

TSA COVID Response

November 2020



Operations Support

COVID-19 Impact on Air Travel

Due to COVID-19, TSA has seen a dramatic impact to air travel

Post-COVID-19 Impact to TSA Operations:

- On April 14, 2020, TSA recorded the lowest travel volume in its history – just over 87,500 passengers.
- That's a 96% decrease from the same day last year and the 2.5 million passengers TSA screens, on average, per day.
- Since then, TSA has screened approximately 650,000 passengers per day, with the biggest increase over Labor Day weekend to 960K



Operations Support

TSA's Response to COVID-19

TSA's Operating in the New World (ONW) COVID-19 Response Working Group has brought immediate, impactful change to checkpoints across the nation with procedural and technological COVID-19 mitigation solutions.

Respond

First 6 Months after Crisis

Protect the health and safety of officers and passengers

Recover

6-18 Months after Crisis

Prepare for the new normal & support travel resumption

Thrive

18+ Months after Crisis

Rethink designs and respond to macro trends

COVID-19 Response Goals

Secure the safety of the traveling public and TSA employees while maintaining security operations

Set a uniform standard for **regular cleaning, decreased contact, and social distance** across all airports to ensure the **health, safety, and confidence** of travelling public and TSA workforce

Engage with international and interagency partners to **understand solutions and best practices** for COVID response that TSA can leverage

Define tailored pathways for TSA to rapidly **acquire and deploy cutting edge solutions** to COVID and other emerging threats

Set the vision for TSA's **post-COVID operations** and put in place the groundwork for checkpoint enhancements and the **future of screening** to create an agile response to emerging threats



Operations Support

COVID-19 Solutions

TSA's ONW Working Group focused on deploying solutions across airports to help minimize touch, increase social distance, and enhance cleaning at the checkpoint and checked baggage areas in response to the COVID-19 pandemic.

1 Procedural Solutions

- Low cost, low tech procedural solutions, including PPE requirements and updated SOP, that allowed Airports to rapidly address the threat of COVID-19 while maintaining the security of the checkpoints

2 Enhanced Cleaning

- Developed Enhanced Cleaning Guidance to limit the spread of COVID-19 at checkpoints and checked baggage spaces
- TSA provided DCA and IAD with the option to receive reimbursement for enhanced cleaning or enter TSA contract for enhance cleaning services
- Creation of Infection Control Monitor position at the Checkpoint.

3 Passenger Communication

- Informational signage at Airports provide passengers with COVID-19 procedures and social distancing reminders
- Digital signage totems deployed at DCA for dynamic and tailored messaging to passengers

4 Technology Enhancements

- Deployment of acrylic shield barriers across Airports
- Piloting self-service Credentialing Authentication Technology at DCA and CAT-2
- Deployment of Enhanced Document Inspection (EDI) technology to lanes without CAT



Operations Support

Communicable Disease Response Playbook

TSA is continuing to update the Communicable Disease Response Playbook, which was developed as a resource for FSDs and airport leadership. It collects various best practices, guidance, and public health solutions into one easy to use document.

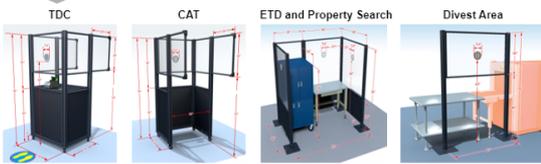
Example of Playbook Solution Overview

Communicable Disease Response Playbook

2.2: Acrylic Shield Barriers

Concept	<ul style="list-style-type: none">Install acrylic shield barriers covering from the waist to above the head to protect passengers and officers from droplets.Acrylic shield barriers will be deployed at the following workstations: TDC/CAT, X-Ray machine divest position, secondary bag checks (ETD and search tables), EDS (checked baggage) machines in airport lobbies.See here for further details about specs and materials.
Flexibilities	<ul style="list-style-type: none">Acrylic shield barriers come in a standard configuration and panels can be added or removed to fit checkpoint configuration. Full kits and parts catalog will be available once the BPA is awarded.
Partnerships	<ul style="list-style-type: none">In certain configurations, TSOs may push passenger bags into x-ray machines.Acrylic shield barrier setup in certain locations, such as at checked baggage drop off, will require coordination with airport authorities and appropriate permits.
Challenges	<ul style="list-style-type: none">Acrylic shield barriers may interfere with passenger and TSO communications.Acrylic shield barriers must be routinely cleaned.Acrylic shield barriers may restrict airflow and raise temperature at certain stations.
Procurement	<ul style="list-style-type: none">Please see here for information on shield barrier procurement.
POCs	<ul style="list-style-type: none">Dale Mason – Requirements Development Branch, RCAAnthony Tsantrizos – Deployment and Logistics Division, APMChristopher Beattie – TSA Occupational Safety and Health (OSHE)

