STANDARD OPERATING PROCEDURES

World Trade Center

Vehicle Security Center

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**EXECUTIVE MANAGEMENT**

**PANYNJ Executive Management Team**

[INSERT EXECUTIVE PHOTO GRID HERE]

[7 Photos - 1.5" × 2" each in 4×2 grid format]

**Project Management**

[INSERT PROJECT MANAGER PHOTO HERE - 1.5" × 2"]

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# GENERAL INFORMATION

## Facility Overview

The Vehicle Security Center (VSC) serves as the primary security screening point for all vehicles accessing the World Trade Center complex. Operating 24 hours a day, 365 days a year, the VSC ensures comprehensive security screening while maintaining efficient traffic flow for commercial deliveries and authorized vehicles.

The facility features state-of-the-art screening technology including radiation portal monitors, vehicle X-ray gantries, and explosive detection capabilities. All vehicles entering the complex must pass through the VSC and undergo a complete screening process unless specifically exempted by established protocols.

## General Organization of the Vehicle Screening Center

The Vehicle Security Center operates through eight specialized positions working in concert to ensure comprehensive security screening.

**Credentialers** serve as the first line of defense at entry and exit lanes, verifying all credentials and monitoring radiation detection equipment while managing traffic flow.

**Screening Inspectors** work with explosive detection canine teams to physically inspect privately owned vehicles and verify credentials at Entry Lane 2.

**Screening Lane Controllers** organize vehicle movement through the facility, escorting drivers and passengers while ensuring gantries are properly cleared before scanning operations.

**Equipment Operators** control the X-ray scanning machinery, initiating scans only after receiving clearance confirmation.

**Image Interpreters:** Trained Bomb Technicians, analyze x-ray images and make critical determinations about vehicle clearance or the need for secondary inspection.

**The Facility Coordinator**: The technical liaison, managing maintenance issues and coordinating with WTC departments to ensure operational continuity.

**The Radiation Safety Officer** maintains regulatory compliance with OSHA and state requirements while managing the dosimetry program and monitoring personnel exposure levels.

**VSC Screening Manager** ensures full staffing, equipment functionality, and adherence to security protocols while serving as the primary command authority for the facility's 24-hour operations.

## Chain of Command

1. Allied Universal personnel at the VSC operate under the following chain of command:

VSC Screening Officer → VSC Screening Manager → Project Manager → WTCS Operations → PANYNJ Security

1. All operational decisions affecting security protocols must be approved through this chain of command. Emergency situations may require immediate action with subsequent notification.

## Communication Protocols

1. Effective communication is essential to VSC operations. All personnel must maintain open lines of communication through the methods that follow.
2. Handheld radios on designated channels
3. Internal intercom system
4. Landline telephones where available
5. Tour Manager cell phone for management
6. Radio discipline must be always maintained.
7. Emergency codes take priority over routine communications.

## Safety Requirements

1. All personnel must comply with safety requirements including:
2. Wear appropriate PPE, including safety vests in bad weather
3. Always wear a radiation dosimeter
4. Steel-toed boots required at operational posts
5. Follow all OSHA and PANYNJ safety rules
6. Safety incidents must be reported immediately to management and documented appropriately.

# CREDENTIALER - ENTRY LANE

**Post Title:** Credentialer  
**Location:** L1 Level of VSC - Guard Booth 324

## Post Description

Credentialer are responsible for controlling the entry and exit lanes of the VSC. This position serves as the first line of security for vehicle and pedestrian access to the World Trade Center complex. The Credentialer verifies all credentials, monitors radiation detection equipment, manages traffic flow, and maintains strict access control standards while providing professional customer service to all visitors and employees.

## Shift Hours

This post requires continuous 24-hour coverage.

**0600-1400  
1400-2200  
2200-0600**

Personnel must conduct a face-to-face relief before leaving the post. The relieving officer must arrive 15 minutes prior to shift change to receive a comprehensive briefing.

## Uniform Requirements

1. Black shirt/fleece with WTCS logos visible on left chest and back
2. Tan-colored tactical pants with cargo pockets
3. Black or brown steel-toed boots (polished)
4. Company-issued ballcap or beanie with MSA logo (no other headwear permitted)
5. Active NYS Security Guard License must be carried in wallet at all times
6. Valid PANYNJ access card must be displayed above waist on issued lanyard
7. Assigned radiation dosimeter must be worn on outer garment
8. High-visibility safety vest required during inclement weather

## Required Equipment

|  |  |  |
| --- | --- | --- |
| Equipment | Location | Check |
| Post orders (current version) | Booth drawer | ☐ |
| Handheld radio with spare battery | Charging dock | ☐ |
| Post logbook with pen | Desktop | ☐ |
| Wall-mounted access card reader | Outside booth | ☐ |
| RFID iPad (charged) | Booth counter | ☐ |
| Measuring stick (12'9" marked) | Booth corner | ☐ |
| Emergency contact list | Wall posted | ☐ |
| Safety cones properly positioned | Entry lane | ☐ |

## Emergency Lockdown Procedures (Code 10-2 or 10-3)

Upon receiving code via radio:

