# APPENDIX J – SAMPLE AIRPORT OPERATIONS CENTER TRAINING CHECKLIST

(Courtesy of Greenville–Spartanburg Airport District)

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| **Lesson Description** | **Initial Review Date** | **Trainer Initials** | **Certification Date** | **Trainer Initials** | **Trainee Initials** |
| 1. **Logins** |  |  |  |  |  |
| * 1. CAD   See/email Cody to have your account created. |  |  |  |  |  |
| * 1. LEMS   Must complete NCIC course to receive account credentials. |  |  |  |  |  |
| * 1. NCIC   Must complete NCIC course to receive account credentials. |  |  |  |  |  |
| * 1. SCDMV   See/email Cody/Christy F. in PD to have your account created. |  |  |  |  |  |
| * 1. Continuum   See/email Cody to have your account created. |  |  |  |  |  |
| 1. **AOC Overview** |  |  |  |  |  |
| Meet with Cody/Mike to discuss the AOC’s function, responsibilities and purpose. |  |  |  |  |  |
| 1. **Certifications** |  |  |  |  |  |
| * 1. AAAE ACE Communications Course   See/email Cody to enroll—self-study. |  |  |  |  |  |
| * 1. Security Awareness Training   See/email Cody or Christy F. in PD to schedule. |  |  |  |  |  |
| * 1. NIMS   Complete ICS 100 and 700. Forward certificates to Cody. |  |  |  |  |  |
| * 1. NCIC   See/email Cody or Christy F. in PD to schedule. |  |  |  |  |  |
| 1. **AOC – SOPs** |  |  |  |  |  |
| Meet with Cody after reviewing all of the SOPs. |  |  |  |  |  |
| 1. **Event Log** |  |  |  |  |  |
| Trainer: Review SOP with trainee, show where to save, how to attach in email and what to include in the event log.  Trainee: Must demonstrate proficiency and understanding of what is included in the log. CAD/PD entries not necessary. Major events to be logged in both CAD and AOC Shift Log. |  |  |  |  |  |
| 1. **Phone System Operations** |  |  |  |  |  |
| * 1. ShoreTel Phone System –Overview   Trainer: Show and explain the following. |  |  |  |  |  |
| * + 1. Answer Greeting   Trainer: Discuss how to answer the phone using the following greeting: “Airport Operations Center, how may I help you?”  Trainee: Must understand that the greeting should be used for all incoming calls. Must demonstrate comfortability in answering the phone. |  |  |  |  |  |
| * + 1. Holding Calls   Trainee: Must demonstrate proficiency in holding calls. |  |  |  |  |  |
| * + 1. Using “Pick-up” Feature   Trainee: Must demonstrate proficiency in using the pick-up feature. |  |  |  |  |  |
| * + 1. Transferring Phone Calls   Trainee: Must demonstrate proficiency in transferring calls. |  |  |  |  |  |
| * + 1. Dialing Out   Trainee: Must demonstrate proficiency in making outgoing calls. |  |  |  |  |  |
| * + 1. Shortel Phone Directory   Contains mostly GSP airport phones and some GSP employee extensions. Directory managed by GSP IT Dept.  Trainee: Must demonstrate proficiency in using the directory. |  |  |  |  |  |
| * + 1. Preloaded Emergency Lines   Trainer: Show the trainee the locations of the preloaded emergency lines on the phone screen and what they can be used for (aircraft alerts, fire, and emergency situations needing additional assets).  Trainee: Must understand the use for the preloaded lines. |  |  |  |  |  |
| * + 1. Terminal Paging   Trainer: Review the SOP with the trainee, show how to make a terminal page.  Trainee: Must make at least one terminal page. To abort a page (i.e., mistake made during recording), continue to hold the mic button while not talking. The system will signal to release mic button; this action cancels the page. |  |  |  |  |  |
| * 1. Phone Directory – O: Drive   Trainer: Review the phone directory with the trainee and where to find numbers for airport personnel, tenants, local agencies, etc.  Trainee: Must be able to comprehend what’s included in the phone directory. O: Drive/AOC/Phone List |  |  |  |  |  |
| * + 1. CAD – Phone List   Trainer: Show how to utilize the phone list in CAD.  Trainee: Must show proficiency in using the phone list. |  |  |  |  |  |
| * 1. Copper Line Phone   Trainer: Show the location of the phone; explain what the phone is used for (power outages) and the associated phone number.  Trainee: Must know the location and understand what the phone is used for. |  |  |  |  |  |
| * 1. Meeting with PD   See Cody to set up meeting with PD Captain to discuss PD perspective of valuable information to receive from a caller. |  |  |  |  |  |
