

Detroit Metropolitan Airport
2596 World Gateway Place
Detroit, Michigan 48242



U.S. Customs and
Border Protection

September 10, 2008

Mr. Harris Khalid
Station Manager, Prospect Services
Detroit Metropolitan Airport

Subject: Letter of Appreciation

Mr. Khalid,

I am pleased to inform you that the recent actions of your employees, on two separate occasions, prevented potentially serious security breaches and potential serious injury to arriving international passengers.

The first incident occurred on August 09, 2008, when NWA Flight # 1321 arrived at the McNamara Terminal from Montego Bay, Jamaica, and the second occurred on August 28, 2008, when NWA Flight # 854 arrived at the McNamara Terminal from Mexico City, Mexico. In both instances, the gate agent parked the jet bridge, but failed to properly place the gate's doors into international mode.

Prospect Services employee Mr. Wassem Saeed immediately recognized the gate's doors were not properly set, and directed the deplaning international passengers from Jamaica to walk down the escalator for CBP Inspection instead of exiting into the domestic terminal. As a result of Mr. Saeed's alertness, and efforts in directing the passengers to the proper area, none of the passengers entered the United States without CBP Inspection.

Prospect Services employee Mr. Abdullah Nader not only directed the arriving Mexico City passengers into the Federal Inspection Area, but realizing that the doors to the foyer at the bottom of the escalator were closed and that passengers on the escalator were unable to exit, took immediate action to stop the escalator. Mr. Nader's actions not only prevented arriving international passengers from entering the United States without inspection, but also prevented an undetermined number of potentially serious, perhaps deadly, "crush injuries" at the bottom of the escalator.