

City of Santa Barbara
Airport Department
Law Enforcement Division



TRAFFIC & SECURITY UNIT

POST ORDERS

(Revised 12/19/19)

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CITY OF SANTA BARBARA
AIRPORT DEPARTMENT
TRAFFIC & SECURITY UNIT POST ORDERS

Post Order#: 1-01
Subject: ADMINISTRATIVE – Chain of Command

Issued: 01/01/19

1. PURPOSE AND SCOPE

This policy establishes a clear and standardized organizational command structure for non-sworn members of the Traffic & Security Unit within the Airport Law Enforcement Division.

2. LAW ENFORCEMENT DIVISION CHAIN OF COMMAND

1. Department Employees Follow a Structured Chain of Command

All Law Enforcement Division employees are subordinate to the Airport Patrol Supervisor. Employees are subordinate to all ranks above their position. The Division chain of command applies to all Division employees while on duty.

Law Enforcement Division employees are ranked as follows:

- Captain (Airport Patrol Supervisor)
- Sergeant
- Officer
- Senior Security Aide
- Security Aide
- Traffic Aide

The Airport Patrol Supervisor is the overall commander of the Division. Sergeants act as Watch Commanders and oversee the work of all Division personnel on a given shift, with each Sergeant having additional collateral duties over specific areas of operation within the Division.

- Training
- Scheduling
- Equipment
- Traffic & Security

2. Employees Shall Communicate Through the Chain of Command

Exception: An employee may communicate directly with any higher-ranking employee if information is sensitive and requires communication outside the chain of command. The higher-ranking employee is then responsible for taking action where appropriate and passing along the information.

3. TRAFFIC & SECURITY UNIT CHAIN OF COMMAND

1. **Traffic & Security Sergeant** – The Traffic and Security Sergeant is a sworn Airport Patrol Sergeant assigned to supervise the overall operations of the Traffic & Security Unit. The Traffic & Security Sergeant reports to the Airport Patrol Supervisor and is responsible for the following:
 - a) Supervision of non-sworn Traffic & Security Aides
 - b) Approval/denial of Leave Requests
 - c) Personnel performance management
 - d) Supervision and administration of the Traffic & Security Aide Training Program
 - e) Other duties as assigned by the Airport Patrol Supervisor
2. **Senior Airport Security Aide** – The Senior Airport Security Aide is a non-sworn lead position in the Traffic & Security Aide job classification. The Senior Security Aide reports to the Traffic and Security Sergeant and/or the Watch Commander (or Senior Lead Officer if there is no Sergeant) on any given shift. The Senior Security Aide is responsible for the following collateral duties:
 - a) Processing Leave Requests
 - b) Staff Scheduling

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- c) Uniform and equipment management
- d) Training of new personnel.
- e) Other duties as assigned by the Airport Patrol Supervisor or his designee.

3. Traffic/Security Aides –

Traffic and Security Aides are non-sworn line level personnel and report to the Traffic & Security Sergeant and/or Watch Commander (or Senior Lead Officer if there is no Sergeant) on a given shift. Traffic and Security Aides are responsible for the following:

- a) Traffic control and enforcement
- b) Sterile Area employee screening
- c) Vendor delivery inspections
- d) Physical access control
- e) Other duties as assigned by the Airport Patrol Supervisor or his designee

4. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

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Post Order#: 1-02
Subject: ADMINISTRATIVE – Time Clock

Issued: 01/01/19

1. PURPOSE AND SCOPE

In order to more effectively and efficiently track employee hours worked, the department has instituted a standardized time keeping procedure. This policy shall apply to all part-time hourly employees working under the job title of Airport Traffic Aide.

1. AIRPORT TRAFFIC/SECURITY AIDE DEFINED

- a) For the purposes of this policy, an Airport Traffic/Security Aide is any person employed by the City of Santa Barbara, Airport Department in a part-time or full-time capacity, with the primary job function of performing traffic control and non-sworn security related duties at the Santa Barbara Municipal Airport.

2. TIME CLOCK DEFINED

- a) A Time Clock is an electronic timepiece that assists in tracking of employee hours via a stamped date and time on a Time Card.

3. TIME CARD DEFINED

- a) A Time Card is a heavy paper card that is used to punch in or stamp a date and time via the Time Clock.

4. TIME SHEET DEFINED

- a) A Time Sheet is the City of Santa Barbara's official form of time recording for all employees. This is not to be confused with the Time Card which is specifically for the purposes of Airport Traffic & Security Aides.

2. POLICY

The Department has provided a standard Time Clock and Time Cards in the SOC South break room located in the Historic Airport Terminal building. Airport Traffic & Security Aides shall utilize this Time Clock and Time Card to document the beginning and end of each of shift. Both Time Sheets and Time Cards will be collected by the Senior Security Aide, or in the absence of the Senior Security Aide, by the Traffic & Security Sergeant or Watch Commander before the end of each pay period.

1. RECORDING

Work hours are recorded in quarter hour increments and must be reflected as such on each employees corresponding Time Sheet which is not to be confused with the Time Cards. Work hours recorded on employee Time Cards shall be rounded up or down based upon seven minute increments. Employees shall not clock in eight or more minutes before their scheduled shift.

2. TARDINESS

The seven minute mark is not considered late for the purposes of Time Sheets and clocking in, but is still considered late for procedural and disciplinary purposes. Employees will still be held accountable for clocking in late. No provision of this Directive supersedes this fact.

3. ALTERNATIVE MEASURES

In the event that an Employee forgets to clock-in, they are required to notify the Security Operations Center and notify Traffic One via email. Additionally, Employees must request a Sergeant or Officer in Charge on duty to manually fill in the missed time on the Time Card with the officer's initials. Employees are held accountable for not clocking in as required by this Directive.

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3. PROCEDURE

1. TIME CARD RECORDING

Employees covered under this policy shall use the following procedures to comply with this policy:

- a) A new Time Card shall be used at the beginning of each bi-weekly pay period.
- b) Each employee shall write their first and last name at the top of the time card in the space provided.
- c) Employees shall use the Time Clock and time card provided to record or “clock-in” at the beginning And end of each shift worked.
- c) Employees shall not record 15 minute breaks or lunch breaks.
- d) Employees shall have a Sergeant or Officer in Charge on duty manually fill in a missed “clock-in”.

2. PROHIBITED ACTIVITIES

At no time shall any employee covered under this policy change, edit, alter or amend any Time Card (regardless of who the Time Card belongs to) for any reason. Additionally, at no time shall any employee covered under this policy record the start or end time (“clock-in” or “clock-out”) on behalf of another employee. Only the employee whose name is listed on the Time Card is authorized to record start and end times on said Time Card. Employees shall also never attempt to duplicate a Sergeant or Officer in Charge’s initials when they miss a “clock-in”. Traffic/Security Aides may not remove Time Cards from the break room.

4. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

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Post Order#: 1-03

Issued: 01/01/19

Subject: ADMINISTRATIVE – Checking City E-Mail

1. PURPOSE AND SCOPE

The City of Santa Barbara and the Airport Department utilizes electronic mail for a variety of routine and time critical communications with employees. This policy establishes guidelines and procedures to ensure that Traffic & Security Aides are receiving and replying to all relevant communications in a timely manner.

2. PROCEDURE

1. The following procedure will be used when checking email.

- a) Traffic & Security Aides are required to check their official City e-mail at the start of each shift and prior to the end of each shift.
- b) A response to the sender is required when applicable.
- c) Traffic & Security Aides shall not spend anymore time than is necessary to review and/or reply to new messages.
- d) Generally, this activity should occur 10 minutes at the start of ones shift and 10 minutes prior to the end of ones shift or at the direction of the Airport Patrol Supervisor or his designee.

3. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

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Post Order#: 1-04
Subject: ADMINISTRATIVE – Checking Work Schedule

Issued: 01/01/19

1. PURPOSE AND SCOPE

The Traffic & Security Unit utilizes an electronic schedule to manage and track appropriate staffing levels. This policy establishes guidelines and procedures to ensure that Traffic & Security Aides are routinely checking the schedule and are aware of any changes that may effect their individual work schedules.

2. PROCEDURE

1. The following procedure will be used for checking work schedules:

- a) Traffic & Security Aides are required to check the electronic Traffic & Security Master Schedule at the start of each shift and prior to the end of each shift.
- b) At no time should a Traffic & Security Aide presume that any printed copies of the schedule are accurate. Amendments are routinely made to the electronic schedule and only that schedule will be used to determine accurate work schedules.
- c) Traffic & Security Aides shall not spend anymore time than is necessary to review the current schedule.
- d) Generally, this activity should occur within 10 minutes at the start of ones shift and within 10 minutes prior to the end of ones shift or at the direction of the Airport Patrol Supervisor or his designee.
- e) All Traffic & Security personnel are responsible for knowing when they are scheduled to work and being on time for their scheduled shift.

3. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

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Post Order#: 1-05
Subject: ADMINISTRATIVE – Absences & Attendance

Issued: 01/01/19

1. PURPOSE AND SCOPE

Employees of this Department are provided with a sick leave benefit that gives them continued compensation during times of absence due to personal or family illness. The number of hours available and terms of use are detailed in the employee's respective personnel manual or applicable collective bargaining agreement.

This policy is not intended to cover all types of sick or other leaves. For example, employees may be entitled to additional paid or unpaid leave for certain family and medical reasons as provided for in the Family and Medical Leave Act (FMLA) , the California Family Rights Act, leave related to domestic violence, sexual assault, stalking or for organ or bone marrow donor procedures (29 CFR 825; Government Code § 12945.2; Labor Code § 230.1; Labor Code § 1510).

2. EMPLOYEE RESPONSIBILITIES

Sick leave may be used for absences caused by illness, injury, diagnosis, care or treatment for existing health conditions, temporary disability (including pregnancy/maternity), or for medical, dental or vision exams or medical treatment of the employee or the employee's immediate family when it is not possible to schedule such appointments during non-working hours.

Sick leave is not considered vacation, and abuse of sick leave may result in discipline and/or denial of sick-leave benefits. Employees on sick leave shall not engage in other employment or self-employment, or participate in any sport, hobby, recreational or other activity which may impede recovery from the injury or illness. Upon return to work, employees shall complete and submit a leave request describing the type of leave used and the specific amount of time taken.

3. NOTIFICATION

Employees are encouraged to notify the Security Operations Center (SOC) as soon as they are aware that they will not be able to report to work. At a minimum, employees shall make such notification no less than one hour before the start of their scheduled shift. If an employee is unable to contact the SOC in the case of an emergency, every effort should be made to have a representative contact the SOC (Labor Code § 246).

When the necessity for leave is foreseeable, such as an expected birth or planned medical treatment, the employee shall, whenever possible, provide the Department with no less than 30 days notice of the intent to take leave (Labor Code § 246).

4. EXTENDED ILLNESS

Employees on extended absences shall, if possible, contact their unit supervisor at three-day intervals to provide an update on their absence and expected date of return. Employees absent from duty due to personal illness in excess of three consecutive days may be required to furnish a statement from their health care provider supporting the use of sick leave and/or the ability to return to work.

Nothing in this section precludes a supervisor, with cause, from requiring a health care provider's statement if three or fewer sick days are taken after the first three days of paid sick leave are used in a 12-month period.

5. SUPERVISORY RESPONSIBILITIES

Supervisors should monitor sick leave usage and regularly review the attendance of employees under their command to ensure that the use of sick leave is consistent with this policy. Supervisors should address sick-leave use in the employee's performance evaluation when it has negatively affected the employee's performance or ability to complete assigned duties, and when unusual amounts of sick leave by the employee has had a negative impact on department

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operations. When appropriate, supervisors should counsel employees regarding the excessive use of sick leave and should consider referring the employee to the Employee Assistance Program.

6. REQUIRED NOTICES

The Human Resources Manager shall ensure: (a) Written notice of the amount of paid sick leave available is provided to employees as provided in Labor Code § 246(b) A poster is displayed in a conspicuous place for employees to review that contains information on paid sick leave as provided in Labor Code § 247.

7. ATTENDANCE

Traffic & Security Aides shall notify the Security Operations Center (SOC) as soon as is reasonably practical if they are unable to start their scheduled shift on time or need to leave their shift prior to their scheduled end time due to unforeseen circumstances.

Disciplinary action may be taken against Traffic & Security Aides for any of the following:

- (a) Leaving the job to which the employee is assigned during duty hours without reasonable excuse and proper permission and approval.
- (b) Unexcused or unauthorized absence or tardiness.
- (c) Excessive absenteeism or abuse of leave privileges.
- (d) Failure to report to work or to place of assignment at time specified and fully prepared to perform duties without reasonable excuse.

8. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

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Post Order #: 1-06

Issued: 01/01/19

Subject: ADMINISTRATIVE – Leave Requests

1. PURPOSE AND SCOPE

This procedure ensures that personnel are in compliance with the current Airport Departmental Policy pertaining to Leave Requests.

2. REQUEST PROCEDURE

Airport Department Leave Request forms must be completed and submitted three working days (72 hours) in advance for approval. Leave Requests that are not submitted with the three working day (72 hours) advanced notice will not be approved unless the time off is needed for a valid emergency and staffing levels are adequate. The three working days (72 hours) advanced notice requirement also applies to a partial day leave request.

