

SAN JOSE POLICE DEPARTMENT

AIRPORT DIVISION



UNIT GUIDELINES

2022

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INTRODUCTION

All members of the San Jose Police Department are obligated to adhere to Department policy, procedures and the Duty Manual. Additionally, while working at the Mineta San Jose International Airport, Department members shall adhere to the Airport Division's Unit Guideline's that are unique to the Airport and are not necessarily applicable to any other assignments within the San Jose Police Department.

These guidelines are designed to help Department members working at the Mineta San Jose International Airport navigate the steps that are needed to provide the best customer service to the flying community, airline carriers, vendors, TSA staff, airport personnel and others whom Department members may come in contact with during the course of a work shift.

GENERAL PHILOSOPHY

Working as a police officer at the Mineta San Jose International Airport is currently under the Special Operation's Division of BFO Patrol. Working at the Airport requires special skills and expertise to function at a high level. If awarded an Airport Pay Car Officer assignment, all Airport Pay Car officers will be considered an "at-will" employee. This assignment is a privilege and not a right. It is of great importance that the quality and effort given by our police department be superior. With this understanding, the expectations of the Pay Car officers will be extremely high. Failure to perform at the highest level at the Airport may result in a temporary suspension from this Pay Car assignment and/or permanent removal from the Pay Car list.

ATTENDANCE

Airport Pay Car officers are expected to work their assigned day every week until Shift Change unless approved by an airport sergeant. If your assigned pay car shift falls on any holiday, Airport Pay Car officers are required to work that assignment unless a replacement is found via Eresource.

BIDDING

Bidding is based on Department seniority. We have completely moved over to eResource and bidding will take place via eResource. If you have not bid in eResource or are unfamiliar with it, you should login and become familiar with it. The bid will be similar to BFO patrol's bid.

If you bid an Airport position you will be required to work the majority of those shifts. If the need arises to give up your position that you bid for this will be done through an Airport Sergeant. If you bid a spot and then give it to another officer, you will be subject to having your SIDA revoked.

IMPORTANT AIRPORT PROCEDURES AND RULES

Officers are expected to log on every day at their assigned post. Officers must have fully charged hand-packs. [REDACTED]

Airport Officers cannot leave the Airport grounds (Court, sick, etc....) without approval from the District David sergeant. If approved, the officers are not considered on-duty for Airport Pay Car purposes and all regular M.O.A rules apply for compensation (i.e. court/callback etc.).

Transportation of prisoners will be conducted by patrol units, either District Robert or District Frank depending on the origin of the call. The Airport Sergeant may approve Rover cars to transport prisoners if staffing allows.

No personal use of your SIDA badge. The SIDA badge is to be used while on-duty at the Airport and will never be used for personal gain on the officers' days off.

Mealtime (C7) and bathroom breaks (7B) are not authorized off Airport property. Airport Pay Car officers shall bring their lunch or eat at the Terminal restaurants.

[REDACTED]

Doffing and donning your uniform occurs on the Airport Pay Car officers' own time.

Airport Pay Car officers will travel to and from the Airport and APD on their own time with a SJPd marked Airport vehicle.

The loss of SIDA Badge or a Visitor Badge could result in a fine and your status as a Pay Car Officer will be re-evaluated.

Notifications will be made on all serious situations to the APD Sergeant. The APD Sergeant will determine the proper documentation and notifications to the APD Lt., Patrol Division Lt., and the Intel Officer when necessary.



GUIDELINES CHANGES

These Guidelines can and will change as necessary. Pay Car Officers will be given notice that the Pay Car Officer Guidelines have changed. Pay Car Officers unwilling or unable to abide by the changes in these guidelines will be replaced with the next officer available on the Pay Car Officer List.

GENERAL CALLS-FOR-SERVICE AND SERVICE REQUESTS

While working at the Mineta San Jose International Airport, Airport officers will be asked to handle a variety of calls-for-service. Most of the calls are very similar to those in patrol; however, there are several calls that are unique to the Airport. Listed on the following pages are some of the most common calls-for-service, service requests and procedures that Airport officers will likely encounter on a daily basis.

