

Consortium Meeting Minutes – October 19, 2017

Welcome & Introductions – Craig Olson, Deputy Chief & Jake Hoehn, Airport Security Manager

- Deputy Chief Craig Olson introduced Jake Hoehn as the new Airport Security Manager and Melyssa Meuli as the new Regulatory Compliance Administrator. The Airport Security Manager position was recently added to the Airport Police Department and Steve Nix will be retiring at the end of November. Kathleen Livingston's retirement was announced at the last Consortium Meeting, but she has agreed to stay on a little longer to help with the transition. Jake and Melyssa will be taking on the duties of Kathleen and Steve in the near future. Please bear with us as there is also movement within the Badging Office as well with these recent changes.

Security Topics – Lieutenant Dave Karsnia

- There has not been any recent changes in our escort procedures. The escort procedures can be found by clicking on this link [Escort Procedures](#). Those who need access more than 7 times in a lifetime and also those who are currently in the badging process *cannot* be escorted. Our procedures are not as strict as other airports as some do not allow contractors to be escorted at all; we want to keep it that way, so please adhere to the procedures.

Employee Access Issues – Steve Nix, Regulatory Compliance Administrator

- There have been very few access issues recently. Thank you for your cooperation and working with us through the Access Reduction Initiative. It has been a pleasure working with everyone. Over the next few weeks, please continue to contact Steve for your access needs over the next few weeks as Melyssa will be working on getting up to speed on her new role and still assisting in the Badging Office.

Quarterly Concession Audit Results – Lieutenant Dave Karsnia

- Concessions Audits are performed to ensure TSA prohibited items are properly secured in the sterile areas of the airport. Most of the advisements were because the knife logs were not being completed. Please make sure they are being done.
 - Zones 2, 4, 5 and 8 – No Violations, 0 advised
 - Zones 3 and 6 – No Violations, 1 advised
 - Zone 7 – No Violations, 2 advised
 - Zone 1 – No Violations, 3 advised

TSA Comprehensive Audit – Jason Nelson, Transportation Security Inspector-Aviation

- October 23-26, there will be a team from TSA Headquarters out at MSP Airport to perform a Joint Vulnerability Assessment (JVA). It is a joint assessment with TSA Headquarters along with the FBI, local TSA and Law Enforcement to identify vulnerabilities at various areas around the airport. They will be doing many interviews, taking photos, etc. If you have any questions, direct them to TSA or Airport PD.

Badging Hot Topics – Jake Hoehn, Airport Security Manager

- ***New Contact Information:*** A new [phone tree](#) has been created. Please use this to be sure your calls are directed to the correct person.
- ***Badge Terminations:*** The Badging Office needs to be contacted immediately upon termination or job separation. Any leave of absence or retirements should be reported also with the effective dates. If it is during office hours send an [email](#). After hours contact the ECC so the badges are deactivated immediately.

- Terminology: Please use the following terminology in the emails when you notify the Badging Office as there has been some confusion:
 - Terminated – no longer employed; badge must be returned immediately if in your possession.
 - Suspended – temporary deactivation; let Badging Office know within 30 days the status.
 - LOA – temporary deactivation (FMLA, Military Leave, etc.)
- Federal Regulation for Badge Terminations: 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.” If the Badging Office sees that a badge has not been swiped for weeks or months they will look into the reason why. Non-returned badges is an important issue. For your awareness, over the summer TSA has imposed this \$10,000 fine on some companies.
- Badge Returns: Amy Rosenthal, OTG Management spoke about her method of recovering badges. They have approximately 180 sterile badges and have only been fined the [\\$200 Non-returned Badge Fee](#) one time.
 - 1) Managers notify Amy immediately on the first day if someone is a no call/no show or if they are leaving. They will also reach out to the person to see where they are at.
 - 2) If they don't come back on the second day, they notify Amy again immediately. At that time she sends notification to the Badging Office to deactivate their badge, then she shuts off their direct deposit. This has been approved by their legal department. They know the laws and ramifications of doing this, however they know if they mess up badges at MSP it affects their business at other airports. The company has taken the stance that they will deal with the Department of Labor instead of losing the ability to do business at the airport.
 - 3) Amy then calls the person. They usually don't answer, so she leaves a message saying she is going to call the police for a welfare check as she is concerned about their well-being if they don't call her back by 5p. If they don't call, she calls the local police and tells them they haven't shown up for two days to work and it is not like them and asks them for a welfare check.
 - 4) If these methods don't work, she calls their emergency contacts (they require two). One must be related by blood and usually employees list one of their parents. Amy will call them and tell them their child is missing from work and they haven't heard from them.
 - 5) They also send letters and if there is still no response from the person she notifies the Corporate Office and they take steps on behalf of the company to get the badges returned.