1. IMMEDIATELY raise all barriers (Entry Lane 1)
2. Echo: "10-2 acknowledged, Entry Lane secured"
3. Secure position inside booth with doors locked
4. Maintain visual observation through windows
5. Monitor radio but DO NOT transmit unless emergency
6. Log: time, vehicles in queue, observations
7. If approached: "Please stand by for a moment"
8. Grant access to emergency vehicles/WTCS/PAPD only
9. Await "All Clear" from VSC Manager or PAPD

## Emergency Evacuation Procedures

## Primary Route:

1. Exit booth onto Liberty Street
2. Turn RIGHT (East)
3. Proceed to SE corner Greenwich & Liberty
4. Report to MSA supervisor

## Alternate Route:

1. Exit toward West Street
2. Turn LEFT (South)
3. Proceed to Battery Park City
4. Call command center

## Post Instructions

## ****Personnel Entry Procedures****

1. Exit booth to greet individual face-to-face (maintain 3-6 feet)
2. Professional greeting: "Good morning, may I see your access card?"
3. Scan card on wall-mounted reader
4. Verify the following
5. Green light confirmation
6. Photo matches individual
7. Card not expired
8. For valid: "Thank you, have a good day"
9. Log any anomalies
10. Invalid Credentials:
11. If red light:  
    "Please wait one moment"
12. Call ID Office: (212) 435-2455
13. Follow guidance
14. Log incident
15. Notify Tour Manager

## ****Escort Types:****

1. **E Badge:** May escort up to 4 guests (day pass required)
2. **E9 Badge:** May escort up to 8 guests (day pass required)
3. **ES Badge:** Unlimited guests (no day pass required)

## ****Vehicle Entry Procedures****

1. Assess vehicle size visually
2. If questionable, use measuring stick:
3. Maximum height: 12'9"
4. Maximum length: 53'
5. Oversized vehicles direct to topside screening
6. Retrieve green Vehicle Pass
7. Scan on reader
8. While scanning, observe:
9. Driver demeanor
10. Passenger count
11. Unusual modifications
12. Check all occupant IDs:
13. Driver must have valid driver's license
14. Passengers need government photo ID
15. No license = deny entry
16. Missing passenger ID = passenger must exit

## RPM Monitoring

1. Direct vehicle through portal with clear signals
2. Monitor lights:
3. No alarm: Lower INT barrier
4. Red/Blue alarm: STOP all traffic

## Procedure for alarms

1. Call Image Interpreter (Ext 0901)
2. Interview occupants about medical procedures
3. Follow RSO guidance
4. Log in Raven Report

## ****Gate Operation Safety****

1. Verify clear path before operation
2. Full visual contact during cycle
3. Never leave partially open
4. Emergency stop: Red button

## Procedure for malfunctions:

1. Cease operation
2. Place cones
3. Notify Facility Coordinator

# CREDENTIALER - EXIT LANE

**Post Title:** Credentialer  
**Location:** L1 Level of VSC - Guard Booth 314

## Post Description

The Exit Lane Credentialer controls vehicle and pedestrian egress from the VSC. This position ensures proper collection of screening materials, maintains exit lane security, and prevents unauthorized departure of vehicles.

## Shift Hours

This post operates 24/7 with three 8-hour shifts:

**0600-1400**

**1400-2200**

**2200-0600**

Face-to-face relief is mandatory - incoming personnel must arrive 15 minutes before shift change to receive a comprehensive turnover briefing from the outgoing officer before assuming post responsibilities.

## Uniform Requirements

1. Black shirt/fleece with WTCS logos visible on left chest and back
2. Tan-colored tactical pants with cargo pockets
3. Black or brown steel-toed boots (polished)
4. Company-issued ballcap or beanie with MSA logo (no other headwear permitted)
5. Active NYS Security Guard License must be carried in wallet at all times
6. Valid PANYNJ access card must be displayed above waist on issued lanyard
7. Assigned radiation dosimeter must be worn on outer garment
8. High-visibility safety vest required during inclement weather

## Required Equipment

|  |  |  |
| --- | --- | --- |
| Equipment | Location | Check |
| Post orders (current version) | Booth drawer | ☐ |
| Handheld radio with spare battery | Charging dock | ☐ |
| Post logbook with pen | Desktop | ☐ |
| RFID containers (primary/secondary) | Desktop | ☐ |
| Exit tags | Drawer | ☐ |
| Intercom phone (Ext 0104) | Wall mounted | ☐ |

## Emergency Lockdown Procedures (Code 10-2 or 10-3)

1. Raise street level barriers (Ext-1, Ext-2)
2. Raise exit lane ramp barrier (OUT)
3. Do not allow any vehicles to exit
4. Remain in booth with doors closed
5. Divert civilians politely
6. Grant access to emergency vehicles only
7. Await "All Clear"

## Emergency Evacuation Procedures

1. Exit booth onto Liberty Street
2. Turn RIGHT toward Greenwich
3. Assembly point: SE corner Greenwich & Liberty

## Post Instructions

### ****Vehicle Exit Procedures****

1. Lower barrier upon approach
2. Exit booth to meet driver
3. Retrieve credentials:
4. Self-Expiring Tag
5. All Visitor Passes
6. RFID tag

