

## The Dynamic Between Safety, Security & Passenger Experience At U.S. Airports

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## Roles & Responsibilities for Safety, Security & Passenger Experience At U.S. Airports

### Federal Agencies

Customs & Border Patrol (CBP)  
*Securing and facilitating trade & travel*

Transportation Security  
 Administration (TSA)  
*Protecting the Nation's transportation  
 systems*



### Airlines

*Efficiently and safely transporting  
 passengers between countries and  
 domestic destinations*

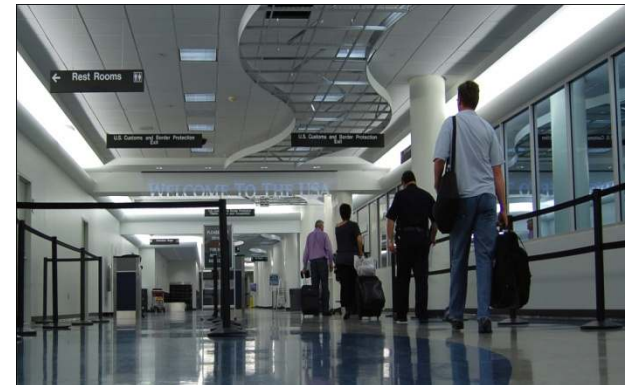
*Partnering with Federal agencies to  
 provide passenger information in  
 advance of arrival*



### Airports

*Providing facilities to assure safe,  
 efficient passenger movement &  
 welcoming environment*

*Assuring customer service levels  
 throughout the airport*





## U.S. Customs & Border Patrol

US Visit - Biometrics to establish & verify identities at entry  
- Advanced Passenger Information System

US Visit Exit - Biometrics to verify exit from U.S., still in development

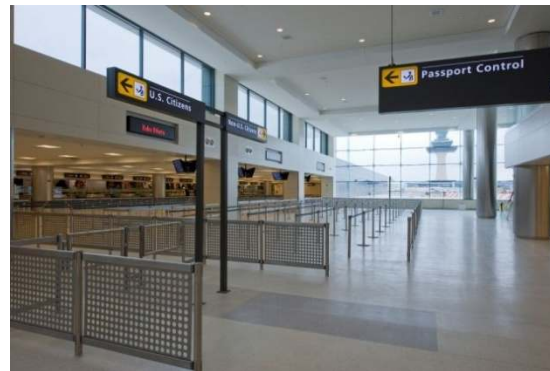
### Efforts to Improve Passenger Experience

Model Ports (Rice-Chertoff - 2006)

Secure Borders Open Doors Advisory Committee (2008)

Trusted Traveler Programs – Global Entry, NEXUS, SENTRI

Seamless Travel Initiative – Currently in Development & Includes Pilot Projects





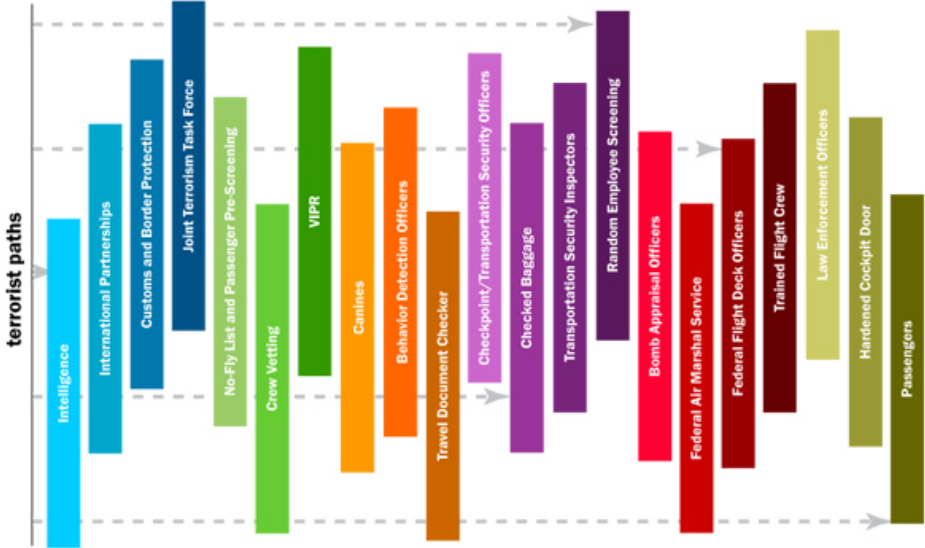
# Transportation Security Administration

- Providing layers of security both visible and invisible to the public
- Checkpoint and Baggage Screening – Movement to Advanced Imaging Technology (AIT)
- Air Cargo Screening on Passenger Aircraft – 100% on Narrowbody Domestic Flights
- Secure Flight
- Federal Air Marshals

Registered Traveler & Black Diamond Lanes



Layers of U.S. Aviation Security





## Examples of Airport Programs to Improve Passenger Experience

### Hawaii Airports Aloha Spirit Program

Developed in Conjunction with Hawaii Tourism for all Airport, Tenant & Federal Agency employees  
Purpose to convey Hawaiian cultural concepts of welcoming and hospitality  
Initial workshops followed by remedial program at annual “badging”

### Metropolitan Washington Airports Authority “Going the Extra Mile” (GEM) Program

Developed by Airports Authority to improve customer service for all Airport, Tenant & Federal Agency employees  
Mission: **G**reet all customers; **E**ngage them; **M**anage the situation  
Employees nominated by customers through our website to receive monthly, quarterly & annual awards  
Initial workshops followed by remedial program at annual “badging”

