

ISSUING OFFICER

QUARTERLY NEWSLETTER



Issuing Officer Tips & Tricks

Being an Issuing Officer is vital to maintaining the safety and security of our airport, but can often feel like a full-time job on its own. Here are some quick tips and tricks to make your job a little easier:

- ◆ **Take advantage of technology**—Most information related to the Airport Security ID process can be found at our Security ID Office website! Visit us at www.panynj.gov/security-id-office to download forms and find useful resources for you and your employees. Even better: most of our forms are PDF-fillable, meaning you can quickly and efficiently complete them right at your computer.
- ◆ **Remain accountable**—When you want something done right, you do it yourself! To verify forms are submitted and contain no errors, make sure they are solely under your control. You should never allow another Issuing Officer to make changes to or copies of forms for your applicants, nor should you let another individual submit any paperwork to the ID Office on your behalf.
- ◆ **Stay informed and be proactive**—Never be afraid to ask questions if you are unsure of something. We have a dedicated staff of seasoned employees in the ID Office who are ready to help get the job done. Any updates or changes to our policies, forms, or related to our office will be communicated to you via mass email notification—so you can stay on top of security.

2016 Year End ID Office Traffic Report

Ever wonder how many applicants pass through our office each month? Here's a snapshot!

	Q1	Q2	Q3	Q4	TOTAL/AVG.
Total # ID Office Visits	19,771	23,296	24,609	20,141	87,817
Total # ID Renewals	7,178	8,645	8,923	7,003	31,749
Total # Fingerprinted	2,990	3,831	4,066	3,600	14,487
Avg. Daily Transactions	319	364	384	336	351
Avg. Application Turnaround Time	12 Days	15 Days	15 Days	17 Days	15 Days



Office Hours

General Office Hours/ ID Card Pickup

Monday - Friday
8:00 am - 4:00 pm

Fingerprinting

Monday - Friday
8:00 am - 3:00 pm

Application Submittals

Monday - Friday
8:00 am - 3:30 pm

Questions? Comments?

Want to see something discussed in the next issue?

Contact Christopher Kaddo at
CAKADDO@PANYNJ.GOV

JFK SECURITY ID OFFICE CONTACT INFORMATION

- CAKADDO@PANYNJ.GOV
(718) 244-4204
PANYNJ
Senior Security Coordinator

- JFKRECORD@PANYNJ.GOV
(718) 244-4267
ID Office Manager

JFKTOURSUPERVISOR@PANYNJ.GOV
(718) 244-4267
ID Office Tour Supervisor

- JFKSECAU@PANYNJ.GOV
(718) 244-4206
- Suspension of ID cards
- Re-instatement of suspended ID cards
- Company audits

- JFKAPTS@PANYNJ.GOV
(718) 244-4278
- Scheduling Fingerprint appointments
- Application submissions

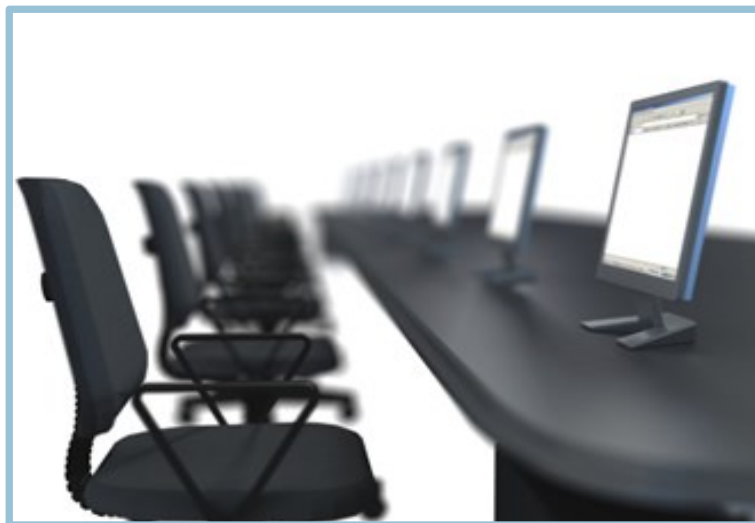
- SICO@PANYNJ.GOV
(718) 244-4240
- Status of ID card applications
- Copies of electronic forms
(Applications, Dispositions, etc.)

