



# NATIONAL SAFE SKIES ALLIANCE

## Program for Applied Research in Airport Security

### PARAS 0036 Project Summary

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<b>Project Title:</b>	Airport Credentialing Efficiency Toolkit
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<b>Research Agency:</b>	The JW Group
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<b>Funds:</b>	\$199,845

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## BACKGROUND

Airport credentialing operations include numerous components and processes, such as conducting fingerprint-based Criminal History Records Checks, submitting applicants' biographic information for Security Threat Assessments, and the additional steps required for participation in Rap Back. Navigating these processes expeditiously is important, as the credentialing of employees is vital to provide the proper airport access to work and operate at the airport.

Factors such as the size of the airport, the number of applicants, the number of badging office staff available, Authorized Signatory knowledge, and office procedures may contribute to delays in the credentialing process. As a result, airports continually explore ways to improve efficiency. Since security remains the highest priority, any changes made to gain efficiencies must be considered in the context of peripheral impacts and maintaining regulatory compliance.

Additionally, the processes, procedures, and forms that airports use in their credentialing process can vary widely. Currently, when an airport wants to assess badging process options available to them, they reach out to other airports—either by canvassing their websites or through direct interaction—to gather forms, templates, and other tools in use elsewhere. This takes a great deal of time, and may not lead to the comprehensive information needed to make informed decisions.

Research is needed to develop a toolkit of resources that includes strategies, practices, forms, templates, and associated considerations to assist airports in assessing their processes and implementing changes to improve the efficiency of their credentialing process.

## OBJECTIVE

The objective of this research is to develop a toolkit to assist airports in increasing the efficiency of their credentialing process. The resulting product should be comprehensive to ensure that it is scalable and beneficial to airports of all sizes and resource levels. At a minimum, it should include resources to enhance efficiencies and overcome challenges in the following areas:

- Staffing limitations and job duty assignments
- Badging office location and layout
- Appointments and scheduling
- Authorized Signatory responsibilities
- Leveraging available technology (scheduling software, fingerprinting systems, etc.), including cost and benefit considerations
- Strategies to ensure complete and accurate application submissions
- Document verification

- Applicant assistance (language barrier, ADA, illiteracy, etc.)
- Forms, templates, and sample language
- Relevant metrics and reporting to support decision making
- Supporting airport peer-to-peer communication
- Effectively implementing new processes
- Forecasting and future planning