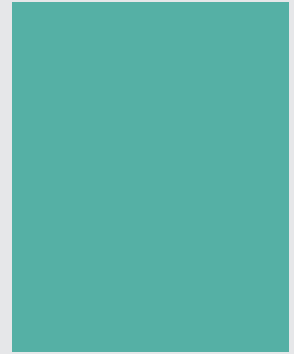
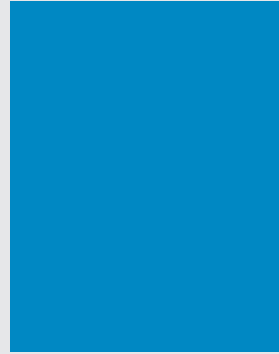


Indianapolis Airport Authority



Global Knowledge, Local Relationships, Big Savings

Challenge

The Indianapolis International Airport serves 7.2 million passengers per year, with 135 flights daily. “Our world changed after September 11th,” begins Bill Reardon, Chief of Airport Police at the Indianapolis International Airport.

Since then, the ever-present challenge for airport security is staying compliant with federal regulations; specifically, with the security measures mandated by the Transportation Security Administration (TSA).

While TSA officers screen passengers and baggage, there are still a number of security and screening duties that fall under the responsibility of the individual airport. These include checking IDs, vehicles, and materials at the numerous internal access points between an airport’s public and aviation sides used by airport employees, vendors and contract workers.

“Our challenge is to ensure that we are attentive to the specific security needs of the airport, plus those of the individual travelers and the workforce,” says Reardon. Initially, the airport ran their own in-house security force, but when the recession’s effects were felt later that decade, the decision was made to contract private security.

Solutions

Securitas USA had already established a relationship with Chief Reardon through their networking and outreach events, so while he was required to receive bids from at least three vendors, Securitas was the first company he called.

Specialized Knowledge

Not surprisingly, the local branch office did not have experience in aviation security. However - given Securitas' tremendous global reach and breadth of knowledge - they were able to tap an incredible in-house resource. Securitas' Transport Aviation Department in London oversees a number of airports, including Heathrow; they consulted extensively with the Indianapolis branch office to ensure a firm understanding of the concerns, requirements, expectations and best practices.

Local Relationships

Securitas' broad reach also helped in the bidding process. While the Indianapolis Airport Authority generally works autonomously, Reardon discovered that a number of state government offices have contracts with Securitas USA. The airport was able to be included in the official bid, streamlining the process. "That means every year we don't have to rebid," notes Reardon.

Hiring & Training

"During the bidding process, we put a lot of emphasis in maintaining the workforce we had - that was important to us," Reardon says. "Securitas understood and every employee was offered a job within the Securitas family - if not here, at another location." Approximately 80% of the previous team stayed on as Securitas USA officers, including the on-site manager. All officers - both the preexisting team and new hires - participate in a one-week course on aviation security and protocol, and receive refresher training annually.

Results

Outsourcing security brought the desired results by saving the airport approximately \$500,000 per year. Beyond fiscal goals, hiring Securitas USA also provided additional benefits.

Reardon reports a seamless transition. "We have a good working relationship. When I bring ideas or suggestions, they are addressed in a timely manner and I'm kept informed. Securitas policies are consistent and we don't get complaints." Instead, the team has received numerous compliments for their service.

Having Securitas hire the existing team brought multiple benefits. Not only is the staff experienced with the location and the expectations, but now, as Securitas employees, they have many more options for growth.

"Most importantly, we've had no breaches of security," he reports. Random tests are conducted at regular intervals to see if a device, a fake gun or other contraband makes it through the access checkpoints, as required by TSA regulatory services. The Securitas team has always passed with flying colors.



"We wanted a work force that would be ambitious and interested in furthering their career - working for Securitas is a great fit for what we are trying to accomplish."

- Bill Reardon, Chief of Airport Police at the Indianapolis International Airport.