



# AIRPORT SECURITY BADGING

## ONLINE APPOINTMENT SCHEDULING

AIRPORT BOARD MEETING

JULY 8, 2021

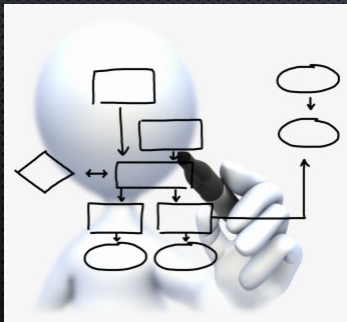
### APPOINTMENTS BY PHONE

- CONFIDENTIAL INFORMATION
- VERY TIME CONSUMING
- DISRUPTIVE
- PAPER RECORDS
- DISTRACTING
- REPEATED CALLS
  - RESCHEDULES
  - CANCELATIONS



## BADGING TAB – AIRPORT WEBSITE

- APPOINTMENT ONLY
- NO WALK-IN'S ACCEPTED
- EMAIL
- PHONE
- BADGING EMERGENCIES



» BOOK BADGING APPOINTMENTS HERE

- **NEW LOCATION:** Second Floor, when at top of stairs, elevator/escalator — go right until you get to the bottom of the ramp
- **NO WALK-IN APPOINTMENTS** – Monday-Friday, 8am-3:00pm (closed Noon to 1:00pm)
- <mailto:badging@jnuaairport.com> Please e-mail Shannon with questions. In emergencies, please call Scott at 789-7821.
- **BADGE RENEWALS** can be scheduled 90 days prior to expiration for an appointment up to 30 days prior to expiration.
- **BADGE PAPERWORK AND TESTS** have changed.

## BADGING TAB – AIRPORT WEBSITE

- OUTREACH
- APPOINTMENT ONLY
- NO WALK-IN'S ACCEPTED
- EMAIL
- PHONE
- BADGING EMERGENCIES

**MEMORANDUM**

DATE: June 24, 2021

TO: All Airport Tenants and Employees

FROM: Scott Rinkenberg, Deputy Airport Manager

SUBJECT: On-Line Badging Appointments - New

USE: SCEN: the airport's badging office is offering on-line badging appointments starting from July 1st going forward. It is no longer necessary to call the badging office by telephone to schedule an appointment. Only On-Line Appointments will be accepted for the badging office.

Simply go to the airport's website [www.jnuaairport.com](http://www.jnuaairport.com) click the badging tab and you will find the "BOOK BADGING APPOINTMENTS HERE" button. The airport's badging office is the [badging@jnuaairport.com](mailto:badging@jnuaairport.com) and does not accept correspondence via email. Please <mailto:badging@jnuaairport.com> for appointment scheduling. In emergencies, please call Scott at 789-7821.

Also starting July 1st, new tests for restricted areas, confined space and hot transfer will be required for all badging appointments (except O&A).

[BOOK BADGING APPOINTMENTS HERE](#)

[SCAN ME](#)

**TESTS REQUIRED:**

Restricted Area Test	Confined Space (Excluded) Test	Hot Transfer Test
Restricted Area Entry Guide	Confined Space Entry Guide	Hot Transfer Entry Guide
Restricted Area Test Answer Sheet	Confined Space Test Answer Sheet	Hot Transfer Test Answer Sheet
Restricted Area Test Questions	Confined Space Test Questions	Hot Transfer Test Questions

If you have a badging emergency, contact the Airport Manager's Office at 887-789-7821