1. Complete the Leave Request form in PDF format (See Attachment 1).
2. Digitally sign the Leave Request form by clicking on the “Employee’s Digital Signature” box (see Attachment 2 for instruction on how to create a digital signature).
3. Save the PDF form using the following format:
 - a) LV [DATE SUBMITTED]_[LAST NAME OF REQUESTOR]
 - b) Example: LV 040619_SMITH
4. Email the Leave Request form to the Senior Security Aide and courtesy copy the Traffic & Security Sergeant.
 - a) If there is an issue or conflict regarding the Leave Request, the Traffic & Security Sergeant shall provide an explanation for denying the request, and submit it to the Airport Patrol Supervisor immediately ensuring all persons involved that the request are notified.
5. Other Items to Note:
 - a) Please submit a separate Leave Requests for days that are not continuous and that don’t fall within the same work week on a separate time off request form. Also, if you are taking different types of leave on the same day, please list the different types of leave on separate lines in the Leave Request form (see example below).
 - b) The Senior Security Aides duties and functions can be assigned to the Traffic and Security Sergeant, if the Senior Security Aide is off for an extended period of time. All Leave Request forms shall then be submitted to the Traffic and Security Sergeant.
 - c) **Time off is not guaranteed.** Employees should be aware that submitting a Leave Request form three days prior to the requested leave date does not guarantee its approval. Any leave requests may be denied for the following reasons: the request has been submitted less than three days prior to the requested date, another person has requested the same day off prior to your request being submitted or due to scheduling conflicts the shift cannot be covered.
6. The Leave Request form will be processed by the following personnel, unless otherwise assigned:
 - a) Senior Security Aide will process all Leave Request forms submitted by Traffic and Security Aides.
 - b) Traffic & Security Sergeant will approve or deny the Leave Request once it has been submitted by the Senior Security Aide.

3. SCHEDULING AND REVIEW PROCEDURE

Senior Security Aide and Traffic & Security Sergeant Reviewing Leave Request

1. Check email on a daily basis to review any submitted Leave Request forms.
2. The Senior Security Aide will verify that the employee has enough hours of the type of leave requested to cover the Leave Request.
 - a. The Senior Security Aide will utilize the Mandatory Overtime Rotation List when applicable (See Post Order #1-07).
 - b. The Senior Security Aide will attempt to cover the open shift with an Hourly Traffic/Security Aide.
 - c. If the Senior Security Aide is unable to cover the shift with an Hourly Traffic/Security Aide, then he will contact the next Full-time Security Aide via email or phone to advise him/her that he/she is next on the Mandatory Overtime Rotation List.

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- d. Once an acknowledgment is received, the Senior Security Aide will indicate that the leave request has been approved by noting it on the "Patrol Time Off Calendar" and schedule.
3. The Traffic & Security Sergeant will complete the Supervisor section of the Leave Request form.
4. The Traffic & Security Sergeant will digitally sign the Leave Request form by clicking on the "Sergeant's Digital Signature" box.
5. Save the PDF form using the following format: LV [DATE SUBMITTED]_[LAST NAME OF REQUESTOR]_[LAST NAME OF TRAFFIC & SECURITY SERGEANT]
 - a. example: LV 040109_SMITH_JOHNSON
6. Once acknowledgement is made that the leave request is covered, the Senior Security Aide will advise the requester that the leave request has been approved and update the Traffic & Security Schedule.
8. The Traffic & Security Sergeant will indicate on the Leave Request form who will be covering the requested time off and forward it via e-mail to the Airport Patrol Supervisor and Airport Operations Manager for their digital signature. The signed Leave Request form will then be submitted to the Airport Administration time keeper.

4. EFFECTIVE PERIOD

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Post Order#: 1-07
Subject: ADMINISTRATIVE – Assigned Overtime

Issued: 01/01/19

1. PURPOSE AND SCOPE

This procedure is intended to balance the need to provide adequate work coverage for Traffic & Security operations with the need to accommodate employee time-off requests. The following guidelines will apply when processing requests for time-off. The Assigned Overtime Policy applies only to full-time Airport Security Aides and the Senior Airport Security Aide. Hourly Traffic & Security Aides are exempt from the provisions of this policy.

2. POLICY

1. Overtime shifts will be assigned to full-time Airport Security Aides on a rotational basis (see Section 3.14 of this policy for additional information). Employees will be placed on an Overtime Rotation List.
2. When a time off request is submitted, the following procedure will be adhered to:
 - (a) The Senior Security Aide and Traffic & Security Sergeant will comply with existing time off procedures regarding Leave Requests.
 - (b) Assign the shift(s) requested off to the person(s) on the appropriate Overtime Rotation List per the procedures outlined below.
 - (c) Update the following:
 1. Outlook time off calendar
 2. Schedule
 3. Overtime Rotation List.

3. PROCEDURE

1. **ROTATION LISTS** – An Overtime Rotation Lists will be maintained for all Full-Time Airport Security Aides (including the Senior Airport Security Aide).
2. **ORDER GROUPS** – The Overtime Rotation Lists shall be ranked by Traffic Call Sign Number (see example below) and include all officers/operations assts. The Overtime Rotation Lists will be comprised of several Order Groups. Each Order Group will contain the names of each employee in the order described above, i.e.

Order Group 1
Traffic-1 – Smith
Traffic-2 – Jones
Traffic-3 – Johnson
Traffic-4 – Doe

Order Group 2
Traffic-1 – Smith
Traffic-2 – Jones
Traffic-3 – Johnson
Traffic-4 – Doe

Order Group 3
Traffic-1 – Smith
Traffic-2 – Jones
Traffic-3 – Johnson
Traffic-4 – Doe

Once an employee is assigned an overtime shift the employee will move down to their correct slot in the next Oder Group. The purpose of Order Group system is to maintain the continuity of the Overtime Rotation List. It allows employees to always be in the same order regardless of what order they worked an assign overtime shift.

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3. ASSIGNMENT OF OVERTIME SHIFTS - Mandatory overtime will be assigned to the next available person on the Overtime Rotation List to accommodate the time-off request. Once an employee is assigned a mandatory overtime shift they will move down the Overtime Rotation List to the next Order Group and will not be assigned mandatory overtime shift until everyone else on the Overtime Rotation List has either:

- (a) Been assigned to an overtime shift.
- (b) Arranged for someone else to work an overtime shift in their stead.
- (c) Are unavailable due to scheduling conflicts.
- (d) Used their opted out option.

No employee shall be assigned to more than one consecutive mandatory overtime shift at a time.

No employee can be assigned to mandatory overtime shifts that conflicts with prior scheduling.

No employee can be assigned a mandatory overtime shift for a day that they themselves are on a requested time-off.