### RFID Processing:

1. Scan tag
2. If scans: Primary container
3. If fails: Secondary container, log
4. No tag: Notify Manager, log details
5. POVs exit freely without credentials

### **Special Exits**

1. For PAC/WBVA/Topside deliveries:
2. Vehicle keeps self-expiring tag
3. Retrieve RFID only
4. Issue "Exit Tag"
5. Direct RIGHT toward Greenwich

### ****Personnel Entry Denial****

1. Personnel must enter through Entry Lane
2. Exception: Emergency responders
3. Exception: PAPD in plain clothes with ID

### Gate Operation

1. Gates closed overnight
2. Open fully or closed fully
3. Check for obstructions
4. Report malfunctions immediately

# SCREENING INSPECTOR

## Post Description

Screening Inspectors verify credentials of privately owned vehicles (POV) entering the VSC through Entry Lane 2. They physically screen vehicles using security inspection cameras while working alongside the Explosive Detection Canine team.

## Shift Hours

This post operates 24/7 with three 8-hour shifts:

**0600-1400**

**1400-2200**

**2200-0600**

Face-to-face relief is mandatory - incoming personnel must arrive 15 minutes before shift change to receive a comprehensive turnover briefing from the outgoing officer before assuming post responsibilities.

## Uniform Requirements

1. Black shirt/fleece with WTCS logos visible on left chest and back
2. Tan-colored tactical pants with cargo pockets
3. Black or brown steel-toed boots (polished)
4. Company-issued ballcap or beanie with MSA logo (no other headwear permitted)
5. Active NYS Security Guard License must be carried in wallet at all times
6. Valid PANYNJ access card must be displayed above waist on issued lanyard
7. Assigned radiation dosimeter must be worn on outer garment
8. High-visibility safety vest required during inclement weather

## Required Equipment

|  |  |  |
| --- | --- | --- |
| Equipment | Location | Check |
| Post orders | Booth drawer | ☐ |
| Handheld radio | Charging dock | ☐ |
| Post logbook | Desktop | ☐ |
| Wall-mounted card reader | Outside booth | ☐ |
| Zistos UVSS camera | Equipment locker | ☐ |
| Itemizer DX | Equipment locker | ☐ |
| Screening placards | Drawer | ☐ |
| PA laptop for logging | Desk | ☐ |
| Intercom (Ext 0102) | Wall mounted | ☐ |

## Emergency Lockdown Procedures

1. Inspector A: Remain in booth, use landline/radio
2. Inspector B: Control vehicle in question
3. Do not allow entries
4. Grant access to emergency vehicles
5. Await further instructions

## Emergency Evacuation Procedures

1. Exit onto Liberty Street
2. Proceed east to Greenwich & Liberty

## Post Instructions

### ****Authorized Bypass****

1. Marked NYPD, PAPD, FDNY, EMT
2. PAPD unmarked with vehicle pass
3. Pre-approved NYPD unmarked with pass
4. Army National Guard official
5. CSO vehicles

### ****Credential Verification****

1. All POVs must display WTC VSC Vehicle Pass
2. Scan pass on wall reader
3. Verify photo match
4. Green light = proceed
5. Red light:
6. Check VIP list
7. If on list: Grant access, log
8. If not: Call ID Office
9. Never delay PA executives
10. PA employees: WTC VSC Pass required
11. SPI/SNY/HRA/Tower 4: WTC VSC Pass required
12. PAPD POV: Orange pass (no scan)
13. POV lane is PRIORITY - clear traffic first

### ****Physical Inspections****

1. Halt vehicle for inspection
2. Request hood and trunk open
3. Allow K9 first inspection
4. If no K9: Use Itemizer on handles

### Visual inspection:

1. Interior
2. Under hood
3. Trunk
4. Use UVSS for undercarriage
5. If suspicious items:
6. Keep barrier closed
7. Code 10-2 protocol
8. If clear:
9. Have booth lower barrier
10. Radio Lane Controller

**Screening Verification**

1. Fill out screening placard:
2. License plate
3. State
4. Time/date
5. Number of persons
6. Apply color sticker

**Topside Screening**

1. Oversized vehicles (>53' or >12'9")
2. POV with WTC pass
3. Marked PANYNJ vehicles
4. Marked Inter-Con vehicles
5. Pre-screened maintenance vehicles
6. WTCS authorized vehicles

**Daily Logging**

1. Log all vehicle information in PA laptop
2. Email log to Tour Manager end of shift
3. Include:
4. Time
5. License plate
6. Company
7. Driver name
8. Destination

# SCREENING LANE CONTROLLER

**Post Title:** Screening Lane Controller  
**Location:** L2 Level of VSC - Guard Booths 208, 227, 228, 229, 282

## Post Description

Screening Lane Controllers organize traffic flow along the Vehicle Road Network (VRN). They ensure vehicles remain in proper lanes, explain screening procedures, escort drivers and passengers, verify identification, and ensure the gantry is clear before scanning.

