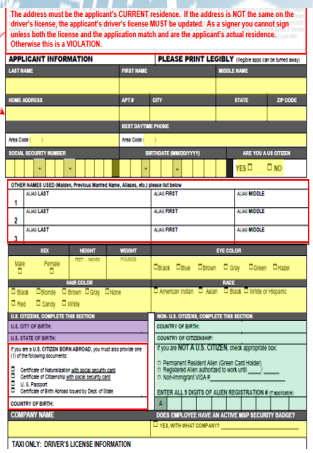
MSP Signer Newsletter

Badge Application Training Guide

We are seeing many mistakes being made on badge applications along with improper ID's being presented.

Signers should be checking over applications and ID's carefully. The Badging Office is turning a large amount of people away due to not following the requirements reviewed during Signer Training.

Please review the Badging Application Training Guide on page 5 of this newsletter. The guide has a lot of information that will be useful to you when checking your employee's badge applications.


The address must be the applicant's CURRENT residence. If the address is NOT the same on the driver's license, the applicant's driver's license MUST be updated. As a signer you cannot sign unless both the license and the application match and are the applicant's actual residence. Otherwise this is a VIOLATION.

APPLICANT INFORMATION | PLEASE PRINT LEGIBLY

Badge Application Training Guide

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Ordinance 117 and New Unaccounted for Badge Fee

A non-return badge fee of $200 will be imposed beginning March 1, 2017.

(This does not apply to companies who pay a $200 badge deposit up front.)

MAC Security Ordinance 117, 3.9 specifies:

Badge Return Required

"*MAC issued Identification Badges are the property of The Commission. They must be returned to the Badging Office upon Revocation, Suspension, expiration, termination of employment at the Airport, or upon demand of the Commission. Employers shall be responsible for MAC-Issued Identification Badges of their employees, and the Airport Security Coordnator may assess The employee with a fee if Its employee fails to return a MAC-Issued Identification Badge.*"

It is mandatory you email badging@mspmac.org all termination notifications within 24 hours to comply with TSA regulations. You must indicate the employee's last day of work and whether or not you have the badge in your possession. All badges in your possession must be returned IMMEDIATELY utilizing the 24 -hour badge return reader. See bottom of page 2.

Help Us Help You!!!

- Check over badge applications and ID's carefully
- Give employees instructions on appointment scheduling, canceling, and badging procedures
- Notify employees on appointment lead times and wait times for the walk-in queue. Don't wait until the last day for renewal! Those with expired badges must start the badging process over again!
- Please communicate all badging processes with potential employees. We are being inundated with phone calls asking questions on topics that can easily be answered by company signers. This is taking a large amount of time that could be spent assisting guests at our service coun-

Badging Office No Shows and Rejections

Most of you are aware of the high volume of individuals currently needing badging services. Available appointments are currently a week out. A big reason for the unavailability of appointments is due to the large number of individuals being rejected at the time of their appointment/walk-in or not showing up/late when summoned to the service desk (see statistics to the right). Please note that any individual that isn't present for their appointment/walk-in will not be seen unless there is availability in the walk-in queue.

Average Daily Rejections = 12.5

Average Daily No Shows/Lates = 28

Approximately 35-45 appointments/walk-in spots daily are being taken by individuals that arrive without proper paperwork/ID's or aren't at the Badging Office when summoned.

This means that approximately 25% of individuals with an appointment/walk-in must reschedule for another day, which takes availability away from everyone else in need of badging services.

Frequently Asked Question #1

Q: *Do I need to schedule an appointment for SIDA class?*

A: *No. All you need to do is show up at the classroom on floor #4 with a picture ID.*

Badge Pick-Up Express Line (NEW)

A Badge Pick-Up Express Line will be introduced next week that will be a fixture at the Badging Office at least into February. This express line will ONLY be for applicants who have cleared background checks within 30 days and need to pick up a badge that doesn't require SIDA class. This line isn't for renewals, fingerprinting, badge changes, etc. Individuals in need of the above will be turned away if attempting to join the express line.

The hours in which the Badge Pick-Up Express Line will be available are Monday-Thursday between 8:00 a.m.-10:00 a.m. and 1:00 p.m.-2:00 p.m. Individuals will need to sign up at the reception desk when they arrive for pick-up.

FRONT OF THE LINE

Frequently Asked Question #2

Q: *What happens if my badge expires?*

A: *Unfortunately, you will have to start the background check process over again before receiving a badge.*

Instructions for New Badge Return Dropbox

The badge drop-off box has been moved from it's location on the front wall of badging office to around the corner on the left side. The drop-off process will be the same as before with one exception. There is now a badge reader that will provide a record of the badge being returned. The current envelopes will be replaced with new envelopes requiring more detailed information. Employee separations should be communicated to the badging office immediately via e-mail or phone.

New Badge Dropbox

Instructions:

1.) Swipe badge on badge reader to the left of drop box.

2.) Fill out info on envelope and place badge inside.

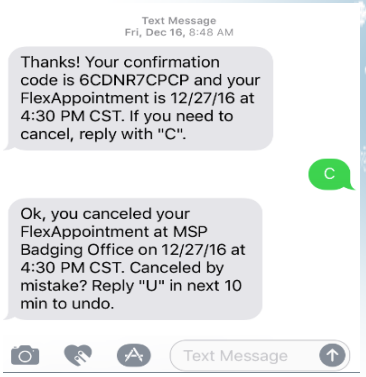
3.) Drop the badge in open slot.