An employee will not be assigned a mandatory overtime shift on RDOs that fall within a planned vacation or RDOs that are an extension of a planned vacation. In such cases the employee will be considered unavailable. The Supervisor, Sergeant, or Senior Airport Security Aide arranging coverage for a time off request must ensure that the person assigned the mandatory overtime received actual notice of the assignment. This can be accomplished by:

- (a) Telling the employee in person,
- (b) Telling the employee over the phone,
- (c) Emailing the employee such that the employee will receive the email at work prior to the date of the assigned overtime.
 - 1. Employees are required to check their emails on each day that they work.
 - 2. Employees notified of an assigned overtime shift via email must reply immediately upon reading the email acknowledging receipt of the assigned shift.

When a leave request is submitted and the next person on the Overtime Rotation List is not at work, then the person processing the request will attempt to contact personnel on the Overtime Rotation List two times before moving on the next person on the list.

Mandatory overtime cannot be assigned to anyone still in training.

The employee assigned to an overtime shift is responsible for working or covering that shift. If the employee doesn't want to work the shift then it is incumbent on said employee to arrange coverage by another person. If such coverage is arranged then both parties are responsible for notifying the Supervisor, Sergeant or Senior Ops Assistant responsible for processing the time off request.

Mandatory overtime of four hours or less in duration can be assigned to employees already working as an extension of their shift rather than assigning it to an employee on the Overtime Rotation List.

The employee originally assigned the overtime shift will receive credit for the shift and move to the next Order Group if:

- (a) Another employee agrees to work the shift for them. In this case the employee who agrees to work the shift will remain in the same position on the Overtime Rotation List (they don't move to the next Order Group)
- (b) They exercise their option to opt out. In this case the employee moves to the next Order Group and the shift is assigned to the next available person on the Overtime Rotation List.

The Airport Patrol Supervisor will be the final arbiter of any issues or conflicts resulting from assigned mandatory overtime.

4. ORDER OF ASSIGNMENT – Overtime shifts will, whenever possible, be assigned according to the date requested. Earlier dates will be assigned first. For example, employee A submits a request today for a day off six

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months from now and employee B submits a request for a day off in a week. Employee B's request will be assigned first.

Time off request can but submitted as far in advance as the employee wishes an may be processed any earlier, however, it shall be processed no later than one week before the first date requested off.

It should be noted that since only one employee can take a day off at a time, the employee who submitted their time off request first will have preference.

If there is a conflict covering time off request between employees then the person who submitted first will have preference.

5. **OTHER MANDATORY OVERTIME** – Nothing in this procedure shall be construed to imply that mandatory overtime cannot be assigned based upon the needs of the department such as for emergencies, events and training.
6. **REARRANGING SCHEDULES** – This policy does not prohibit the Department from changing employees' schedules to accommodate time off requests in lieu of assigning overtime shifts if this is in the best interest of the Department. For example, if an employee requests two weeks off, the Department may rearrange shifts to cover the employee's time off instead of assigning overtime shifts.
7. **APPLICABILITY** – This policy does not apply when employees call in sick, are absent without leave, are absent due to a sudden emergency, etc. The purpose of this policy is to assign overtime shifts to cover shifts that were requested off with enough notice so that other employees can be assigned to cover the shift.

When covering shifts for reasons other than an approved time off request, the Department will be free to call in any available personnel regardless of their placement on the Overtime Rotation List.

The employee called in to work a shift under these circumstances will move to the next Order Group. The employee called in to work a shift under these circumstances will be responsible for ensuring that a Supervisor, Sergeant or Senior Security Aide is aware that the Overtime Rotation List needs to be updated to give the employee credit for the shift.

8. **TIME OFF NOT GUARANTEED** – Employees should be aware that simply submitting a time off request two days ahead of time does not guarantee that the time off requested will be approved. Time off requests may be denied if they are not submitted with enough time to notify the persons on the Overtime Rotation List. For example, if the only persons on the Overtime Rotation List able to work the requested shift are on days off when the request is submitted and the Department is unable to contact them. Therefore, employees are encouraged to submit well in advance.
9. **OPT-OUT OPTION** – It is understood that employees may at times be unavailable to work an assigned overtime shift when requested to do so. While employees are encouraged to remain available to work when their names are toward the top of the Overtime Rotation List, there may be times when they can't. For this reason employees will be able to opt out once every 12-week rotation. Employees wishing to opt out must inform the person arranging coverage for the overtime shift at least 48 hours before the start time of the shift sought to be covered. When an employee opts out the employee move to the next Order Group down the Overtime Rotation List. If all available officers opt out then the leave request will have to be denied.
10. **EMPLOYEES TO CHECK THEIR STATUS ON THE OVERTIME ROTATION LIST** – Employees should check the Overtime Rotation List to ensure they have received credit for working an assigned overtime shift. If the Overtime Rotation List does not reflect that the employee worked an assigned overtime shift, the employee should inform the personnel that arranged coverage for the shift in question.

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Issued: 01/01/19

Subject: ADMINISTRATIVE – Assigned Overtime

- 11. HOLIDAYS** – This policy does not apply when employees request holidays off. An employee requesting a holiday off will need to find someone willing to work the holiday for them. Since this process falls outside the guidelines in this policy, the employee who volunteered to work the holiday will not move down to the next Order Group. It will be the responsibility of the employee requesting the day off to ensure that the affected Sergeant or the SOA are notified that a holiday was requested off and who will be working for them.
- 12. ONLY ONE PERSON OFF PER DAY** – A time off request submitted by sworn personnel will not be approved if another sworn employee has already requested time off for the day in question. A time off request submitted by non-sworn personnel will not be approved if another non-sworn employee has already requested time off for the day in question. Personnel processing a time off request must check the Patrol Time Off Calendar in Outlook and the schedule to see if another employee already requested the day in question off. If so, then the time off request will be denied.
- (a) **EXCEPTION** – The Airport Patrol Supervisor, in consultation with the Traffic & Security Sergeant or Senior Security Aide, may approve a time off request for a date where another employee has already requested the day off.
- 13. VERIFICATION OF TIME OFF** – The employee requesting leave will be responsible for working the shifts requested off until the employee receives confirmation from the Supervisor, Sergeant or Senior Security Aide that the shift(s) requested have been covered.
- 14. HOURLY EMPLOYEES** – Hourly employees will be assigned an open overtime shift first. If no hourly employee is available then the person arranging coverage will use the Overtime Rotation List to assign coverage.

4. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

CITY OF SANTA BARBARA
AIRPORT DEPARTMENT
TRAFFIC & SECURITY UNIT POST ORDERS

Post Order #: 1-08
Subject: ADMINISTRATIVE – Uniform Regulations

Issued: 01/01/19

1. PURPOSE AND SCOPE

This policy is established to ensure that uniformed Traffic & Security personnel will be readily identifiable to the public through the proper use and wearing of department issued uniforms. Employees should also refer to the following associated policies:

- Santa Barbara Airport Patrol – Policy & Procedure Manual (Section 1046: Uniform Regulations)

The Santa Barbara Airport Patrol will provide uniforms for all employees required to wear them in the manner, quantity and frequency agreed upon in the respective employee group's collective bargaining agreement.

2. AUTHORIZED UNIFORM

The authorized uniform and equipment for Traffic and Security Aides is as follows:

- a) Pants - Department issued cargo pants (dark navy blue)
- b) Shorts - Department issued (dark navy blue)
- c) Shirts - Department issued polo (long or short sleeve) with Santa Barbara City Seal patch affixed. Security Aides shall wear white shirts and Traffic Aides shall wear Gray Shirts.
- d) Jackets - Department issued jacket, gray in color, with SBA logo embroidered on the left chest.
- e) Hats - Department issued ball cap (navy blue) with embroidered SBA logo.
- f) Shoes - Shoes or boots shall be all black, center-laced. No ornamentation shall be on the shoes.
- g) Socks - Socks shall be black. White socks may be worn with boots if the boots are high enough that socks are not visible while standing.
- h) Belt - Department issued black or synthetic leather belt (basketweave) with a chrome buckle.
- i) Foul Weather Gear - Department issued rain jacket and rain pants may be worn during inclement weather.

All uniforms will be provided by the Airport Department. Only approved uniforms shall be worn. No personal attire or other items shall be worn without prior written approval from the Airport Patrol Supervisor or his designee.

3. UNAUTHORIZED ITEMS

Santa Barbara Airport Patrol employees may not wear any uniform item, accessory or attachment unless specifically authorized in the Uniform and Equipment Specifications or by the Airport Patrol Supervisor.

Santa Barbara Airport Patrol employees may not use or carry any safety item, tool, knife or other piece of equipment unless specifically authorized in the Uniform and Equipment Specifications or by the Airport Patrol Supervisor.

4. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

CITY OF SANTA BARBARA
AIRPORT DEPARTMENT
TRAFFIC & SECURITY UNIT POST ORDERS

Post Order #: 1-09

Issued: 01/01/19

Subject: ADMINISTRATIVE – Grooming & Appearance

1. PURPOSE AND SCOPE

In order to project uniformity and neutrality toward the public and other members of the department, employees shall maintain their personal hygiene and appearance to project a professional image appropriate for this department and for their assignment. Employees should also refer to the following associated policies:

- Santa Barbara Airport Patrol – Policy & Procedure Manual (Section 1044: Personal Appearance Standards)

2. GROOMING & APPEARANCE STANDARDS

1. HAIR –

- a) Hairstyles of all members shall be neat in appearance.
- b) For male Traffic & Security Aides, hair must not extend below the top edge of the uniform collar while assuming a normal stance.
- c) For female Traffic & Security Aides, hair must be no longer than the horizontal level of the bottom of the uniform patch when the employee is standing erect, worn up or in a tightly wrapped braid or ponytail.

2. FACIAL HAIR –

- a) A short and neatly trimmed mustache, beard or goatee may be worn.

3. FINGERNAILS –

- a) Fingernails shall be trimmed so that no point of the nail extends beyond the tip of the finger.

4. JEWELRY & ACCESSORIES –

- a) No jewelry or personal ornaments shall be worn by Traffic & Security Aides on any part of the uniform or equipment, except those authorized within this Santa Barbara Airport Patrol –Policy & Procedure Manual.
- b) Jewelry, if worn around the neck, shall not be visible above the shirt collar.
- c) Earrings shall not be worn by uniformed Traffic & Security Aides without permission of the Airport Patrol Supervisor.
- d) Only one ring may be worn on each hand of the employee while on-duty.

5. TATTOOS –

- a) While on-duty or representing the Department in any official capacity, every reasonable effort should be made to conceal tattoos or other body art.
- b) At no time while on-duty or representing the Department in any official capacity, shall any offensive tattoo or body art be visible. Examples of offensive tattoos would include, but not be limited to, those which depict racial, sexual, discriminatory, gang related, or obscene language.

6. Body piercing or alteration to any area of the body visible in any authorized uniform or attire that is a deviation from normal anatomical features and which is not medically required is prohibited. Such body alteration includes, but is not limited to:

- a) Tongue splitting or piercing.
- b) The complete or transdermal implantation of any material other than hair replacement.
- c) Abnormal shaping of the ears, eyes, nose or teeth, branding or scarification.

3. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

CITY OF SANTA BARBARA
AIRPORT DEPARTMENT
TRAFFIC & SECURITY UNIT POST ORDERS

Post Order#: 1-10
Subject: ADMINISTRATIVE – Meal and Rest Breaks

Issued: 01/01/19

1. PURPOSE AND SCOPE

Within the Traffic & Security Unit there are two primary positions that take priority related to staffing; traffic control at the White Zone and Physical Access Control at the Exit Lane. To ensure compliance with Transportation Security Administration (TSA) regulatory requirements and Santa Barbara Municipal Codes (SBMC), a constant presence at the White Zone, especially during peak traffic times, is required. This policy establishes a procedure to ensure that Traffic & Security Aides receive rest and meal breaks consistent with the collective bargaining agreements and Department operating needs.

2. PROCEDURE

1. First Rest Period of Shift (Paid)
 - a) Employees who are scheduled to work a shift of ten or more hours shall take their first 15 minute paid break approximately two to three hours into their shift (based on operating needs).
 - b) All employee breaks shall be determined by the daily commercial airline flight schedule.
 - c) If multiple aircrafts are arriving within the aforementioned time period, the employee shall postpone his first break until 20 minutes after the last aircraft of the group has landed.
 - d) If an employee is unsure of the best time to take their first break, then they shall seek guidance from the on-duty Sergeant.
2. Meal Period (Unpaid)
 - a) Meal periods shall be 30 minutes in duration and all employees shall notify the SOC of the start and end time of their meal period via radio.
 - b) When practical, employee meal breaks shall be taken approximately half way through their scheduled shifts.
 - c) All meal breaks shall be evaluated and scheduled based on the commercial airline arrival and departure schedule.
 - d) Example: As the employee's lunch hour approaches, he should review the flight schedule to determine when the next group of arrivals is scheduled. If there are aircrafts scheduled for arrival when the employee was planning to take a lunch break (six hours into a 12 hour shift), but no arrivals schedule an hour earlier (five hours into a 12 hour shift), then the employee should take their break at the five hour mark and vice versa.
 - e) If an employee is unsure of the best time to take their meal break, then they shall seek guidance from the on-duty Sergeant.
 - f) Employees shall not take a meal break within two hours of their scheduled end of shift without approval from the on-duty Sergeant.
3. Second Rest Period of Shift (Paid)
 - a) Employees who are scheduled to work a shift of ten or more hours shall take their second 15 minute paid break approximately six to eight hours into their shift (based on operating needs).
 - b) All employee breaks shall be determined by the daily commercial airline flight schedule.
 - c) If multiple aircrafts are arriving within the aforementioned time period, the employee shall postpone his last break until 20 minutes after the last aircraft of the group has landed.
 - d) If an employee is unsure of the best time to take their second break, then they shall seek guidance from the on-duty Sergeant.

