The Advisory Committee met in the Georgetown Room in the Hilton Washington, 1919 Connecticut Avenue, N.W., Washington, D.C., at 12:30 p.m., Jared Cohon and John Chen, Co-Chairs, presiding.

PRESENT:

JARED L. COHON          Chair
JOHN S. CHEN            Co-Chair
ROXANNE COHEN SILVER   Member
SANDY DHUYVETTER        Member
ROGER DOW               Member
JOHN ENGLER             Member
J.W. MARRIOTT           Member
JAMES MAY               Member
MARIA LOUISA O'CONNELL  Member
EDUARDO J. PADRON       Member
GREGORY PRINCIPATO      Member
JAMES A. RASULO         Member
KEITH REINHARD          Member
PAUL B. ROTH            Member
RICHARD STEPHENS       Member
ROSE MARY VALENCIA     Member
CHARLES VEST           Member
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Good afternoon and welcome to everyone. My name is Al Martinez Fonts and I'm the Assistant Secretary for the private sector at the Department of Homeland Security.

I wanted to welcome everyone who is here with us, the committee members, the Government colleagues, the special guests from the private sector, the press, to really what is the Inaugural Meeting of Secure Borders and Open Doors Advisory Committee.

I am very pleased to be joined and I'm going to in a minute ask the folks at the table to introduce themselves. But I would like to specifically recognize Tony Edson, Deputy Assistant Secretary of State for Visa Services.

As you know, this committee all came out of the Rice-Chertoff Initiative and it is a joint effort between the Department of State and the Department of Homeland Security.
If I could, what I'd like to do to start the meeting. This is the public part of the meeting. We will then after this portion that will last a little bit over an hour, we will go into a closed session with the committee members.

But what I'd like to do right now and if I could pick on Bob Mocny down at the end of the table to start us around, please introduce yourself with your name, rank, serial number and whether you're with the Government sides of things or you're a new member. And your interest in just a few words in this whole topic.

Bob.

MR. MOCNY: Thanks, Al.

Good afternoon everybody. My name is Bob Mocny, I'm the Acting Director for the U.S. Visit Program. I am on the Government side of the house and it's good to be amongst some of the old friends here, part of the Data Management Improvement Task Force that was of many years ago. But, again, a lot of the same
people who are interested in what we're trying to do, which is to make travel safer, but also convenient at the same time. So, I look forward to participating in this meeting and continuing the relationships that have developed over the many years.

MS. DIBBLE: Hi. I am Liz Dibble. I'm the Principal Deputy Assistant Secretary at the State Department in the Bureau of Economic and Business Affairs. And we are delighted to be here as well as part of our outreach to the business community.

MR. JACKSTA: Good afternoon. I'm Bob Jacksta from Customs Border Protection. I'm the Executive Director for Travel and Security and Facilitation. And my role is I've been actively involved with the model port and moving that forward from a Customs Border Protection perspective.

MR. MOSS: Good afternoon. I'm Frank Moss. I'm the Deputy Assistant Secretary of State for Passport Services. Probably enough said. I do passports, e-
passports and soon passport cards to facilitate the travel of Americans abroad.

MS. GINSBERG: I'm Susan Ginsberg. I'm an independent policy analyst and consultant. I served on the staff of the 9/11 Commission, focused on the control of the borders and have a continuing interest in constraining terrorist and criminal mobility.

MEMBER VEST: I'm Chuck Vest, the former president of MIT.

I have a variety of interests and activities associated with higher education, U.S. competitiveness and have been quite engaged in a number of the debates about immigration policy as it applies to academia. And also a strong interest in the success of our intelligence committee, largely nucleated by my service on the Robb Silberman Committee.

MEMBER MAY: Good afternoon. My name is Jim May. I'm President and CEO of the Air Transport Association. As such, I represent our nation's airlines and we have more than a passing interest in all of the
subjects that are going to be discussed here
today.

MR. PADRON: I am Eduardo Padron, President of Miami Dade College, a small
institution in Miami, Florida, and enrolling
about 168,000 students, which makes us the
largest college or university in the United
States. And we have a large involvement of
foreign students, actually students from 171
countries. And that's one main interest of
mine is how do we make sure that we continue
to welcome the students in the United States
and how do we facilitate their coming and
going?

In addition to that, I come from a
city where terrorism plays a major role and
our port and our airport are the major engines
of economic development.

Miami has the largest number of
international passengers and the largest
number of international flags over any other
city in the nation. So, these discussions are
very relevant to those of us who come from
that area.

MEMBER ENGLER: I'm John Engler, the President of the National Association of Manufacturers, the largest industrial manufacturing trade organization in the country. And we represent some 12,000 manufacturers as members and when we add in our state level affiliates at our manufacturing associations. Upwards of 100,000 manufacturing corporations around the country. So, we have an interest in commerce and we'd like to export more. We'd like to bring some of our customers here.

We like our goods to go on the back of a truck or in a boat or a barge back and forth across borders. So, we're deeply interested in these issues here and eager to participate.

MS. RIORDAN: I'm Tara Riordan, Business Liaison Director for the Private Sector Office at Homeland Security. And, in particular, I liaise with the travel and tourism industry on policy matters.

MR. COYLE: I'm Bob Coyle, the Department's Ethics Official. And I provide some of the administrative support to the committee, particularly in the area of bringing attention to ethics matters.

MS. GUEVARA: I'm Ana Guevara, Deputy Assistant Secretary for Services at the Department of Commerce.

MS. MARANO: Yes. I'm Helen Marano. I work in concert with the Deputy Assistant Secretary in Services at Commerce. I'm the Director of the Office of Travel and Tourism Industries, so a little bit of everything is all about our office and our Commerce Department, as we serve on the Secretary's Number 12 priority for this year regarding recent facilitation and anything and everything to do with insuring safe, secure
travel but also that we are pleasant and amenable to making sure that travelers come to our country.

MEMBER REINHARD: Good afternoon. My name is Keith Reinhard. I'm -- and I have never spoken on a microphone before. I thought people would turn these on for us.

Anyway, where were we. I'm Keith Reinhard. I'm Chairman Emeritus of a New York-based world-wide advertising network called DB Worldwide. I'm also Founder and President of Business for Diplomatic Action, which is an organization to enlist U.S. business in lifting our reputation around the world.

My primary interest here is to ease or reduce barriers to entry for legitimate business travelers, convention business and so forth and also tourism. And also for re-orienting the often abusive behavior visitors encounter at our borders.

MEMBER DOW: I'm Roger Dow. I'm President of the Travel Industry Association.
And I and my colleagues believe that these two areas are not mutually exclusive and to win in them has great opportunity for America. To lose in these areas has great risk to us. So, I'm very interested in this area.

MEMBER ROTH: Good afternoon. My name is Paul Roth. I'm an Emergency Physician. In fact, I commanded a team that went to the Twin Towers right after 9/11. So, I saw first-hand what not having secure borders means. But I'm also the Dean of the Medical School at the University of New Mexico.

I've been Dean since 1994, which is a track record in medicine these days. And I'm also the Executive Vice President for the Health Sciences Center, which has a college of pharmacy and nursing and a number of allied health programs.

So, on that side, we're just as my colleague from Dade County is concerned about exporting and importing students to this country, as well as a Carnegie very high
research institution, we're interested in how intellectual property, how research interests would either be benefitted or inhibited by whatever policies the country puts into place.

MEMBER O'CONNELL: Hi. I'm Maria Luisa O'Connell. I'm the President of the Border Trade Alliance. And our group is very interested in looking at having a more efficient implementation of the law and how can we coordinate all the programs that are affecting the movement of people and goods across our borders, so that we can continue in business. That's very important for our two and a half millions members that we have. And also to continue being a welcoming country and working with our partners in Canada and Mexico. So, I'm looking forward to working with all of you.

Thank you.

MEMBER DHUYVETTER: Good afternoon.

My name is Sandy Dhuyvetter. I'm the Founder and the Executive Producer of
Travel Talk Radio and Television. We call it Travel Talk Media now.

We reach about 135 countries every month. We do conventional radio and television and we take everything to the web. So, we do the big conversions there. And our audiences really look to us to bring the experts in travel to them. So, this is a very important issue, of course.

MEMBER SILVER: Hi. I'm Roxanne Cohen Silver. I'm a Professor of Psychology and Social Behavior and Professor of Medicine at the University of California, Irvine.

My academic area of expertise is in the causes and consequences of terrorism and the psychological impact of disaster.

MEMBER VALENCIA: Good afternoon. I'm Rose Mary Valencia. I'm the Director of the International Office for the University of Texas Health Science Center at Houston and the University of Texas in the M.D. Anderson Cancer Center.

My area of interest obviously is
higher education, but also academic medicine, exchange programs specifically in the relations of research, teaching students and foreign physicians who are coming for graduate medical training.

I'm also very concerned about patient visas and ability to enter promptly for medical treatment and their stays remaining valid while they're here, as well as employment visa, since we also have a business in the Houston area that there are many employers that are interested in the visa business.

Thank you.

MS. JACOBS: Good afternoon. I'm Susan Jacobs, a Senior Policy Advisor in the Bureau of Counsellor Affairs. And I work very closely on all the initiatives in the Rice-Chertoff Joint Vision.

ASST. SECRETARY MARTINEZ-FONTS: Okay. Well, thank you very much and I think this ought to give everybody, not just those that are here for the first time, as this is
the first time for everyone. But the folks in
the audience that are interested in knowing
the diverse group that we have here
representing the various interests that are
concerned about travel, securing our borders
and making sure that we continue to be a
welcoming country.

I'd like to ask Tony Edson for a
moment to give us a brief background on the
Rice-Chertoff Joint Vision. This is how it
all started almost a year ago.

Tony.

MR. EDSON: Thank you.

Most of you, I think, have read
the fact sheets and the press coverage. The
Rice-Chertoff Joint Vision was a joint
announcement by Secretaries Rice and Chertoff
on January 17 of last year.

