

CERTIFIED SERVICE PROVIDER PROGRAM RULES AT THE CITY OF CHICAGO DEPARTMENT OF AVIATION AIRPORTS

SECTION 1. INTRODUCTION

This document provides requirements and standards governing the Certified Service Provider Program (“CSPP”) established by the City of Chicago (“City”) Department of Aviation (“CDA”) pursuant to the authority granted by City Council by an ordinance passed September 6, 2017, and codified in Section 2-20-020 of the Chicago Municipal Code. Journal of the Proceedings 9/6/2017, p. 55629-55660.

Any service provider seeking to provide a CSPP-regulated service must meet eligibility criteria. To participate in the CSPP, a service provider must submit an application package to CDA. Once CDA determines that a service provider meets or exceeds the CSPP’s established minimum qualifications and the service provider completes the enrollment process, CDA will issue a Certified Service Provider License Agreement (“CSPLA”) and the service provider will thereby be designated a Certified Service Provider (“CSP”).

CSPs must adhere to the CSPP Rules contained herein throughout the term of their CSPLA. If a CSP violates any of the provisions of the CSPP Rules or fails to comply with any of the terms of their CSPLA, CDA has the right to require corrective actions and to impose penalties up to and including termination of a service provider’s CSPLA.

For additional information, templates, and forms related to the CSPP and the CSPLA application, please visit the CSPP website at:

<https://www.flychicago.com/business/opportunities/cspp/pages/default.aspx>.

1.1. Applicability. The CSPP Rules apply to any person or entity that provides one or more of the CSPP-regulated services at an Airport unless such person or entity is:

- 1.1.1. An Air Carrier servicing itself with its own personnel.
- 1.1.2. An Air Carrier providing CSPP-regulated services for another Air Carrier with the Air Carrier’s own personnel.
- 1.1.3. A wholly- or majority-owned subsidiary of an Air Carrier *only* providing CSPP-regulated services for that Air Carrier or that Air Carrier’s Affiliates or Alliance Partners as properly designated pursuant to the O’Hare Airline Use and Lease Agreement or the Midway Airport Use Agreement and Facilities Lease.
- 1.1.4. A service provider who has *only* contracted directly with the City to provide CSPP-regulated services.

1.2. Effective Date. The CSPP Rules shall be effective upon the date of publication, except as otherwise provided herein.

1.2.1. Current Service Providers.

- 1.2.1(a) Service providers who are operating at O’Hare International Airport (“O’Hare”) or Midway International Airport (“Midway”) (collectively, the “Airports”) as of July 1, 2018, and who are required to become certified as CSPs, must submit an application no later than August 1, 2018 to CDA.
- 1.2.1(b) Provided that an application is submitted by August 1, 2018, CDA will notify current service providers as to whether their application is approved, rejected, or incomplete no later than September 1, 2018.
- 1.2.1(c) Upon notice from CDA that its application is incomplete, current service providers must provide additional information and/or make corrections to its application in accordance with said notice within ten (10) consecutive days.
- 1.2.1(d) CSPLAs issued to current service providers under this subsection 1.2.1 will have an effective date of October 1, 2018.
- 1.2.1(e) Current service providers may continue to operate at the Airport(s) while CDA reviews their applications, but must cease to operate no later than October 1, 2018, if CDA does not approve the service provider’s application and issue a CSPLA.

1.2.2. New Service Providers.

- 1.2.2(a) Service providers who do not operate at the Airport(s) as of July 1, 2018, but who wish to begin operating at the Airport(s) must submit an application to become a CSP no later than sixty (60) days before the desired start of service date.
- 1.2.2(b) CDA will advise applicants as to whether their application is approved, rejected, or incomplete no later than thirty (30) days from the date the application is submitted.
- 1.2.2(c) Upon notice from CDA that its application is incomplete, an applicant must provide additional information and/or make corrections to its application in accordance with said notice within ten (10) days.

- 1.2.2(d) Service providers who do not operate at the Airport(s) as of July 1, 2018 will not be allowed to operate at the Airport(s) until they have been approved for and issued a CSPLA.

