



Department of Homeland Security

Privacy Office

2011 Freedom of Information Act Report
to the Attorney General of the United States

February 2012



Homeland
Security

Message from the Chief Freedom of Information Act Officer

I am delighted to present the Department of Homeland Security's (DHS) Annual Freedom of Information Act (FOIA) Report to the Attorney General for 2011. This is the third such report produced during my tenure as the Department's Chief Privacy Officer and Chief FOIA Officer and the third to reflect President Obama's call for openness and transparency in Federal Government operations. The highlight of this year's report is the unprecedented number of FOIA requests the Department received overall, the near doubling of requests submitted to two DHS components, U.S. Customs and Border Protection (CBP) and U.S. Immigration and Customs Enforcement (ICE), and an additional 20 percent increase in requests coming in to United States Citizenship and Immigration Services (USCIS), the DHS component that receives the most FOIA requests.



To analyze these numbers more closely, in Fiscal Year 2011 DHS received a total of 175,656 FOIA requests, up 45,558 or 35 percent from Fiscal Year 2010's total of 130,098. We processed 145,631 requests, an increase from 138,651 in 2010. These requests were almost equally divided between simple requests (requests anticipated to involve a small volume of material or which will be able to be processed relatively quickly) and complex requests (requests that are anticipated to involve a voluminous amount of material to review or will be time-consuming to process). We received 64,895 simple requests and 64,792 complex requests, respectively. For 98,401 of these cases (57 percent), DHS released responsive information. The percentage of FOIA requests with information released is even higher—81 percent—when the 17,731 requests that are duplicative or withdrawn altogether and/or seek records that do not exist or, alternatively, fall under the purview of another agency are eliminated.

The increased volume of incoming requests did not preclude a timely response. Almost across the board, DHS components shortened the interval between the receipt of a simple perfected request and its final disposition. CBP, for example, reduced its median response time for simple perfected requests from 24 days in FY10 to 4 in FY11 or 83 percent. The Office for Civil Rights and Civil Liberties (CRCL) decreased its median turnaround from 22 days to 7 or 68 percent, while the Office of Inspector General average response time dropped from 11.05 days to 8.57, or 22 percent. In some cases, the response time for complex requests also fell significantly. The Federal Emergency Management Administration (FEMA)'s response time dropped from 390 days in Fiscal Year 2010 to 102 in Fiscal Year 2011 or 74 percent. The United States Coast Guard (USCG) cut its response time from 56 days to 45 (20 percent), and the Office of General Counsel reduced its average response time of 474.57 days in FY10 to 296.69 in FY11— 37 percent.

Here at DHS we have experienced a 64 percent increase in the number of FOIA requests received since President Obama took Office and called for greater transparency and openness. What do these numbers mean in terms of the President's mandate? It is clear that the concepts of government accountability through the Freedom of Information Act that the President expressed upon assuming office has gained widespread acceptance among the public, that they are turning

first to the FOIA process to seek information about federal activities and using the full power of the law to find out what they want, perhaps need, to know. Certainly this is the case at DHS, where we celebrate this development to better acquaint our constituency with the panoply of programs and activities we carry out on their behalf.

I direct your attention to the pages that follow and look forward to providing even better and more responsive customer service in the new Fiscal Year.

Mary Ellen Callahan
Chief Freedom of Information Act Officer
U.S. Department of Homeland Security

TABLE OF CONTENTS

I. Basic Information Regarding Report.....	vi
II. Making a FOIA Request	vi
III. Acronyms, Definitions, and Exemptions.....	vi
IV. Exemption 3 Statutes	1
V. FOIA Requests	3
A. Received, Processed and Pending FOIA Requests	3
B. (1) Disposition of FOIA Requests - All Processed Requests	3
(2) Disposition of FOIA Requests - “Other” Reasons for “Full Denials Based on Reasons Other than Exemptions” from Section V, B(1) Chart	4
(3) Disposition of FOIA Requests - Number of Times Exemptions Applied....	5
VI. Administrative Appeals of Initial Determinations of FOIA Requests	6
A. Received, Processed, and Pending Administrative Appeals.....	6
B. Disposition of Administrative Appeals - All Processed Appeals	6
C. (1) Reasons for Denial on Appeal - Number of Times Exemptions Applied....	6
(2) Reasons for Denial on Appeal - Reasons Other than Exemptions.....	7
(3) Reasons for Denial on Appeal - “Other” Reasons from Section VI, C(2) Chart.....	7
(4) Response Times for Administrative Appeals.....	7
(5) Ten Oldest Pending Administrative Appeals	8
VII. FOIA Requests: Response Times for Processed and Pending Requests.....	8
A. Processed Requests - Response Time for All Processed Perfected Requests....	8
B. Processed Requests - Response Time for Perfected Requests in Which Information was Granted	9
C. Processed Requests - Response Time in Day Increments	10
(1) Simple Requests Response Time in Day Increments.....	10
(2) Complex Requests Response Time in Day Increments	10
(3) Requests Granted Expedited Processing Response Time in Day Increments.....	11
D. Pending Requests - All Pending Perfected Requests.....	11
E. Pending Requests - Ten Oldest Pending Perfected Requests	12
VIII. Requests for Expedited Processing and Requests for Fee Waivers	13
A. Requests for Expedited Processing.....	13
B. Requests for Fee Waiver.....	13
IX. FOIA Personnel and Costs.....	14

X. Fees Collected for Processing Requests	15
XI. FOIA Regulations (Including Fee Schedule).....	15
XII. Backlogs, Consultations, and Comparisons.....	15
A. Backlogs of FOIA Requests and Administrative Appeals.....	15
B. Consultations on FOIA Requests - Received, Processed, and Pending Consultations.....	16
C. Consultations on FOIA Requests - Ten Oldest Consultations Received from Other Agencies and Pending.....	16
D. (1) Comparison of Numbers of Requests from Previous and Current Annual Report - Requests Received, Processed, and Backlogged	17
(2) Comparison of Backlogged Requests from Previous and Current Annual Report.....	18
E. (1) Comparison of Numbers of Administrative Appeals from Previous and Current Annual Report - Appeals Received, Processed, and Backlogged.....	19
(2) Comparison of Backlogged Administrative Appeals from Previous and Current Annual Report.....	19
APPENDICES.....	20
APPENDIX A: Composition of the Department of Homeland Security.....	20
APPENDIX B: Organization of the Department of Homeland Security Chart.....	24
APPENDIX C: Names, Addresses, and Contact Information For DHS FOIA Officers	25

I. Basic Information Regarding Report

1. Questions regarding this report may be directed to:

Delores J. Barber
Deputy Chief FOIA Officer
Privacy Office
U.S. Department of Homeland Security
245 Murray Drive SW, Building 410
STOP-0665
Washington, DC 20528-0665
Phone: 703-235-0790; Fax: 703-235-0443