AIRPORT PATROL VEHICLE ASSIGNMENT

Refer to Appendix A



ARMED PILOT – COURTESY SERVICE

[REDACTED]

As a courtesy service and as time allows, the Airport unit will accept the pilots' firearms along with his / her contact info. [REDACTED]

[REDACTED]

ASSIGNMENTS

It is an officer's responsibility to be familiar with the various duties of working an Airport Pay Car and procedures and duties in accordance with the APD Guidelines for ALL positions. An officer on a Rover Car assignment, may be reassigned to a Checkpoint position or called to handle calls in the terminal or AOA by APD staff. If you have questions about the various positions, ask an Airport Sergeant for guidance. Make sure you review both the APD Guidelines, as well as the Airport Training course materials located in the "Airport Pay Car" folder in the G-Drive. Below is a description of the positions and basic responsibilities, but it is not an inclusive list, and you may be assigned additional duties by the Airport Sergeant as necessary. Regardless of assignment, you need to be familiar with driving procedures on the AOA:

- For specific duties and assignments refer to Appendix A

[REDACTED]

AUDIBLE ALARMS

[REDACTED]

[REDACTED]

I [REDACTED]

| [REDACTED]

[REDACTED]

[REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

BOMB THREATS

Bomb threats are considered a serious threat at the Mineta San Jose International Airport. In recent years, Airport officers have responded to a number of bomb threats. [REDACTED]

[REDACTED]

[REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] e Airport, TSA and airline's station managers' suggestions shall be considered.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

BREACH OF THE AIRPORT OPERATIONS AREA (AOA)

All breaches of the AOA are serious incidents and must be investigated thoroughly.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

IMPORTANT: *DO NOT WALK OR DRIVE ON THE TAXI OR RUNWAYS WITHOUT THE MOD'S AUTHORIZATION.*

CHECKPOINT OFFICER'S RESPONSIBILITIES

Refer to ASSIGNMENTS in Appendix A

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

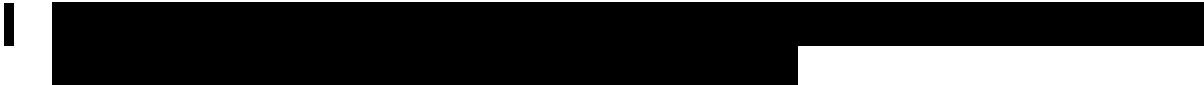
[REDACTED]

CONTROLLED SUBSTANCES

When responding to any calls-for-service which involve controlled substances, the responding unit will adhere to current law, Department policy, procedures and the Duty Manual.

As soon as practical during the investigation, the officer will:

[REDACTED]

- 
- Book the substance in at Central Supply as evidence
 - Complete a report

CNG STATION INCIDENTS

Occasionally a driver will drive away with the CNG hose still attached to the vehicle causing damages to the hose and the pump. In such events, AOC staff will contact an Airport officer to report the incident. In such events, the responding officer will:

- Generate an event and provide the AOC's employee with the case number.
- Provide the driver's information and vehicle's registration to the AOC's employee for his or her report.
- As an agreement with the Airport management, the Airport officer does not have to complete a report unless there were complaints of injury to the driver or bystanders in the area of the accident. In such events, a District Robert unit will be dispatched to investigate and complete an accident report.

COURTESY HANDLING OF PASSENGERS' PROPERTIES IN AND OUT OF THE STERILE AREA

It is not unusual for passengers to ask an Airport officer to obtain or hand off a set of keys, cell phone, medications or any similar items from the passenger's relatives who are on the public side of the checkpoint for them. If time allows, Airport officers are encouraged to assist the passengers with the request as a courtesy service.

Any item brought in from the public side into the sterile side must be screened through an X-ray machine by a TSA officer at the checkpoint.

Items passing from the sterile side out to the public side do not need to be screened by TSA.

CUSTOM BORDER PATROL OFFICER'S REQUESTS

Custom Border Patrol (CBP) officers working at the Federal Inspection Service building (FIS) [REDACTED].