| * 1. MediaWorks Recording System   Trainer: Review SOP with trainee, show how to navigate the system and select different channels for reviewing.  Trainee: Save log-in information for quick access from web browser. |  |  |  |  |  |
| 1. **Radio Console** |  |  |  |  |  |
| * 1. General Overview   Trainer: Show the trainee how to switch among channels, the multi-select feature, how to mute and unmute channels, changing police channels, and the two ways of keying the mic.  Trainee: Must demonstrate proficiency in all of the above. |  |  |  |  |  |
| * 1. Radio Etiquette   Trainer: Explain general radio etiquette – how to call a unit (580, base), how to respond to a unit (580, go ahead), explain to never assume, if you don’t understand, simply ask to “say again” (580, base, last transmission broken, say again).  Trainee: Must demonstrate proficiency in communicating on the radio. |  |  |  |  |  |
| * 1. Airport Personnel – Call Signs   Trainer: Show where to find the call sign list in the phone directory and review with trainee.  Trainee: Must have general understanding of each department’s call signs. |  |  |  |  |  |
| 1. **CAD** |  |  |  |  |  |
| * 1. New CFS (call for service)   Trainer: Demonstrate how to open a new call. Explain that a CFS must be created for all PD/FD calls and that a call can be created without initially inputting info into the required fields and the importance of doing so related to unit times (on-scene, etc.). When in doubt, create a CFS.  Trainee: Must input at least one new call in CAD and demonstrate proficiency in doing so. |  |  |  |  |  |
| * 1. Required Information   Trainer: Explain the required fields and the importance of receiving as much information from the caller to ensure proper dispatch of personnel. Location and call-back number most important. |  |  |  |  |  |
| * + 1. Landmark/Address   Trainer: Show/explain all of the preloaded landmarks/addresses. Show on grid map the surrounding roads/highways and relevant intersections.  Trainee: Review preloaded landmarks and demonstrate understanding of surrounding roads/highways. |  |  |  |  |  |
| * + 1. Caller Name   Trainer: Show where to input the caller’s name and the importance of always recording who is reporting an issue/requesting assistance.  Trainee: Must understand the importance of always receiving the caller’s name. |  |  |  |  |  |
| * + 1. Caller Phone Number   Trainer: Show where to input the caller’s phone number and the importance of always recording the call-back number. Verify caller ID.  Trainee: Must understand the importance of always receiving the caller’s call-back number. |  |  |  |  |  |
| * + 1. Initial Statement   Trainer: Show where to input and explain that the initial statement should include a brief summary of the call request.  Trainee: Must be able to show awareness and understanding of this field. |  |  |  |  |  |
| * + 1. Call Types   Trainer: Show where to input and cover all the different call types.  Trainee: Must understand how to apply appropriate call type to CFS. |  |  |  |  |  |
| * + - 1. Traffic Stops   Trainer: Review SOP. Go over 10-codes that are authorized to be used. Explain 10-0 (use caution/secure radio) and when to use. Walk the trainee through how a typical traffic stop functions. Explain the importance of receiving a location of the officer/traffic stop. Explain the importance of officer safety — 5 min. rule. Demonstrate at least one live traffic stop. Briefly explain how to run a tag and DL (covered in more detail upon receiving NCIC cert.).  Trainee: Must demonstrate at least one traffic stop with timely CFS data entry, radio use, and NCIC/DMV information request. |  |  |  |  |  |
| * + 1. How Received   Trainer: Show location and the different types. |  |  |  |  |  |
| * + 1. Assigning Units   Trainer: Show how to assign a unit, both on the New CFS screen and after creating the call.  Trainee: Must show proficiency in assigning units. |  |  |  |  |  |
| * + 1. Notes   Trainer: Show how to add notes to a CFS as well as the importance of recording information as the call transpires.  Trainee: Must show proficiency in adding notes. |  |  |  |  |  |
| * + 1. Unit Status   Trainer: Show how to change a unit’s status and the different types of statuses (on-scene, en-route, clear, etc.).  Trainee: Must demonstrate familiarity with the different types of unit statuses and how they are applied. |  |  |  |  |  |
