

# Consortium Meeting Minutes – October 17, 2018

## *Welcome – Sergeant Jeff Mademann*

- Sergeant Mademann welcomed and thanked everyone for coming.

## *Security Topics – Sergeant Jeff Mademann*

- **Challenging** – MSP badge holders are *required* to challenge anyone not displaying proper ID within the SIDA areas and if they cannot produce proper ID, immediately notify the Airport Police. If you don't feel comfortable challenging someone – call 911 or ECC at 612-726-5577 and maintain view of the suspect when possible. There have been 12 violations recently where individuals did not ask further questions when tested. Repercussions for failure to challenge could include SIDA retraining, loss of escort privileges, Hennepin County citation and/or suspension/revocation of badge. For first violation, individuals need to attend SIDA retraining and they lose escort privileges. Second violation, they receive a Hennepin County citation. Please pass this information on to everyone. Refer to [Ordinance 117](#) for additional clarification.
- **Airport Security Incidents** –
  - MSP Airport on Jan. 28, 2018: A Sun Country employee noticed a suspicious person walking on the ramp without proper ID, notified his supervisor immediately and Airport Police were contacted. During the interview of the suspect it was discovered he was homeless and mentally disturbed. He had followed an employee through multiple security access doors before he was noticed by the employee. Remember **Piggy Backing** – watch distractions and pay attention to your surroundings.
  - Seattle-Tacoma International Airport on Aug. 10, 2018: Badged employee stole a plane, took off and eventually ended up crashing and killing himself. Reminder **Suspicious Behavior** - watch for psychological changes in co-workers/passengers and report anything suspicious.
  - Teterboro Airport, New Jersey on Sept. 18, 2018: Woman followed an authorized vehicle through an open gate and drove across runways before she stopped and fled on foot. No planes were on the runways. She was later taken into custody. Remember **Tailgating** – most gates at MSP are manned but you still need to watch to make sure it closes behind and no one is following through.
  - Orlando-Melbourne International Airport on Sept. 20, 2018: 22 year old student pilot jumped a fence and boarded an American Airlines plane at 2am. There was a cleaning crew on board who noticed a shadow and challenged him right away. He was eventually taken into custody. Remember **Clear Zones** – keep all tugs, carts, etc. 6 feet away from fence line.
- **SAWbucks Program** – Security Awareness Winner Bucks. There is an annual drawing for \$500 for the incidents that were reported for the year. Testing instances by TSA or Airport Police do not count.

## *Quarterly Concession Audit Results – Detective Jen Hobbs*

- Concession Audits are performed to ensure TSA prohibited items are properly secured in the sterile areas of the airport. If you have a change in your count of knives, concessions needs to know this. Let Liz's team know via email or phone. Make sure everyone knows where the logs are kept so audits can be completed in a timely manner. Airport PD Audit results are listed below:
  - Zone 5 – No Violations, 3 advised
  - Zone 1 – No Violations, 2 advised
  - Zones 4 and 6 – No Violations, 1 advised
  - Zones 2, 3, 7 and 8 – No Violations, 0 advised

### ***Employee Portal Changes – Sergeant Jeff Mademann***

- **Terminal 1, Portal 3** – On Jan. 1, 2019, Employee Portal 3 will be shut down for 3-4 weeks for construction to make it wider and add an x-ray machine to screen bags. Eventually this will be the only employee portal. During construction, all those currently using Portal 3 will use Portal 4 which is designated for Delta employees. After the construction is complete, Portal 4 will be closed indefinitely. If you currently do not have access to Portal 3, you will still use the employee lines at the checkpoints. Reminder: if you are flying out, you still need to go through the North or South Checkpoints; not employee portals. Please let your staff know so they are aware of the upcoming changes.
- **Terminal 2 Portal** – An x-ray machine will be added once Terminal 1 is complete.
- **Questions?** – Contact Sergeant Jeff Mademann

### ***Learn Center Update – Linda Rasmussen, Learning & Development Supervisor***

- Please keep the 10 employee limit per class (per company).
- Employees need to check in 30 mins before the SIDA class begins. Once the roster is sent to badging, no one can be admitted.
- Check that they have the correct paperwork – violator letter, new employee, etc.
- During the class, turn off cell phones, no sleeping, and pay attention to the 50 minute video. The instructor may not issue a badge to the employee if they do not feel they have learned the material.
- [Interpreter SIDA assisted classes](#) are available, but you need to email [apdlearncenter@mspmacc.org](mailto:apdlearncenter@mspmacc.org) to make prior arrangements.

### ***Badging Hot Topics – Anne Thurston, Badging Supervisor***

- **Expired Badge Fee** – Starting Jan. 1, 2019, companies that are not returning expired badges within 10 days to the badging office will be fined.
- **Badge Pickups** – Available Monday thru Fri from 8am – 2pm.
- **Termination/Suspension Emails** – When sending emails to badging office regarding terminated or suspended employees be sure to include badge number and first and last name so the correct badge can be deactivated. The badging office is open 7am – 3pm Monday thru Friday. If someone is terminated/suspended during non-business hours, you must call 612-726-5577 to get the badge deactivated.
- **Gender X** – Minnesota Driver’s Licenses has an “X” option for gender for those that don’t identify themselves as male or female. The badging office will accept the driver’s license as an ID with an “X”, but the National Security Directive does not recognize this designation. The badge cannot be processed without the employee choosing male or female. It is a sensitive topic and will be treated as such throughout the process. The individual must choose their gender designation on their application, not the badging office employee. The recommended guideline is for the employee to choose which gender they more closely identify with.
- **Current Activity Affecting Badging** – It is taking about one week for an appointment because of:
  - Sun Country/GAS USA/DGS changes (approximately 350 badges)
  - Signer mistakes – approximately 20 applications per day are denied because of this
  - Duplicate appointments
  - Badges not picked up within 30 days of clearance
  - Company name changes (approximately 200 badges)
  - Companies calling Badging Office as their primary source of information – use [Badging Info](#) on myMSPconnect, send an email so there is a record of the inquiry. The portal should help alleviate some of the phone calls as well.