## Shift Hours

This post operates 24/7 with three 8-hour shifts:

**0600-1400**

**1400-2200**

**2200-0600**

Face-to-face relief is mandatory - incoming personnel must arrive 15 minutes before shift change to receive a comprehensive turnover briefing from the outgoing officer before assuming post responsibilities.

## Uniform Requirements

1. Black shirt/fleece with WTCS logos visible on left chest and back
2. Tan-colored tactical pants with cargo pockets
3. Black or brown steel-toed boots (polished)
4. Company-issued ballcap or beanie with MSA logo (no other headwear permitted)
5. Active NYS Security Guard License must be carried in wallet at all times
6. Valid PANYNJ access card must be displayed above waist on issued lanyard
7. Assigned radiation dosimeter must be worn on outer garment
8. High-visibility safety vest required during inclement weather

## Required Equipment

|  |  |  |
| --- | --- | --- |
| Equipment | Location | Check |
| Post orders | Booth drawer | ☐ |
| Handheld radio | Charging dock | ☐ |
| Post logbook | Desktop | ☐ |
| Screening placards | Drawer | ☐ |
| Color stickers | Drawer | ☐ |
| Visitor passes | Drawer | ☐ |
| Rapiscan workstation | Booth | ☐ |
| Manifest scanner | Desktop | ☐ |

## Emergency Lockdown Procedures\

### **Chute/POV Controller**:

1. Ask drivers to be patient
2. Turn off engines
3. Count vehicles and occupants
4. Proceed to booth, close doors
5. No one exits vehicles

### Staging Controller:

1. If loading: Complete process
2. If staging: Leave staged
3. Return to booth
4. Monitor via cameras

### Gantry Controller:

1. Raise exit barrier
2. Remain in booth
3. Turn off intercom to drivers
4. Await instructions via landline

### Emergency Evacuation Procedures

1. Entry side: Use Stairwell A to L1, exit West St
2. Exit side: Use Stairwell D to L1, exit Cedar St
3. Both proceed to Greenwich & Liberty

## Post Instructions

### ****POV Lane Operations (Booth 282)****

1. Monitor radio for inbound POV
2. Open barrier upon notification
3. Exit booth, remain visible
4. Verify POV placard
5. If no notification:
6. Confirm with Screening Inspector
7. If authorized: Lower barrier
8. If not: Call manager

### ****Queuing Lane Management****

1. Maintain constant visual
2. Verify all personnel authorized
3. Monitor radio for vehicles
4. Position at stop sign for arrivals
5. Greet operator face-to-face
6. Stage behind stop sign

### Brief interview:

1. First time? Alert team
2. Engine off if waiting
3. Stay in vehicle
4. Answer questions
5. Update count regularly
6. Direct to assigned lane:
7. Lane A: Max 45'
8. Lane B/C: Max 53'

### ****Gantry Staging Procedures****

1. Position at gantry entrance
2. Guide vehicle to staging
3. Full stop outside gantry
4. Observe behavior
5. Interview operator:
6. Any passengers? How many?
7. Language barrier? Get help
8. Destination dock?
9. ID ready?
10. Leave belongings in vehicle

### Notify team:

1. Vehicle staged
2. Number of occupants
3. Destination

### ****Loading Gantry****

1. When door opens, position inside
2. Green light: Guide vehicle in
3. Center vehicle properly
4. Dismount occupants and verify
5. IDs in hand
6. Manifest present
7. Items left in vehicle
8. No one remains inside
9. Escort all to booth
10. Watch them enter

### ****Clearing Gantry****

1. Enter via pedestrian exit
2. Close door behind you
3. Full vehicle inspection:
4. Walk around
5. Look in windows
6. Listen for sounds
7. Check all doors closed
8. If anyone found:
9. Remove immediately
10. Notify manager
11. Exit via entrance door
12. Radio: "Gantry X all clear"

### ****Credentialing Process****

1. Ensure all enter booth
2. Observe behavior
3. Keep all inside until cleared
4. Request credentials:
5. Driver: License + manifest
6. Passengers: Valid ID
7. For Invalid ID = Notify Manager Immediately
8. All IDs must be current (not expired), physical documents (not photographs or digital copies), government-issued, and contain a photo of the bearer.
9. Scan all documents
10. Verify delivery:
11. Destination?
12. Company?
13. Contents?
14. Input to Rapiscan
15. Notify Equipment Operator
16. If anyone leaves booth: E-Stop

**G. Release Procedures**

1. After vehicle cleared:
2. Return all IDs
3. Provide placard
4. Apply stickers
5. Issue visitor passes
6. Direct to vehicle

# SCREENING LANE EQUIPMENT OPERATOR

**Post Title:** Screening Lane Equipment Operator  
**Location:** C1 Level of VSC - Rooms M227 and M229

## Post Description

Screening Lane Equipment Operators are responsible for operating the Gantry X-Ray machines. They ensure the gantry has been cleared prior to initiating scans and monitor equipment during operation.

## Shift Hours

This post operates 24/7 with three 8-hour shifts:

**0600-1400**

**1400-2200**

**2200-0600**

Face-to-face relief is mandatory - incoming personnel must arrive 15 minutes before shift change to receive a comprehensive turnover briefing from the outgoing officer before assuming post responsibilities.

