



**CIVIL SERVICE COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO**

**LONDON N. BREED  
MAYOR**

**Sent via Electronic Mail**

September 5, 2024

**NOTICE OF CIVIL SERVICE COMMISSION MEETING**

**SUBJECT: FOLLOW-UP REPORT ON PERSONAL SERVICES CONTRACT NUMBER 48746 -  
20/21 FROM THE AIRPORT.**

The above matter will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in Room 400, City Hall, 1 Dr. Goodlett Place, San Francisco, California 94102 and through Cisco WebEx to be held on **September 16, 2024, at 2:00 p.m.**

This item will appear on the Regular Agenda. Please refer to the attached notice for procedural and other information about Commission hearings.

Attendance by you or an authorized representative is recommended. Should you or your representative not attend, the Commission will rule on the information previously submitted and testimony provided at its meeting. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

CIVIL SERVICE COMMISSION

LAVENA HOLMES  
Deputy Director

**Attachments**

Cc: Sung Kim, Airport  
Cynthia Maltez, Airport  
Commission File  
Commissioners' Binder  
Chron

## **NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES**

### **A. Commission Office**

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (628) 652-1100. The fax number is (628) 652-1109. The email address is [civilservice@sfgov.org](mailto:civilservice@sfgov.org) and the web address is [www.sfgov.org/civilservice/](http://www.sfgov.org/civilservice/). Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

### **B. Policy Requiring Written Reports**

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting agenda items are submitted in accordance with the procedures established by the Executive Officer. Reports not submitted according to procedures, in the format and quantity required, and by the deadline, will not be calendared.

### **C. Policy on Written Submissions by Appellants**

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4<sup>th</sup>) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original copy on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

### **D. Policy on Materials being Considered by the Commission**

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at <https://sf.gov/civilservice> and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

### **E. Policy and Procedure for Hearings to be Scheduled after 5:00 p.m. and Requests for Postponement**

**A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.**

A request for a postponement (continuance) to delay an item to another meeting may be directed to the Commission Executive Officer by telephone or in writing. Before acting, the Executive Officer may refer certain requests to another City official for recommendation. Telephone requests must be confirmed in writing prior to the meeting. Immediately following the "Announcement of Changes" portion of the agenda at the beginning of the meeting, the Commission will consider a request for a postponement that has been previously denied. Appeals filed under Civil Service Commission Rule 111A Position-Based Testing shall be considered on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and the Department of Human Resources.

### **F. Policy and Procedure on Hearing Items Out of Order**

Requests to hear items out of order are to be directed to the Commission President at the beginning of the agenda. The President will rule on each request. Such requests may be granted with mutual agreement among the affected parties.

### **G. Procedure for Commission Hearings**

All Commission hearings on disputed matters shall conform to the following procedures: The Commission reserves the right to question each party during its presentation and, in its discretion, to modify any time allocations and requirements.

If a matter is severed from the *Consent Agenda* or the *Ratification Agenda*, presentation by the opponent will be for a maximum time limit of five (5) minutes and response by the departmental representative for a maximum time limit of five (5) minutes. Requests by the public to sever items from the [*Consent Agenda* or] *Ratification Agenda* must be provided with justification for the record.

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission.

Each presentation shall conform to the following:

1. Opening summary of case (brief overview);
2. Discussion of evidence;
3. Corroborating witnesses, if necessary; and
4. Closing remarks.

The Commission may allocate five (5) minutes for each side to rebut evidence presented by the other side.

#### **H. Policy on Audio Recording of Commission Meetings**

As provided in the San Francisco Sunshine Ordinance, all Commission meetings are audio recorded in digital form. These audio recordings of open sessions are available starting on the day after the Commission meeting on the Civil Service Commission website at [www.sfgov.org/civilservice/](http://www.sfgov.org/civilservice/).

#### **I. Speaking before the Civil Service Commission**

Speaker cards are not required. The Commission will take in-person public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended. People who have received an accommodation due to a disability (as described below) may provide their public comments remotely. The Commission will also allow public comment from members of the public who choose to participate remotely. It is possible that the Commission may experience technical challenges that interfere with the ability of members of the public to participate in the meeting remotely. If that happens, the Commission will attempt to correct the problem, but may continue the hearing so long as people attending in-person are able to observe and offer public comment.

#### **J. Public Comment and Due Process**

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

#### **K. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings**

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

#### **Information on Disability Access**

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1100 or email [civilservice@sfgov.org](mailto:civilservice@sfgov.org) to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

#### **Know your Rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)**

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, or to obtain a free copy of the Sunshine Ordinance, contact Victor Young, Administrator of the Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689 at (415) 554-7724, by fax: (415) 554-7854, by e-mail: [soff@sfgov.org](mailto:soff@sfgov.org), or on the City's website at [www.sfgov.org/bdsupvrs/sunshine](http://www.sfgov.org/bdsupvrs/sunshine).

#### **San Francisco Lobbyist Ordinance**

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (San Francisco Campaign and Governmental Conduct Code Section 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Ave., Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112 and web site <https://sfethics.org/>.



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

## CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure for Staff - Submission of  
Written Reports for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Number: \_\_\_\_\_ - \_\_\_\_\_ -
2. For Civil Service Commission Meeting of:
3. Check One:                      Ratification Agenda  
   Consent Agenda  
   Regular Agenda  
   Human Resources Directors' Report
4. Subject: Additional Information as Requested by the Civil Service Commission for PSC 48746-20/21 Operations and Maintenance of Terminal 2 Baggage Handling Systems and Domestic Terminals Passenger Boarding Bridges
5. Recommendation: Adopt the report.
6. Report prepared by: Sung Kim                      Telephone number: 650-821-2014
7. Notifications:                      **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format -A).**
8. Reviewed and approved for Civil Service Commission Agenda:  
  
   Human Resources Director:  
  
   Date:
9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

**Executive Officer  
Civil Service Commission  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102**

10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

Attachment

CSC-22 (11/97)

**CSC RECEIPT STAMP**

September 4, 2024

Ms. Sandra Eng  
Executive Officer  
Civil Service Commission  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102

Re: Additional Information as Requested by the Civil Service Commission for PSC 48746-20/21  
Operations and Maintenance of Terminal 2 Baggage Handling Systems and Domestic  
Terminals Passenger Boarding Bridges.

