

# AIRPORT LIVING WAGE REGULATIONS

The purpose of these Regulations is to provide Airport Businesses with additional guidance and information regarding the City of San José's administration and enforcement of its Airport Living Wage and Labor Standards Ordinance (San José Municipal Code, Chapter 25.11). These Regulations are intended to be read in conjunction with the Ordinance, which can be found on the City's internet site at: <http://www.sanjoseca.gov/clerk>, click on the "Municipal Code" link, then "Title 25" link. Airport Businesses may also obtain a copy of the Ordinance from the City's Airport Finance and Administration Division.

## 1. General Questions

- a. *Who is responsible for administering the City's Airport Living Wage and Labor Standards Ordinance?*

The City's Airport [Finance and Administration Division](#) administers the Ordinance and monitors compliance with its terms. Airport Businesses may contact the Airport [Finance and Administration Division](#) at: 1701 Airport Blvd. Suite B-1130, San José, CA 95110-1206.

- b. *Where are the terms used in these Regulations and the Ordinance defined?*

Subject to any qualifications or clarifications set out in these Regulations, the definitions set out in Part 3 of Chapter 25.11 of the San José Municipal Code shall govern the application and interpretation of the Ordinance and these Regulations.

- c. *What types of maintenance and/or services are covered under the Airport Living Wage compensation requirements?*

For the purpose of determining whether an Airport Business must comply with the minimum compensation requirements, only maintenance and/or service provided while conducting Commercial Activity at the Mineta San José International Airport is covered under the ALWO. Commercial Activity is any use of the airport, by any person, which is directly or indirectly related to or connected with air trade, air traffic, or air transportation, and which involves the exchange or provision of goods or services to airport users and/or the general public.

## 2. Clarification of Some Defined Terms

- a. *Are passenger or cargo airlines that also conduct activities at the Airport and fall within the definition of "Ground Transportation Provider" subject to the requirements of the Ordinance?*

Yes. A passenger or cargo airline that operates at the Airport is deemed to be an "Airport Business" and/or a "Contractor" that is subject to the requirements of Chapter 25.11, regardless of whether the passenger or cargo airline also conducts activities that fall within the definition of "Ground Transportation Provider." The exclusion of Ground Transportation Providers from the definition of "Airport Business" only applies to taxicab service providers, limousine operators, charter party carriers, courier services, and other ground transportation common carriers to the general public.

- b. *How does an Airport Business or Contractor determine whether its employees who work at off-Airport locations are covered by the Ordinance?*

The threshold requirement that a "Covered Employee" must spend at least half of his or her time for the Airport Business on work at the Airport is intended to address situations where an Airport Business or Contractor maintains job sites at off-Airport locations. A full-time or part-time employee who splits his or her time working for an Airport Business or Contractor between an on-Airport job site and one or more off-Airport job sites is a "Covered Employee" only if the employee spends at least half of his or her time working for the Airport Business or Contractor at an on-Airport job site.

The determination of whether an employee spends at least half of his or her time working for the Airport Business or Contractor at an on-Airport job site will be based upon each employee's average of total hours worked over the entire calendar year (each reporting period).

For example, an employee who spends 60% of her time working for an Airport Business at an on-Airport site and 40% of her time working for that Airport Business at an off-Airport site would be a Covered Employee. Conversely, an employee who spends 30% of her time working for an Airport Business at an on-Airport site and 70% of her time working for that Airport Business at an off-Airport site would not be a Covered Employee.

### 3. Minimum Compensation Requirements

- a. *Are subcontractors doing business at the Airport without a direct contractual relationship with the City subject to the minimum compensation requirements under the Ordinance?*

Yes. Subcontractors, as Airport Businesses, are subject to the Minimum Compensation requirements of the Airport Living Wage Ordinance (ALWO). Since the City does not have a direct contractual relationship with subcontractors, Airport Contractors are required to list all of their current subcontractors on each annual report to the City (Attachment B) and must notify the Airport Finance and Administration Division at least thirty (30) days after contracting with any new subcontractor. Subcontractors are responsible for complying with the minimum compensation requirements, regardless of whether the City has received any such notices from an Airport Contractor.

b. *What is the applicable minimum compensation requirement for covered employees?*

1. Minimum Compensation Requirement for Employers that Provide Minimum Health Insurance Benefits.

Employers that provide Minimum Health Insurance Benefits to their employees are subject to the lower “benefitted” minimum compensation requirement (as of July 1, 2011, the rate is **\$13.12** per hour). This lower hourly rate may be paid to a new benefitted employee during a health benefit waiting period not to exceed ninety (90) days from the employee’s first day on the job. If a health benefit waiting period exceeds ninety (90) days, the employer must pay the higher hourly rate for all hours worked beginning the ninety-first (91<sup>st</sup>) day from the employee’s first day on the job until the employee is eligible for health insurance benefits.

2. Minimum Compensation Requirement for Employers that Do Not Provide Minimum Health Insurance Benefits.

Employers that do not provide Minimum Health Insurance Benefits to their employees at any time during a year are subject to the higher, “non-benefitted” minimum compensation rate (as of July 1, 2011, the rate is **\$14.37** per hour).

c. *What are “Minimum Health Insurance Benefits” that qualify an employer to pay the lower “benefitted” minimum compensation rate?*

To qualify as an employer providing “Minimum Health Insurance Benefits” in a year, an employer must either: (a) pay at least fifty percent (50%) of the cost of a health insurance plan made available to employees by the employer; or (b) pay at least fifty percent (50%) of the cost of an employee’s health insurance plan.

Examples: (a) Employer offers health insurance benefits to its employees through Kaiser. The Kaiser monthly premium is \$350.00 per employee. In order to meet the “minimum health insurance” threshold under the Ordinance, the employer must pay at least 50% of the cost of the monthly health premium or \$175.00; (b) Employer does not offer health insurance benefits to its employees. However, employer does pay at least 50% of the cost of its employees’ individual health plans.

d. *Will an employee qualify for the lower “benefitted” minimum compensation rate if the employee declines an otherwise qualifying Minimum Health Insurance Benefit and if so, what documentation will be required to qualify for the lower rate?*

Yes, employers may pay employees who decline Minimum Health Insurance Benefits at the lower “benefitted” minimum compensation rate, but only if the employer provides documentation of the employee’s election to decline health insurance benefits. The election to decline documentation may be either an electronically-generated report or a signed document that includes the employee’s name.

- e. *How often will the minimum compensation rate be adjusted?*

The City will review minimum compensation rates annually to determine if any adjustment should be made based on any change as of December 31<sup>st</sup> of the previous year in the CPI. See Ordinance Section 25.11.500 B. for a description of the methodology that the City will follow to make its determination. Wage rates shall be effective July 1 of each year and will be published on the City of San José website at least thirty (30) days prior to the adjustment of wage rates.

- f. *Will the differential between the “benefitted” and “non-benefitted” minimum compensation rates remain at \$1.25 after any adjustment?*

Yes. The wage rate applicable if Minimum Health Insurance Benefits are not provided shall be adjusted to remain One Dollar and Twenty-Five Cents (\$1.25) greater than the wage rate applicable if Minimum Health Insurance Benefits are provided.

- g. *What documentation will be required to qualify for the exemption from the minimum compensation requirements available to employers that are party to a collective bargaining agreement?*

The sole fact that an employer is party to a collective bargaining agreement will not qualify the employer for this exemption. In order to qualify for the exemption from the minimum compensation requirements available to employers that are party to a collective bargaining agreement, an employer must provide the Airport [Finance and Administration Division](#) with a copy of its Collective Bargaining Agreement that expressly states that Employees have agreed to supersede either: (i) the City’s Living Wage Policy; or (ii) the minimum compensation requirements of the ALWO.

