

U.S. Department of Homeland Security
Freedom of Information Act Branch, TSA-20
601 South 12th Street
Arlington, VA 20598-6020



**Transportation
Security
Administration**

3600.1

FOIA Case Number TSA11-0344

May 9, 2013

Mr. Edward Hasbrouck
The Identity Project
1736 Franklin Street, 9th Floor
Oakland, CA 94612

Dear Mr. Hasbrouck:

This letter is in response to your Freedom of Information Act (FOIA) request dated January 31, 2011, in which you requested access to and copies of (1) the most recent version of the document previously described as "Transportation Security Administration Certification of Identity", copies of which are provided to airline passengers at TSA and TSA contractor checkpoints for passengers to sign, and (2) any communication (including, but not limited to e-mail messages in their full and complete form including all headers and fully expanded addresses) within TSA or between TSA and other agencies including OMB regarding the content of or approval for use of this form, including any records related to requests for or approvals of this form by OMB, and OMB control number for any version of this form, or the potential need for such approval. Your request has been processed under the FOIA, 5 U.S.C. § 552.

A reasonable search within the TSA was conducted and documents (98 pages) responsive to your request were located. These documents have been reviewed and portions of these pages are being withheld pursuant to Exemptions (b)(5) and (b)(6); however, 46 pages are being withheld in their entirety pursuant to the aforementioned exemptions. A more complete explanation of these exemptions is provided below.

Exemption (b)(5)

Exemption (b)(5) protects from disclosure those inter- or intra-agency documents that are normally privileged in the civil discovery context. The three most frequently invoked privileges are the deliberative process privilege, the attorney work-product privilege, and the attorney-client privilege. Of those, we have determined that the documents you have requested are appropriately withheld under the deliberative process privilege. Under the deliberative process privilege, disclosure of those records would injure the quality of future agency decisions by allowing the premature disclosure of proposed policies before they might be adopted.

Exemption (b)(6)

Exemption (b)(6) permits the government to withhold all identifying information that applies to a particular individual when the disclosure of such information "would constitute a clearly unwarranted invasion of personal privacy." This requires the balancing of the public's right to disclosure against the individual's right to privacy. After performing this analysis, we have determined that the privacy interest in the identities of the individuals in the records you have requested outweigh any minimal public interest in disclosure of the information. Please note that any personal interest you may have in that information does not factor into the aforementioned balancing test.

Fees

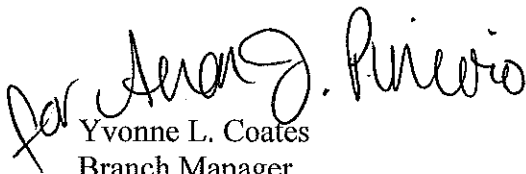
The fees incurred to process your request do not exceed the minimum threshold necessary for charge and, therefore, there are no fees associated with processing this request.

Administrative Appeal

In the event that you may wish to appeal this determination, an administrative appeal may be made in writing to Kimberly Walton, Assistant Administrator, Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement, Transportation Security Administration, 601 South 12th Street, East Building, E7-121S, Arlington, VA 20598-6033. Your appeal **must be submitted within 60 days** from the date of this determination. It should contain your FOIA request number and state, to the extent possible, the reasons why you believe the initial determination should be reversed. In addition, the envelope in which the appeal is mailed in should be prominently marked "FOIA Appeal." Please note that the Assistant Administrator's determination of the appeal will be administratively final.

If you have any questions pertaining to your request, please feel free to contact the FOIA Office at 1-866-364-2872 or locally at 571-227-2300.

Sincerely,



Yvonne L. Coates
Branch Manager
Freedom of Information Act Branch
Office of Civil Rights & Liberties,
Ombudsman and Traveler Engagement
Transportation Security Administration

Enclosure



**Transportation
Security
Administration**

Certification of Identity

INSTRUCTIONS: Please provide the following information so that TSA can verify your identity and complete the passenger screening process. Please print legibly.

Full Name: _____

Current Address*: _____

*If a current address is unavailable, provide a previous address.

Signature: _____ Date: _____

PRIVACY ACT STATEMENT: Authority: 49 U.S.C. § 114(f) and 49 C.F.R. §§ 1540.105(a)(2), 1540.107 **Principle Purpose(s):** This information is being collected in order to verify your identity and complete the passenger screening process. **Routine Use(s):** This information may be shared with the Department of Justice or other Federal agency in the review, settlement, defense, and prosecution of claims, complaints, and lawsuits over matters in which TSA exercises jurisdiction, or for routine uses identified in TSA's systems of records, DHS/TSA 001 Transportation Security Enforcement Record System (TSERS) or DHS/TSA 002 Transportation Security Threat Assessment System (TSTAS). **Disclosure:** Disclosure of this information is voluntary; however, failure to furnish the requested information may result in an inability to complete the security screening process and, consequently, an inability to grant you access to the sterile area.

False statements may be punishable under the provisions of 18 U.S.C. Section 1001 by fine, imprisonment or both.

For TSA Use Only

IVCC Identification Verification Reference Number: _____

(b)(6)

From: (b)(6)
Sent: Thursday, February 10, 2011 2:55 PM
To: (b)(6)
Cc: (b)(6)
Subject: RE: 3600 - FOIA, Request TSA11-0344 (REPLY/NOTICE)

TSAScreeningOps (b)(6):

Relative to **TSA Form 415, *Certification of Identity***, indications were the form was to be completed by TSA officials via phone collection rather than issued to persons to complete. Consequently, it was understood that Paperwork Reduction Act (PRA) was determined not applicable and OSO, as the requesting office, did not request PRA (OMB submission).