The announcement rolled up a
number of specific project initiatives and
common program goals, sort of strategic goals
under three major baskets. One was renewing
America's welcome. Two was more secure travel
documents, focusing particularly on the U.S. passport on the PASSport card. And three was more intelligent, more effective screening, meaning information sharing and also the efforts that we go through to try to make sure that our screening targets exactly the people we want to target and facilitates the travel of legitimate travelers.

The Rice-Chertoff Joint Vision was much more than a list of projects, although it listed some projects and we'll talk a little bit today about where we stand on those. The most important thing about it was that it was a joint statement by those two secretaries, by our two secretaries, of a shared vision for how we in DHS work together and plan to continue to work together through those efforts, through efforts as we continue this sort of constant process of improvement of the management of the borders and the management of the visa process overseas. The things that you're liable to come up with in this committee, the sort of recommendations that
you make through this committee will join the
list of things that we work with DHS together
on under that rubric.

ASST. SECRETARY MARTINEZ-FONTS:
Very good, Tony. Thank you very much.

In a moment, I'm about to turn it
over to the chairs here, but I'd just like to
mention, make a couple of comments, additional
comments.

As you know, this committee is a
subcommittee of the Department of Homeland
Security's Homeland Security Advisory
Committees. And this is a convoluted legal
structure. We have lots of lawyers here that
can explain that to us if we need to.

But as part of that, I would like
to recognize Doug Hoelscher. Doug, just stand
up for one second. Doug is the Executive
Director of the Homeland Security Advisory
Council and I'm very glad to have him and the
tremendous support that he and his office have
offered us.

Just very quickly, the process
that we did is we received nomination from all over the place. We've got literally hundreds of nominations. Those nominations were vented as you all know. You all passed security clearances and the like and we appreciate your having taken the time to fill out all that paperwork.

And, in effect, just the fact that we are having this meeting really satisfied -- and I'm not saying that that's all we're going to do. But out of the 13 issues, the 13 objectives that were in the original Rice-Chertoff Vision, just the creation of this committee satisfies that. So, we're actually very happy to have you here after all that time.

Now, I'd like to turn it over to Dr. Jared Cohon, President of Carnegie-Mellon University who is the Chair and John Chen, Chairman and CEO and President of Sybase who is the Co-Chair.

Jared, John.

CHAIRPERSON COHON: Thank you.
Thank you, Al, and my thanks to all the members of the committee who are with us today. You are all very busy people and we appreciate very much your willingness to take time out of your schedules to be with us in what we believe to be a very important assignment that we're taking on.

Let me say a couple of things that maybe provide some context, although it's stepping back a bit. And in a way, I'm picking up on some of the comments that some of you have made.

As you heard, I am President of a major research university, Carnegie-Mellon, and as such I have a particular perspective, both as head of an institution that hosts many, many foreign students. But also as a university that is very engaged in research around the world. And, indeed, is involved in many activities around the world.

This group needs no convincing of the importance of open borders. Indeed, one can easily make the case -- history has made
the case that this nation owes its existence and its strength to those open borders and the waves of immigrants who have come and made us what we are.

It would be a terrible thing for America if we were to lose that. Indeed, it could be a crushing thing for America if we were to lose that.

From a university perspective, we are committed to attracting the best and the brightest students from wherever they may hail. And that is absolutely essential, not just at Carnegie-Mellon or MIT or University of Mexico or Miami-Dade Community College. But it's crucial to America. It's absolutely essential that we continue to attract the best and the brightest of people who create the new companies, the new technologies, which become the basis for economic end strength and security as well. We absolutely have to continue to attract these people.

The other thing I wanted to say was from a different perspective. I'm a
member of the Homeland Security Advisory Council and Chair of the Council's Committee -- it's got a really weird name. Academia and Policy Research. Don't ask me what that stands for. Ask Roxy later on. She's a member of the Committee and she's figured out what we do.

From the perspective of a member of the Council and a member of the Council since it was created in March 2002, first as advisory to the President and then to the Secretary after the Department was created. I have a particular perspective on this conflict, this tension between openness on the one hand and security on the other.

It's a tough one. And it's exactly these two departments, DHS and State, which have to deal with that tension every day on a daily basis, in our embassies, in our consulates, within the departments and what they do.

There is reason for hope as difficult as this challenge may be. I was a
member of the Council shortly after 9/11 as I said and in that first, I'd say, 18 months, 2 years after 9/11, the visa situation for international students was really very, very bad. And we saw it at Carnegie-Mellon all the universities with large numbers of foreign students, saw first-hand how many students were not getting in, how many students were not able to accept places to which they'd been accepts because they could not get through the visa system.

We made the secretaries, both the Secretary of Homeland Security and the Secretary of State aware of these issues and they responded and they responded much more quickly and effectively than I ever could have guessed if for no other reason it required two huge departments to cooperate. And they did. And while the situation is not perfect, it is far better today than it was two years ago, three years ago. And we have these two departments and their leaderships to thank for that.
There are remaining challenges, but one of the remaining problems is perception. We may have an open and effective and efficient system, but if the people we're trying to attract don't think so, or put off by the very thought of going through the process of admission to this country, then we failed. So, perception is another part of this.

In any event, I congratulate the secretaries for their vision, for their colleagues for getting us to this point and for that's been achieved which we'll be hearing about in the course of this meeting. And I look forward to working with you.

And with that, John.

CO-CHAIRPERSON CHEN: Thank you.
We have to turn it on, right?
Good afternoon everybody.

My name is John Chen and among many other things that I do, I do run a company by the name of Sybase. It's a technology company. Fifty percent of our
business comes from outside the United States and consequently about 50 percent of our resources are outside the United States.

The first objective of mine is very much in line with Governor Engler, who is -- it's about trade. Trade, you know, buy and sell. And I think TIA had done a study and released a study about at least three quarters of the people around the world that would like to travel to the United States find it extremely difficult. And as a result, I think we're losing a tremendous amount of business opportunities to many different regions of the world and some of them obviously to our allies.

And in addition to that, I think the well represented academic world also has stated the importance in our country. You know, it's about future competitiveness. It's really about how we compete in the world in the future and it's about talent, talent recruiting, keeping, training.

Visiting the United States is the
number one diplomacy. We need everybody to come here and like it and have a good time.

On a personal level, I think technology, which is kind of my passion and my job, I think technology could do a lot to solve this difficult problem that President Cohon just outlined which is how do you make it welcoming and at the same time secure?

But also I want to relate to everybody my personal experience. I came to this country as an F1 for the visa recipient. F1, which is a student visa. Gone through practical trainings myself after I graduated from Brown and Cal Tech, who are not represented here, by the way. Oh, I represent Brown and Cal Tech here.

So, in the future when they send those fund-raising letters, I could say, I'm already doing my share. Thank you.

But, anyway, let's see where was I?

So, I came to this country. I was born in Hong Kong and came to this country on
a Priority 3 visa. Oh, F1 visa, gone through Priority 3 status. Became a permanent resident many years ago and had the privilege of voting for the last four terms.

And I can't believe it. I hope some of you will agree that I am a useful part of the society. Thank you. And I think I could speak personally to some of these experiences that I've gone through and I line up in the immigration and visa office at L.A. Downtown and getting a number 5 in the morning and try not to lose my space in the line.

Anyway, I think there's lot to offer and I hope that I could share some of my experience and help, you know, in looking very much forward to work with President Cohon and the team here.

In addition, I want to close in commending the Government allowing us the private sector and the academic world to actually have a voice in this very difficult and challenging task.

Thank you very much, Al. I'll
turn it back to Michael.

CHAIRPERSON COHON: Thank you very much, John. And, again, thanks to all.

One of the unavoidable first steps for a committee like ours is you being instructed in something called FACA, which is an acronym you will come to -- know, I won't say it. You'll just come to understand something about FACA. The Federal Advisory Council Act, which is just sort of the way of life in Washington.

Mike Fullerton, who is the Deputy Executive Director of the Homeland Security Advisory Committees will brief us both on the HSAC and on FACA. And then we'll hear from Bob Coyle on Ethics, which is a very important topic.

Mike.

MR. FULLERTON: Thank you, Dr. Cohon.

As Dr. Cohon mentioned the HSAC was started as a Presidential advisory committee in 2002. And moved to the
Department when the Department was created.

The HSAC is chaired by Judge William Webster, the former director of the FBI and CIA and the vice chair is former Secretary of Defense and Energy, James Schlessinger.

One of the other things I should mention, it does have four other subcommittees. Dr. Cohon mentioned the academia and policy research, as well as there's the state and local government advisory committee, the private sector and the emergency responders.

One of the things about FACA, I'd like to mention is that as a part of the HSAC, everything that this committee does will go through to the secretaries through the HSAC. So, it will be reported to the Homeland Security Advisory Council through the HSAC. And I'm sure we can get into a larger discussion about FACA, but I'll save that for another date and I'll turn it over to Bob Coyle for a brief ethics overview.
MR. COYLE: Thank you, Mike.

The handout that is in your package that talks about the FACA composition of the Committee, also has a little bit that talks about the role of each of the members as Special Government Employees.

In the service on this committee you serve as Government employees, Special Government Employees but nevertheless Government employees. And as a result, the ethics rules, standards of conduct, apply to each of you, although they've been tailored and we will talk about that at a time later on when as the Committee does its work and talk in a little more detail.

What I wanted to highlight today as you start your work is the criminal conflict of interest provision. I highlight that because the broad, wide-ranging nature of the topic this committee is going to address, had the potential to go into areas that need to be examined carefully. While the principal responsibility for doing that is DHS, the
Department in setting the agendas for each of the sessions, it is important for you to understand why this gets to be a problem.

One of the principles that guides DHS in utilizing the Federal Advisory Committees is that we don't bring what are called particular matters before the committees. That is because, just as this committee is made up of many prominent people from all walks of life in the United States, each member brings many interests to the table, not only their employment but all other aspects of their personal lives. and all those have the potential to conflict. And, therefore, you've been asked to file financial disclosure forms so we can get a better idea of where conflicts can be.

