial productions, field names and file order in all load files should match.
  - (d) All electronic documents produced to the Committee should include the following fields of metadata specific to each document;  
  
BEGDOC, ENDDOC, TEXT, BEGATTACH, ENDATTACH,  
PAGECOUNT, CUSTODIAN, RECORDTYPE, DATE, TIME, SENTDATE,  
SENTTIME, BEGINDATE, BEGINTIME, ENDDATE, ENDTIME, AUTHOR, FROM,  
CC, TO, BCC, SUBJECT, TITLE, FILENAME, FILEEXT, FILESIZE,  
DATECREATED, TIMECREATED, DATELASTMOD, TIMELASTMOD,  
INTMSGID, INTMSGHEADER, NATIVELINK, INTFILPATH, EXCEPTION,  
BEGATTACH.
6. Documents produced to the Committee should include an index describing the contents of the production. To the extent more than one CD, hard drive, memory stick, thumb drive, box or folder is produced, each CD, hard drive, memory stick, thumb drive, box or folder should contain an index describing its contents.

7. Documents produced in response to this request shall be produced together with copies of file labels, dividers or identifying markers with which they were associated when the request was served.
8. When you produce documents, you should identify the paragraph in the Committee's schedule to which the documents respond.
9. It shall not be a basis for refusal to produce documents that any other person or entity also possesses non-identical or identical copies of the same documents.
10. If any of the requested information is only reasonably available in machine-readable form (such as on a computer server, hard drive, or computer backup tape), you should consult with the Committee staff to determine the appropriate format in which to produce the information.
11. If compliance with the request cannot be made in full by the specified return date, compliance shall be made to the extent possible by that date. An explanation of why full compliance is not possible shall be provided along with any partial production.
12. In the event that a document is withheld on the basis of privilege, provide a privilege log containing the following information concerning any such document: (a) the privilege asserted; (b) the type of document; (c) the general subject matter; (d) the date, author and addressee; and (e) the relationship of the author and addressee to each other.
13. If any document responsive to this request was, but no longer is, in your possession, custody, or control, identify the document (stating its date, author, subject and recipients) and explain the circumstances under which the document ceased to be in your possession, custody, or control.
14. If a date or other descriptive detail set forth in this request referring to a document is inaccurate, but the actual date or other descriptive detail is known to you or is otherwise apparent from the context of the request, you are required to produce all documents which would be responsive as if the date or other descriptive detail were correct.
15. Unless otherwise specified, the time period covered by this request is from January 1, 2009 to the present.
16. This request is continuing in nature and applies to any newly-discovered information. Any record, document, compilation of data or information, not produced because it has not been located or discovered by the return date, shall be produced immediately upon subsequent location or discovery.
17. All documents shall be Bates-stamped sequentially and produced sequentially.
18. Two sets of documents shall be delivered, one set to the Majority Staff and one set to the Minority Staff. When documents are produced to the Committee, production sets shall be delivered to the Majority Staff in Room 2157 of the Rayburn House Office Building and the Minority Staff in Room 2471 of the Rayburn House Office Building.



19. Upon completion of the document production, you should submit a written certification, signed by you or your counsel, stating that: (1) a diligent search has been completed of all documents in your possession, custody, or control which reasonably could contain responsive documents; and (2) all documents located during the search that are responsive have been produced to the Committee.

### Definitions

1. The term "document" means any written, recorded, or graphic matter of any nature whatsoever, regardless of how recorded, and whether original or copy, including, but not limited to, the following: memoranda, reports, expense reports, books, manuals, instructions, financial reports, working papers, records, notes, letters, notices, confirmations, telegrams, receipts, appraisals, pamphlets, magazines, newspapers, prospectuses, inter-office and intra-office communications, electronic mail (e-mail), contracts, cables, notations of any type of conversation, telephone call, meeting or other communication, bulletins, printed matter, computer printouts, teletypes, invoices, transcripts, diaries, analyses, returns, summaries, minutes, bills, accounts, estimates, projections, comparisons, messages, correspondence, press releases, circulars, financial statements, reviews, opinions, offers, studies and investigations, questionnaires and surveys, and work sheets (and all drafts, preliminary versions, alterations, modifications, revisions, changes, and amendments of any of the foregoing, as well as any attachments or appendices thereto), and graphic or oral records or representations of any kind (including without limitation, photographs, charts, graphs, microfiche, microfilm, videotape, recordings and motion pictures), and electronic, mechanical, and electric records or representations of any kind (including, without limitation, tapes, cassettes, disks, and recordings) and other written, printed, typed, or other graphic or recorded matter of any kind or nature, however produced or reproduced, and whether preserved in writing, film, tape, disk, videotape or otherwise. A document bearing any notation not a part of the original text is to be considered a separate document. A draft or non-identical copy is a separate document within the meaning of this term.
2. The term "communication" means each manner or means of disclosure or exchange of information, regardless of means utilized, whether oral, electronic, by document or otherwise, and whether in a meeting, by telephone, facsimile, email (desktop or mobile device), text message, instant message, MMS or SMS message, regular mail, telexes, releases, or otherwise.
3. The terms "and" and "or" shall be construed broadly and either conjunctively or disjunctively to bring within the scope of this request any information which might otherwise be construed to be outside its scope. The singular includes plural number, and vice versa. The masculine includes the feminine and neuter genders.
4. The terms "person" or "persons" mean natural persons, firms, partnerships, associations, corporations, subsidiaries, divisions, departments, joint ventures, proprietorships, syndicates, or other legal, business or government entities, and all subsidiaries, affiliates, divisions, departments, branches, or other units thereof.

5. The term "identify," when used in a question about individuals, means to provide the following information: (a) the individual's complete name and title; and (b) the individual's business address and phone number.
6. The term "referring or relating," with respect to any given subject, means anything that constitutes, contains, embodies, reflects, identifies, states, refers to, deals with or is pertinent to that subject in any manner whatsoever.
7. The term "employee" means agent, borrowed employee, casual employee, consultant, contractor, de facto employee, independent contractor, joint adventurer, loaned employee, part-time employee, permanent employee, provisional employee, subcontractor, or any other type of service provider.