1171 Scott Tammes Drive, Suite 205, Evans, AL 36011  
887-789-7821

» BOOK BADGING APPOINTMENTS HERE

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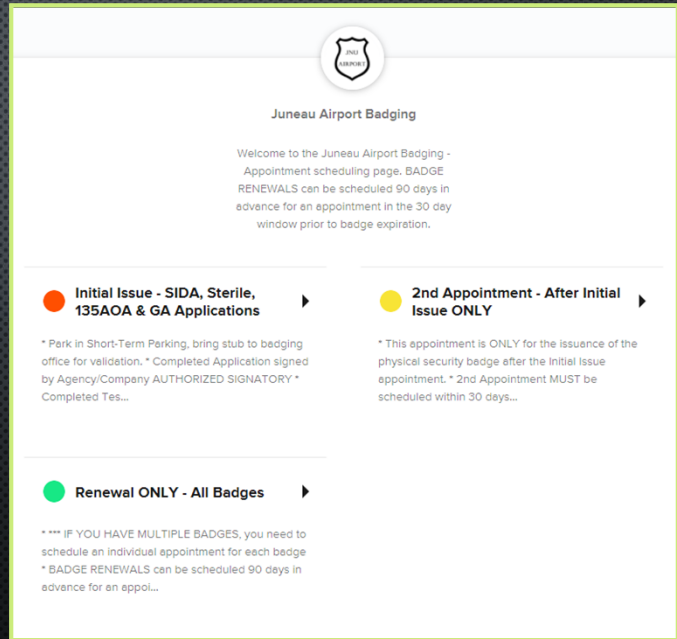


## ATTACHMENT #5

### ONLINE APPOINTMENT SCHEDULING

- **WHAT TYPE OF APPOINTMENT**

- INITIAL ISSUE
- SECOND APPT. AFTER INITIAL
- RENEWAL – ALL BADGES

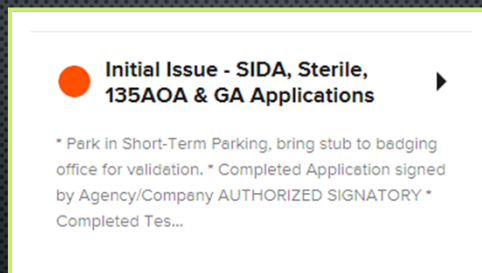


The screenshot shows the 'Juneau Airport Badging' website. At the top is a logo with 'JANUARY' and '2021' inside a shield. Below the logo, the text reads: 'Welcome to the Juneau Airport Badging - Appointment scheduling page, BADGE RENEWALS can be scheduled 90 days in advance for an appointment in the 30 day window prior to badge expiration.' There are three main sections for appointments, each with a colored circle and a right-pointing arrow:

- Initial Issue - SIDA, Sterile, 135AOA & GA Applications** (Red circle):
  - \* Park in Short-Term Parking, bring stub to badging office for validation. \* Completed Application signed by Agency/Company AUTHORIZED SIGNATORY \* Completed Tes...
- 2nd Appointment - After Initial Issue ONLY** (Yellow circle):
  - \* This appointment is ONLY for the issuance of the physical security badge after the initial issue appointment. \* 2nd Appointment MUST be scheduled within 30 days...
- Renewal ONLY - All Badges** (Green circle):
  - \* \*\*\* IF YOU HAVE MULTIPLE BADGES, you need to schedule an individual appointment for each badge
  - \* BADGE RENEWALS can be scheduled 90 days in advance for an appoi...

### INITIAL ISSUE APPOINTMENT

- SIDA
- STERILE
- 135AOA
- GA



This screenshot shows the details for the 'Initial Issue - SIDA, Sterile, 135AOA & GA Applications' appointment. It includes a red circle icon and a right-pointing arrow. The text below reads: '\* Park in Short-Term Parking, bring stub to badging office for validation. \* Completed Application signed by Agency/Company AUTHORIZED SIGNATORY \* Completed Tes...'



## ATTACHMENT #5

### INITIAL ISSUE APPOINTMENT

- APPOINTMENT INFORMATION
- 30 MIN. APPT.
- PICK A DATE
- CHOOSE TIME

**Juneau Airport Badging**  
**Initial Issue - SIDA, Sterile, 135AOA & GA Applications**

30 min  
Badging Appointment

- Park in Short-Term Parking, bring stub to badging office for validation.
- Completed Application signed by Agency/Company AUTHORIZED SIGNATORY
- Completed Testing (Except GA)
- Two (2) Forms of Identification (Examples: Driver's License or State)

**Select a Date & Time**

July 2021 < > Tuesday, July 20

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Alaska Time (8:41m) ▾

8:30am  
9:00am  
9:30am  
11:00am  
1:00pm  
1:30pm  
2:00pm

**Confirm**

[Troubleshoot](#)

### INITIAL ISSUE APPOINTMENT

- NAME
- EMAIL
- CONTACT PHONE #
- QUESTIONS
- COMMENTS / SPECIAL REQUESTS
- TEXT MESSAGE
- **SCHEDULE EVENT**

**Juneau Airport Badging**  
**Initial Issue - SIDA, Sterile, 135AOA & GA Applications**

30 min  
Badging Appointment

9:30am - 10:00am, Tuesday, July 20, 2021  
Alaska Time

**Enter Details**

Name \*  
Scott Rinkenberger

Email \*  
scott.rinkenberger@jnuairport.com

Contact Phone Number \*  
+1 907-789-7821

Who is your employer? (For General Aviation, enter "GA") \*  
Juneau Airport Manager's Office

Have you ever had your fingerprints taken at the Juneau Airport before?  
☒ YES  
☐ NO  
☐ Can't remember

Comments / Special Requests?  
I will bring chocolate...