Dear Ms. Eng:

At the Civil Service Commission meeting on July 19, 2021, the Civil Service Commission approved PSC #48746-20/21 for Operations and Maintenance of Terminal 2 Baggage Handling Systems and domestic terminals Passenger Boarding Bridges, provided that the Airport report back annually to the Commission on the status of the classification review and discussions between Airport and Local 39.

At its Regular Meeting on August 5, 2024, the Civil Service Commission requested additional information on the Airport's progress. Accordingly, we have attached supplemental information in support of the status report for year two of the classification review.

We hope that this addresses the Commission's request. Please let us know if there are further questions. You can reach me at (650) 821-2014. Thank you.

Very Truly Yours,

Sung Kim  
Contracts Administration, Airport

Cc: Cynthia Maltez, People, Performance & Development, Airport

The Airport's classification review report as requested by the Civil Service Commission (CSC) for PSC 48746-20/21 Operations and Maintenance of Terminal 2 Baggage Handling Systems (BHS) and domestic terminals Passenger Boarding Bridges (PBB).

### **Background:**

This background section provides an overview of the timeline and events related to the CSC's approval of PSC 48746-20/21 for Operations and Maintenance of Terminal 2 BHS and domestic terminals PBB, and covers the following related PSCs:

<b>PSC Number</b>	<b>Submission Date</b>	<b>Start Date</b>	<b>End Date</b>	<b>Approved by CSC</b>
PSC 47087-15/16	2/4/2016	04/01/15	12/31/21	05/16/16
PSC 47087-15/16 Mod 1	5/21/2021	10/01/21	09/30/22	06/21/21
PSC 44057-19/20	2/7/2020	04/06/20	04/05/28	N/A
PSC 48746-20/21	2/5/2021	09/01/21	12/31/29	07/19/21

On May 16, 2016, the CSC approved PSC 47087-15/16 for Operations and Maintenance of Terminal 2 BHS and domestic terminals PBB. Airport awarded Contract 50030.01 for these services under PSC 47087-15/16.

On February 2, 2020, with Contract 50030.01 set to expire, Airport submitted PSC 44057-19/20 intended to be used for a new Request of Proposals (RFP) for these services. International Union of Operating Engineers, Local 39 (Local 39) appealed the PSC on the basis that 7334 Stationary Engineers and 7335 Senior Stationary Engineers can perform this work.

The Airport had follow-up discussions with Local 39 in which: 1) Airport prepared and presented a scope of work/job classification analysis detailing that the scope of work cannot be broken down or performed by the classifications proposed by Local 39; and 2) Local 39 did not agree with Airport's analysis and re-stated that the scope of work in this PSC can be performed by Local 39 represented City employees. Airport and Local 39 were not able to reach an agreement on the issue.

Due to the ongoing discussions, Airport extended the existing contract under the existing PSC 47087-15/16 to allow time to resolve Local 39 concerns. PSC 44057-19/20 was never approved, and Airport was advised by Department of Human Resources (DHR) to submit a new PSC.

On February 5, 2021, Airport submitted PSC 48746-20/21. Local 39 appealed this PSC on the basis that this work can be performed by Stationary Engineers 7333, 7334, 7335, 7205 and other Local 39 CCSF employees. During March and April of 2021, two conference calls, an Airport equipment tour, and multiple email communications followed between the Airport and Local 39 to try and arrive at an agreement.

On May 21, 2021, Airport submitted PSC 47087-15/16 Modification 1 to allow time to resolve issues with Local 39. Local 39 appealed the modification request on the same basis as PSC 48746-20/21. On May 28, 2021, Airport responded to Local 39 stating that without an extension

to PSC 47087-15/16, Airport will be unable to maintain its highly critical equipment which would have detrimental consequences to the airlines and significant impacts to stakeholders. Airport also discussed the need for PSC 48746-20/21 to procure a new contract for continued maintenance services beyond Contract 50030.01 as there cannot be a gap in the maintenance of this critical equipment.

On June 21, 2021, CSC approved PSC 47087-15/16 Modification 1 and advised the Airport and Local 39 to continue to work to resolve their differences and to return to the July 19, 2021 CSC meeting for PSC 48746-20/21.

On July 19, 2021, the Airport and Local 39 returned to the CSC after additional discussion, still unable to reach an agreement. CSC approved PSC #48746-20/21, and requested the Airport conduct a classification review. Additionally, CSC requested the Airport provide an annual report on the status of the classification review and discussions with Local 39.

On March 4, 2023, Airport staff provided its first annual report to the Civil Service Commission, noting that the Airport Human Resources office had started work on the classification study, but that progress had been delayed due to lack of staffing. Airport staff noted at the time that it would meet with subject matter experts and review comparable industry positions by November 2023 to determine if there was sufficient justification to create new classification(s).

On August 5, 2024, Airport staff provided its second annual report and the Civil Service Commission requested additional information on the Airport's progress, including a timeline of remaining steps for the Airport to complete its review.

### **Progress:**

The Airport has performed preliminary analysis of existing classifications within the City and County of San Francisco that are comparable to BHS/PBB Maintenance Technicians. Airport Human Resources reviewed minimum qualifications, required certifications, duties, and responsibilities of BHS/PBB technicians based on job descriptions and other source documents obtained from the previous vendor, Vanderlande, for relevant roles. For reference, we have attached the following five (5) Vanderlande job descriptions: SCADA/SAC/BPI Operator II, Flow Controller I, Maintenance Technician I, Maintenance Technician II, and Maintenance Technician III.

Airport Human Resources has also performed preliminary onsite job observations of Vanderlande Technicians performing duties in BHS/PBB, interviewed four (4) contract employees in relevant roles at Vanderlande (i.e., SCADA/SAC/BPI Operator II, Flow Controller I, and two (2) Maintenance Technician roles).

### **Next Steps:**

By November 30, 2024, the Airport will review job descriptions of its current BHS/PBB vendor, Professional Business Providers Inc. (PBP), meet with additional subject matter experts, and perform additional job observations to include any changes that may have occurred since the last review.

By December 31, 2024, the Airport will complete further research by consulting with similar

transportation organizations (e.g., other comparable Airports) and review comparable industry positions.