Generally speaking, it is not a problem. Conflicts are not a problem because we do not get into particular matters. Therefore, whatever is being discussed does not trigger the criminal conflict provision. But, again, because of the potential, the
broad-ranging nature of the subjects you'll be looking at, there is a greater probability that we will confront those. We will screen them from our end before we bring them to you. But even among yourselves as Government employees, the discussion could come up and start going in those directions.

I just wanted to highlight today 208, the Criminal Provision. That says Government employees are not permitted to take action as a Government employee in Government matters that will have a direct and predictable economic impact on their interests. And your interests are not just those things that you own, but include imputed interests from other sources, for example, your spouse, dependent children, your positions as officers, trustees and those things we can all talk about in these other sessions. But that is the trigger for these conflicts.

Particular matters are a word used in the statute and do take some time to really
get your arms around them. But essentially what they're talking about are decisions. Matters that the Government has put before it or has been put before it that requires some kind of deliberation, decision, some kind of action by the Government. So, that's the first thing.

It also includes for these purposes not just specific identified parties' interests but the interests of discreet and identifiable classes, which are probably the more likely areas that would arise in the work of this committee.

We will, as I say, try to avoid bringing these things to you. If we get to particular matters that doesn't mean that the matter cannot be discussed by the committee, but it does mean that we have to stop, examine the individual interest of each member to see if any member has a conflict that would prohibit sitting and, if so, deal with that conflict. There are waivers. There are various provisions that exist that can
identify conflicts.

One of those that is particularly important up front is the waiver that is given because of your employment. The Committee Act, the administration of the Committee Act understands that we are bringing people into the Government because of their experience, because of their background, because of what they do to advise the Government on these matters. Therefore, we expect you to be employed in areas that also maximize those very skill sets. Therefore, there is an existing blanket waiver for your employment. That waiver does not extend to other interest related to your employment such as stockholding and those other kinds of interests you could have in your employer.

As I say, these matters will be discussed in a little more detail at ethics training sessions, but I just wanted to highlight that particular provision so that you are alert and aware of it as you begin your discussions.
Thank you.

CO-CHAIRPERSON CHEN: Thank you.

As you all know, the Rice-Chertoff Joint Vision was announced at the beginning of the year in January. And since that time, both of the departments are made a significant amount of progress, especially when it comes to the model port of entry, the E-Passports, passport cards, U.S. Visit Program and so forth. So, I would like now to turn it over to Al and, I guess, Tony, and you colleagues to provide us kind of an update please.

ASST. SECRETARY MARTINEZ-FONTS: John, thank you very much and let me just add my thanks to Bob Coyle. I keep him on my speed dial to make sure I stay out of trouble.

So, he's a fountain of knowledge on this type of issue. So, I'm very glad that Bob is here with us today.

Let me just make a very broad statement and we'll get right into what has happened.

Even though this group is meeting
today some, you know, 11 months after the Rice-Chertoff Vision was put out, that does not mean that many, many other things haven't taken place. As a matter of fact as you will learn over the next hour or so, we have had some tremendous progress on some of the 13 objectives that were part of the Rice-Chertoff Initiative and the vision.

What I'd like to do is rather than pick on every single one of them and try to give you a brief update or anything, I'd like to highlight a few of them and ask some of our folks who have been working on this to give us an update on them.

So, first I'd like to ask Bob Jacksta, who Executive Director of Traveler Security and Facilitation at Customs and Border Protection, CBP, Office of Field Operations, to give us a presentation on the Model Ports of Entry and the work that has been done on that.

MR. JACKSTA: Okay. Thank you, Al.
Good afternoon everyone and I can tell you that Customs Border Protection is excited to be here today and to give you an overview of what we've been doing with the model ports.

Over the last 11 months we have been working to try to work together with the industry, with the travel industry, as well as the airlines, the airport authorities to put a better face on the process that individuals see when they arrive at airports eventually.

And one of the challenges that we have is that in fiscal year '06 we processed approximately 420 million travelers came to the United States. Most of those travelers came through our land border locations, but we did see 86 million travelers come through our airports and approximately 25 million through our seaports. So, we had to develop a plan that addressed both the issue of facilitation, getting those people who are low risk through the process as quickly as possible and then identifying those people who are a high risk
to us. So, it supports what the Rice-Chertoff Initiative is all about.

One of the things that when we heard about Rice-Chertoff Initiative, and we needed to get involved, it was a joint vision. As everyone has mentioned it addresses a number of areas both in the security and the facilitation side. And it requires us to work very closely between the Department of State and the Department of Homeland Security.

As mentioned earlier by Tony, there's three parts to it. I'm going to focus in on the part 1 and specifically the Model Ports of Entry.

But I think it's important to note that on part 2, the Travel Documents, that Bob Mocny and Frank Moss will be talking about, there's clearly a connection between all of these. We cannot look at one area if we're successful in that area, we can claim success throughout the process. Each one depends on each other and it's important to our efforts.

We also need to use smarter
screening. We need to use the information that the Government collects, whether it's the Department of State or whether it's the Department of Homeland Security to insure that that information is available for us to make decisions.

So, when we were looking at the model ports and the Rice-Chertoff Initiative we wanted to make sure that all three of those areas work together to improve the process.

We identified the model ports and they were announced on January 17th and basically we made a decision that we thought that we would go with a small number of locations initially so we can concentrate our efforts on those locations. Obviously, Washington Dulles International Airport is an important location. It's the gateway to the Capital and we felt that it was an important area to start the process.

We also decided to go with Houston, George Bush Intercontinental, an extremely new facility that had a lot of
opportunities to build on and we thought it would be a good place also to test the model ports.

What we did was that we initially, when it was announced, we reached out to the airport authorities. They approved. They said, yes, we want to participate in this and that's the beginning of working together.

We recognized that we had to have a number of meetings and during the time frame from January to approximately May, we had a number of meetings both at Dulles and at the Houston Airport. We brought in travel industry, the airlines. The airlines being United, Lufthansa from the Dulles area or Continental and other carriers from the Houston area, the major players in those locations.

We couldn't have a model port without actually have the Airport Authority's participating and that was clearly something that was important to us. We also brought in state and local governments, the mayor's
office and other state and local officials to participate and to hear what the concerns were, what are some of the opportunities, what were they hearing regarding opportunities to improve the process. And then we felt that there was a need to bring in the industry.

There are a number of various organizations that deal with individuals on a daily basis and we felt it was important to ensure that that continued.

The next slide would basically be talking about, okay. What have we done in this short time, one year? Well, one of the first things that we did when we had all those meetings, we recognized that we needed to keep an inventory of what was being said. So, during the time frame of January to May we had a number of suggestions and recommendations and CBP took that information and developed what we call a concept paper. It's about 33 pages long and it hits the various areas that we heard through the discussion at the model ports. And they talked about improving the
sineage, improving the process for individuals when they arrived.

    But they also indicated during the discussions that you need to improve the process overseas. And that's why the Department of State had a major role in that effort, that we need to make sure that how we issue visas, the information that we give individuals at the time they're at the embassies, is important to the process of moving forward.

    During the discussions, we had other good ideas from the Airport Authority and what we did is we put a concept document together. The document that we have is a document that we will build on and continue to utilize in the next couple of months to build on how to build a model port.

    What we also want to do with that document is that when we look at a model port, we're not just looking at those two locations. Are things that we're learning at those locations that we can bring to the airports
that are not model ports? And that's an important part of our effort.

Let me just jump here to the right -- okay.

One of the other areas. You couldn't look at a model port without identifying additional staff. We did that from a CBP's perspective. But I also think what's important is both Dulles and Houston both stepped up and they actually brought additional personnel into the Federal inspection area to help with translations, to help move people around.

Once again, it cannot be just a single group making it successful. It has to be everyone working together.

Developed improved signage. We have actually been working to improve the signage and in the next couple of weeks we hope to be putting new signage out at both facilities that will help the process and help the traveler know what the requirements as well as how to go through the process a lot
Developing a new informational video. We have been working over the last couple of months. We went out and purchased a number of these 40 inch plasma screens that we're going to be putting in the Federal inspection areas, specifically in the immigration process. We have a draft video that's in the final review, which is about eight minutes long which allows the traveler as they're waiting in the queues to understand what is expected of them through the Customs Border Protection process. That includes what type of forms they should have, what can be expected when they step up to the Immigration Primary, how the U.S. visit process works. We show them a video of where we want them to put their index fingers and we also indicate to them that during that process, they may be referred for other reasons to a secondary area. So, understand that's something that may happen.

The informational video then
brings them to the baggage carousel area and shows them picking up their bags and indicating to them. Okay. This is your next step, now you need to go through the final parts of the CBP process. And then we show them a little about what can be expected in a secondary area regarding documentation, agricultural requirements or looking for dutiable items or other types of contraband.

So, what it does, it gives the individual who is waiting on that line something to look at first of all instead of just sitting in the line, but also the opportunity to see what they should expect in the next couple of minutes as they go through the CBP process.

We think that's something that we hope to have out in January at both Dulles and at Houston Airport.

I think what's also important is that we're also looking for the carriers to help us out here and get involved in putting the video on the planes. As the person is
getting off the plane, if we could get the opportunity to have the carrier show a video for five or ten minutes before the person actually arrives, showing them once again what the process is. So, it familiarizes them with the whole issue of -- I think that's like a timer in there to tell me to keep moving quickly.

But we feel it's important and we're going to continue to work on that.

Then another area that we felt was important. It's going to be addressed a little bit later on, is the whole issue of redress and we put a new program out there which we call the Primary Lookout Override. And what our goal is here is to identify individuals that continue to get stopped but are not part of the match system, that are not someone that we want to look at. We want to identify them and have them be able to go through the process a lot quicker without being stopped. So, we're working on that.