Send text messages to  
+1 907-957-7774

You will opt in to text messages for this event. Message and data rates may apply. Reply STOP to opt out.

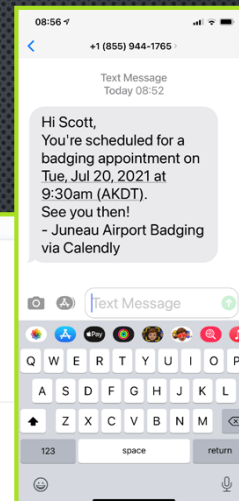
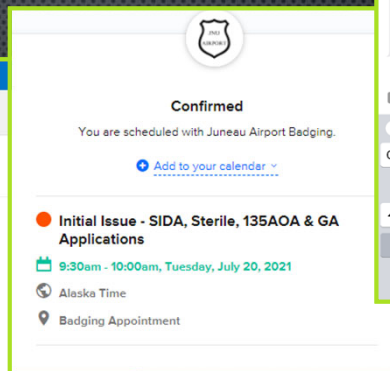
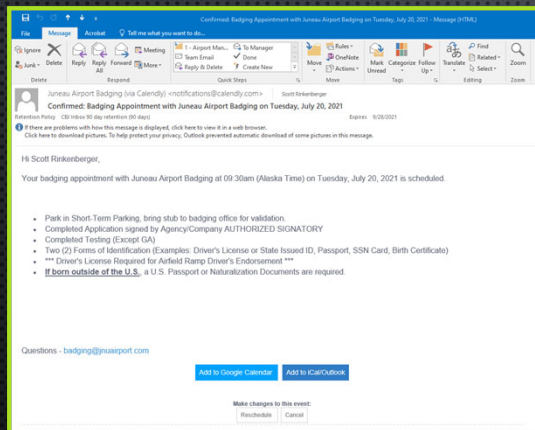
**Schedule Event**



## ATTACHMENT #5

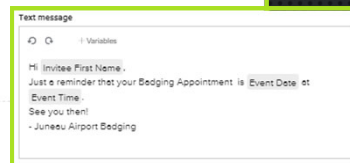
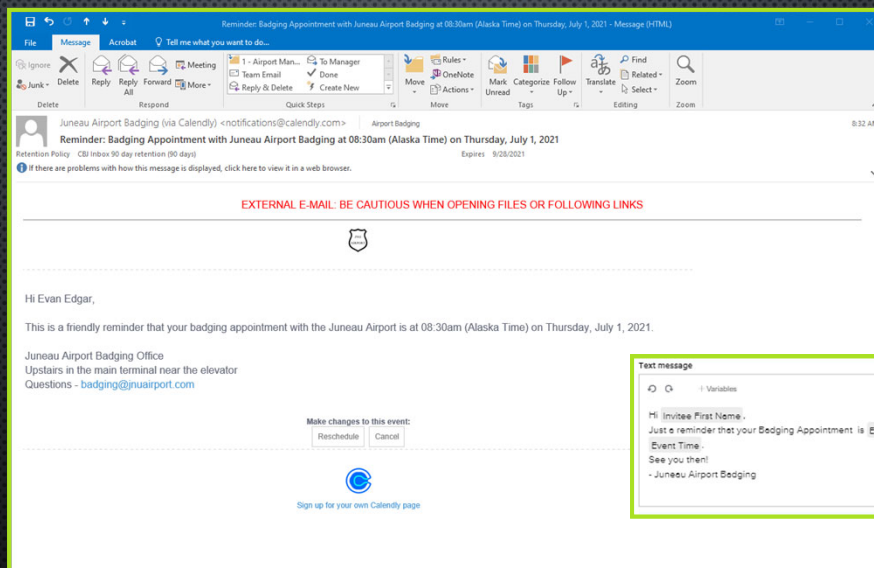
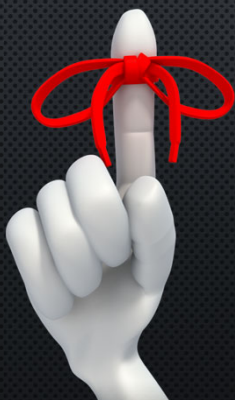
### INITIAL ISSUE APPOINTMENT