By January 31, 2025, Airport Human Resources staff will meet with internal stakeholders including the Airport's Director of Facilities and the Airport's Managing Director of Airport Services to review findings from the analysis and develop a recommended course of action.

At its next annual report to the Civil Service Commission on March 3, 2025, the Airport will present its findings. If the Airport's analysis indicates a new job classification or series is warranted, Airport HR will work with the Department of Human Resources to develop the new classification or series. All labor unions will be notified as part of that process. If the Airport's analysis indicates it is not operationally feasible to create a new job classification or series to perform these duties, we will provide justification for the recommendation to continue as a Personal Services Contract.

**Conclusion:**

The Airport provided additional information that was requested by the Civil Service Commission during its August 5, 2024 meeting. The Airport will return to the Civil Service Commission in March of 2025 with its next annual report, which will include the results of its analysis and recommendation.



# VANDERLANDE

## Position Description

<b>TITLE:</b> Control Room Operator	<b>Internal Title:</b> SCADA/SAC/BPI Operator II
<b>REPORTS TO (POSITION):</b> Maintenance Manager	<b>FLSA STATUS:</b> Non-Exempt
<b>HAY:</b> 15	<b>DATE:</b>

### Position Summary:

Control Room Operators (CRO) shall monitor the operational status of existing BHS and PBB as well as the new BHS from the Control Room via the MIS and the MDS, at all hours of the operational day. Conducts investigations and administrate work orders and reports. The CRO or dispatcher is responsible for monitoring the system display, alerting to any anomaly, and dispatching appropriate technicians or supervisory personnel to resolve the noted issue. The CRO maintains the call center, communicating with airline and airport personnel directing actions to resolve any concern or maintenance repair requirement. The CRO must have a wide knowledge of airline, airport, and mechanical terminology to ensure operational reliability is maintained.

### Essential Functions (Job Duties and Responsibilities):

- Alert maintenance personnel through radio communications of faults or failures and dispatch them to the appropriate location.
- Monitor system status, balancing, statistical reports, and make-up assignments for the user airlines.
- Daily coordination with TSA, CBRA and OSR staff as required to maintain system operational status.
- Analysis of existing CBIS/BHS and MSC BHS faults, developing remedial action plans and providing reports to the O&M Manager regarding the overall cause of system faults.
- Make BHS operational decisions, initiating and coordinating implementation of any backup/fallback procedures necessary to facilitate continued operations (e.g., choosing alternative routings via reversible conveyors, initiating use of fallback tags, coordination with user airlines, etc.).
- Ensure smooth daily start-ups by reviewing start-up check lists and procedures
- Determine/coordinate configuration changes to bypass off-service conveyor
- Report and track service calls and technical issues internally
- Generate and distribute work orders thru CMMS system, including closing completed work order
- Generate weekly and monthly reports
- Perform regular Preventative Maintenance (PM) of Control Room equipment
- Determines sequence and approach with little assistance
- Carries out a variety of control room activities with little assistance
- Communicates regularly with customers and technicians over the phone and radio
- Communicate with various parties on the work performed and present status of specialty systems
- Ability to speak, read, understand, and write English
- Ability to work in a high stress environment, setting priorities and quickly dispatching appropriate personnel
- Communicates clearly in writing and verbally in all formats

### Required Education and Experience:

- High School Diploma or GED certificate
- Minimum of 1 year as a dispatcher or operations control center operator
- Computer experience using multiple platforms including CMMS, reporting software and computer-based communication equipment
- Experience with Microsoft Office (Excel, Word, Outlook, etc)
- Available to work scheduled shifts, which may require work at night, weekends and holidays as required. Includes working 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> shift on call (24/7schedule).

### Other Requirements:

Must be able to attain and sustain an Airport I.D. Badge, and any other required agency clearances.

**Preferred Qualifications:**

- Minimum 1 year working experience in a material handling (baggage handling, material, warehouse, distribution center, etc) environment
- Working knowledge of mechanical and electrical systems
- Working knowledge of SCADA, SAC and BPI
- OSHA 10 certification
- Technically inclined, with potential to learn and grow into maintaining material handling systems

**Knowledge-Skills-Abilities (Competencies):**

- Working knowledge of computers and equipment
- Team player with strong verbal communication skills
- Ability to solve problems under pressure
- Flexibility with time, able to shift priorities quickly based on staff and system needs
- Pro-active attitude towards process improvement
- Detail oriented
- Innovative, self-starter and pro-active
- Decision making ability
- Self-reliant
- Customer service oriented
- Ability to carry out a variety of recurring technical activities.

**Position Type/Expected Hours of Work:**

Full time position; 24/7 operation; 3 shifts; overtime and weekend work is common.

**Travel:**

This position requires no travel.

**Supervisory Responsibility:**

This position has no supervisory responsibilities.

**Work Environment and Physical Demands:**

Control Room Operators/Dispatchers typically work in the control room, or route centers. Their work can be stressful because total concentration is required at all times. Night, weekend, and rotating shifts are common. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job for investigations and watching system status include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. This job is for the most part sedentary.

While performing the duties of this job, the employee is regularly required to talk and hear through a handheld radio and telephone. The employee is frequently exposed the baggage handling system, mechanical parts and vibration. The noise level in the work environment and job sites can be loud.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

***Vanderlande is an equal opportunity/affirmative action employer. Qualified applicants will be considered without regards to race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.***

**This job description has been approved by all levels of management:**

Manager \_\_\_\_\_ / \_\_\_\_\_  
Date \_\_\_\_\_  
Printed Name Signature

HR \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

**Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.**

Employee \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

# VANDERLANDE

## Position Description

<b>TITLE:</b> Un-jammer – Technician Assistant – SFO	<b>Internal:</b> Flow Controller I
<b>REPORTS TO (POSITION):</b> Customer Services Manager	<b>FLSA STATUS:</b> Non-Exempt
<b>HAY:</b> 10	<b>DATE:</b>

### POSTION SUMMARY:

Technician Assistant at San Francisco Airport is our Baggage System Associates (Flow Controller) with two primary responsibilities focused on clearing baggage jams and fault's as well as monitoring BHS and airline baggage operations and attending the manual encoding station. The Technicians are the main responder to baggage flow issues and emergency situations. They carry out preventive or corrective actions in maintaining an efficient baggage flow through the material handling system. They are also called on to support maintenance operations of the material handling system. This is normally done during the dwell periods in between the flights and in the other non-operational hours. The Boarding Bridge support is also required where the Technician performs preventative inspections, documenting any corrective action required by the maintenance technician on boarding bridges, PCA's, GPU's, PWC's, RRS's, and VDGS. Applicants should have technical knowledge in mechanical equipment repair and adjustments, troubleshooting and repair.