For questions re: PRA , pls contact OIT's (b)(6), TSA PRA Officer.

Regards.

(b)(6), OIMP Director

OIMP

TSA Directives & Forms Management Programs

(b)(6) (b)(6)

From: (b)(6)
Sent: Thursday, February 10, 2011 11:35 AM
To: (b)(6)
Cc: (b)(6)
Subject: RE: FOIA request TSA11-0344

(b)(6)

I am copying (b)(6), who is the Director of Information Management Programs. All forms TSA created are coordinated through his office. His office may have some additional information on the TSA Form 415.

(b)(6)

From: (b)(6)
Sent: Thursday, February 10, 2011 10:16 AM
To: (b)(6)
Subject: RE: FOIA request TSA11-0344

(b)(5)

(b)(6)

Department of Homeland Security
Transportation Security Administration
Office of Security Operations
601 S. 12th Street, East Tower, E5-357N
Arlington, VA 20598-6029
Phone: 571-227-(b)(6)
Fax: 571-227-1919

From: (b)(6)
Sent: Wednesday, February 09, 2011 3:39 PM
To: (b)(6)
Cc: (b)(6)
Subject: FW: FOIA request TSA11-0344

(b)(6)

Attached is the most recent form and the FOIA Request Form.

(b)(6)

<< File: FOIA Tasking Sheet (b)(6) (0344).doc >> << File: TSA_Form_415_FINAL(508)_080801.doc >>

From: (b)(6)
Sent: Monday, February 07, 2011 12:50 PM
To: (b)(6)
Subject: FW: FOIA request TSA11-0344

(b)(5)

Thanks,

(b)(6)

message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

“Warning: Contains information controlled under the Privacy Act of 1974 (5 U.S.C. 552a).”

From: (b) (6)
Sent: Monday, June 23, 2008 6:28 PM
To: OPS, HNL; (b) (6)
(b) (6)
(b) (6)
Cc: (b) (6)
Subject: Additional Information for ID Form (TEMPLATE)

To modify the Certification of Identification form, a “backside” template has been developed to allow you to collect and record information in a cohesive, organized fashion that will assist in report writing (when needed) and allow easier review after the fact. Please see the attachment. We have not altered the form supplied in the SOP. We have added a second page that can be printed on the BACK to save paper. All subsequent notes made during the call to TSOC can be recorded on this side of the form. Please have your officers write in a legible manner now that we have set up more room to write.

Note that whenever this Certification of Identification form is used and TSOC is called to verify information, Coordination Center is contacted to assign an IR number that will be used to track the information. This call to Coordination Center, and the assignment of the number, can be done AFTER all else is completed and the passenger has been let through, or denied access. The lower portion of the template allows room for the resolution to the check (positive or negative)...all information ends up on one form and in one place at the end of the day (filed at the Coordination Center). Coordination Center will ask for some specific information during your call to them, which will be recorded and verified with the Forms once they are forwarded to Coordination Center at the end of the day.

Please use this electronic version to print out the form; then create two-sided forms with the Certification of Identification Form from the SOP.

If you have any questions or suggestions, please let us know.

Thank you to Joy in the Coordination Center for working of this template on short notice to assist our processes.

(b) (6)
Deputy Assistant Federal Security Director (DAFSD)
Screening Operations/SPOT Coordinator-BDO HNL Team
Transportation Security Administration (TSA)
Department of Homeland Security (DHS)
300 Rodgers Blvd. #45
Honolulu, Hawaii 96819
Ph. 808-216 (b) (6)

Office: 808-831-(b) (6) / 808-831-(b) (6)
e-mail: (b) (6)

This communication, along with any attachments, is covered by Federal and State law governing electronic communications and may contain confidential and legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, use or copying of this message is strictly prohibited. If you have received this in error, please reply immediately to the sender and delete this message.

“Warning: Contains information controlled under the Privacy Act of 1974 (5 U.S.C. 552a).”

From: (b) (6)
To: (b) (6)
Cc: Johnson, Robert S <TSA.OCC>; Pietra, Peter; (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification
Date: Friday, July 11, 2008 12:08:26 PM

(b) (5), (b) (6)

(b) (5), (b) (6)

(b) (5), (b) (6)

-----Original Message-----

From: (b) (6)
Sent: Wednesday, July 09, 2008 6:18 PM
To: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Ok thanks, I'll figure it out. (b) (5)

(b) (6)
Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

(b) (5), (b) (6)

-----Original Message-----

From: (b) (6)
Sent: Wednesday, July 09, 2008 5:42 PM
To: (b) (6)
Cc: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Hi (b) (6) did you work with any specific person in OSO in the creation of this form?

(b) (6)
Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6)
Sent: Tuesday, July 08, 2008 1:17 PM
To: (b) (6)
Cc: (b) (6) Johnson, Robert S <TSA OCC>; (b) (6)
<TSA OCC>
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Attached is the form.

I'd like to note that when this form is part of the SOP it is marked as SSI b/c the SOP contains SSI, but the form by itself is not so I removed the SSI header and footer.

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

This communication might contain communications between attorney and client, communications that are part of the agency deliberative process, or attorney-work product, all of which are privileged and not subject to disclosure outside the agency or to the public. Please consult with the Office of Chief Counsel before disclosing any information contained in this email.

-----Original Message-----

From: (b) (6)
Sent: Tuesday, July 08, 2008 11:13 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Good Morning (b) (6)

Could you please send me the form in question? Or, better yet, just respond to all.

Thanks!