We also think long-term that a
trusted travel program for the air environment is extremely important to our efforts to facilitate low-risk travelers, the business travelers on a regular basis and we'll be working on that to move it forward and we want to go to the model ports as the group of airports that will have trusted traveler programs for the first time.

And then finally what is important to us is that we need to develop performance measurements and we had our first performance measurement group meeting approximately two weeks ago out at Dulles Airport. We had representatives from Houston there, the Airport Authority, the airlines. We have a follow-up meeting coming up in two weeks, once again, to go over the performance measurements, to take a look at the entire process to see where can we improve? Where are the bottlenecks?

We're also working within the department. We just completed a customer survey where we actually interviewed close to
900 individuals who came through the various ports of entry, specifically Los Angeles, JFK, Dulles and Houston and getting a reading from them on the process. It was what we think is very important and we'll be working on the next couple of weeks to get that data and actually come up with some results and findings.

So, what's the next step? Well, the next steps within CBP, with the Department, as well as the Department of State is to basically continue to move forward with the model port implementation plan. We think it's important for us to continue to work at this. There's a lot of challenges ahead for us, but we think there's opportunities here and we need to work on it.

We need to work on how do we improve the process. Are there other opportunities maybe with the paper, customers declaration or the I-94? Are there opportunities that we can test at the model ports to see if the process will work and
bring it on into other areas.

  We also want to continue to work on the metrics and performance measurements. We need to have a good plan to measure the whole process, just not the queuing, how long it takes to sit in the que. But are there enough people from the airlines out in the area to help with translations to move people? Is the baggage getting there quickly? Is it an easy facility to read signs? So, when you look at the whole process, it's more than just one part. It's working together to address all of those concerns.

  We need to continue to get our message out, whether it's through the web page, working with connectivity between the Department of State and other departments to ensure that people who are going to be traveling to the United States understand what the process is going to consist of.

  And then finally what we like to do is roll out to other airports. We think it's important to bring the model port
concept, and I believe that's a discussion item for later on. What's the next steps and how do we move forward? But we think this is the beginning. We didn't solve all the problems this year, but we identified a number of areas where we think there's good opportunities working together to try to improve.

And, I guess, that's my message closing it out here is that we're only going to be successful if everyone brings something to the table and hopefully we'll hear some good ideas on how we can do that together to make the experience better for the traveler. But also as we said earlier, a secure environment working with everyone to do that too.

So, thank you.

ASST. SECRETARY MARTINEZ-FONTS:
Bob, thank you very much and when we go into the Executive Session, you will have lots of time to discuss and in effect this will be the task that this committee will be faced with.
Let me take a moment and introduce Tom Donohue, President of the U.S. Chamber of Commerce who joined us. Tom, thank you very, very much.

Moving on, I'd like to ask Frank Moss, who is Deputy Assistant Secretary of State for Passport Services to discuss both E-Passports and the PASSport Card.

Frank.

MR. MOSS: Thank you very much, Al. And it's a privilege to be here to speak to you about an issue that we tend to not think about which is really what are we doing in terms of State and DHS to ensure that secure borders and open doors also affects Americans as they live and travel abroad.

What I'd like to talk with you about today is just provide a status update on where we are on the E-Passport. I'll start with that and then we'll go on to the PASSport Card.

In terms of the U.S. electronic passport or E-Passport, we are now in partial
production. We have 17 passport production facilities around the country. All of them have at least a partial capacity to issue E-Passports. Five of them are fully converted.

Assuming that we're able to meet with our increasing demand and I'll talk about that in just a moment, by March 2nd, we should complete our transition to a totally U.S. E-Passport production system.

What I think is important about this is also what we're doing to insure that the E-Passport is not only a quality travel document, but it's backed up with a quality adjudication process and also one that recognizes the legitimate privacy concerns of the international community and American citizens.

In terms of privacy, I just want to bring three points up to you. There's been a lot of discussion in the press about these issues. But the U.S. E-Passport is the only one issued around the world that includes anti-skimming materials that is in the front
cover, wraps around to the back, to prevent the unauthorized reading of the passport.

In addition, we use a technique called Basic Access Control to ensure that the chip is actually locked down until that basic access control area is read. The machine readable zone, an algorithm is applied, a key is calculated and then there is an encrypted communication session.

Last, taking advantage of the fact that the chip that we used which is 64 Kb storage capacity also though has 8 Kb of processor capacity. It gives us the ability to attack the issue called Tracking which is a concern that the chip I.D. number can be read around the world and, therefore, you can be identified by where you go based on your chip I.D. number.

In fact, in the U.S. passport is taking advantage of the capabilities of the chip, the chip calculates and presents a new I.D. number each time it is interrogated. So, for example, when my passport is read in
Frankfurt it has a different I.D. number than when it is read at Dulles Airport.

I think it's also important to know that the U.S. E-Passport is totally compliant with international specifications. For those of you who are truly interested in technology, it operates at 13.56 megahertz consistent with ISO standards 14.443(b). I see at least somebody nodding up on the front table. And, in fact, we're using right now a chip made by a manufacturer called Infinion. We will be soon be using one also made by Phillips as well.

Bottom line is, we have 9,000 places around the United States you can apply for an E-Passport. By March hopefully we will be completely E-Passport compliant. The one might, if I could say in there, is just the issue of surging passport demand which is really at WHTI, Western Hemisphere Travel Initiative plus increasing travel by Americans abroad.

When I came to this job four years
ago, the State Department was issuing about 7 million passports a year. That number went from 7 million to 8.8 to 10.1 to 12.2 million last year. This year we're well on our way to issuing 15 to 16 million passports.

The number of Americans, by the way with passport, has gone from about 34 million 10 years ago to 71 to 72 million right now and it continues to increase at a dramatic rate.

We have seen an increase this year, our fiscal year, October 1 to the current, of 54 percent over the rates of application last year at this time and we expect that trend to increase. The biggest factor is the Western Hemisphere Travel Initiative as people acquire documentation to come into compliance with a recommendation of the 9/11 Commission that was then codified by Congress about three years ago.

One of the key elements of helping people come into compliance with WHTI at the land and sea environments, not at the air
environment, is the development of what we call a PASSport Card. This will be a wallet-sized document. It will serve as portable proof of identity nationality, meeting the requirements of the law.

Right now, here is the status of the PASSport Card. We had a notice of proposed rule-making out to the public on this card. We are just in the process of extending that rule-making period by about three weeks to better facilitate electronic comments on the rule. Quite honestly, we made a mistake on our side. We published a rule after clearing the relevant people and the Department of State, only to find out that something we said in the rule about electronic comments did not prevail at the time we published.

We're extending the comment period. We certainly invite people to look at what we're saying and especially the issue of the technology that is embodied in the card.
proximity re-technology, the PASSport Card will use vicinity read technology to facilitate the use of this document in the travel environment or our land borders. We are soliciting comments on that technology choice.

So, the new comment period will end on January 7th.

In parallel, the State Department has published to the industry a request for information. We have had an industry day held at McLean, Virginia, in the middle of November to again discuss our proposals with the industry, solicit their comments. We are right now in the process of digesting the comments provided from the industry and developing a request for proposal, which should be out for bid in late January to mid-February in that time frame.

We are looking to be in production of the PASSport Card by the summer of 2007. This is key to our plans to implement the land portions of the western hemisphere travel
initiative in 2008.

Again, a final point I should raise is, the PASSport Card will be adjudicated to the exact same standards as a passport. It will simply be a travel document that can be used in the land border environment as well in the maritime environment. And we've hit our price point. I've testified publicly that our goal has been to have a document that is no more than 50 percent of the cost of a standard book style passport like this. In fact, in our rule-making we propose a fee for adults, a total feel of $45 for a first-time applicant, $20 for renewals and children will be $35. So, we've hit the price point. We see that as being very important because we do recognize the major implications of WHTI in our land border environments.

I'd be happy to take your questions at the break. I have samples of our E-Passports, PASSport Card, things like that and I just want to say again, it's been a
privilege to talk with you today and tell you about what the State Department is doing in terms of border security, secure borders, open doors as it affects American citizens as they live and travel around the world.

Thank you very much.

ASST. SECRETARY MARTINEZ-FONTS: Frank, thank you very much for those comments. I'm very glad you've come out and actually discussed, you know, the cost and everything.

For the longest time we told people it would cost half as much as the passport and we would let you know that the passport cost $100, but it was $97 actually, but you know, we never gave you the numbers. So, we just wanted to check and see if people were good in math and all that.

But I'm very glad that, you know, we've now come up with some numbers and all that. And I think the work that's being done by the Department of State on that has been terrific and it will help quite a bit.

For our final presentation of this
and I say final because we're hoping that Under Secretary Henrietta Fore from the Department of State and Secretary Chertoff will be joining us in about 20 or 25 minutes.

I'm going to ask Bob Mocny to talk about -- Bob Mocny, by the way, is the Acting Director of the U.S. Visit Program. To talk to us a little bit about the entry/exit system with US-VISIT and if the Secretary arrives, Bob, we may cut you off. But hopefully you've got plenty of time.

MR. MOCNY: Terrific. Thank you very much, Al.

And, again, it is a pleasure to be with you on this body here. I would just sort of begin my talking about what we ought to do is begin with a thank you to many of the people who are in this room. A lot of the success of US-VISIT is due in large part to the ideas generated by people who are sitting on this body.

So, I do want to acknowledge your efforts and we will continue to work with you
in making sure that we get it right. And make
sure that we're working with industry and
working with the various stakeholders.

I think most of you here understand what US-VISIT is, but very briefly
it is the Department of Homeland Security and
the Department of State's program where
biometrics, in this case, fingerprints and
photographs are taken as part of the visa
issuing process and that is part of the CBP,
Customs Border Protection port of entry
process that Bob spoke about.

Since we stood up in January of
2004, we've processed about 71 million people
through the system with no attributable wait
time increase to the process. So, we will
continue to do that and I'll talk about the
upgrade from the two print process to the ten
print process in a second.

