

Enhancing AVSEC Operational Efficiency Through Accessible Security Design

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Security Is Changing — Fast

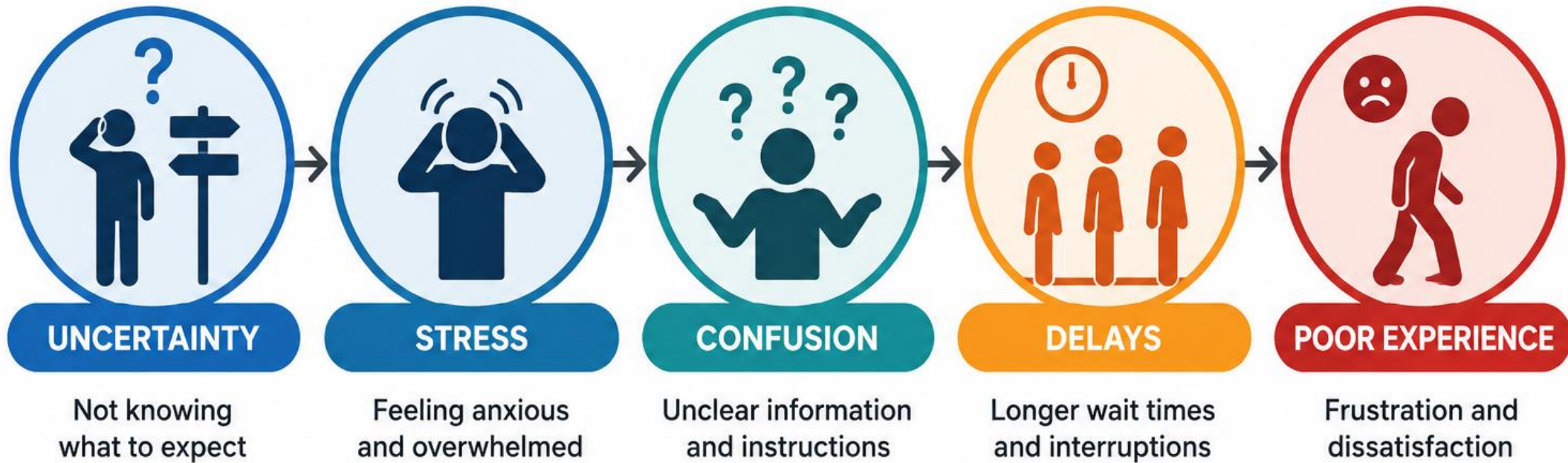
Airport security professionals are navigating a convergence of pressures that demand smarter, more adaptive approaches to checkpoint design and staffing strategy.

- Rising Passenger Volumes
- Greater Passenger Diversity
- Evolving Threat Landscape
- Constrained Staffing Resources
- Rising Dignity Expectations

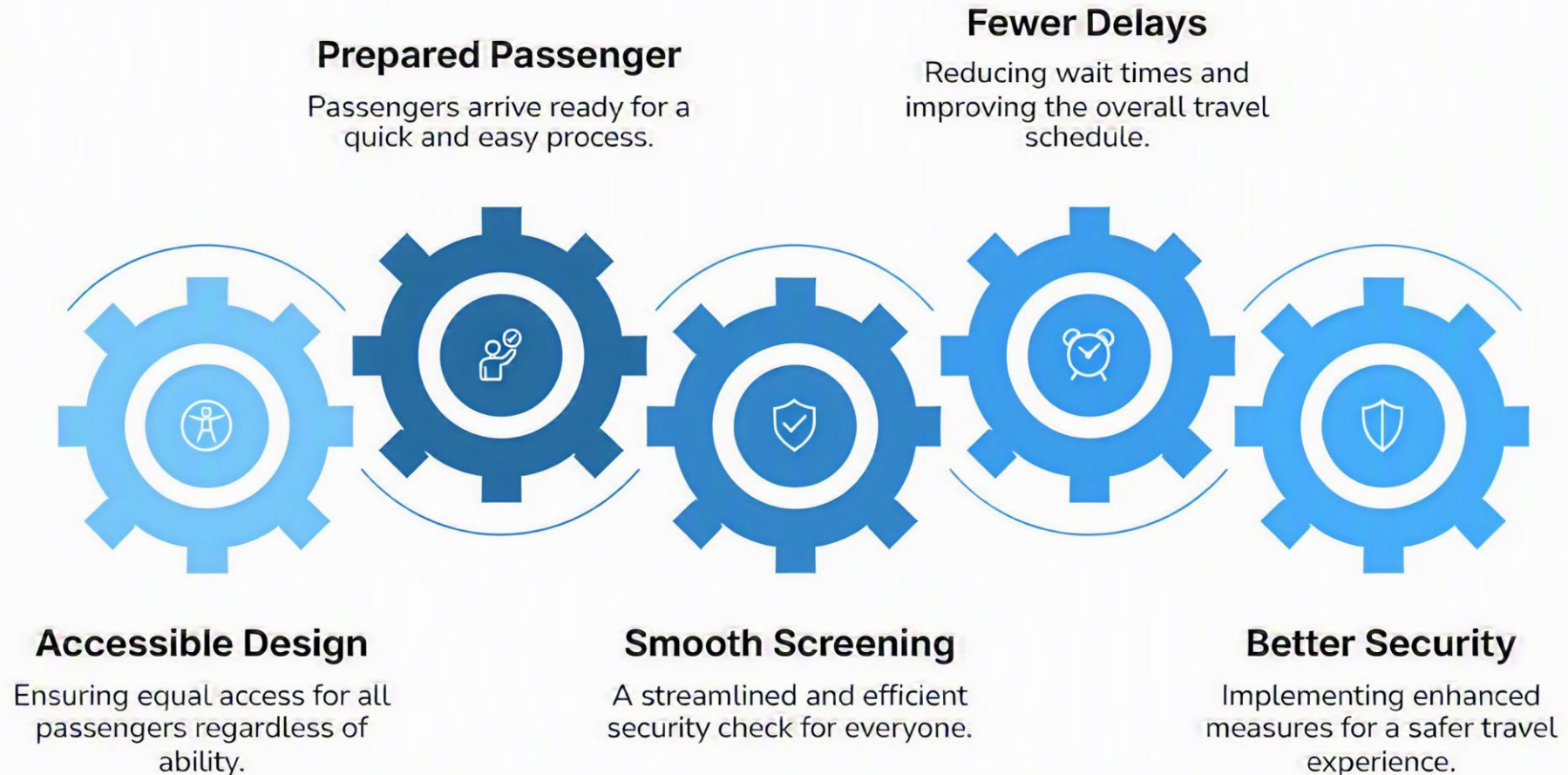
The central question: How can security become **both more secure and more efficient**, at the same time?