(b) (6), Management Analyst
Office of Information Management Programs Transportation Security Administration U.S. Department of Homeland Security
Phone: 571.227-(b) (6)

Fax: 571.227.2906

-----Original Message-----

From: (b) (6)
Sent: Tuesday, July 08, 2008 10:03 AM
To: (b) (6)
Subject: Re: 200.1.1 - FORMS, Checkpoint Certification

(b) (6) is out of the office in training this week. Could you please forward this form to me so that I can review? Thanks--(b) (6)

Sent from my BlackBerry Wireless Handheld

----- Original Message -----

From: (b) (6)
To: (b) (6)
Cc: (b) (6)
Sent: Mon Jul 07 11:01:51 2008
Subject: FW: 200.1.1 - FORMS, Checkpoint Certification

-----Original Message-----

From: INFOMGTPROGS
Sent: Monday, July 07, 2008 10:59 AM
To: (b) (6)
Subject: 200.1.1 - FORMS, Checkpoint Certification form

Thanks (b) (6) for the heads up!

(b) (5)

Thanks again.

(b) (6) Management Analyst
Office of Information Management Programs Transportation Security Administration U.S. Department of
Homeland Security
Phone: 571.227.(b) (6)
Fax: 571.227.2906

(b) (5), (b) (6)

-----Original Message-----

From: (b) (6)
Sent: Friday, June 20, 2008 3:00 PM
To: (b) (6)
Cc: Johnson, Robert S <TSA OCC>; (b) (6)
Subject: Re: Checkpoint Certification form

Thanks (b) (6), but I am out of the office today. Someone from the program will need to fill out the form 222 or give you the info. I would try (b) (6).

(b) (6)

----- Original Message -----

From: (b) (6)
To: (b) (6)
Sent: Fri Jun 20 13:56:50 2008
Subject: RE: Checkpoint Certification form

Good afternoon:

I am in receipt of your message. If you can provide me with the information for the form, then I can process it for you. I will need to check with (b) (6) to ask about the turnaround time on this.

Please feel free to contact me for any additional action.

From: (b) (6)
Sent: Thursday, June 19, 2008 9:04 AM
To: (b) (6)
Cc: (b) (6); Johnson, Robert S <TSA OCC>
Subject: Checkpoint Certification form
Importance: High

Good morning (b) (6); (b) (5); (b) (6)

[REDACTED]

I have to run to a meeting now but am available later this morning if you have any questions. I left a message with (b) (6) assistant, as I understand he is out of this office this morning.

Thanks very much in advance,

(b) (6)

Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227- (b) (6)

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(b) (5), (b) (6)



-----Original Message-----

From: (b) (6) [mailto:(b) (6)] (b) (6)
Sent: Thursday, July 10, 2008 12:26 PM
To: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (6) (b) (5)
(b) (5)
(b) (5)

(b) (5)

Thanks,

(b) (6)
Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6)
Sent: Thursday, July 10, 2008 11:49 AM
To: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (6) (b) (5)

(b) (6)
Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Thursday, July 10, 2008 9:01 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

You'll have to ask (b) (6)

(b) (6) is reviewing the Certification of Identity form to submit it to OIMP to get a form number.

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6) [mailto:(b) (6)] (b) (6)
Sent: Wednesday, July 09, 2008 6:18 PM
To: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Ok thanks, I'll figure it out. (b) (5)

(b) (6)

Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6) [mailto:(b) (6)] (b) (6)

Sent: Wednesday, July 09, 2008 6:15 PM

To: (b) (6)

Cc: (b) (6)

Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (5), (b) (6)

(b) (6)

Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6) [mailto:(b) (6)] (b) (6)

Sent: Wednesday, July 09, 2008 5:42 PM

To: (b) (6)

Cc: (b) (6)

Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Hi (b) (6), did you work with any specific person in OSO in the creation of this form?

(b) (6)

Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6) [mailto:(b) (6)] (b) (6)

Sent: Tuesday, July 08, 2008 1:17 PM

To: (b) (6)

Cc: (b) (6)

(b) (6) Johnson, Robert S <TSA OCC>; (b) (6)

Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Attached is the form.

I'd like to note that when this form is part of the SOP it is marked as SSI b/c the SOP contains SSI, but the form by itself is not so I removed the SSI header and footer.

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6) [mailto:(b) (6)] (b) (6)
Sent: Tuesday, July 08, 2008 11:13 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Good Morning (b) (6)

Could you please send me the form in question? Or, better yet, just respond to all.

Thanks!

(b) (6) Management Analyst
Office of Information Management Programs Transportation Security Administration U.S. Department of Homeland Security
Phone: 571.227.(b) (6)
Fax: 571.227.2906

-----Original Message-----

From: (b) (6)
Sent: Tuesday, July 08, 2008 10:03 AM
To: (b) (6)
Subject: Re: 200.1.1 - FORMS, Checkpoint Certification

(b) (6) is out of the office in training this week. Could you please forward this form to me so that I can review? Thanks-(b) (6)

Sent from my BlackBerry Wireless Handheld

----- Original Message -----

From: (b) (6)
To: (b) (6) (b) (6)
Cc: (b) (6)
Sent: Mon Jul 07 11:01:51 2008
Subject: FW: 200.1.1 - FORMS, Checkpoint Certification

-----Original Message-----

From: (b) (6)
Sent: Monday, July 07, 2008 10:59 AM

To: (b) (6)
Subject: 200.1.1 - FORMS, Checkpoint Certification form

Thanks (b) (6) for the heads up!

(b) (5)

Thanks again.