2. This report can be downloaded from the DHS FOIA website at <http://www.dhs.gov/FOIA>.

3. Requests for this report in paper form may also be directed to Delores J. Barber, as listed above.

II. Making a FOIA Request

1. Names, addresses, and contact numbers for DHS FOIA Officers can be found on our website at <http://www.dhs.gov/FOIA>.

2. Brief description why requests are not granted:

The Department of Homeland Security (DHS or the Department) has the primary responsibility to lead the unified national effort to secure the country and preserve our freedoms. It follows that the records maintained by the Department often involve law enforcement matters. Because law enforcement records are of such interest to subjects of investigation, victims of crime, and the public at large, these records are often requested under the Freedom of Information Act. The Department commonly invokes exemptions 6 and 7(C) to prevent unwarranted injury to the privacy interests of individuals, and exemption 7(E) to protect against the disclosure of law enforcement techniques, procedures and guidelines. Further, until the issuance of *Milner v. Department of the Navy*, 131 S.Ct. 1259 (2011), in March of this year, the Department commonly cited exemption 2 to protect against disclosure of certain types of information the release of which is likely to risk circumvention of laws or regulations.

III. Acronyms, Definitions, and Exemptions

1. Agency-specific acronyms or other terms.

- a. CBP United States Customs and Border Protection
- b. CFO Chief Financial Officer
- c. CISOMB Citizenship and Immigration Services Ombudsman
- d. CRCL Office for Civil Rights & Civil Liberties
- e. DNDO Domestic Nuclear Detection Office
- f. ESEC Office of the Executive Secretary
- g. FEMA Federal Emergency Management Agency

- h. FLETC Federal Law Enforcement Training Center
- i. I&A Office of Intelligence and Analysis
- j. IGA Office of Intergovernmental Affairs
- k. ICE United States Immigration and Customs Enforcement
- l. MGMT Management Directorate
- m. NCSC National Cyber Security Center
- n. NPPD National Protection and Programs Directorate
- o. OGC Office of the General Counsel
- p. OHA Office of Health Affairs
- q. OIG Office of the Inspector General
- r. OLA Office of Legislative Affairs
- s. OPA Office of Public Affairs
- t. OPS Office of Operations Coordination and Planning
- u. PLCY Office of Policy
- v. PRIV Privacy Office
- w. S&T Science and Technology Directorate
- x. TSA Transportation Security Administration
- y. USCG United States Coast Guard
- z. USCIS United States Citizenship and Immigration Services
- aa. USSS United States Secret Service
- bb. US-VISIT United States Visitor and Immigrant Status Indicator Technology

2. Definition of terms, expressed in common terminology.

- a. **Administrative Appeal** – A request to a federal agency asking that it review at a higher administrative level a FOIA determination made by the agency at the initial request level.
- b. **Average Number** – The number obtained by dividing the sum of a group of numbers by the quantity of numbers in the group. For example, of 3, 7, and 14, the average number is 8, determined by dividing 24 by 3.
- c. **Backlog** – The number of requests or administrative appeals that are pending at an agency at the end of the fiscal year that are beyond the statutory time period for a response.
- d. **Component** – For agencies that process requests on a decentralized basis, a “component” is an entity, also sometimes referred to as an Office, Division, Bureau, Center, or Directorate, within the agency that processes FOIA requests. The FOIA now requires that agencies include in the Annual FOIA Report data for both the agency overall and for each principal component of the agency.
- e. **Consultation** – The procedure whereby the agency responding to a FOIA requests first forwards a record to another agency for its review because that other agency has an interest in the document. Once the agency in receipt of the consultation finishes its review of the record, it provided its views on the record to

the agency that forwarded it. That agency, in turn, will then respond to the FOIA requester.

- f. **Exemption 3 Statute** – A federal statute other than FOIA that exempts information from disclosure and which the agency relies on to withhold information under subsection (b)(3) of the FOIA.*
- g. **FOIA Request** – A FOIA request is generally a request to a federal agency for access to records concerning another person (i.e., a “third-party” request), an organization, or a particular topic of interest. Moreover, because requesters covered by the Privacy Act who seek records concerning themselves (i.e., “first-party” requesters) are afforded the benefit of the access provisions of both FOIA and the Privacy Act, the term “FOIA request” also includes any such “first-party” requests where an agency determines that it must search beyond its Privacy Act “systems of records” or where the agency applies a Privacy Act exemption and therefore looks to FOIA to afford the greatest possible access. DHS applies this same interpretation of the term “FOIA request” even to “first-party” requests from persons not covered by the Privacy Act, e.g., non-U.S. citizens, because DHS by policy provides such persons the ability to access their own records in DHS’s Privacy Act “mixed systems of records” as if they are subject to the Privacy Act’s access provisions, and DHS processes the requests under FOIA as well. Thus, all requests that require DHS to utilize FOIA in responding to the requester are included in this Report.

Additionally, a FOIA request includes records referred to the agency for processing and direct response to the requester. It does not, however, include records for which the agency has received a consultation from another agency. (Consultations are reported separately in Section XII of this Report.

- h. **Full Grant** – An agency decision to disclose all records in full in response to a FOIA request.
- i. **Full Denial** – An agency decision not to release any records in response to a FOIA request because the records are exempt in their entirety under one or more of the FOIA exemptions, or because of a procedural reason, such as when no records could be located.
- j. **Median Number** – The middle, not average, number. For example, of 3, 7, and 14, the median number is 7.
- k. **Multi-Track Processing** – A system in which simple requests requiring relatively minimal review are placed in one processing track and more voluminous and complex requests are placed in one or more other tracks. Requests granted

* Pursuant to 5 U.S.C. § 552(b)(3) as amended by sec. 564 of Public Law 111-83, a statute enacted after October 28, 2009 can qualify as an Exemption 3 law only if it cites specifically to 5 U.S.C. § 552(b)(3).

expedited processing are placed in yet another track. Requests in each track are processed on a first in/first out basis.