## Uniform Requirements

1. Black shirt/fleece with WTCS logos visible on left chest and back
2. Tan-colored tactical pants with cargo pockets
3. Black or brown steel-toed boots (polished)
4. Company-issued ballcap or beanie with MSA logo (no other headwear permitted)
5. Active NYS Security Guard License must be carried in wallet at all times
6. Valid PANYNJ access card must be displayed above waist on issued lanyard
7. Assigned radiation dosimeter must be worn on outer garment
8. High-visibility safety vest required during inclement weather

## Required Equipment

|  |  |  |
| --- | --- | --- |
| Equipment | Location | Check |
| Post orders | Room | ☐ |
| Handheld radio | Charging dock | ☐ |
| Post logbook | Desktop | ☐ |
| Rapiscan workstation | Console | ☐ |
| Emergency stop button | Console | ☐ |
| Intercom system | Wall | ☐ |
| Gantry controls | Console | ☐ |

## Emergency Lockdown Procedures

1. Remain on post with door closed
2. Use CCTV to monitor gantry
3. Ensure all gantry doors closed
4. DO NOT initiate new scans
5. Be ready to open for law enforcement
6. Await "All Clear"

## Emergency Evacuation Procedures

1. Exit post, turn left to corridor end
2. Continue left to exit doors
3. Use Stairwell C to L1
4. Exit onto Liberty Street
5. Proceed to Greenwich & Liberty

## Post Instructions

### ****Loading Gantry****

1. Open pedestrian doors (entry/exit)
2. Observe vehicle entering
3. Watch occupants exit
4. Verify proper positioning
5. Alert Controller if unsafe
6. Watch Controller clear gantry
7. Acknowledge "all clear"
8. Wait for Rapiscan ready signal

### ****Initiating Scan****

1. Verify gantry clear notification
2. Check Rapiscan ready
3. Engage scan sequence
4. Monitor scan progress
5. Watch for:
6. Equipment contact
7. Vehicle movement
8. Persons/pets in vehicle
9. Equipment malfunction
10. Emergency stop if needed
11. Wait for Image Interpreter clearance

### **Post-Scan Procedures**

1. Green check from Interpreter
2. Open gantry doors
3. Open pedestrian exit
4. Observe occupants return
5. Vehicle exits gantry
6. Close all doors
7. Ready for next vehicle

### ****Equipment Malfunction****

1. Hit emergency stop
2. Notify Controller immediately
3. Call VSC Manager
4. Document in logbook
5. Do not attempt repairs

# IMAGE INTERPRETER

**Post Title:** Image Interpreter  
**Location:** C3M Level of VSC (VSOC) - Room M106

## Post Description

Image Interpreters are Bomb Technicians who view x-ray images of vehicles being screened. They identify the existence and arrangement of internal components to determine the presence or absence of hazards to clearance or need for further inspection based on anomalies or hazardous items detected.

## Shift Hours

This post operates 24/7 with three 8-hour shifts:

**0600-1400**

**1400-2200**

**2200-0600**

Face-to-face relief is mandatory - incoming personnel must arrive 15 minutes before shift change to receive a comprehensive turnover briefing from the outgoing officer before assuming post responsibilities.

## Uniform Requirements

1. Black shirt/fleece with WTCS logos visible on left chest and back
2. Tan-colored tactical pants with cargo pockets
3. Black or brown steel-toed boots (polished)
4. Company-issued ballcap or beanie with MSA logo (no other headwear permitted)
5. Active NYS Security Guard License must be carried in wallet at all times
6. Valid PANYNJ access card must be displayed above waist on issued lanyard
7. Assigned radiation dosimeter must be worn on outer garment
8. High-visibility safety vest required during inclement weather

## Required Equipment

|  |  |  |
| --- | --- | --- |
| Equipment | Location | Check |
| Post orders | VSOC | ☐ |
| Handheld radio | Charging dock | ☐ |
| Post logbook | Desktop | ☐ |
| Rapiscan workstation | Multiple monitors | ☐ |
| UVSS monitors | Console | ☐ |
| RPM alarm panel | Wall | ☐ |
| Intercom (Ext 0901) | Desktop | ☐ |
| Landlines (2) | Desktop | ☐ |
| FLIR device | Equipment locker | ☐ |

## Emergency Lockdown Procedures

1. Upon identifying anomaly:
2. Notify VSC Manager immediately
3. Call "10-2" on radio
4. Head to anomaly location if possible
5. Assist Inspectors/K9 team
6. If cleared: Advise Manager
7. If not: Await law enforcement

## Emergency Evacuation Procedures

1. Exit VSOC via Stairwell F
2. Three levels up to L1
3. Right through three doors
4. Exit onto West Street
5. Right to Liberty, then to Greenwich