### Essential Functions (Job Duties and Responsibilities):

- Clear bag jams and respond to trouble calls in the Baggage Handling System
- Maintaining cleanliness of system, providing cleaning including but not limited to sweeping, housekeeping, collecting trash, cleaning dust and debris and general housekeeping of area around system
- Responsible for operations of Manual Encode Station
- Demonstrate good mechanical aptitude and comprehensive skills
- Support and assist maintenance technicians with routine preventative maintenance and corrective maintenance
- Daily walk-through inspection making note of items requiring corrective action
- Monitor the BHS system from Control room as needed
- Follow instructions from control room operators, technicians, and supervisors on maintenance needs
- Exercise safe working practices at all times, demonstrating and complying with all Company safety policies, including but not limited to personal protection equipment, following Lock Out Tag Out (LOTO) procedures.

### Required Education and Experience:

- Minimum 1 year working experience in an industrial environment
- High School Diploma or GED certificate
- Possession of a valid driver's license
- Able to secure and maintain airport security clearance including other agency clearances as required
- Available to work scheduled shifts, which may require work at night, weekends and holidays as required.
- Mechanical troubleshooting and system observation skills

### Other Requirements:

Must be able to attain and sustain an Airport I.D. Badge, and airport driving permit and a CBP Security seal.  
Must hold a valid driver's license

### Preferred Qualifications:

- Minimum 1 year working experience in a material handling (baggage handling, material, warehouse, distribution center, etc) environment
- Minimum 1-year airline customer service experience
- Working knowledge of mechanical and electrical systems
- Technically inclined, with potential to learn and grow into maintaining material handling systems
- Basic Computer skills (Word, Excel, Outlook, etc.).

## Position Description

- OSHA 10 certification

### **Knowledge-Skills-Abilities (Competencies):**

- General technical knowledge of conveyor systems.
- Flexibility with time, able to shift priorities quickly based on staff and system needs
- Strong communication skills – Verbal and Written
- Proactive and strong work ethic and initiative, who would like to grow and develop within the organization.
- Working knowledge of computers and equipment
- Customer and service oriented
- Knowledge of Safety awareness, utilizing of PPE, and follow proper procedure.

### **Position Type/Expected Hours of Work:**

Full time position; 24/7 operation; 3 shifts available; overtime, weekend, and holiday work are common.

### **Travel:**

This position requires no travel.

### **Supervisory Responsibility:**

This position has no supervisory responsibilities.

### **Physical Demands:**

The physical demands for this position are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to communicate (transmit, convey, receive) information. The specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee is **frequently** (26% to 74%) required to climb; reach; sit; and access confined spaces that require kneeling, crawling, and other positions that require physical maneuvering. The employee is **constantly** (75% or more) required to move and lift objects (luggage bags, stack of tubs, tools, etc.) of up to 50lbs; bend/twist; stoop; stand; walk. The employee is **occasionally** (up to 25% of the time) required to carry up to 50lbs. and push-pull.

### **Work Environment:**

While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles, moving mechanical parts and vibration. The employee is occasionally exposed to a variety of extreme weather conditions. The noise level in the work environment and job sites can be loud due to aircraft engines and equipment.

Employee works in the secured baggage handling area, repair station, airfield, office environment and other areas within the airport. They often must meet strict deadlines to maintain flight schedules.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

### **Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

## Position Description

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

***Vanderlande is an equal opportunity/affirmative action employer. Qualified applicants will be considered without regards to race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.***

**This job description has been approved by all levels of management:**

Manager \_\_\_\_\_ / \_\_\_\_\_  
Date \_\_\_\_\_  
Printed Name Signature

HR \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

**Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.**

Employee \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

# VANDERLANDE

## Position Description

<b>TITLE:</b> BHS – PBB Maintenance Technician – SFO	<b>Internal:</b> Maintenance Technician I
<b>REPORTS TO (POSITION):</b> Maintenance Manager	<b>FLSA STATUS:</b> Non-exempt
<b>HAY:</b> 20	<b>DATE:</b> 9/4/20

### Position Summary

Maintenance Technicians are the main responder to emergency situations. They carry out preventive and corrective maintenance at the mechanical and electrical level of the material handling system. This will be done during the dwell periods in between the flights and in the other non-operational hours. The Boarding Bridge Technician performs preventative and corrective maintenance on all boarding bridges, PCA's, GPU's, PWC's, RRS's, and VDGS. Applicants should have technical knowledge in mechanical bridge repair and adjustments, electrical troubleshooting and repair.

### Job Responsibilities:

- Demonstrates safe working habits at all times
- Troubleshoots, repairs, and maintains machinery and electrical equipment such as motors, electrical circuits, SICK ATR systems, baggage handling equipment and conveyor systems in accordance with diagrams, electrical drawings, operational manuals, and manufacturer's specifications using hand tools and precision measuring and testing instruments.
- Exercise safe working practice at all times, complying with Lock-Out/Tag-Out procedures.
- Prepare and execute service calls, Emergency Maintenance and Corrective Maintenance
- Perform Preventive Maintenance & follow-up on Corrective Maintenance work orders
- Report service calls internally and to customer
- Advise and execute optimization of (sub) systems, consulting the supervisor, control and propose improvements for the quality of the service process
- Analyze system performance (and the operator influence)
- Occasionally monitor system from Control Room
- Develop service supporting tools and means
- Perform maintenance, repairs, inspections, adjustments, and upgrades on the mechanical and/or electrical level on boarding bridge systems
- Use of hand tools, power tools and meters for troubleshooting and repair of boarding bridges
- Recognize abnormalities and faulty parts within the boarding bridge systems
- Read and interpret electrical schematics as they relate to boarding bridges
- Ability to read and interpret electrical and hydraulic schematics as they relate to boarding bridges
- Familiar with PLC controls for electro-mechanical troubleshooting
- Ability to understand refrigeration controls and power generation electronic components
- Ability to speak, read, understand and write English
- Assist with Baggage Handling Systems maintenance and repairs as needed
- Un-jam conveyors
- Complete CMMS Service Reports, Parts Usage and Warranty Records
- Research and Request spare parts as required
- Perform Inventory Counts

