

# TRANSPORTATION SECURITY ADMINISTRATION



## TSA Initiatives Related to Travelers with Disabilities and Medical Conditions

Disability Branch  
Traveler Engagement Division  
Civil Rights & Liberties/Ombudsman & Traveler Engagement



# TSA Operations

- Mission: Protect the Nation's transportation systems to ensure freedom of movement for people and commerce
- Operates security screening activities at over 450 federalized airports across the country, including Guam, Hawaii, Alaska, Samoa, Puerto Rico, Northern Mariana Islands, and the Virgin Islands
- Nearly 50,000 TSA officers
- Over 2 million travelers and their belongings are screened *each day*
- Screening for weapons, explosives, other hazardous items



# Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE)

*Primarily responsible for ensuring that TSA employees and the traveling public are treated in a fair and lawful manner, consistent with Federal laws and regulations protecting civil rights, civil liberties and privacy, affording redress, governing freedom of information, and prohibiting discrimination and reprisal, while promoting diversity and inclusion.*

## CRL/OTE Divisions

- Civil Rights, Diversity & Inclusion
- Ombudsman
- Privacy
- Traveler Engagement
  - Disability Branch
  - Multicultural Branch
  - Customer Service Branch
  - Redress
  - FOIA



# Traveler Engagement: Disability Branch

- **External Engagements:** Over 375 national, regional, state, and local advocacy groups and community-based organizations. Issue communications designed to help better inform members of the traveling public regarding what to expect at the security checkpoint, and gather real-time feedback and insights.
- **Internal Engagements:** Provide Passenger Support Specialist training on Section 504 of the Rehabilitation Act and disability-related etiquette as well as guidance, job aids, and other resources to promote improved security screening practices.
- **Policy:** Ensure that TSA security screening policies, procedures, practices, and training comply with Section 504.
- **Complaints:** Review, conduct inquiries, and make determinations in disability-based complaints filed by travelers.



# An Overview

- Risk-Based Security and TSA Pre✓®
- TSA Cares
- Passenger Support Specialist Program
- Language Access Books/UbiDuos
- Awareness Series
- “TSO in the Know” Series
- Training
- TSA Notification Card
- Helpful Tips
- Recent Initiatives
- FY 2018 Highlights



# Risk-Based Passenger Security

In September 2011, TSA began undertaking efforts to adopt an intelligence-driven and risk-based approach to passenger screening with the aim of providing the most effective security in the most efficient way while improving the passenger experience at airport security checkpoints. The guiding principles for this approach are:

1. The majority of airline passengers are low risk.
2. The more information available on each passenger, the easier it is to assess risk.
3. Behavior detection and interviewing techniques are strengthened in the screening process.
4. TSA optimizes screening processes and the use of technology to gain system-wide efficiencies.
5. Increases security by focusing on unknowns, which helps to expedite known/trusted travelers.



# TSA Pre✓<sup>®</sup> and Risk Based Security

- TSA Pre✓<sup>®</sup> is a program which utilizes a risk-based approach
- TSA Pre✓<sup>®</sup> allows low-risk travelers to experience expedited, more efficient security screening on participating airlines at TSA Pre✓<sup>®</sup> airport checkpoints for domestic and international travel
- By pre-screening to establish known travelers, TSA is able to focus resources on travelers TSA knows less about

## What is TSA Pre✓?



Examples of TSA Pre✓<sup>™</sup> boarding pass indicators





# TSA Pre✓<sup>®</sup> Passenger Experience at the Airport

1. Access to TSA Pre✓<sup>®</sup> lane (children age 12 and under traveling with an eligible parent or guardian are allowed)
2. Present boarding pass and ID to the Travel Document Checker (TDC)
3. Scan barcode on boarding pass
4. If directed by the TDC, proceed through the TSA Pre✓<sup>®</sup> lane where you will receive expedited screening

## **TSA Pre✓<sup>®</sup> Experience**

- Access to TSA Pre✓<sup>®</sup> lane
- Quicker transit through airport security screening
- Faster moving lanes
- Improved travel experience

## **No Divestiture of:**

- Shoes
- 3-1-1 compliant bag
- Laptop
- Light outerwear/jacket
- Belts
- CPAP/BPAP

TSA will always incorporate unpredictable security measures throughout the airport and no individual will be guaranteed expedited screening.





