

FUNCTIONAL OVERVIEW OF SECURE DATA TRANSFER FOR TSA CARES REQUESTS

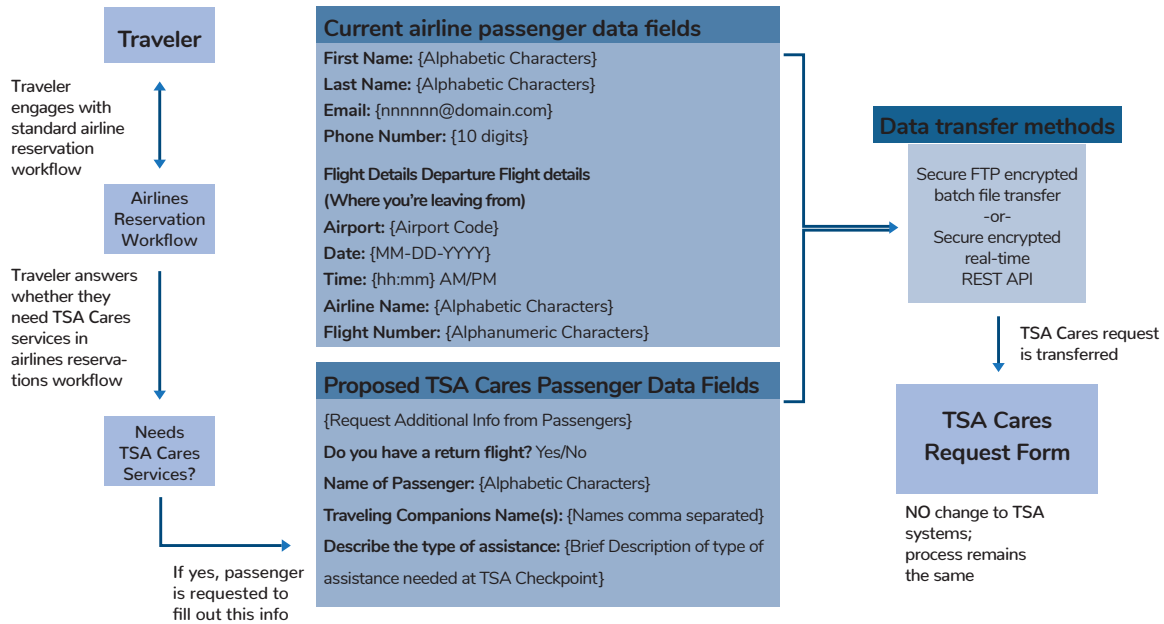
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We propose the implementation of a secure “TSA Cares Access” application programming interface (API) to enable airlines to pass along TSA Cares requests on behalf of passengers during the flight reservation process. This functional overview reviews how the API could work.

FUNCTIONAL OVERVIEW OF WORKFLOW & DATA TRANSFER

- ▶ When a traveler books a reservation at an airline website, many carriers also provide forms to indicate if the traveler will need additional support (for example, a wheelchair or other accommodation). Our proposal would allow the airline to ask the traveler if they need additional support from TSA Cares. The form would provide some basic background about TSA Cares from the Creative Toolkit, as well as identify common situations where such assistance might be helpful.
- ▶ If the traveler chooses yes, they would be presented with any form fields required beyond the ones already gathered by airlines to submit a passenger request to TSA Cares.
- ▶ The data would be transferred securely between the airline website and the DHS website. This could be done via several methods, such as:
 - ▶ A secure file transfer protocol (SFTP) batch data file transfer; or
 - ▶ The POST function of a simple encrypted real-time REST (representational state transfer) API via HTTPS.
- ▶ The result would populate the existing [TSA Cares request form](#), requiring no change of process for TSA.

Figure 1: Workflow and Data Transfer Overview



The workflow change introduces a TSA Cares option that gathers and shares required passenger information.

SECURITY AND PRIVACY CONSIDERATIONS

The privacy and security of travelers are paramount. Each of the methods for implementing the data transfer can and should be implemented securely:

- ▶ Secure FTP (SFTP) encrypted batch file transfer; and
- ▶ Secure encrypted real-time REST API via HTTPS.

