



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

PASSENGER EXPERIENCE FOCUS GROUP MEETING REPORT DECEMBER 9, 2013

The Washington Homeland Security Roundtable (WHSR) hosted the sixth TSA Office of Security Capabilities (OSC) Passenger Experience Focus Group meeting on December 9, 2013. Participants attending the meeting consisted of representatives from Industry, WHSR, and TSA.

WHSR and the Industry chair agreed to come up with a set of recommendations on enhancing the passenger experience in order to increase capture rates in the TSA Pre ✓™ program. Discussion focused on major aspects of the program and how to get the message out.

The four areas the group agreed to brainstorm were:

- Airport signs to help drive TSA Pre✓™ utilization
- Tailored implementation strategies
- Pre-arrival education
- Stakeholder interaction with airlines

The groups spent 8-10 minutes per area and noted several trends that also contribute to passenger experience with TSA. For example, the decrease in checked baggage due to airline fees has caused an uptick in the amount of carry-on baggage going through security. That has increased the burden on TSA to quickly and safely get passengers



to their gates while maintaining the high integrity of security checks. This point is especially relevant to where TSA can post signs in airports notifying travelers of restrictions to what can be brought in carry-on baggage. For example, travelers may feel signs posted at security after they have checked in with the airline are not as helpful as signs posted at check-in. This is important, especially if they realize they needed to include something in checked baggage and now have no way to transfer that item from carry-on.

After outlining preliminary ideas on how to boost TSA Pre✓™ participants by addressing these four aspects, and getting TSA feedback on challenges specific to each, the group adjourned with a plan to meet separately to discuss potential initiatives that could be put in place.

The industry participants will meet December 19, and the next full group meeting is scheduled for January 24, 2014.