



SAN JOSE
INTERNATIONAL
AIRPORT

August 10, 2009

RE: Appointment-Based System – Mineta San Jose International Airport Badging Office

Dear Airport Tenant Manager:

The Airport Badging Office has made a concerted effort to process individuals in a manner that is both effective in meeting the Transportation Security Administration (TSA) requirements and efficient for our Tenants. In order to maintain this balance, while providing a high level of customer service, the Airport Badging Office will be transitioning to an appointment-based system for new applicants as well as for those renewing their badge.

We are confident the appointment-based system will add to the level of customer service we currently provide by allowing the Badging Office staff more time to process each individual applicant. Additionally, we feel this will also improve the turn-around time for new applicants awaiting Security Threat Assessment (STA) results. **Appointments will not be necessary for dropping off Restricted Access Forms, Escort Applications, Vehicle Media Permit Forms, or any other function falling outside the scope of an initial application, testing or renewal.**

This transition to appointments will be effective August 24, 2009. Individuals who wish to apply for a badge or renew their badge must call the Badging Office at (408) 392-1100 in advance for an appointment (please see the attached daily schedule). Authorized Signatories, or their representative, will be required to call and schedule an appointment for all new applicants. Individuals renewing their badge may call the Badging Office directly to schedule an appointment.

We greatly appreciate your cooperation during this transition and look forward to serving you in the future.

Regards,

Matt Thompson
Airport Operations - Supervisor
Mineta San Jose International Airport