- i. **Expedited Processing** – An agency will process a FOIA request on an expedited basis when a requester satisfies the requirements for expedited processing as set forth in the statute and in agency regulations.
 - ii. **Simple Request** – A FOIA request that an agency using multi-track processing places in its fastest (non-expedited) track based on the volume and/or simplicity of records requested.
 - iii. **Complex Request** – A FOIA request that an agency using multi-track processing places in a slower track based on the high volume and/or complexity of the records requested.
 - l. **Partial Grant/Partial Denial** – An agency decision to disclose portions of the records and to withhold other portions that are exempt under the FOIA, or to otherwise deny a portion of the request for a procedural reason.
 - m. **Pending Request or Pending Administrative Appeal** – A request or administrative appeal for which an agency has not taken final action in all respects.
 - n. **Perfect Request** – A request for records which reasonably describes such records and is made in accordance with published rules stating the time, place, fees (if any) and procedures to be followed.
 - o. **Processed Request or Processed Administrative Appeal** – A request or administrative appeal for which an agency has taken final action in all respects.
 - p. **Range in Number of Days** – The lowest and highest number of days to process requests or administrative appeals
 - q. **Time limits** – The time period in the statute for an agency to respond to a FOIA request (ordinarily 20 working days from receipt of a perfected FOIA request).
3. Concise descriptions of FOIA exemptions:
- a. **Exemption 1:** classified national defense and foreign relations information
 - b. **Exemption 2:** internal agency rules and practices (personnel)
 - c. **Exemption 3:** information that is prohibited from disclosure by another federal law
 - d. **Exemption 4:** trade secrets and other confidential business information
 - e. **Exemption 5:** inter-agency or intra-agency communications that are protected by legal privileges.

- f. **Exemption 6:** information involving matters of personal privacy
- g. **Exemption 7:** records or information compiled for law enforcement purposes, to the extent that the production of those records A) could reasonably be expected to interfere with enforcement proceedings, B) would deprive a person of a right to a fair trial or an impartial adjudication, C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, D) could reasonably be expected to disclose the identity of a confidential source, E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or procedures, or F) could reasonably be expected to endanger the life or physical safety of any individual.
- h. **Exemption 8:** information relating to the supervision of financial institutions
- i. **Exemption 9:** geological information on wells

NPPD	22	42	10	2	3	2	4	1	3	2	3	0	0	94
OGC	16	5	0	0	1	0	0	0	0	0	0	0	0	22
OIG	82	2	0	0	0	0	0	0	0	0	0	0	0	84
OPS	19	0	0	0	0	0	0	0	0	0	0	0	0	19
PLCY	9	0	0	0	0	0	0	0	0	0	0	0	0	9
PRIV	843	0	0	0	0	0	0	0	0	0	0	0	0	843
S&T	23	3	2	0	0	0	0	0	0	0	0	0	0	28
TSA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
USCG	1,987	70	20	16	9	8	19	4	7	0	13	5	2	2,160
USCIS	4,657	2,274	2,948	2,517	1,158	1,560	2,364	137	35	20	33	9	1,121	18,833
USSS	68	0	0	0	0	0	0	0	0	0	0	0	0	68
US-VISIT	2,623	44	2	0	1	2	1	0	2	1	5	0	0	2,681
AGENCY OVERALL	38,147	5,206	5,111	4,006	2,778	2,638	3,689	1,295	371	179	169	61	1,245	64,895

(2) Complex Requests

Component	1-20 Days	21-40 Days	41-60 Days	61-80 Days	81-100 Days	101-120 Days	121-140 Days	141-160 Days	161-180 Days	181-200 Days	201-300 Days	301-400 Days	401+ Days	Total
CBP	293	118	112	131	113	64	99	86	20	6	3	0	0	1,045
CRCL	7	2	2	4	1	1	1	1	0	1	2	2	1	25
FEMA	74	142	94	68	59	37	34	33	29	18	84	43	162	877
FLETC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I&A	25	7	2	7	2	1	0	0	0	0	0	0	0	44
ICE	1,256	513	280	159	81	49	41	19	16	11	11	7	0	2,443
MGMT	23	35	22	2	0	3	1	0	0	0	0	0	0	86
NPPD	16	14	16	14	13	16	17	18	8	6	30	8	1	177
OGC	4	4	0	3	2	0	1	3	0	0	2	0	17	36
OIG	32	13	6	1	3	2	1	0	0	0	0	0	0	58
OPS	17	1	0	0	0	0	0	0	0	0	0	0	0	18
PLCY	15	0	0	0	0	0	0	0	0	0	0	0	0	15
PRIV	53	49	31	9	13	9	9	11	4	3	5	4	5	205
S&T	0	2	1	1	0	0	1	0	0	0	0	0	0	5
TSA	116	93	63	46	48	27	39	47	29	37	103	25	21	694
USCG	84	421	166	0	0	6	46	28	33	24	174	65	86	1,133
USCIS	10,350	2,170	7,406	11,736	3,954	6,311	9,929	1,783	144	57	154	56	3,105	57,155
USSS	0	145	174	41	33	97	13	20	10	16	43	32	147	771
US-VISIT	1	2	0	1	0	0	0	0	0	0	1	0	0	5
AGENCY OVERALL	12,366	3,731	8,375	12,223	4,322	6,623	10,232	2,049	293	179	612	242	3,545	64,792

(3) Requests Granted Expedited Processing

Component	1-20 Days	21-40 Days	41-60 Days	61-80 Days	81-100 Days	101-120 Days	121-140 Days	141-160 Days	161-180 Days	181-200 Days	201-300 Days	301-400 Days	401+ Days	Total
CBP	8	0	0	0	0	0	0	0	0	0	0	0	0	8
CRCL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FEMA	0	0	0	0	0	0	0	0	0	0	1	1	7	9
FLETC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I&A	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ICE	3	2	1	0	0	0	0	0	0	0	0	0	0	6

(3) Requests Granted Expedited Processing

Component	1-20 Days	21-40 Days	41-60 Days	61-80 Days	81-100 Days	101-120 Days	121-140 Days	141-160 Days	161-180 Days	181-200 Days	201-300 Days	301-400 Days	401+ Days	Total
MGMT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NPPD	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OGC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OIG	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OPS	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PLCY	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PRIV	0	0	0	0	0	0	0	0	0	0	0	1	0	1
S&T	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TSA	1	0	0	0	0	0	0	0	0	0	0	0	0	1
USCG	0	0	0	0	0	0	0	0	0	0	0	0	0	0
USCIS	6	0	1	2	0	0	0	0	0	1	0	0	0	10
USSS	0	0	0	0	0	0	1	0	0	0	0	0	0	1
US-VISIT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AGENCY OVERALL	18	2	2	2	0	0	1	0	0	1	1	2	7	36

