



**WHSR / TSA SENIOR INDUSTRY FORUM SERIES:
OFFICE OF SECURITY CAPABILITIES ENGAGEMENT GROUP**

**ENHANCING THE PASSENGER EXPERIENCE FOCUS GROUP
MEETING REPORT
MARCH 19, 2013**

The Washington Homeland Security Roundtable (WHSR) launched the TSA Office of Security Capabilities (OSC) Enhancing the Passenger Experience Focus Group (Passenger Experience Group). This Passenger Experience Group is one of seven focus groups created out of the WHSR / OSC Engagement Group.

WHSR hosted the first WHSR / OSC Engagement Group meeting on November 27, 2012. Representatives from OSC and industry participated in the meeting to kick off an on-going exchange of information, ideas and best practices concerning TSA's security capabilities, specifically focusing on the OSC's strategic plan and other areas of strategic importance. Focus group activities may be used by OSC to inform the development of their strategic plan along with other areas of operation.

The Passenger Experience Group held its first meeting on March 19, 2013. It is comprised of representatives from industry, WHSR and TSA. This group will meet monthly through March 2014.

The TSA staff started the meeting by reviewing the OSC organizational structure which includes the Mission Analysis, Capability Development and Deployment Groups. Deployment is responsible for deploying security equipment and capabilities to airports across the country in a timely fashion with proper integration and



understanding by the end users. It includes airport designs, installation, standardization, optimization and operational SMEs. The Deployment Group is also responsible for deploying Pre✓™ lanes among other TSA initiatives. The TSA staff also discussed the OSC priorities which include Security Effectiveness, Operational Efficiency, Fiscal / Policy Issues, Passenger Satisfaction and Industry Vitality.

The discussion covered a range of topics including a focus on major bottlenecks and pain points that contribute to a passenger's experience at the airport. The group highlighted the distinctions between the business traveler and leisure traveler and their varying needs. The group also discussed the need to create targeted communications that distinguish between the business and leisure traveler.

The meeting concluded by the industry participants deciding to further examine the life cycle of the passenger to include the time leading up to arrival at the airport. Initial first steps include a data call of Passenger Experience Group participants to provide their thoughts and ideas as they relate to the Passenger Life Cycle to include technologies, procedures and/or policies, communications, and owners and/or stakeholders both pre-airport and at the airport.