TDC CAT ETD and Property Search Divest Area



8

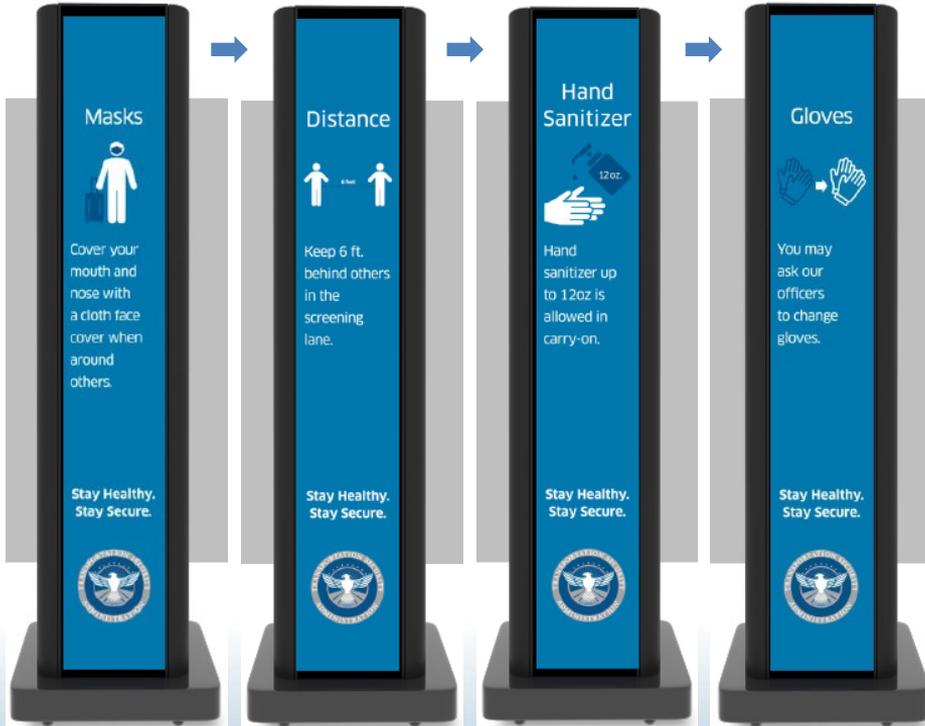
RCA | REQUIREMENTS & CAPABILITIES ANALYSIS

- Includes one-page overviews of solutions, organized into seven response categories: Minimize Touch, Increase Social Distance, Enhanced Cleaning of the Checkpoint, Personal Protective Equipment (PPE), Alternative Acquisition Pathways, Upcoming Solutions, and Upcoming Alternative Acquisition Pathways
- Has been shared with airports and industry partners across the enterprise to highlight the steps TSA is taking to protect passengers and TSA staff
- Is being updated periodically to incorporate field feedback and new solution information



Operations Support

Digital Signage Totems at DCA



TSA has deployed digital signage totems to provide dynamic and tailored messaging to passengers on COVID-19 procedures.

- Digital signage relays information such as divest procedures, estimated wait times, and other information traditionally conveyed by officers
- Tailored signage to addresses COVID-19 procedures
- Through the Capability Acceptance Process, TSA is exploring potential further donation and deployment of digital signage solutions



Operations Support

Technology Solutions

The technology solutions deployed promote social distancing and reduced touch for a safer checkpoint experience for officers and passengers.

Acrylic Shield Barriers

- Protects officers and passengers at TDC/CAT, X-ray divest, secondary bag checks, and EDS in lobbies



Enhancements to Fielded AIT Systems

- Reduces touch during on-person screening by enabling officers to make more informed decisions while conducting pat-downs.



Rotated CAT

- Allows passengers to scan their own documents and minimize touch between officers and passengers



Operations Support

Additional Technology Efforts

TSA is exploring technology to enhance security, increase social distance, reduce touch and prevent the spread of disease at the checkpoint.

Computed Tomography

- Reduces touch of carry-on bags with high quality and 360 degree rotating 3-D images, fewer manual bag checks



Automated Screening Lanes

- Reduce contact with increased automation, and prevent growth of microbes with anti-microbial bins and UV-C



Detection at Range

- Reduces physical proximity during on-person screening, better utilizing social distancing countermeasures



Enhanced Document Inspection

- Reduces need for officer to handle IDs presented at TDC without CAT systems



Questions?



Operations Support