1.3. Revisions/Amendments. The CSPP Rules may be amended by the Commissioner of Aviation (“Commissioner”), including to reflect changes in federal, state, or local laws, statutes, ordinances, executive orders, rules, or regulations; to reflect changes in the Services industry; to reflect changes in airport operations; so as to promote airport safety, security, efficiency, or physical integrity, or as the Commissioner otherwise deems necessary. CSPs will receive written notice from CDA of any changes in the CSPP Rules. Such changes or new requirements shall become effective thirty (30) days from the date of notice, unless otherwise provided in such written notice from CDA. CSPs are responsible for informing their employees or contractors of these changes or new requirements.

SECTION 2. CSPP CLASSIFICATIONS

2.1. Classifications. CSPP-regulated services are divided into Services Classifications. CDA may add to and/or update these Services Classifications from time to time. Each classification has certain qualification requirements, summarized in the table below. For more information about the specific qualifications required for certification in each service classification, *see infra* Section 3. CSPs may be certified in one or more of the following service classifications:

- 2.1.1. Baggage Sorting and Management Services;
- 2.1.2. Wheelchair Services;
- 2.1.3. Ramp/Below-Wing Handling Services;
- 2.1.4. Aircraft Cooling and Heating Services;
- 2.1.5. Air Start Unit Services;
- 2.1.6. Aircraft Lavatory Services;
- 2.1.7. Potable Water Services;
- 2.1.8. Interior Aircraft Cleaning Services;
- 2.1.9. Security Services;
- 2.1.10. Into-Plane Fueling Services;
- 2.1.11. Passenger/Terminal Services;
- 2.1.12. In-Terminal Janitorial Services;
- 2.1.13. Aircraft De-icing Services;
- 2.1.14. Food Services;
- 2.1.15. Aeronautical Maintenance Services;
- 2.1.16. Aircraft Recovery Services;
- 2.1.17. Cargo – Passenger & Freight Aircraft Services; and
- 2.1.18. International Garbage/Waste Removal.

CSPP-Regulated Services			
Service Categories	Sample Tasks	Applicable Qualifications	
		Capacity	Space/ Facilities
Baggage Sorting and Management Services	<ul style="list-style-type: none"> • Monitor/control baggage after TSA performs security search • Monitor carry-on baggage for conformance to security and airport policies • Move bags within terminal tagged by manual or automated bag tag system • Move odd-sized baggage • Report bags/items left in claim area to appropriate airline representative • Positive claim check verification-baggage claim security • Report any baggage or any other item within the claim area to appropriate airline representatives or authority • Interline baggage transfer 	Yes	Yes
Wheelchair Services	<ul style="list-style-type: none"> • Provide personnel and equipment to assist passengers with reduced mobility • Secure baggage in bag claim area 	Yes	Yes
Ramp/Below-Wing Handling Services	<ul style="list-style-type: none"> • Ramp baggage handling services • Monitor/control baggage in preparation for, and after, TSA performs security search and ensure all bags have passed security screening • Handle baggage in sorting area • Prepare and deliver bags onto aircraft • Establish number and/or weight of baggage • Load or offload bags to or from aircraft • Prioritize and deliver bags to claim area • Interline baggage transfer • Provide/arrange for aircraft loading and unloading • Provide chocks and landing gear locks • Provide engine blanking covers • Safeguard loads during transport and during off-loading and loading of aircraft • Provide tail stands • Arrange for ground power 	Yes	Yes
Aircraft Cooling and Heating Services	<ul style="list-style-type: none"> • Arrange for aircraft cooling and heating 	Yes	No
Air Start Unit Services	<ul style="list-style-type: none"> • Provide pneumatic starter services to start an aircraft engine 	Yes	Yes
Aircraft Lavatory Services	<ul style="list-style-type: none"> • Provide a lavatory service to empty all types of aircraft lavatory systems 	Yes	Yes
Potable Water Services	<ul style="list-style-type: none"> • Provide potable water to aircraft 	Yes	Yes