When a passenger is suspected of having an outstanding warrant, Airport officers will assist the CBP officers. The transportation and booking of the passenger after ascertaining the warrant hit matches will be completed by District Robert units.



CUSTOMER SERVICE

It is imperative that all Airport officers treat TSA staff, Airport personnel, vendors, airline employees, passengers and others with utmost professionalism.

Officers are expected to recognize that customer service is one of the most critical factors at the Mineta San Jose International Airport. Therefore, all Airport officers must:

- Be professional at all times. Actual or the perception of rudeness, laziness and condescension will not be tolerated.
- Be courteous to TSA's personnel, the Air Carrier employees and Airport staff. If an issue occurs, the involved officers are required to notify the on duty sergeant as soon as practical whether or not the issues were resolved.
- Be courteous to passengers and vendors. Officers at the Mineta San Jose International Airport are expected to proactively and positively assist in the day-to-day operations inside and outside of the terminals.



[REDACTED]

[REDACTED]

ESCORTING CIVILIAN VISITORS

[REDACTED]

ESCORTING FIRE AND PARAMEDICS

[REDACTED]

[REDACTED]

[REDACTED]

ESCORTING LAW ENFORCEMENT OFFICERS

[REDACTED]

[REDACTED]

[REDACTED]

FIRE ALARMS AT THE TERMINAL

[REDACTED]

As part of the fire alarm system, there will be a continuous announcement throughout the terminal advising everyone to exit the terminal. Unless we have confirmation that it was a false alarm, DO NOT ADVISE PASSENGERS TO IGNORE THE ANNOUNCEMENT. Our primary task is to assist Airport staff in locating the source of the fire alarm.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- I [REDACTED]

- I [REDACTED]

- I [REDACTED]

- I [REDACTED]

- I [REDACTED]

- I [REDACTED]

[REDACTED]

GENERAL AVIATION WEST (G.A. WEST) – CALLS FOR SERVICE

General Aviation West is commonly referred to as “G.A. West” and it is part of the Mineta San Jose International Airport. Any incidents that happen inside of the Airport perimeter fence will be handled by District David units. All other incidents involving G.A. West will be handled by District Robert units. In either case, District David will respond to stabilize the situation and notify AOC regarding the incident.

[REDACTED]

ILLEGAL WEAPONS

[REDACTED]

[REDACTED]

- | [REDACTED]

- | [REDACTED]

- | [REDACTED]

- | [REDACTED]

- | [REDACTED]

[REDACTED]

- | [REDACTED]

- | [REDACTED]

[REDACTED]

LASER STRIKE

TRAINING BULLETIN – SJPD AIRPORT DIVISION

AIRCRAFT LASER STRIKES

California Penal Code Section 247.5 PC – Discharge of laser at aircraft

[REDACTED]

[REDACTED]

I [REDACTED]

I [REDACTED]

I [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

LOG ON AND OFF

[REDACTED]

Officers shall log off at the end of their assigned shift.

LOST & FOUND PROPERTY

Lost and found property calls-for-service are quite common at the Airport. When responding to such events, the officer shall treat the item as a suspicious package and proceed to inspect the property cautiously. If the need becomes apparent, the officer shall request the service of an Airport K9 officer.

If the item is found to be potentially dangerous, the responding officer will adhere to Department policy, procedures and the Duty Manual in handling a suspicious package.

Once the property has been rendered safe, the officer will attempt to return the property to its rightful owner. If the owner cannot be located, the property will be taken to the Airport's Lost & Found office.

LOST JUVENILES

When a child is missing at the Airport, the officer shall:

- Broadcast the descriptions of the child, time of occurrence and last direction of travel.
- Request another officer to respond to AOC to review the video, confirm that the child was in fact inside the Airport and update the child's latest location seen on camera.
- Advise the TSA and First Alarm officers at the Terminal A exit lane and ask them to keep an eye out for the missing child.
- Assign an officer to canvas the ticket counters and the sidewalk to make sure the child does not get into a vehicle or leave the Airport property. It is important to contain the child inside the Airport until he / she is located.
- If the child cannot be located, a missing person report will be taken without delay as indicated in the Department Duty Manual.

