

ATTACHMENT B

(also Exhibit "B")

SKYCAP SPECIFICATIONS

General

Skycap services are defined as those services that generally fall within that special type of service commonly performed by individuals known as porters or skycaps such as, but not limited to, the assistance in handling and movement of luggage, passengers, parcels, and other general articles of cargo, for passengers and/or visitors to and from the airport. Courteous, efficient, and pleasant skycap service for the passenger is the top priority of the Airport Authority.

Skycaps will be required to be provided as indicated by the schedule established by the Authority contained herein. It is the intent of the Authority that by combining a janitorial and skycap services contract, employees may be used in a dual capacity, such as the skycap policing the Terminal exterior, vestibules, lobby, baggage area, spot cleaning of vestibule glass, snow removal and salting of curbside sidewalks, etc.

Uniforms

The Contractor is responsible for providing uniforms to all skycaps. At a minimum, the uniform will consist of a shirt, jacket, tie, hat (baseball style), and other attire appropriate to the required task. Uniforms shall have the **prior approval** of the Airport Authority.

Conditions

As a minimum, the Contractor will provide the following:

1. Assistance to all arriving and departing passengers on a first come first serve basis. This will consist of assisting travelers with baggage, cargo, etc., from sidewalks and parking lots to the airlines check-in counters; or from the baggage claim area to the sidewalks or parking lots.
2. Assist travelers in need of wheelchairs, or others requiring special assistance at the request of the passenger or the airlines. This includes passenger assistance in wheelchairs to and from the passenger boarding areas upon request of the passenger or airline.
3. Other duties that the Authority may later determine to be consistent with skycap responsibilities.
4. As employees of the Contractor, it should be understood that the determination whether or not a tip is appropriate is made by the customer, not the Skycap. It should also be understood that the solicitation of tips by any Skycap will be sufficient cause for the Authority to require termination of the Skycap's employment, or cancellation of the contract.
5. The Contractor must provide Skycaps with all necessary hand trucks and any other equipment necessary to perform their required duties.
6. The Contractor is responsible for any and all damage to persons or property arising out of

its duties and obligations as outlined in this Skycap agreement.

7. The Authority agrees to provide space for advertising of the Contractors Skycap service, in the ticket lobby and baggage claim area, the cost of which shall be borne by the Contractor. The form and method of advertising shall have the prior approval of the Authority.
8. **Skycaps shall not at any time offer to park or valet, any passenger vehicles.** Evidence that this type of service is being provided shall be cause for immediate termination of the contract, or the demand by the Authority of the removal of the employee.

Schedule

A minimum of two (2) Skycaps must be provided to assist arriving and departing passengers from one hour prior to the first flight of the day, until one hour after the last flight of the evening, seven (7) days per week, 52 weeks per year. The Authority shall be responsible for notifying the Contractor of all existing flight schedules and periodic changes.