## Post Instructions

### RPM Alarm Response

1. Alarm triggered:
2. Contact Entry Credentialer (0101)
3. Guide initial interview:
4. Medical procedures last 30 days?
5. Nuclear medicine?
6. Radioactive cargo?
7. Previous alarms?
8. Consult RSO if available
9. If RSO off-duty:
10. Take FLIR device
11. Go to location
12. Pinpoint source
13. Interview operator
14. Once adjudicated: Allow proceed
15. Cannot resolve: Hold vehicle
16. Log all in Raven Report

### ****Gantry Image Review****

1. Review images immediately
2. Compare to manifest
3. Check for:
4. Hidden compartments
5. Dense materials
6. Unusual voids
7. Weapon shapes
8. IED components
9. Vehicle clear: Issue green check
10. Anomaly found:
11. Notify VSC Manager
12. Do not clear vehicle
13. Prepare for secondary

### ****UVSS Monitoring****

1. Watch undercarriage views
2. Attached objects
3. Modifications
4. Leaking fluids
5. Unusual components
6. Alert Manager to anomalies

### ****Documentation****

1. Log all unusual events
2. Complete entries for:
3. Every RPM alarm
4. Secondary inspections
5. Suspicious findings
6. Equipment issues

### ****Coordination****

1. Direct gantry test start of shift
2. Verify all lanes operational
3. Report issues to Manager
4. Coordinate with:
5. Controllers for imaging
6. RSO for radiation
7. K9 for explosives
8. PAPD for response

# FACILITY COORDINATOR

**Post Title:** Facility Coordinator  
**Location:** C3M Level of VSC (VSOC)

## Post Description

The Facility Coordinator serves as on-site liaison for technical and facility matters. They develop relationships with WTC Department personnel, ensure facility issues are addressed timely, and report equipment malfunctions while coordinating resolutions.

## Shift Hours

Daily: 0800-1600

## Uniform Requirements

Standard VSC uniform or business casual attire

## Required Equipment

|  |  |  |
| --- | --- | --- |
| Equipment | Location | Check |
| Post orders | Office | ☐ |
| Set of facility keys | Key box | ☐ |
| Handheld radio | Charging dock | ☐ |
| Work order log | Desktop | ☐ |
| Contact directory | Posted | ☐ |
| SWPM forms | File cabinet | ☐ |

## Emergency Procedures

1. Lockdown: Proceed to VSOC
2. Evacuation : Use nearest stairwell
3. Assembly: Greenwich & Liberty

## Daily Duties

### ****Facility Inspections****

1. Inspect screening areas twice daily:
2. Morning walk-through
3. Afternoon check
4. Identify Safety hazards
5. Wet floors
6. Debris at entrances
7. Document Equipment damage
8. Lighting issues
9. Immediate action for hazards
10. Report to VSC Manager
11. Document all findings

### ****Communication****

1. Stay informed of:
2. Equipment malfunctions
3. Safety concerns
4. Maintenance need
5. Operational issues

### ****Notifications****

1. For maintenance needs:
2. Phone call first (efficiency)
3. Follow-up email (documentation)

### Contact order:

1. SACC: (212) 435-5903 – Support
2. Hub OCC: (212) 435-4700 – Engineers
3. SecureWatch: Access control
4. CBS: Janitorial
5. WTCS: Always notify

### ****Record Keeping – Work Order Log****

1. SWPM number
2. Date requested
3. Description
4. Status
5. Completion date
6. Organized filing system
7. Quick reference capability

### ****Contractor Escort****

1. Verify SWPM approval
2. Check contractor credentials
3. Provide safety briefing
4. Continuous escort
5. Document time in/out

### Weekly Duties

1. Request updates on pending orders
2. Walkthrough with WTC staff
3. Technology project assistance:
4. CCTV upgrades
5. Access control
6. Barrier maintenance
7. Intercom systems
8. Inventory supplies
9. Prepare status reports
10. Brief management monthly

# 

# RADIATION SAFETY COMPLIANCE OFFICER

**Post Title:** Radiation Safety Compliance Officer  
**Location:** C3M Level of VSC (VSOC)

## Post Description

The Radiation Safety Compliance Officer ensures personnel remain in compliance with OSHA, New York State and Port Authority safety rules. They develop and maintain the VSC Radiation Safety Program in accordance with regulations.

## Shift Hours

Daily: 0800-1600

## Uniform Requirements

Standard VSC uniform or business casual attire

## Required Equipment

|  |  |  |
| --- | --- | --- |
| Equipment | Location | Check |
| Post orders | Office | ☐ |
| Handheld radio | Charging dock | ☐ |
| Radiation detector | Equipment locker | ☐ |
| Dosimeter storage box | VSOC | ☐ |
| Exposure records | Locked file | ☐ |
| Regulatory documents | Bookshelf | ☐ |

## Emergency Procedures

1. Lockdown: Remain in VSOC
2. Evacuation: Use nearest exit
3. Radiation event: Follow ALARA

## Monthly Responsibilities

### ****Regulatory Compliance****

1. Review NYS Public Health Law 225
2. Update procedures as needed
3. Meet with PANYNJ reps
4. Review emerging trends
5. File required reports

### ****Exposure Monitoring****

1. Monitor cumulative levels
2. Review monthly reports
3. Flag high exposures:
4. Investigate cause
5. Recommend actions
6. Notify management
7. Counsel employee