CSPP-Regulated Services			
Service Categories	Sample Tasks	Applicable Qualifications	
		Capacity	Space/ Facilities
Interior Aircraft Cleaning Services	<ul style="list-style-type: none"> • Clean passenger and crew compartments • Clean cabin windows • Clean cargo compartments • Change, fold, and/or stow blankets, pillows, etc. • Disinfect and deodorize cabin • Remove food and material leftovers • Provide or arrange for laundering of cabin blankets • Jet bridge cleaning 	Yes	Yes
Security Services	<ul style="list-style-type: none"> • Aircraft security and search • Performs security search of aircraft • Cargo security • Identification verification • Security screening • Provide or arrange for control of access to aircraft and/or designated and restricted areas • Guards designated areas • Safeguards all loads during transport between aircraft and designated locations during off-loading and loading of aircraft 	Yes	Yes
Into-Plane Fueling Services	<ul style="list-style-type: none"> • Transferring fuel below ground from a fuel hydrant system through a fuel hydrant vehicle into an airplane • Transferring fuel through a fuel tanker vehicle 	Yes	Yes
Passenger/Terminal Services	<ul style="list-style-type: none"> • Acts as agent for airlines and interacts with their passengers • Hosting services • Passenger check-in • Queue management • Skycap services • Passenger ticketing • VIP meet-and-assist • Establish number and/or baggage weight • Interline baggage transfer 	Yes	Yes
In-Terminal Janitorial Services	<ul style="list-style-type: none"> • Holdroom cleaning • Jet bridge cleaning 	Yes	Yes
Aircraft De-icing Services	<ul style="list-style-type: none"> • Provide de-icing services to air carriers and aircraft 	Yes	Yes
Food Services	<ul style="list-style-type: none"> • Delivery of prepared food and/or beverage to or for aircraft • Preparation of food and/or beverage to or for aircraft • Conduct security and/or inspection services for food and/or beverage to or for aircraft • Provide any service related to or in connection with preparation of food and/or beverage to or for any aircraft • Remove food and garbage from arriving aircraft 	Yes	No

CSPP-Regulated Services			
Service Categories	Sample Tasks	Applicable Qualifications	
		Capacity	Space/ Facilities
Aeronautical Maintenance Services	<ul style="list-style-type: none"> • Aircraft cargo container repairs/cleaning • Aircraft communication install and maintain • Aircraft engine washing • Aircraft fuel tank repairs • Aircraft maintenance/servicing • Wet or dry wash exterior aircraft • Provide engine blanking covers 	Yes	Yes
Aircraft Recovery Services	<ul style="list-style-type: none"> • Provide aircraft recovery services 	Yes	No
Cargo – Passenger & Freight Aircraft Services	<ul style="list-style-type: none"> • Ramp transfer to and from passenger aircraft • Cargo warehousing • Cargo document handling • Dangerous goods handling • Customs brokerage • Freight forwarding • Mail handling, sorting, and distribution 	Yes	Yes
International Garbage/Waste Removal	<ul style="list-style-type: none"> • Remove and handle international waste from aircraft according to federal regulations 	Yes	No

*Sample Tasks listed are illustrative and not exhaustive. A CSP may be certified in one or more of the above service categories without performing all of the Sample Tasks associated with the service category in the table above.

SECTION 3. MINIMUM QUALIFICATIONS

3.1. Eligibility Criteria.

3.1.1. Agreement Requirement. To be eligible to participate in the CSPP, a service provider must have:

3.1.1(a) One or more contract(s) with an Air Carrier or other CSP client; or

3.1.1(b) A conditional agreement with an Air Carrier or other CSP client where the only condition therein is the securing of a CSPLA from CDA.

3.1.2. Space or Lease Requirement. To be eligible to participate in the CSPP, a service provider must demonstrate it has the ability to secure appropriate operational space, if applicable, at the Airport(s) through:

- 3.1.2(a) A current or pending lease with CDA; or
- 3.1.2(b) A current or pending agreement to sublease or license space from the CSP's sponsoring Air Carrier or other client; or
- 3.1.2(c) A current or pending authorization to use space from the CSP's sponsoring Air Carrier or other client.