# DHS Trusted Traveler Programs – Which is right for you?

DHS Trusted Traveler Programs Comparison Chart

	Transportation Security Administration	Customs and Border Protection		
Program	TSA Pre✓®	Global Entry	NEXUS	SENTRI
<b>Eligibility Required</b>	U.S. citizen (includes dual-citizens) and Lawful Permanent Residents	U.S. citizen, Lawful Permanent Residents and citizens of certain other countries <sup>1</sup>	U.S. citizens, U.S. Lawful Permanent Residents, Canadian citizens and Landed Immigrants to Canada	Proof of citizenship and admissibility documentation
<b>Application Fee</b>	\$85.00 (5 year membership)*	\$100.00 (5 year membership)	\$50.00 (5 year membership)	\$122.25 (5 year membership)
<b>Passport Required</b>	No	Yes; or Lawful Permanent Resident card	No	No
<b>Application Process</b>	Apply online or at an enrollment center and provide fingerprints and valid identification in person	Apply online and attend an in-person interview	Apply online or at an enrollment center and attend an in-person interview	Apply online or at an enrollment center and attend an in-person interview
<b>Program Experience</b>	Expedited screening at TSA Pre✓® lanes	Expedited clearance through CBP at airports upon arrival in U.S. and expedited processing through CBP at land borders when entering the U.S.	Expedited clearance through CBP upon arrival in the U.S. and Canada in land, air and sea environments and usage of Global Entry kiosks	Expedited processing through CBP at land borders when entering the U.S. and usage of Global Entry kiosks for U.S. citizens and Lawful Permanent Residents
		Includes the TSA Pre✓® experience for U.S. and non-U.S. citizen members	Includes the TSA Pre✓® experience for U.S. and Canadian citizens	Includes the TSA Pre✓® experience for U.S. citizens
<b>Website</b>	<a href="http://www.tsa.gov/tsa-precheck">http://www.tsa.gov/tsa-precheck</a>	<a href="http://www.cbp.gov/travel/trusted-traveler-programs/global-entry">http://www.cbp.gov/travel/trusted-traveler-programs/global-entry</a>	<a href="http://www.cbp.gov/travel/trusted-traveler-programs/nexus">http://www.cbp.gov/travel/trusted-traveler-programs/nexus</a>	<a href="http://www.cbp.gov/travel/trusted-traveler-programs/sentri">http://www.cbp.gov/travel/trusted-traveler-programs/sentri</a>

# TSA Cares

- Launched in December 2011
- Contact Information:
  - Toll free: 1-855-787-2227
  - Federal Relay: 711
  - Email: [TSA-ContactCenter@tsa.dhs.gov](mailto:TSA-ContactCenter@tsa.dhs.gov)
- TSA Cares can:
  - If you call 72 hours in advance, arrange for assistance at the security checkpoint on the day of your flight to help you through the process; and
  - Give you information over the phone, and by email, regarding what to expect in the security screening process for your particular disability or medical condition.



# Passenger Support Specialist Program

- Launched in early 2013
- To date, nearly 5,500 TSA officers are trained to perform collateral duties of Passenger Support Specialists (PSSs)
- Training is conducted via webinar
  - Part A (required): Takes the officers through the formal application and selection process
  - Part B (required): Two-hour webinar. One hour conducted by the Disability Branch covering the requirements of Section 504 of the Rehabilitation Act. The second hour conducted by a coalition member covering sensitivity and etiquette.
  - Part C (optional): Two-hour webinar. One hour conducted by the Multicultural Branch covering civil rights and liberties related to race, color, national origin, gender, and religion. The second hour conducted by a coalition member covering sensitivity and etiquette.



# Language Access Books/UbiDuos

- Developed over the past two years as part of TSA's communications initiative for travelers who are limited English proficient
- There are Language Access Binders at most federalized airport across the country
- UbiDuos at the largest federalized airports
- Because of how they are designed, the Language Access Binders also are useful for some persons with disabilities and medical conditions
  - Universal pictorials
  - Includes a Braille chapter
  - Explanations written in English and other languages
  - Covers major points of communication at the checkpoint



# Awareness Series

- Identified the top disabilities and medical conditions that result in calls to TSA's Contact Center
- Developed a calendar of awareness days and months around the top identified disabilities and medical conditions
- Parallel engagement tracks:
  - Flyer to the frontline workforce that sets forth *Do's and Don'ts* for screening passengers with a particular disability or medical condition
  - “*What to Expect*” informational piece for coalition members and members of the public



