Sky Harbor Security Risks Scripts KNXV-TV/Phoenix Reporter: Lisa Fletcher

Producers: Jonathan Elias & Lisa Fletcher

#### INTRO, PKG & TAG FOR ORIGINAL STORY AIRED 10PM 7/20/07

((==ANCHOR INTRO==))

TONIGHT AN ABC 15 INVESTIGATION THAT HASN'T EVEN AIRED BUT IS ALREADY GETTING NATIONAL ATTENTION.

THE REASON IT IS A MATTER OF HOMELAND SECURITY REGARDING SKY HARBOR AIRPORT.

WE FOUND WHAT SOME ARE CALLING GAPING HOLES IN SECURITY.
ABC 15 INVESTIGATOR LISA FLETCHER HERE NOW WITH WHAT SHE FOUND.

((==LISA INTRO==)

YOU WOULD THINK 5 YEARS AFTER 9/11 AIRPORTS WOULD BE VERY SECURE. WHAT YOUR ABOUT TO SEE MAY HAVE YOU THINKING TWICE ABOUT THE LEVEL OF SECURITY SKY HARBOR AIRPORT IS PROVIDING.

DURING THE DAY IT SEEMS FINE...RIGOUROUS SCREENING, AND THOROUGH CHECKS BY THE TRANSPORTATION SECURITY ADMINISTRATION.
AT NIGHT...LATE AT NIGHT, AS YOU'LL SEE, IT'S A COMPLETLY DIFFERENT STORY.

#### PACKAGE SCRIPT

((Nats of checkpoint screening))

IT'S WHAT YOU HAVE TO DO WHEN YOU FLY.

((NATS))

X-RAY MACHINES, METAL DETECTORS...NO LIQUIDS OVER THREE OUNCES...YOU KNOW THE DRILL.

(<u>STAND UP</u>: SECURITY CHECKPOINTS ARE PART OF TRAVEL THESE DAYS. WE'VE GOTTA TAKE OFF OUR SHOES. SEND ALL OUR STUFF THROUGH X-RAY AND HEAD THROUGH THE METAL DETECTOR. KEEPS US SAFE...SO WE ALL DO IT. WELL ACTUALLY, NOT EVERYBODY...AND NOT ALL THE TIME.

WE DISCOVERED FOUR AND A HALF HOURS WHERE VIRTUALLY ANYTHING CAN BE BROUGHT INTO THE SECURE SIDE OF THE AIRPORT. NO METAL DETECTOR, NO X-RAY - NO PROBLEM.)

Lisa: "You're telling me Sky Harbor's not safe? Source: I'm telling you Sky Harbor's not safe and hasn't been for a long time."

AFRAID TO SHOW HER FACE, THIS LONG TIME SKY HARBOR EMPLOYEE IS TALKING ABOUT THE SECURITY MOST DON'T SEE.

IT'S WHAT WE DISCOVERED IN THE MIDDLE OF THE NIGHT.
TSA AGENTS GO AWAY, AND SECURITY GUARDS TAKE OVER.
FOUR AND HALF HOURS - EVERY NIGHT - WHERE AN EMPLOYEE BADGE
BECOMES AN ALL ACCESS PASS.

((NATS))

NIGHT AFTER NIGHT OUR HIDDEN CAMERAS CAPTURE WHAT SECURITY EXPERTS TELL US IS A DISASTER WAITING TO HAPPEN.

THE X-RAY MACHINES ARE OFF.

THE METAL DETECTORS CLOSED.

AND BAGS WITH UNKNOWN CONTENTS ARE CARRIED TO THE SECURE SIDE OF THE AIRPORT... WHERE THE PLANES ARE.

WE WATCH AS A SECURITY GUARD LETS PEOPLE WITH PURSES, COOLERS, SUITCASES YOU NAME IT...WALK RIGHT THROUGH BAGS UNCHECKED.

EVEN MORE SURPRISING...some of THE PEOPLE YOU TRUST TO KEEP YOU SAFE PLANNED IT THIS WAY.

(Larry Wansley: "It's a frightening situation, I've just simply never seen anything like it. I really honestly have not.".)

LARRY WANSLEY IS WIDELY REGARDED AS ONE OF THE NATION'S TOP AIRLINE SECURITY EXPERTS.