D. Pending Requests – All Pending Perfected Requests

Component	Simple			Complex			Expedited		
	Number Pending	Median No. of Days	Average No. of Days	Number Pending	Median No. of Days	Average No. of Days	Number Pending	Median No. of Days	Average No. of Days
CBP	4,894	66	65.12	191	36	43.87	0	N/A	N/A
CRCL	0	N/A	N/A	6	53	42.50	0	N/A	N/A
FEMA	94	36	43.44	442	306.5	378.82	0	N/A	N/A
FLETC	5	103	93.00	0	N/A	N/A	0	N/A	N/A
I&A	0	N/A	N/A	21	101	108.67	0	N/A	N/A
ICE	18	7	10.67	32	25	65.66	0	N/A	N/A
MGMT	2	8	8.00	9	15	25.00	0	N/A	N/A
NPPD	33	14	15.33	61	98	104.25	0	N/A	N/A
OGC	0	N/A	N/A	5	415	330.00	0	N/A	N/A
OIG	4	4.5	4.50	5	14	13.40	0	N/A	N/A
OPS	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A
PLCY	0	N/A	N/A	2	8.5	8.50	0	N/A	N/A
PRIV	24	2	3.79	12	13.5	59.42	0	N/A	N/A
S&T	0	N/A	N/A	0	N/A	N/A	0	N/A	N/A
TSA	0	N/A	N/A	661	158	193.07	0	N/A	N/A
USCG	186	12	68.46	500	5	223.66	0	N/A	N/A
USCIS	6,734	70	68.35	32,949	77	77.96	4	99	114.91
USSS	54	11	10.26	558	229	382.20	4	177	313.50
US-VISIT	7	14	40.00	0	N/A	N/A	0	N/A	N/A
AGENCY OVERALL	12,055	68	66.19	35,453	79	90.53	8	141	214.20

E. Pending Requests – Ten Oldest Pending Perfected Requests

Component	Sub-Row Heading	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request
CBP	Date of Receipt	2011-01-13	2011-01-13	2011-01-08	2011-01-07	2011-01-07	2011-01-07	2011-01-07	2011-01-07	2011-01-07	2010-11-26
	Number of Days Pending	181	181	184	185	185	185	185	185	185	214
CRCL	Date of Receipt	N/A	N/A	N/A	N/A	2011-09-28	2011-09-02	2011-08-08	2011-08-08	2011-08-02	2011-08-01
	Number of Days Pending	0	0	0	0	2	28	53	53	59	60
FEMA	Date of Receipt	2008-12-18	2008-12-03	2008-12-01	2008-10-28	2008-10-03	2008-09-10	2008-08-08	2008-07-16	2008-06-11	2007-09-07
	Number of Days Pending	1,016	1,031	1,033	1,067	1,092	1,115	1,148	1,171	1,206	1,484
FLETC	Date of Receipt	N/A	N/A	N/A	N/A	N/A	2011-08-04	2011-07-07	2011-05-10	2011-03-31	2011-03-31
	Number of Days Pending	0	0	0	0	0	41	61	103	131	131
I&A	Date of Receipt	2011-05-10	2011-05-02	2011-04-18	2011-03-29	2011-03-02	2011-01-26	2011-01-26	2010-12-13	2010-12-07	2010-10-01
	Number of Days Pending	103	109	119	133	152	176	176	205	209	253
ICE	Date of Receipt	2011-05-11	2011-04-27	2011-04-26	2011-04-26	2011-04-07	2011-02-24	2011-01-31	2011-01-28	2010-11-22	2010-05-17
	Number of Days Pending	100	110	111	111	124	154	171	172	217	350
MGMT	Date of Receipt	2011-09-23	2011-09-23	2011-09-23	2011-09-19	2011-09-17	2011-09-12	2011-09-12	2011-08-31	2011-08-30	2011-04-15
	Number of Days Pending	6	6	6	10	10	15	15	23	24	121
NPPD	Date of Receipt	2011-02-23	2011-01-25	2011-01-19	2011-01-04	2010-11-18	2010-11-17	2010-11-15	2010-11-01	2010-10-04	2010-06-21
	Number of Days Pending	157	177	181	191	221	222	224	233	252	325
OGC	Date of Receipt	N/A	N/A	N/A	N/A	N/A	2011-09-16	2010-12-18	2010-08-12	2010-08-06	2010-05-05
	Number of Days Pending	0	0	0	0	0	15	287	415	421	514
OIG	Date of Receipt	N/A	2011-09-29	2011-09-29	2011-09-22	2011-09-22	2011-09-19	2011-09-19	2011-09-13	2011-09-12	2011-09-07
	Number of Days Pending	0	2	2	7	7	10	10	14	15	18
OPS	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
PLCY	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2011-09-21	2011-09-20
	Number of Days Pending	0	0	0	0	0	0	0	0	8	9
PRIV	Date of Receipt	2011-09-14	2011-09-14	2011-09-14	2011-09-14	2011-09-13	2011-09-02	2011-08-11	2011-05-16	2011-04-19	2010-05-07
	Number of Days Pending	13	13	13	13	14	21	37	99	118	355
S&T	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
TSA	Date of Receipt	2008-10-02	2008-08-20	2008-08-13	2008-06-23	2008-06-19	2008-06-19	2008-06-17	2006-08-02	2004-11-01	2004-10-27
	Number of Days Pending	749	779	784	820	822	822	824	1,294	1,735	1,738
USCG	Date of Receipt	2009-07-08	2009-06-29	2009-06-19	2009-06-10	2009-06-03	2009-06-02	2009-05-27	2009-05-26	2009-05-26	2009-01-12
	Number of Days Pending	568	575	581	588	593	594	598	599	599	695
USCIS	Date of Receipt	2010-06-24	2010-06-23	2010-06-11	2010-06-03	2010-05-20	2010-05-18	2010-04-30	2010-04-09	2010-04-02	2010-03-30
	Number of Days Pending	317	318	326	332	341	343	355	369	374	376
USSS	Date of Receipt	2006-02-02	2006-02-02	2006-01-19	2006-01-19	2006-01-19	2006-01-19	2006-01-19	2005-12-02	2005-12-02	2005-11-30
	Number of Days Pending	1,420	1,420	1,430	1,430	1,430	1,430	1,430	1,461	1,461	1,463
US-VISIT	Date of Receipt	N/A	N/A	N/A	2011-09-21	2011-09-20	2011-09-14	2011-09-12	2011-09-07	2011-06-15	2011-03-09

Component	Sub-Row Heading	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request
	Number of Days Pending	0	0	0	7	8	12	14	17	77	147
AGENCY OVERALL	Date of Receipt	2006-01-19	2006-01-19	2006-01-19	2006-01-19	2006-01-19	2005-12-02	2005-12-02	2005-11-30	2004-11-01	2004-10-27
	Number of Days Pending	1,430	1,430	1,430	1,430	1,430	1,461	1,461	1,463	1,735	1,738

