

## MSP Security Quarterly Consortium – April 19, 2017 Meeting Minutes

### **Security Topics – Lieutenant Craig Olson, Airport Security Coordinator**

- **Jet Bridges** - In the last four months, there has been a significant increase in violations from the gate area to the jet way. Please remind your employees that doors need to be secured if they are going to leave their post at the gate ticket counter. Also, if an employee is leaving the area and another employee is assuming responsibility of the door, close the door and have the new employee open the door with their key/badge. Employees have been receiving citations recently for these violations. We are asking for everyone to be aware and keep an eye out for open doors/unsecured areas.
- **Signer Responsibilities** - Some minor violations have been happening, but a major violation occurs when a blank application is signed and presented to Badging. When this happens, some signers are being permanently revoked and receiving citations.

### **Sponsorship Responsibilities – Steve Nix, Regulatory Compliance Administrator**

- We have over 800 active companies at the airport, including 300 vendors and 360 contractors who require sponsorship. These vendors and contractors must have an active company that is already established at the airport to sponsor them. It is important for everyone to **stay proactive** regarding project/contract/badge expiration dates. It is recommended that you keep a copy of all sponsorship forms and put a reminder in your calendar at least 30 days before the expiration date. During these 30 days, you can then get the required paperwork into the badging office so the renewal goes smoothly all involved. It is vital to your sponsorship and all those that you sponsor.

### **Quarterly Concession Audit Results & SAWbucks – Sergeant Dave Karsnia**

- Concessions Audits are performed to ensure TSA prohibited items are properly secured in the sterile areas of the airport. This is our second audit and there were no violations or citations issued. Everyone is doing a good job keeping the items secured and want to keep going in that direction.
  - Zone 1 – No Violations, 3 advised
  - Zone 3 – No Violations, 1 advised
  - Zone 5 – No Violations, 4 advised
  - Zone 6 – No Violations, 1 advised
  - Zones 2, 4, 7 and 8 – No Violations, 0 advised

Those that were advised were new companies learning the rules and regarding the newer knife inventory procedures. Please keep these procedures in mind going forward.

- **SAWbucks** is a rewards program where employees call the APD when they see security violations or any suspicious activity. If the call results in a citation or the need for further investigation, the reporting party receives a minimum of \$40 as a reward, per incident, throughout the year. Each April a drawing is held and those who have received a reward in the past year have a chance to win \$500. This year's winner has been selected and contacted. We have found SAWbucks become more successful when the reporting party remains private, so the recipient's name will not be revealed. Please ask your employees to continue to call the APD if they see any security violations or suspicious activity. We will continue to do our best to reward these employees.

### **Learn Center – Linda Rasmussen, Learning/Development Supervisor & Tim Blaylark, Training Coordinator**

- Linda: We are finally getting closer to the rollout of new online courses: SIDA, Non-SIDA, Recurrent Signer and MSP Nice. We are in the final editing stages. In the next couple of months we will be focusing on the technical aspects to make sure that it works well and also the business flow; what we can handle in the classroom, what may be possible for remote training and balancing what the badging office can handle. The classes will be media rich, interactive and reduce the time commitment of your employees.
- Tim: Housekeeping items/information for employees and signers/managers:
  - Please remind your employees they cannot take out their electronic devices in the classroom or computer room. They are instructed not to do this and there are negative consequences that will be enforced, if necessary.

- When a class size is 30, it should take approximately 90 minutes to complete class. If there are more than 30, it could take up to 2 ½ hours. This is the timeframe we are looking at to get them through the class and back to work as quickly as possible.

### **TSA Comprehensive Audit – Chris Knowles, Transportation Security Inspector-Aviation**

- The purpose of the TSA Comprehensive Audit was to assess airport employers compliance with 49 U.S.C 46301(a)(6) which states:

*“Any employer who employs an employee to whom an airport security badge or other identifier used to obtain access to a secure area of an airport is issued before, on, or after the date of enactment of this paragraph and who does not collect or make reasonable efforts to collect such badge from the employee on the date that the employment of the employee is terminated and does not notify the operator of the airport of such termination within **24 hours of the date of such termination** shall be liable to the Government for a civil penalty not to exceed \$10,000.”*

- In summary, within 24 hours of termination/separation airport employers are to notify the airport badging office needs to be notified. The airport then has to immediately deactivate the badge whether you have the badge or the employee has the badge.
- The results of this audit are still being determined, but as of today, several employers have been identified as not having reported terminated employees in accordance with 49 U.S.C 46301(a)(6). Enforcement Investigative Reports are pending against these employers.
- Some observations were that the phone numbers were wrong or disconnected. Employees have 10 days to notify the badging office of change of address/phone number. Another was that some employees badges at a higher level than necessary (many of them had Escort Authority). The signers should look at this when filling out the application.
- When you are getting your badging audits, be sure to review them. Make sure what is on the audit is correct. You are signing off on them.