Security and Passenger Experience



Why Streamline the AVSEC Process?



Streamlining Does NOT Mean Reducing Security

Not Every Passenger Experiences Security the Same Way



Mobility Disabilities



Blind & Low Vision



Deaf & Hard of Hearing



Hidden Disabilities



**Families & Older
Adults**



**Limited Language
Proficiency**

*Everyone benefits from clearer,
more intuitive screening
environments*

A Common Misconception

The Myth:
Accessibility slows security.

This assumption leads many airports to treat accessible procedures as exceptions, costly workarounds that disrupt flow and burden officers

The Reality:
Poor accessibility slows security.

When screening environments lack clear design, confusion multiplies

Accessibility as Risk Reduction

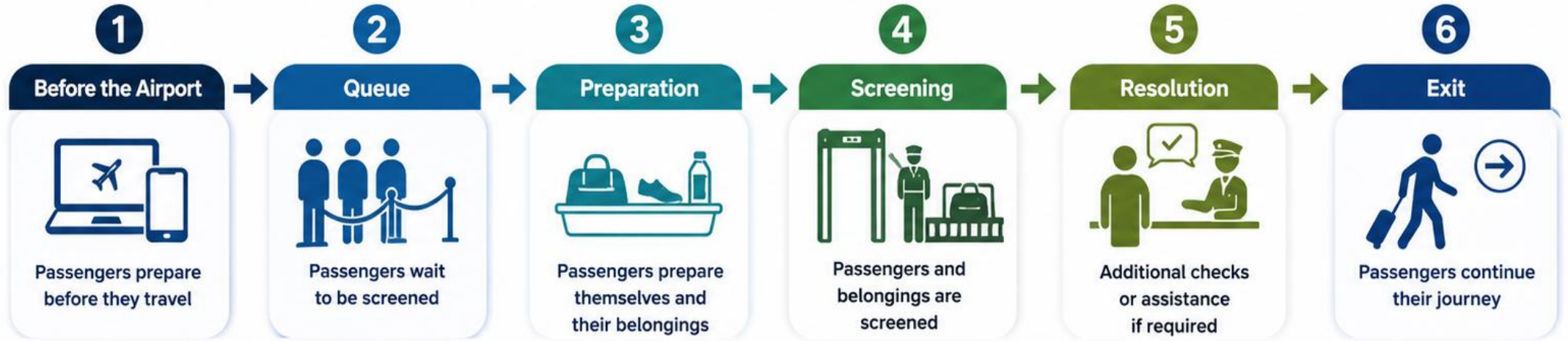
Poor Accessibility Creates Risk

- Passenger Confusion
- Missed Instructions
- Escalations & Congestion
- Human Error & Staff Fatigue

Accessible Design Mitigates Risk

- Barrier-free design creates a more predictable, controlled screening environment where:
 - Consistent Passenger behavior
 - Officers Refocus
 - Manageable Queue dynamics
 - Less Intervention
 - Equal Inclusion and security

Design for Predictability



 What does the passenger need to know?	What should I expect? What do I need to prepare? 	Where do I go? How long will I wait? What happens next? 	What do I need to do? What can I keep with me? 	What will happen during screening? What are the instructions? 	Why am I being stopped? What happens next? 	Where do I go now? What happens if I need help? 
 What does the employee need to know?	How can we provide clear, accurate information? 	How do we manage flow and communicate wait times? 	How do we give clear instructions and support? 	How do we conduct efficient, thorough screening? 	How do we resolve efficiently and with respect? 	How do we support a smooth transition and assist if needed? 

