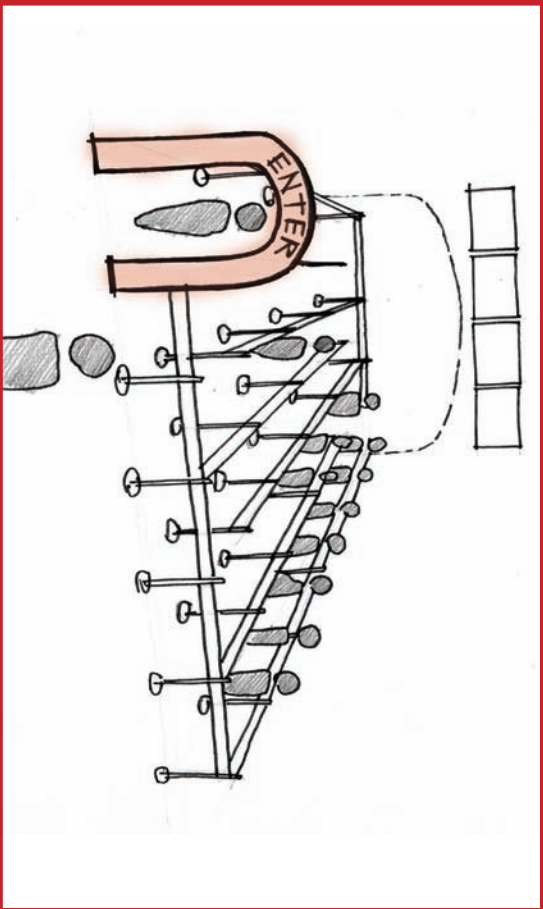
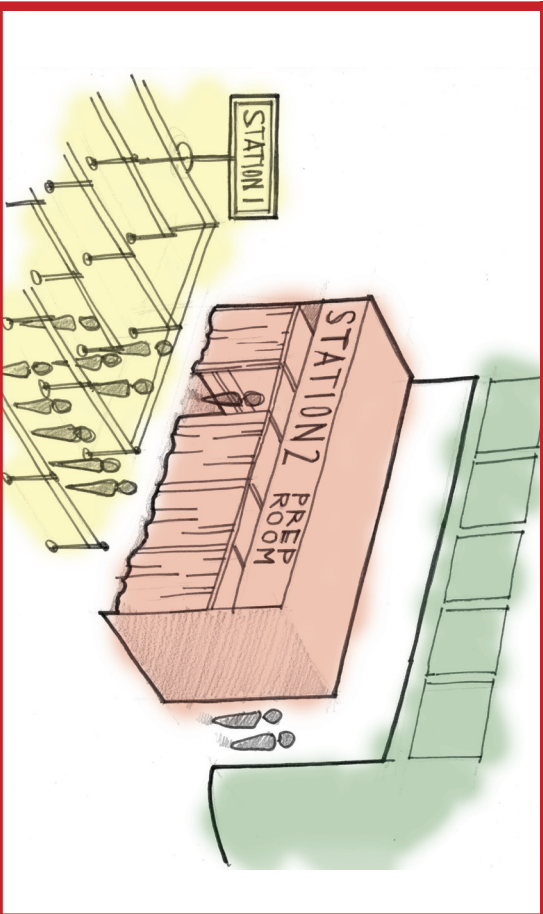


Communicate to Passengers



Communicate to Passengers



Communicate to Passengers

Entrance

TSA agents should be focused on ensuring that passengers will be safe, not directing them where to go. Providing a clear entrance allows passengers to find the line quickly, and reduces the need for agents to direct traffic.

Needs

- Communicate clearly
- Increase efficiency and effectiveness
- Reduce redundancy

Communicate to Passengers

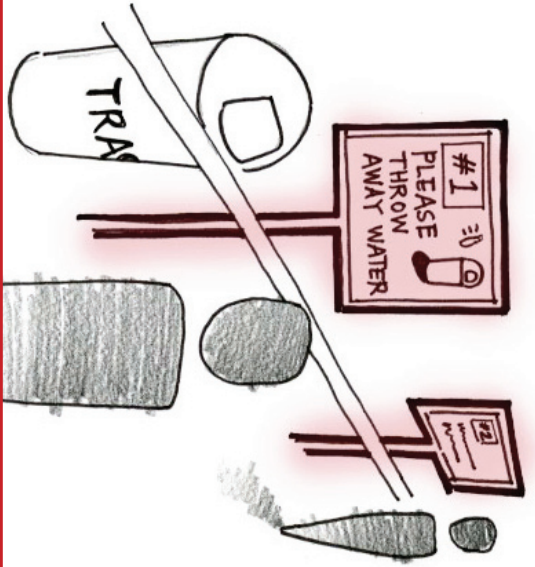
Stations

Stations provide clear points for passengers to accomplish specific tasks that the TSA agents need them to accomplish. Example stations include a liquid checkpoint to help communicate the need to bag your liquids, and a prep room to help communicate the need to remove shoes and laptops.