HE'S THE FORMER HEAD OF SECURITY FOR AMERICAN AIRLINES, AND CURRENTLY CONSULTS THE U.S. GOVERNMENT AND AIRPORTS AROUND THE WORLD. WE FLEW HIM IN TO TAKE A LOOK AT WHAT WE FOUND.

(Wansley: "It is not security." It truly is not security." Anything can be going through there." "I don't get it.".)

LARRY WATCHED FOR HOURS AND SAW THE SAME THING WE did.
GUYS WITH HUGE BACKPACKS SHOW THEIR ID AND WALK THROUGH WITHOUT EVER
OPENING THEIR BAGS.

A FLIGHT ATTENDANT, WITH THREE SUITCASES IN TOW FLASHES HER BADGE AND BREEZES PAST.

A HUGE LOAD OF NEWSPAPERS ON A CART GETS PULLED RIGHT PASSED THE GUARD A FLOOR CLEANER PUSHES BY WITHOUT BEING SCREENED...

AND WATCH THIS ONE..EVEN A GUY WITH HIS BIKE JUST SHOWS HIS I.D. AND RIDES AWAY...HIS CRATE ON THE BACK - NEVER CHECKED.

IN THE TIME WE WATCHED DOZENS MADE IT PAST THIS CHECKPOINT BAGS UNCHECKED.

(Wansley: Clearly this is a very, very imminently dangerous situation. You've got the front door, TSA that has locked it up for the better part of the day, the majority of the day. And then you throw open the back door to be exploited by those that would simply destroy us. And I simply do not understand it and I'm appalled. I'm shocked and I'm amazed.")

(Source: "No one's doing anything about it. Management knows. I know management knows. I know my superiors know. I know the security guards know. Everybody knows what's going on, but nobody's doing anything about it.")

(<u>STAND UP:</u>YOU WOULD THINK THE DIRECTOR OF SKY HARBOR, SOMEONE FROM THE CITY OF PHOENIX, OR EVEN A SPOKESPERSON FROM TSA WOULD TRIP OVER THEMSELVES TO TALK ABOUT THIS ISSUE, YOU WOULD BE WRONG. ALL OF THEM HAVE REFUSED ON CAMERA INTERVIEWS TO TALK ABOUT THE KIND OF SECURITY THEY'VE EMPLOYED TO KEEP US SAFE.)

DOCUMENTS OBTAINED BY THE ABC 15 INVESTIGATORS SHOW THEY'VE KNOWN FOR TWO YEARS THAT THIS IS GOING ON.

IN 2005 AIRPORT OFFICIALS HIRED AN OUTSIDE COMPANY FOR SECURITY AT A TIME WHEN PASSENGER FLIGHTS ARE DONE FOR THE DAY.

AND ACCORDING TO THESE DOCUMENTS MADE THE DECISION THAT NO PERSONAL ITEMS WILL BE SEARCHED BY THOSE GUARDS...LIKE BACKPACKS.

OH, AND IT SAYS THEY WON'T SEARCH PEOPLE EITHER. . HERE'S THE RUB.

THIS TSA MEMO REQUIRES WHOEVER CONTROLS ACCESS TO FOLLOW FEDERAL GUIDELINES THAT QUOTE, PROVIDE SECURITY AGAINST AN UNAUTHORIZED WEAPON, EXPLOSIVE, OR INCENDIARY ONTO AN AIRCRAFT."

TOUGH TO PREVENT IF YOUR NOT CHECKING BAGS, EVEN TOUGHER IF YOU'RE ASLEEP.

(Security Guard: "Sometimes you get (and bobs his head)...)
((BITE FROM SAM TALKING ABOUT SLEEPING / SOUND ON 13 - SHOT IS ON TAPE 12 - 3:00:05))

THIS ON DUTY SECURITY GUARD WE TALKED TO SAID IT WAS HARD SOMETIMES TO KEEP FROM FALLING ASLEEP.

IN FACT - THIS DOCUMENT - GIVEN TO THE AIRPORT FROM LAW ENFORCEMENT PROVES ONE GUARD DID FALL ASLEEP FOR NEARLY 20 MINUTES.

OUR SOURCE SAYS IT HAPPENS A LOT.

(Source: "I've seen security guards fast asleep where they've not even looked up to see somebody walk through the checkpoint.")