When notified of a found child at the Airport, the officer will make every attempt to contact and return the child to his / her legal guardian. The officer will also determine if there were any signs of "child neglect" on the part of the child's legal guardian or the person in charge of monitoring the child.

LOST PROPERTY REPORT

Upon receiving a report of property missing whether in-person or by phone, the officer will make every attempt to locate the property for the passenger. In such events the officer will:

- Determine the last time and location the property was seen.
- Check with AOC to see if anyone had taken the property.
- Check with TSA, passenger's airline carrier and the Airport's Lost & Found office.
- If the property cannot be located, a report will be taken as requested by the victim.

MARIJUANA POSSESSION

Incidents of passengers in possession of marijuana will be handled in accordance with current law, Department policies, procedures and the Duty Manual. It is advisable to point out to those passengers that they should confirm the laws pertaining to marijuana possession at their destination.

It should be noted that while recreational marijuana has been legalized in CA, SJC does not allow recreational marijuana to be transported in any capacity (carry-on or checked baggage).

MEDICINAL MARIJUANA

Passengers who have medical marijuana card may carry up to 8 ounces of marijuana on their person. In the event of a passenger possessing marijuana but does not have a medical marijuana card, with larger than the amount permitted by law, will be handled according to aforementioned "Marijuana Possession" section.

MEDICAL AID

Medical aid calls-for-service are the most common calls at the Airport. When responding to such events, one officer will respond to the victim's location and the other officer will respond to the nearest EMS staging area to escort Fire / Paramedics to the victim.

The escorting officer will remain with the Fire and paramedics or hand them off to another officer or Airport staff. Fire and paramedics must be in view of an Airport officer or AOC staff at the scene.

NOTE: Fire personnel from Station 20 have SIDA badges and they can be anywhere inside the Airport unescorted.

[REDACTED]

[REDACTED]

| [REDACTED]

| [REDACTED]

| [REDACTED]



SJC POLICY

No person shall sleep in or remain in the Airport terminals overnight for the purpose of lodging, unless: (a) the person has arrived at, is in transit through, or will be departing from the Airport as an airline passenger within twenty-four (24) hours, as evidenced by a valid travel itinerary, ticket, or boarding pass matching the person's valid identification; or (b) the person is awaiting the arrival of a travel passenger due to arrive within two (2) hours, or within four (4) hours if the passenger's travel has been delayed, as evidenced by verifiable travel information.

DEFINITIONS

Overnight The period each day between the hours of 11 p.m. and 4 a.m., or in the International Arrivals Facility from one hour after the last international flight using that facility to one hour before the first international flight of the day using that facility.



PEPPER SPRAY

Airline carriers do not allow passengers to carry pepper spray or mace on their aircraft. When responding to a call involving pepper spray or mace, the officer will determine if the passenger is in violation of CA Penal Code section 22810. The passenger is in violation when he / she is found to be:

- A minor under the age of 16
- A convicted felon
- An individual convicted of narcotic/drug addiction
- An individual convicted of assault
- An individual convicted of misusing pepper spray

PICKING UP ASSIGNMENTS

Per Department Policy, you are not allowed to work more than 16hrs in any 24-hour period. The Policy also states an officer may not take BOS and miss briefing to work a Pay Job assignment. If you can see assignments on the pickup board, but are unavailable to you, the above examples may be the reason. This is part of how eResource is set up and not a design of the Airport Division. If you have questions regarding assignments, please contact an Airport Division Sergeant. Do not contact BFO Admin as they cannot and will not assist you.

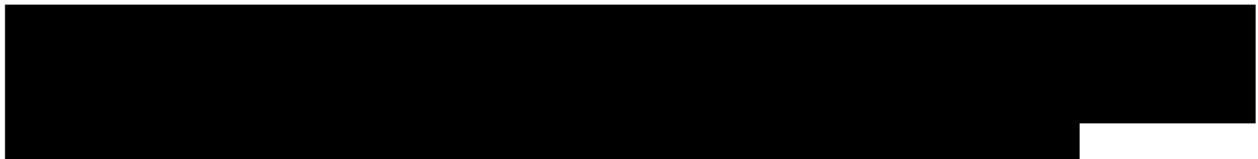
PROHIBITED ITEMS AT THE CHECKPOINTS



PUBLIC INTOXICATION

When responding to a “Public Intoxication” call-for-service, responding officers shall adhere to Department policy.