Needs

- Communicate clearly
- Increase efficiency and effectiveness
- Reduce redundancy

Communicate to Passengers



Communicate to Passengers

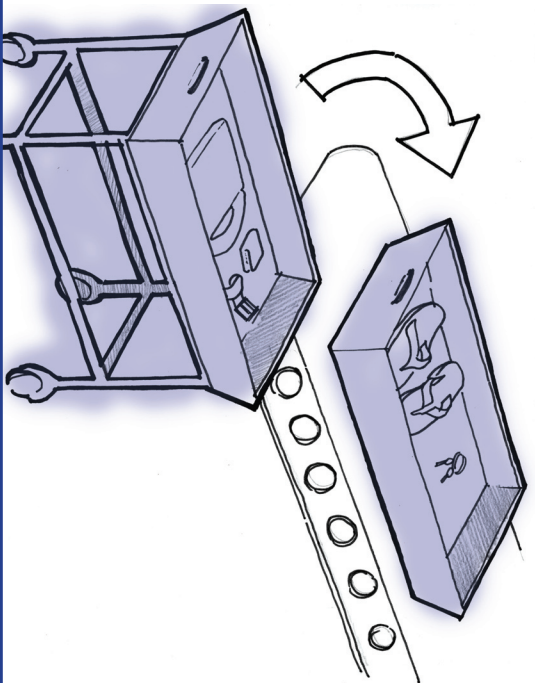
Signage

What good are the signs if agents have to repeat them verbally. Creating a better hierarchy of signage with information in context will reduce the need to repeat information and allow agents to focus on their greater mission.

Needs

- Communicate clearly
- Increase efficiency and effectiveness
- Reduce redundancy

Feel in Control



Feel in Control

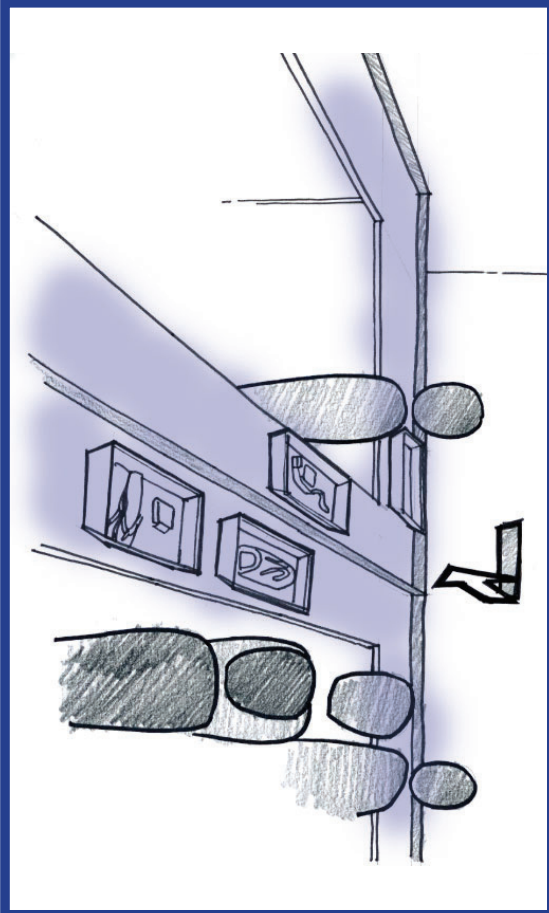
Carts

Providing carts that passengers can use to place their belongings will help them prepare before reaching the X-ray machines. The carts can have removable trays that can be put through the X-ray and collected on the other side. Trays can be put back on the cart after the X-ray so passengers can move away from the X-ray station to reorganize their belongings.

Needs

- Provide my own space
- Keep organized
- Feel less rushed

Feel in Control



Feel in Control

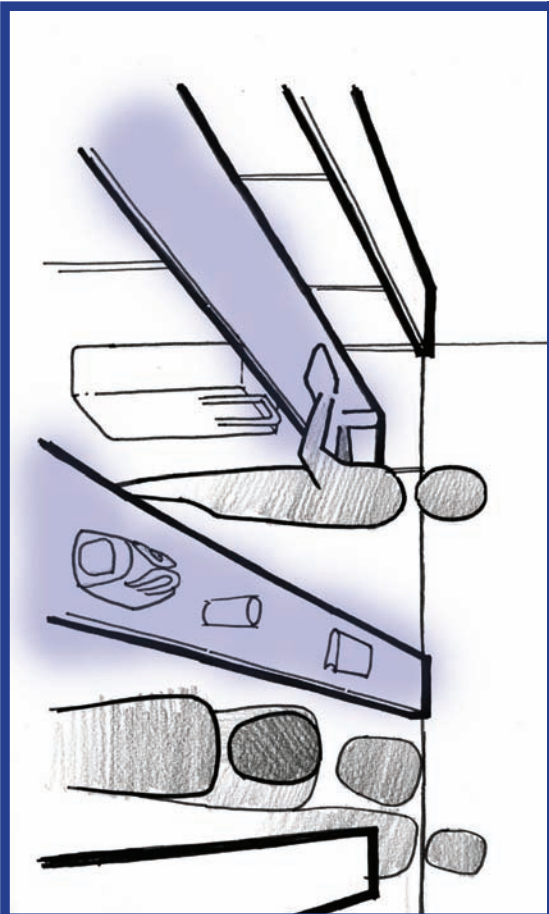
Sliding Tray

Passengers can take a tray at the beginning of the line to put small bags or items they know will need to go through the X-ray machine. The tray would slide along a ledge, similar to a cafeteria tray, to easily move their carry-ons along with them throughout the line.