AIRPORT OFFICIALS TOLD US THAT NOT CHECKING EMPLOYEE BAGS IS A COMMON PRACTICE.

((NATS OF CLOCK TICKING TO 4:30))

SO WHY THEN, WHEN THE CLOCK STRIKES 4:30 DOES IT ALL CHANGE BACK? TSA TAKES OVER, THE X-RAYS ARE BACK ON, THE METAL DETECTORS ARE WORKING, AND EVERYONE INCLUDING INCOMING EMPLOYEES JUST LIKE THE ONES WE WATCHED ALL NIGHT LONG NOW ARE BEING SCREENED.

(TSA Employee: "We have no control over what the city of Phoenix does." 39:13 / "should passengers feel safe? That's up to the passengers to determine that."...)

(Source: "I'm trying to explain how unsafe Sky Harbor Airport is so that you and I and everyone else don't get blown up..17:43 on a plane that everyone else seems to have access to."...)

(Lisa: are there any reasons that the airport management could give you that could change your mind and make this acceptable? Larry: I can't think of any. "Lisa: We're essentially a ticking time bomb? Larry: Bingo."...)

((==LISA TAG==))

IN RESPONSE TO OUR REPEATED REQUESTS WE DIDN'T GET AN INTERVIEW, BUT WE DID GE THIS MEMO SENT TO OUR NEWSROOM.

SAYING THE SECURITY IS IN ACCORDANCE WITH THE TSA APPROVED AIRPORT SECURITY PROGRAM.

THEN 12 HOURS LATER THE AIRPORT SENT THIS MEMO SAYING THE FIRST ONE WAS REALLY JUST A DRAFT AND THIS WAS THE REAL ONE.

THE DIFFERENCE? THIS VERY LAST LINE. SOMETHING NEW ON THIS ONE WE FOUND INTERESTING. SAYING WE ARE ALWAYS EVALUATING OUR SECURITY PROCEDURES AND MAKING NECESSARY CHANGES TO ENSURE THE SAFETY OF THE PUBLIC.

#### 

# CONFRONTATION WITH PHOENIX MAYOR PHIL GORDON ABOUT UNDERCOVER INVESTIGATION AT SKY HARBOR AIRPORT AIRED 7/21/07

((=PKG TRACK=))

Lisa: "What was your reaction to the piece?"

Mayor Gordon: "I want to emphasize that the city of Phoenix and certainly I take public safety as our top priority."

Lisa: "Since safety is a top priority, what was your reaction to what our hidden cameras captured night after night?"

Mayor Gordon: "The security checkpoint entry is not the only point of security. This is a safe airport - not only through this Mayor's eyes but our police officer's eyes as well as the federal government's eyes."

Lisa: I'll tell you mayor, that some of our sources are police officers and do not feel that it's safe because of the circumstances that are occurring."

Lisa: "Let's talk about these bags that are coming through for four and a half hours a night, with unknown contents. Let's talk about that."

Mayor Gordon: "First though, I'd like to address the fact that these experts are in the private sector whose bottom line is to make money. Who's bottom line is to get contracts increasing security throughout the country not only airports, not only Phoenix, but throughout the country."

Mayor Gordon: "We all know airlines have had security problems, airports have had security problems under their guidance, after their guidance and before their guidance."

Lisa: "We're spending a lot of time discrediting our experts whose background, frankly, stands unblemished. We haven't discussed the issue here which is why are we allowing bags with unknown contents for four and a half hours a night to pass through from the unsecure to the secure side of the airport where airplanes are? Why is that happening and are you okay with that? "

Mayor Gordon: "I will rely on police officers that are experts and not on private security individuals that don't even live here and don't know what our security plans are."

Lisa: "Can you guarantee to the citizens of phoenix and the people flying out of sky harbor that the contents of those bags are screened beyond that checkpoint."

Mayor Gordon: "I can guarantee that our officers and security personnel and the federal government are doing everything they can do to keep this a safe city and a safe country."

Mayor Gordon: "This is a plan that the city of Phoenix is following that had to be approved by the TSA. If the TSA would man those x-rays then everybody can be going through that in those 4 hours. It's the homeland security department and it's the TSA department that's turned those off and said this is the plan you're to use."