(b) (6), Management Analyst
Office of Information Management Programs Transportation Security Administration U.S. Department of
Homeland Security
Phone: 571.227 (b) (6)
Fax: 571.227.2906

-----Original Message-----

From: (b) (6)
Sent: Wednesday, June 25, 2008 10:43 AM
To: (b) (6)
Subject: 200 FW: Checkpoint Certification form

(b) (5)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227 (b) (6)

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-----Original Message-----

From: (b) (6)
Sent: Monday, June 23, 2008 12:33 PM
To: (b) (6)
Subject: RE: Checkpoint Certification form

(b) (5)

-----Original Message-----

From: (b) (6)
Sent: Monday, June 23, 2008 11:51 AM
To: (b) (6)
Subject: RE: Checkpoint Certification form

(b) (5)

Thanks,

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6)
Sent: Friday, June 20, 2008 3:01 PM
To: (b) (6)
Subject: RE: Checkpoint Certification form

If you'd like, I'll ask (b) (6) for the information so that we can at least get the process started.

-----Original Message-----

From: (b) (6)
Sent: Friday, June 20, 2008 3:00 PM
To: (b) (6)
Cc: Johnson, Robert S <TSA OCC>; (b) (6)
Subject: Re: Checkpoint Certification form

Thanks (b) (6) but I am out of the office today. Someone from the program will need to fill out the form 222 or give you the info. I would try (b) (6)

(b) (6)

----- Original Message -----

From: (b) (6)
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Please feel free to contact me for any additional action.

From: (b) (6)
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To: (b) (6)
Cc: (b) (6) Johnson, Robert S <TSA OCC>
Subject: Checkpoint Certification form
Importance: High

Good morning (b) (6), (b) (5), (b) (6)

[REDACTED]

I have to run to a meeting now but am available later this morning if you have any questions. I left a message with Kevin's assistant, as I understand he is out of this office this morning.

Thanks very much in advance,

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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From: (b) (6)
To: (b) (6)
Cc: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification
Date: Tuesday, July 08, 2008 1:16:46 PM
Attachments: Certification of Identity form checkpoint.doc

Attached is the form.

(b) (5)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

This communication might contain communications between attorney and client, communications that are part of the agency deliberative process, or attorney-work product, all of which are privileged and not subject to disclosure outside the agency or to the public. Please consult with the Office of Chief Counsel before disclosing any information contained in this email.

-----Original Message-----

From: (b) (6) [mailto:(b) (6)] (b) (6)
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To: (b) (6)
Cc: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Good Morning (b) (6)

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Thanks!

(b) (6), Management Analyst
Office of Information Management Programs Transportation Security Administration U.S. Department of Homeland Security
Phone: 571.227.(b) (6)
Fax: 571.227.2906

-----Original Message-----

From: (b) (6)
Sent: Tuesday, July 08, 2008 10:03 AM
To: (b) (6)
Subject: Re: 200.1.1 - FORMS, Checkpoint Certification

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Sent from my BlackBerry Wireless Handheld

----- Original Message -----

From: (b) (6)
To: (b) (6) (b) (6)
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Sent: Mon Jul 07 11:01:51 2008
Subject: FW: 200.1.1 - FORMS, Checkpoint Certification

-----Original Message-----

From: (b) (6)
Sent: Monday, July 07, 2008 10:59 AM
To: (b) (6)
Subject: 200.1.1 - FORMS, Checkpoint Certification form

Thanks (b) (6) for the heads up!

(b) (5)

Thanks again.

(b) (6), Management Analyst
Office of Information Management Programs Transportation Security Administration U.S. Department of
Homeland Security
Phone: 571.227.(b) (6)
Fax: 571.227.2906

-----Original Message-----

From: (b) (6)
Sent: Wednesday, June 25, 2008 10:43 AM
To: (b) (6)
Subject: 200 FW: Checkpoint Certification form

(b) (5)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6)
Sent: Monday, June 23, 2008 12:33 PM
To: (b) (6)
Subject: RE: Checkpoint Certification form

(b) (5)

-----Original Message-----

From: (b) (6)
Sent: Monday, June 23, 2008 11:51 AM
To: (b) (6)
Subject: RE: Checkpoint Certification form

(b) (5)

Thanks,

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6)
Sent: Friday, June 20, 2008 3:01 PM
To: (b) (6)
Subject: RE: Checkpoint Certification form

If you'd like, I'll ask (b) (6) for the information so that we can at least get the process started.

-----Original Message-----

From: (b) (6)
Sent: Friday, June 20, 2008 3:00 PM
To: (b) (6)
Cc: Johnson, Robert S <TSA OCC>; (b) (6)
Subject: Re: Checkpoint Certification form

Thanks (b) (6) but I am out of the office today. Someone from the program will need to fill out the form 222 or give you the info. I would try (b) (6)

(b) (6)

----- Original Message -----

From: (b) (6)
To: (b) (6)
Sent: Fri Jun 20 13:56:50 2008
Subject: RE: Checkpoint Certification form

Good afternoon:

I am in receipt of your message. If you can provide me with the information for the form, then I can process it for you. I will need to check with (b) (6) to ask about the turnaround time on this.

Please feel free to contact me for any additional action.

From: (b) (6)
Sent: Thursday, June 19, 2008 9:04 AM
To: (b) (6)
Cc: (b) (6) Johnson, Robert S <TSA OCC>
Subject: Checkpoint Certification form
Importance: High

Good morning (b) (6), (b) (5), (b) (6)

[REDACTED]

I have to run to a meeting now but am available later this morning if you have any questions. I left a message with Kevin's assistant, as I understand he is out of this office this morning.

Thanks very much in advance,

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227- (b) (6)

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From: TSARecords
To: (b) (6)
Cc: Johnson, Robert S <TSA OCC>; Pietra, Peter ; (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification
Date: Friday, July 11, 2008 4:44:40 PM

Thanks for the second look, confirmation and notification.