But the operational imperative of
making sure that we have a free flow of
travelers through our ports of entry must be
maintained. And we will continue to push the
industry to make sure that we have that.

With that 71 million people that we have processed, we've identified about 1,600, a little over 1,600 people on the biometrical list. And I state that number for the main purpose of indicating that these are people who would have perhaps gotten through the process because they provided a different name and a different date of birth at the time of entry.

It's not to say that we take the human element out and that a Customs Border Protection officer may not have caught that, but they are trying to use a different name and a different date of birth, trying to get through the system. This happens every single day. These are not just one oft events. And so those 1,600 people were either removed from the United States or extradited to a particular state where they were wanted for a particular crime.

With those kind of basics about the program, I want to talk about a transition
that we're going through right now. Again, this is done in joint partnership with the Department of State. We are moving away from the two index fingerprint process that Bob indicated and will have to change his video here in a little while, because we're now moving to a ten finger scan process. So, that is being done for a couple of reasons and let me just touch on those.

The primary reason is for the throughput process I talked about and the inability for the machines to identify two fingerprints. My and your fingerprints may look alike to a machine when you only have two fingerprints itself. You don't have enough data. So, we need to have the ten finger scan to provide more data for the operational systems to be able to make a clear distinction of who those people are. And that means that less people will be sent back to secondary.

So, today someone may be misidentified. The system thinks they are a bad guy when they're really not. They have to
go into secondary. We do have fingerprint examiners that look at those two fingerprints and very real time, in about a minute or two, they can make that determination that the person in secondary is not, in fact, or is, in fact, the person that we're looking for. With ten prints, we'll be sending a lot less people back into secondary.

The other reason, of course, is the latent print issue. By taking just the two index fingerprints, you're missing the other eight. And that's an important element because the most oft left behind fingerprint at the crime scene is the thumb print. And so we want to make sure that we have all the security benefits of moving to a ten print.

And the last reason that we're doing so, the world is moving to a ten finger scan process.

I think someone will let me know if he walks in, right?

The UK is moving to a ten finger scan process for visa issuance. We have an
employee from US-VISIT has gone to the UK government to ensure that their system is built compatible with ours. The EU is moving to a ten fingerprint process for anybody needing a visa to go into the EU. And other countries are moving to a biometric border control process. And so the world-wide standard will be ten finger scan for all the reasons I just mentioned.

The other area that we're endeavoring. Excuse me, before I leave that topic. This will also allow us to share information with the federal law enforcement agencies. I think you all now that the FBI system is built on a ten-finger scan in their fingerprint process. And we will be much more readily able to share information from the various law enforcement entities. So, that is another reason obviously from a security standpoint.

Bob mentioned and Frank mentioned the E-Passports themselves. We're working with CBP. We have now successfully rolled out
to 33 airports the new E-Passport readers. The significance of that is that these are a new technology for the CBP officer. They involved a full page scan of the data page and then a reading of the chip itself. Again, this is a new process that the CBP officer is having to learn. They've gone through a training process, but I can tell you as a former inspector, after you've swiped a machine-readable zone so many times, it's difficult to get that process changed down. And so we're going to see the officers working with that over the next several years to make sure that we have that process as part of the introduction video that Bob again talked about.

Again, this is going to be a much more secure way of reading information. You're reading information off of the chip, not just off of the data page, which in the past, although much more difficult today, could be manipulated with different technologies and the printing technology that
we have today by going into the chip itself and pulling up the passport photo and bringing up the data itself by rapid data on the individual. That's a much more certain way of ensuring that that was a legitimately issued passport.

In addition to that, we will be working with the public key infrastructure so that the signature on the passport will, again, the electronic signature on the chip will be another measure of security to insure that that passport was, in fact, issued by the particular government that says so on the cover.

The other area that we're moving into, of course, is exit. We have taken a decision within the Department of Homeland Security to move with a biometric exit within the airports. I think you're well aware of the fact that we have 12 airports right now in which we've been piloting with kiosks the ability to have people check out of the country using a finger scan and a photograph
process.

We now want to leverage what we've learned from there and frankly there were some lessons learned as far as location of the kiosks and the process that they had to go through. We want to make that more in line with the traveler's experience.

What often happened was people would go through the check out counter, check out with the airline. They would then go through the TSA. Then they had to go find the kiosk. And in some airports it was buried in some hallway that wasn't used very much because you'd have a lot of retail space now being used in the airport environment. And we're not Starbucks, frankly. And so we had to work with the airports themselves to make sure we found the right space to put these in.

We're going to look at that and learn the lesson from there and put the exit process at the location where it is best utilized by the traveler. We're going to start that in fiscal year '07. We owe that to
the Congress. It's part of our fiscal year '07 spend plan to make sure that we tell them how we're going to be doing this. And so you'll be seeing that in short order.

As with all things within US-VISIT, we do raise privacy to its highest levels. We make sure that people understand why we're doing what we're doing. We will continue to publish privacy impact assessments and apply the Privacy Act, which of course only legally applies to citizens and permanent residents.

We will apply that by a policy to the foreign nationals so they will understand who has access to the data, how long we keep the data and perhaps most importantly, the redress process they have. If they believe we have information in our system that is inaccurate or incorrect, they have a process by which they can correct that information and we will continue to maintain that.

And I'll close with perhaps where I opened up with a bit and that is we will
continue to do outreach. It's all about outreach and it's about informing the public, informing you and informing everybody about what we're doing. We will always be within the US-VISIT program a transparent program to make sure people understand what we're trying to accomplish. If we don't have the public's acceptance, if we don't have the public's awareness of what we're doing, then we won't be successful. We realize that and we'll continue to do outreach and work with the stakeholders, work with the various travel entities and make sure that people are aware of what we're doing so that we can have a smooth transition from two to ten. A smooth transition to the new E-Passport and, again, making sure that people are aware of what they have to do. Because when people are aware of what they have to do, they generally will comply. So, we want to make sure they have the information.

With that, thank you. Again, I look forward to working with the committee
members here and finding new ways to do things that we do even better.

Thank you, Al.

ASST. SECRETARY MARTINEZ-FONTS:
Bob, thank you very much. And I apologize for having scared you with the Secretary's arrival. I actually skipped over Tony Edson in this process. And I really apologize for that.

Let me just mention or focus a little bit on what Bob was saying. I've had the rare opportunity to work with Bob, to work with Jim Williams and work with Ana Henkin.

As US-VISIT was rolled out, I had the opportunity of being down in Miami when it was instituted in the air. I was down in Laredo when it was instituted and, you know, there were a lot of naysayers that this was going to be the end of the world. You know, this was going to back up the lines. This was just going to create problems.

The outreach that they did is probably -- is going to be one of those text
book cases of what a great job they did informing people how it needed to be handled and, in effect, you know, as people went through, they'd come out and you'd say -- and they'd go like wow. That was great. That worked. It was quick. It was fast. And as a matter of fact, the lines were moving, you know, much more quickly and reducing any possibility of, you know, just someone looking at a card, versus having to give their fingerprints and, you know, with a very, very high degree of accuracy. So, I think we can probably all learn a lot from the way US-VISIT has done what they have done.

And I appreciate Bob emphasizing that outreach, because I think it's very important.

Tony, my apologies. Once again, I was reading off of a couple of charts here and I skipped right over you. But Tony Edson is going to talk to us a little bit about the Consular Process.

MR. EDSON: Thank you. I think Al
just wants me to be the one that trails off ineloquently when the Secretary walks in.

In the Rice-Chertoff Joint Vision announcement, we made a commitment to a number of technology programs, technology improvements in the visa process. The reason I pause is we also made a commitment to some experiments that we weren't sure how it would turn out.

We're on track with those things. And see them as a way to potentially change the set of tools we have to apply to the visa process.

The biggest and perhaps not the flashiest, but the biggest most significant change on the technology front is moving to a set of web-based services for the provision of nonimmigrant services. We now have rolled out a web-based appointment system. You might have seen them before, depending on which one of our consulates you were dealing with. There were web-based systems developed by our post overseas that were deployed separately.
We now have a depart-based global appointment system. It's not deployed globally, but you're going to see it. It's at four locations now, I believe, and we're going to be moving it out over the course of the next year replacing the user pays information systems in many cases that we have out there now for the purposes of getting appointments.

We're hope that this will make it easier for people, particularly the business traveler or the student from here who is renewing on a trip back home to make all the arrangements necessary before they get on the airplane to sort things out.

It's also part of a package of what we hope will be a single global portal that will be available to applicants going into the visa process. We're moving to an electronic form.

We have, beginning November 1, mandatory use of an electronic application that's completed on line and then printed out with a 2D bar code to facilitate our data
entry.

We're actually moving in the spring. We'll be testing by the end of this month and then moving in the spring to a fully electronic process that will populate our database directly without that immediate paper step. That's no more a convenient arrangement for the applicant in and of itself. But where we believe there's a lot of promise is it means that we'll be getting information about the Applicant one or two weeks in advance of their actual application instead of on the day of the application, 15 minutes before the interview.

And hopefully we can thereby do a lot of the screening that needs to be done before the applicant ever comes in. This is dead time for the applicant anyway. They are waiting for their appointment. We can get some of that screening done, hopefully much or most of the screening done and speed up the last steps of the process with the visas are issued for those that qualify.
And then the final logical step would be payment of the visa application fees online through that same thing.

Now, this is exactly what Al was hoping would happen and I will eloquently move down.

There you go. Okay.

So, those were the technology -- those were the web-based services that we wanted to provide.

We've also done some experiments with things that will change the way that we manage our -- Under Secretary Fore -- Assistant Secretary Harty.

ASSISTANT SECRETARY HARTY: The eloquent Tony Edson.

MR. EDSON: Thank you very much.

I have a few poems that I'd like to read now.

Now, we've done some experiments.