The airlines’ representative will have the final say as to whether or not the passenger is allowed to board the aircraft. This does not preclude an officer from making suggestions to the airline representative based on their training and experience.



- | [REDACTED]
- | [REDACTED]
- | [REDACTED]
- | [REDACTED]

ROVER CAR DUTY

Refer to **ASSIGNMENTS** in Appendix A

[REDACTED]

[REDACTED]

SLIP-AND-FALL CALLS-FOR-SERVICE

Slip-and-Fall calls are common at the Airport. When responding to a Slip-and-Fall, the officer will conduct the following:

- Obtain the victim's statement and determine what occurred.
- A Body Worn Camera (BWC) will be used when taking statements.
- Provide the victim with the necessary medical assistance
- Look for and interview witnesses using a BWC.
- Request a friction test from AOC
- Take photos of the victim and the area of slippage

- Document the victim's mental state (intoxication, meds), luggage, **shoe type** and their condition as well as the condition of the scene.
- Complete a report.

SPILLAGE

When advised of a spillage, the officer will immediately advise AOC and request for a clean-up crew to respond. [REDACTED] [REDACTED] [REDACTED] to prevent passengers from stepping on the spill until the clean-up crew arrives.

When observing a minor chemical spill, the officer will immediately advise AOC and request them to respond to the scene to coordinate the isolation and clean-up. Request Fire personnel to respond to the scene when necessary.

In the event of a serious chemical spill, the responding officer will adhere to Department policy.

STUN GUN POSSESSION

[REDACTED]

[REDACTED]

| [REDACTED]

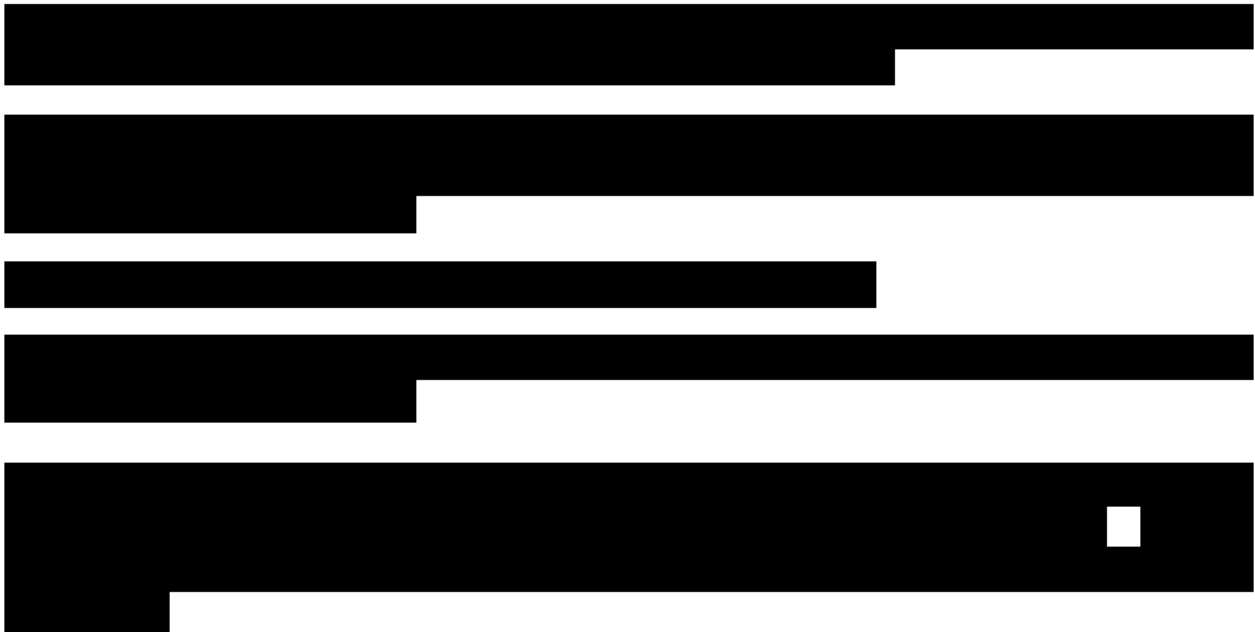
| [REDACTED]