(b) (5), (b) (6)

(b) (6) MSM, CFRM
DIRECTOR OF INFORMATION MANAGEMENT PROGRAMS
Office of the Chief Administrative Officer
Transportation Security Administration
U.S. Department of Homeland Security
Office: (571) 227-(b) (6) Fax: (571) 227-2906
E-mail: (b) (6) (b) (6)

-----Original Message-----

From: (b) (6) <TSA OCC>
Sent: Friday, July 11, 2008 12:07 PM
To: (b) (6)
Cc: Johnson, Robert S <TSA OCC>; Pietra, Peter ; (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (5)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6) (b) (6)
Sent: Thursday, July 10, 2008 3:57 PM
To: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (5), (b) (6)

Thanks,

(b) (6)
Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6) (b) (6)
Sent: Thursday, July 10, 2008 12:39 PM
To: (b) (6)
Cc: Pietra, Peter
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (5)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6) (b) (6)
Sent: Thursday, July 10, 2008 12:26 PM
To: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (5)

Thanks,

(b) (6)
Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6)
Sent: Thursday, July 10, 2008 11:49 AM
To: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (5), (b) (6)

(b) (6)
Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6) (b) (6)
Sent: Thursday, July 10, 2008 9:01 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (5), (b) (6)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6) (b) (6)
Sent: Wednesday, July 09, 2008 6:18 PM
To: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Ok thanks, I'll figure it out. (b) (5)

(b) (6)
Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6) <TSA OCC> [mailto:(b) (6)] (b) (6)

Sent: Wednesday, July 09, 2008 6:15 PM

To: (b) (6)

Cc: (b) (6)

Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

(b) (5), (b) (6)

(b) (6)

Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6) [mailto:(b) (6)] (b) (6)

Sent: Wednesday, July 09, 2008 5:42 PM

To: (b) (6)

Cc: (b) (6)

Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Hi (b) (6) did you work with any specific person in OSO in the creation of this form?

(b) (6)

Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

-----Original Message-----

From: (b) (6) (b) (6)

Sent: Tuesday, July 08, 2008 1:17 PM

To: (b) (6)

Cc: (b) (6)

(b) (6)

Robert S <TSA OCC>; (b) (6)

Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Attached is the form.

(b) (5)

(b) (6)

Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6) [mailto:(b) (6)]
Sent: Tuesday, July 08, 2008 11:13 AM
To: (b) (6)
Cc: (b) (6)
Subject: RE: 200.1.1 - FORMS, Checkpoint Certification

Good Morning (b) (6)

Could you please send me the form in question? Or, better yet, just respond to all.

Thanks!

(b) (6) Management Analyst
Office of Information Management Programs Transportation Security Administration U.S. Department of Homeland Security
Phone: 571.227.(b) (6)
Fax: 571.227.2906

-----Original Message-----

From: (b) (6)
Sent: Tuesday, July 08, 2008 10:03 AM
To: (b) (6)
Subject: Re: 200.1.1 - FORMS, Checkpoint Certification

(b) (6) is out of the office in training this week. Could you please forward this form to me so that I can review? Thanks--(b) (6)

Sent from my BlackBerry Wireless Handheld

----- Original Message -----

From: (b) (6)
To: (b) (6) (b) (6)
Cc: (b) (6)
Sent: Mon Jul 07 11:01:51 2008
Subject: FW: 200.1.1 - FORMS, Checkpoint Certification

-----Original Message-----

From: (b) (6)
Sent: Monday, July 07, 2008 10:59 AM
To: (b) (6)
Subject: 200.1.1 - FORMS, Checkpoint Certification form

Thanks (b) (6) for the heads up!

(b) (5)

Thanks again.

(b) (6) Management Analyst

Office of Information Management Programs Transportation Security Administration U.S. Department of
Homeland Security
Phone: 571.227. (b) (6)
Fax: 571.227.2906

-----Original Message-----

From: (b) (6)
Sent: Wednesday, June 25, 2008 10:43 AM
To: (b) (6)
Subject: 200 FW: Checkpoint Certification form

(b) (5), (b) (6)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227- (b) (6)

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-----Original Message-----

From: (b) (6)
Sent: Monday, June 23, 2008 12:33 PM
To: (b) (6)
Subject: RE: Checkpoint Certification form

(b) (5), (b) (6)

-----Original Message-----

From: (b) (6)
Sent: Monday, June 23, 2008 11:51 AM
To: (b) (6)
Subject: RE: Checkpoint Certification form

(b) (5), (b) (6)

Thanks,

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6)
Sent: Friday, June 20, 2008 3:01 PM
To: (b) (6)
Subject: RE: Checkpoint Certification form

If you'd like, I'll ask (b) (6) for the information so that we can at least get the process started.

-----Original Message-----

From: (b) (6)
Sent: Friday, June 20, 2008 3:00 PM
To: (b) (6)
Cc: Johnson, Robert S <TSA OCC>; (b) (6)
Subject: Re: Checkpoint Certification form

Thanks (b) (6) but I am out of the office today. Someone from the program will need to fill out the form 222 or give you the info. I would try (b) (6)

(b) (6)

----- Original Message -----

From: (b) (6)
To: (b) (6)
Sent: Fri Jun 20 13:56:50 2008
Subject: RE: Checkpoint Certification form

Good afternoon:

(b) (5), (b) (6)

Please feel free to contact me for any additional action.

From: (b) (6)

Sent: Thursday, June 19, 2008 9:04 AM

To: (b) (6)

Cc: (b) (6) Johnson, Robert S <TSA OCC>

Subject: Checkpoint Certification form

Importance: High

Good morning (b) (6) (b) (5), (b) (6)

[REDACTED]

I have to run to a meeting now but am available later this morning if you have any questions. I left a message with Kevin's assistant, as I understand he is out of this office this morning.

