

# Basic Airport Security Awareness

*Mineta San Jose International Airport*



## Training Standards Program

Division of Employee Services, Safety & Training

Mineta San Jose International Airport

## Key Points:

The purpose of this training is to review essential airport security practices and reinforce the need for increased awareness by all individuals who work at an airport facility.

- Air Transportation is an exciting and dynamic business.
- Important part of our economy and way of life.
- A successful aviation industry is based upon the efficient and successful management of passengers and cargo to cities around the world.
- The Financial strength and growth of airports, air carriers and related business relies on how many people fly.
- The bottom line is -- without passengers and cargo, we don't have jobs.
- All of us who work at airports take great pride in the facility and the services we provide.
- Without effective aviation security passengers will not fly.
- Recent acts of terrorism has highlighted what many of us have known instinctively, but may not have really focused on.
- September 11 was not only a reminder of the physical devastation that terrorists can afflict but also the physical impact it can have on the flying public.
- We have become an important part of the National Aviation Security System.

## Increasing Security at Airports

Increased security has created challenges, long lines, dump searching, conflicting regulations and frustrations for both passengers and employees.

We must, as we do our part to make this airport secure, keep in mind the customers' needs and concerns.

- The way of enforcing requirements must always be courteous, informative and reassuring to the airport users.
- Like fire drills, good security practices must become a routine. Good security action must be followed automatically.
- Everyone's commitment is important!

# Know the Different Areas at the Airport

The airport is divided into a series of distinct area with specific functions and how they relate to security. There are 3 fundamental areas:

- 1. Landside**
- 2. Terminal Landside**
- 3. Terminal Airside**

# Landside and Terminal Landside

## **The Landside area is not secured and is open to the public:**

- Roadways
- Rail Lines
- Parking Lots
- Multi-Story Garages
- Rental Car Facilities
- Curbside

## **Terminal Landside areas are located prior to the security screening check point. Public access is generally permitted.**

- Both unsecured areas and one or more secured areas.
- Carrier Ticket Counters
- Baggage Claim
- Rental Car Counters
- Restrooms
- Concessions
- Explosive Detection Machines

# Terminal Airside

## **Terminal Airside is a secured area.**

- Retail and Food Concessions
- Restrooms
- Passenger Waiting Areas
- Club Rooms
- Aircraft Gate Areas

## **The Airport Operations Area must be secured at all times!**

- The airports airside is a secured area and require possession and continually displaying an Airport I.D. Badge or other approved forms of identification.
- Vehicles operating here must be airport authorized and display the appropriate stickers.
- Any person or vehicle not displaying an approved identification must be reported immediately.



## Airport Police

The Airport Police are responsible for the day to day protection of the airport while working closely with local police agencies like County and City along with the Transportation Security Administration (TSA), State Police and F.B.I.

***To report security concerns or suspicious activity contact Airport Police or in the event of an emergency, call 9-1-1.***

## Airport security is a “Team Effort”

- Individual responsibility
- Remain alert
- Use your knowledge of the airport and environment around you to notify law enforcement when something or someone is out of place
- Be aware of the situation surrounding us
- All of us are the airport’s eyes and ears
- We observe and hear things everyday



# Terrorism

Terrorism is defined as a tense, overpowering fear.

Today terrorists want to cause death and destruction. Their motive is a mixture of religious beliefs, hatred, and revenge.

They are very committed and will STOP AT NOTHING!

# Airport Management and TSA

Airport Management, in part with the Transportation Security Administration and local law enforcement, specifically developed and implemented our overall security plan.

Understand your job related to security responsibilities and fulfill them every day:

- Make sure when you go through a security door or gate no one follows you through. Make sure it closes behind you.
- Wear your Airport I.D. Badge at all times.
- Follow policy on issuing Airline tickets, accepting bags, loading cargo, and cleaning aircrafts.
- Check unattended vehicles in restricted areas

*Your knowledge of the airport and work place quickly help you identify suspicious or unusual items, vehicles and activity while you're maintaining awareness.*



# Report Suspicious Activity – Remain Respectful and Courteous

**Treat airport passengers and guests with respect. Courtesy is always appropriate. Clear direction, factual information and a caring attitude help ease frustration for passengers and actually improves security effectiveness.**

## **If you report unusual or suspicious activity:**

- Continue to monitor and observe the situation until law enforcement arrives.
- Law enforcement will determine the seriousness of the activity.
- Always be courteous and non-threatening while waiting for Airport police to arrive.

***Security procedures will change as new threats become known.***



## Your Responsibility to Report . . .

- Recognize vulnerabilities.
- Non-functioning doors or vehicle gates are an invitation to security breaches.
- If security doors or gates are not properly closing, let airport staff know immediately.
- Notify officials if you find a damaged or broken security fence.
- Report to law enforcement suspicious or unusual activity.
- Don't assume someone else will report it.
- Don't be embarrassed to make the call.
- In the event of a real threat, **TIME IS CRITICAL!**

## BE COMMITTED TO SECURITY

Your commitment to a safe and secure airport requires that you understand the potential terrorist threat and that you have both a concern for others and be willing to act.

By practicing our security responsibilities daily and consciously we make them become routine.

Security practices will become more effective and working together as a **TEAM**, we make Mineta San Jose International Airport secure.

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