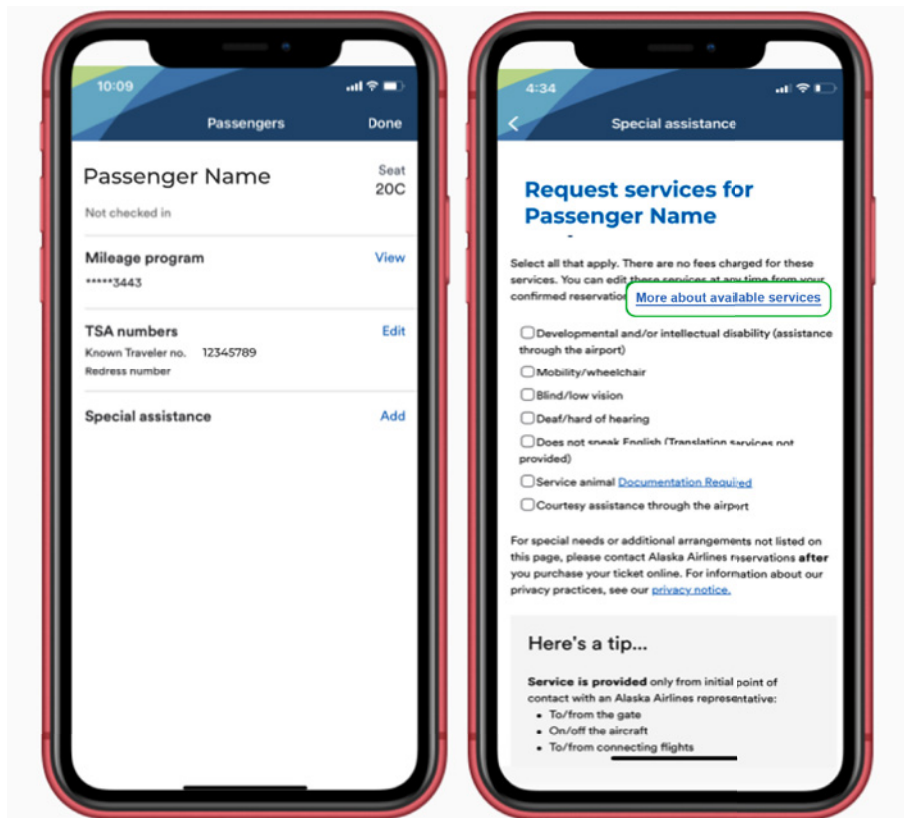
If the pilot is successful and TSA wants to scale the service, it should consider connecting to the existing [TSA Secure Flight System](#). This system would offer a secure and private data exchange, submitting data using the same methods now used for tracking enrollment in TSA PreCheck or the use of Redress Control Numbers, with 2 key differences:

- ▶ TSA Cares requests would be on a per-flight basis rather than long-term enrollment.
- ▶ This would require an additional connection to pass the information from Secure Flight to TSA Cares.

EXAMPLE RESERVATION FLOW (BEFORE AND AFTER)

To illustrate how an airline implementing the secure TSA Cares Access data transfer would affect the reservation process for travelers, here are example flows before and after:

Current mobile experience

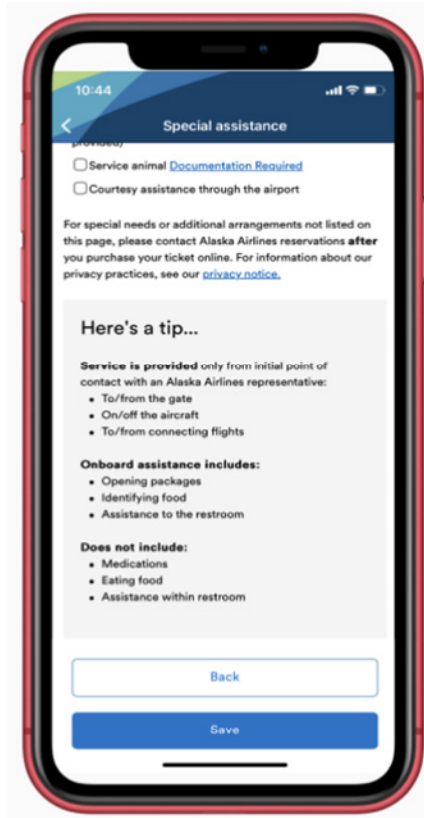


Current special assistance mobile experience does not have information about TSA Cares nor a request for assistance through airport security screening.

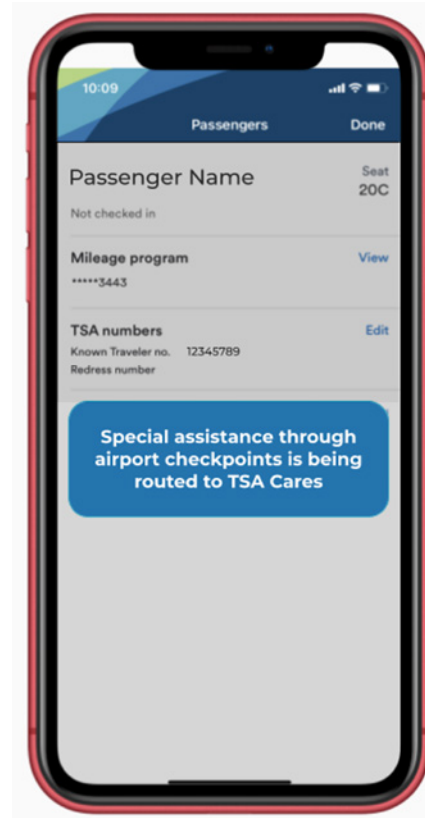
User needs to select “More about available services” to learn about TSA Cares.

