# Security Queue Wait Times

# Timeline of Changes

**April:** Hired contractor to augment understaffed TSA for peak summer period

**May:** Lean event to generate improvement ideas

**May-June:** Added signage, modified queue stanchion layouts to help customers

Today is an update on progress

# Contractor's Role



**TSA Screening**

- Divesting – Assist passengers in preparation for screening
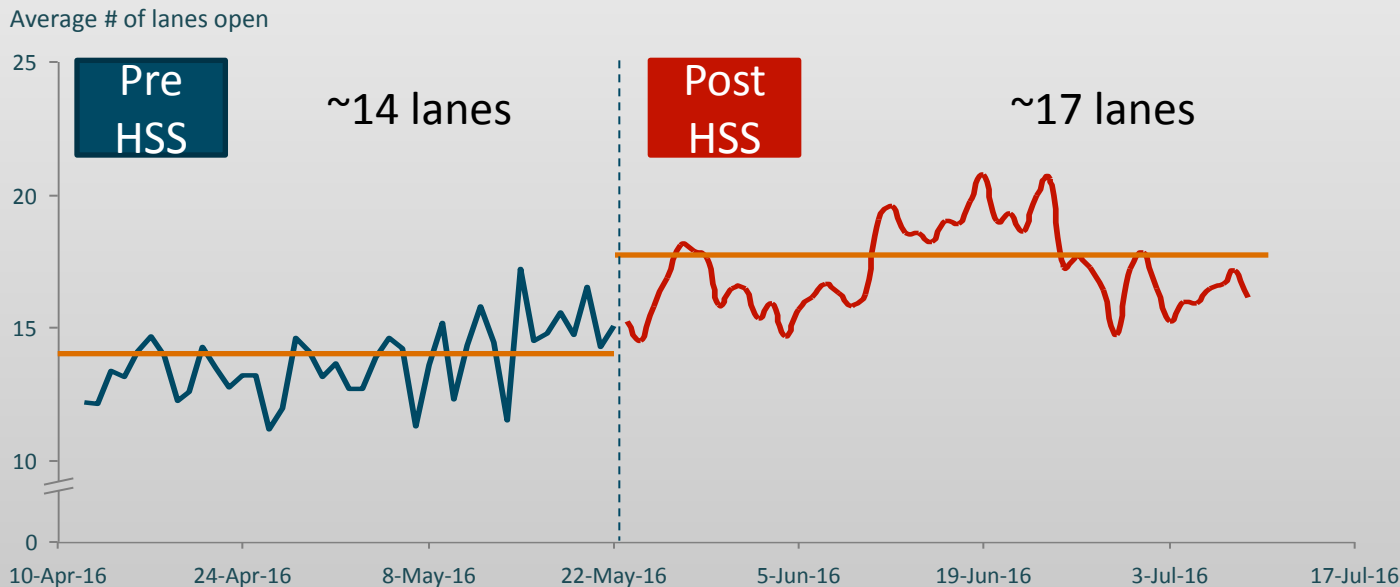- Revesting – Assist passengers with recomposing after screening