- ONLINE CONFIRMATION
- EMAIL
- TEXT MESSAGE



### INITIAL ISSUE APPOINTMENT REMINDER

- REMINDER
- ONE DAY PRIOR
- EMAIL
- TEXT MESSAGE
- 1 HOUR TEXT



## RENEWAL APPOINTMENT

- DATE / TIME
- INDIVIDUAL APPT. / BADGE
- RENEWAL WINDOW – 30 DAY
- APPT. SCHEDULE – 90 DAY
- RENEWAL INFORMATION REMINDERS



### Renewal ONLY - All Badges

15 min

Badging Appointment

- \*\*\* IF YOU HAVE MULTIPLE BADGES, you need to schedule an individual appointment for each badge
- BADGE RENEWALS can be scheduled 90 days in advance for an appointment in the 30 day window prior to badge expiration.
- Park in Short-Term parking. Bring stub to badging office for validation
- Completed Renewal Application
- Completed Testing (Except GA)
- Two (2) Forms of Identification (Examples: Driver's License or State Issued ID, Passport, SSN Card, Birth Certificate)
- \*\*\* Driver's License Required for Airfield Ramp Driver's Endorsement \*\*\*
- If born outside of the U.S., a U.S. Passport or Naturalization Documents

### Select a Date & Time

July 2021

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Alaska Time (9:24am)

Tuesday, July 20

- 8:30am
- 8:45am
- 9:00am
- 9:15am
- 9:30am
- 9:45am
- 10:45am
- 11:00am
- 11:15am

Confirm

Troubleshoot

## RENEWAL APPOINTMENT

- NAME
- EMAIL
- CONTACT PHONE #
- QUESTIONS
  - EXPIRED BADGE
  - WHAT TYPE OF BADGE
- COMMENTS / SPECIAL REQUESTS
- TEXT MESSAGE
- **SCHEDULE EVENT**



### Juneau Airport Badging

### Renewal ONLY - All Badges

15 min

Badging Appointment

9:30am - 9:45am, Tuesday, July 20, 2021

Alaska Time

### Enter Details

Name \*

Scott Rinkenberger

Email \*

scott.rinkenberger@juneairport.com

Contact Phone Number \*

+1 907-789-7821

Who is your employer? (For General Aviation, enter "GA") \*

Alaska Seaplanes

Is your badge expired? \*

☒ NO

☐ YES, LESS than 30 days

☐ YES, MORE than 30 days must make an initial Issue Appointment

What type of badge to you need to renew? \*

☒ SIDA

☐ Sterile

☐ 135-AOA

☐ GA

Comments / Special Request?

Bringing chocolate, coffee and flowers

Send text messages to

+1 907-867-7774

You will opt in to text messages for this event. Message and data rates may apply. Reply STOP to opt out.

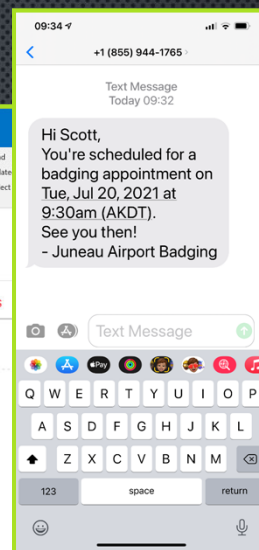
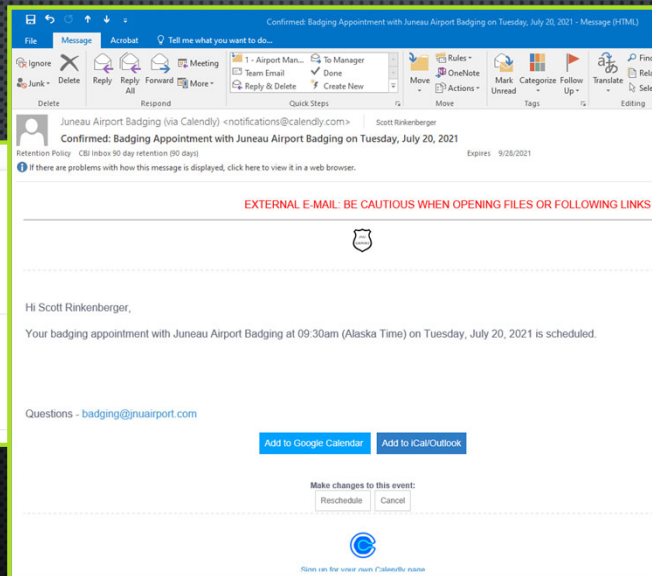
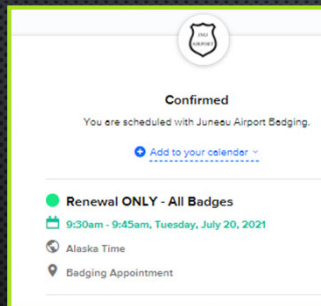
Schedule Event



