

November 2020

Improving Operator Performance High Level Perspective

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So What, Who Cares?

→ EDS / AIT / ETD / Cargo require different approaches

Should we even worry about operator performance?

→ “Good Enough” is Good Enough!

TSE is primarily measured by stopping capability

- Goal of security is to disable
- Goal of everyone else is to enable

→ Measure operators on their **enability**

→ Stop stopping

- Automation *can* reduce bias... **automate the (enabling) operator**
- Involve passengers more in enablement... **“do this”**
- **Strive for equipment to match the operator**, not the other way



“Good Enough” is Good Enough!

Should we even be worrying about this?

Humans (a.k.a. “Customers”) hate change and it’s costly
validation, training, loss of expertise, ramp-up, roll-out, hidden surprises,
public reaction, introducing bias

Approaches to change:

Status Quo, Iterative Improvement, Disruptive Change, Localized
Adaptation, Slow Roll, Randomized/Mixed

You can’t improve what you can’t measure!

Who? TSA, screeners, airports, airlines, passengers

What? cost, time, predictability, consistency of experience,
understandability, detection, deterrence, convenience

Optimizing Operator Performance

Measure operator success (primarily) based on enabling travel

Don't look for everything always

The specific technology matters

Strive for “Good Enough”

Use proxy tests (e.g., video game performance)



Does optimizing the parts and using proxies optimize the whole?

Change (Operators, Equipment, Passengers, Adversaries) inevitable
Deal with it

Be Prepared and Enable