The Badging Office also sends out Demand Letters, so it is important that you have your employee's address up to date and contact the Badging Office with any changes.
- Leave of Absence (LOA) Policy: Badges must be deactivated if the LOA is more than 30 days. The company must retain the badge and keep it locked up. Notify the Badging Office at least two business days before they return to reactivate it. Badges that expire during the LOA must be returned to the Badging Office.
- Company Signer Badges: The Authorized Signer designation will no longer be printed on badges.
- Activity Affecting Badging Office: ABM is transitioning to two companies, Prospect and US Aviation. There will be over 700 employees that will need to be re-badged. This similarly happened in May/June and affected the schedule in the Badging Office. They have put some additional processes in place for this transition. Additional Super Bowl badging will start in December and they are expecting 300-500 people will need temporary badges.
- Super Bowl LIII: Please notify the Badging Office if you will be bringing in people from other airports during this time. There is a lot of planning behind the scenes and they need to know the numbers.

Authorized Signer Portal Update –Melyssa Meuli, Regulatory Compliance Administrator

- The authorized signer portal is in the testing phase and moving forward. There is no “go live” date yet and hope to have more of an update in January 2018.

Learn Center –Tim Blaylark, Training Coordinator

- Thank you for limiting the amount of attendees from one company to 10 per session. It has made a difference with getting people through training in a timely manner.
- They are addressing the needs for increased number of classes and have looked at technology to see what can be offered online. There may be more of an update in January 2018.

Human Trafficking –Officer Mari Askerooth, APD

- There is a Human Trafficking Training Initiative in place with the upcoming Super Bowl. About a week prior to the Super Bowl, there will be an influx of young girls and boys coming through the airport to be trafficked. We want to train as many people as possible on the signs and behaviors to look for. Please contact [Officer Askerooth](#) to schedule this training for your group Mon-Fri or even Sat-Sun. It can be small or large groups. We can make a difference by getting as many people trained as possible in what to look for.

Q & A

- ***Q: How long do you wait to send out a letter when people are terminated?***
A: Jake Hoehn – The Badging Office waits a day before sending the Demand Letter out, but just sending this letter is not sufficient in showing “attempts” to get the badge returned. The companies need to do their part as well. Be sure to document all attempts to get the badge back. The [Badge Recovery Worksheet](#) is available to help you with this.
- ***Q: When are gate/concourse passes required?***
A: Lt. Dave Karsnia – If individuals are coming in for work reasons, they can use their SIDA badge and do not need a gate pass. Once you are in the badging process you can’t use gate/concourse passes.
- ***Q: With the Real ID deadline coming up, is MSP getting ready for it as some may not have the Real ID or Passport by then?***
A: Cliff Van Leuven, TSA – We expect the state to get an extension. The deadline is January 2020 for everyone to be compliant. The current deadline is January 2018. The Department of Homeland Security (DHS) will give extensions if states are showing they are taking steps to be compliant with Federal Regulations that have been in place since 2005. The belief is that the extensions will continue until January 2020.
- ***Comments from Liz Grzechowiak, Assistant Director Concessions & Business Development***
 - ***Knife Audits:*** Meeting with APD to show commitment that they are streamlining the process by doing 2 audits per day instead of 3, document where the audit log “lives” and use a template.
 - ***Human Trafficking Classes:*** There will be some morning and afternoon sessions scheduled closer to the Super Bowl.
 - ***Concourse Pass Requesters:*** Please be sure to send contact information to be added to the Requester List from your company that can request them and also send notification when the list changes from your company so they can be removed.