3.2. Subcontractors. A service provider must demonstrate qualification on their own merit and resources and cannot demonstrate such qualification through a subcontract for services within their service categories to be certified. Once certified, a CSP may not subcontract for provision of any of the services that are authorized by and specified in their CSPLA unless pursuant to prior written approval from the Commissioner, and unless said subcontractor is also a CSP.

3.3. Minimum Qualifications for Certification for Services.

- 3.3.1. Capacity. Through the Letter of Verification, an airline or other CSP client must confirm a service provider's capacity to perform the services for which they are being contracted to provide.
- 3.3.2. Space/Facilities. A service provider must identify adequate, available property/facilities to carry out their services through either: (1) a lease directly with CDA; (2) a CDA-approved consent to sublease from an airline/CSP client; (3) an authorized license to use a CSP client's leased space; or (4) an authorization to use space to perform the services within a CSP client's leased space.

SECTION 4. MINIMUM STANDARDS

4.1. Once designated as a CSP, the CSP must conform to and comply with all of the CSPP Rules applicable to the categories of CSPP-regulated services for which the CSP has been issued a CSPLA. Violation by a CSP of any applicable Requirement, including but not limited to these minimum standards herein, may result in progressive penalties and/or revocation of the CSP's CSPLA.

4.2. Rules and Regulations. CSPs must comply with all rules and regulations for the Airport(s).

4.3. Emergency Response Procedure Awareness. An emergency situation is defined as any event that threatens, or has the potential to threaten, the life, health, and/or safety of individuals or property at the Airport(s). Each CSP must designate a person or persons available twenty-four (24) hours per day as the emergency contact. In addition to the emergency contact information, the CSP is required to familiarize its employees with the emergency

response notification process and evacuation plans to support CDA and all operations at the Airport(s), including the O'Hare or Midway Emergency Operations Plan.

4.4. Equipment and Motor Vehicles.

- 4.4.1. CSPs must comply with the CDA Ground Motor Vehicle Operation Regulations Manual and (if operating at O'Hare T-5) the CICA-TEC Ramp and Bag Room Operation and Safety Manual.
- 4.4.2. CSPs are responsible for appropriately storing, parking, maintaining, and monitoring equipment and motor vehicles.
- 4.4.3. CSPs shall only operate their company-owned equipment and vehicles unless there is written agreement with another service provider or airline for use of their equipment and/or vehicles. A copy of the agreement and/or a letter describing such arrangement must be submitted to CDA from the loaning service provider or airline authorizing the right to borrow equipment and/or vehicles.
- 4.4.4. All equipment and motor vehicles must visibly display the CSP's name and a unique equipment identification number. For motor vehicles, the form of this identification must be large block numerals not less than 12 inches high on top nor less than 6 inches high on the sides and rear of the vehicle, as required by Section 36 of the CDA Ground Motor Vehicle Operations Regulation Manual. Current service providers must comply with this Section 4.4.4 no later than October 1, 2018.
- 4.4.5. A list of all equipment and motor vehicles must be provided to CDA with the CSP's initial application which includes the equipment/vehicle type, build year, and its corresponding identification number. During the term of its CSPLA, CSPs must notify CDA of any changes to this list within thirty (30) days.
- 4.4.6. Unregistered or unlabeled vehicles and/or equipment will be subject to impound and the vehicle/equipment owner will be responsible for associated fees or charges.
- 4.4.7. All new or replacement equipment and motor vehicles that are brought onto the Airport(s) must be in safe operating condition and good mechanical condition. CSPs must also maintain a high standard of appearance of its equipment and motor vehicles.
- 4.4.8. All equipment and motor vehicles that are not in use must be properly staged or stored in the CSP's designated areas through a CDA-approved lease, sublease, license agreement, or with other written approval from the airline/CSP client that a CSP is serving. All salvaged, abandoned, and/or

inoperable equipment and vehicles must be removed from the airfield at the Airport(s). No repairs of any kind of equipment and motor vehicles may take place on the airfield. Equipment and/or motor vehicles not in compliance with these CSPP Rules may be ticketed and/or towed by CDA.

