- Signer survey results are in

- Best practices for name change requests -- bring supporting documents

- Can you identify the proper forms of ID for obtaining a badge?

- Do you have a system for monitoring on-leave employee status?

WHAT'S NEW?

Signer survey results are in

Thank you to all the Signers who took the communications survey included in recent newsletters, and also in your inbox a few weeks ago.

Of the more-than 1,800 Signers who received the invitation to take the survey, 482 responded -- a response rate of about 26 percent.

A snapshot of the survey's findings:

- 78 percent of respondents said they read the newsletter regularly, and 75 percent find the information in the newsletter useful and informative

- About half the respondents have acted on information contained in the newsletter in the last six months

- More than 70 percent also like the once-a-month frequency

- Most respondents said they communicate with employees monthly or weekly about airport security-related topics

- Almost 80 percent said they pass on information about badging and airport security to employees

- The most popular way to pass on that information is in person, as you interact with employees or when they visit to get a badging application verified and approved

- The survey also found that the **MyMSPConnect** website continues to be a popular source of information

Given this feedback and other information gleaned from the open-ended portion of the survey, we've made a few changes.

We're changing the name of the newsletter to the "MSP Airport Signer Bulletin." This change reflects the fact that the monthly bulletin is *the primary way* (besides the Signer portal) that the badging office communicates with Signers. Historically, the publication's open rate has hovered around 50 percent. While we know a 100 percent open rate every month is a stretch, that is our goal.

For those who like to have a printable version of the bulletin, we've added a link at the bottom of this bulletin to **the MyMSPConnect.com web page** where past issues are stored.

We continue to be thankful for our Signers. Your active and conscientious participation in the airport badging process is paramount to ensuring a safe and secure airport for both travelers and employees.

ACTION NEEDED

Best practices for name change requests -- bring supporting documents

Recently, the Transportation Security Administration (TSA) issued a best practices document to guide the processing of name changes for badge holders. That guidance included tips for ensuring a smooth application approval process, including asking badge holders to provide **supporting documentation** as to the reason for their name change.

Supporting documentation may include **court documents, marriage certificates and divorce decrees.**

Please help your employees who need to change their names by encouraging them to bring supporting documentation when requesting a name change for their badge. The Badging Office personnel will scan the records and provide them to the TSA as proof of their official name change.

To be clear: The ID requirements for a security badge have not changed. Supporting documentation for name changes are not a substitute for the two forms of ID required for a badge. Court documents verifying a name change would be in addition to the regular badge application and acceptable IDs.

REMINDERS

Can you identify the proper forms of ID for obtaining a badge?

The Badging Office receives frequent inquiries about the acceptable types of identification required to obtain a security badge.

This **document** provides Signers, and others, with a visual guide of IDs that can be used to obtain a security badge. Please be sure that you **have this document**

handy when reviewing an employee's badge application and feel free to print it out for your employees so that they present appropriate ID to you, the Signer.

Signers need to see the same IDs that the Badging Office will see.

Do you have a system for monitoring on-leave employee status?

Because many MSP Airport employees continue to be on a leave-of-absence or a furloughed status, it is **important for companies to frequently monitor and have a process for tracking badge expiration dates.**

Employees on leave may not realize that their badge is about to expire as they wait to be called back to work.

To ensure your business can bring employees back in a timely fashion, please have a system for tracking badge expirations. And have employees renew their badge at the appropriate time if you are planning to bring them back.

Reminder: expired badges need to be returned to the Badging Office within 10 days or a $200 non-returned badge fee will be issued.

Find full information on renewals **at this web page**.

Quick Links

Badging Webpage
Authorized Signer Information
Badging Application Signer Guide
MyMSP News
Archive of Badging Bulletins