All Airport Businesses party to a collective bargaining agreement that supersedes the minimum compensation requirements of the ALWO must ensure the Airport Finance and Administration Division has an updated copy of its Collective Bargaining Agreement on file.

- h. *What constitutes “compensation” for the purpose of determining compliance with the minimum compensation requirements?*

“Compensation” is the sum of the hourly wage, an employer’s direct hourly contribution for an employee’s health care insurance, if any, and an

employer's direct hourly contribution for an employee's retirement benefits, if any. Also included are the values of the direct hourly contribution for health care insurance and retirement benefits offered to and declined by the employee (refer to 3l and 3n).

- i. *Does the value of any employer-provided health, medical and wellness benefits other than insurance constitute "compensation" for the purpose of determining compliance with the minimum compensation requirements?*

No, only the employer's direct hourly contribution for an employee's health and medical care insurance constitutes "compensation." For these purposes, "health and medical care insurance" includes medical insurance, dental insurance, and vision insurance only.

- j. *Does a profit sharing plan constitute a "retirement benefit" for the purpose of determining compliance with the minimum compensation requirements?*

Yes, as long as the profit sharing plan is a qualified retirement plan under Section 401(a) of the Internal Revenue Code and based on actual employer contributions made each year.

- k. *Will the City count any value of waived or declined health or medical care insurance benefits toward the minimum compensation rate?*

Yes, but only if the employer provides documentation of the employee's election to decline health or medical insurance benefits to the Airport Finance and Administration Division. The election to decline documentation may be either an electronically-generated report or a signed document that includes the employee's name.

- l. *How will the value of a waived or declined health benefit be counted toward the minimum compensation rate?*

An employer will receive credit toward the minimum compensation rate for a waived or declined health benefit in an amount equal to the employer's annual weighted-average cost based on current health benefit enrollment of Norman Y. Mineta San José International Airport employees. The hourly value shall be found using the following sample formula:

Total Employer Annual Health Benefit Contribution for SJC Employees	÷	Total SJC Employees Enrolled In Health Benefit	÷	Annual work Hours	=	Hourly Value of Waived Health Benefit
Example: \$60,000	÷	50	÷	2,080	=	\$0.58

In the event that a weighted-average cost cannot be determined, the credit shall equal the employer's contribution toward the lowest cost single

employee (no spouse, domestic partner, or dependants), without regard to the employee's actual marital, living, or family status.

- m. *Will the City count any value of waived or declined retirement benefits toward the minimum compensation rate?*

Yes, but only if the employer includes documentation of the employee's election to decline retirement benefits to the Airport Finance and Administration Division. The election to decline documentation must be either an electronically-generated report or a signed document that includes the employee's name.

- n. *How will the value of a waived or declined retirement benefit be counted toward the minimum compensation rate?*

An employer will receive credit toward the minimum compensation rate for a waived or declined retirement benefit in an amount equal to the employer's annual weighted-average cost based on current retirement benefit enrollment of Norman Y. Mineta San José International Airport employees. The hourly value shall be found using the following sample formula:

Employee Basic Hourly Pay Rate		Average Employer Hourly Contribution for Enrolled SJC Employees		Hourly Value of Waived Retirement Benefit
\$9.00	X	6.2%	=	.56

In the event that an average employer retirement contribution cannot be determined, the credit shall equal the employer's contribution toward the lowest cost retirement benefit offered by the employer.

#### 4. Employee Retention

- a. *Which Airport Businesses are subject to the Employee Retention Requirements?*

Unless an Airport Business is specifically listed in the Ordinance as exempt from the employee retention requirements (see 4c), the employee retention requirements apply to any Airport Business that provides services at the Airport either to the City or to another Airport Business. Airport Businesses subject to the employee retention requirements include, but are not limited to, those types of Airport Businesses listed in Ordinance Section 25.11.700.

- b. *Are subcontractors doing business at the Airport without a direct contractual relationship with the City subject to the employee retention requirements under the Ordinance?*

Yes. Subcontractors, as Airport Businesses, are subject to the employee retention requirements of the Ordinance. Since the City does not have a

direct contractual relationship with subcontractors, Airport Contractors are required to list all of their current subcontractors on each annual submission of compliance documentation and must notify the Airport Finance and Administration Division at least thirty (30) days after contracting with any new subcontractor. Subcontractors are responsible for complying with the employee retention requirements, regardless of whether the City has received any such notices from an Airport Contractor.

*c. Which Airport Businesses are not subject to the employee retention requirements?*

Certificated Air Carriers, Car Rental Agencies, Fixed Base Operators, and Advertising Concessionaires are not subject to the employee retention requirements.

*d. Which of a Predecessor Employer's employees will qualify as Retention Employees?*

Any person employed by the predecessor employer who meets all of the following requirements will qualify as a Retention Employee and will be included on the predecessor employer's Qualified Displaced Worker list:

1. The employee must perform work on the Airport Contract;
2. The employee is not an exempt employee under the Fair Labor Standards Act;
3. The employee has been employed by the predecessor employer for at least the six (6) month period prior to the date the successor employer commences work at the Airport;
4. The employee has not been convicted of a crime that is related to the employee's employment at the Airport or to the employee's job performance at the Airport;
5. The employee has not demonstrated to the City to present a significant danger to Airport users or employees, co-workers or City staff.

*e. How will a Successor Employer's employees qualify as Retention Employees?*

A Successor Employer will need to determine whether any of its current employees qualify as Retention Employees. In the event that the Successor Employer does not have a sufficient number of positions available at the Airport for all Retention Employees from the Predecessor Employer and the Successor Employer's current employees. Any person employed by the Successor Employer who meets both of the following requirements will qualify as a Retention Employee:

1. The employee has been employed by the Successor Employer for at least the six (6) month period prior to the date the Successor Employer commences work at the Airport; and

2. Continued work for the Successor Employer is not available to the employee at any location other than at the Airport. In other words, the employee would be terminated in the event that the employee is not able to work at the Airport.

*f. What Obligations Must a Predecessor Employer meet prior to the termination or expiration of its contract at the Airport?*

No later than sixty (60) days prior to the termination or expiration of a Predecessor Employer's contract, the Predecessor Employer must provide the Airport [Finance and Administration Division](#) the following information for each Retention Employee:

1. Employee Name
2. Employee Home Address
3. Employee Telephone Number (home and/or mobile)
4. Employee Classification
5. Employee Hire Date
6. Employee Hourly Rate of Pay

*g. What will the City do with the Employee List received from the Predecessor Employer?*

The Airport [Finance and Administration Division](#) will use the employee list to rank (in seniority order by employment classification and date of hire) all qualified Retention Employees from the Predecessor Employer and will then provide the ranked list of qualified Retention Employees to the Predecessor Employer.

*h. What will the Predecessor Employer do with the ranked Employee List received from the Airport [Finance and Administration Division](#)?*

No later than thirty (30) days prior to the termination of the Predecessor Employer's contract, the Predecessor Employer must provide written notice to its Retention Employees (sample letter provided by the Airport [Finance and Administration Division](#)) that they have been placed on a qualified displaced worker list and that the Successor Employer will be required to offer him or her continued employment at the Airport, as long as positions are available. The notification letter must detail the worker retention process and timeline and include the name and phone number of a contact person at the Airport [Finance and Administration Division](#). The City of San José is responsible for distributing the qualified displaced worker list to the Successor Employer.

*i. What Obligations must a Successor Employer meet prior to the commencement of its contract at the Airport?*

The Successor Employer must provide the Airport [Finance and Administration Division](#) with a list of its hiring needs for its operations at the Airport. The

Airport Finance and Administration Division will provide the Successor Employer with the qualified displaced worker list and instructions for filling its vacancies.

- j. Which eligible Retention Employees will receive an offer of employment from a Successor Employer?*

All eligible Retention Employees will receive an offer of employment from the Successor Employer, unless there are not enough positions available for the Successor Employer to hire all eligible Retention Employees and retain its current employees who are eligible for retention at the Airport.

