Security Queue Management Plan

1. Introduction

1.1 Purpose

The Queue Management Plan (QMP) describes the process for managing the flow of passengers through the security queue at the CVG Airport Passenger Terminal. In all conditions employees managing the queue must remember the primary directive is to expedite the movement of passengers through the queue space in a safe, efficient, and courteous manner. Special emphasis shall be given to minimize the number of passengers queued in the rotunda area between the ticketing counter and the security checkpoint entrance.

1.2 Scope

This QMP is primarily aimed at the KCAB Public Safety Assistants (PSA's) charged with managing the security queue at the passenger terminal. This document was created with input from key stakeholders and represents the results of the collaborative efforts to improve the passenger experience by; Public Safety Assistants, TSA staff, Airlines, Airport Customer Service and the Airport Police Department.

1.3 Training

The Airport Police Department is responsible for ensuring that PSA's who work in the queue line understand the QMP's objectives and other inter-related activities. Airport Customer Experience is available to support and provide guidance as needed.

1.4 Definitions

AOC – Airport Operations Center – Central area to receive calls for all airport emergencies, safety/security concerns, or operations issues. (859) 767-7777.

CLEAR- Secure Identity provider authorized by TSA to validate passenger identity using biometrics. Once CLEAR pairs that identity with travel documents, a SIDA badged CLEAR employee escorts the passenger(s) to the TDC and digitally confirms a successful match at the TSA CAT device.

CVG Badge Holders – Employees for tenants, airlines and KCAB that have a valid CVG issued SIDA badge. Airline or other tenant employees who are badged at another airport are not considered badged employees. Any CVG badge holder who is traveling shall not be permitted through the "SIDA Badged Employees and Flight Crew" doorway and must use the doorway marked "TSA All Departure Gates"; or "TSA Pre-Check" if their boarding pass is designated as such.

ETD – Explosives Trace Detection- This machine is used at the security checkpoint to screen baggage and passengers for explosive particles. TSA officers may swab a person's hands or piece of baggage then place the swab inside the ETD unit to analyze. This device is specifically used during Managed Inclusion 2 (MI-2).

Known Crewmember (KCM) – KCM ties airline employee databases together in a seamless way and enables TSA officers to positively verify the identity and employment status of crewmembers. (Further instruction on how KCM participants are handled in the queue space is provided in Section 2 Item 11 in this document).

Passengers with Strollers – Travelers who have a child or children in strollers and/or child seats in their group.

 Pre-Check – TSA's expedited screening program that passengers can participate in by going through an enrollment process and paying a fee or are opted in based upon certain requirements determined by their airline. Pre-Check Screening (Expedited Screening) – A type of expedited screening performed by the TSA where passengers are not required to remove their shoes, belt, or light outerwear from their person and can leave 3-1-1 compliant liquids and laptops in their carry-on luggage. Passengers also receive a less invasive security screening as determined by TSA.

Security Entrance – Doorway utilized by passengers who are not otherwise identified as requiring special attention through the security queue.

Security Queue – The security queue consists of the stanchioned area located in front of the TSA Security Checkpoint. The security queue includes the area from the security checkpoint entrance rotunda to the TSA TDC podiums.

TDC – TSA ticket document checker located in front of each lane set.

Special Assistance Passenger – passengers who require additional assistance through the security checkpoint, including those requiring the use of the TSA Cares program, Hidden Disabilities Sunflower program, wheelchairs, walkers, and crutches.

1.5 Precautions

Precautions The Queue Management Plan presents the basic plan for managing passengers and employees through the security queue. Irregular operations due to fluctuations in passenger loads, mechanical failure and/or staffing issues may require deviation from the plan. In all cases the objective is to deliver passengers and employees to the security checkpoint lanes in a manner that minimizes wait time in the security queue. PSA's should rely on the design and layout of the queue space. The current design was developed with joint collaboration from KCAB Customer Experience, TSA, and PSA staff. Under no circumstances should PSA's adjust the design of the queue space without prior approval from the VP of Customer Services. For further direction and explanation of the queue layout please see Section 3 of this document.