In the Rice-Chertoff Joint Vision announcement there was reference to visa interviews by video conferencing and to
paperless visa processes. We have done some experiments in that regard. The technology is not -- how do I say it? It's operationally challenging. It's not technically difficult and we've had some pretty good results in terms of the technology.

The burden now on us with those two things with mobile fingerprint collection and a number of other things, is figuring out how that works effectively in the visa process.

I think most of you are much more concerned about the amount of time it takes. It can take at some of our facilities to get an appointment for a visa interview than with the travel of the applicant to the post for the visa interview. And one of our deepest concerns is that we not come up with fixes for small parts of the visa applicant pool that increase the amount of time it takes to process visas for the whole applicant pool.

In general, and again in the Rice-Chertoff announcement, we were focused on ways
that would improve the overall process of visa processing overseas. And it would certainly be my profoundest hope that we would come up with ways that would make it better for everybody across the board.

We also recognize, however, that with upwards of 8 million transactions a year at 211 locations, we need to have other ways to prioritize portions of the caseload that are of particular concern to the American traveling public. So, we do prioritize students, for example, offering them priority appointments to make sure that they can get into the United States on time.

We have a series of ways -- overlapping ways to prioritize business travelers. Our business visa center programs we put in place that all posts now working cooperatively with the U.S. Chamber to ensure that the American business traveler has the opportunity to prioritize urgent travel to the extent possible so we can get people in here on time to do the work that they need to do.
Medical cases, we've long had ways to prioritize them. There are communications issues sometimes that result in confusion in using those ways and we're working on improving both our processes on the ground and the way we express those on the web.

Tourism. Tourist travel is somewhat harder to prioritize than other groups of travelers, just because it's a large mass of travelers. It's hard to differentiate tourist travelers. How do I say this? All tourist travelers are of interest to the United States. So, it's hard to pull out high priority tourist travelers.

We have, nonetheless, through some pilot programs in China, we've done something called Tour Track as a way to prioritize appointments for group tourist travelers that we hope will encourage group travel from China and possibly give us the opportunity to do some other things in other countries as we proceed.

ASST. SECRETARY MARTINEZ-FONTS:
Tony, thank you very much.

And let me, even though they were introduced. Under Secretary Fore and Assistant Secretary Harty, we very much appreciate your joining us.

We just had the opportunity to listen to four speakers talk about four or five, in effect, of the subject matters that were included in the Rice-Chertoff Joint Vision and out of 13 of them. And I just thought I would ask if there were any questions from the members of the Advisory Committee, any clarifications? Any questions that we might take for just a moment?

Yes? Maria Luisa.

MEMBER O'CONNELL: I do and thank you all for this summary and all the programs that are being done.

One of the concerns that we see and that I have that I'm going to bring up during the committees, how are you all coordinating amongst yourselves, because we hear different databases and different
technologies. And one of my biggest -- our biggest concern is that you all talk to each other, because we have so many programs out there and so many ideas and so many things that are coming out that one of our biggest concerns is that if one person already went to one process to make certain that that person doesn't have to go again through the same process.

So, the advance is great in what is being done and then maybe that is the question I have is, are we making certain that the technologies are talking to each other and that we have one database for everybody? That is a concerned question.

ASST. SECRETARY MARTINEZ-FONTS: That's an excellent question. And by the way, one of the topics that we had thought of presenting here, we can talk a little bit more about it is just that technology piece of it because we are working. But probably Under Secretary Fore has a lot of very good information. And I can tell you from the
Homeland Security side of it, we are working together. And when we talk about redress which we'll talk about a little more later and all that, we are trying to make sure that all of those lists and everything are cleaned up and people are looking at the same list so we don't end up with those kind of duplications.

MR. EDSON: I have been impressed. I'm every day impressed by how close the information-sharing actually has become.

I've been in the visa business for 26 years. And much of that time has been spent tying the past messages between our systems and between our organizations.

There are still significant operational differences. And what happens at a port of entry at an individual inspection counter may be hard for me to find out but that's not because of the databases. That's because it's a different -- it's a different world, a long way away. I got to figure out with airport it was and what flight it was
before we can get that information.

The databases are pretty fully interoperable. US-VISIT and our own corporate database that is the repository for all our visa information are so -- it will be interesting to see what DHS thinks. But I believe at this point they are so interoperable as to be conceptually almost the same. They're different things, but they are so closely tied together that they're almost the same entity.

ASST. SECRETARY MARTINEZ-FONTS: Yes, sir?

MEMBER REINHARD: Question of clarification for Mr. Jacksta.

The survey, the scope of it, does it include just the entry process or the process of applying for a visa in the home country?

MR. JACKSTA: The survey was actually done at the ports of entry for people who are arriving at the airports. And there has been no survey from DHS's perspective on
what's happening outside that environment right now.

MEMBER REINHARD: Does it include the ease or difficulty of getting a baggage cart with foreign currency?

MR. JACKSTA: My experience is that's clearly going to come up as one of the issues --

MEMBER REINHARD: Okay.

MR. JACKSTA: -- that someone will raise because sometimes what we have found is that there are individuals that go through the process very quickly from a Federal perspective, but then get slowed down for other reasons --

MEMBER REINHARD: Right.

MR. JACKSTA: -- in the process.

MEMBER REINHARD: Thank you.

MR. JACKSTA: Al, maybe I could just add just from a DHS perspective on the database issue.

I think one of the things that has been a success story in my view is the
improvement of exchanging information between
the departments, specifically DHS and DOS. We
worked very closely with US-VISIT as Bob
mentioned, as we moved that equipment out
there and the capabilities for the information
we brought right to our offices.

We had to put a lot of work in to
get to that point. And we continued to work
on it. But we feel very strongly that once
the U.S. Government collects information, that
there's no need to go and collect it again.
And that's what we're trying to do with the
interchange of the visa information, the
arrival information, the biometric
information, as well as the exit portion of
it. We need to make sure that if we can, get
as many stops along that process out of
collecting additional data.

So, I can tell you that I think
it's been very successful. We're going to
continue to work at it and every opportunity
we have, we want to bring that information to
all the various agencies that have a need to
see it or to use it.

ASST. SECRETARY MARTINEZ-FONTS:
Thank you.

Frank, do you have another comment?

MR. MOSS: Let me just make another comment. Maria Luisa, it's very good to see you by the way.

And that is, you don't necessarily need a mega database to do this. You really need to simply be able to get to the data in other places.

For example, we routinely share with our CBP colleagues all data on the 71 million people who currently have active passports.

The US-VISIT Program that Bob Mocny was talking about really is fed initially by visa data that comes into the State Department with something called our Consolidated Consular Database. And then goes over to DHS to populate their databases at the ports of entry.
In practice matters, we have been hooked at the hip with US-VISIT and CBP as we develop both our E-Passport. We have to produce something that is globally interoperable. We also have to make absolutely certain that an American citizen coming back to the country with that passport can have it be read easily by CBP officials at ports of entry.

The PASSport Card that I talked about briefly. That's part of a larger architecture called PASS which is really a backbone architecture developed by the two agencies which will govern not just the way that this one document to cross the land borders and use in the maritime environment operates, but also things like our LPR cards, our border crossing cards that you and I are so familiar with.

So, I mean, I really think that it has been a C change. It is not stovepipes. Is it perfect? No. Nothing ever is. But we're certainly much better off in terms of
our information sharing.

For example, the State Department now, if we have a question about naturalization, if someone who claims to be a naturalized citizen and may not be able to produce their naturalization documents, can we prove it? We actually go back into the CIS databases to find that information.

So, yes. Database sharing, what we call data sharing, excuse me, is just a fundamental tenant of everything we do and one in which we're really making great progress.

So, thanks.

CO-CHAIRPERSON CHEN: Thank you. Maybe I'll add a little comment.

From a technology perspective, I'm in complete agreement with you which is there are known techniques out there and it's totally impractical to collect all database to one mega database. It's just, you know, physically not possible.

So, I think the back-end data sharing and all the techniques that is known
today surrounding. I think I've seen multiple Government agencies uses it a lot.

But the issue really I think, if I may add on to it is more at the front end part which was the, you know, the people that facing the customers are still going through the same process as if they don't have the data. But in the back end, you actually have the data. And so I just want to point that out. I think we need to break down the problem not as a technology problem but as a process issue more so than anything else.

MEMBER O'CONNELL: If I may, just to complement what you're saying.

And it is great that we have information and that there is a lot of coordination and cooperation. We still see it from the practical perspective at the trenches where we are, the challenge that we're still being asked to have that a truck driver to have a fast I.D. and then -- I mean, we're talking different identifications. And then if they are a U.S. citizen, they're going to
need a PASSport Card, but these are things that we might be talking and discussing it on how they're going to be implemented.

But the other challenge is also the officers at the front line, which is a tough job for them. And I admire them everyday because they have to make decisions in a short period of time. But they still want to fill the paper and look at the person. The technology is there, but there's that human touch and that is -- one of the challenges that we are facing from the user's perspective is, how do we make certain that we do the risk assessment? If you're low risk, let's use the technology. If you're a high risk, then we have more -- I'm getting more and more into the discussion.

But that is a concern, Frank, in terms of we have the technology. The databases and I'm not even going to go into there because that's not my area of expertise. But how can we make certain that at the end of the day for us, the users, it is practical
and for your enforcers, the people that are in
the trenches every day facing -- that is a
challenge that we see also on a daily basis.

ASST. SECRETARY MARTINEZ-FONTS:

And, Luisa if I could add just a
comment. I think CBP and TSA and I'm going
to take the chance here speaking on behalf of
the Department of State whether it's a
consular official, there is something that
can't ever be replaced with technology that
the consular official or the CBP agent or the
TSA by looking at, you know, body movements
and things and all that. So, it is very
important. But we've got to get the back end
right. And I think the message here that I'm
hearing is that we are getting the back end of
it right. We're getting it better and we're
helping those officials make the right
decisions in a quicker period of time.

So, thank you for your comments.

