

# Washington Airports Task Force Board Meeting

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September 29, 2020



## 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



# COVID-19 Solutions at DCA and IAD

TSA's Operating in the New World Working Group focused on deploying solutions to DCA and IAD 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 DCA and IAD to rapidly address the threat of COVID-19 while maintaining the security of the checkpoints

## 2 Enhanced Cleaning

- Provided DCA and IAD with 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

## 3 Technology Solutions

- Piloting self-service Credentialing Authentication Technology at DCA
- Plans to deploy initial set of acrylic shield barriers to DCA and IAD in September
- Plans to deploy Enhanced Document Inspection (EDI) technology to lanes without CAT

## 4 Passenger Communications

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



# Digital Signage Totems at DCA



TSA has deployed digital signage totems to DCA 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
- DCA has tailored signage to address COVID-19 procedures
- Through the Capability Acceptance Process, TSA is exploring potential further donation and deployment of digital signage solutions



# Technology Solutions at DCA and IAD

The technology solutions deployed at DCA and IAD 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 (Expected upgrade for DCA and IAD October 2020)



## Credential Authentication Technology (CAT)

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



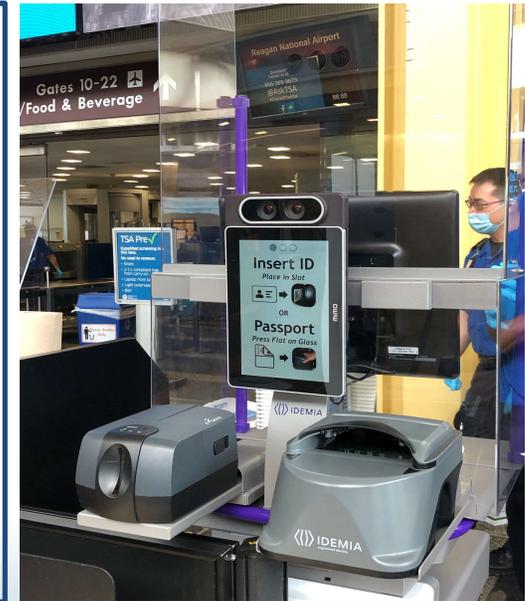
# Self-service CAT Pilot at DCA

The touchless self-service CAT technology pilot at DCA, automatically authenticates travelers IDs to their live photo, enhancing security while promoting social distancing and minimized touch at the checkpoint.

Travelers can voluntarily participate in the pilot, approaching the device and inserting ID into the scanner for authentication, rather than physically handing to the officer, thus promoting social distancing and reducing physical contact.



The device will display results for face matching, ID authentication, and flight information to the TSA officer, who is behind an acrylic shield to further minimize contact between the officer and passengers.



# Additional Technology Efforts

## Computed Tomography (CT)

CT produces high-quality, 3-D images that can be rotated up to 360 degrees on three axes for a more thorough visual analysis of a bag's contents. By rotating images, a TSA officer can analyze carry-on bags for potential threats without having to touch the bag.

CT technology provides enhanced detection of threat items. In the future, the goal is to keep laptops and 3-1-1 liquids inside of the bag during checkpoint screening. Under current screening procedures for this technology, laptops are allowed to remain inside the bag for screening.

DCA received 4 units in January 2020  
IAD received 7 units in March 2020

## TSA PreCheck™

- In August 2020, 99% of TSA PreCheck™ passengers waited less than 5 minutes
- Over 10 million are already taking advantage of TSA PreCheck™
- More than 200 airports and 73 airlines provide TSA PreCheck™
- Efforts underway to develop a Touchless™ TSA PreCheck™ experience at the CAT



# Unmanned Aircraft Systems (UAS) & Cybersecurity

## Unmanned Aircraft Systems

- In 2019, TSA's Transportation Security Operations Center (TSOC) received reports of 305 UAS events.
  - Of these, 151 occurred near an airport.
  - 16 occurred near DCA
  - 7 were near IAD
  - 11 commercial aircraft were involved
- During 2020, TSA's reporting shows there have been 467 UAS events reported through Aug 21.
  - 12 occurred near DCA
  - 1 was near IAD
  - 5 commercial aircraft were involved

## Special Emphasis Assessment Cybersecurity Best Practices

- IAD and DCA have adopted cybersecurity best practices.
- By implementing controls and safeguards, both airports mitigate cyber risks to airport operations.



# Questions?

