



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

**ENHANCING THE PASSENGER EXPERIENCE FOCUS GROUP
MEETING REPORT
AUGUST 12, 2013**

The Washington Homeland Security Roundtable (WHSR) hosted its fourth TSA Office of Security Capabilities (OSC) Enhancing the Passenger Experience Focus Group (Passenger Experience Group) meeting on August 12, 2013. Participants attending the meeting consisted of representatives from industry, WHSR and TSA.

The Passenger Experience Group industry co-leads, Lynn Ann Casey and Mark Bauman kicked off the meeting by providing a recap of the group's last meeting, which included a brief discussion of the draft charter that was distributed to industry participants.

TSA stated that this group has a unique opportunity to provide critical feedback related to the Passenger Experience as TSA is currently underway to expand its Pre✓ program. In early September, TSA will begin plans to roll out Pre✓ to 60 airports, in addition to the 40 currently operating in the program, by the end of 2013. The goal by the end of 2013 will be to have 100 airports with 240 Pre✓ lanes (currently TSA operates 40 airports with 57 Pre✓ lanes).

TSA Pre✓ allows select frequent flyers of participating airlines and members of U.S. Customs and Border Protection (CBP) Trusted Traveler programs who are flying on participating airlines, to receive expedited screening benefits. Eligible participants



use dedicated screening lanes for screening benefits which include leaving on shoes, light outerwear and belts, as well as leaving laptops and 3-1-1 compliant liquids in carry-on bags. Additional passengers may be eligible for TSA Pre✓ by either rule-based or “Managed Inclusion” (www.tsa.gov).

Industry participants discussed the overarching challenges TSA faces as it embarks on expanding the program beyond frequent flyers to a population that is less familiar with the security checkpoints. TSA currently has a capture rate of 55% of eligible Pre✓ passengers utilizing Pre✓ lanes.

A large part of the discussion focused on how best to educate the segments of the traveling population that are not familiar with the procedures and are eligible for Pre✓ but do not take advantage of it. Industry participants suggested education needs to be done at the airport but also before the passenger leaves for the airport – the messaging needs to be early and often so the passenger is prepared once they are going through the security checkpoint.

Next Steps

The Passenger Experience Group participants agreed to allocate time at the next meeting to further brainstorm methods to educate the traveling public about the upcoming Pre✓ expansion. Industry participants also suggested visiting a regional airport to observe how security checkpoints are operating pre and post Pre✓ expansion roll out. The group also agreed to hold a brief conference call within the next two weeks to regroup and prepare for the next meeting.



The Passenger Experience Group, as with all of the OSC focus groups, is moderated and supported administratively as a program of the Washington Homeland Security Roundtable. Industry participation, support, and contributions are key and the TSA representatives are acting solely as subject matter experts.