- 4.4.9. All equipment and motor vehicle maintenance files must be retained for CDA inspection for at least two (2) years and submitted to CDA upon request.

4.5. Personnel and Training Requirements. All CSPs must comply with the following personnel and training requirements:

- 4.5.1. Identification. All personnel on the ramp shall display security badges above the waist on their outermost garment, and shall wear their safety vests and any required safety apparel, including footwear, as mandated by CDA's Rules and Regulations and any other safety and security requirements. Further, all non-management personnel present on the ramp shall wear company uniforms that identify the company by name.

- 4.5.2. Personnel. CSPP-regulated services shall be performed with an adequate number of qualified personnel and, where applicable, a sufficient number of licensed personnel to meet both service demand and the requirements set forth herein. When any CSPP-regulated services are performed, at least one qualified supervisor/management representative shall be on duty.

- 4.5.3. Training.

4.5.3(a) CSPs shall use a written training program to ensure that all employees are thoroughly trained and qualified to perform their assigned tasks. Training programs shall include detailed instruction in proper operating procedures for each job classification, including any applicable training for equipment or aircraft. Training shall include, but not be limited to, the Rules and Regulations of the Department, including the Ground Motor Vehicle Operation Regulations Manual; applicable rules of the FAA, including current Advisory Circulars; applicable rules of the TSA; pertinent requirements of federal, state, and local government, including health and safety agencies; safety and operational requirements of the aircraft serviced; procedures governing vehicle operation on the airfield; requirements for an airfield driver's license; and general safety rules. All written training materials shall be submitted to CDA and may be subject to review and approval by CDA.

- 4.5.3(b) All employees shall successfully complete all prescribed training programs and, where applicable, be licensed or certified, including self-certifications if applicable, to perform their required functions, including obtaining any necessary driving privileges as required by CDA. Copies of all licenses and certificates of completion of training programs shall be maintained in employees' personnel files and made available to CDA upon request.
- 4.5.3(c) Employees receiving additional training by an air carrier to perform specialized tasks shall have the air carrier's certificate of training completion placed in their personnel files.
- 4.5.3(d) CSPs shall train employees engaged in Passenger/Terminal Services at an Airport to manifest, ticket, and check in passengers, and to provide passengers with information on the Airport ground transportation systems and the Airport generally.
- 4.5.3(e) If servicing passengers that utilize the Federal Inspection Services ("FIS") at an Airport, CSPs shall ensure that those employees so assigned are familiar with FIS Rules and Procedures and meet all applicable requirements.
- 4.5.3(f) All CSPs must coordinate Scheduled Emergency Training (Drills and Exercise) with CDA Safety/Security Division, CDA Operations, and the Chicago Fire Department.

4.6. Base Wages for Employees of Licensee. CSPs must comply with all applicable federal, state, and local wage requirements, including but not limited to the minimum hourly wage authorized by City Council ordinance in September 2017 and described in Section 2.11 of the CSPLA.

- 4.6.1. As of July 1, 2018, the minimum hourly wage required under Section 2.11 of the CSPLA to be paid to employees of CSPs is \$13.80/hour. Applied to tipped employees, this minimum hourly wage is \$7.45/hour as of July 1, 2018.
- 4.6.2. Current service providers (as described in Section 1.2.1 herein) shall be required to pay the rate described in subsection 4.6.1 no later than October 1, 2018.
- 4.6.3. New service providers (as described in Section 1.2.2 herein) shall be required to pay the rate described in subsection 4.6.1, or the adjusted minimum hourly wage rates in effect at that time, upon the date they begin providing CSPP-regulated services at the Airport(s).