I would like to ask Under
Secretary Fore if she would like to make some
comments to this group. I'm trying to keep us
all on time. We hope we've learned -- Secretary Chertoff is running a few minutes late, but he should be here momentarily.

UNDER SECRETARY FORE: Good. It is my pleasure. Thank you very much. I'm glad to see that the meeting is proceeding so well and that you are really talking about issues of concern.

I'm delighted to join you this afternoon as we inaugurate the Secure Borders and Open Doors Advisory Committee.

Secretary Rice deeply regrets that she is not here. She was called away by the President for another meeting. But knowing of my abiding interest in this important subject, she has asked me to deliver her remarks.

Individually and as a group you possess a wealth of experience, wisdom and new perspective which will guide us to better, smarter solutions to the challenge of balancing border security and travel facilitation priorities.

As representatives of business,
travel and tourism, academia and health care, as individuals who travel overseas, or have lived and worked overseas and as thoughtful and patriotic American citizens, I know that you share our determination to improve America's welcome to foreign visitors.

During the past year, hard working people at the Departments of State and Homeland Security have made significant progress toward realizing many of the goals of the Rice-Chertoff Joint Vision.

Let me highlight some of the achievements for you.

We have made important changes to the U.S. Passport. All of our passport agencies now have the ability to issue biometrically enhanced passports. And by spring 2007, we will complete the transition and be issuing only biometric passports.

We have invested substantial human and technological resources to improve transparency, predictability and efficiency in the visa process. We are working assiduously
to reduce the number of days an applicant must wait for a visa appointment. And we post that information on our website. Ninety-seven percent of the qualified applicants receive their visas within one to two days of their interview.

Our business visa center provides assistance and guidance to assist business travelers. Each of our consulates and embassies sets aside dedicated appointments for business and student applicants.

We now have on-line visa applications which will be further improved in the next few months. We are moving to anywhere, anytime systems.

We are working with the American Chamber of Commerce and other business groups to insure that we provide the best possible service to this important constituency.

Our public outreach work to encourage foreign students to come to the United States, is already beginning to show concrete results. Over one half million
foreign students are studying in the United States now and in fiscal year 2006 we saw an increase of 14 percent over fiscal year 2005.

We continue to place great emphasis on our customer service training for every foreign service officer doing visa and passport work.

In short, we have put the structures in place to insure that our visa procedures are not overly complicated or cumbersome.

On model ports of entry, we are aggressively moving forward on videos and signage. But we need your help to really move forward on this concept.

Much remains to be done. Although it pains me to say this, we continue to see news reports and opinion surveys which indicate that many people around the world are reluctant to apply for a U.S. visa or to make plans to travel to the United States. They've heard of our procedures that they are too complicated. And that our welcome is less
than warm. These impressions are false but persistent.

We need your help to turn these negative perceptions around. We all know the best advertisement for America is America. We welcome foreign visitors, students, tourists, business travelers and others. We are committed to working with you to address and to reverse negative stories about our visa and border procedures.

With the help of this advisory panel, I am confident that we can move from strength to strength as we work to strike the right balance between protecting our security and facilitating legitimate travel.

Thank you for agreeing to take on this important assignment. We look forward to hearing your thoughts and your suggestions.

Thank you.

CHAIRPERSON COHON: Thank you very much, Madam Under Secretary. We appreciate you coming here today and delivering those remarks. And they are a good reminder of the
challenge we face, also opportunity to improve matters even further.

I think it's fair to say that -- I'm guessing. I'm speaking for the members here.

I'm impressed by what has been achieved in the several months since the Vision was announced and the challenge put down. It seems that the two departments have responded well. But clearly there's much more to be done.

One of the things that I'm going to make sure we talk about further when we move into our private meeting is the question of what it is we're trying to achieve. Not just as a committee. I mean, what it is as a nation, as two departments, that we're trying to achieve.

There's openness and there's security and that leaves the question of metrics and how we measure how we're doing. And there's at least one mention of metrics in the documents we've seen. And we need to talk
more about that, I think.

The Under Secretary actually offered one and I'm glad to hear that and it's a very nice crisp one. The number of days of delay waiting for an appointment for an interview and you post that. That's a very good thing. And it's good to have a concrete measure like that and to communicate that way to your customers.

I think that the openness side of this lends itself to metrics of that sort. But there's the security side of it too, and your point about risk assessment is a very good one. And it's much harder to come by. That is, the relative priority on a security side when one is looking at a border. But we can't avoid that either.

These are big topics that if someone measures how we're doing, but I think that's something that we as a committee can contribute by working with the departments in helping them to think through what they might measure and how they might go about doing
Thoughts? Comments? Questions from the Under Secretary? The mike is always yours, Madam Under Secretary, whenever you want to talk. I didn't mean to cut you off.

UNDER SECRETARY FORE: No. I'm interested. I'm very interested in your thoughts and ideas, ways that we can improve our services to all of you.

It is our hope that you will come forward with concrete suggestions for all of us because we are always looking for ways to improve.

CHAIRPERSON COHON: Thank you.

UNDER SECRETARY FORE: We do think we have made significant progress.

CHAIRPERSON COHON: Yes.

UNDER SECRETARY FORE: So, it's good to also hear that.

CHAIRPERSON COHON: And you're to be congratulated for the way you've opened yourselves up here for advice and ways to improve. We commend you for that and thank
you.

Governor Engler.

MEMBER ENGLER: I think, Mr. Chair, you made an important point that it's good to make. In the public session we'll talk more about later, but in terms of where do we go from here? Because the documents really paint a pretty good picture. It's five years of activity. I mean, so I think that the pace has picked up considerably here in the fifth year. And I think some things are coming together that, you know, there was a lot of starts and stops maybe.

But with the team that's in place. If we look at things in terms of the cycle of Washington, in two more years what can get done. It's going to be important not to leave -- to leave the minimum of things 95 percent completed. Those need to be completed.

If something can only be half done and it's to be left, you know, for another administration, there has to be, I think, some discernment as to which can we get done,
completed and say here it is, so that the
focus is on what's the issue and how that's
framed up beyond. And I think that's kind of
an interesting conversation. Because it gets
interrupted in the early part of -- end of
2008, early 2009, with personalities and the
people. There will be changes as there always
are, but they will be profound then.

And so I think your question is a
really excellent starting point for some of
this discussion today.

CHAIRPERSON COHON: Talk more
about it.

Madam Under Secretary, while we
still have you, a particular question I have
for you.

So much of what we talk about here
depends on cooperation with other nations and
some kind of tuning of the various passport
and visa systems.

How is that going? Or how is it
being done and how is that going?

Would you like to comment on that?
Thank you.

UNDER SECRETARY FORE: Let me ask Assistant Secretary Maura Harty, who has been involved with many of these negotiations if she might be able to add a few examples.

ASSISTANT SECRETARY HARTY: I'm happy to do that and really delighted to be here today. And so appreciative of all of the work that the committee members have done and the interest in everybody coming today displays in being here.

With respect to international cooperation, I think we really start with looking at the visa waiver countries. And the real push that we have seen together working with them bilaterally as well as working through organizations like ICAO to identify standards for travel documents and to lead the way too globally.

I can see already many, many instances where it isn't just with visa waiver countries looking into the biometrically enabled travel documents. I happened to be in
Dakur, Senegal, for example, about a month ago and in the Office of the Interior Minister was shown their new system. An entry/exit system, believe it or not, fingerprint enabled. And that was just a display and it wasn't in actual use anywhere just yet. Neither had he shown it to his president yet. So, if the media is here, skip this part because he needs to do that with his president first.

But the idea was, in all candor, around the world people are beginning to understand that the systems that we have pioneered through ICAO with the visa waiver countries, with several other cooperating nations, people understand that when you inform a travel document, a process for getting a travel document with absolute integrity, you make the system safer for all travelers. And so I think that without trying to sound too much like we're patting ourselves on the back, and with absolutely giving credit to other governments and ICAO, we have set up something from which there really isn't any
turning back.

We are invested in more security in the system that also will bring more efficiency to systems as I might, just bet. Frank has talked about already with respect to the Western Hemisphere Travel Initiative.

There is tremendous goodwill around the world to do things. When I had the privilege of starting in this job four years ago, we didn't see nearly as much of it as we do now. I agree with Governor Engler that the up tempo for the changes that we've seen is just -- it's going to continue to be as best as it is. And one of the challenges we will face is how we continue to be agile enough to harness the good ideas and the technology as it continues to improve.

CHAIRPERSON COHON: Thank you. That's encouraging.

And is the primary coordination at your level or is it at the sort of a technical level?

ASSISTANT SECRETARY HARTY: I
would say it is actually across a variety of levels. We have technical people speaking all the time. We have the Assistant Secretary level, Deputy Assistant Secretary level, Under Secretaries. Certainly, the fact that Secretary Rice wanted to come today and Secretary Chertoff is on his way, shows that it is one team with one message across a variety of levels.

CHAIRPERSON COHON: Thank you.

Yes?

MEMBER DOW: First of all from a positive side, I applaud some of the great advances you've made in China, in Korea. Most recently looking at India. Made some tremendous changes.

The question is the India situation sustainable or is it a quick fix and how do we get those kind of things in Mexico and Brazil?

ASSISTANT SECRETARY HARTY: If I might answer that just very quickly since Secretary Chertoff is now here.
The quick fix in India was because it was untenable. It was just too long and we needed to identify some -- we needed to first fix the problem and in fixing that problem, begin to identify ways forward.

We have some plans for Mexico and also for Brazil and we will be rolling those out. But India is really a laboratory for us and we will look at best practices out of what we've done there, what we've learned and what we continue to learn.

CHAIRPERSON COHON: Thank you. Go ahead.

UNDER SECRETARY FORE: I think Assistant Secretary Harty also has some best practices in China that are also being modeled.

CHAIRPERSON COHON: Good. Thank you.

When someone joins you who needs no introduction, you don't introduce them.