### Basic Qualifications:

- High School Diploma or GED certificate
- Minimum of 3 years of electrical experience in an industrial environment
- Minimum of 5 years of experience in a maintenance trade
- Possession of a valid driver's license
- Able to secure and maintain airport security clearance including other agency clearances as required
- Available to work scheduled shifts, which may require work at night, weekends and holidays as required. Includes working 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> shift and on call (24/7 schedule)
- Electrical troubleshooting and repair skills

**Preferred Qualifications:**

- Strong mechanical aptitude
- Certified or Licensed Electrician
- Knowledge of PLC controls
- Minimum 5-year CMMS experience
- Minimum 6-years of material handling experience
- Working knowledge of mechanical and electrical systems
- Basic knowledge of controls (MCP, PLC, PC) systems
- Certified scale repairman
- OSHA 10 and OSHA 30 certification

**Knowledge-Skills-Abilities (Competencies)**

- Flexibility with time, able to shift priorities quickly based on staff and system needs
- Team player with strong verbal and written communication skills
- Customer and service oriented
- Proactive and strong work ethic and initiative, who would like to grow and develop within the organization.
- Working knowledge of computers and equipment
- Ability to solve problems under pressure
- Pro-active attitude towards process improvement

**Other Requirements:**

Must be able to attain and sustain an Airport I.D. Badge, and airport driving permit and a CBP Security seal.  
Must hold a valid driver's license

**Position Type/Expected Hours of Work:**

Full time position; 24/7 operation; 3 shifts; overtime, weekend and holiday work is common.

**Travel:**

This position requires minimal travel.

**Supervisory Responsibility:**

This position may require minimal supervisory responsibilities as a lead technician.

**Physical Demands:**

The physical demands for this position are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to communicate (transmit, convey, receive) information. The specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee is **frequently** (26% to 74%) required to climb; reach; sit; and access confined spaces that require kneeling, crawling, and other positions that require physical maneuvering. The employee is **constantly** (75% or more) required to move and lift objects (luggage bags, stack of tubs, tools, equipment, parts, etc.) of up to 50lbs; bend/twist; stoop; stand; walk; push-pull. The employee is **occasionally** (up to 25% of the time) required to carry and transfer up to between 50 and 120lbs.

**Work Environment:**

While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles, moving mechanical parts and vibration. The employee is occasionally exposed to a variety of extreme weather conditions. The noise level in the work environment and job sites can be loud due to aircraft engines and equipment.

Employee works in the secured baggage handling area, repair station, airfield, office environment and other areas within the airport. They often must meet strict deadlines to maintain flight schedules.



# VANDERLANDE

## Position Description

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

### Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

***Vanderlande is an equal opportunity/affirmative action employer. Qualified applicants will be considered without regards to race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.***

**This job description has been approved by all levels of management:**

Manager \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

HR \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

**Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.**

Employee \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

# VANDERLANDE

## Position Description

<b>TITLE:</b> BHS – PBB Maintenance Technician II – SFO	<b>Internal:</b> Maintenance Technician II
<b>REPORTS TO (POSITION):</b> Maintenance Manager	<b>FLSA STATUS:</b> Non-exempt
<b>HAY:</b> 15	<b>DATE:</b>

### POSTION SUMMARY:

The Maintenance Technicians are the main responder to emergency situations. They carry out preventive and corrective maintenance at the mechanical and electrical level of the material handling system. This will be done during the dwell periods in between the flights and in the other non-operational hours. The Boarding Bridge Technician performs preventative and corrective maintenance on all boarding bridges, PCA's, GPU's, PWC's, RRS's, and VDGS. Applicants should have technical knowledge in mechanical bridge repair and adjustments, electrical troubleshooting, and repair.

### Essential Functions (Job Duties and Responsibilities):

- Demonstrates safe working habits at all times
- Inspect diagnose and repair mechanical and electrical systems
- Troubleshoots, repairs, and maintains machinery and electrical equipment such as motors, electrical circuits, SICK ATR systems, baggage handling equipment and conveyor systems in accordance with diagrams, electrical drawings, operational manuals, and manufacturer's specifications using hand tools and precision measuring and testing instruments.
- Exercise safe working practice at all times, complying with Lock-Out/Tag-Out procedures.
- Prepare and execute service calls, Emergency Maintenance and Corrective Maintenance
- Perform Preventive Maintenance & follow-up on Corrective Maintenance work orders
- Report service calls internally and to customer
- Advise and execute optimization of (sub) systems, consulting the supervisor, control and propose improvements for the quality of the service process
- Analyze system performance (and the operator influence)
- Occasionally monitor system from Control Room
- Preventive Material Handling System Maintenance – Inspection, adjustment, cleaning, replacement
- Perform maintenance, repairs, inspections, adjustments, and upgrades on the mechanical and/or electrical level on boarding bridge systems
- Use of hand tools, power tools and meters for troubleshooting and repair of boarding bridges
- Recognize abnormalities and faulty parts within the boarding bridge systems
- Read and interpret electrical schematics as they relate to boarding bridges
- Ability to read and interpret electrical and hydraulic schematics as they relate to boarding bridges
- Familiar with PLC controls for electro-mechanical troubleshooting
- Ability to understand refrigeration controls and power generation electronic components
- Ability to speak, read, understand, and write English
- Assist with Baggage Handling Systems maintenance and repairs as needed
- Complete CMMS Service Reports, Parts Usage and Warranty Records
- Research and Request spare parts as required
- Perform Inventory Counts
- Communicate with various parties on the work performed and present status of specialty systems.
- Interpret engineering drawings in reference to layout, location, and operation of the system(s).
- Schedule maintenance tasks to ensure job completion.
- React to messages from the Control Room, Lead Technician, or manager
- Tote running
- Attending to call outs, faults, alarms and warnings, Supervising staff, scheduling, training
- Attending to stoppages and bag jams