### ****Dosimetry Program****

1. Badge distribution:
2. Issue to new employees
3. Track assignments
4. Monthly collection
5. Send for analysis
6. Maintain records

### Vendor coordination:

1. Manage account
2. Review invoices
3. Ensure timely processing
4. Receive reports
5. Distribute results

### ****Training****

1. New employee orientation
2. Annual refresher training
3. Topics include:
4. ALARA principle
5. Exposure limits
6. Badge wearing
7. RPM response
8. Emergency procedures

### ****Documentation****

1. Maintain records:
2. Individual exposure
3. Training completion
4. Equipment calibration
5. Incident reports
6. Regulatory correspondence
7. Annual report preparation
8. Audit readiness

# VSC SCREENING MANAGER

**Post Title:** VSC Screening Manager  
**Location:** C3M Level of VSC (VSOC) - Room M106

## Post Description

The VSC Screening Manager oversees the entire vehicle screening operation. They ensure all posts are fully staffed, verify proper uniform compliance and credentials, maintain operational equipment throughout each shift, and ensure employees follow SOPs while adhering to all safety standards.

## Shift Hours

This post operates 24/7 with three 8-hour shifts:

**0600-1400**

**1400-2200**

**2200-0600**

Face-to-face relief is mandatory - incoming personnel must arrive 15 minutes before shift change to receive a comprehensive turnover briefing from the outgoing officer before assuming post responsibilities.

## Uniform Requirements

1. Standard VSC uniform or business casual attire
2. Valid access card displayed
3. NYS Security Guard License if applicable

## Required Equipment

|  |  |  |
| --- | --- | --- |
| Equipment | Location | Check |
| Handheld radio | Charging dock | ☐ |
| Set of facility keys | Key box | ☐ |
| PA desktop computer | Desk | ☐ |
| Landline (212-435-3950) | Desk | ☐ |
| Intercom (Ext 0909) | Wall | ☐ |
| Tour Manager cell phone | Previous manager | ☐ |
| Post orders binder | Bookshelf | ☐ |
| S/MOD schedule | Read board | ☐ |
| PM Agenda | Posted | ☐ |

## Tour Manager Cell Phone Procedures

### ****Shift Transition:****

1. Receive from outgoing manager
2. Verify charged and operational
3. Review missed calls/messages
4. Report issues immediately
5. Log transfer

### ****Usage:****

1. Carry always during shift
2. Keep audible and accessible
3. Respond promptly
4. Official use only
5. Never turn off or silence

## Emergency Procedures

1. **Lockdown (10-2/10-3):**
2. Relay to all posts
3. Coordinate with SACC
4. Monitor via CCTV
5. Brief law enforcement
6. Document all actions

## ****Evacuation:****

1. **Exit Stairwell F to L1**
2. **Right through three doors**
3. **Exit onto West Street**
4. **Right to Liberty**
5. **Assembly at Greenwich**

## Post Checks

1. **Initial Hour:**
2. Personnel verification:
3. Proper uniform/logos
4. Access card displayed
5. Dosimeter worn
6. Guard license present
7. **Equipment tests:**
8. All barriers
9. Roll-down gates
10. Card readers
11. RFID systems
12. **Cone configuration**
13. **Send Tour Report to:**
14. WTCS
15. SACC
16. QAI Team
17. Random checks throughout shift

## Communication Management

1. **Email:**
2. Check AUSTourManager hourly
3. Forward relevant info
4. Respond promptly
5. **Phone Management:**
6. Landline: Forward if leaving
7. Cell: Keep on person
8. Intercom: Monitor
9. **S/MOD Schedule:**
10. Receive Sundays
11. Forward to managers
12. Print and post
13. **PM Agenda:**
14. Receive Mondays
15. Print 4 copies:
16. Booth 324
17. Booth 325
18. Booth 314
19. VSOC

### Notification Sequence for Incidents

1. SACC: (212) 435-5903
2. Project Manager: (718) 872-8717
3. WTCS S/MOD: Per schedule
4. Monique: [Pending]
5. Hub OCC: Equipment only

## Operational Oversight

1. Monitor VRN flow
2. Address queuing issues
3. Ensure efficiency
4. Coordinate with docks

## ****Topside monitoring:****

### Authorized only:

1. Law enforcement
2. CSO vehicles
3. EDC handlers
4. WTCS approved

### ****Maintenance:****

1. Verify SWPM approval
2. Monitor work progress
3. Minimize impact

## Dosimeter Management

### **Start of shift:**

1. Verify all have dosimeters
2. Issue spares to new staff
3. Complete in first hour

### End of shift:

1. Collect all dosimeters
2. Return to storage
3. Complete in last hour
4. Report lost to RSO

# FACILITY SECURITY PROCEDURES

## Safety Cone Configuration

Safety cones shall be positioned at Entry Lane 1 on Liberty Street to guide traffic flow and prevent unauthorized vehicle bypass of security screening.