3. WATCH COMMANDER AUTHORITY

Nothing in this policy prohibits the Watch Commander (Sergeant or Senior Lead Officer in the absence of a Sergeant) from assigning meal and rest breaks outside the parameters of this policy to meet the operating needs of the Department.

CITY OF SANTA BARBARA
AIRPORT DEPARTMENT
TRAFFIC & SECURITY UNIT POST ORDERS

Post Order#: 1-10

Issued: 01/01/19

Subject: ADMINISTRATIVE – Meal and Rest Breaks

4. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

CITY OF SANTA BARBARA
AIRPORT DEPARTMENT
TRAFFIC & SECURITY POST ORDERS

Post Order #: 1-11
Subject: ADMINISTRATIVE – Lost and Found Property

Issued: 04/10/19

1. PURPOSE AND SCOPE

This policy provides for the proper collection, storage, security and processing of property discovered within public use areas of the Santa Barbara Airport. This policy does not apply to property that holds evidentiary value related to a criminal offense, property that has been received and held subject to an arrest or property that has been seized for safe keeping pursuant to Section 5150 of the Welfare and Institutions Code (See *Santa Barbara Airport Patrol Policy & Procedure Manual Section 804 for further guidance*).

Found property located in leased areas such as airline ticket counters, airline screening areas, car rental areas, etc., shall be retained by the lessee and NOT accepted by Airport Department personnel. Found property located in terminal restaurants or gift shops shall be logged as found property under this policy.

Property found in the Transportation Security Administration (TSA) screening checkpoint, shall be accepted by Airport Department personnel and processed pursuant to the most recent Memorandum of Understanding (MOU) between TSA and SBA.

2. DEFINITIONS

Found Property: Includes property found by an Airport Department employee, City employee, airport tenant or private citizen within the jurisdictional boundaries of the Santa Barbara Airport, but does not include found property located in leased areas such as airline ticket counters, airline screening areas, gift shop, restaurant, car rental areas, etc.

Sworn Personnel: Employees of the City of Santa Barbara, Airport Department who hold the job title of Airport Patrol Supervisor or Airport Patrol Officer I/II.

Security Aides: Full-time employees of the City of Santa Barbara, Airport Department who hold the job title of Airport Security Aide or Senior Airport Security Aide.

Employee: Any Airport Patrol Supervisor, Airport Patrol Officer I/II, Airport Security Aide or Senior Airport Security Aide employed by the City of Santa Barbara, Airport Department.

Airport Department Personnel: Employees of the City of Santa Barbara, Airport Department who hold any job title other than Airport Patrol Supervisor, Airport Patrol Officer I/II, Senior Airport Security Aide or Airport Security Aide.

Found Property Log: A paper form contained in a three ring binder in which all pertinent information related to found property shall be documented when property is logged into or out of the system.

Patrol Log Database: An electronic database in which all pertinent information related to found property shall be documented when property is logged into or out of the system.

3. RECEIVING

1. All Employees shall comply with the following procedures when receiving any property covered under the provisions of this policy:
 - a) Any employee who first comes into possession of any property shall retain such property in his/her possession until it is properly tagged, documented and placed in a designated secure property locker, property cabinet or storage room.

CITY OF SANTA BARBARA
AIRPORT DEPARTMENT
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Post Order #: 1-11

Issued: 04/10/19

Subject: ADMINISTRATIVE – Lost and Found Property

- b) All property shall be booked prior to the employee going off-duty unless otherwise approved by the Watch Commander.
- c) Property shall not be left unattended or stored anywhere other than a designated secure location once it comes into the possession of an employee.
- d) Upon receiving found property, employees shall notify the Security Operations Center (SOC) of the property they have in their possession and, as soon as reasonably practical, proceed to the SOC South to log the property into the system.

4. PROPERTY BOOKING

1. Employees logging property into the system, shall comply with the following procedures:
 - a) Request a case number for found property from the SOC
 - b) Complete a comprehensive and complete inventory of all items present. If the item is a wallet, purse, bag, etc., all items of value shall be clearly and accurately documented.
 - c) Using ink only (no pencils), the employee shall document all pertinent information into the Found Property Log.
 - d) The employee shall enter all pertinent information into the Patrol Log Database. All fields shall be completed and no spaces shall be left blank except for those fields that are designated for the release of property. If a field does not apply, then the employee shall type "N/A" in that field.
 - e) Employees shall, depending on the size of the item, use the appropriate storage method (i.e. paper bag, plastic bag, property tag) and write the case number and date the property was logged into the system on it.
 - f) Employees shall then place the property inside a secure locker located in the SOC South vestibule area or the property cabinet in the SOC South depending on their individual level of authorized access.
 - g) Once inside the locker or property cabinet, the door to the locker/cabinet shall be closed and locked to prevent anyone from accessing the property without a key.
 - h) Employees shall notify the SOC when they have completed all of the above procedures to ensure their activity is properly documented.
 - i) Flammable and/or perishable property or property containing such items shall not be received or stored by employees.
 - j) If found property received contains flammable or perishable items, those items shall be documented in the Patrol Log Database and discarded pursuant to the provisions set forth in Section 9 of this policy.
2. Sworn Personnel Responsibilities
 - a) The Watch Commander or his designee shall be responsible for ensuring that each drop locker is checked at the end of their respective shift and all property is transferred to the property closet in the SOC South.
 - b) The Watch Commander or his designee shall be responsible for reviewing Property Log and Patrol Log Database entries for each property item to ensure that all necessary information has been entered in compliance with this policy.

5. DOCUMENTATION GUIDELINES

1. Employees shall comply with the following guidelines when entering information related to found property into the Found Property Log and Patrol Log Database:
 - a) Employees should avoid identifying items such as jewelry as "gold", "silver", "diamond"
 - b) Such items should be listed as white metal, yellow metal, clear stone, etc.
 - c) Example: 1 white metal ring with clear stone, 2 yellow metal earrings with red stones.
 - d) All fields of the Property Log and Patrol Log Database shall be filled in with relevant information or marked with "N/A" if the field does not apply.