**Required Education and Experience:**

- High School Diploma or GED certificate
- Minimum of 2 years of electrical experience in an industrial environment
- Minimum of 4 years of experience in a maintenance trade
- Possession of a valid driver's license
- Able to secure and maintain airport security clearance including other agency clearances as required
- Available to work scheduled shifts, which may require work at night, weekends and holidays as required. Includes working 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> shift and on call (24/7 schedule)
- Electrical troubleshooting and repair skills

**Other Requirements:**

Must be able to attain and sustain an Airport I.D. Badge, and airport driving permit and a CBP Security seal.  
Must hold a valid driver's license

**Preferred Qualifications:**

- Minimum 1 year CMMS experience
- Minimum 2 years of material handling experience
- Minimum 2 years of passenger boarding bridge experience
- Working knowledge of mechanical and electrical systems
- Basic knowledge of controls (PLC, PC) systems
- OSHA 10 certification

**Knowledge-Skills-Abilities (Competencies)**

- Flexibility with time, able to shift priorities quickly based on staff and system needs
- Team player with strong verbal and written communication skills
- Customer and service oriented
- Proactive and strong work ethic and initiative; who would like to grow and develop within the organization.
- Working knowledge of computers and equipment
- Ability to solve problems under pressure
- Pro-active attitude towards process improvement

**Position Type/Expected Hours of Work:**

Full time position; 24/7 operation; 3 shifts available; overtime, weekend and holiday work are common.

**Travel:**

This position requires up no travel.

**Supervisory Responsibility:**

This position has no supervisory responsibilities.

**Physical Demands:**

The physical demands for this position are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to communicate (transmit, convey, receive) information. The specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee is **frequently** (26% to 74%) required to climb; reach; sit; and access confined spaces that require kneeling, crawling, and other positions that require physical maneuvering. The employee is **constantly** (75% or more) required to move and lift objects

(luggage bags, stack of tubs, tools, equipment, parts, etc.) of up to 50lbs; bend/twist; stoop; stand; walk; push-pull. The employee is **occasionally** (up to 25% of the time) required to carry and transfer up to between 50 and 120lbs.

**Work Environment:**

While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles, moving mechanical parts and vibration. The employee is occasionally exposed to a variety of extreme weather conditions. The noise level in the work environment and job sites can be loud due to aircraft engines and equipment.

Employee works in the secured baggage handling area, repair station, airfield, office environment and other areas within the airport. They often must meet strict deadlines to maintain flight schedules.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

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**This job description has been approved by all levels of management:**

Manager \_\_\_\_\_ / \_\_\_\_\_  
Date \_\_\_\_\_  
Printed Name Signature

HR \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

**Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.**

Employee \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

# VANDERLANDE

## Position Description

<b>TITLE:</b> BHS – PBB Maintenance Technician III - SFO	<b>Internal :</b> Maintenance Technician III
<b>REPORTS TO (POSITION):</b> Maintenance Manager	<b>FLSA STATUS:</b> Non-exempt
<b>HAY:</b> 10	<b>DATE:</b>

### POSTION SUMMARY:

The Maintenance Technicians are the main responder to emergency situations. They carry out preventive and corrective maintenance at the mechanical and electrical level of the material handling system. This will be done during the dwell periods in between the flights and in the other non-operational hours. The Boarding Bridge Technician performs preventative and corrective maintenance on all boarding bridges, PCA's, GPU's, PWC's, RRS's, and VDGS. Applicants should have technical knowledge in mechanical bridge repair and adjustments, electrical troubleshooting and repair.

### Essential Functions (Job Duties and Responsibilities):

- Demonstrates safe working habits at all times
- Troubleshoots, repairs, and maintains machinery and electrical equipment such as motors, electrical circuits, SICK ATR systems, baggage handling equipment and conveyor systems in accordance with diagrams, electrical drawings, operational manuals, and manufacturer's specifications using hand tools and precision measuring and testing instruments.
- Exercise safe working practice at all times, complying with Lock-Out/Tag-Out procedures.
- Prepare and execute service calls, Emergency Maintenance and Corrective Maintenance
- Perform Preventive Maintenance & follow-up on Corrective Maintenance work orders
- Inspect diagnose and repair mechanical and electrical systems
- Report service calls internally and communicate with various parties on the work performed and present status of specialty systems.
- Advise and execute optimization of (sub) systems, consulting the supervisor, control and propose improvements for the quality of the service process
- Analyze system performance (and the operator influence)
- Occasionally monitor system from Control Room
- Develop service supporting tools and means
- Perform maintenance, repairs, inspections, adjustments, and upgrades on the mechanical and/or electrical level on boarding bridge systems
- Use of hand tools, power tools and meters for troubleshooting and repair of boarding bridges
- Recognize abnormalities and faulty parts within the boarding bridge systems
- Read and interpret electrical schematics as they relate to boarding bridges
- Ability to read and interpret electrical and hydraulic schematics as they relate to boarding bridges
- Familiar with PLC controls for electro-mechanical troubleshooting
- Ability to speak, read, understand and write English
- Assist with Baggage Handling Systems maintenance and repairs as needed
- Un-jam conveyors
- Complete CMMS Service Reports, Parts Usage and Warranty Records
- Research and Request spare parts as required
- Perform Inventory Counts
- Interpret engineering drawings in reference to layout, location, and operation of the system(s).
- Schedule maintenance tasks to ensure job completion.
- React to messages from the Control Room, lead technician or manager
- Tote running
- Attending to call outs, faults, alarms and warnings, Supervising staff, scheduling, training
- Attending to stoppages and bag jams

**Required Education and Experience:**

- High School Diploma or GED certificate
- Minimum technical experience in an industrial environment
- Flexible work schedule for 24/7 operations
- Possession of a valid driver's license
- Able to secure and maintain airport security clearance including other agency clearances as required
- Available to work scheduled shifts, which may require work at night, weekends and holidays as required. Includes working 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> shift and on call (24/7 schedule)
- Electrical troubleshooting and repair skills

**Preferred Qualifications:**

- Minimum 1 year CMMS experience
- Minimum 1 year of material handling experience
- Strong mechanical aptitude
- Working knowledge of mechanical and electrical systems
- Basic knowledge of controls (PLC, PC) systems
- OSHA 10 certification

**Knowledge-Skills-Abilities (Competencies)**

- Flexibility with time, able to shift priorities quickly based on staff and system needs
- Team player with strong verbal and written communication skills
- Customer and service oriented
- Proactive and strong work ethic and initiative; who would like to grow and develop within the organization.
- Working knowledge of computers and equipment
- Ability to solve problems under pressure
- Pro-active attitude towards process improvement

**Other Requirements:**

Must be able to attain and sustain an Airport I.D. Badge

**Position Type/Expected Hours of Work:**

Full time position; 24/7 operation; 3 shifts available; overtime and weekend work is common.

