

Consortium Meeting Minutes – July 18, 2018

Welcome – Jake Hoehn, Airport Security Manager

- Jake Hoehn welcomed and thanked everyone for coming.

Security Topics – Jake Hoehn, Airport Security Manager

- Recently there has been an increase in escort violations. The escort procedures can be found at this link: [Escort Procedures](#). Please review the sections regarding “Who can be escorted” and “Who cannot be escorted”. If you are escorting someone, you cannot be in a breakroom, for example, and they are somewhere else. They need to be with you **at all times**. Failure to follow escort policy could result in civil and/or criminal penalties.

Quarterly Concession Audit Results – Detective JoLynn Christianson

- Concessions Audits are performed to ensure TSA prohibited items are properly secured in the sterile areas of the airport. TSA completed their audit a few days before Detective Christianson performed hers and she saw most of the items TSA found were corrected before she arrived. Airport PD advisements were because the knife logs were not being completed correctly or at all; one had not been completed since March. When Detective Christianson asked why logs weren't complete, many replied that the manager was not in to complete the log. She suggested tenants look at alternate procedures so not only managers completed this task. Jake Hoehn stated discussions will be happening in the near future to determine what will be done when violations occur. Audit results are listed below:

- Zone 1 – No Violations, 2 advised
- Zones 3 and 5 – No Violations, 1 advised
- Zones 2, 4, 6, 7 and 8 – No Violations, 0 advised

Learn Center Update – Linda Rasmussen, Learning & Development Supervisor

- There have been recent changes to the SIDA classes.
 - SIDA is now in a 40 minute video format and the MSP Nice video is 8 minutes, but still plan for two hours for an employee to complete these two requirements
 - Classes are now Monday through Friday (when Learn Center is back on-line)
 - Email the Learn Center one-week in advance to request an interpreter
- Reminder, please keep the 10 employee limit per class (per company). This keeps everything moving in a timely manner.
- No sleeping. If this happens, the employee will be asked to leave and will not get their badge that day.

Badging Improvement Project – Jake Hoehn, Airport Security Manager

- Goals:
 - Reduction of hands on processing time (23 to 15 mins). It usually takes about 5-10 minutes of facetime to complete part of the process, but there is also some behind the scenes steps that need to be completed as well.
 - Increase successful customer interactions (175 to 220 per day)
- Staffing:
 - New Full-time Front Desk Clerk already in place
 - Four new Badging Specialists; two fully trained and two that will complete training in about a month
 - The increase in staffing should allow for 40+ additional transactions daily

- Technology Related Improvements:
 - Badging Office is working with the queue group to prevent double appointment bookings
 - Enable fingerprinting activities from badging stations (3-4 minutes)
 - Eliminate separate billing transaction process (2-3 minutes) – may install iPads so there is no waiting for computers
 - Fingerprint Clearinghouse change coming in August (could reduce one day off backgrounds)
 - RapBack – continuous cycling of fingerprints (two year fingerprint policy)
 - Elimination of hand written applications
 - Fillable application with data transfer (will eliminate problem with illegible applications)
 - Signer Portal – ability to track applicants through the process. Thank you for your patience on this project as we want to make sure it is a good product before sharing it so people will use it.
 - Computer Based Training (no more instructor led training – this is still months away and communication will be sent out once the training is ready)
- Badging Stats:

CURRENT ACTIVE BADGE HOLDERS – 18,642

	2014	2017
Badges Created	19,391	24,014
Fingerprinted	5,453	12,149

- Over 9,700 new applicants badged
- Over 14,200 badges renewed or replaced
- Over 12,000 applicants fingerprinted
- Over 5,000 processed for SIDA training
- Over 200 attended remedial SIDA training

Badging Hot Topics – Anne Thurston, Badging Supervisor

- Badging Office Changes:
 - Expired Badges will now have a 30 grace period (in most cases; airlines will need to have a current CHRC on file)
 - No more cash transactions. Accepted payments are credit card, check or bill to company
 - Badging office will be closed on Aug. 9 and Aug. 10 so the new fingerprint clearinghouse system can be installed.
 - SIDA classes are now offered Monday-Friday
 - Expanded Badge pick-up hours will be coming soon; tentatively looking at every day from 8:00 am - 2:00 pm
- Signer Updates:
 - Signer classes are being extended by 30 minutes to allow for questions
 - Effective June 1: only accepting Badging Application form dated February 2017 or newer
 - The Badging Application has been updated with new Authorized Signer fields and TSA Screening Statement on page 2. The application form is still dated February 2017 and can be found at [MSP Airport Security Badge Application](#) or the “Forms Library” on [mymsspconnect.com](#).
 - Two items are being corrected with the online Badging Application form
 1. Make it fillable again in the Forms Library
 2. When you check brown eyes it automatically fills in brown hair – we will be fixing
 - Common Application Mistakes:
 1. Missing company name
 2. Missing signers email address and phone number

3. ID's name does not match the application exactly
4. Initial any corrections signer makes

Aviation Security Division – Melyssa Meuli, Regulatory Compliance Administrator

- Updated Signer Agreement: Thank you to everyone for getting the updated signer agreement forms returned. As of this morning we are only missing one! It was important to complete these in a timely manner because of the new portal language that was added. Use of the new forms will be required as of Aug. 1, 2018 and can be found in the [Forms Library](#) on mymspconnect.com.
- Badge Data Requests: Thank you for using this email to get requests taken care of in a timely manner. Badge data requests for investigation purposes are acceptable, but please do not request this information for time card tracking purposes. This email is also working well for leave of absence information (the portal should solve a lot of these issues).

2018 Plane Pull for Special Olympics – Lieutenant Jason Erickson

- The [5th Annual Plane Pull for Special Olympics](#) will be held on Sept. 8 at the RUBB Hanger off Longfellow Rd. Registration opens at 8:00 am and the competition begins at 9:00 am.
- The event is open to everyone, not only law enforcement. Teams of up to eight people will compete to see who can pull a Delta jet 25 feet in the shortest amount of time. To participate, each team is asked to collect \$1,000 in pledges for Special Olympics. To register visit: www.planepullmn.org
- Volunteers are also needed – if you are available, please contact Officer Eric Hoaglan or Lieutenant Jason Erickson.

2018 Night to Unite – Jake Hoehn, Airport Security Manager

- The Night to Unite event will be held on Tuesday, Aug. 7 from 10:00 am to 2:00 pm at the Airport Mall along the old food court construction wall.

Q & A

There were no additional questions today.

Next MSP Consortium Meeting: October 17, 2018