Needs

- Provide my own space
- Keep organized
- Feel less rushed

Feel in Control



Feel in Control

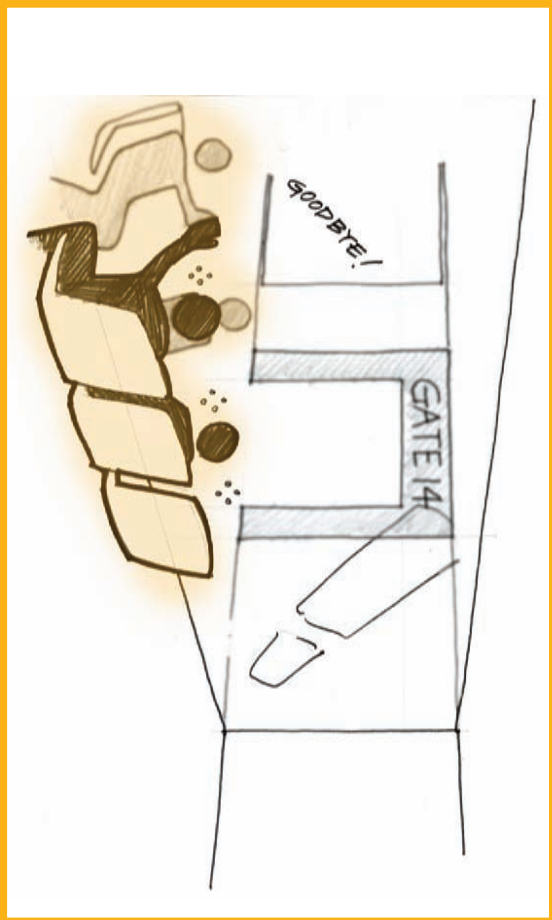
Countertop

Passengers need a space to prep while they wait in line. Having a counter that runs along the side of the line will allow passengers to stop and organize while they wait.

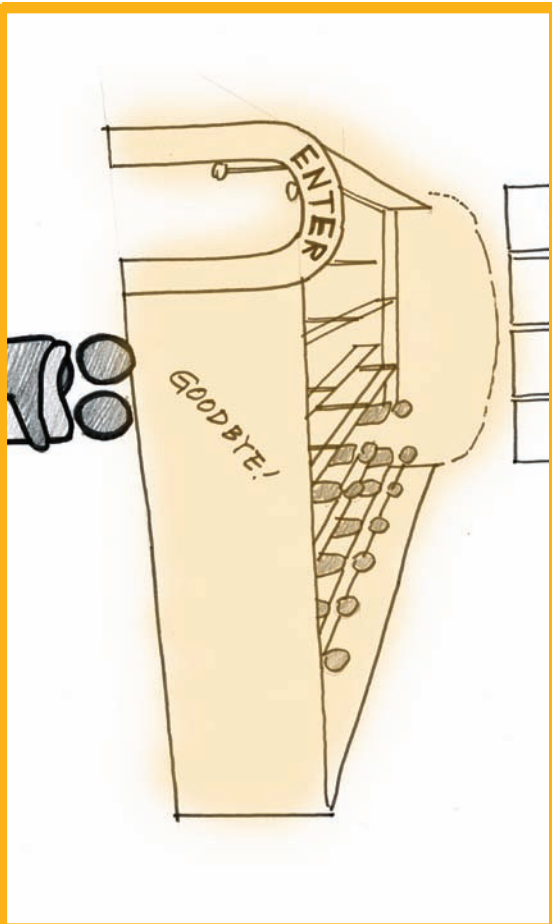
Needs

- Provide my own space
- Keep organized
- Feel less rushed

Say Goodbye



Say Goodbye



Say Goodbye

Say Goodbye

See You Off

The security checkpoint is not the ideal place to say goodbye, nor is it the actual point of leaving. Those seeing others off want to stay with them as long as possible. This system splits the terminals in two with a glass divide that would allow those seeing others off to go all the way to the gate and actually see the passenger leave.

Needs

- Leave at the last point possible
- Provide definite closure
- Show that I'm here till the end

Closure

The idea of closure is to provide a clear divide between the common area and the security checkpoint.

Needs

- Leave at the last point possible
- Provide definite closure