4.) If after hours, call dispatch at 612-726-5577 if badge hasn't been deactivated yet.

Appointment Scheduling/Canceling Instructions

Please see page 4 for instructions on appointment scheduling and cancelations. It is imperative that any individual that can't make their appointment (walk-in or scheduled appointment) cancels it. This will free up availability for others in need of badging services. The one week wait time for scheduled appointments would be cut in half if everyone were to do this.

Also, please give instructions on how to schedule appointments to new hires and employees renewing/making changes to their badge. We get dozens of calls every day asking us to schedule appointments for them or requesting instructions on how to set up appointments themselves. This is taking time away from helping customers at the desk.



Canceling Appointments Via Text

Current Wait Times at Badging Office / New Staff

Available appointments for scheduling are currently a week out. Please communicate to your employees that they can renew their badges up to 30 days from the expiration date and should be scheduling an appointment at least two weeks in advance. The Walk-In Queue has been filling up very quickly in the morning. The queue is available for sign up 15 minutes before the office opens up every morning. We have seen the queue fill up within a half hour of opening so make sure your employees sign-up as soon as it goes online to guarantee they will be seen that day. Please reference page #4 for more information and instructions on the different methods for getting your name in the Walk-In Queue. The Badging Office will have three new hires starting by the end of February.

Frequently Asked Question #3

Q: *Can the Badging Office tell me if my background check has cleared.*

A: *The first step should be to check with your company's Primary Signer. The Primary Signer should call or email Heidi Leonard (612-467-0715 or heidi.leonard@mspmac.org). Please make sure you are waiting at least 12 business days after fingerprinting before contacting Heidi.*

Notable Reasons for Rejections in December

1.) Address on Badging Application doesn't match ID (we see this multiple times every day)

2.) Applicant brought in a signer signed application that was completely blank (VIOLATION).

3.) Individuals needing a badge/renewing a badge for two companies only brought in a badge application from one company (multiple times a day). An application is needed for each company.

4.) No paperwork was brought in at time of appointment. (This happens multiple times a day)

5.) Improper ID's (multiple times a day)

6.) Signer's signature missing

7.) Applicants brought in copies of ID documents (original is required)

8.) Signed application was dated more than 30 days prior.

9.) Background check was cleared more than 30 days (must start process over).

MAKE AN APPOINTMENT FOR BADGING SERVICES

In an effort to eliminate waiting for badging services, future appointments are now available. Appointments are currently available up to one month in advance. The options for making an appointment are as follows:

ONLINE* mymspconnect.com. Select Employee Toolbox and then Badging. In the middle of the page, you will be able to Join the Queue. Enter your first name, last name and mobile phone number. Select Future Appointments and then choose an available date and time.

IN PERSON Use the kiosk in the Badging Office lobby and enter your first name, last name and mobile phone number. Select Future Appointments and then choose an available date and time.

Note: Future appointments cannot be made via text message. Currently, appointments are booked several days in advance. Be mindful of badge expiration dates and be sure to schedule an appointment in advance of expiration. Remember, the Badging Office is not open on weekends.

Appointments are strongly encouraged for all badging services.

Same day service may be available by logging into the Walk-In Queue. Please be aware that these spots are limited and fill up very quickly. It is recommended you try to log into the queue early in the morning. The walk-in queue opens at 6:45 a.m. Monday, Tuesday, Thursday and Friday; on Wednesday, the queue opens at 5:45 a.m. Wait times are listed on the main page of mymspconnect.com. If same day appointments are full, a message indicating so will appear. It's possible the queue may reopen after it has been closed so you may want to check throughout the day for availability. The options for joining the Walk-In Queue are as follows:

ONLINE* mymspconnect.com/badging (see above for more detailed instructions). Enter your name and mobile phone number.

TEXT* 612-294-7739 (This number is for texting only; direct calls will not be received.) To get in line, text **mspbadging** to 612-294-7739.

For either option above, you will be sent a text with an estimated wait time. **Wait times may fluctuate depending on availability of staff. For instance, your initial wait time may be quoted as one hour; however, if one resource needs to leave the counter for lunch, etc., the time may readjust and be higher than the initial quoted time until the counter is fully staffed again.**

About 15 minutes prior to being served, you will be sent a text summoning you to the Badging Office. (Depending on customer volumes, wait times may be less than 15 minutes.) If you're not present when your mobile number is called, you will need to rejoin the line.

IN PERSON Use the kiosk in the Badging Office lobby. You may enter your mobile phone number and receive a text* alert or you may opt for a paper ticket. Choosing to receive an alert gives you the option to leave if wait times are long. If you choose to remain in the lobby, the last four digits of your mobile phone or ticket number will be called when it's your turn.

*Message and data rates may apply. The calls or texts may not be from a local area code.

APD LEARN CENTER – Interpreter Assisted Classes

- Interpreter Assisted Classes are by appointment only.
- All requests must be made at least one week in advance.
- Provide the name of your employee and the interpreter.
- Interpreters must be a current SIDA (Yellow or Red) badge holder.
- Requesters will receive class confirmation instructions via email.
- Employees arriving without an interpreter will be turned away.

Schedule your appointment via email at apdlearncenter@mspmac.org or by calling 612-713-8713. If you would prefer to leave a message, we will return your call.