VIII. Requests for Expedited Processing and Requests for Fee Waivers

A. Requests for Expedited Processing

Component	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate	Number Adjudicated within 10 Calendar Days
CBP	8	8	1	5.69	13
CRCL	0	0	N/A	N/A	N/A
FEMA	0	4	10	10.00	4
FLETC	1	0	6	6.00	1
I&A	0	0	N/A	N/A	N/A
ICE	6	65	1	3.00	69
MGMT	0	1	1	1.00	1
NPPD	0	0	N/A	N/A	N/A
OGC	0	0	N/A	N/A	N/A
OIG	0	19	5	5.53	18
OPS	0	0	N/A	N/A	N/A
PLCY	0	0	N/A	N/A	N/A
PRIV	1	9	9.5	10.80	6
S&T	0	0	N/A	N/A	N/A
TSA	1	14	1	1.33	15
USCG	0	0	N/A	N/A	N/A
USCIS	14	1,409	1	7.93	1,255
USSS	5	0	1	2.40	5
US-VISIT	0	0	N/A	N/A	N/A
AGENCY OVERALL	36	1,529	1	6.88	1,377

B. Requests for Fee Waiver

Component	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate
CBP	1	12	1.5	1.93
CRCL	0	0	N/A	N/A
FEMA	0	1	28	28.00
FLETC	1	5	9	11.83
I&A	0	8	1	7.25
ICE	56	8	5	14.00
MGMT	1	1	1	1.00
NPPD	0	0	N/A	N/A
OGC	0	0	N/A	N/A
OIG	0	12	3	17.42
OPS	0	0	N/A	N/A

Component	Number Granted	Number Denied	Median Number of Days to Adjudicate	Average Number of Days to Adjudicate
PLCY	0	0	N/A	N/A
PRIV	1	5	12.5	16.83
S&T	0	0	N/A	N/A
TSA	4	15	1	2.00
USCG	0	0	N/A	N/A
USCIS	29	93	1	1.00
USSS	0	0	N/A	N/A
US-VISIT	0	0	N/A	N/A
AGENCY OVERALL	93	160	1	6.12

IX. FOIA Personnel and Costs

Component	Personnel			Costs		
	Number of "Full Time FOIA Employees"	Number of "Equivalent Full-Time FOIA Employees"	Total Number of "Full-Time FOIA Staff" (Col. 1 + Col. 2)	Processing Costs	Litigation - Related Costs	Total Costs
CBP	27	11.86	38.86	\$4,947,584.53	\$3,921.92	\$4,951,506.45
CRCL	0.5	0	0.50	\$45,000.00	\$0.00	\$45,000.00
FEMA	9	11	20	\$4,538,289.00	\$76,412.50	\$4,614,701.50
FLETC	1	0.50	1.50	\$167,523.00	\$0.00	\$167,523.00
I&A	1	0	1	\$103,000.00	\$0.00	\$103,000.00
ICE	22	0	22	\$1,799,029.00	\$1,012,000.00	\$2,811,029.00
MGMT	1	0	1	\$118,000.00	\$0.00	\$118,000.00
NPPD	1	0	1	\$89,000.00	\$0.00	\$89,000.00
OGC	0.5	0	0.50	\$221,731.00	\$150,000.00	\$371,731.00
OIG	4	0.65	4.65	\$387,117.80	\$90,158.00	\$477,275.80
OPS	0.33	0	0.33	\$35,000.00	\$0.00	\$35,000.00
PLCY	0.4	0	0.40	\$40,000.00	\$0.00	\$40,000.00
PRIV	15	1	16	\$1,961,231.17	\$0.00	\$1,961,231.17
S&T	1	0	1	\$74,872.00	\$0.00	\$74,872.00
TSA	10	2	12	\$1,004,565.00	\$86,283.25	\$1,090,848.25
USCG	22	26.30	48.30	\$2,828,075.48	\$0.00	\$2,828,075.48
USCIS	188	7.35	195.35	\$13,273,035.26	\$317,966.90	\$13,591,002.16
USSS	17	4.15	21.15	\$1,499,134.00	\$219,637.63	\$1,718,771.63
US-VISIT	3	0	3	\$229,514.00	\$0.00	\$229,514.00
AGENCY OVERALL	323.73	64.81	388.54	\$33,361,701.24	\$1,956,380.20	\$35,318,081.44

X. Fees Collected for Processing Requests

Component	Total Amount of Fees Collected	Percentage of Total Costs
CBP	\$331,291.66	6.70%
CRCL	\$0.00	0.00%
FEMA	\$1,516.79	0.03%

Component	Total Amount of Fees Collected	Percentage of Total Costs
FLETC	\$960.80	0.57%
I&A	\$128.00	0.12%
ICE	\$3,971.90	0.22%
MGMT	\$1,397.00	1.18%
NPPD	\$0.00	0.00%
OGC	\$0.00	0.00%
OIG	\$95.50	0.02%
OPS	\$0.00	0.00%
PLCY	\$0.00	0.00%
PRIV	\$0.00	0.00%
S&T	\$0.00	0.00%
TSA	\$414.70	0.04%
USCG	\$22,138.26	0.78%
USCIS	\$7,021.82	0.05%
USSS	\$0.00	0.00%
US-VISIT	\$435.00	0.19%
AGENCY OVERALL	\$369,371.43	1.11%

XI. FOIA Regulations – The Department of Homeland Security FOIA Implementing Regulations are codified at 6 C.F.R. Part 5, and also can be found at http://www.dhs.gov/xlibrary/assets/FOIA_FedReg_Notice.pdf.

XII. Backlogs, Consultations, and Comparisons

A. Backlogs of FOIA Requests and Administrative Appeals

Component	Number of Backlogged Requests as of the End of Fiscal Year	Number of Backlogged Appeals as of End of Fiscal Year****
CBP	4,356	0
CRCL	6	N/A
FEMA	485	N/A
FLETC	5	0
I&A	21	N/A
ICE	18	18
MGMT	3	N/A
NPPD	63	N/A
OGC	5	141
OIG	0	12
OPS	0	N/A
PLCY	0	N/A
PRIV	4	N/A
S&T	0	N/A
TSA	580	2
USCG	527	49
USCIS	35,780	105

**** OGC processes FOIA appeals for: CRCL, FEMA, I&A, MGMT, NPPD, OHA, OPS, PLCY, PRIV, S&T and US-VISIT

Component	Number of Backlogged Requests as of the End of Fiscal Year	Number of Backlogged Appeals as of End of Fiscal Year ^{*****}
USSS	562	0
US-VISIT	2	0
AGENCY OVERALL	42,417	327

