

Revision: 3

Date: May 28, 2008

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Screening Management SOP

## APPENDIX 2: TRAVEL DOCUMENT AND ID CHECKS

Per Operations Directive 400-50-1-8, Travel Document Checker Implementation Procedures, FSDs shall assume the travel document and ID checking function normally performed by the aircraft operator or private companies under contract to the aircraft operator. This function is referred to as Travel Document Checker (TDC) duties. In this Appendix, the term "travel document" refers to the various forms of authorizations to enter the sterile area through the passenger screening checkpoint including tickets, ticket confirmations, standby passenger authorizations, priority verification cards, boarding passes, gate passes, employee ID cards, and other similar documents.

Upon completion of TSA headquarters-provided training and any required local training, TSOs, other TSA personnel, or resources assigned to TSA and approved by the FSD may conduct checks of travel documents and verification of IDs for individuals desiring access to the screening checkpoint. Documentation and ID checks for all individuals seeking a screening exemption or specialized screening as provided for in Chapter 4 of this SOP must continue to be conducted by the STSO or designated TSA representative.

### 2A-1. TRAINING REQUIREMENTS

TSA personnel performing the travel document checking function must complete training on identification of aircraft operator tickets, ticket confirmations, and boarding passes; other aircraft operator authorizations (for example, standby tickets, jumpseat passes, and escort passes); aircraft operator ID badges; airport-specific ID badges; and methods for verifying forms of identification. Additionally, TSA personnel must complete training on the categories of individuals authorized access to the sterile area (see Section 1.9.1. of the Screening Checkpoint SOP), the procedural elements contained in this Appendix, and any local supplemental procedures developed for airport-specific requirements as called for in this Appendix. With the exception of airport-specific requirements, this training is provided through three courses available via the OLC: Fraudulent Documents Training, Travel Document Checker Training, and TSA Watch. Upon completion of this training, TSA personnel are authorized to perform TDC duties. As directed by TSA HQ, TDC training requirements may be expanded to accommodate new procedures and equipment.

### 2A-2. TRAVEL DOCUMENT CHECKING PROCEDURES

When assigned, travel document checker duties become the TDC's primary responsibility. Depending on passenger flow requirements, the TDC may also assist with other screening duties for which the TDC has been properly trained, as described below. However, TDCs must not allow other such duties to distract them from their primary responsibility of checking travel documents and IDs.

#### A. Positioning and Preparation

- 1) The STSO must ensure that the TDC fully understands which lanes at a particular screening checkpoint are configured for selectee screening and which lanes are not (see Section 4.3.13. for a description of selectee lane configurations). The STSO must immediately notify the TDC whenever a change is made to selectee lane configurations at a screening checkpoint.
- 2) At Category III and IV airports, TDCs must assume a position in close proximity to the WTMD access point (at Category III and IV airports, the WTMD or X-ray operator may also be assigned simultaneous TDC duties). At all other airports, TDCs must assume pre-determined positions as directed by TSA Management.

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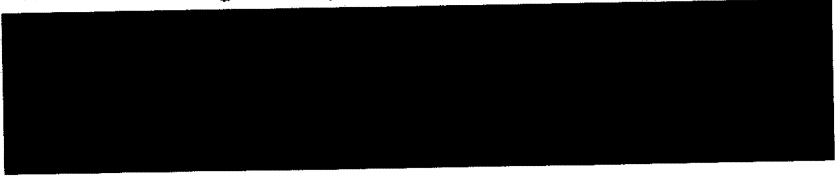
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- 3) Except where assigned multiple screening functions at Category III and IV airports, the TDC may not leave nor otherwise be pulled away from his/her assigned position to perform other screening duties unless so directed by the STSO. If the TDC must vacate his/her position, the STSO must ensure that a replacement (another trained TSA employee or an aircraft operator representative) is in place prior to relieving the original TDC. Positioning of TDCs at all Categories of airports must ensure that no individuals are able to circumvent the travel document checking area or enter the screening checkpoint without having his/her travel document and ID checked.

B. Advisements and Assessments

- 1) If passenger flow permits, the TDC may assist with divesting advisements to include: prohibitions regarding liquids, gels, and aerosols; removal of footwear and outer coats/jackets; and separation of electronic equipment from its carrying case in accordance with Screening Checkpoint SOP, Section 2.1.B.5.f.
- 2) When positioned in close proximity to the end of the screening checkpoint divesting tables, the TDC may assist in the queuing of accessible property into the x-ray system if passenger flow permits.

C. Travel Document and ID Checking Procedures

- 1) Authorization to access the sterile area is limited to those categories of individuals listed in Section 1.9.1 of the Screening Checkpoint SOP. For each authorized individual seeking access to the screening checkpoint, the TDC must ask to see the individual's travel document and, if the passenger appears to be 18 years of age or older, a valid form of ID.
  - a. Check the travel document for valid information, for example, departing flight number, correct date, and selectee marking.
  - b. If the TDC determines that the individual appears to be 18 years of age or older, check the individual's ID for the following:
    - i. The ID is either a photo ID issued by a Government authority, an airport issued SIDA or sterile area airport ID card, or aircraft operator issued RAMP or CREW ID. The TDC must verify the photo on the ID is a true representation of the person presenting the ID. If a passenger does not have a photo ID, the TDC may accept two other forms of ID, at least one of which must be issued by a Government authority. See Subsection 4.2.1.B. of this SOP for a description of these ID types. An expired ID is not valid for the purposes of this check.
    - ii. The name on the ID substantially matches the name on the travel document. Initials, common nicknames, or abbreviated names (for example, Beth for Elizabeth, Chuck for Charles) should not preclude acceptance. If the name on the travel document does not substantially match the name on the photo ID, designate and process the individual as a selectee.
    - iii. The ID shows no signs of tampering.
    - iv. 