Universal Design at the Checkpoint



Wider Circulation Paths

Checkpoint Seating

Adjustable Inspection Tables

Accessible Tray Return

Clear Signage & Lighting

Reduced Noise & Sensory Load

Staff Training: Confidence, Not Just Procedures

Disability Awareness

Communication

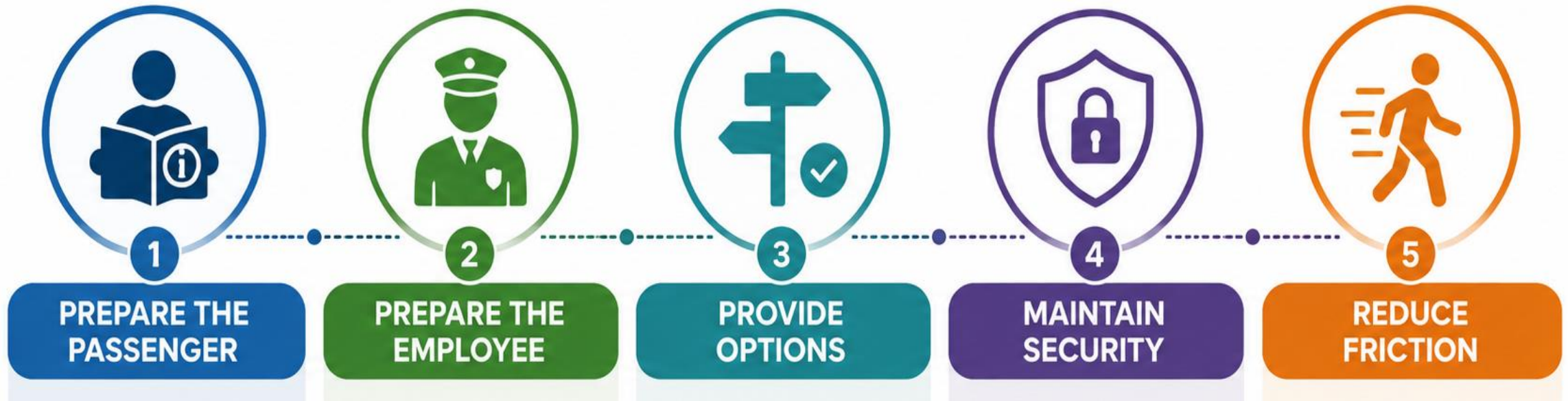
Hidden Disability Recognition

Trauma-Informed

Mobility Aid Procedures

De-escalation Skills

Best Practice PRM Screening



Same security outcome. Better passenger experience.
More efficient operation.

Best Practice Highlights:



- + **United Kingdom** — Heathrow Accessible Security
- + **Canada** — CATSA Passenger Facilitation Agents
- + **United States** — TSA Cares & Passenger Support Specialists
- + **South Korea** — Incheon Airport Priority Service

International Momentum



ICAO Facilitation

ACI Inclusive Travel Standards

IATA Passenger Journey Initiatives

Growing Industry Consensus

Technology Supporting Accessibility



CT Baggage Scanners



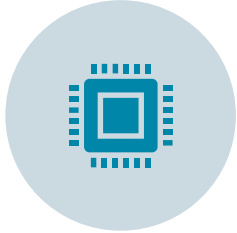
Hearing Loops &
Visual Alerts



Digital Wayfinding &
Translation

Technology should reduce barriers, not introduce new ones. Accessibility must be a procurement standard, not a post-deployment patch

Measuring What Matters



THROUGHPUT &
WAIT



SECONDARY
SCREENING
DURATION



ASSISTANCE
RESPONSE TIMES



PASSENGER
SATISFACTION &
COMPLAINTS



STAFF
CONFIDENCE
ASSESSMENTS

What gets measured gets
improved

Key Takeaways



DESIGNING FOR INCLUSION
STRENGTHENS SECURITY



GOOD ACCESSIBILITY IMPROVES
OPERATIONAL PERFORMANCE



ACCESSIBLE SECURITY IS MORE
EFFICIENT SECURITY

Accessibility Is Not A Customer Service Initiative. It Is An
Operational Performance Strategy.

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