B. Consultations on FOIA Requests – Received, Processed, and Pending Consultations

Component	Number of Consultations Received from Other Agencies that Were Pending at Your Agency as of Start of the Fiscal Year	Number of Consultations Received from Other Agencies During the Fiscal Year	Number of Consultations Received from Other Agencies that Were Processed by Your Agency During the Fiscal Year	Number of Consultations Received from Other Agencies that were Pending at Your Agency as of the End of the Fiscal Year
CBP	4	27	30	1
CRCL	0	0	0	0
FEMA	16	11	27	0
FLETC	0	1	1	0
I&A	3 ^{††††}	15	18	0
ICE	0	93	93	0
MGMT	1	6	7	0
NPPD	0	0	0	0
OGC	0	0	0	0
OIG	0	16	16	0
OPS	0	2	2	0
PLCY	0	29	29	0
PRIV	0	26	26	0
S&T	0 ^{††††}	10	10	0
TSA	21	40	45	16
USCG	13	25	24	14
USCIS	3 ^{§§§§}	60	63	0
USSS	8 ^{*****}	38	36	10
US-VISIT	0	6	6	0
AGENCY OVERALL	69^{†††††}	405	433	41

C. Consultations on FOIA Requests – Ten Oldest Consultations Received from Other Agencies and Pending

Component	Sub-Row Heading	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request
CBP	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2011-09-12
	Number of Days Pending	0	0	0	0	0	0	0	0	0	14
CRCL	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0

†††† Corrected number due to component reporting error in FY 2010.

†††† Corrected number due to component reporting error in FY 2010.

§§§§ Corrected number due to component reporting error in FY 2010.

***** Corrected number due to component reporting error in FY 2010.

††††† Corrected number due to components reporting error in FY 2010.

Component	Sub-Row Heading	10th	9th	8th	7th	6th	5th	4th	3rd	2nd	Oldest Request
FEMA	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
FLETC	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
I&A	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
ICE	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
MGMT	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
NPPD	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
OGC	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
OIG	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
OPS	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
PLCY	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
PRIV	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
S&T	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
TSA	Date of Receipt	2011-07-27	2011-07-07	2011-05-12	2011-05-05	2011-04-20	2010-10-28	2010-09-03	2010-06-24	2010-06-15	2009-12-16
	Number of Days Pending	48	62	101	106	117	235	272	322	329	449
USCG	Date of Receipt	2011-04-26	2011-04-08	2011-03-21	2011-02-08	2011-01-13	2010-09-08	2010-08-04	2010-06-28	2010-03-11	2009-12-24
	Number of Days Pending	111	123	137	165	182	268	292	318	394	447
USCIS	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
USSS	Date of Receipt	2011-09-21	2011-08-03	2011-06-14	2011-06-14	2011-05-10	2011-03-10	2010-10-08	2010-10-08	2010-10-08	2010-06-20
	Number of Days Pending	8	43	79	79	103	146	248	248	248	325
US-VISIT	Date of Receipt	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Number of Days Pending	0	0	0	0	0	0	0	0	0	0
AGENCY OVERALL	Date of Receipt	2010-09-08	2010-09-03	2010-08-04	2010-06-28	2010-06-24	2010-06-20	2010-06-15	2010-03-11	2009-12-24	2009-12-16
	Number of Days Pending	268	272	292	318	322	325	329	394	447	449

D. (1) Comparison of Numbers of Requests from Previous and Current Annual Report – Requests Received, Processed, and Backlogged

Component	Number of Requests Received		Number of Requests Processed	
	Received During Fiscal Year from Last Year's Annual Report	Received During Fiscal Year from Current Annual Report	Processed During Fiscal Year from Last Year's Annual Report	Processed During Fiscal Year from Current Annual Report
CBP	18,948	32,107	18,639	27,818
CRCL	20	73	24	74
FEMA	760	820	794	1,139
FLETC	145	134	169	141
I&A	46	71	48	54
ICE	8,523	16,502	8,570	16,488
MGMT	256	180	253	182
NPPD	155	318	127	270
OGC	41	43	35	58
OIG	187	175	192	170
OPS	47	37	47	37
PLCY	37	26	55	24
PRIV	1,113	1,317	1,163	1,327
S&T	39	33	40	33
TSA	716	926	557	694
USCG	4,102	3,882	3,958	3,708
USCIS	91,503	115,545	100,872	89,835
USSS	1,526	897	1,451	898
US-VISIT	1,934	2,570	1,657	2,681
AGENCY OVERALL	130,098	175,656	138,651	145,631

D. (2) Comparison of Backlogged Requests from Previous and Current Annual Report

Component	Number of Backlogged Requests as of End of the Fiscal Year from Previous Annual Report	Number of Backlogged Requests as of End of the Fiscal Year from Current Annual Report
CBP	601	4,356
CRCL	6	6
FEMA	810	485
FLETC	12	5
I&A	5 ⁺⁺⁺⁺	21
ICE	27	18
MGMT	1	3
NPPD	33	63
OGC	20 ^{#####}	5
OIG	1	0
OPS	0	0
PLCY	0	0
PRIV	15	4
S&T	1	0
TSA	378	580

⁺⁺⁺⁺ Corrected number due to component reporting error in FY 2010.

^{#####} Corrected number due to component reporting error in FY 2010.

Component	Number of Backlogged Requests as of End of the Fiscal Year from Previous Annual Report	Number of Backlogged Requests as of End of the Fiscal Year from Current Annual Report
USCG	407	527
USCIS	8,209	35,780
USSS	573	562
US-VISIT	118 ^{*****}	2
AGENCY OVERALL	11,217	42,417

E. (1) Comparison of Numbers of Administrative Appeals from Previous and Current Annual Report – Appeals Received, Processed, and Backlogged

Component	Number of Appeals Received		Number of Appeals Processed	
	Received During Fiscal Year from Last Year's Annual Report	Received During Fiscal Year from Current Annual Report	Processed During Fiscal Year from Last Year's Annual Report	Processed During Fiscal Year from Current Annual Report
CBP	450	338	815	343
FLETC	1	1	1	1
ICE	25	245	331	230
OGC	157	114	134	164
OIG ^{†††††}	0	12	0	14
TSA	21	41	14	46
USCG	42	44	62	41
USCIS	2,004	1,079	3,924	1,049
USSS	40	43	44	45
AGENCY OVERALL	2,740	1,917	5,325	1,933

E. (2) Comparison of Backlogged Administrative Appeals from Previous and Current Annual Report

Component	Number of Backlogged Appeals as of End of the Fiscal Year from Previous Annual Report	Number of Backlogged Appeals as of End of the Fiscal Year from Current Annual Report
CBP	0	0
FLETC	0	0
ICE	19	18
OGC	176 ^{†††††}	141
OIG	0	12
TSA	7	2
USCG	48	49
USCIS	3	105
USSS	2	0
AGENCY OVERALL	255	327

***** Corrected number due to component reporting error in FY 2010.

††††† OIG began processing their own FOIA appeals at the start of FY 2011 and did not receive or process any appeals in FY 2010.

††††† Corrected number due to component reporting error in FY 2010.