- k. Where the Successor Employer has an obligation to retain Retention Employees, under what circumstances may a Successor Employer retain any of its current employees to provide services under the Airport contract?*

The Successor Employer may treat any of its current employees as eligible Retention Employees who, based on payroll records or other reliable evidence, can be shown to the satisfaction of the Airport Finance and Administration Division:

1. To have been employed at least six (6) months prior to the date of the new contract by the Successor Employer; and
2. To not be eligible for continued employment by the Successor Employer other than at the Airport.

If there are not enough positions available, the Successor Employer must hire the Predecessor Employer's qualified displaced workers and retain its eligible Retention Employees based on seniority within each employment classification. For any positions that become available during the initial ninety (90) day period of the new contract, the Successor Employer will fill vacancies based on seniority within each employment classification.

- l. What is the minimum period that a Successor Employer must retain a Retention Employee?*

A Successor Employer must not discharge a Retention Employee without cause during the initial ninety (90) day period of his or her employment.

- m. What are the Successor Employer's obligations to Retention Employees after expiration of the ninety (90) day retention period?*

A Successor Employer must offer continued employment to each Retention Employee who receives a satisfactory performance evaluation at the end of the initial ninety (90) day period of employment under terms and conditions established by the Successor Employer for all its employees.

## 5. Employee Work Environment

### a. *Will Employee Work Environment information be part of the Airport Contract?*

Yes. Airport Businesses must provide work environment information to the City for their own business and for each of their Subcontractors prior to the effective date of any Airport Contract or amendment to an Airport Contract.

The work environment information shall include a description of compensated days off per year (holidays, sick leave, vacation, and personal leave); employee health benefits; compliance with state and federal workplace standards; and employee complaint procedures. This is not part of the Airport Living Wage Ordinance Annual Reporting documentation.

### b. *When must contractors provide work environment information for subsequently hired subcontractors?*

For Subcontractors hired after the effective date of the Airport Contract, the Contractor must provide the required work environment information prior to the effective date of the contract between the Contractor and Subcontractor.

## 6. Labor Peace Assurance

### a. *Will Labor Peace Assurances be part of the Airport Contract?*

Yes. The City has determined that labor peace is essential to the proprietary interests of the City to ensure that contractors conducting business on City property provide a good work environment without encroaching on the contractor's ability to conduct business and comply with federal, state, and City employment policies.

Airport Businesses must provide Labor Peace Assurances to the City for their own business and for each of their Subcontractors prior to the effective date of any Airport Contract or amendment to an Airport Contract. This is not part of the Airport Living Wage Ordinance Annual Reporting documentation.

### b. *What constitutes an acceptable Labor Peace Assurance?*

Airport Businesses are free to submit any plan or program that demonstrates a good work environment and prevents disruption in services due to disputes with their employees. The following examples are provided solely for purpose of example, and are not intended to limit an Airport Business in any way from submitting any plan or program that assures labor peace.

1. Any existing or proposed plans, benefits or programs undertaken by the Airport Business to attract and retain qualified employees and assist in providing uninterrupted service through the employer's workplace condition and practices;

2. A written dispute resolution policy or procedure;
3. A written grievance policy or procedure;
4. The formation of a joint labor-management committee – a committee comprised of employees from both labor and management to discuss issues of mutual concern;
5. A collective bargaining agreement between a firm and a recognized union;
6. Labor neutrality provisions – the employer will accept a union’s campaign to convince its employees about the merits of unionization and also refrain from offering arguments against unionization;
7. Card Check Provision –the employer will agree to allow representatives from a labor union to enter company property during work hours for the purpose of organizing its workforce and collecting union authorization cards. The employer pledges to recognize the union if a certain number of signed union authorization cards are collected. This type of provision is typically coupled with a Labor Neutrality Provision;
8. Any other information, plan or program regarding how the employer will protect against disruptions in service due to disputes with its employees during the Airport contract.

## 7. Airport Training Standards Program

The Airport Training Standards Program is set out in **Attachment F**.

## 8. Administration

- a. *Who will monitor and investigate compliance with the ALWO?*

The City’s Airport **Finance and Administration Division** must monitor compliance with these Regulations, including the investigation of claimed violations.

- b. *What employee records must be maintained under the ALWO and how long must such records be maintained?*

Each Airport Business must maintain for each employee performing work at the Airport a record of the employee’s name, address, job classification, hours worked, pay rate and health benefits received, and must preserve such records for at least three (3) years.

c. *How often must an Airport Business submit reports to the City?*

Each Airport Business must provide a copy of the following records to the Airport [Finance and Administration Division](#) at least by January 31 of each year:

1. Workforce/Fringe Benefits Statement; (**Attachment A**)
2. Subcontractors List; (**Attachment B**)
3. Certification of Posting and Distribution; (**Attachment C**)
4. Certificate of Compliance – Training Standards Program, including Statement of Program Value, (**Attachment G**)
5. Employee Training Records (**Attachment H**)
6. Exemption Request: Role Specific Training Modules (**Attachment I**) - if applicable

All Airport Businesses party to a collective bargaining agreement that supersedes the minimum compensation requirements of the ALWO are required to submit the following on an annual basis:

1. Copy of the Collective Bargaining Agreement (as renewed or updated)
2. Subcontractor List; (**Attachment B**)
3. Certificate of Compliance – Training Standards Program, including Statement of Program Value, (**Attachment G**)
4. Employee Training Records (**Attachment H**)
5. Exemption Request: Role Specific Training Modules (**Attachment I**) - if applicable

d. *What is the late fine?*

Failure to provide a copy of the records by February 5 of each year will result in a late fine of One Hundred Dollars (\$100.00) per day.

e. *What happens if the City of San José discovers a violation to the ALWO?*

By way of complaint and/or administrative audit, the Airport Finance and Administration Division will determine whether an Airport Business has violated the minimum compensation requirements of the ALWO.

If the Airport Business has not violated the minimum compensation requirements of the Ordinance at any time within the immediately preceding three-year period, the Airport will issue a written notice to the Airport Business that the violation is to be corrected within thirty (30) days.

In the event that an Airport Business has not demonstrated to the Airport within thirty (30) days from a notice of violation that it has corrected the violation, the City has the authority to issue an administrative citation to any person responsible for the violation. An administrative citation is subject to a fine and restitution.

If the Airport Business has violated the minimum compensation requirements of the Ordinance at any time within the immediately preceding three (3) year period, the City has the authority to issue an administrative citation to any person responsible for the violation. An administrative citation is subject to a fine and restitution.

f. *How are the fine and restitution amounts determined?*

For violations of the minimum compensation requirements, the fine amount must be equal to the difference between the actual amount of wages paid and the amount of wages that should have been paid for each Covered Employee paid less than the required minimum compensation wage rate. The restitution amount must be equal to the difference between the actual amount of wages paid and the amount of wages that should have been paid.

g. *Can an Airport Business contest an administrative citation?*

Any recipient of an administrative citation may contest the violation set forth in the administrative citation by completing and submitting to the Airport Finance and Administration Division a Request for Hearing form (**Attachment E**) within thirty (30) days from the date of the administrative citation issuance, together with an advance deposit of the fine or an issued advance deposit hardship waiver. The City Manager shall conduct the administrative citation hearing not less than fifteen (15) days or more than sixty (60) days from the date that the Request for Hearing is filed. After considering all testimony and evidence submitted at the hearing, the City Manager shall issue a written decision to uphold or cancel the administrative citation. The decision of the City Manager shall be final.

9. Audits

a. How frequently will ALWO compliance documents be audited?