**Travel:**

This position requires up no travel.

**Supervisory Responsibility:**

This position has no supervisory responsibilities.

**Physical Demands:**

The physical demands for this position are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to communicate (transmit, convey, receive) information. The specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee is **frequently** (26% to 74%) required to climb; reach; sit; and access confined spaces that require kneeling, crawling, and other positions that require physical maneuvering. The employee is **constantly** (75% or more) required to move and lift objects

(luggage bags, stack of tubs, tools, equipment, parts, etc.) of up to 50lbs; bend/twist; stoop; stand; walk; push-pull. The employee is **occasionally** (up to 25% of the time) required to carry and transfer up to between 50 and 120lbs.

**Work Environment:**

While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles, moving mechanical parts and vibration. The employee is occasionally exposed to a variety of extreme weather conditions. The noise level in the work environment and job sites can be loud due to aircraft engines and equipment.

Employee works in the secured baggage handling area, repair station, airfield, office environment and other areas within the airport. They often must meet strict deadlines to maintain flight schedules.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

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**This job description has been approved by all levels of management:**

Manager \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

HR \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

**Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.**

Employee \_\_\_\_\_ / \_\_\_\_\_ Date \_\_\_\_\_  
Printed Name Signature

PERSONAL SERVICES CONTRACT SUMMARY ("PSC FORM 1")

Department: AIRPORT COMMISSION -- AIR

Dept. Code: AIR

Type of Request: ☒ Initial ☐ Modification of an existing PSC (PSC # \_\_\_\_\_)

Type of Approval: ☐ Expedited ☒ Regular ☐ Annual ☐ Continuing ☐ (Omit Posting)

Type of Service: Operation, Maintenance, Repair of Airport-owned Baggage Systems and Passenger Boarding Bridges

Funding Source: Airport Operating Funds

PSC Amount: \$35,000,000

PSC Est. Start Date: 09/01/2021

PSC Est. End Date 12/31/2029

**1. Description of Work**

A. Scope of Work/Services to be Contracted Out:

Contractor shall operate, maintain, repair, and provide on-call services to designated San Francisco International Airport (Airport) owned passenger boarding bridges (PBBs) and baggage handling systems (BHSs).

Maintenance and repair work includes: (1) ensure that the BHS Sortation and Maintenance Diagnostics System computers are operational; (2) support of the Low-Level Controls (LLC) including all Programmable Logic Controls (PLC) hardware and software components and PLC programs for operating and maintaining the BHS; (3) maintenance of all accessories including components of pre-conditioned air aircraft ground power and potable water supply, troubleshooting faults and inspecting components to ensure systems are properly functioning; and (4) provide routine maintenance, scheduled maintenance/preventive maintenance, non-scheduled maintenance and repairs, resetting and adjusting equipment other on-call repair services and maintenance/repair documentation reports.

Operational work includes mobilization, system monitoring, reporting of system alarms, assisting Transportation Security Administration (TSA) of baggage screening system start-up and operation, implementation of normal and irregular operational plans, assigning resources, maintaining spare parts inventory, system reporting and record keeping as well as providing 24-hour on call response, 365 days per year.

B. Explain why this service is necessary and the consequence of denial:

PBBs and BHSs service ensures Airport safety and is essential to 24/7 Airport operations. Any interruption in service would cause flight delays and financial exposure to the Airport.

C. Has this service been provided in the past? If so, how? If the service was provided under a previous PSC, attach copy of the most recently approved PSC.

These services were previously provided under PSC 47087-15/16.

D. Will the contract(s) be renewed?

Yes, if there continues to be a need for such services at the Airport.

E. If this is a request for a new PSC in excess of five years, or if your request is to extend (modify) an existing PSC by another five years, please explain why.

The duration of the PSC will allow the long-term support of the passenger boarding bridges and baggage handling systems which are essential to airport operations.

**2. Reason(s) for the Request**

A. Indicate all that apply (be specific and attach any relevant supporting documents):

☒ Services that require resources that the City lacks (e.g., office space, facilities or equipment with an operator).

B. Explain the qualifying circumstances:

The contractor will provide A-frame stands and electronic equipment for testing of the Programmable Logic Controller (PLC) and its components of the PBBs. For the BHSs, the contractor will provide specialized rigging equipment to remove conveyor sections for maintenance and/or repairs.



**3. Description of Required Skills/Expertise**

- A. Specify required skills and/or expertise: PBBs and BHSs technicians and managers require a combination of expertise in all the following areas: integration of programming, electronics, motor control and conveyor systems. PBBs and BHSs inspections require knowledge of preventative maintenance requirements for the PBB and BHS equipment.
- B. Which, if any, civil service class(es) normally perform(s) this work? 1052, IS Business Analyst; 1093, IT Operations Support Admn III; 7238, Electrician Supervisor I; 7263, Maintenance Manager; 7318, Electronic Maintenance Tech; 7329, Electr Maint Tech Asst Sprv; 7334, Stationary Engineer; 7335, Senior Stationary Engineer; 7344, Carpenter; 7345, Electrician; 7514, General Laborer; 0922, Manager I; 9232, Airport Mechanical Maint Sprv; 9240, Airport Electrician; 9242, Head Airport Electrician; 1093, IT Operations Support Administrator III ;
- C. Will contractor provide facilities and/or equipment not currently possessed by the City? If so, explain: Yes. The contractor will provide A-frame stands and electronic equipment for testing of the Programmable Logic Controller (PLC) and its components of the PBBs. For the BHSs, the contractor will provide specialized rigging equipment to remove conveyor sections for maintenance and/or repairs.