- 4.6.4. The requirements of this Section 4.6 may be waived in a bona fide collective bargaining agreement, but only if the waiver is set forth explicitly in such agreement in clear and unambiguous terms.
- 4.6.5. Beginning on July 1, 2019, and on every July 1 thereafter, the minimum hourly wage rate specified in this Section 4.6 shall increase in proportion to the increase, if any, in the Consumer Price Index for All Urban Consumers most recently published by the Bureau of Labor Statistics of the United States Department of Labor. Any such hourly wage increase shall be rounded up to the nearest multiple of \$0.05.
- 4.6.6. On or before June 1, 2019, and on or before every June 1 thereafter, the City shall make available to all Certified Service Providers a notice announcing the adjusted minimum hourly wage rate for the upcoming year by posting such adjusted rate on the CSPP website and/or notifying CSPs by electronic mail.
- 4.6.7. Employees of CSPs covered under this Section 4.6 and Section 2.11 of the CSPLA that must be paid the minimum hourly wage described therein include any person employed by a CSP, or its subcontractor or sublicensee, who is performing CSPP-regulated services under the CSP's CSPLA and who is paid an hourly rate for his or her work by the CSP, or its subcontractor or sublicensee.
- 4.6.8. If another hourly minimum wage is required to be paid by a CSP to its employees by federal, state, or local law, CSPs must pay its employees the higher of the different minimum wage rates.

4.7. Labor Harmony. CSPs covenant that their employees at the Airport(s) shall be able to work in labor harmony in order to protect the City's proprietary and economic interests. In order to comply with this provision:

- 4.7.1. CSPs shall have in place, at all required times, a labor peace agreement ("Labor Peace Agreement") with any organization of any kind, or an agency or employee representation committee or plan, in which employees participate and which exists for the purpose, in whole or in part, of dealing with service providers at the Airport(s) concerning grievances, labor disputes, wages, rates of pay, hours of employment, or conditions of work ("Labor Organization"), which requests a Labor Peace Agreement.
- 4.7.2. The Labor Peace Agreement shall include a binding and enforceable provision(s) prohibiting the Labor Organization and its members from engaging in, supporting, encouraging or assisting any picketing, work stoppages, boycotts, or any other economic interference by the Labor Organization or by the CSP's employees for the duration of the Labor

Peace Agreement, which must include the entire term of any CSPP License Agreement.

- 4.7.3. All CSPs shall, upon the City's request, submit to the City a certification, signed by the CSP and any Labor Organization(s), indicating the parties have entered into a Labor Peace Agreement.
- 4.7.4. In the event that a CSP and a Labor Organization are unable to agree to a Labor Peace Agreement within sixty (60) days of the Labor Organization's written request, they shall submit the dispute to a mutually agreed upon mediator to assist the parties in reaching a reasonable Labor Peace Agreement. In the event that the CSP and a Labor Organization are unable to reach a reasonable Labor Peace Agreement through mediation, the parties shall submit the dispute to the American Arbitration Association ("AAA") for arbitration conducted in accordance with AAA rules. Both the mediator and, if necessary, the arbitrator shall be guided in the determination of a reasonable Labor Peace Agreement by the Labor Peace Agreements entered into in the private sector.
- 4.7.5. CSPs may continue to operate at the Airport(s) during any negotiation, mediation, or arbitration relating to a Labor Peace Agreement conducted pursuant to this Section.
- 4.7.6. In the event that the City determines it necessary for the public safety or the efficient operation of the Airport(s) to post police details or take other actions resulting from a CSP's violation of this Section or Section 4.6, the City shall have the authority to require that the CSP reimburse the City for all reasonable costs incurred by doing so.
- 4.7.7. Nothing in this Section shall be construed as requiring a CSP, through arbitration or otherwise, to change terms and conditions of employment for its employees, recognize a Labor Organization as the bargaining representative for its employees, adopt any particular recognition process, or enter into a collective bargaining agreement with a Labor Organization.

- 4.8. **Insurance Requirements.** The insurance requirements necessary to perform certain CSPP-regulated services at the Airport(s) are specified in **Appendix A**. The insurance types and coverages specified for each CSPP-regulated service category at the Airport(s) must be complied with as appropriate. These insurance requirements may be changed as necessary by the City Risk Manager. The City shall notify CSPs of changes and effective compliance dates. Proof of insurance must be submitted by all CSPs prior to the beginning of the term of their CSPLA.