The Director must audit the records of each Airport Business at least once in any two (2) year period. At any time during regular business hours, based upon a complaint received or otherwise, the City may submit a written request to obtain ALWO compliance documents. An Airport Business will have thirty (30) days from the date of the City's written request to submit the requested documents.

In addition to required ALWO compliance documents submitted each year by January 31, an audit will consist of additional necessary documents such as a sampling of Weekly Certified Payroll Reports (**see sample, Attachment J**). Payroll Reports must include dates and hours worked each day, accompanied by a Statement of Compliance (**Attachment K**).







NORMAN Y. MINETA  
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## ATTACHMENT C

### CERTIFICATION OF POSTING AND DISTRIBUTION

Pursuant to Chapter 25.11 of the San José Municipal Code (Airport Living Wage Ordinance), the undersigned contractor certifies that the current Airport Living Wage Determination has been distributed to all subcontractors and employees as required.

\_\_\_\_\_

**Contractor Name:** \_\_\_\_\_

\_\_\_\_\_  
(Signature of Authorized Representative)

\_\_\_\_\_  
(Authorized Representative's Printed Name)

\_\_\_\_\_  
(Authorized Representative Title)

\_\_\_\_\_  
(Date)

**ATTACHMENT D**

**City of San José  
Airport Living Wage Ordinance  
Labor Peace Assurance/  
Employee Work Environment**

I, \_\_\_\_\_, an authorized representative of \_\_\_\_\_ (Airport Business), attach a copy of the following existing or planned programs that demonstrate a good work environment that prevents the disruption in services due to disputes with employees.

- \_\_\_\_\_ Copy of Company Employee Handbook that includes information such as: terms of employment; performance appraisals; employee responsibilities; non-discrimination and anti-harassment policy; complaint resolution procedures; working hours and conditions; breaks; assignment of responsibilities; general rules of conduct; prohibited activities; disciplinary procedure; leaves of absence; drug and alcohol use; appearance, grooming and uniform policy; health and safety.
- \_\_\_\_\_ Joint Labor-Management Committee
- \_\_\_\_\_ Collective Bargaining Agreement
- \_\_\_\_\_ Labor Neutrality Provision
- \_\_\_\_\_ Card Check Provision
- \_\_\_\_\_ Any other information, plan, benefits or programs undertaken by Airport Business to attract and retain qualified employees and assist in providing uninterrupted service through the Airport Business's workplace conditions and practices.

The above listed benefits and complaint procedure(s) will be maintained during the period of time work is performed at the Norman Y. Mineta San Jose Municipal Airport. It is \_\_\_\_\_ (name of Airport Business) intent to ensure that essential services and labor for which it has been contracted will be provided efficiently and without interruption.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name of Airport Business

\_\_\_\_\_  
Date

**EMPLOYEE BASIC BENEFITS**

1. Indicate the basic benefits your workers receive.

Years of Service	# of Vacation Days	# of Sick Days	# of Personal Days
After 1 year			
After 5 years			
After 10 years			

Other: (Explain.)

2. Indicate the paid holidays your workers receive by placing check mark to the left of each.

<input type="checkbox"/>	New Year's Day	<input type="checkbox"/>	Independence Day	<input type="checkbox"/>	Christmas
<input type="checkbox"/>	Martin Luther King Jr. Day	<input type="checkbox"/>	Labor Day	<input type="checkbox"/>	Floating Holiday
<input type="checkbox"/>	Washington's Birthday	<input type="checkbox"/>	Veterans' Day	<input type="checkbox"/>	Other:
<input type="checkbox"/>	Memorial Day	<input type="checkbox"/>	Thanksgiving Day	<input type="checkbox"/>	Other:

3. Do you allow for unpaid leave? \_\_\_\_\_ Yes, please briefly explain policy. \_\_\_\_\_ No

## COMPLIANCE WITH STATE AND FEDERAL WORKPLACE STANDARDS

Have any of the following State or Federal Regulatory agencies obtained final orders or final judgments finding a violation by your company of State or Federal law relating to the treatment of your employees?

1. California Department of Fair Employment and Housing (DFEH).

**NO**, our company has not had any final judgment or administrative order.

**YES**, our company has had final judgment(s) or administrative order(s).

Date of entry of final judgment or order: \_\_\_\_\_

Agency that obtained the order: \_\_\_\_\_

Attach a description of the nature of violation.

2. California Department of Industrial Relations (Cal OSHA).

**NO**, our company has not had any final judgment(s) or administrative order(s)

**YES**, our company has had final judgment(s) or administrative order(s).

Date of entry of final judgment or order: \_\_\_\_\_

Agency that obtained the order: \_\_\_\_\_

Attach a description of the nature of violation.

3. California Department of Industrial Relations (Minimum Wage, hours or working conditions) Labor Board

**NO**, our company has not had any final judgment(s) or administrative order(s).

**YES**, our company has had final judgment(s) or administrative order(s).

Date of entry of final judgment or order: \_\_\_\_\_

Agency that obtained the order: \_\_\_\_\_

Attach a description of the nature of violation.



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## ATTACHMENT E

### AIRPORT LIVING WAGE ORDINANCE REQUEST FOR HEARING

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Date: \_\_\_\_\_

Pursuant to Section 25.11.1750 of the San José Municipal Code, I, \_\_\_\_\_,  
of \_\_\_\_\_ (Airport Business), request a hearing to contest the violation  
set forth in the Administrative Citation dated \_\_\_\_\_.

Pursuant to Section 25.11,1750, enclosed is a check made payable to the City of San José in  
the amount of \$\_.

Pursuant to Section 25.11.1760, I request a hardship waiver of \$ \_\_\_\_\_  
due to financial inability. Attached are relevant financial documents to demonstrate financial  
hardship.

\_\_\_\_\_  
Name of Person Representing Airport Business

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Date Received by Airport Finance and Administration: \_\_\_\_\_

Advance Deposit Hardship Waiver Granted

YES \_\_\_\_\_ Reason: \_\_\_\_\_

NO \_\_\_\_\_ Reason: \_\_\_\_\_

\_\_\_\_\_  
SJC Contract Compliance Coordinator

\_\_\_\_\_  
Date



## ATTACHMENT F

Mineta San José International Airport

# Training Standards Program Rules and Regulations

### Airport Mission

*Meeting the air transportation needs of the  
community in a safe, efficient and effective  
manner*

## Overview

The Mineta San Jose International Airport has adopted the Training Standards Program to enhance security, safety and customer service at the Mineta San José International Airport. The program is required by the San José Municipal Code and provides that an experienced and well-trained workforce familiar with the Airport environment and procedures will enhance Airport safety and security and customer service; as maintaining Airport safety and security is critical for the successful operation of the Airport.

## General Standards

The Training Standards Program provides basic standards and requirements for training of all new employees, their training records, and training updates and certifications. Each Covered Employee must complete required training once every other year. The training standards are focused in the following four general areas:

Area	General Standards
Security	Compliance with security regulations and knowledge of the security concerns specific to an airport
Safety	General Safety standards and Evacuation Procedures
Customer Service	Appropriate positive interaction with passengers in representation of the Airport and the employer
ADA Awareness	Proper etiquette in assisting persons with disabilities

## Covered Employers/Covered Employees

**Covered Employers** must mean any person, corporation, partnership, limited liability company, joint venture, sole proprietorship, association, trust or other entity conducting commercial activity at the Airport pursuant to an Airport Contract or permit issued by the City under Title 25, and their Subcontractors conducting commercial activity at the Airport. Ground transportation providers, construction contractors, the United States Federal Aviation Administration (FAA), the United States Transportation Security Administration (TSA), or any other federal, state or local public agency are not subject to the Program.

**Covered Employees** must mean any person employed by a Covered Employer who expends at least half of his or her time working for the Covered Employer on work at the Airport; is at least 18 years of age; and is not a student intern or participant in a job training and education program. This includes all personnel involved in performing services which may directly impact safety, security and/or customer service.

