



# GOOD NEWS... BADGE NEWS

Dec 2020 - Feb 2021  
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## THANK YOU!

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2020 has been a year of change, to say the least. As you know, back in March, we were abruptly required to modify our Credentials operations for the safety of our customers and staff. One of our operational changes was the implementation of an appointment system. That system has been successful because of your patience and cooperation. From all of us in Security, we thank you!

As we transition into a new year and continue through this pandemic, we ask for your continued support. Please remember, and adhere to, the following:

- ✦ Per MDHHS mandate, masks or face coverings are required within the Public Safety building. This includes your time in the Training Room, as you complete the required computer-based trainings.
- ✦ In an effort to limit public gatherings, appointments are required for most badge processes in the Credentials Office. Appointments can be made through the Airport's website, [www.metroairport.com](http://www.metroairport.com), using the *DTW Airport ID Badges* link at the bottom of the page. **Please note:** If you are more than 15 minutes late for your appointment, you may be asked to reschedule.
- ✦ You must have all applicable documents/items for your appointment, including your badge, two pieces of government-issued identification, Customs renewal slips, and applications. A \$5 fee will be assessed for application copy requests.
- ✦ Please continue to follow social distancing guidelines and adhere to the floor markings when appropriate.

Again, we thank you for your patience and cooperation as we look forward to a better year!

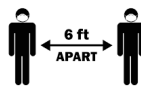
## Stay Safe, the 6-20-100 Way!

The health and safety of our employees and Airport partners remain a priority for Airport Security. Several measures have been put in place since March 2020 to help manage and mitigate the spread of COVID-19 in the Credentials Office:

- ✓ Increased cleaning of touchpoint areas and sanitizing supplies. This includes daily disinfectant fogging of countertops, chairs, door handles, etc.
- ✓ Plexiglass barriers were added to all counter areas for increased protection for staff and customers.
- ✓ The Credentials' lobby and training room have been arranged to provide for social distancing.

A good way to keep yourself and others safe is to always remember the **6-20-100** Rule.

- ✓ Keep **6 feet** away from others.
- ✓ Wash your hands for at least **20 seconds**.
- ✓ If you have a temperature of **100 degrees** or more, stay home!



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Security@wcaa.us

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Office Hours:  
Monday – Friday  
8:30am – 4:00pm  
(Closed 12pm – 12:30pm)  
Wednesday open at 7am

Closed on Holidays:  
Dec 24 & 25 – Christmas  
Dec 31 & Jan 1 – New Years  
Jan 18 – MLK Jr Day

Airport Response Center  
(ARC) available 24/7  
(734) 942-5304/5

All Security forms,  
rules and procedures are  
available at  
[www.MetroAirport.com](http://www.MetroAirport.com)

# GOOD NEWS...*BADGE* NEWS CONT'D

## Stay Alert!

if you **SEE SAY**  
something something™

**REPORT SUSPICIOUS  
ACTIVITY** to local authorities.

We often go through our days with a routine. Whether it's driving to work, running errands, or calling loved ones. It's not difficult to become distracted with these daily, repetitive behaviors. But as you go through your day, if you **see something** that doesn't seem quite right, **say something!** Fighting terrorism is a community effort and we must count on each other by staying alert and reporting suspicious activity to the Airport Response Center (ARC). By doing so, you can help protect one of the nation's largest airports. Even if you think that your observation is not important, it could be a piece of a much larger puzzle. Play an active role and remember -

**"If You See Something,  
Say Something!"**

Dial 911 or  
Call the Airport Response Center @  
734-942-5212



## Off-Duty Use of DTW ID Badge

DTW ID Badges are issued to support your job duties and responsibilities at the Airport. Your badge should only be used for official business purposes. Never utilize your ID badge for personal or off-duty use.

**[FOR OFFICIAL USE ONLY]**

## Join the Challenge

Unfortunately, travel is down, but we are still vulnerable to threats. So, we need your help as we work to ensure the safety and security of the airport. DTW and the Transportation Security Administration (TSA) have teamed up to implement the DTW/TSA Challenge Initiative. Remember, challenging is every badge holder's responsibility and is one way that we can all do our part to keep our airport safe and secure. Please join the challenge. Here are a few reminders:



- ✦ Challenge anyone without a visible DTW Photo ID badge, even if you have previously seen them in the area.
- ✦ Be aware of your surroundings and challenge anyone who looks out of place or is not openly displaying their ID Badge.
- ✦ If you are challenged, please remember to remain six feet apart. Hold your badge close enough for the person to review the image and information.
- ✦ If the badge presented is a non-photo Visitor or Contractor badge, they must be under the escort of someone with a DTW photo ID with the Escort Authority icon.

Challenging can seem intimidating, but know that you have support! If an issue arises, you can contact the Airport Response Center (ARC) at the number on the back of your badge and Airport Security or Airport Police will promptly be sent out to resolve the issue. Remember, challenging is everyone's responsibility.

**Thank you for joining us in challenging!**

## Ice and Snow...Take it Slow!



As we all know, winter can be a rather long season here in the mitten. Whether you are driving on the terminal ramp, working outdoors or just commuting to work, it's always good to know the road conditions and be prepared for the challenges of Michigan weather.

Always proceed with caution when accessing vehicle checkpoints and gates. Remember to allow for extra stopping distance and travel at speeds appropriate for the conditions. If you are removing snow, remember to never pile snow around AOA gates or fences, as well as doors at the terminals.

As temperatures drop, we will all be layering on clothing and coats to protect us from the bitter cold. Be sure to always display your Airport ID Badge on your outermost garment, above your waist.

## Did You Know?



Did you know that you can find all of the Credentials Office forms online? Just go to [www.metroairport.com](http://www.metroairport.com) and click on the *DTW Airport ID Badges* link at the bottom of the page. There you will find valuable information regarding the badging process. This includes identification requirements, fees, even the approximate time it will take for the computer-based training courses! Still have questions? Email us at [Security@wcaa.us](mailto:Security@wcaa.us) or call us at (734) 942-3606.