



## Lean Process Study of Portland International Airport (PDX) Access Control System

**Client Name:** Aviation Security Consulting

**Date Started:** February 2013

**Date Completed:** April 2013

TransSolutions was retained as a consultant to Aviation Security Consulting, Inc. (ASC) to complete process mapping of the Portland International Airport (PDX) for the existing Access Control System to assist the Port with consideration of a new access control system. Areas the study clarified include:

- Identification and documentation of mission-critical work required to be completed by the Access Control System Department.
- Evaluation of current airport security work process flows, including enrollment systems of automated credentialing for issuing Airport ID, implementation of site-wide Access Control, and other major elements of the Airport Security Program.
- Identification of Lean project opportunities for removing waste from business processes, saving time and labor.

Working with ASC, TransSolutions' initiated the Lean work process study by developing and launching an online survey using "SurveyGizmo." TransSolutions analyzed survey responses to identify and document:

- A comprehensive and automated credentialing and enrollment system for issuing approximately 9,000 Airport ID Badges annually. The proposed credentialing system, as well as being compliant with current Transportation Security Administration (TSA) regulations and security directives, also integrates and supports various shared-user environments. The specified product will provide web-based, self-service access rights to allow approved tenants/employees to "pre-enroll" and "renew" their employees and related-area access prior to on-site arrival.
- Information on biometric technologies for implementation as part of site-wide Access Control System Replacement Project, based on the questionnaire.
- Information on an Enterprise Class Ethernet Network based Access Control System for the possible replacement of existing system, which currently consists of approximately 400 access-controlled doors and vehicle gates. In addition, the Airport has video management system that is not integrated with the Access Control System.
- Mission-critical work elements for which the Access Control System Department is responsible and includes employee and federal badge and badge-audit process, key control, Port employee/CBP-access process, and checkpoint-pass process.