## ATTACHMENT #5

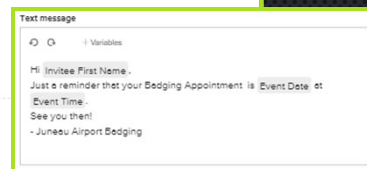
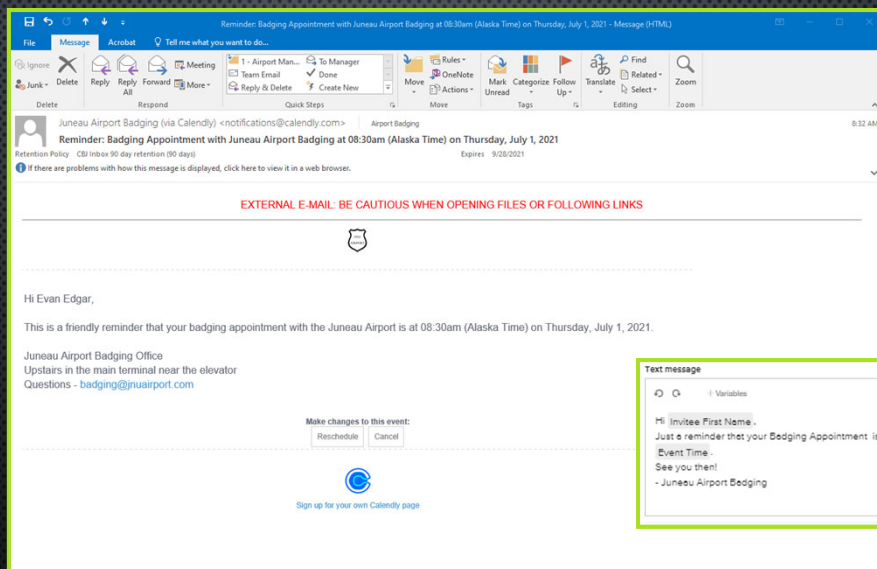
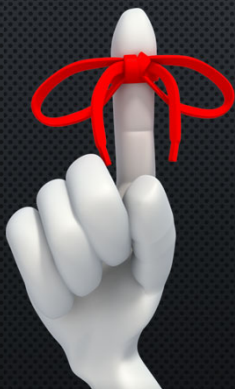
### RENEWAL APPOINTMENT

- ONLINE CONFIRMATION
- EMAIL
- TEXT MESSAGE



### RENEWAL APPOINTMENT REMINDER

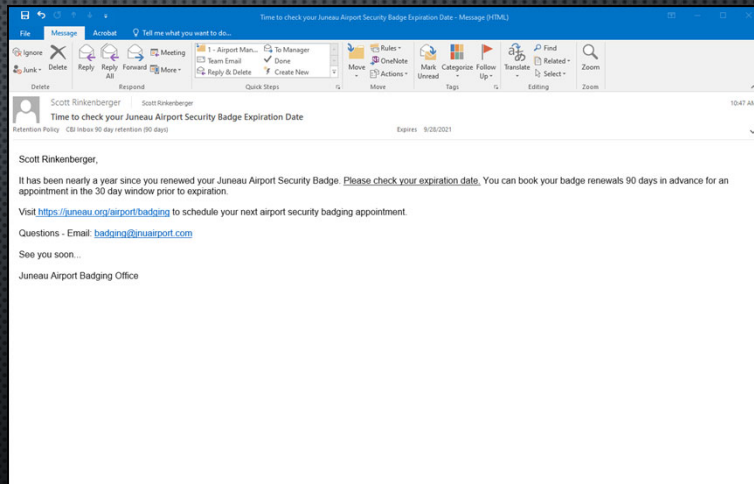
- REMINDER
- ONE DAY PRIOR
- EMAIL
- TEXT MESSAGE
- 1 HOUR TEXT