Thanks very much in advance,

(b) (6)

Attorney-Advisor

Office of Chief Counsel

Transportation Security Administration

571-227-(b) (6)

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From: (b) (6)
To: (b) (6)
Cc: (b) (6)
Subject: RE: 200.1.2 - FORMS, P-Card Receiving Report-"BOOTLEG" (UPDATE/NOTICE)
Date: Wednesday, July 09, 2008 5:08:51 PM
Importance: High

(b) (6)

Non Responsive

(b) (5)

(b) (6) **MSM, CFRM**
DIRECTOR OF INFORMATION MANAGEMENT PROGRAMS
Office of the Chief Administrative Officer
Transportation Security Administration
U.S. Department of Homeland Security
Office: (571) 227-(b) (6) Fax: (571) 227-2906
E-mail: (b) (6) (b) (6)

From: (b) (6)
Sent: Monday, July 07, 2008 5:05 PM
To: (b) (6)
Subject: FW: New Form from HQ P-Card Folks

FYI. Not sure what component of TSA has the Purchase Card office...

(b) (6)
Business Management Office
Office of Security Operations
Transportation Security Administration
(571) 227-(b) (6)

From: (b) (6)
Sent: Monday, July 07, 2008 11:01 AM
To: (b) (6)
Subject: New Form from HQ P-Card Folks

(b) (6)

(b) (5)

v/r,
(b) (6)

(b) (6)
Financial Specialist
San Jose Mineta International & Monterey Peninsula Airports
1735 Technology Dr., Suite 240, San Jose, CA 95110
(ph) 408-(b) (6)
(fax) 408-451-1273
(email) (b) (6) (b) (6)

From: (b) (6)
To: (b) (6) Johnson, Robert S <TSA OCC>
Subject: RE: Certification of ID form
Date: Tuesday, July 08, 2008 11:36:11 AM
Attachments: Transportation Security Administration.doc

This is the latest from the SOP. (b) (6)

(b) (6)
Senior Counsel - Security Standards
Transportation Security Administration
601 South 12th Street
TSA-2, Room E12-126S
Arlington, VA 22202
Phone: 571-227-(b) (6)
Fax: 571-227-1381
Internet: (b) (6) (b) (6)

ATTORNEY-CLIENT PRIVILEGED/ATTORNEY WORK PRODUCT

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From: (b) (6)
Sent: Tuesday, July 08, 2008 11:20 AM
To: (b) (6) Johnson, Robert S <TSA OCC>
Subject: Certification of ID form

(b) (5)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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To: (b) (6) Johnson, Robert S <TSA OCC>
Subject: RE: Certification of ID form

This is the latest from the SOP. (b) (6)

(b) (6)
Senior Counsel - Security Standards
Transportation Security Administration
601 South 12th Street
TSA-2, Room E12-126S
Arlington, VA 22202
Phone: 571-227-(b) (6)
Fax: 571-227-1381
Internet: (b) (6) (b) (6)

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From: (b) (6)
Sent: Tuesday, July 08, 2008 11:20 AM
To: (b) (6) Johnson, Robert S <TSA OCC>
Subject: Certification of ID form

(b) (5)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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process, or attorney-work product, all of which are privileged and not subject to disclosure outside the agency or to the public. Please consult with the Office of Chief Counsel before disclosing any information contained in this mail.

From: (b) (6)
Sent: Thursday, June 12, 2008 10:36 AM
To: (b) (6)
(b) (6) Johnson, Robert S <TSA OCC>; (b) (6)
Cc: (b) (6)
Subject: RE: Certification of Identity-REVISED

Please see revised form attached (to include additional SORN, TSA 002)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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From: (b) (6)
Sent: Thursday, June 12, 2008 10:08 AM
To: (b) (6) Johnson,
Robert S <TSA OCC>; (b) (6)
Subject: Certification of Identity

Draft form, per your request. (b) (6)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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From: Thompson, Mardi <TSA OCC>
To: (b) (6); (b) (6); Newhouse, Victoria; Johnson, Robert S <TSA OCC>;
"Drennan, John"
Cc: (b) (6)
Subject: RE: Certification of Identity-REVISED
Date: Thursday, June 12, 2008 10:53:45 AM
Attachments: Certif of ID(draft).doc

(b) (5)

(b) (6)
Deputy Chief Counsel for Regulations
Transportation Security Administration
Department of Homeland Security
Phone: 571-227-(b) (6)
Internet: (b) (6); (b) (6)

ATTORNEY-CLIENT PRIVILEGED/ATTORNEY WORK PRODUCT

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From: (b) (6)
Sent: Thursday, June 12, 2008 10:36 AM
To: (b) (6); Thompson, Mardi <TSA OCC>; Newhouse, Victoria <TSA OCC>; Johnson, Robert S <TSA OCC>; 'Drennan, John'
Cc: (b) (6)
Subject: RE: Certification of Identity-REVISED

Please see revised form attached (to include additional SORN, TSA 002)

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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From: (b) (6)
Sent: Thursday, June 12, 2008 10:08 AM
To: (b) (6); Thompson, Mardi <TSA OCC>; Newhouse, Victoria <TSA OCC>; Johnson, Robert S <TSA OCC>; 'Drennan, John'
Subject: Certification of identity

Draft form, per your request. (b) (6)

(b) (6)

Attorney-Advisor

Office of Chief Counsel

Transportation Security Administration

571-227-(b) (6)

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From: (b) (6)
To: (b) (6)
Subject: RE: Checkpoint Certification form
Date: Monday, June 23, 2008 12:33:28 PM