Lisa: "So you're telling me that the TSA, the FBI and Homeland Security are aware that employees are going through our airport four 4 ½ hours a night and not having their bags screened and that's okay with them?"

Mayor Gordon: "I'm telling you that they are not only aware of sky harbor, but airports across the country since that's their policy."

Lisa: "What other airports are doing this? Mayor Gordon: I'll have to get you those."

Mayor Gordon: "Every employee, 24 hours a day is screened."

Lisa: "Their bags aren't screened."

Mayor Gordon: "Employees are screened, Lisa."

Lisa: "Their bags are screened?"

Mayor Gordon. "The employees are screened."

Lisa: "The employees are screened. That means they get a badge check."

Mayor Gordon: "There are other measures in place too."

Lisa: "Are their bags checked?"

Mayor Gordon: "There are measures in place that secure that airport 24 hours a day, 7 days a week - whether TSA is manning their machines or not."

Lisa: "So just to be clear, you're comfortable with the security as it stands at sky harbor?"

Mayor Gordon: "I'm comfortable that our officers that are three 24/7 risking their lives behind the scenes, above and in some cases below the airport."

Lisa: "But it's not an officer at the checkpoint. It's a \$12 an hour security guard with a 10th grade education who doesn't know the difference between a false badge and a real badge. He told us that himself."

Mayor Gordon: "And there are officers there behind, below and above the checkpoints protecting us."

Lisa: "Are they checking those bags?"

Mayor Gordon: "You and I can keep going around and around. There's security measures in place that I feel is secure."

### 

## BREAKING NEWS ANNOUNCEMENT THAT FSD WOULD BE SUSPENDED AND TSA BACK ON 24/7 AIRED 7/23/07

NO SCRIPT AVAILABLE FOR BREAKING NEWS WITH REPORTER LISA FLETCHER AT ANCHOR DESK ANNOUNCING THAT THE TSA WAS TAKING AGGRESSIVE ACTION BASED ON OUR INVESTIGATION. ALL AD-LIBBED

#### 

THE ABC15 INVESTIGATORS - GETTING NATIONAL ATTENTION - ABOUT A STORY ON THE STATE OF SECURITY AT SKY HARBOR AIRPORT...ONE OF THE NATION'S BUSIEST.

LISA FLETCHER BROKE THIS ONE WITH HER UNDERCOVER INVESTIGATION. LISA? ((LISA AT MONITOR))

NIGHT AFTER NIGHT, OUR UNDERCOVER CAMERAS WATCH AS THE TSA GOES AWAY AT MIDNIGHT AND A SECURITY GUARD TAKES OVER.

THE X-RAY MACHINES AND METAL DETECTORS ARE OFF.

AND THE GUARD - CHECKS ID BADGES - BUT DOESN'T CHECK PURSES, COOLERS, BACKPACKS - EVEN SUITCASES.

ALL CONTAINING UNKNOWN ITEMS AND HEADING TO THE SIDE WHERE THE PLANES ARE.

AN AIRPORT EMPLOYEE, AFRAID TO SHOW HER FACE FOR FEAR OF LOSING HER JOB, SAID THIS IS NOTHING NEW.

("My concern is that there's no security at the airport. It's not a safe place. I would think twice about flying now what I've seen it as bad as it is. It's getting worse, it's not getting better.")

WE BROUGHT IN ONE OF THE NATION'S TOP AIRLINE SECURITY EXPERTS TO SEE FOR HIMSELF.

("It's a frightening situation I've just simply never seen anything like it. I really honestly have not.")

¶((MON/LISA))

SKY HARBOR AIRPORT OFFICIALS REFUSED TO GO ON CAMERA TO ANSWER ANY OF OUR QUESTIONS - BUT TOLD US THIS IS A COMMON PRACTICE.

MUST NOT BE THAT COMMON...OUR AIRPORT SECURITY EXPERTS, THE HEADS OF MAJOR AIRLINES AND EVEN THE FBI TOLD US THEY WERE SHOCKED BY WHAT WE FOUND.

#### IMMEDIATE REACTION - TSA ORDERED BACK ON THE JOB AIRED 7/23/07

((==ANCHOR==))

MAJOR REACTION TONIGHT TO AN ABC15 INVESTIGATION EXPOSING SERIOUS LAPSES IN SECURITY AT PHOENIX SKY HARBOR AIRPORT.