## Personnel Covered by the Program

The Program is applicable to all employees covered under the Airport Living Wage Ordinance (ALWO), including existing Covered Employers as well as new entrants, and both current and future employees, contractors, and vendors of Covered Employers who work at the Mineta San José International Airport. It includes, but is not limited to, individuals who have one of the following Airport security badges:

- SIDA
- SIDA Non-Secure
- Non-SIDA
- Sterile
- AIB (public)

## Training Requirements

The individual training standards and requirements for each Covered Employee are determined by several factors:

- Airport Security Badge Classification
- Role (job function)
- Passenger/Customer Contact
- Work Location

The minimum training standards for each type of employee are based primarily on their security badge, with additional training based on their role, work location, and contact with passengers. Exhibit A illustrates the training standards for each type of employee.

***All Covered Employers must ensure that all Covered Employees have completed the required training within ninety (90) days from the date they begin working at the Airport. This training must be repeated every other year after each employee's date of hire.***

## Employees Impacting Security

Covered Employees in this category include those directly engaged in performing checkpoint security screening, passenger check-in activities; skycap and baggage check-in and handling services, Air Operations Area (AOA) perimeter control, and other employees issued an Airport badge with AOA access working in and around the AOA in the performance of their duties.

Part 1544 of Transportation Safety Regulations (TSR) governs air carriers and their Covered Employers and sets forth basic training standards for all areas outlined above. Airport Staff maintains training standards for Covered Employers in this category to ensure the highest level of security at Mineta San José International Airport.

## **Employees Impacting Safety**

Covered Employees in this category include those directly engaged in activities, which may impact safety within the AOA or in and around the terminals. These employees include but are not limited to the following:

- Employees providing ramp handling functions, including aircraft cleaning, fueling, and baggage/cargo handling
- Employees operating catering vehicles regularly on the AOA for servicing aircraft
- Other employees issued an Airport badge with AOA access working in and around the AOA in the performance of their duties
- Employees stationed within the Airport, including concessions

## **Employees in contact with Passengers and Customers**

Covered Employees in this category include those directly engaged in activities bringing them in contact with passengers and other customers, including employees of other organizations. These employees include but are not limited to the following:

- Employees interacting directly with passengers, including passenger check-in activities, skycap and baggage check-in and handling services, gate assistance and loading, food and beverage service, retail service, car rental, wheelchair escorts, parking attendants, and Airport parking and rental car bus drivers.

Customer service training includes a basic overview in the Orientation Module for all employees and a comprehensive training session for those listed above.

## **Employees in Contact with Persons with Disabilities**

Covered Employees in this category include those directly engaged in activities assisting persons with disabilities or may come into contact with persons with disabilities. These employees include but are not limited to the following:

- Employees assisting persons utilizing wheelchairs or escorting persons with disabilities.
- Employees assisting passengers, including those directly engaged in passenger check-in activities, skycap and baggage check-in and handling services, gate assistance and loading, food and beverage service, retail service, car rental and Airport parking and rental car bus drivers.

## Training Modules and Delivery Methods

The training modules will be provided to the employers to use in training their employees. When possible, the modules will be available online at <http://www.sjc.org/> (pull down Business menu, choose the Airport Living Wage & Training Standards link, and then choose Training Modules link).

There are four categories of training modules:

### 1) General Training Modules (All Employees)

#### - **Orientation to Working at SJC:**

Introduction to working at the Mineta San José International Airport: layout and facilities, overview of basic security awareness, safety principles, evacuation plan, customer service, and ADA awareness.

New Employees should receive orientation within the first month the new employee is working at the Airport. This includes employees transferring from other locations/airports.

Airport Orientation will be provided by Airport personnel in several formats: Orientation Sessions (live onsite); Train-the-Trainer for employers to provide the training to their employees; Orientation Packets for employers to present to their new employees; and downloaded training module from SJC Internet site.

#### - **Basic Security Awareness:**

Overview of the security environment of the Airport, including area definitions, access control, security agencies and their responsibilities, security measures, reporting procedures, and recognizing security issues.

Training is administered by the Airport Badging Office during the badging process. A PowerPoint training module may be downloaded from SJC Internet site as a review of this training.

#### - **Basic Customer Service Overview:**

Introduction to providing good customer service through attitude, consistency, teamwork, and problem solving. Training is administered via short video by the Airport Badging Office during the badging process.

#### - **Safety and Evacuation Plan:**

General safety principles and evacuation plan for emergency situations. Training module may be downloaded from SJC Internet site.

### 2) Airport Security Badge Training (All Employees - per type of badge needed)

- **SIDA Secure**
- **SIDA Non-Secure**
- **Non-SIDA**
- **Sterile**
- **AIB (public)**

Training is administered by the Airport Badging Office as part of security badge requirements.

3) Role Specific Training Modules (Certain personnel only – based on training needs of role/job function and frequency of direct contact with passengers and customers). The training standards and contents of these training modules will be provided to the Covered Employers.

– **Customer Service – Working at Mineta San José International Airport \***

*All personnel with direct contact with passengers and customers, such as Concessions, Airlines, Airport Parking and Rental Car Bus Drivers, Car Rental Agencies, and Parking Attendants.*

Training module may be downloaded from SJC Internet site.

– **ADA Awareness – Providing Exemplary Service \***

*All personnel providing support to passengers with disabilities, including: wheelchair escorts, Skycaps, Gate Check-In, Airport Parking and Rental Car Bus Drivers, Airlines, Concessions.*

Two different training modules may be downloaded from SJC Internet site.

– **Ramp Drivers Permit**

*All personnel authorized to drive in the ramp area (area intended for loading or unloading passengers or cargo, refueling, parking, or maintenance).*

Training is administered by the Airport Badging Office.

– **Movement Area Operating Permit (MAOP)**

*All personnel authorized to drive on the runways, taxiways and other areas utilized for taxiing, takeoff, and landing of aircraft, exclusive of loading ramps and parking areas.*

Training is administered by the Airport Badging Office.

– **Physical Vehicle Inspections**

*Security guards and Parking Control Officers are required to search vehicles.*

Training is administered by the Airport Badging Office.

– **Ramp Area Safety**

*All personnel working in the ramp area.*

Training is administered by the Airport Badging Office.

Ramp Safety & Traffic Regulations Handbook and Employee Acknowledgement form may be downloaded from SJC Internet site

<p><b>* Exemption can be requested if current company training fulfills training module requirement. See Exhibit E of Training Standards Program for instructions and Attachment I for the form.</b></p>
--

### **Exemption from SJC Role Specific Training Modules**

Covered Employers may request that their existing employee training be accepted in lieu of the following training modules based on role/job function:

- **Customer Service – Working at Mineta San José International Airport**
- **ADA Awareness – Providing Exemplary Service**

## **Exemption Process:**

- 1) Review Airport Training Standards module and compare to your internal training to ensure all training topics are adequately covered.
- 2) Fill out Training Exemption Request Form (**Attachment I**) and submit to:

Mineta San José International Airport  
Training Standards Program  
Finance and Administration Division  
1732 North First Street, 5<sup>th</sup> Floor  
San José, CA 95112

- 3) Attach a copy of your training program materials or the course description and outline of topics covered in the relevant company training to be substituted in place of the training module.
- 4) The Airport will notify the Airport Business if the exemption for the training module has been granted or if follow-up information is needed.
- 5) If request is denied, you may submit a written request for reconsideration to the Director or the Director's designee. The decision of the Director or the Director's designee shall be final.
- 6) The Covered Employer must secure any such approval from the Airport in advance of the time period the training covers.

## **Regulatory Compliance: San José Municipal Code**

Compliance monitoring and enforcement for the Training Standards Program is set out in the San José Municipal Code, Chapter 25.11, Part 15.