CITY OF SANTA BARBARA
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Subject: ADMINISTRATIVE – Lost and Found Property

- e) Employees shall enter the name of the individual who found the item in the corresponding field. If the items was found by a City or Airport Department employee, then that person's name shall be entered and the corresponding box checked.
- f) All currency shall be counted and the total amount of currency present shall be documented in the Patrol Log Database at time of booking.
- g) Currency in excess of \$50.00 shall be handled in the following manner:
- h) Currency should, whenever reasonably practical, be counted in the presence of another authorized employee listed in section 10 of this policy.
- i) The currency should be confirmed by both employees and a note reflecting such shall be made in the Patrol Log Database.

6. STORAGE AND SECURITY

- 1. All property under the custody, care and security of the Airport Department shall be maintained in a designated secure and locked closet or locker at all times.
- 2. Only employees authorized in Section 10 of this policy shall have unescorted access to said property for operational needs.
- 3. Drop lockers located in the vestibule area of the SOC South, shall remain unlocked unless property has been logged into the system and placed inside.
- 4. Once property has been placed inside an individual drop locker, the pad lock shall be locked and the employee securing the locker shall visually and physically ensure the locker is secure.
- 5. All padlocks for drop lockers shall be keyed to a single master key.
- 6. The master key for the drop lockers shall be stored in a locked key box inside the SOC South Property Room.
- 7. The master keys for the property closet shall be stored in a locked key box inside the SOC South Property Room.
- 8. The locked key box shall possess a combination locking mechanism with a combination set by the Airport Patrol Supervisor.
 - a) The combination to the key box may be changed at the discretion of the Airport Patrol Supervisor.
 - b) The combination to the key box may only be released to the employees listed in Section 10 of this policy.
- 9. Property which is too large to be placed in the property closet such as bicycles, mopeds, etc., shall be placed in the patrol storage area in building 268.
 - a) The storage location of the over-sized found property must be entered on the Found Property Log in the Found Property Journal.
 - b) Suitcases may be stored outside of the locked property closet in the SOC South Property Room if the suitcase is too large to fit inside the closet.
 - c) Smaller items of value, such as, cash, computers, jeweler, etc., shall be removed and stored inside the property closet under the same case number.
 - 1) In cases such as this, this shall be noted on the Found Property Log and in the Patrol Log Database.

7. RELEASE AND RETURN

- 1. Employees shall make every reasonable effort to ascertain ownership of the found property in the possession of the Airport Department. If ownership is established, the owner will be contacted promptly.
- 2. Before releasing any property, the claimant will be requested to provide a description of the property in question or provide other proof of ownership.
- 3. Upon reasonable confirmation of ownership, the employee releasing the property shall enter the following information into the Property Log and Patrol Log Database:
 - a) Date of Release
 - b) Claimant's Full Name
 - c) Claimant's Signature

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- d) Identification Type
 - e) Identification Number
 - f) Airport Department Employee's Name and Employee Number
 - g) Airport Department Employee's Signature
 - h) Any other relevant or necessary information covered under Section 5 of this policy.
4. All property shall be released to claimants at the SOC South Found Property Window unless other arrangements have been made in advance.
5. In cases where a claimant has made a formal request to have property shipped to them, employees shall coordinate with the Airport Operations Technician in Airport Administration.
- a) Once the employee has coordinated with the Operations Technician and confirmed that the property is ready to be shipped to the claimant, the property will be transferred from the SOC South to the office of the Operations Technician.
 - b) The employee conducting the transfer shall complete all relevant fields of the Lost & Found Log and Patrol Log Database in accordance with Section 7 of this policy.
 - c) All property shall be inventoried by the Operations Technician in the presence of the transferring employee at the time of transfer to ensure that all items of value are present and accounted for per the information initially documented in the Patrol Log Database.
 - 1) Any discrepancies shall be brought referred to the on-duty Sergeant or Lead Officer for guidance.
 - d) The employee shall enter the Operations Technician's name and signature as 'Claimant' and a note shall be entered indicating the item will be 'Shipped to Claimant'.
 - e) At no time shall any property be kept or stored anywhere other than in areas designated under Section 6 of this policy.
 - 1) Property shall only be transferred to the Operations Technician when the property is ready to be shipped out.
 - f) The Operations Technician shall obtain and retain a receipt and tracking number for the property shipped from the shipper at time of shipping.

8. AUDIT PROCEDURES

1. The Property Sergeant shall conduct an informal weekly audit of the property room, all property closets, drop lockers, Found Property Logs and Patrol Log Database entries to ensure compliance with the provisions of this policy.
2. The Property Sergeant shall conduct a formal monthly audit to ensure compliance with the provisions of this policy.
 - a) The monthly audit shall be completed the beginning of the first week of each month.
 - b) The property room, all property closets, drop lockers, Found Property Logs and Patrol Log Database entries should be inspected to ensure compliance with the provisions of this policy.
 - c) Items that have been logged into the system over 90 days shall be designated as 'Unclaimed Property' and processed pursuant to Section 9 of this policy.
 - d) Upon completion of the audit, the Property Sergeant will provide a report of his findings listing discrepancies discovered.
 - 1) The Property Sergeant will notify each Sergeant of any discovered discrepancies at the completion of each monthly audit and request that the discrepancies be corrected.
 - 2) Each Sergeant will have five working days to correct the discrepancies and reply to the Property Sergeant in writing indicating that the corrections have been made.
 - 3) Upon receiving notice that the discrepancies have been corrected, the Property Sergeant shall conduct a follow-up audit of the pending items to ensure compliance.
 - 4) If the discrepancies are not corrected to the satisfaction of the Property Sergeant within five working days of initial notification, the Airport Patrol Supervisor shall be notified for further action.

