


M. Kasim Reed
Mayor

Benjamin R. DeCosta
Aviation General Manager

MEMORANDUM

TO: Authorized Signatories and Airport Community

FROM: Richard L. Duncan, CRP 
Aviation Security Director

DATE: June 23, 2010

SUBJECT: Security Division Policy – Customer’s Guests - Reminder

We, at the Department of Aviation, Security Division, strive to provide the highest level of quality to our customers. To meet the continuous increasing demand of security services while providing the highest degree of customer service, the Security Division implemented a guest policy (effective September 1, 2007) indicating that we are not able to service customers with guests including family, friends and children. This is partly due to limited space, occupancy regulations, efficient egress and increased liability. We ask that you continue to advise all of your employees and potential employees of this policy.

For safety reasons, customers should not leave unattended children in the hallways and other areas of the airport in order to circumvent this policy. Those customers who do not comply with this policy will not receive any security services from our office. We are prepared to enforce this policy without exceptions.

For clarification, authorized signatories, human resource personnel and other official company representatives from agencies may continue to accompany their employees and/or potential employees to our office. We apologize for any inconvenience this may cause; however, it is imperative that we continue to enforce this policy.

We thank you in advance for your prompt attention and compliance in this matter. If you have any questions, please contact our office via e-mail at SecurityID@Atlanta-Airport.com.

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