(b) (5)

-----Original Message-----

From: (b) (6)
Sent: Monday, June 23, 2008 11:51 AM
To: (b) (6)
Subject: RE: Checkpoint Certification form

(b) (5), (b) (6)

Thanks,

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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-----Original Message-----

From: (b) (6)
Sent: Friday, June 20, 2008 3:01 PM
To: (b) (6)
Subject: RE: Checkpoint Certification form

(b) (5)

-----Original Message-----

From: (b) (6)
Sent: Friday, June 20, 2008 3:00 PM
To: (b) (6)
Cc: Johnson, Robert S <TSA OCC>; (b) (6)
Subject: Re: Checkpoint Certification form

Thanks (b) (6) but I am out of the office today. Someone from the program will need to fill out the form 222 or give you the info. I would try (b) (6).

(b) (6)

----- Original Message -----

From: (b) (6)
To: (b) (6)
Sent: Fri Jun 20 13:56:50 2008
Subject: RE: Checkpoint Certification form

Good afternoon:

(b) (5), (b) (6)

Please feel free to contact me for any additional action.

From: (b) (6)
Sent: Thursday, June 19, 2008 9:04 AM
To: (b) (6)
Cc: (b) (6) Johnson, Robert S <TSA OCC>
Subject: Checkpoint Certification form
Importance: High

Good morning (b) (6) (b) (5), (b) (6)

I have to run to a meeting now but am available later this morning if you have any questions. I left a message with (b) (6) assistant, as I understand he is out of this office this morning.

Thanks very much in advance,

(b) (6)
Attorney-Advisor
Office of Chief Counsel
Transportation Security Administration
571-227-(b) (6)

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From: (b) (6)
To: (b) (6); Johnson, Robert S <TSA OCC>
Subject: RE: Message from Pietra, Peter (571227 (b) (6))
Date: Thursday, August 28, 2008 4:47:08 PM

Thanks. (b) (5)

-----Original Message-----

From: (b) (6)
Sent: Thursday, August 28, 2008 4:39 PM
To: Pietra, Peter ; Johnson, Robert S <TSA OCC>
Subject: Re: Message from Pietra, Peter (571227 (b) (6))

(b) (5)

----- Original Message -----

From: Pietra, Peter
To: (b) (6)
Sent: Thu Aug 28 16:33:43 2008
Subject: RE: Message from Pietra, Peter (571227 (b) (6))

(b) (5)

-----Original Message-----

From: (b) (6)
Sent: Thursday, August 28, 2008 4:32 PM
To: Pietra, Peter
Subject: Re: Message from Pietra, Peter (571227 (b) (6))

I'm on my way to WV. Is there something you need?

----- Original Message -----

From: Pietra, Peter
To: (b) (6)
Sent: Thu Aug 28 16:28:50 2008
Subject: Message from Pietra, Peter (571227 (b) (6))

Assistant General Manager

Office of Security Operations

OSO-Freedom Center Operations

O: 571-227-(b) (6)

C: (b) (6)

From: (b) (6)

Sent: Wednesday, August 20, 2008 8:41 AM

To: (b) (6)

Subject: FW: Screening Mgmt SOP

(b) (5), (b) (6)

<< File: Sreening Management SOP Revision 3 Change 4 - TDC Extract 8.19.08
(August XX 2008).doc >>

V/R

(b) (6)

Assistant General Manager

Procedures Division

Office of Security Operations

Transportation Security Administration

571-227-(b) (6)

From: (b) (6)

Sent: Wednesday, August 20, 2008 8:31 AM

To: (b) (6)

Cc: (b) (6) Johnson, Robert S <TSA OCC>; (b) (6) Vente, Robert <TSA
OCC>; Newhouse, Victoria <TSA OCC>; Drennan, John <TSA OCC>

Subject: RE: Screening Mgmt SOP

(b) (6)

(b) (5), (b) (6)

(b) (5), (b) (6)

(b) (6)

Senior Counsel - Security Standards
Transportation Security Administration
601 South 12th Street
TSA-2, Room E12-126S
Arlington, VA 22202
Phone: 571-227-(b) (6)
Fax: 571-227-1381
Internet: (b) (6) (b) (6)

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From: (b) (6)

Sent: Tuesday, August 19, 2008 1:33 PM

To: (b) (6)

Cc: (b) (6) Johnson, Robert S <TSA OCC>; (b) (6) Vente, Robert <TSA OCC>; Newhouse, Victoria <TSA OCC>; Drennan, John <TSA OCC>

Subject: RE: Screening Mgmt SOP

(b) (5), (b) (6)

V/R << File: Sreening Management SOP Revision 3 Change 4 - Full 8.19.08 (August XX 2008).doc >>

(b) (6)

Assistant General Manager

Procedures Division

Office of Security Operations

Transportation Security Administration

571-227-(b) (6)

From: (b) (6)

Sent: Tuesday, August 19, 2008 10:56 AM

To: (b) (6)

Cc: (b) (6); Johnson, Robert S <TSA OCC>; (b) (6) Vente, Robert <TSA OCC>; Newhouse, Victoria <TSA OCC>; Drennan, John <TSA OCC>

Subject: RE: Screening Mgmt SOP

(b) (6)

(b) (6) << File:
TSA_Form_415_FINAL_080801.doc >>

(b) (6)

Senior Counsel - Security Standards

Transportation Security Administration

601 South 12th Street

TSA-2, Room E12-126S

Arlington, VA 22202

Phone: 571-227-(b) (6)

Fax: 571-227-1381

Internet: (b) (6) (b) (6)