The requirements of the Training Standards Program are subject to change upon notice to the Covered Employers.

## **Measurements of Program Value – Statement of Training Success**

Each year Covered Employers will be asked to include a statement of the success of the Training Standards Program, as measured through improvements in productivity, safety, customer service, and employee turnover. This statement must be submitted to Airport Finance and Administration by January 31 of each year. Please refer to Statement of Program Value section at the bottom of Certificate of Compliance – Training Standards Program form. (**Attachment G**).

## Exhibit A: Role Based Training Model: Training Requirements per Function

	Badge Requirements				Role Specific Training Modules				
	Orientation	Security Badge	Basic Security	Customer Service Overview	Ramp Drivers Permit	Ramp Area Safety	Vehicle Inspect	Customer Service	ADA Awareness
Gate/Ticket Agents	X	Sterile	X	X				X	X
Skycaps	X	AIB	X	X				X	X
Baggage Handlers	X	SIDA	X	X	X	X			
Wheelchair Escorts**	X	SIDA	X	X		X		X	X
Food/Beverage Concessions	X	Sterile*	X	X	S*	S*		X	X
Retail Concessions	X	Sterile*	X	X	S*	S*		X	X
Security Guards	X	SIDA	X	X	X	X	X		
Aircraft Tow In / Push Back	X	SIDA	X	X	X	X			
Groundcrew/Wingwalkers	X	SIDA	X	X	X	X			
Aircraft Interior Cleaning	X	SIDA	X	X	X	X			
Aircraft/Equip Washing	X	SIDA	X	X	X	X			
General Aircraft Maintenance	X	SIDA	X	X	X	X			
Mechanics	X	SIDA	X	X	X	X			
Engine Oil Servicing	X	SIDA	X	X	X	X			
Aircraft Fueling	X	SIDA	X	X	X	X			
GS Vehicle Fueling	X	SIDA	X	X	X	X			
Water/Lavatory Servicing	X	SIDA	X	X	X	X			
Electrical/Air Power Servicing	X	SIDA	X	X	X	X			
Aircraft Catering Services	X	SIDA	X	X	X	X			
Cargo Carriers	X	SIDA	X	X	X	X			
Car Rental Agencies	X	n/a	X	X				X	X
Airport Shuttle	X	SIDA	X	X	X				
Parking Lot Attendants	X	AIB	X	X				X	X
Custodial	X	SIDA	X	X	S	S		X	X
Facility Maintenance	X	SIDA	X	X	S	S			
Fixed Base Operators	X	Non-SIDA	X	X	S	X		X	

X Typically

S Sometimes

\* Some travel airside for product deliveries

\*\* Also serve as Wing Guards

## Exhibit B: Security Badge Definitions, Worker Locations, Training Requirements

Badge Type	SIDA Secure and SIDA Non-Secure (Cargo)	Non-SIDA	Sterile Area	AIB
Location	Airside (SIDA)	Airside (Non-SIDA)	Terminal	Landside
<b>Area Definition</b>	Consists of areas designated for aircraft parking and maneuvering, enplaning/ deplaning of passengers, and loading of cargo.	Consists of ramp areas designated for fixed base operations (FBO) and City general aviation. Access is limited to these areas only.	<u>Terminal Landside</u> - Transition point between the Landside and Airside areas which includes carrier ticket counters, baggage claim, rental car counters, restrooms, applicable concessions, and security screening. <u>Terminal Airside</u> - Transition point between Landside and Airside, includes retail food, concessions, restrooms, passenger waiting areas, club rooms, aircraft gate access.	Consists of roadways, rail lines, parking lots, multi-story garages, rental car facilities, and curbside.
<b>Employees</b>	Includes airline and cargo personnel, ground support, and fixed base operations (when applicable). Access may be limited for cargo employees.	Includes employees of fixed base operators and City general aviation tenants.	Includes employees working within the terminals beyond the checkpoint.	May include car rental and parking services employees and volunteers. Access is limited to public areas only.
<b>Training Requirement</b>	SIDA Training 45 min Basic Security Awareness 20 min Service Overview 20 min	Non- SIDA Training 30 min Basic Security Awareness 20 min Customer Service 20 min	Sterile Area Training 15 min Basic Security Awareness 20 min Customer Service 20 min	Basic Security Awareness 20 min Customer Service 20 min
<b>Additional Endorsement</b>	Ramp Drivers Permit 45 min Movement Area Driving 45 min	Ramp Drivers Permit 30 min		
<b>Airport Guards and PTCO's</b>	Vehicle Inspections 20 min			

**Exhibit C: Training – General Modules: Required for Everyone**

C-1/5

<b>Module</b>	<b>Orientation</b>	<b>Basic Security Awareness *</b>	<b>Service Overview *</b>
<b>TOPIC 1</b>	<u>Introduction</u> : Welcome to SJC and the City of San Jose, Gateway to Silicon Valley, the New Airport	<u>Area Definitions</u> - Describes security areas: Landside, Terminal, and Airside	<u>Importance of Customer Service</u> - Identifies reasons providing excellent customer service is key
<b>TOPIC 2</b>	<u>Airlines, Destinations, Rental Cars</u> : Business activity at SJC	<u>Access Control</u> - Requirements for individuals and vehicles on ramp	<u>Attitude</u> - Details importance of maintaining a positive attitude while serving customers.
<b>TOPIC 3</b>	<u>SJC Facilities</u> : Runways, Terminals, Businesses	<u>Security Agencies</u> - Identifies the key players in airport security including the TSA and local law enforcement	<u>Consistency - Details importance of offering consistent service</u>
<b>TOPIC 4</b>	<u>Working at an Airport</u> : Different than any other organization -- TSA, Passengers, Rush	<u>Security Measures</u> - Basic vigilance measures to ensure security, reporting unattended bags and suspicious individuals	<u>Teamwork</u> - Stresses the importance of teamwork to enhance the customer's perception of work group
<b>TOPIC 5</b>	<u>Customer Service</u> : Representing DJC, importance of good service, characteristics, measurement	<u>Reporting Procedures</u> - Procedures to report security issues to local law enforcement	<u>Problem Solving</u> - Encourages employees to be proactive in problem solving
<b>TOPIC 6</b>	<u>ADA Awareness</u> : Assisting persons with disabilities -- mobility devices, hard of hearing/deaf, speech impediments, blind, developmental disabilities	<u>Recognizing Security Issues</u> - Ensure integrity of access control system, importance of monitoring doors and gates for security breach	* Part of Badging Process
<b>TOPIC 7</b>	<u>Security Awareness</u> : Unique environment, your responsibilities, badging requirements		
<b>TOPIC 8</b>	<u>Safety</u> : Basic principles, prevention and vigilance		
<b>TOPIC 9</b>	<u>AED's</u> : What they are, where are they, who can use the defibrillators, saves at the Airport		
<b>TOPIC 10</b>	<u>Evacuation Plan</u> : Overview of process and rules, possible emergency situations		
<b>TOPIC 11</b>	<u>SJC Mission, Vision and Values</u>		