Secretary Michael Chertoff, the microphone is yours. Thanks for joining us.
SECRETARY CHERTOFF: Thank you.

I apologize for being a little late. But as you can imagine, there are unanticipated things that arise and play havoc with your schedule.

But I want to thank you, first of all, for agreeing to serve on this committee and I want you to know that we value your time and your incite. I want to particularly thank Dr. Cohon and John Chen for agreeing to lead the committee.

And you should understand that this reflects a very strong commitment by both Secretary Rice and myself to making important progress in promoting travel and tourism and trade between the United States and the rest of the world.

I think we have made some good progress on a number of projects and I know you've gotten a general update. I know the staffs of both State and DHS have worked very hard on this. And I particularly want to thank Al Martinez-Fonts from the Department of
Homeland Security, Deputy Assistant Secretary Tony Edson for their leadership in this regard.

I also know that there's a lot of work that remains. And there's also always a gap between reality and perception. As we make real changes that make things better, it seems to take awhile before things actually get perceived in the press and in the public.

So, we need to make sure we are making people aware of the steps that we are taking going forward.

I still believe that this is about balance. Balancing security and facilitation of travel and freedom and liberty. And it's a balance. It means we don't go all the way in one direction or all the way in the other. And I think that's been the mandate of both Secretaries to the people working in the departments on these various issues.

Let me give you a little bit of a focus on a few specific items, particularly things that I think that are comparatively
recent developments.

One of the keys to balancing ultimately is smarter screening. We have a lot of different screening tools and programs that are out there. And the better we integrate them and have a common architecture so that we don't have to have different overlapping systems that are incompatible, the more convenient it is and the more efficient and the more secure it is.

Like with any other migration of investment, at some point you have to bite the bullet and actually make the investment. So, there's always a little bit of short-term pain but in the end you're better off doing that.

And in order to make sure we are moving in a disciplined way in that direction, I've appointed Kathy Kraninger as the department's first Director of the Screening Coordination office.

Her job is going to be to integrate and unify the screening programs both architecturally, conceptually and also
very important to make some real progress on one-stop redress, which I think is always a troubling irritant for travelers. And I certainly hear about it from all kinds of people, including some of my colleagues when they have a relative who gets stopped.

I might add, by the way, that in the days that I was -- prior to my having this job, when I was a Federal Judge, I got stopped and put into secondary. And so, you know, I know for a fact that nobody is free of this kind of hassle and part of it is the price we pay so that we know we are safe when we fly or when we cross our borders.

Secondly, knowing in January, the new passport requirement is going to go into effect for western hemisphere travelers.

A lot of important work is taking place to make sure the message gets out. I'm gong to tell you something I am totally convinced about.

As with any other things where you have to migrate to a new system, and again
where there's that need to kind of make that short-term investment, the best thing you can do for the public is to set a deadline and stick to it. It there's ambiguity, if there's a belief that it's not real and, therefore, people don't get serious about it, in the end what you have is failure.

So, we have been disciplined about the deadline for the air rule. I'm very pleased to say that one of the things I've noticed as I've opened up my newspaper is I start to notice ads either by countries or by hotels telling people you got to get passports.

I think one travel company or one hotel company offered a discount to offset the amount of -- I think that's exactly what should happen. I have total faith that the marketplace, which can deploy new versions of iPods and cell phones with incredible efficiency, can drive this kind of change, if we give you two tools. Clarity about the deadline and the requirement and an investment
in the public massaging to make sure that we are being consistent and clear.

We've done some baseline studying and we estimate that 69 percent of U.S. travelers to Canada, 58 percent of U.S. travelers to Mexico and 75 percent of U.S. travelers to the Caribbean, already have passports.

A recent study in September found that 90 percent of passengers leaving from Canadian airports already had passports.

Now, I do want to say that we are looking ultimately in the land border element of WHTI to having an alternative to the passport, which the State Department has put out which will be cheaper, convenient to carry in a wallet-sized card. And we're working very hard with our neighbors to the north to try to come up with ways to make this as efficient and as easy as possible.

So, I think, you know, we want to make it as convenient as we can but I think in the end that we need to have this. And I
could raise the hair on your head if I told you stories about times that we've caught people coming with phoney identification. And we put our border inspectors under a lot of pressure by requiring them to recognize 8,000 different kinds of identification. And so we need to make their lives a little bit easier too.

A third thing I'd like to mention is, of course, call to your attention if you haven't seen it already, is the President's recent remarks in Estonia about expanding and improving the Visa Waiver Program.

This is a Congressional issue, because it's a statute. So, it's not something we can do unilaterally.

And our approach has been to do two things. It's to raise the baseline security by finding ways to work with the visa waiver countries to get a little bit more information in order to make sure we can do some vetting up front in advance. And in return for that, introduce a little bit of
flexibility in the three percent requirement that has been a stumbling block, I think, for a number of countries, particularly in Eastern Europe that would otherwise be eligible for the Visa Waiver Program.

So, I think what we're doing is we're looking to trade off blunt instruments in favor of more precise and security tailored instruments.

I don't want to underestimate the challenges you should know and I'm sure you do know, that there is real debate in Congress about the Visa Waiver Program. There are people who are passionately of the belief that the whole program should be scraped, that we shouldn't have visa waivers. Everybody should have a visa.

And, you know, there's a reason for that. Because the visa process does introduce another element of security.

Others, I think, feel that our allies overseas ought to be rewarded by having visa waiver applied and that some of the
country who already have visa waiver are
countries where we have seen historically
there are certainly terrorism threats of a
home-grown variety. So, this is going to be a
challenging issue we look forward to working
with Congress on it.

Finally, I'd like to say we've
made good progress on the model ports of
entry. The Government and the private sector
have identified staff to facilitate
processing. I think we've improved signage
and there's an information video and some
other improvements.

I think it's important to measure
progress in this regard and a performance
measurement group has been established to
identify the appropriate metrics to assess how
model port is doing.

So, I want to thank you for your
time and service. I hope we can have your
initial set of recommendations in a few
months.

And now I'm going to turn it over
to Henrietta to -- oh, she's talked already.

All right.

So, someone else take it away.

CO-CHAIRPERSON CHEN: I'll take it away.

Thank you, Mr. Secretary and thank you Under Secretary Fore for your great comments and we're delighted to be here.

Now, before I adjourn the formal part of the meeting, do we have any time for questions of either the Secretary and Under Secretary? Do we have any time at all?

ASST. SECRETARY MARTINEZ-FONTS: Are there any questions by any of the members of the Committee who would like to address? We have a couple.

CO-CHAIRPERSON CHEN: Tom.

MR. DONOHUE: Mr. Secretary, I don't expect much of an answer for this, but I'm just going to give you a little bit of a heads up from my previous life.

I know particularly on the West Coast we're talking about requiring drayage
drivers in the ports to produce either proof of citizenship or a quickly verifiable green card.

I no longer run the American Trucking Association so I can't give you numbers you can count on. But we all know about the extraordinary shortage of truck drivers. And I would suggest that the most difficult of those truck drivers to get are drayage drivers. And we might be thinking about some other options of how to run those ports when we get to that issue. Because I think you could get a number that's way, way more than half of the people that won't be able to qualify.

And as you know, if you shut the port down for one day, it will take you three months to straighten it out. So, we'd be very happy to work with you and help you.

There's absolutely no criticism intended in that. It's just a dose of reality of what we're dealing with in the massive shortage of workers in certain categories in
this country. And we'd be glad to help. And Michael knows a lot about that as well, but it's gotten a lot worse in recent years. Or a lot more challenging.

SECRETARY CHERTOFF: I appreciate that.

MR. DONOHUE: And I just took this step to mention that because I was going to call you anyway, but so thank you very much.

CO-CHAIRPERSON CHEN: Okay. Anybody else?

Luisa.

MEMBER O'CONNELL: Secretary, thank you for being here.

One of the challenges that we also see is all the programs that are coming out and then the technology and the investment and not at the same level the staff growing at the front line for your CBP officers, for others.

How can we address that and how -- is that a challenge that you have seen as the Secretary in terms of the training and training new people. And also it applies on
the visa offices, because we have the technology, but we see the long lines still because not all the booths can be open or not all the windows at the embassy or the counselor offices can be open. So, that is a challenge that I would like to know your thoughts about it.

SECRETARY CHERTOFF: Well, of course, we have an obligation to try to manage our personnel resources and timing in a way that gets the maximum efficiency. So, you know, making sure that we don't have booths that unattended during high flow travel times. You know, we hope and we expect that our managers at the various ports of entry are managing the schedule of inspectors to maximize input.

Of course, at the end of the day, I mean, all these issues, you know, the department as the entire Government, has many competing obligations. And, you know, we have to put more border patrol on the border between the ports of entry. We have to put
more inspectors in the ports of entry. So, we try to balance in terms of, you know, what is ultimately a finite set of resources in a way that gives us the maximum efficiency.

I do think that one of the keys here is technology. And to the extent we can leverage that, we can get further with the people that we do have, but we do work very hard.

CO-CHAIRPERSON CHEN: Okay. Unfortunately, we have a very limited time. Before I officially end the session, let me tell you an interesting story for myself.

As you could see, my name is extremely common. It's probably more common than Bob Smith. And so, unfortunately, one of the people that the Government interested in on no-fly lists happens to share the same name with me.

And so for the longest time I've been stopped and whether it's secondary or whatever, I at one time check in my bags at
the porter outside. And they quickly run after me, return the bags to me because I had to get back in line with the airline.

But, anyway, and so I've gone through the TSA programs and they gave me these letter so I was very proud and felt good about it and then I was hoping that I could get a chance to use the letter.

But then for the last year and a half, after I got that letter, nobody ever stopped me again. So, it must work somehow.

Anyway, with that, I want to thank the public for coming. And I would like to invite the committee member to a closed session.

Thank you all very much.

Thank you to both Secretaries.

(Whereupon, the above matter was concluded at 2:53 p.m)