

(b) (6), (b) (7)(C)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Friday, February 19, 2016 10:18 AM  
**To:** OFO-FIELD LIAISON  
**Cc:** (b) (6), (b) (7)(C)  
**Subject:** Significant Visit: DHS Community Engagement - Tour of MSP  
**Attachments:** 1.jpg; 2.jpg; 4.jpg; 5.jpg; 6.jpg; 7.jpg; 9.jpg; 10.jpg; 11.jpg

OFO Field Liaison,

Below is a summary of a significant visit that occurred at Minneapolis St. Paul Airport last night; pictures are also attached. Please let us know if you have any questions.

Ms. (b) (6), (b) (7)(C)  
 Chicago Field Office  
 Office of Field Operations

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**What:** DHS Community Engagement – Minneapolis St. Paul International Airport Tour  
**Date of Visit:** February 18, 2016  
**Field Office:** Chicago Field Office  
**Location:** Minneapolis

**Details:**

On February 18, 2016, CBP Field Operations, in partnership with TSA and DHS Office of Civil Rights and Civil Liberties (CRCL), conducted a port tour at the Minneapolis St. Paul International Airport for approximately 20 Somali community members to explain CBP and TSA processes and procedures, and to help address community stakeholder questions. Community members were provided with a tour of the FIS to include primary processing, trusted travel programs, and secondary inspection procedures. TSA representatives then provided an overview of their operations and processes. After the tour concluded, community members were given an opportunity to ask questions; many also shared comments about their experiences with DHS and the steps being taken to improve ties with local Somali community members. During the question and answer session, CBP provided an overview of the complaint and compliment system, including the methods for reporting, along with CBP’s commitment to professionalism. Current CBP and TSA job vacancies were discussed. Attendees responded with requests for DHS outreach efforts during Somali community events to further advertise these positions to interested individuals.

**CBP Participants:**

Jennifer De La O, Area Port Director  
 (b) (6), (b) (7)(C) Watch Commander  
 Assistant Port Director  
 Chief Officer / Professionalism Service Manager  
 (b) (6), (b) (7)(C) Supervisory CBP Officer / Public Affairs Liaison

**DHS Participants:**

(b) (6), (b) (7)(C) Senior Policy Advisor, CRCL