**Exhibit C: Training – Security Badge Modules**  
 Type of badge is based on job and access needed

Module	SIDA Training *	Non- SIDA Training *	Sterile Training *
TOPIC 1	<u>Security Team Members</u> - Describes the key players involved in airport security	<u>Non-SIDA Rules</u> - Describes basic rules associated with the Non-SIDA Badge	<u>Security Definitions</u> - Identifies definitions applicable to sterile area security and acronyms
TOPIC 2	<u>Security Areas</u> - Defines the different security areas located within the Airport	<u>Security Areas</u> - Defines the different security areas located within the Airport	<u>Security Areas</u> - Defines the different security areas located within the Airport
TOPIC 3	<u>General SIDA Rules</u> - Describes in brief detail rules associated with a SIDA badge	<u>Escort Procedures</u> - Details the requirements necessary to escort inside the Non-SIDA	<u>General Security Rules</u> - Describes requirements for receiving a sterile area badge
TOPIC 4	<u>Individual/Group Access</u> - Describes the difference between single and group access and associated rules	<u>Administrative Cites</u> - Describes security violations and associated monetary penalties	<u>Responsibilities</u> - Identifies responsibilities of sterile badge holder, proper badge display, reporting lost / stolen badges
TOPIC 5	<u>Vehicle Media and Access</u> - Describes type of vehicle media required to drive within SIDA and associated procedures for entering the SIDA with vehicle, including escort of other vehicles	<u>San Jose Municipal Code</u> - Describes which city municipal codes apply to the Non-SIDA area	<u>Challenge Procedures</u> - Describes the responsibility of sterile badge holders to challenge individuals unauthorized to be in sterile areas, including summoning of law enforcement
TOPIC 6	<u>Escort Procedures</u> - Details the requirements necessary to escort an individual, who does not possess a badge, inside the SIDA		<u>Access Card Readers</u> - Cardreaders, procedures for ensuring only authorized personnel enter secure areas, administrative citations
TOPIC 7	<u>Challenge Procedures</u> - When and how to challenge individuals within SIDA and procedures for summoning law enforcement personnel		<u>Escorting Procedures</u> - Identifies restrictions on escorting non-badged individuals inside sterile areas
TOPIC 8	<u>3 Strikes/ Administrative Cites:</u> Discusses the penalties associated with violations of the security rules and regulations		<u>3 Strikes Program</u> - Discusses the program in place to ensure airport security by employees working at the Airport

\* Part of Badging Process

## Exhibit C: Training – Role Specific

C-3/5

### Mandatory Additional Endorsements to Security Badge for certain jobs

Module	Ramp Drivers Permit *	Movement Area Driving *	Physical Vehicle Inspections *
TOPIC 1	<u>Air Operations Area (AOA)</u> - Defines areas within the AOA as either a movement or non-movement	<u>Minimum Requirements</u> - Discusses the minimum requirements to drive on the movement area	<u>Safety Zone</u> - Defines purpose and parameters associated with safety zones by the airport terminals
TOPIC 2	<u>Marking and Lighting</u> - Describes types of marking and lighting used to help drivers navigate on the AOA	<u>Obstacle Free Zone (OFZ)</u> - Describes OFZ and importance of keeping vehicles out of this area	<u>Explosive detection</u> - Identifies methods of detecting potential explosives devices in vehicles
TOPIC 3	<u>Perimeter Access Roads</u> - Discusses when these roads may be used and by whom	<u>Definition of Movement Area</u> - Defines the location and purpose of the movement area	<u>Reporting</u> - Identifies measures to be taken in the event that a potential explosive device is found
TOPIC 4	<u>Tug Use</u> - Stipulates restrictions on tug use including the amount of carts a tug may pull and the number of individuals who may ride on a tug	<u>Escorting Procedures</u> - Identifies procedures for escorting vehicles & drivers which do not possess movement area privileges	<u>Inspections</u> - Provides basic instructions necessary to visually inspect a vehicle for explosive devices
TOPIC 5	<u>Driving Safety Procedures</u> - Discusses key elements in operating safely while on the AOA. Includes airport signage, key elements when operating in the close vicinity of aircraft, and driving at night	<u>Safety Measures</u> - Details basic safety measures to be taken to ensure safety when driving on the movement area including monitoring for aircraft and emergency vehicles	
TOPIC 6	<u>Aircraft Refueling/HAZMAT Spills</u> - Conveys basic procedures for refueling aircraft and steps to take when responding to HAZMAT spills	<u>Runways and Taxiways</u> - Details characteristics associated with runways and taxiways including lighting, markings, and signage	
TOPIC 7	<u>Lavatory Waste Operations</u> - Describes basic procedures and safety measures for servicing aircraft lavatories, which includes proper response to lavatory (HAZMAT) spill	<u>Tower Communications</u> - Describes procedures when communicating with the air traffic control tower including procedures to follow during a radio communication failure	
TOPIC 8	<u>3 Strikes Program</u> - Discusses the program in place to ensure ramp safety by employees working at the Airport		

\* Additional Endorsements thru Badging Process and Airport Operations

**Exhibit C: Training – Role Specific** (Customer Service, ADA Awareness, Ramp Safety)

C-4/5

<b>Module</b>	<b>Customer Service</b>	<b>ADA Awareness</b>	<b>Ramp Area Safety</b>
<b>TOPIC 1</b>	You are an ambassador	<u>Objective:</u> Sensitivity Training to best assist guests with disabilities	<u>Definitions:</u> individuals, equipment and areas in the ramp and service areas
<b>TOPIC 2</b>	Creating Customer Service Excellence	<u>General Practices:</u> etiquette, assistance, terminology	<u>License and Permit Requirements:</u> training and employer responsibility
<b>TOPIC 3</b>	How customers are different at SJC and how to help them	<u>Non-Discrimination Laws and New ADA Requirements:</u> changes effective May 13, 2009	<u>Airport Restricted Area Driver Permit:</u> required for driving in restricted areas
<b>TOPIC 4</b>	Greeting Customers	<u>Mobility disabilities:</u> assisting individuals utilizing wheelchairs	<u>Airport Citation Procedures:</u> responsibilities of enforcement
<b>TOPIC 5</b>	Giving Directions, Providing Assistance	<u>Individuals who are deaf:</u> methods and etiquette	<u>Aircraft Gate Arrival / Push-back Procedures:</u> Right of way and ground handling
<b>TOPIC 6</b>	Thank you and proper send off	<u>Individuals with speech difficulties:</u> assistance	<u>General Operating Rules - Restricted Areas:</u> proper vehicle operations
<b>TOPIC 7</b>	Calming down upset customers	<u>Blind or low vision:</u> human guide, communications	<u>Aircraft Fuel Servicing Rules:</u> maintenance and safety rules
<b>TOPIC 8</b>	Retail and Food Service	<u>Developmental Disability:</u> providing assistance, respect	<u>Fuel Spill Safety Procedures:</u> handling fuel spills
<b>TOPIC 9</b>	How SJC measures good customer service	<u>Quiz and Summary</u>	<u>Lavatory/Waste Material:</u> Collection and Disposal Procedures