SECTION 5. ADMINISTRATIVE REQUIREMENTS

5.1. CSPs must keep in effect, for the term of their CSPLA, all administrative requirements and provisions within their CSPLA. If a CSP violates any of the provisions of the CSPP or fails to comply with any of the terms of their CSPLA, CDA may require corrective actions and impose penalties up to and including termination of a service provider's CSPLA.

5.2. Permits and Licenses. CSPs, and their employees and agents, must possess and maintain, throughout the term of their CSPLA, all licenses and permits required to conduct business at the Airport(s).

5.3. Fees. As part of the CSPP application process, service providers are required to submit a non-refundable application fee of \$1,500. Service providers seeking certification at both O'Hare and Midway must submit a separate application fee per Airport. Payment must be made by check payable to the City of Chicago and mailed to City of Chicago, Enterprise Funds Division, Department of Finance, 121 North LaSalle Street, Suite 700, Chicago, Illinois, 60602.

5.4. Term. CSPLAs will be issued to service providers for a term of up to five (5) years, subject, however, to prior termination, with or without cause, by either party, upon giving to the other a thirty (30) day advance written notice thereof and further subject to prior termination as provided in the CSPLA.

5.5. Certification Compliance Officer ("CCO"). CSPs must designate an employee as the primary point of contact for the administration of the program to maintain records of the CSP and to ensure compliance with the CSPP Rules and the terms of the CSPLA. The CCO is responsible for:

- 5.5.1. Ensuring CDA has a current, twenty-four hours per day emergency contact phone number that will be answered by the CSP twenty-four hours per day;
- 5.5.2. Notifying CDA within 30 days of a change in contract status, including:
 - 5.5.2(a) Any new contract(s) with an Air Carrier or other CSP client; or
 - 5.5.2(b) Termination of any contract(s) with an Air Carrier or other CSP client;
- 5.5.3. Updating equipment and motor vehicle inventory data within thirty (30) days of any change;
- 5.5.4. Ensuring compliance with all CSPP Rules and CSPLA terms;
- 5.5.5. Attending mandatory annual meetings with CDA and/or other persons or entities designated by CDA to manage the CSPP and CSPs.

5.6. Notices. Unless specifically provided otherwise herein, any notice to a CSP by the City required under these CSPP Rules will be provided in accordance with the notice procedures in Section 1.5 of the CSP’s CSPLA, including by electronic means if an electronic mail address is designated by the CSP in its CSPLA or otherwise provided to the City by written notice.

SECTION 6. COMPLIANCE ENFORCEMENT AND PENALTIES

6.1. CSPP Compliance. CSPs are responsible for complying with all rules and regulations applicable to the Airport(s) throughout the term of their CSPLA. CSPs are subject to all laws, statutes, codes, acts, ordinances, charters, orders, judgments, decrees, injunctions, rules, regulations, permits, licenses, authorizations, directions, and requirements of all governments, departments, commissions, boards, courts, authorities, agencies, officials, and officers, including, but not limited to, CDA, the City of Chicago, the State of Illinois, and the federal government.

6.2. CSPP Enforcement.

6.2.1. Violations. To establish CSP accountability and to hold CSPs responsible for the actions of their employees while on duty, the CSPP enforcement program will combine (1) each CSP’s violations and (2) the aggregate of each CSP’s employee violations by tracking accumulated CSP penalty points. Penalty points will be assessed based on the number of violations issued by CDA related to non-compliance of administrative, safety, and/or security requirements against the CSP, including any violations of these CSPP Rules or the terms and conditions of the CSPLA, and including Major Violations as described below.

6.2.2. Penalty Point Threshold. The thresholds for Warning Notices, Notices of Non-Compliance, and Notices of Investigation are shown in the following table:

Threshold Points for Violations Accumulated in Any Continuous 12-Month Period		
Warning Notice	Notice of Non-Compliance	Notice of Investigation
5	10	15

CDA may amend the thresholds for the notices shown above at any time through a notice issued by the Commissioner.