INVESTIGATOR LISA FLETCHER BROKE THE STORY - AND TONIGHT HAS THE LATEST ON THE SWIFT AND DECISIVE RESPONSE FROM THE FEDERAL GOVERNMENT. LISA, WE MAY ALL BE FLYING A LITTLE SAFER, THANKS TO THIS INVESTIGATION

((==LISA==))

WE CERTAINLY HOPE SO.

WE RECEIVED WORD JUST A FEW HOURS AGO THAT AFTER SEEING WHAT WE UNCOVERED, THE TSA SAYS THE AIRPORT SECURITY POLICY MAY NOT BE IN COMPLIANCE WITH TSA REGULATIONS THAT REQUIRE ALL WORKERS WITH ACCESS TO SECURE AREAS TO BE SCREENED.

((=PKG TRACK=))

NIGHT AFTER NIGHT - OUR HIDDEN CAMERAS WATCHED AS BAGS WITH UNKNOWN CONTENTS WERE CARRIED INTO THE SECURE SIDE OF THE AIRPORT WHERE THE PLANES ARE.

NO METAL DETECTORS, NO X-RAYS...VIRTUALLY NOTHING TO PREVENT WEAPONS OR EXPLOSIVES FROM GETTING PAST THE CHECKPOINT.

AIRPORT MANAGEMENT WOULDN'T TALK.

AND EVEN AFTER WATCHING OUR VIDEO, THE MAYOR DEFENDED THE PRACTICE.

Phoenix Mayor: "This is a safe airport - not only through this mayor's eyes but our police officer's eyes as well as the federal government's eyes."

NOT SO MUCH.

THE TSA HAS MADE IMMEDIATE CHANGES AFTER REVIEWING WHAT WE UNCOVERED.

THERE ARE QUESTIONS AS TO WHETHER THE AIRPORT PLAN WAS IN COMPLIANCE WITH TSA POLICY ...AND WHAT'S MORE: THEY'VE PLACED THE FEDERAL SECURITY DIRECTOR ON ADMINISTRATIVE LEAVE.

#### **HEAD OF TSA: KIP HAWLEY:**

"Clearly just just looking at what was clear from the tape we want to put every bodies mind to rest and we're going to have 24hours TSA screening while we sort out what happened and the who did what.")

PASSENGERS ARE RELIEVED.

Passenger 1: "To know that there is security 24 hours 7 days a week yeah I think that makes everybody feel much better."

Passenger 2: I should hope it would change some, it will be on going and one must be ever vigilant training and retraining forever."

Passenger 3: Obviously somebody was cutting some corners in the meantime at sky harbor airport so yeah its good that at least they're rectifying it, but it's just disappointing over all."

((==LISA==))

STARTING TONIGHT - PHOENIX SKY HARBOR AIRPORT WILL HAVE TSA AT THE CHECKPOINTS...SCREENING BAGS...24 HOURS A DAY.

### TSA ARRIVES IN PHOENIX FROM DC TO INVESTIGATE AIRED 7/24 MORNING SHOW

(ANCHOR INTRO)

MAJOR SECURITY CHANGES IN PLACE THIS MORNING AT SKY HARBOR INTERNATIONAL AIRPORT... AFTER ABC-15 AIRED \*THIS UNDERCOVER VIDEO. YOU CAN SEE EMPLOYEES -- WALKING RIGHT INTO A SECURE AREA -- WITHOUT EVER BEING SCREENED.

THIS STORY -- DRAWING CONCERN FROM AIRPORTS ACROSS THE COUNTRY.
AND NOW -- T-S-A IS PROMISING ROUND-THE CLOCK SECURITY AT SKY
HARBOR FROM NOW ON.

A REPRESENTATIVE SPOKE  $\underline{\mathsf{EXCLUSIVELY}}$  WITH ABC-15 INVESTIGATOR LISA FLETCHER...

((TAKE LISA))

WE BROKE THE STORY ABOUT SERIOUS SECURITY RISKS AT SKY HARBOR AIPORT CHECKPOINT

IT'S GOTTEN NATIONAL ATTENTION COAST TO COAST...

... AND NOW THE TSA IS TAKING ACTION.