## Exhibit C: Training – All Training Requirements

C-5/5

Type of Training	Role/Job
Description of training/who training applies to	Delivery of Training
<b>Badge: SIDA Secure and Non-Secure</b>	<b>Type of Badge</b>
Consists of areas designated for aircraft parking and maneuvering, enplaning/ deplaning of passengers, and loading of cargo.	Badge Office Training
<b>Badge: Non-SIDA</b>	<b>Type of Badge</b>
Consists of ramp areas designated for fixed base operations (FBO) and City general aviation. Access is limited to these areas only.	Badge Office Training
<b>Badge: Sterile</b>	<b>Type of Badge</b>
Terminal Landside and Terminal Airside: ticket counters, baggage claim, security screening, aircraft gates, passenger waiting areas	Badge Office Training
<b>Badge: AIB</b>	<b>Type of Badge</b>
Consists of roadways, rail lines, parking lots, multi-story garages, rental car facilities, and curbside.	Badge Office Training
<b>Orientation to Working at SJC</b>	<b>Everyone</b>
Introduction to working at the Mineta San Jose International Airport: layout and facilities, overview of basic security awareness, safety principles, evacuation plan, customer service and ADA awareness.	Powerpoint/Class
<b>Basic Security Awareness</b>	<b>Everyone</b>
Overview of security environment of Airport: area definitions, access control, security agencies and their responsibilities, security measures, reporting procedures, recognizing security issues. Video training in Badging process.	Badge Office Training
<b>Basic Customer Service Overview</b>	<b>Everyone</b>
Introduction to providing good customer service through attitude, consistency, teamwork and problem solving. Video training in Badging process.	Badge Office Training
<b>Safety and Evacuation Plan</b>	<b>Everyone</b>
General safety principles and evacuation plan for emergency situations.	Powerpoint/Class
<b>Ramp Drivers Permit</b>	<b>Specific Role Module</b>
All personnel authorized to drive in the ramp area (area intended for loading or unloading passengers or cargo, refueling, parking, or maintenance).	Badge Office Training/Ops
<b>Movement Area Operating Permit (MAOP)</b>	<b>Specific Role Module</b>
All personnel authorized to drive on the runways, taxiways and other areas utilized for taxiing, takeoff, and landing of aircraft, exclusive of loading ramps and parking areas.	Badge Office Training/Ops
<b>Physical Vehicle Inspections</b>	<b>Specific Role Module</b>
Security guards and Parking Control Officers: required to search vehicles.	Badge Office Training/Ops
<b>Ramp Area Safety Handbook</b>	<b>Specific Role Module</b>
All personnel working in the ramp area.	Handbook
<b>Customer Service - Working at Mineta San Jose International Airport *</b>	<b>Specific Role Module</b>
All personnel with direct contact with passengers and customers, such as Concessions, Airlines, Airport Parking and Rental Car Bus Drivers, Car Rental Agencies, and Parking Attendants.	Powerpoint/Class
<b>Providing Exemplary Service to Guests with Disabilities *</b>	<b>Specific Role Module</b>
All personnel providing support to passengers with disabilities, including: wheelchair escorts, Skycaps, Gate Check-In, Airport Parking and Rental Car Bus Drivers, Airlines, Concessions.	Powerpoint/Class

\* Eligible for exemption request

## **Exhibit D: Training Records**

Each Covered Employer must maintain all training records for the entire period of time each Covered Employee has worked at the Norman Y. Mineta San José International Airport. It is preferable these records be maintained in a spreadsheet (See **Attachment H** – Employee Training Record form), but not required, they may be kept in your usual format (individual records, database, log, spreadsheet, etc.) and must be available for audit.

The records must include the following data:

- Employee Name
- Role/Function
- Employee's Date of Hire
- Employee's First Day at SJC
- Employee's Last Day at SJC
- Date Badge was Issued
- Date of Orientation Training
- Specific Modules: Date of training for each module
- Specific Modules: Signature of Trainer

**ATTACHMENT G**



**CERTIFICATE OF COMPLIANCE - TRAINING STANDARDS PROGRAM**

The City of San José Municipal Code Section 25.11, Airport Living Wage and Labor Standards, provides that the Norman Y. Mineta San José International Airport (“Airport”) must implement a Training Standards Program. The Airport has adopted the Training Standards Program to enhance security, safety and customer service at the Airport.

The undersigned Airport Business submits this certificate in acknowledgment that it is in compliance with all requirements of the Training Standards Program including:

- 1) All Covered Employees as defined in Municipal Code Section 25.11, have completed the minimum required training modules based on their security badge, their work role, work location, and contact with passengers. Required Training modules include:
  - (a) SJC General Training Modules
  - (b) Airport Security Badge Training
  - (c) Role Specific Training Modules (or have received exemptions for the Customer Service and Assisting Persons with Disabilities Training.)
  
- 2) Airport Business is maintaining Training Records to provide evidence their employees, contractors and vendors are in compliance with the training requirements. The training records include the employee’s name, job function, date the employee began working at the Airport, date employee is no longer at the Airport, and the date of each required training class. Records are available to the City of San José for purposes of auditing for compliance.

_____		_____
Company Name		Signature of Authorized Representative
_____		_____
Address		Type or Print Name & Title
_____	_____	_____
Area Code/Phone	Date	Email Address

**Measurements of Program Value - Statement of Training Success**

As a result of the Training Standards Program, has your company experienced any measureable improvements in the following?

- |                      |                           |
|----------------------|---------------------------|
| - Productivity Y / N | - Customer Service Y / N  |
| - Safety Y / N       | - Employee Turnover Y / N |

**Please attach a brief explanation regarding your answers:**



ATTACHMENT I



NORMAN Y. MINETA  
**SAN JOSE**  
INTERNATIONAL  
A I R P O R T

**Exemption Request: Role Specific Training Modules**

Instructions: Fill out form and submit to:

Mineta San José International Airport  
Training Standards Program  
Division of Employee Services, Safety & Training  
1732 North First Street, 5<sup>th</sup> Floor  
San José, CA 95112

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\_\_\_\_\_  
Airport Business / Company Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Requestor Name

\_\_\_\_\_  
Requestor Phone

\_\_\_\_\_  
Requestor Title

\_\_\_\_\_  
Requestor Email

**Training Module(s) to be exempted:**

- Customer Service – Working at Mineta San José International Airport
- ADA Awareness – Providing Exemplary Service

**Course Description and Topics Covered in comparable company training course:**

(Insert course information or provide attachments.)

# ATTACHMENT J



## CITY OF SAN JOSÉ PAYROLL REPORTING FORM

PAGE \_\_\_\_\_ OF \_\_\_\_\_

NAME OF CONTRACTOR OR SUBCONTRACTOR		CONTRACTOR'S LICENSE#			ADDRESS															
		SPECIALTY LICENSE#																		
PAYROLL NO.	FOR WEEK ENDING	SELF-INSURED CERTIFICATE #			PROJECT OR CONTRACT NO.															
		WORKERS' COMPENSATION POLICY#			PROJECT AND LOCATION															
EMPLOYEE NAME, ADDRESS, SSN	WORK CLASSIFICATION	DAY							TOTAL HOURS	HOURLY RATE OF PAY	GROSS AMOUNT EARNED			DEDUCTIONS – EMPLOYEE PAID (DOES NOT INCLUDE BENEFIT OR OTHER EMPLOYER PAYMENTS)					NET WAGES PAID FOR WEEK	CHECK NO.
		M	T	W	T	F	S	S												
		DATE																		
		HOURS WORKED EACH DAY																		
	San José Project:	S									SAN JOSÉ PROJECT	TRAVEL & SUBSISTENCE	TOTAL ALL WORK	FED. TAX	FICA (Soc Sec)	STATE TAX	SDI	HEALTH & WEL-FARE		
		O																		
	All Other Work:	S												PENSION	SAVINGS	OTHER*	OTHER*	TOTAL DEDUCTIONS		
		O																		

S = Straight time  
 O = Overtime  
 SDI = State Disability Insurance

**NOTE: CERTIFICATION STATEMENT MUST BE COMPLETED AND THE ORIGINAL SIGNED STATEMENT ATTACHED TO THE PAYROLL**



ATTACHMENT K

STATEMENT OF COMPLIANCE

Payroll Records  
(Certified Under Penalty of Perjury)

Contractor/Airport Business: \_\_\_\_\_

PAYROLL PERIOD: \_\_\_\_\_ to \_\_\_\_\_  
First Day of Pay Period Last Day of Pay Period

I, \_\_\_\_\_, the undersigned, am  
(Name - print)

\_\_\_\_\_ with the authority\* to act for and on behalf  
(Position in business)

of \_\_\_\_\_,  
(Name of Airport Business and/or contractor)

certify under penalty of perjury that the records or copies thereof submitted and consisting of

\_\_\_\_\_ are the originals or true, full and  
(description / no. of pages)

correct copies of the originals which depict the payroll record(s) of the actual disbursements  
by way of cash, check, or whatever form to the individual or individuals named.

\*Must be signed by the owner  
or other person holding  
interest in the firm.

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

- A. MEDICAL BENEFITS ARE PAID INTO APPROVED PLANS, FUNDS OR PROGRAMS.
- B. MEDICAL BENEFITS ARE NOT PROVIDED