6.2.3. Major Violations. In addition to tracking violations as outlined above, CDA will also monitor and track each CSP’s Major Violations. A list of Major Violations which have serious consequences on safety and security at the Airport(s) are contained in the following table:

Examples of Major Violations	
Safety	Security
Runway incursion Impeding path of taxiing aircraft (cut-off)	Arrest and/or conviction of any crime on CDA airport property, regardless of classification
Surface incident	Using Airport-issued security credential for unauthorized or unintended purpose
Failing to yield to aircraft and emergency motor vehicles displaying flashing red lights	Defacing or vandalizing airport property, security systems, devices, or CDA-issued security credentials
Unsafe use of equipment or vehicles resulting in personal injury or damage to airport or tenant property	Gaining unauthorized entry to the AOA through an access door/gate by piggybacking or tailgating
Failing to properly secure/store equipment or vehicles resulting in personal injury or damage to airport or tenant property	Interfering with security screening, security procedures, and/or personnel
Reckless driving resulting in personal injury or damage to airport or tenant property	
Driving under the influence of drugs or alcohol on airport property	

CDA may amend the list of Major Violations and/or associated thresholds at any time through a notice issued by the Commissioner. Further, CDA may determine an incident will be deemed a Major Violation if warranted by the circumstances of the incident, including any infractions, damages, and/or incidents which impede airfield and/or ramp operations within the Airport security perimeter.

The thresholds for Warning Notices, Notices of Non-Compliance, and Notices of Investigations for Major Violations are shown in the following table:

Major Violation Offenses Accumulated in Any Continuous 12-Month Period			
	Warning Notice	Notice of Investigation	Notice of Termination
Number of Offenses	1	2	3

- 6.2.4. Non-Compliance Tracking and Enforcement Actions. Each violation by a CSP will result in penalty points assigned to the CSP. In addition, for each citation issued to a CSP or a CSP's employee by Aviation Security Officers or Airport Operations personnel, one penalty point will be assigned to the CSP employer. CDA will review these records to determine if a pattern of inappropriate behavior, failure to meet the minimum standards of performance, or equipment failing inspection is evident in the number, frequency, and severity of the violations.

6.2.5. If a CSP reaches or surpasses one of the penalty point accumulation and/or Major Violation thresholds within a continuous twelve-month period as indicated in the tables above, CDA will issue a Notice of Warning, Investigation, or Termination and may require a CSP’s attendance at a Non-Compliance meeting. If a CSP does not take appropriate corrective action after a Warning Notice, or receives another Major Violation within a continuous 12-month period, CDA will conduct an investigation that may lead to the suspension of a CSP’s operations, including the deactivation of their CDA-issued security credentials, and/or the termination of their CSPLA.

Notices of Violation or Non-Compliance

Type	Warning Notice	Notice of Investigation	Notice of Termination
Possible Action	Advises CSP that a point accumulation has been reached and may require a corrective action, including that a corrective action plan must be provided to CDA.	Conduct mandatory meeting with CSP to review violations, training plan, and provide recommendations for corrective action. CDA may audit CSP records.	Advises CSP of the effective date of the termination of its CSPLA.
Possible Result	Resolution or Notice of Investigation	Resolution or Notice of Termination	Termination of the CSPLA

CSPs required to attend a Notice of Investigation Meeting will be placed on probation and required to submit a Quarterly Employee Training Status Report to CDA.

CDA will notify a CSP’s airline(s) or other client(s) if they are issued a Notice of Investigation or Termination by CDA.

The Commissioner may determine if the severity of a violation warrants a more serious action by CDA.

6.2.6. Additional Penalties. Any penalties imposed on a CSP for violations according to these CSPP Rules may be in addition to, and not in lieu of, any other applicable penalties imposed by the City and/or other authorities with jurisdiction over the CSP. This includes, but is not limited to, revocation, termination, and/or suspension of ID badges.

6.2.7. Cost Recovery. If there is damage to property resulting directly or indirectly from the actions of a CSP or their employees, CDA reserves the

right to recover costs to repair or replace the damaged property from the CSP.

Pursuant to Section 2-20-020 of the Chicago Municipal Code, the Commissioner of Aviation hereby issues these Certified Service Provider Program Rules, with an effective date of July 11, 2018.



Ginger S. Evans
Commissioner of Aviation