APPENDIX A: Composition of the Department of Homeland Security

The Office of the Secretary oversees Department of Homeland Security (DHS) efforts to counter terrorism and enhance security, secure and manage our borders while facilitating trade and travel, enforce and administer our immigration laws, safeguard and secure cyberspace, build resilience to disasters, and provide essential support for national and economic security - in coordination with federal, state, local, international, tribal and private sector partners.

Offices:

The Privacy Office (PRIV) works to preserve and enhance privacy protections for all individuals, to promote transparency of Department operations, and to serve as a leader in the federal privacy community.

The Office for Civil Rights and Civil Liberties (CRCL) provides legal and policy advice to Department leadership on civil rights and civil liberties issues, investigates and resolves complaints, and provides leadership to Equal Employment Opportunity Programs.

The Office of Inspector General is responsible for conducting and supervising audits, investigations, and inspections relating to the programs and operations of the Department, recommending ways for the Department to carry out its responsibilities in the most effective, efficient, and economical manner possible.

The Citizenship and Immigration Services Ombudsman provides recommendations for resolving individual and employer problems with the United States Citizenship and Immigration Services in order to ensure national security and the integrity of the legal immigration system, increase efficiencies in administering citizenship and immigration services, and improve customer service.

The Office of Legislative Affairs serves as primary liaison to members of Congress and their staffs, the White House and Executive Branch, and to other federal agencies and governmental entities that have roles in assuring national security.

The Office of the General Counsel integrates approximately 1700 lawyers from throughout the Department into an effective, client-oriented, full-service legal team and comprises a headquarters office with subsidiary divisions and the legal programs for eight Department components. The Office of the General Counsel includes the ethics division for the Department.

The Office of Public Affairs coordinates the public affairs activities of all of the Department's components and offices, and serves as the federal government's lead public information office during a national emergency or disaster. Led by the Assistant Secretary for Public Affairs, it comprises the press office, incident and strategic communications, speechwriting, Web content management, and employee communications.

The Office of Counternarcotics Enforcement (CNE) coordinates policy and operations to stop the entry of illegal drugs into the United States, and to track and sever the connections between illegal drug trafficking and terrorism.

The Office of the Executive Secretariat (ESEC) provides all manner of direct support to the Secretary and Deputy Secretary, as well as related support to leadership and management across the Department. This support takes many forms, the most well known being accurate and timely dissemination of information and written communications from throughout the Department and our homeland security partners to the Secretary and Deputy Secretary.

The Military Advisor's Office advises on facilitating, coordinating, and executing policy, procedures, preparedness activities, and operations between the Department and the Department of Defense.

Office of Intergovernmental Affairs (IGA): IGA has the mission of promoting an integrated national approach to homeland security by ensuring, coordinating, and advancing federal interaction with state, local, tribal, and territorial governments.

Department Components and Directorates:

The Directorate for National Protection and Programs (NPPD) leads the national effort to protect and enhance the resilience of the Nation's physical and cyber infrastructure.

The Directorate for Science and Technology is the primary research and development arm of the Department. It provides federal, state, and local officials with the technology and capabilities to protect the homeland.

The Directorate for Management is responsible for Department budgets and appropriations, expenditure of funds, accounting and finance, procurement; human resources, information technology systems, facilities and equipment, and the identification and tracking of performance measurements.

The Office of Policy is the primary policy formulation and coordination component for the Department of Homeland Security. It provides a centralized, coordinated focus to the development of Department-wide, long-range planning to protect the United States.

The Office of Health Affairs coordinates all medical activities of the Department of Homeland Security to ensure appropriate preparation for and response to incidents having medical significance.

The Office of Intelligence and Analysis (I&A) is responsible for using information and intelligence from multiple sources to identify and assess current and future threats to the United States.

The Office of Operations Coordination and Planning (OPS) provides decision support and enables the Secretary's execution of responsibilities across the homeland security enterprise by promoting situational awareness and information sharing, integrating and synchronizing strategic operations and planning, and administering the DHS continuity program.

The Federal Law Enforcement Training Center provides career-long training to law enforcement professionals to help them fulfill their responsibilities safely and proficiently.

The Domestic Nuclear Detection Office works to enhance the nuclear detection efforts of federal, state, territorial, tribal, and local governments, and the private sector and to ensure a coordinated response to such threats.

The Transportation Security Administration (TSA) protects the nation's transportation systems to ensure freedom of movement for people and commerce.

United States Customs and Border Protection (CBP) is one of the Department of Homeland Security's largest and most complex components, with a priority mission of keeping terrorists and their weapons out of the U.S. It also has a responsibility for securing and facilitating trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws.

United States Citizenship and Immigration Services (USCIS) secures America's promise as a nation of immigrants by providing accurate and useful information to our customers, granting immigration and citizenship benefits, promoting an awareness and understanding of citizenship, and ensuring the integrity of our immigration system.

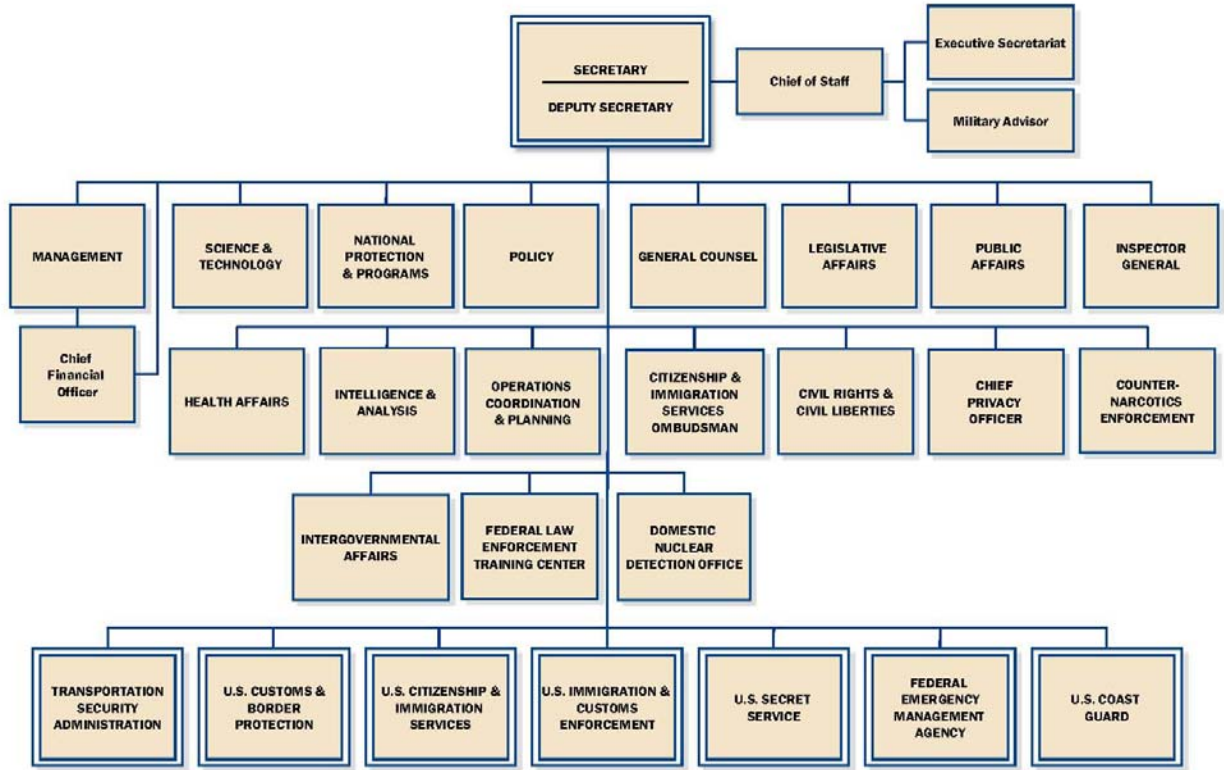
United States Immigration and Customs Enforcement (ICE), promotes homeland security and public safety through the criminal and civil enforcement of federal laws governing border control, customs, trade, and immigration.

