

Attachment C-5

Type of Training	Role/Job
Description of training/who training applies to	Delivery of Training
Badge: SIDA Secure and Non-Secure	Type of Badge
Consists of areas designated for aircraft parking and maneuvering, enplaning/deplaning of passengers, and loading of cargo.	Badge Office Training
Badge: Non-SIDA	Type of Badge
Consists of ramp areas designated for fixed base operations (FBO) and City general aviation. Access is limited to these areas only.	Badge Office Training
Badge: Sterile	Type of Badge
Terminal Landside and Terminal Airside: ticket counters, baggage claim, security screening, aircraft gates, passenger waiting areas	Badge Office Training
Badge: AIB	Type of Badge
Consists of roadways, rail lines, parking lots, multi-story garages, rental car facilities, and curbside.	Badge Office Training
Orientation to Working at SJC	Everyone
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
Basic Security Awareness	Everyone
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
Basic Customer Service Overview	Everyone
Introduction to providing good customer service through attitude, consistency, teamwork and problem solving. Video training in Badging process.	Badge Office Training
Safety and Evacuation Plan	Everyone
General safety principles and evacuation plan for emergency situations.	Powerpoint/Class
Ramp Drivers Permit	Specific Role Module
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
Movement Area Operating Permit (MAOP)	Specific Role Module
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
Physical Vehicle Inspections	Specific Role Module
Security guards and Parking Control Officers: required to search vehicles.	Badge Office Training/Ops
Ramp Area Safety Handbook	Specific Role Module
All personnel working in the ramp area.	Handbook
Customer Service - Working at Mineta San Jose International Airport *	Specific Role Module
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
Providing Exemplary Service to Guests with Disabilities *	Specific Role Module
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