- **QUESTION/COMMENTS ON THE COMPREHENSIVE AUDIT**

**Q:** Is the 24 Hour rule related to the \$200 fee charged when the badge is not returned?

**A:** No. The 24 Hour notification rule is TSA Federal Regulation. The 10 day/\$200 non-returned badge fee is an Airport imposed fee.

**Comments for Signers:** Lieutenant Olson – Do they have an operational need for a badge? If not, don't apply for one. For example, if a CEO of a company will only be out one or two times, escorting them will probably be fine.

**Comments for Signers:** Sergeant Karsnia – Sign for the lowest badge access necessary to perform job duties/operations. Specific door access can be added/removed if necessary. Getting a blue or yellow badge does not let you bypass security or get additional access.

### **Badging Office Updates – Jake Hoehn, Badging Supervisor**

- Since March 1, there have been thirty-nine \$200 fees charged for Unaccounted-For Badges.  
**REMINDER:** Badges need to be returned immediately upon employee termination/separation. The \$200 fee will be charged if the badge isn't returned to the Badging Office within 10 calendar days.
- Please communicate to your employees to cancel their appointments at the badging office if they are not going to make it. Average daily rejections = 11 and average daily no shows/late arrivals = 24.

**Q&A**

**Q:** Is there any way to cancel besides text or email?

**A: BEST PRACTICE:** Cancel via the text message the employee receives. Please communicate this to your employees and ask them not to delete the text for this reason. They can also call, but that takes time away from the service desk.

- Badge Application Updates:
  - First page - Cell phone and email address was added
  - First page - Signer signature and date added at bottom
  - Page 4 – Many questions: Keep Current Access (for renewals only) and Add Access Codes. Many of you were given access codes by Sergeant Karsnia, also quite a few in the badging office who know what access codes are needed.

- Page 4 – Many questions: Additional Designations: check if applicant does or doesn't need escorting privileges and sign.
- Employees should schedule an appointment for badging needs. They can sign up on line at [mymspconnect.com](http://mymspconnect.com) or in person at the kiosk. Please review how to schedule appointments with your employees. This will reduce calls to the badging office and allow more time to assist those at the service desk. Make sure they are reading the texts they are receiving regarding their appointments. They contain important instructions regarding the appointment.
- If you have an employee who will be on a leave exceeding 30 days, email the Badging Office to have the badge "pending" during that time. Indicate approximate time they will be on leave. You are required to be in possession of the badge during that time. It is your responsibility to return it to Badging if it expires while the employee is on leave. Email the badging office 1-2 days before the employee plans to return so access can be restored.
- Remind employees not to travel internationally with MSP issued security badge.
- Companies are given a maximum of 30 days to either reactivate, deactivate or update the Badging Office on the status of suspended employees.
- **Badge Pick-up Line** – no renewals, changes to badge, etc. – is open Monday – Thursday from 8:00a-10:00a and 1:00p-2:00pm. No appointment is necessary. This line doesn't service individuals required to attend SIDA class.

### ***Expired Badges – Kathleen Livingston, Operations Supervisor***

- Since January, there have been approximately 200 expired badges processed. This causes unnecessary stress on you, the employee, badging and the administrative staff.
- Companies spend too much money on expired badges which result in lost shift coverage, lost wages plus the additional badging cost (\$60 for fingerprint & badge fee as opposed to \$20 renewal fee.)
- Requires two trips to the badging office instead of one
- **TIPS:** 1) Ask employee to put a reminder in their cell phones 30 days before their badges expire so that they can make a badging appointment. 2) Consider adopting a policy to require employees to pay the fingerprinting and badge fee if they left their badges expire.

### ***Clearance Updates***

- At any given time, we have 350 to 400 applicants 'in process' with typically half of them cleared but not badged yet.
- It is a TSA regulation to notify the badging office as soon as you drop an applicant from the process.
- Clearances on average take about 7 days. However, it can take up to two weeks or more if applicant is born outside the USA and even longer if fingerprint results require investigation. The investigator who reviews fingerprint results emphasized that applicants should have phone numbers that accept voice messages to avoid unnecessary delays. Email addresses will be utilized when possible. If after 7 days the applicant has not responded, the authorized signer will be notified.
- Applicants must include all prior names used. If they do not, their application may be rejected by the TSA and cause unnecessary delays. Once rejected, the applicant will be contacted to return and add the name(s) to their application. Clearance is delayed until TSA accepts the updated information. If you haven't received a clearance (or denial) within two weeks, contact Heidi Leonard

**Next MSP Consortium Meeting: July 19, 2017**