1.6 Responsibility

• QMP Approval: Adam Kressler, Vice President, Customer Experience (AKressler@cvgairport.com)

• QMP Author: Hans Stokke (HStokke@cvgairport.com)

2. <u>Procedure</u>

It is the responsibility of each PSA assigned to the Security Checkpoint to ensure that they understand the intent of this plan before performing the following tasks. Contact the document author or a PSA Lead if you have any questions about this plan.

Item	Description
1	The goal of this plan is to provide the safe and efficient movement of passengers and employees through the security queue.
2	The PSA should at all times provide the highest level of customer service to passengers, airline, airport tenant employees, and TSA staff.
3	Prior to working in the security queue PSA staff shall be properly trained on the intent of the QMP and the overall Airport goals with respect to the customer's experience.
4	At the start of each shift, the PSA shall check the security queue area to ensure there are no safety or maintenance issues. Any issues identified should immediately be reported to the AOC.
5	At the beginning of each shift the PSA shall meet with the TSA on duty supervisor or his/her designee to discuss the following items: • PSA Staffing levels • TSA Staffing Levels • Anticipated load factors/passenger volumes • Canine Expedited Screening (CES) • Checkpoint lane usage plan • TSA equipment status • Other issues Any issues or challenges identified in the meeting which could adversely affect the operation should be reported to a PSA lead immediately
6	The CVG security checkpoint is equipped with 13 screening lanes numbered in sequence from 1 through 13. Lane 1 is on the far east end with lane 10 on the far west end of the security building. (continued..)

Item	Description
6	(continued..) The opening and closing of screening lanes is ultimately the responsibility of the TSA; however, the TSA typically operates the opening and closing of lanes in the following pattern (Please note that the TSA is not required to follow this schedule and it is always the PSA's responsibility to meet with the TSA supervisor to determine the current plan for lane availability throughout the shift): • Lanes 3 and 4 are used as the primary Pre-Check lanes throughout most of the day. If more lanes are required to meet Pre-Check passenger demands the TSA typically open lanes 1 and/or 2 until the passenger volume has decreased. Last in the Pre-Check lane opening sequence are lanes 5 and 6 which can be opened in addition to lanes 1 through 4 in extreme passenger demand scenarios. Lanes 5 and 6 are typically only used as a back-up during times of equipment failure or other operational constraints involving any of the other Pre-Check screening lanes. • Lanes 5/6 and/or 7/8 are used as the primary standard screening lanes throughout most of the day. If more lanes are required to meet the standard screening passenger demands the TSA will typically open lane 9 and/or 10 until the passenger volume has decreased. • The checkpoint normally will have three to four active screening lanes in use except during known high/low demand times or before 05:30 and after 19:30 hours.

7	The PSA is encouraged to maintain on-going dialogue with airline representatives staffing the ticketing counter to discuss passenger loads. It is also in the best interest of the PSA to monitor the Flight Information Display System (FIDS) monitors to stay informed on cancellations or delays which may affect the timing of checkpoint demand.
8	TSA Pre-Check is utilized at CVG as a means to provide expedited screening to our passengers. Passengers with the TSA Pre✓™ symbol or "TSA PRECHK", "TSA PRE" under or near their name on the boarding pass should use the doorway marked "TSA Pre✓™Check" to enter the queue space.
	TSA Pre✓™ allows low-risk travelers to experience expedited, more efficient security screening at participating U.S. airport checkpoints for domestic and international travel.
	TSA Pre✓™ includes certain frequent flyers of participating airlines or members of existing Customs and Border Protection (CBP) Trusted Traveler programs including Global Entry, NEXUS, and SENTRI programs.
	Travelers who are eligible for TSA Pre✓™ should follow these steps at the airport to experience TSA Pre✓™:
	• Present your TSA approved Government-issued ID to the Travel Document Checker
	• If you are eligible for your trip, proceed to the TSA Pre✓™ lane
	• Remember that your children age 12 and under may join you regardless of their Pre-Check designation.
	• Keep on your shoes and belt, your laptop in its case, and your 3-1-1 compliant bag in your carry-on.

