



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

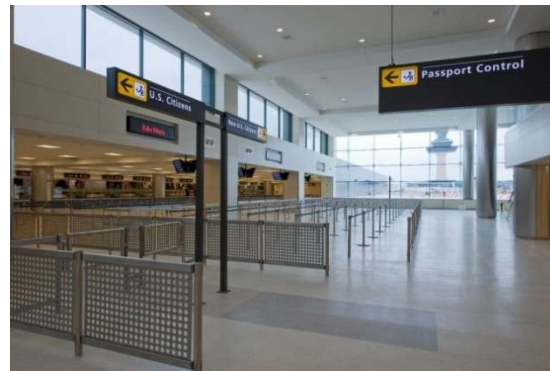
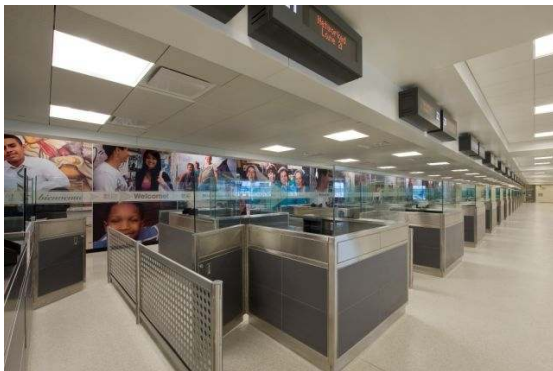
Efforts to Improve Passenger Experience

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





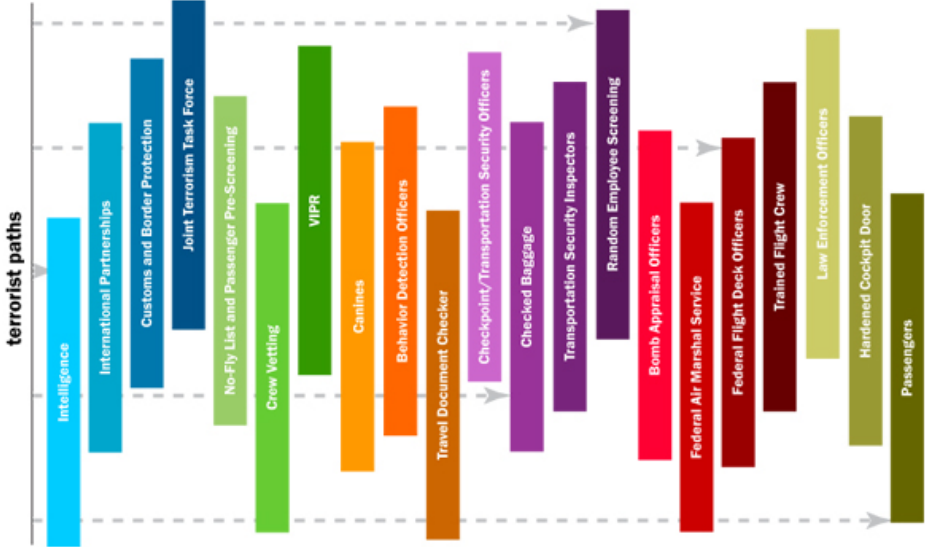
Transportation Security Administration

- 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”

