

LAX Security Badge Office (SBO)



AIRPORT POLICE DIVISION

NEWSLETTER

APRIL 2016

DRIVER'S EXAM PITFALLS

As of the week of 04-11-16, the SBO will be adding additional appointments for the Driver's Exam (to qualify for the Remote Area Driver's Icon). As SBO makes continual effort to meet company's icon credential needs, please be aware that we currently have **a 44% no-show rate** on Driver's Test appointments! Failure to honor a scheduled appointment or cancel an unneeded appointment impedes another company's ability to make timely icon appointments.

In addition, the following situation(s) are cause for the SBO to turn away an individual, when the Driver's Test applicant *Arrives at the SBO*:

- * Without a Badge Application
- * Without Original Documents
- * Without their Current Badge
- * Late More Than 15-minutes
- * Without a Scheduled Appointment

....and for those applicants that honor their scheduled appointments, SBO finds a **20% fail rate** on the exam. Such applicants often tell us that their Authorized Signer has never provided them with the Driver's Exam Study Guide or has given it to them the same morning as the exam.

All of the above scenarios can result in an Authorized Signer having to schedule another on-line appointment. The SBO strongly advises you to observe the common pitfalls that can prevent an applicant from obtaining a Driver's Icon. We want to see all eligible applicants receive their icon and working for their employer!

REMINDER!!

Help keep our airport safe and secure.... *and avoid fees.*

Please be diligent to **collect** and **return** SIDA badges and Terminal ID cards from your employees who no longer require access to access to LAX.

ACAMs REPORTS

Please be advised of a recent policy change in SBO's handling of company requests for information regarding badged personnel movement, access transactions, and other tracked data related to an individual's use of their LAX Security Badge. All such requests will no longer be directly taken by SBO and must first be submitted to the Office of the City Attorney – Los Angeles World Airports (LAWA).

The SBO, as a branch of LAWA Airport Police, will continue to support law enforcement criminal investigations. However, the City Attorney will consider requests for investigation by private companies, if supported by a subpoena or court order. You may contact Christina L. Checel, Deputy City Attorney with LAWA's Office of the City Attorney at (424) 646-5010, for further information on submitting the necessary documentation.

NEW FINGERPRINT STATUSES

The Transportation Security Administration (TSA) has upgraded their web site designated to disseminate fingerprint results. During the upgrade, new fingerprint web message statuses were developed to more accurately reflect the nature of any fingerprint processing anomalies. The Web Status changes are as follow:

UNCLASSIFIABLE (Formerly "Refingerprint")
REDO FINGERPRINT PROCESS AS NEW
UNKNOWN

Please note: The Web Status changes are explained on following page to this April 2016 Newsletter.

If you have any questions or concerns, please do not hesitate to email FPSTATUS@Lawa.org

LAX Security Badge Office
7333 World Way West
Los Angeles, CA 90045

(NEW) Hours of Operation
Monday—Thursday...7:00 a.m.—6:00 p.m.
1st Friday.....CLOSED
2nd Friday.....7:00 a.m.—6:00 p.m.
Saturday & Sunday.....CLOSED

Fingerprinting Schedule
Monday - Friday
To schedule a fingerprint appointment, please visit our website at: sbo.lawa.org

Badging Schedule
Monday - Friday
To schedule a badging appointment, please visit our website at: sbo.lawa.org

Certified Trainer Class
Class held every Wednesday at 8:00 a.m.
For reservations please contact your Security Badge Office Coordinator

New Authorized Signer Class
Class held every Wednesday at 10:00 a.m.
For reservations please contact your Security Badge Office Coordinator

Authorized Signer Refresher Course
Classes held every Tuesday and Thursday at 11:00 a.m.
To schedule a reservation, please email: sbotraining@lawa.org

Driver's Test
Mon, Tues, Thurs & Friday at 8:00 a.m.
Wednesday at 2:00 p.m.
To schedule a driver's test appointment, please visit our website at: sbo.lawa.org

To Reach Us
Telephone: (424) 646-5500
Email: BadgeOffice@lawa.org

NEW FINGERPRINT STATUSES

WEB STATUS	WEB COMMENTS	WHAT DOES THIS MEAN
UNCLASSIFIABLE (formerly REFINGERPRINT)	Please print this web page and give it to the applicant. Have applicant return to the Security Badge Office with a copy of the web page and a valid government-issued ID to be fingerprinted again. The applicant <u>will not</u> need a new fingerprint application.	The 1 st transmission of applicant's fingerprints were successful, but were not legible. A new set of prints will be taken and transmitted to replace the original set.
REDO FINGER- PRINT AS NEW	Please print this web page, create a new fingerprint application, give both to the applicant and have the applicant return to the Security Badge Office. Originals and copies of valid government issued ID and work authorization documents are required. No appointment is necessary. (Note: queue as re-fingerprint)	The 1 st transmission of the applicant's fingerprints was not received by FBI. Therefore, the applicant must be processed as "new" and new fingerprints will be taken. The applicant will be expedited.
UNKNOWN	UNKNOWN	<p>This has two basic causes.</p> <p>The TSA has generated a response message not recognized by any current system and the message is passed through to the Authorized Signer portal. – Programmers are working to resolve this anomaly.</p> <p>The TSA has rejected the information submitted for an STA check due to mismatched information and is requesting a correction. – Programmers will reconfigure the system to update this status to STA PENDING.</p>