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- v. At screening checkpoints equipped with ultraviolet lights and magnifying loupes, expose the ID to an ultraviolet light (black light) source.
  - 1. If the correct Federal, State, or local government, airport, or aircraft operator ultraviolet security feature is present, the ID is clear.
  - 2. If the ID does not contain ultraviolet security features, or the TDC is unfamiliar with the ID's ultraviolet security features, or the ID fluoresces when exposed, use a magnifying loupe to determine if correct micro printing security features are present. If the correct Federal, State, or local government, airport, or aircraft operator micro printing security features are present, the ID is clear.
  - 3. If the ID does not contain micro printing security features or the TDC is unfamiliar with the ID's micro printing security features, use a magnifying loupe to inspect the ID for signs of tampering [REDACTED]

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- 4. If the ID lacks the required Federal, State, or local government, airport, or aircraft operator ultraviolet or micro printing security features, [REDACTED] the ID is suspect.
- c. If the TDC believes that the ID is fraudulent or shows signs of tampering, he/she must notify an STSO/LTSO who must confirm the assessment. The STSO/LTSO must request to see additional forms of identification if an ID appears to be fraudulent or tampered with. If the individual's identification documents remain suspect, the STSO must notify an LEO for resolution.
  - i. At screening checkpoints where the TDC and STSO are not in close proximity, FSDs may establish a local travel document marking system that allows the TDC to alert the STSO via TSOs at the screening checkpoint that a confirming ID check is required.
  - ii. Screening of the individual may proceed while waiting for an LEO response. If an LEO fails to respond within established airport timeframes, the STSO must process the individual as a selectee. If the individual clears selectee screening, do not attempt to detain or delay the individual from entering the sterile area for the purpose of obtaining LEO ID clearance.
- 2) Any passenger without an approved travel document or other aircraft operator authorization must be directed back to an aircraft operator representative. For individuals who do not have a travel document, but are otherwise authorized access to the sterile area as provided for in Section 1.9.1. of the Screening Checkpoint SOP, complete only the required ID checks as specified above.
- 3) Individuals who appear to be 18 years of age or older with a valid travel document, but without an ID, or in possession of an invalid ID, must be designated and screened as a selectee.
- 4) Except at Category III and IV airports where the TDC is in close proximity to the screening checkpoint, the TDC must initial the individual's travel document indicating the acceptability of travel documents and IDs presented.
- 5) If the individual presents travel documents and/or IDs that satisfy the requirements of this Appendix, allow the individual to enter the screening checkpoint queue.

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D. Selectee Processing

- 1) At screening checkpoints configured for limited-integrated or dedicated selectee screening, direct selectees to an appropriate selectee screening lane.
  - a. TDCs should attempt to balance passenger flow among available selectee screening lanes.
  - b. Depending on available resources, the STSO may allocate other TSA personnel to assist in directing selectee lane assignments. (Note: The STSO must ensure that all TSA personnel allocated to assist the TDC in selectee lane assignments thoroughly understand the selectee lane configuration at the screening checkpoint.)
- 2) At Category III and IV airports where the TDC is in close proximity to the screening checkpoint, inform the passenger they have been selected for additional screening.
  - a. Communicate the individual's selectee status to an available HHMD TSO and transfer the selectee's travel document to him/her. The HHMD TSO must follow standard selectee screening procedures as provided for in Section 2.10. of the Screening Checkpoint SOP.
  - b. Notify the WTMD TSO. The WTMD operator is not required to check boarding passes when a TDC is in place in front of the screening checkpoint.

E. Special Situations – TDCs may be faced with a variety of special situations outside of the scope of normal checkpoint screening operations, to include the following:

- 1) Late arriving passengers who request to move to the front of the screening queue. Unless agreements with aircraft operators are in place that allow for this practice, TDCs must not move passengers to the front of the queue.
- 2) Many smaller airports with multiple flights departing within 30-60 minutes of each other may experience queue lines containing passengers for a mixture of flights. FSDs should enter into an agreement with airport officials and aircraft operator representatives on procedures for addressing prioritized access to the screening checkpoint under these circumstances.
- 3) Passengers denied travel documents by the aircraft operator when they attempt to check in within the 30 minute window. Refer these individuals back to the aircraft operator.
- 4) Individuals who wish to voluntarily relinquish prohibited items prior to entering the screening checkpoint. Advise the individual that TDCs cannot accept prohibited items and that the individual should dispose of the item(s) before entering the screening checkpoint (to include disposal in designated amnesty bins).
- 5) Unruly passengers. The TDC should attempt to resolve these behaviors using good customer service techniques. If the individual does not heed the TDC's direction, the TDC must notify the STSO/LTSO for resolution.
- 6) Individuals who exhibit suspicious behaviors/appearances during the TDC engagement. If the TDC believes the individual is exhibiting such behaviors/appearances, notify the STSO directly, or where proximity to an STSO prevents direct notification, through a local travel document marking system as described in Section 2A-2.C.1.c.i.

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## **2A-3. ALTERNATIVE TRAVEL DOCUMENT CHECKING PROCEDURES**

During peak travel periods, the FSD or his/her designee may authorize alternative travel document checking procedures at screening checkpoints equipped with ultraviolet lights and magnifying loupes.

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- A. The use of black lights/loupes may be reduced from 100% of individuals processing through the screening checkpoint to no less than [REDACTED]

This alternative procedure must not be used for more than 30 minutes at a time and may be used no more than three times during an 8 hour shift, unless authorized by the FSD due to exigent circumstances.

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