- JFKBORIS@PANYNJ.GOV
(718) 244-4249
- BOR (Breach of Rules)
- Scheduling for BOR classes
- New company packages
- Company contract audit

- JFKSIDAIO@PANYNJ.GOV
(718) 244-8199
- Scheduling for IO and SIDA
classes (New and Refresher)

- [VISIT OUR WEBSITE!](http://WWW.PANYNJ.GOV/SECURITY-ID-OFFICE)
WWW.PANYNJ.GOV/SECURITY-ID-OFFICE

New Computer Based Training Platform



We are excited to announce the fast-approaching transition to Computer Based Training! This Spring, JFK—along with LaGuardia and Newark Airport—are switching to a computer-based platform for SIDA and Issuing Officer (IO) training. Although we still have months to prepare, we would like to keep the IO community informed on how we are looking to improve our process.

With the transition from instructor-led to Computer-Based Training (CBT), individual learners will still report to our training facility in Building 14—however, once the new platform is deployed they will be seated at a computer kiosk pre-loaded with software designed to engage the learner and cover all relevant topics to security training. Issuing Officers will be given an online portal to enroll applicants or themselves for training, view individual training progress, and view results and any applicable certificates. We hope that this change will provide the community with more flexibility for scheduling and completing the training required to obtain an ID Card and its associated privileges.

As with any transition, we will be modifying our existing procedures to accommodate the new platform—we will keep you informed of how these changes will impact you.

“Hold yourself accountable and take pride in your work—success is sure to follow”
-Daniel Baker, ID Office Specialist

Meet Our Staff!

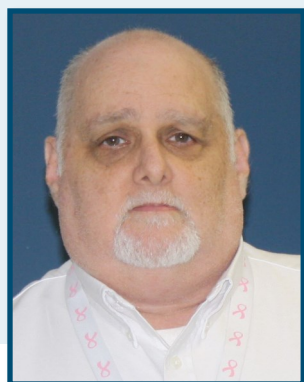
Name: Richard Green

Position: ID Office Specialist – Security Audits

Years in ID Office: 15 years

Favorite Part of Job: Working closely with all of the Issuing Officers at JFK.

If you could tell IO's one thing: The key to a good audit is to keep good records all year round. It will make your reverse audit smoother and easier when the time comes to reconcile your records.



New Credentialing Management System

At the JFK Security ID Office, we are constantly assessing ways to streamline and improve the process to obtain an Airport Security ID Card. We are caught between a balance of providing top-shelf customer service, while also maintaining the continuing security responsibilities to keep us and our patrons safe. In an effort to raise the bar and exceed the industry best-practices The Port Authority is proud to announce the design and deployment of an ID Credentialing Management System (IDMS).

Starting this month, the Security Offices at JFK, LaGuardia (LGA), and Newark Liberty International (EWR) will be collaborating with technology professionals to automate most of the functions needed to enroll, process, and badge individuals at our airports. This means that soon Issuing Officers operating at the Port Authority airports will be able to complete and submit applications electronically; schedule appointments for training and fingerprinting online; request/modify access for an applicant's ID Card; make electronic payments for any applicable fees (e.g. fingerprinting, lost/stolen ID); and track the status of an application.

Issuing Officers will also receive access to an online portal, where they can log-in remotely and complete their duties at any hour of the day. With the shift from a manual to automatic process, there will be a substantial benefit in allowing you to maintain your responsibilities as an Issuing Officer with flexibility and ease.

Please remain on the lookout for information and updates on the system as the year continues. We will be holding a series of workshops between January and February to discuss this and other relevant topics to Issuing Officers at JFK.