### ***Signer Updates – Anne Thurston, Badging Supervisor***

- **Signer Signatures Not Matching** – Recently many applications are being rejected because signer signatures do not match what the badging office has on file to what is on the application. If your signature changes, you must complete a new signer agreement and send it to Darcey Holmberg along with an explanation that you are updating your signature. There have been forged signatures and citations have been issued and signer privileges have been taken away.
- **Blank Applications with Signer’s Signature** – The Badging Office continues to get applications that have signer’s signature, but are blank. This is a serious violation and criminal citations have been issued. Applications must be 100% complete before a signer should add their signature. This is stated in the signer’s class multiple times.
- **Notify the Badging Office of Terminations** – We have some companies that do not notify the badging office of termination because they are trying to get the badge back and want avoid the non-return fee, but this is not an acceptable practice. There is a Federal Regulation for Badge Terminations that needs to be followed: Per [US Code of Laws - Title 49](#) “(6) Failure To Collect Airport Security Badges-Notwithstanding paragraph (1), any employer (other than a governmental entity or airport operator) 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.”

### ***Company Signer Paperwork – Darcey Holmberg, Aviation Security Specialist***

- Every company must have two signers per company.
- Deadline to submit necessary Signer paperwork is end of business Wednesday prior to Signer Class. This is also the same for new companies that you are sponsoring.
- Allow 5 business days to process company contract updates, please do not send employees to Badging until you have received a confirmation email.
- Authorized signers must be aware when contract ends. New contracts must be signed. Contact Darcey if you don’t know the end date.

### ***Super Signer Awards – Melyssa Meuli, Regulatory Compliance Administrator & Anne Thurston, Badging Supervisor***

- Three awards were handed out. They each received a certificate and coffee mug:
  - **Carolina Salazar-Toro – US Aviation** – Her badge audits are impeccable and great attention to detail for accuracy. Nominated by Darcey Holmberg.
  - **Kim Conant-Cook & Kristin McNamee – DGS** – They consistently review all applications for completeness and IDs before signing. Quick to respond when the Badging Office reaches out and lets them know of updates in a timely manner. They are good at tracking down badges that need to be returned.

### ***Aviation Security Division – Melyssa Meuli, Regulatory Compliance Administrator***

- **Access Reminders** –
  - Badge color/type doesn’t dictate access to Employee Portals.
  - Badge color/type and access is based on operational need, not convenience. Badge swiping history is run to see how access is used.

- Use the [access@mspmacc.org](mailto:access@mspmacc.org) email box for requests. There are people consistently watching this email. Allow 5 business days to process the request. Try to plan ahead, but we understand there are some circumstances that arise.
- **New Fingerprint Clearinghouse Update** – Changed companies about a month ago and the process has been going pretty smoothly. Streamlined process in Badging and fingerprinting is now being done right at the counter. It is taking an average of 3 days for clearances for US born applicants with no record – some have come back within 1 day. For those applicants born in a foreign country or have records, this still takes longer.
- **Prescreen Employees** – Do not use the Badging Office as background check; prescreen your employees because some applicants sent to adjudication should not have even gotten that far in the process because of disqualifying crimes.
- **Employee Report Requests** – These requests are ok when they are related to investigations, but they should not be submitted for timecard purposes.
- **Signer Portal Update** – There have been some hiccups with it and there was a reboot recently that put it back on the server it was supposed to be running on. You should be able to log in now and if you are having issues, reach out to Melyssa to work through them.
- **2019 Final Four - Minneapolis** – Coming in April. Please notify Badging if bringing in employees from other airports to support operations (just like for Super Bowl).

### ***Aviation Security Division Emails***

- *Please use the following e-mail address for quickest response:*
  - [badging@mspmacc.org](mailto:badging@mspmacc.org) – *Badge deactivations/LOA's/questions/etc.*
  - [access@mspmacc.org](mailto:access@mspmacc.org) – *Access questions/requests*
  - [security@mspmacc.org](mailto:security@mspmacc.org) – *Signer questions/company documentation/etc.*
  - [badgingdatarequests@mspmacc.org](mailto:badgingdatarequests@mspmacc.org) – *door swipe requests, etc.*
  - [msspignerportal@mspmacc.org](mailto:msspignerportal@mspmacc.org) – *Authorized Signer Portal questions*

### ***Q & A***

Q: Should TSA still be recommending to airport employees traveling overseas to not bring their badges?

A: Melyssa will follow up with Jake on this.

Q: There was confusion with the POTUS in town as to when/where individuals can be out on the ramps. Is there any way to get more notification ahead of time?

A: We don't get much notification ahead of time with the POTUS is coming. Each situation is fluid and depends on the direction of the Secret Service. The Airport Police Department will do it's best to communicate when possible, but much is out of our control.

### **Next MSP Consortium Meeting: January 16, 2019**

In 2019 there will be monthly meetings to:

- share intel, security information and national events
- review actions taken in reporting suspicious activity by APD and tenants

More information will come soon.....see you in 2019!