Today, the passenger needs to tap a text link in the reservation workflow to learn about TSA Cares.

Proposed Mobile Experience



Request for special assistance is updated when the user selects "Save."



User is notified that special assistance request is being routed to TSA Cares.

In the proposed reservation workflow, the request for special assistance is acknowledged .

10:41
https://www.tsa.gov/contact-center/f...
An official website of the United States government
Here's how you know

Request for TSA Cares Assistance

Required field - *

If your flight is within 72 hours, please call TSA Cares (855) 787-2227 to request assistance. TSA Cares assistance is only available for help through the screening checkpoint. If you need in-flight assistance or wheelchair assistance from the curb to the flight, please contact your airline.

Contact Information

First Name: *

Last Name: *
Email: *

10:41
https://www.tsa.gov/contact-center/f...
Email: *

Phone Number: *
Flight Details
Departure Flight details (Where you're leaving from)
Please verify that your flight information is correct before submitting.
Airport: *
Date: *
Time: *
Airline Name: *
Flight Number: *

10:42
https://www.tsa.gov/contact-center/f...
Name of Passenger:

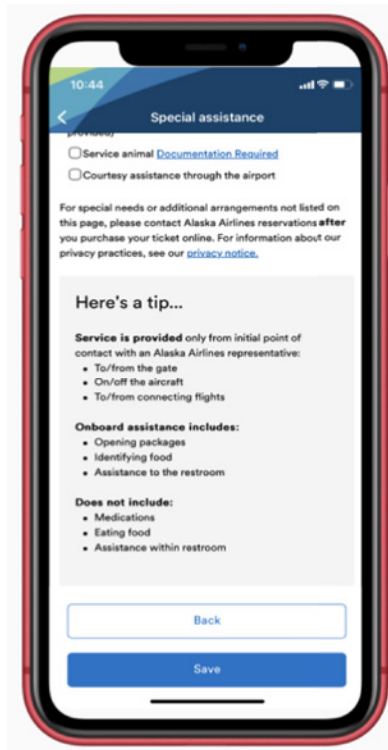
Traveling Companions Name(s):

* Describe the type of assistance you need at the screening checkpoint. If the request is for a child, please provide their age. See below for examples of information that may be helpful for TSA Cares:

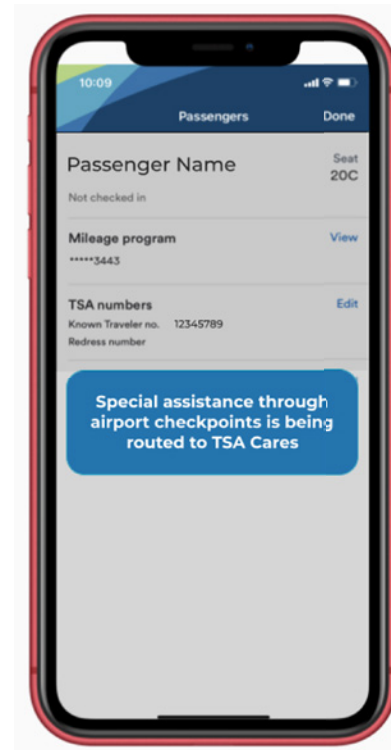
- Difficulty standing or waiting in line
- Difficulty following instructions
- Mobility limitations including difficulty standing, walking or lifting your arms
- Use of mobility aids or support devices
- Internal/external devices or other concerns that may affect your ability to use screening technology
- Transporting medically necessary liquids, gels, aerosols over 3.4oz
- Traveling with a service animal
- Difficulty understanding and communicating in English
- Religious or cultural items
- Religious headwear or garments
- A Tribal traveler with cultural, sacred items and/or regalia

User is routed to "Request for TSA Cares Assistance" form with pre-populated passenger info.

Then the passenger is taken to the necessary form with critical info already entered.



User clicks the 'Submit' button and is routed back to airline reservation system.



Confirmation prompt informs user that the TSA Cares request was successfully submitted.

Request made, the passenger is returned to the airline reservation flow with a confirmation.