CITY OF SANTA BARBARA
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Post Order #: 1-11
Subject: ADMINISTRATIVE – Lost and Found Property

Issued: 04/10/19

9. REMOVAL AND DISCARDING

1. Property designated as 'Unclaimed Property' shall be stored by the Airport Department for 90 days. After 90 days, said property shall be disposed of via the following procedures:
 - a) Remove all unclaimed property from the property closet.
 - b) Locate the date and case number on the appropriate storage tag or bag attached to the property.
 - c) Locate the found property in question in the Found Property Log and in the Patrol Log Database.
 - d) Complete all necessary and relevant fields in each document.
 - 1) In the "Claimant Information" field of each document under "Name", enter "UTL"
 - 2) In the "Identification" field of each document, enter "Owner"
 - 3) In the "Signature" field of each document, enter "Disposed of" or "Sent to Auction" depending on the final disposition of that particular property.
2. Once each page in the Found Property Log is full and all property on the page has been returned to the claimant, discarded or sent to auction, the page shall be removed and scanned as an electronic copy into the appropriate network folder by the Property Sergeant.
3. Upon completion of the previous steps, the property can be discarded or sent to auction.
 - a) The Property Sergeant shall determine if the property in question should be discarded or sent to auction in compliance with the City of Santa Barbara Lost/Found/Abandoned Property Policy.
4. All items sent to auction shall be processed in the following manner:
 - a) The Property Sergeant or his designee will package items in bubble wrap (if you have more than one of the same items (i.e. cell phone or jewelry) package them all together.
 - b) Label each item with a description of what it is and place the label on the bubble wrap.
 - c) Place the package in a cardboard box ready for pick up by the auction house.
 - d) The Property Sergeant will contact the auction house for pick-up:

Ken Porter Auction
400 E. Redondo Beach Boulevard
Gardena, CA 90248
(310) 353-7140
 - e) The Property Sergeant or his designee will pick up the property from the SOC South and bring it to the Watch Commander's office for pick-up by Ken Porter Auction.
 - f) When the auction company arrives the Property Sergeant will document the property being released and release the property to the auction company.
 - g) If there are any items for auction that have been placed in Building 268, the Property Sergeant or his designee will take the auction company representative to Building 268 to retrieve those items.

10. AUTHORIZED ACCESS

1. Under the provisions of this policy, only the following personnel shall have unescorted access to the Property Closet and Drop Lockers:
 - a) Airport Patrol Supervisor
 - b) Airport Patrol Officer I/II
 - c) Senior Airport Security Aide
 - d) All other individuals with an operational need to access found property in the custody, care and control of the Airport Department shall only do so in the presence of those individuals listed in subsection a and b of this section.

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Post Order #: 1-11

Issued: 04/10/19

Subject: ADMINISTRATIVE – Lost and Found Property

11. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.

CITY OF SANTA BARBARA
AIRPORT DEPARTMENT
TRAFFIC & SECURITY UNIT POST ORDERS

Post Order #: 3-01
Subject: ENFORCEMENT – Terminal White Zone

Issued: 01/01/19

1. PURPOSE AND SCOPE

In an effort to provide standardized practices for personnel assigned to Traffic and Security duties, the following procedures have been established to ensure compliance with Transportation Security Regulations and Santa Barbara Municipal Codes.

The primary goal of personnel conducting White Zone enforcement should be the prevention of White Zone violations. Uniformed presence, verbal warnings, and citations should be thought of as tools to meet this goal.

There are several reasons why White Zone enforcement is needed:

Anti-Terrorism: Anti-Terrorism intelligence indicates that terrorists desire the use of vehicles to further their efforts. The close monitoring of the white zone will serve to alert officers of a suspicious vehicle.

Safety: Unsafe road conditions can lead to collisions, personal injury, and property damage.

Congestion: A congested, unmanaged White Zone/terminal drive makes it difficult to identify and provide adequate services for any airport user, especially those needing additional assistance.

2. AUTHORITY

1. Hours in Effect

The White Zone curb markings in the terminal drive applies twenty-four hours a day, seven days a week. Special attention should be given to the White Zone during, immediately before and immediately after the terminal hours of operation. Breaks and/or gaps in dedicated White Zone enforcement should be, when practical, conducted at times where there is the least amount of vehicular and pedestrian traffic possible.

2. Santa Barbara Municipal Code

10.48.040 M.C. Curb Markings - Authority of Transportation Engineer

- A. 3.** White means no stopping, standing or parking for any purpose other than loading or unloading of passengers which shall not exceed three (3) minutes, or the depositing of mail or books in an adjacent designated container. Such restrictions shall apply twenty-four hours a day, seven days a week, unless otherwise indicated by curb markings or posted signs.

10.48.050 Effect of Permission to Load or Unload.

- B.** Permission herein granted to stop or park for purposes of loading or unloading passengers shall include the loading or unloading for personal baggage but shall not extend beyond the time necessary therefore, and in no event for more than three (3) minutes.

10.48.070 M.C. Standing in Passenger Loading Zone - No person shall stop, stand or park a vehicle in any passenger loading zone for any purpose other than the loading or unloading of passengers for such time as is specified in Section 10.48.050

3. ENFORCEMENT OPTIONS

1. Presence

A uniformed and visible presence at the white curb is a viable and effective option. Personnel conducting traffic control at the white curb shall be visible to the public. The individual's presence will convey the airport's strict enforcement policy and may prevent many violations from occurring.

CITY OF SANTA BARBARA
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PO#: 3-01

Issued: 01/01/19

Subject: ENFORCEMENT – Terminal White Zone

2. Communication

- a) Whenever practical, the officer should speak with the driver and/or occupants of the offending vehicle.
- b) Explain the law and how our airport enforces it.
- c) Explain the parties' options to them.
- d) Attempt to gain their voluntary compliance prior to issuing a citation.
- e) Drivers seen walking away from their vehicles should be contacted (when practical) and informed of the rule against unattended vehicles in the white zone.

3. Citation

The primary objective of the officer conducting traffic control along the white zone is to keep the flow of traffic moving. It will at times be necessary to issue a parking citation. However, if the primary goal can be achieved without issuing a citation then a citation need not be issued.

- a) Prior to citing an unattended vehicle, request that the SOC page the driver and/or occupants of the offending vehicle.
- b) If no one responds and moves the vehicle within three minutes then the citation may be issued.

4. Towing Vehicles

The following procedure will be followed when towing vehicles:

- a) It is determined that the vehicle is unattended or that the person in apparent control of the vehicles refuses to move it.
- b) Prior to towing an unattended vehicle the SOC broadcasted at least two pages over the Public Address System stating, "WILL THE OWNER OF A [COLOR] [MAKE] [MODEL] LICENSE PLATE NUMBER _____ PLEASE RETURN TO YOUR VEHICLE IMMEDIATELY OR IT WILL BE TOWED".
- c) The vehicle is issued a parking citation.
- d) The driver does not return to the vehicle within three minutes.
- e) The vehicle is towed by an Airport Patrol Officer.

** The officer should follow the Unattended Item Protocol if the vehicle appears suspicious.*

4. DEMEANOR AND CONDUCT

As with any other enforcement your courtesy and professionalism will not only reflect well on you and your department, it will often make accomplishing your task easier. Additionally, it is the policy of the Patrol Division that members of the public will be treated with courtesy. To this end you should never be rude or sarcastic to a member of the public. Nor should you yell or use foul language when addressing a member of the public.

5. EFFECTIVE PERIOD

This Directive shall remain in effect until cancelled or revised at the direction of the Airport Patrol Supervisor.