THEY'VE JUST FLOWN IN TO OVERSEE THE CHANGES THEY'VE PUT IN PLACE BECAUSE OF OUR UNDERCOVER INVESTIGATION.

TSA Official: "Having second-rate security is not an option for us. & TSA will be physically inspecting pallets, items, people's belongings, people coming through the checkpoint that work on

the concourse so we will have open checkpoints 24 hours a day at every single terminal at sky harbor."

Lisa: "So what we caught on our undercover video we're not going to catch again?"

TSA Official: "You are not going to catch concourse workers going through the checkpoint at Sky Harbor with their belongings not going though the security process".

FOR 4 ½ HOURS A NIGHT THE TSA LEFT AND A SECURITY GUARD TOOK OVER.

NIGHT AFTER NIGHT WE WATCHED AS BAGS WITH UNKNOWN CONTENTS WERE
CARRIED PAST THE GUARD, FROM THE PUBLIC SIDE OF THE AIRPORT INTO THE
SECURE SIDE WHERE THE PLANES WERE...AND THOSE BAGS WERE NEVER CHECKED.

NOBODY FROM THE AIRPORT WOULD ANSWER OUR QUESTIONS...AND EVEN
FACED WITH OUR UNDERCOVER VIDEO, THE CITY STILL CLAIMED THE SECURITY WAS
ADEQUATE.

THEN THE FEDS SAW IT...AND IMMEDIATELY STARTED CALLING THE SHOTS. FIRST THING: THIS CHECKPOINT NOW MANNED BY TSA 24-HOURS A DAY. THEY'VE ALSO CALLED INTO QUESTION WHETHER SKY HARBOR'S SECURITY PLAN IS IN COMPLIANCE WITH THE TSA AND THEY'VE PUT THE FEDERAL SECURITY DIRECTOR ON ADMINISTRATIVE LEAVE.

WE EXPOSED WHAT'S BEING CALLED AN IMMINENTLY DANGEROUS LAPSE IN SECURITY AND WILL CONTINUE TO FOLLOW THIS ONE THROUGH TO THE END. I'M INVESTIGATOR LISA FLETCHER, ABC15 NEWS, YVNL.

### FOLLOW-UP/HOMELAND SECURITY CONTINUES INVESTIGATION AIRED 7/26

((ANCHOR))

HOMELAND SECURITY CONTINUES ITS PROBE OF SKY HARBOR AFTER AN ABC15 NEWS INVESTIGATION.

OUR CAMERAS CAUGHT GAPS IN THE AIRPORT'S OVERNIGHT SECURITY... SPARKING CHANGES IN THE WAY SKY HARBOR DOES BUSINESS.

OUR DISCOVERY CONTINUES TO SPARK OUTRAGE ACROSS THE COUNTRY, INCLUDING THE VALLEY.

IN AN EDITORIAL IN TODAY'S "ARIZONA REPUBLIC," THE PAPER BELIEVES THE T-S-A HAS BEEN SLACKING OFF.

\*cg quote Sky Harbor Security

Arizona Republic Editorial

"... the TSA needs to get back on the job 24/7. That would be a reasonable first step toward clearing away the mud in the water of Sky Harbor."

IT READS, IN PART, QUOTE -- "THE TSA NEEDS TO GET BACK ON THE JOB 24/7. THAT WOULD BE A REASONABLE FIRST STEP TOWARD CLEARING AWAY THE MUD IN THE WATER OF SKY HARBOR."  $\P((TAKE\ VO))$ 

YOU CAN SOUND OFF ABOUT THE SECURITY AT SKY HARBOR. JUST LOG ONTO ABC15.COM.

## NEW FEDERAL SECURITY DIRECTOR NAMED AIRED 9/17

¶((==ANCHOR==))

SECURITY CHANGES AT SKY HARBOR AIRPORT... ALL BECAUSE OF AN A-B-C 15 INVESTIGATION.

¶((TAKE VO))

YOU'LL REMEMBER WE DISCOVERED A 4-HOUR WINDOW... WHERE AIRPORT WORKERS WERE ALLOWED INTO SECURE AREAS - UNCHECKED.

AN INTERIM T-S-A DIRECTOR HAS BEEN IN PLACE SINCE THAT STORY AIRED. AND THIS MORNING WE'VE CONFIRMED... ANNIE NELSON IS TAKING OVER PERMANENTLY.