**Queue management**

- Front of queue
- In line for pre-divesting preparation
- Ticket Document Check (TDC) podium line management
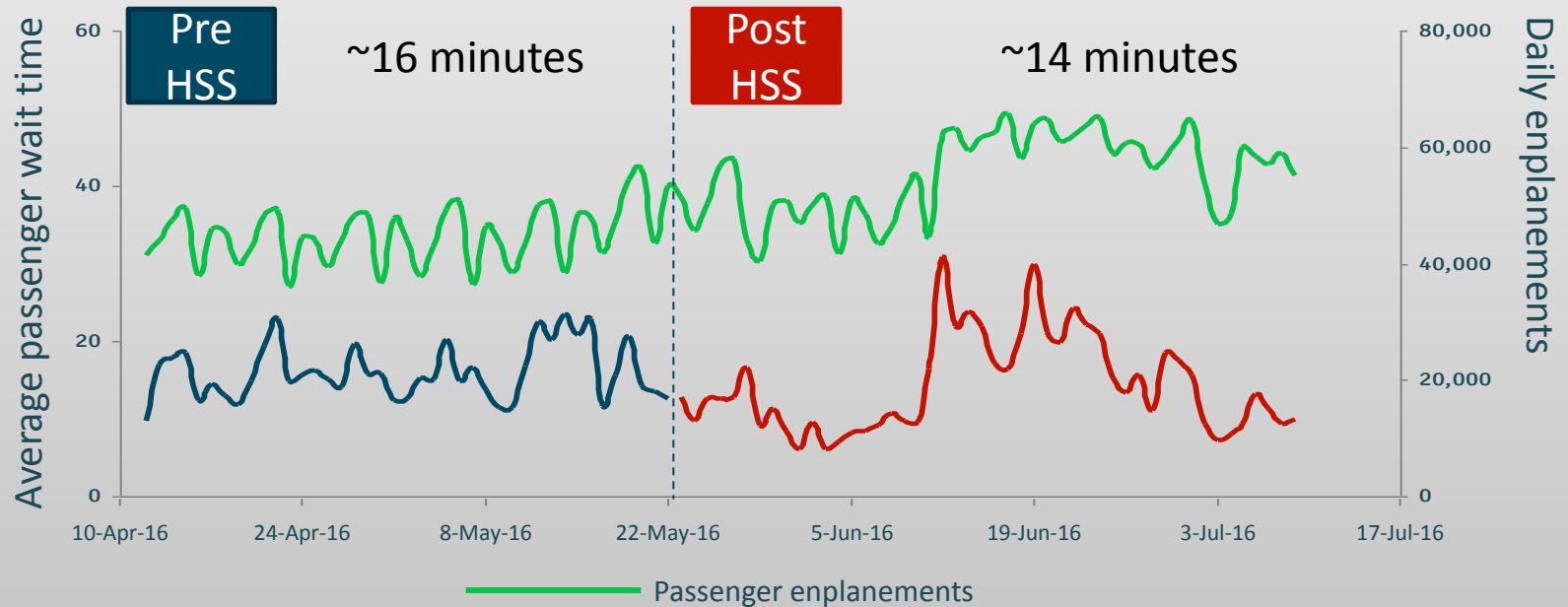- Passenger diverting – load balancing between checkpoints

5 DOs = 2 new lanes opened up by TSA

# Screening Lanes

Average # of lanes open

Pre HSS ~14 lanes    Post HSS ~17 lanes



Primarily due to contracted Divestment Officers

Note: Wait times based on hourly observations by Port Staff. They are best estimates

# Passenger Enplanements vs Wait Times



Without contractors, average wait could have been ~18 min

Note: Wait times based on hourly observations by Port Staff. They are best estimates

# TSA Screening Staff in 2017

- There is clear operational benefit for increasing staffing and hence passenger screening lanes
  - TSA only able to man ~22 (14-16 general and 6-8 precheck) out of 31 lanes currently without contractor support

- 2017 TSA staffing plan
  - 83 new FTEs, 10 K9s
  - Port assumption is that TSA will be able to support peak hour traffic next year

- Augmenting staff with private contractors not part of 2017 Port budget

Will revisit after TSA staffing announced in October

# Post Labor Day Plan

- TSA remains understaffed, Port to retain contract for DO position until end of year

- Queue management function will return to Port Pathfinders to maintain customer service

- Overall reduction of contract employees from ~120 to ~50

Do not plan on employing contract services in 2017 as of now

# Reducing Contracted Services Has Customer Experience Risks

- Several positions being performed today by contractor will be eliminated or reduced in scope:
  - Revesting (help customers recompose after screening)
  - TDC (direct customers to podiums)
  - Front of queue line
  - Diverters (help load balance between check points)
- Port Pathfinders will resume
  - Front of line queue management
  - Diverting passengers – load balancing between checkpoints

Pathfinders are no longer able to assist passengers in ticketing, bag claim and in concourse areas.

# Thank you!
## Questions?