# “TSO in the Know” Series

- Best practices resources for our workforce
- Developed with input from coalition members and TSA field personnel, or based on expert guidance of other federal civil rights agencies such as the Justice Department, or the Office of Disability Employment Policy
- Best practices topics include:
  - Effective communication
  - Screening passengers with service animals
  - Handling mass movements
  - Screening passengers with traveling companions
  - Screening passengers with medically-necessary liquids



# Training

- Partner with:
  - TSA's Training & Development office to develop wide range of training products for security screening workforce (*e.g.*, basic academy, advanced training);
  - Law Enforcement/Federal Air Marshal Service (*e.g.*, FY 2018 mental illness awareness training in collaboration with National Alliance on Mental Illness); and
  - Airports to conduct onsite training.
- Targeted webinars: Presentations by Disability and Medical Condition Coalition members to members of TSA's workforce. Differs from the PSS Part B training by the coalition member:
  - PSS Part B: Sensitivity and etiquette for screening passengers with any disability or medical condition (general in scope), for PSSs.
  - Targeted webinar: Sensitivity and etiquette for screening passengers with a particular disability or medical condition (targeted in scope), and the session is open to all TSA personnel.





# TSA's Notification Card: Front

TSA Notification Card: Individuals with Disabilities and Medical Conditions

I have the following health condition, disability or medical device that may affect my screening:

I understand that alternate procedures providing an equivalent level of security screening are available and can be done in private. I also understand that presenting this card does not exempt me from screening.



# TSA's Notification Card: Back

Information • Assistance Requests • Compliments • Complaints

## TSA Cares

1-855-787-2227 (Federal Relay 711)

Weekdays: 8 a.m. to 11 p.m. ET

[TSA-ContactCenter@tsa.dhs.gov](mailto:TSA-ContactCenter@tsa.dhs.gov)

Weekends/Holidays: 9 a.m. to 8 p.m. ET

Hablamos Español

Automated information offered in 12 languages

Call 72 hours prior to traveling to request the assistance of a Passenger Support Specialist (PSS) at the checkpoint. If a PSS is not available, you may ask for a Supervisory TSA Officer at the checkpoint.



# Recent Initiatives

- DHS Directive No. 065-01
- Requires each Component review its programs and activities for:
  - Physical access;
  - Program access;
  - Effective communication; and
  - Reasonable accommodations
- Section 504 Self-Evaluation completed and results reported to DHS in FY 2017
  - Security screening
  - Custody (Federal Air Marshal Service)
  - Customer Service
- Section 504 Component Plan issued to DHS in FY 2018



# FY 2018 Highlights

- Enhanced content on TSA.gov
  - Federal Relay on every page
  - Additional drop-down categories
  - Differences between standard and TSA Pre✓® added
  - New TSA Cares video series
- Security screening focus groups
  - Screening protocols under review by agency
  - Coalition focus group teleconference with Security Operations Procedures Branch to gather insights/recommendations
  - Loop back to focus group to share outcomes
- TSO Career Progression Initiative: PSS Qualification
  - Currently: Voluntary, collateral duty
  - In FY 2019: Mandatory for progression
- Innovation Task Force
  - Solicitations to industry, disability equities included



# Helpful Tips

- Always inform the TSA Officer of your disability, medical condition, or accommodation request *prior to the commencement of screening*
- Let the TSA Officer know if you have medical devices, or areas sensitive to touch
- Ask for a private screening, if you want it
- You are permitted to stay with your traveling companions throughout the screening process
- Separate out and identify any oversized medically-necessary liquids *prior to the commencement of screening* (liquids in excess of 3.4 oz)
- If you have concerns before, during, or after your screening, contact TSA Cares or ask for a Supervisory TSA Officer or Passenger Support Specialist.



# Technology Solutions?

- The Transportation Security Administration (TSA) issues Broad Agency Announcements soliciting checkpoint solutions from the private sector to improve security effectiveness and the travelers' experience.
- If there are technology or other solutions you would like to propose for TSA's security checkpoints:
  - Go to <https://fbo.gov>;
  - Change the search parameters to "the last 365 days"; and
  - Enter: HSTS04-14-R-BAA004.
- You will find the "Transportation Security Innovative Concepts Broad Agency Announcement" (BAA)
- Follow the instructions in the BAA to submit your idea, concept, or recommendation.



# Contact Information

Contact TSA Cares for Travel:

Toll free: 1-855-787-2227

Federal Relay 711

[TSA-Cares@tsa.dhs.gov](mailto:TSA-Cares@tsa.dhs.gov)

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