



## U.S. Customs and Border Protection

*Commissioner*

**Aug. 22, 2023**

The Honorable Thomas P. Tiffany  
U.S. House of Representatives  
Washington, DC 20515

Dear Representative Tiffany:

Thank you for your March 24, 2023 letter to the Department of Homeland Security (DHS) regarding your concern about the use of the U.S. Customs and Border Protection (CBP) One mobile application for individuals seeking to present themselves at a port of entry. I am responding on behalf of the Department.

CBP is responsible for securing the nation's borders while facilitating lawful trade and travel at U.S. ports of entry (POE), which includes the inspection of all arriving individuals seeking admission into the United States. CBP and DHS have taken innovative steps to impose consequences on certain individuals who cross the border without prior authorization, while significantly expanding the availability of safe, orderly, and lawful pathways to come to the United States, to incentivize noncitizens to use such pathways without having to put their lives in the hands of smugglers.

CBP and DHS have expanded capacity to process noncitizens at land POEs on the Southwest border. In particular, the CBP One mobile app allows individuals of any nationality in Central or Northern Mexico to schedule an appointment to present at a POE along the Southwest border in a safe and orderly manner. The advance biographic and biometric information captured by the CBP One app allows CBP to significantly streamline its processes at the border, which in turn has allowed CBP to greatly increase its ability to process noncitizens at land POEs.

Your letter includes questions about the number of humanitarian parole requests that have been submitted and approved via CBP One. To be clear, CBP One is not used to screen or adjudicate requests for humanitarian parole; each individual determination of parole is made on case-by-case basis once a noncitizen arrives at a POE and is processed by CBP. Furthermore, CBP One is used to schedule appointments at land POEs, not at airports.

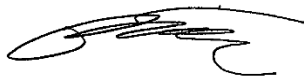
On June 30, CBP expanded the number of available daily appointments to 1,450 per day. This app, available in English, Spanish, and Haitian Creole, effectively cuts out smugglers, decreases migrant exploitation, and improves safety and security in addition to making the process more efficient. Furthermore, CBP is required by law to inspect and process noncitizens arriving at a POE as they arrive regardless of their immigration status prior to making a case-by-case determination regarding parole.

While expanding the use of CBP One, we have also undertaken significant efforts to increase our use of Expedited Removal in order to apply an immigration consequence to those individuals who enter the country without authorization. This combination of safe and orderly immigration pathways and processes with a strong deterrent has assisted us in managing processes along the border during a time with a record number of displaced individuals throughout the western hemisphere.

CBP continues to carry out its primary responsibilities to protect the American people, safeguard our borders, and enhance the nation's economic prosperity by ensuring lawful trade and travel through POEs. CBP has worked diligently during the last year to continue advancing innovative technologies to provide smoother processing and will continue to direct available resources to its priority missions, including protecting public safety and national security, interdicting the flow of narcotics and contraband, and facilitating lawful trade and travel.

The cosigners of your letter will receive an identical copy of this response. Should you require additional information please do not hesitate to contact me or have a member of your staff contact Stephanie A. Talton, Deputy Assistant Commissioner, Office of Congressional Affairs, at 202-344-1760.

Sincerely,

A handwritten signature in black ink, appearing to read 'Troy A. Miller', with a stylized flourish at the end.

Troy A. Miller  
Senior Official Performing the Duties on the Commissioner