ATTORNEY-CLIENT PRIVILEGED/ATTORNEY WORK PRODUCT

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From: (b) (6)
Sent: Wednesday, August 20, 2008 8:58 AM
To: (b) (6)
Subject: RE: Screening Mgmt SOP

(b) (6)

(b) (5), (b) (6)

(b) (6)
Assistant General Manager
Office of Security Operations
OSO-Freedom Center Operations
O: 571-227-(b) (6)
C: (b) (6)

From: (b) (6)
Sent: Wednesday, August 20, 2008 8:41 AM
To: (b) (6)
Subject: FW: Screening Mgmt SOP

(b) (5), (b) (6)

<< File: Sreening Management SOP Revision 3 Change 4 - TDC Extract 8.19.08 (August XX 2008).doc >>

V/R

(b) (6)
Assistant General Manager
Procedures Division
Office of Security Operations
Transportation Security Administration
571-227-(b) (6)

From: (b) (6)
Sent: Wednesday, August 20, 2008 8:31 AM
To: (b) (6)
Cc: (b) (6) Johnson, Robert S <TSA OCC>; (b) (6) Vente, Robert <TSA OCC>; Newhouse, Victoria <TSA OCC>; Drennan, John <TSA OCC>
Subject: RE: Screening Mgmt SOP

(b) (5)

(b) (5), (b) (6)

(b) (5), (b) (6)

(b) (6)

Senior Counsel - Security Standards
Transportation Security Administration
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TSA-2, Room E12-126S
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Phone: 571-227-(b) (6)
Fax: 571-227-1381
Internet: (b) (6) (b) (6)

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To: (b) (6)

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Subject: RE: Screening Mgmt SOP

(b) (5), (b) (6)

V/R << File: Screening Management SOP Revision 3 Change 4 - Full 8.19.08 (August XX 2008).doc >>

(b) (6)

Assistant General Manager
Procedures Division

Office of Security Operations
Transportation Security Administration
571-227-(b) (6)

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To: (b) (6)
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Subject: RE: Screening Mgmt SOP

(b) (5), (b) (6)

(b) (6)
Senior Counsel - Security Standards
Transportation Security Administration
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Arlington, VA 22202
Phone: 571-227-(b) (6)
Fax: 571-227-1381
Internet: (b) (6) (b) (6)

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From: (b) (6)
Sent: Tuesday, August 19, 2008 10:05 AM
To: (b) (6)
Cc: (b) (6) Johnson, Robert S <TSA OCC>; (b) (6) Vente, Robert <TSA OCC>; Newhouse, Victoria <TSA OCC>; Drennan, John <TSA OCC>
Subject: Screening Mgmt SOP

(b) (5), (b) (6)

(b) (6)
Senior Counsel - Security Standards
Transportation Security Administration

601 South 12th Street
TSA-2, Room E12-126S
Arlington, VA 22202
Phone: 571-227-(b) (6)
Fax: 571-227-1381
Internet: (b) (6) (b) (6)

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-----Original Message-----

From: (b) (6) (b) (6)
Sent: Sunday, June 22, 2008 10:48 AM
To: Drennan, John TSA OCC; Vente, Robert TSA OCC; Kerner, Francine; Vente, Robert TSA OCC;
(b) (6)

Cc: (b) (6)
Subject: RE: Weekend TSOC Schedule for OCC

Close out update. (b) (5)
(b) (5), (b) (6) is here to
transition. He gets extra points for showing up early. (b) (6)

From: (b) (6) (b) (6)
Sent: Sun 6/22/2008 10:12 AM
To: Drennan, John TSA OCC; Vente, Robert TSA OCC; Kerner, Francine; Vente, Robert TSA OCC;
(b) (6)
Cc: (b) (6)
Subject: RE: Weekend TSOC Schedule for OCC

All: An update on this mornings activity. (b) (5), (b) (6)

TSOC ID VERIFICATION REPORT

22 Jun 08

0500-0800

HOUR

MAX QUEUE WAIT

AVG CALL DURATION

NUMBER OF ID CHECKS

ID CHECKS NOT VERIFIED

DENIALS

0500-0559

5.7

9

0

0

0600-0659

4

5.3

18

5

1

0700-0759

1

5.8

18

0

0

From: (b) (6) (b) (6)

Sent: Sun 6/22/2008 7:25 AM

To: Drennan, John TSA OCC; Vente, Robert TSA OCC; Kerner, Francine; Vente, Robert TSA OCC;

(b) (6)

(b) (6)

Cc: (b) (6)

Subject: RE: Weekend TSOC Schedule for OCC

All: Goodmorning. Quiet night for the program people here. Summary of the action is below. More later. Best, (b) (6)

ID VERIFICATION SUMMARY

21-22 JUN 08

1700-0500 HRS

1. TOTAL # ID CHECKS: 74
2. TOTAL # UNVERIFIABLE IDS: 18
3. TOTAL # DENIALS: 7
4. AVERAGE CALL DURATION: 8.5 MINUTES

SUMMARY OF DENIALS:

HOUR

MAX QUEUE WAIT

AVG CALL DURATION

ID CHECKS

ID CHECKS NOT VERIFIED

DENIALS

1700-1759

6

6

8

1

0

1800-1859

4

7

18

5

0

1900-1959

4

11

10

2

0

2000-2059

6

9

12

3

2

2100-2159

5

4

5

0

0

2200-2259

4

4

4

0

0

2300-2359

0

7

4

0

0

2400-2459

0

9

4

2

0

0100-0159

0

13

6

3

4

0200-0259

n/a

n/a

n/a

n/a

n/a

0300-0359

0

15

3

2

1

0400-0459

0

5

2

1

0