## ****Standard Configuration:****

**Type:** Green safety cones with reflective stripes  
**Pattern**: Aligned with double yellow traffic line  
**Start Point:** Edge of Entry Lane 1 guard booth  
**End Point:** Liberty Street median  
**Purpose:** Guide vehicles toward VSC entrance

## Photo of Standard Pattern

[INSERT CONE PHOTO 1 - Standard pattern, 6.5" width]

## Photo of Alternate Angle

[INSERT CONE PHOTO 2 - Alternate angle, 6.5" width]

## Full Configuration

[INSERT CONE PHOTO 3 - Full configuration, 6.5" width]

## ****Traffic Cone Maintenance Schedule:****

|  |  |  |
| --- | --- | --- |
| Time | Action | Responsible |
| Start of shift | Verify pattern | Credentialer |
| Hourly | Visual inspection | Credentialer |
| After impact | Immediate replacement | Credentialer |
| Severe weather | Secure/redeploy | VSC Manager |

## Procedures for Disrupted Cone Reset

1. Radio: "Entry to Control - Cone realignment"
2. Maintain post coverage
3. Complete in 5 minutes
4. Log disruption
5. If unable to restore: Notify Manager

# EMERGENCY PROCEDURES

## Emergency Distress Codes (10-2 or 10-3)

*Code 10-2 and 10-3 indicate security emergencies requiring immediate lockdown.*

## Radio Transmission:

1. "10-2, 10-2" or "10-3, 10-3"
2. Location of incident
3. Brief description if safe

## ****All Posts Response:****

1. Echo code to nearby staff
2. Minimize radio traffic
3. Begin lockdown procedures
4. Document actions

[Detailed post-specific responses as shown earlier]

## Access Control System Failure (Code Yellow)

**Purpose:** Response to total Lenel system failure

## Radio Announcement:

1. "Break, Break. 6-11 to all units, 6-11 to all units.
2. This is a CODE YELLOW notification.
3. This is a CODE YELLOW notification.
4. Please redeploy to your designated redeployment location at this time."

## ****AUS Response****

1. Begin perimeter door checks
2. Verify all VSC doors secured
3. Challenge unauthorized persons
4. Report to designated location
5. Monitor assigned doors
6. **Stand Down:**
7. Wait for SACC "All Clear"
8. Resume normal operations
9. Document in post log

## APPENDIX A: EMERGENCY CONTACT DIRECTORY

### Primary Emergency Contacts

|  |  |  |
| --- | --- | --- |
| Contact | Number | Purpose |
| SACC | (212) 435-5903 | All incidents |
| Project Manager | (718) 872-8717 | Major incidents |
| WTCS S/MOD | See weekly post | Daily supervisor |
| Monique | [PENDING] | Notification sequence |
| Hub OCC | (212) 435-4700 | Equipment only |

### SWPM Verification

|  |  |  |
| --- | --- | --- |
| Contact | Number | When to Call |
| SACC Desk | (212) 435-5903 | Check approvals |
| WTC Client Services | (212) 435-4704 | Business hours |
| WTC Hub OCC | (212) 435-4709 | After hours |
| Michael Grima | (646) 596-2779 | Emergency work |

### Vehicle Screening (VS3)

|  |  |
| --- | --- |
| Contact | Number/Email |
| VS3 Desk | (212) 435-5909 |
| 9A Direct | (212) 435-3266 |
| MSA VSC | (212) 435-3950 |
| Support Email | support@vscworldtradecenter.com |

### Intercom Extensions

|  |  |  |
| --- | --- | --- |
| Post | Booth | Extension |
| Entry Credentialer | 324 | 0101 |
| Exit Credentialer | 314 | 0104 |
| Screening Inspector | 325 | 0102 |
| POV Controller | 282 | 0404 |
| Staging Controller | 208 | 0208 |
| Gantry A | 227 | 0405 |
| Gantry B | 228 | 0402 |
| Gantry C | 229 | 0401 |
| Equipment Op A/B | M227 | 0227 |
| Equipment Op C | M229 | 0229 |
| Image Interpreter | M106 | 0901 |
| VSC Manager | M106 | 0909 |

### Law Enforcement

PAPD: [PENDING FROM SACC]  
NYPD: [PENDING FROM SACC]

## 

## APPENDIX D: POST ORDER ACKNOWLEDGMENT FORM

### Allied Universal

I acknowledge that I have received, read, and understand the Vehicle Security Center Standard Operating Procedures Version 2.0, dated September 4, 2025.

I understand that my signature is my individual acknowledgement of the following:

1. These procedures are mandatory and must be followed at all times
2. Failure to follow these procedures may result in disciplinary action
3. I am responsible for maintaining current knowledge of all updates
4. I must report any unclear procedures to my supervisor
5. These procedures may be updated and I will be notified

I have received training on the following posts:

1. Credentialer - Entry Lane
2. Credentialer - Exit Lane
3. Screening Inspector
4. Screening Lane Controller
5. Equipment Operator
6. Image Interpreter
7. Facility Coordinator
8. Radiation Safety Officer
9. VSC Screening Manager

Employee Name (Print) Employee Signature

Employee ID/Badge Number Date

Supervisor Name (Print) Supervisor Signature

**For Office Use Only:**

Received by HR: \_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Filed in record: \_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_