	(Source: http://www.tsa.gov/tsa-precheck/what-tsa-precheck)
9	TSA will always incorporate random and unpredictable security measures throughout the airport and no individual will be guaranteed TSA Pre✓™ screening.
10	Passengers using a wheelchair, service animal or other assistive device, which would not be conducive to navigating the queue space (i.e. crutches), are permitted to use the doorway marked "Passenger Assistance". PSA's are expected to be stationed near this doorway when operationally possible to allow passengers access. The PSA should always direct the passengers who are using wheelchairs or service animals to the TDC in front of the standard screening lane that is open. PSA's should always use their discretion when allowing access through this doorway and should politely direct passengers who do not meet the above listed criteria to the correct doorway.
11	Uniformed flight crew and employees with a properly displayed SIDA badge who are not flying are permitted to use the doorway marked "SIDA Badged Employees, All Flight Crew". Any CVG, airline, or other airport employee who has an identification badge and is flying on a purchased or non-revenue ticket is not permitted to use this doorway, they must enter the queue space via the doorway labeled "Security Entrance"
12	All passengers who have not otherwise been identified eligible to use any of the other doorways should use the doorway labeled "Security Entrance" to enter into the queue space

13	Known Crewmember (KCM) is an expedited screening program for airline crew members who participate in the KCM program. Participation is dependent upon several factors such as airline and employment status. It is not the duty of the CVGAA to determine a crewmembers eligibility for KCM. Any questions regarding KCM eligibility should be directed to the TSA supervisor on duty or the KCM website (www.knowncrewmember.org). KCM participants will enter through the doorway labeled "All Flight Crew and SIDA Badged Employees" and follow the line until they reach the KCM podium. Once reaching the KCM podium and verifying with the TDC, the crew members will exit the queue to the left and proceed to the Sterile Area.
14	When TSA Canine Expedited Screening (CES) is implemented, any passenger over age 12 who is not designated TSA Pre-Check on their boarding pass must proceed to the standard screening queue for CES. This includes all CLEAR members who are not designated Pre-Check on their boarding pass. All SIDA badged employees must also proceed to CES screening in order to use the checkpoint. An auxiliary entrance to the CES queue will be available just before the 'box' on the far West side of the standard queue. SIDA badged employees, Special Assistance passengers, and CLEAR members may access this auxiliary entrance before proceeding to CES screening.

14	Law Enforcement Officers (LEOs) self-identifying to TSA must proceed to the West side of the queue to the Escort Door. These officers will dial for TSA assistance on the red escort phone. TSA will perform an inspection of these officers' carry-on items.
15	SIDA Escorts must proceed through the Special Assistance lane to standard screening. From there, the escorting badge-holder needs to remain with their charge throughout the standard screening process.

3. <u>Queue Layout</u>

It is the responsibility of each PSA assigned to the Security Checkpoint to ensure that they understand the intent of this plan before performing the following tasks. Contact the document author or a PSA Lead if you have any questions about this plan.

Item	Description
1	The goal of this design is to provide the safe and efficient movement of passengers and employees through the security queue space. This layout allows TSA the ability to utilize their Managed Inclusion programs at their discretion without the adjustment of stanchions.
2	Overflow queue areas are strategically placed on the far east and west side of the building to allow for more passenger queuing space. These queuing areas should only be opened and utilized during known peak passenger throughput times and as needed throughout the day. The PSA should constantly be monitoring the passenger lines to ensure that the passengers do not spill out into the rotunda (horseshoe) area in front of the security entrance doorways. If the line begins to form to the point that the regular queue space cannot handle the capacity the PSA should open the appropriate overflow area. Once the line has returned to a manageable level the PSA should shut off the overflow and direct passengers back to the normal queuing area.
3	The map on the next page is designed and provided for familiarity and training purposes only. All PSA's prior to working the queue space should walk each

	queue line and be signed off by a PSA Lead on their knowledge and understanding of the design. Also please note the map is not to scale. If there are any questions regarding this map or the general layout of the queue space please seek out a PSA Lead.