**4. If applicable, what efforts has the department made to obtain these services through available resources within the City?**

Civil Service classifications were reviewed, and none included the combined knowledge and experience required. There are currently no civil service classes that can perform the entire scope of the work required for the maintenance and repair of Airport-owned PBBs and BHSs.

**5. Why Civil Service Employees Cannot Perform the Services to be Contracted Out**

- A. Explain why civil service classes are not applicable.  
This work requires a unique combination of engineering discipline that integrates controls with computer programming, conveyors and electrical equipment for the PBBs and BHSs. The existing civil service classifications do not have the required combination of knowledge and experience to operate, maintain and repair the PBBs and BHSs. In addition, there is no current civil service class with essential duties that match the scope of work required for PBBs and BHSs at the Airport, and therefore, employees would be working out of class.
- B. If there is no civil service class that could perform the work, would it be practical and/or feasible to adopt a new civil service class to perform this work? Explain. No, it would not be practical to adopt a new civil service class because this work is highly specialized and only performed at the Airport (not Citywide). In addition, the number of Airport-owned PBBs and BHSs requiring operations, maintenance and repairs is dependent upon the airlines' agreements with the Airport; therefore, we could not hire permanent civil service. Under the current Lease and Use Agreement, the Airport's tenant airlines can request to maintain the PBBs and BHSs assigned to them on a preferential basis.

**6. Additional Information**

- A. Will the contractor directly supervise City and County employee? If so, please include an explanation.  
No.
- B. Will the contractor train City and County employees and/or is there a transfer of knowledge component that will be included in the contract? If so, please explain what that will entail; if not, explain why not.  
No. No. Training will not be provided as part of these services.
- C. Are there legal mandates requiring the use of contractual services?  
No.
- D. Are there federal or state grant requirements regarding the use of contractual services? If so, please explain and include an excerpt or copy of any such applicable requirement.  
No.
- E. Has a board or commission determined that contracting is the most effective way to provide this service? If so, please explain and include a copy of the board or commission action.  
No.
- F. Will the proposed work be completed by a contractor that has a current PSC contract with your department? If so, please explain.

No.

**7. Union Notification:** On 02/05/2021, the Department notified the following employee organizations of this PSC/RFP request:

Carpenters, Local 22; Electrical Workers, Local 6; Laborers, Local 261; Municipal Executive Association; Professional & Tech Engrs, Local 21; Stationary Engineers, Local 39

☐ I CERTIFY ON BEHALF OF THE DEPARTMENT THAT THE INFORMATION CONTAINED IN AND ATTACHED TO THIS FORM IS COMPLETE AND ACCURATE:

Name: Cynthia Avakian Phone: 650-821-2014 Email: cynthia.avakian@flysfo.com

Address: P.O. Box 8097 San Francisco, CA 94128

\*\*\*\*\*

**FOR DEPARTMENT OF HUMAN RESOURCES USE**

PSC# 48746 - 20/21

DHR Analysis/Recommendation:

action date: 07/19/2021

Commission Approval Required

Approved by Civil Service Commission

07/19/2021 DHR Approved for 07/19/2021

**SFO agreed to a 5 year contract.**



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

*Sent Via Electronic Mail*

July 21, 2021

## **NOTICE OF CIVIL SERVICE COMMISSION ACTION**

**SUBJECT: REVIEW OF PROPOSED PERSONAL SERVICES CONTRACT  
NUMBER 48746-20/21 FROM THE AIRPORT - OMIT  
POSTING.**

At its meeting on **July 19, 2021 at 2:00 p.m.** the Civil Service Commission had for its consideration the above matter.

The Civil Service Commission adopted the report and approved PSC #48746-20/21 – Omit Posting for 5 years with the condition for a classification review. In addition, Airport will provide an annual report on the status of the classification review and discussions between Airport and Local 39. Notify the Office of the Controller and the Office of Contract Administration.

If this matter is subject to Code of Civil Procedure (CCP) Section 1094.5, the time within which judicial review must be sought is set forth in CCP Section 1094.

**NOTE: It is important that a copy of this action be kept in the department files as you will need it in the future as proof of Civil Service Commission approval. Please share it with everyone responsible for follow-up.**

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG  
Executive Officer

Cc: Cynthia Avakian, Airport  
Andrea Caporale, Airport  
Eva Cheong, Airport  
Sung Kim, Airport  
Enrique Guadamos, Airport  
Erin Zadlo, Airport  
Emylene Aspillá, Airport  
Veronica Davis, Airport  
Cynthia Maltez, Airport  
Mike Adams, Airport  
Bill Wong, Airport  
Ricardo Valle, Airport  
seichenberger@local39.org  
jvega@local39.org  
Commission File  
Commissioners' Binder  
Chron

**Notification List:**

Cynthia Avakian, Airport	<a href="mailto:cynthia.avakian@flysfo.com">cynthia.avakian@flysfo.com</a>
Andrea Caporale, Airport	<a href="mailto:andrea.caporale@flysfo.com">andrea.caporale@flysfo.com</a>
Eva Cheong, Airport	<a href="mailto:eva.cheong@flysfo.com">eva.cheong@flysfo.com</a>
Sung Kim, Airport	<a href="mailto:sung.kim@flysfo.com">sung.kim@flysfo.com</a>
Enrique Guadamos, Airport	<a href="mailto:enrique.guadamos@flysfo.com">enrique.guadamos@flysfo.com</a>
Veronica Davis, Airport	<a href="mailto:veronica.davis@flysfo.com">veronica.davis@flysfo.com</a>
Cynthia Maltez, Airport	<a href="mailto:cynthia.maltez@flysfo.com">cynthia.maltez@flysfo.com</a>
Bill Wong, Airport	<a href="mailto:bill.wong@flysfo.com">bill.wong@flysfo.com</a>
Ricardo Valle, Airport	<a href="mailto:ricardo.e.valle@flysfo.com">ricardo.e.valle@flysfo.com</a>
Stan Eichenberger, Local 39	<a href="mailto:seichenberger@local39.org">seichenberger@local39.org</a>
Jay Vega, Local 39	<a href="mailto:jvega@local39.org">jvega@local39.org</a>