| [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



TIME OFF

If you want to give away one or more of your dates, you must place them on the EResource “pick up board”. If you place your assignment on the pickup board and it is not taken, it is your responsibility to work your shift. **You are not relinquished of your assignment until another officer takes your assignment.** We frequently have assignments on the board, so if you are looking for extra work, please check the “pick up board”. If for any reason you cannot work a majority of your assignments, please advise Airport Division staff. Assignments are not designed to be picked up during the bid to then be given away on a consistent basis. If this occurs, Airport Division may remove you from that assignment completely. We appreciate you contacting us as soon as possible if you learn you can no longer work your Airport Pay Car due to personal reasons or being reassigned in your regular SJPd assignment.

TIMESHEET / VIS CODE



When filling out timesheets, all Airport officers will need to fill in the comment box with the hours worked, assigned Terminal, call sign and the Pay Car approval sergeant’s name. Timesheet accuracy is routinely checked with the department’s timekeeper.

TRESPASSING

[REDACTED]

UNATTENDED BAGS

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

UNIFORMS

All Airport officers are required to report for duty in Class-A, Class-B or Class-C uniforms.



L 4433 OFFICER RESPONSIBILITIES

Every officer assigned a body worn camera working a uniformed or plain-clothes assignment in the City of San Jose, to include secondary employment and the Main Lobby, is responsible for ensuring that they are equipped with a Department-issued body worn camera and that the camera is fully charged and in good working order at the beginning of their shift. If a device is in need of repair, members will notify their supervisor and turn the body worn camera into Central Supply for repair or replacement. Actual time spent testing or reporting damage to a body worn camera shall be regarded as time worked.

VEHICLE ACCIDENTS

All vehicle accidents that occur on the roadway surrounding Airport property including parking garage structures and parking lots will be handled by District Robert units unless otherwise directed by a District David sergeant.

All vehicle accidents that occur inside the Airport's perimeter fence line will be handled by District David units.

All accidents involving Airport equipment that does not fall under the Vehicle Code will still be investigated and documented on General Offense report.

Appendix A

AIRPORT PATROL VEHICLE ASSIGNMENT

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ASSIGNMENTS

- **Primary Terminal Assignments (Checkpoints):** Cover the checkpoints and respond to calls in accordance with APD guidelines and be familiar with operational procedures [REDACTED] in the checkpoints. In addition, be familiar with response protocol for EMS calls and Escort Procedures.

[REDACTED] checkpoint officers will remain at the checkpoint unless:

- Walking the terminal for visibility
- Performing premise checks
- Responding to all calls-for-service which originate from within or are in close proximity of the assigned checkpoint
 - Including public areas such as ticket counters or Terminal B Baggage claim

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

These positions are expected to maintain **HIGH VISIBILITY** presence in baggage claim and curbside public areas and respond to calls in those areas. A portion of your time may be on foot in these areas, [REDACTED]. You may have to assist with traffic control officers [REDACTED] and address persons not complying with airport regulations [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] This position may require response to landside calls that are primarily a District Robert response at the discretion of the Airport Supervisor. Curbside escorts are a primary responsibility. [REDACTED] driving the inside perimeter of the AOA and [REDACTED] contacting staff at both Signature and Atlantic Aviation.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

APD SERGEANT ADMINISTRATIVE DUTIES

Marked Patrol Vehicle

Shotguns/Less Lethal

Equipment (Bicycles/Segway/Others)

AED Units

Training of Airport Officers

[REDACTED]

Airport Division Watch List/Data Back Up

[REDACTED]

Order of Office Supplies/Equipment

Billing responsibilities



Clearing Phone Messages

Stop Program