The United States Coast Guard is one of the five armed forces of the United States and the only military organization within the Department of Homeland Security. The Coast Guard protects the maritime economy and the environment, defends our maritime borders, and saves those in peril.

The Federal Emergency Management Agency (FEMA) supports our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

The United States Secret Service (USSS) safeguards the nation's financial infrastructure and payment systems to preserve the integrity of the economy, and protects national leaders, visiting heads of state and government, designated sites, and National Special Security Events.

APPENDIX B: Organization of the Department of Homeland Security Chart



11052010

APPENDIX C: Names, Addresses, and Contact Information for DHS FOIA Officers

Department of Homeland Security Chief FOIA Officer

Mary Ellen Callahan
Chief FOIA Officer
Privacy Office
U.S. Department of Homeland Security
245 Murray Drive SW, Building 410
STOP-0665
Washington, DC 20528-0665

Delores J. Barber
Deputy Chief FOIA Officer
Privacy Office
U.S. Department of Homeland Security
245 Murray Drive SW, Building 410
STOP-0665
Washington, DC 20528-0665

Department of Homeland Security Component FOIA Officers

Privacy Office
James V.M.L. Holzer, I, CIPP/G
Director, Disclosure and FOIA Operations
Ph: 703-235-0790; Fax: 703-235-0443
U.S. Department of Homeland Security
245 Murray Drive SW, Building 410
STOP-0665
Washington, DC 20528-0665

Privacy Office
Sabrina Burroughs
Director, Disclosure Policy and FOIA Program
Development
Ph: 703-235-0790; Fax: 703-235-0443
U.S. Department of Homeland Security
245 Murray Drive SW, Building 410
STOP-0665
Washington, DC 20528-0665

U.S. Citizenship and Immigration Services
Jill Eggleston
Ph: 816-350-5521; Fax: 816-350-5785
National Records Center, FOIA/PA Office
P. O. Box 648010
Lee's Summit, MO 64064-8010

Federal Emergency Management Agency
Dr. Anthony M. Bennett
Ph: 202-646-3323; Fax: 202-646-3347
500 C Street, SW, Room 840
Washington, DC 20472

Office for Civil Rights and Civil Liberties
Fernando Pineiro, Jr.
Ph: 202-357-7672; Fax: 202-357-1196
DHS-CRCL-FOIA
U.S. Department of Homeland Security
245 Murray Lane, SW, Bldg 410, M/S 0190
Washington, DC 20528-0001

Federal Law Enforcement Training Center
Marty Zimmerman-Pate
Ph: 912-267-3103; Fax: 912-267-3113
Building No.681, Suite 187B
Glynco, GA 31524

U.S. Coast Guard
Gaston Brewer, Acting
Ph: 202-475-3525 Fax: 202-475-3929
Commandant (CG-611)
2100 2nd St., S.W.
Washington, DC 20593-0001

Office of the General Counsel
Fernando Pineiro, Jr., Acting
Ph: 202-357-7672; Fax: 202-357-1196
U.S. Department of Homeland Security
Washington, DC 20528-0001

U.S. Customs and Border Protection
Dorothy Pullo
Ph: 202-325-0150; Fax: 202-325-0230
FOIA Division
799 9th Street NW
Washington, DC 20229-1181

U.S. Immigration and Customs Enforcement
Catrina Pavlik-Keenan
Ph: 202-732-0600; Fax: 202-732-0660
500 12th Street, SW, M/S 5009
Washington, DC 20536-5009

Office of Inspector General
Katherine Gallo
Ph: 202-254-4001; Fax: 202-254-4398
U.S. Department of Homeland Security
245 Murray Drive, Bldg. 410, M/S 2600
Washington, DC 20528-0001

Office of Intelligence and Analysis
Tony Tucker
Ph: 202-447-4190; Fax: 202-282-8191
U.S. Department of Homeland Security
Washington, DC 20528-0001

Directorate for Management
Mark Dorgan
Ph: 703-235-0755; Fax: 703-235-0443
U.S. Department of Homeland Security
Washington, DC 20528-0001

Directorate for National Protection and Programs
Gayle Worthy
Ph: 703-235-2211; Fax: 703-235-2052
U.S. Department of Homeland Security
Washington, DC 20528-0001

Office of Operations Coordination and Planning
Michael Page
Ph: 202-357-7626; Fax: 202-357-7678
U.S. Department of Homeland Security
Washington, DC 20528-0001

Office of Health Affairs
Audrey Swann
Ph: 202-254-5619; Fax: 202-254-6094
U.S. Department of Homeland Security
Washington, DC 20528-0001

Office of Policy
Traci Ballard
Ph: 202-447-3497; Fax: 202-282-9512
U.S. Department of Homeland Security
Washington, DC 20528-0001

Science & Technology Directorate
Katrina Hagan
Ph: 202-254-6342; Fax: 202-254-6739
U.S. Department of Homeland Security
Washington, DC 20528-0001

United States Secret Service
Latita Payne
Ph: 202-406-6370; Fax: 202-406-5586
245 Murray Drive, Building 410
Washington, DC 20223

Transportation Security Administration
Yvonne Coates
Ph: 1-866-FOIA-TSA; Fax: 571-227-1406
601 S. 12th Street, TSA-20
11th Floor, East Tower
Arlington, VA 22202-4220

Office of US-VISIT
Michael Johnson
Ph: 202-298-5200; Fax: 202-295-5457
U.S. Department of Homeland Security
Washington, DC 20528-0675