## ATTACHMENT #5

### YEARLY EXPIRATION & APPOINTMENT REMINDER

- ANNUAL REMINDER
- 280 DAYS AFTER RENEWAL
- EMAIL
  - CHECK EXPIRATION DATE
  - SCHEDULE APPOINTMENT



### PHONE APPOINTMENT SCHEDULING - COSTS



- APPOINTMENTS BY PHONE
  - \$18,660.54 / YEAR (PERSONNEL)
  - APPROXIMATELY 515 HOURS / YEAR
  - SUMMER MONTHS
    - APRIL – JULY
    - AVG. 2.54 HOURS / DAILY
    - 223.52 HOURS / SEASON
  - OFF-PEAK MONTHS
    - AUGUST – MARCH
    - AVG. 1.68 HOURS / DAILY
    - 292.32 HOURS
- **26.25% PERSONNEL COSTS**

Breakdown of Personnel Cost  
Scheduling Badging Appointments by Phone

#'s Work Days		
Year	Off-Peak	Summer
262	174	88

Scheduled Hours		
Year	Off-Peak	Summer
1965	1305	660

Costs per hour / Phone Scheduling	
\$ 10,574.69	Off-Peak
\$ 8,085.85	Summer
\$ 18,660.54	Yearly
Percentage of Personnel Costs	
26.25%	

Cost Differences: Phone vs. Online	
\$ 18,660.54	Phone/Yr.
\$ 144.00	Online/Yr.
\$ 982.50	Online Admin/Yr.
\$ 1,126.50	Online Total/Yr.

Total Hrs: Appointments by Phone	
Average Hours / Day (SWAG)	
Off-Peak	Summer
1.68	2.54
Average Hours / Year	
Off-Peak	Summer
292.32	223.52
Total Hours / Year	
515.84	
Budgeted Badging Office Personnel Costs:	
\$ 71,084.00	Year
\$ 36.18	per hour

Total Savings with Online Scheduling / Year	
\$ 17,534.04	
93.96%	

Summer Months / #'s Work Days							
April	May	June	July				
22	22	22	22				
Off-Peak Months / #'s Work Days							
January	February	March	August	September	October	November	December
21	20	23	22	22	21	22	23



## ONLINE APPOINTMENT SCHEDULING - SAVINGS



- LOWERED WORK LOAD
  - 98.6% REDUCTION IN PHONE CALLS
  - FREE UP APPROX. 2 HOURS DAILY
    - ADDITIONAL APPOINTMENT AVAILABILITY (14/20)
    - ADMINISTRATIVE HOUSEKEEPING
- SAVINGS \$\$\$
  - REALLOCATION VS. MONETARY
  - \$71,000 BUDGET (PERSONNEL)
  - \$12 PER MONTH / SUBSCRIPTION
  - \$982.50 (EST. - ONLINE SYS. ADMIN / YR.)
  - 93.96% SAVINGS / YR.

Breakdown of Personnel Cost  
Scheduling Badging Appointments by Phone

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Summer Months / #'s Work Days	
April 22	May 22
June 22	July 22

Off-Peak Months / #'s Work Days	
January 21	February 20
March 23	August 22
September 22	October 21
November 22	December 23

## NEW BADGING TESTS

- ALL TESTS AND STUDY MATERIAL
- JULY 1, 2021
  - RESTRICTED AREA (SIDA, STERILE, 135AOA)
    - WAS 25 – NOW 30 QUESTIONS
  - AIRFIELD RAMP DRIVER
    - RAMP SAFETY & TRAFFIC REGULATIONS HANDBOOK
    - WAS 25 – NOW 40 QUESTIONS
  - FUEL HANDLER
    - REMAINS WITH 25 QUESTIONS
- COMING SOON – ONLINE TESTING



QUESTIONS

