

Transportation Safety Administration (TSA) - Passenger Support Specialists Implemented to Assist Passengers with Disabilities

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TSA's Passenger Support Specialists identify and resolve traveler-related screening concerns quickly to enhance the traveler experience. More than 2,600 Passenger Support Specialists at airports across the country assist passengers who require additional assistance with security checkpoint screening.

Passenger Support Specialists receive specialized disability training provided by TSA's Office of Civil Rights and Liberties, Ombudsman and Traveler Engagement. Training for Passenger Support Specialists include how to assist with individuals with special needs, how to communicate with passengers by listening and explaining, and disability etiquette and disability civil rights.

Travelers requiring special accommodations or concerned about checkpoint screening may ask a checkpoint officer or supervisor for a Passenger Support Specialist who will provide on-the-spot assistance. Passengers with special circumstances may include travelers with disabilities or medical conditions, Wounded Warriors, passengers who wear specific religious clothing or head coverings and passengers struggling with understanding checkpoint procedures.

Travelers may also request a Passenger Support specialist ahead of time by calling the **TSA Cares hotline at 1-855-787-2227.**

Passenger Support Specialists link:

<http://www.tsa.gov/traveler-information/screening-passengers-requiring-special-assistance>

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