| * 1. Unit Initiated CFS   Trainer: Explain the difference between a units initiated CFS and New CFS.  Trainee: Must demonstrate an understanding of the difference between both. |  |  |  |  |  |
| * + 1. Zone Patrols   Trainer: Review SOP with trainee. Show how to initiate and input a zone patrol as a unit initiated CFS.  Trainee: Must input at least zone patrol call and demonstrate proficiency in doing so. |  |  |  |  |  |
| * + - 1. Location of Zones   Trainee: Review and understand each zone location. See SOP. |  |  |  |  |  |
| * + 1. ID Checks   Trainer: Review SOP with trainee. Show how to initiate and input an ID check as a unit initiated CFS.  Trainee: Must input at least ID check and demonstrate proficiency in doing so. |  |  |  |  |  |
| * 1. Adding/Removing Officers from Shift   Trainer: Review SOP with trainee. Show how to add/remove an officer from a shift in CAD.  Trainee: Must demonstrate how to add/remove an officer in CAD. |  |  |  |  |  |
| * 1. Wrecker Requests and Rotation   Trainer: Review SOP with trainee and show how to add a wrecker to a call as well as the process if a wrecker refuses service.  Trainee: Must demonstrate how to add a wrecker to a call. |  |  |  |  |  |
| * 1. Search CAD History (“DE” Search in CAD)   Trainer: Demonstrate and explain how to search for past CFSs.  Trainee: Must demonstrate proficiency and understanding for searching past history. |  |  |  |  |  |
| * + 1. Adding Filters   Trainer: Show and explain how to add a filter.  Trainee: Must demonstrate how to add a filter on a past CFS. |  |  |  |  |  |
| * 1. CFS Reports   Trainer: Show how to run report and the different types of reports. Review SOP with trainee.  Trainee: Must run at least one unit report and demonstrate an understanding of the various reports that can be queried. |  |  |  |  |  |
| * 1. Assigning Case Numbers   Trainer: Review SOP with trainee. Show how to assign a case number and explain when case numbers may be requested.  Trainee: Must demonstrate proficiency in assigning case numbers and understanding of the SOP. |  |  |  |  |  |
| * 1. Equipment Testing/Logging Security Checks   Trainer: Review SOP with trainee, show how to log a security check.  Trainee: Must log at least one security check and demonstrate proficiency in doing so. Must be able to understand what type of events require logging a security check. |  |  |  |  |  |
| * 1. NCIC   Must complete NCIC certification before being signed off. |  |  |  |  |  |
| * + 1. Inquiry Tags (both SC and out of state)   Trainer: Show how to run a tag in CAD. Show how to read/what to look for (stolen, suspended, etc.) from the results.  Trainee: Must run at least one tag and show proficiency and understanding in doing so. |  |  |  |  |  |
| * + 1. Inquiry Specialty Tags   Trainer: Show how to run a specialty tag.  Trainee: Must demonstrate proficiency and understanding in running specialty tags. |  |  |  |  |  |
| * + 1. Inquiry DL and VIN   Trainer: Show how to run a DL and VIN.  Trainee: Must demonstrate proficiency and understanding in running a DL and VIN. |  |  |  |  |  |
| * + 1. Inquiry Weapons   Trainer: Show how to run a weapon, explain what to look for from results.  Trainee: Must demonstrate proficiency and understanding in running a weapon. |  |  |  |  |  |
| * + 1. Inquiry Individual’s Name   Trainer: Show how to run an individual’s name.  Trainee: Must demonstrate proficiency and understanding in running an individual’s name. |  |  |  |  |  |
| * + 1. 10 Minute Hit Confirmation   Trainer: Explain the 10-minute hit confirmation and the procedures involved.  Trainee: Must demonstrate proficiency of what a 10-minute hit confirmation entails. |  |  |  |  |  |
| 1. **LEMS**   Must complete NCIC certification before being signed off. |  |  |  |  |  |
| * 1. LEMS Log-in   Trainer: Show how to log in to the LEMS site and a general overview of the website. Explain that LEMS is NCIC but in a different format.  Trainee: Must demonstrate proficiency in logging in and general site architecture. |  |  |  |  |  |
| * 1. Running RAP/CHRC   Trainer: Show how to run an individual’s RAP/CHRC. Explain/show the NCIC log and the requirement for logging when running a RAP/CHRC.  Trainee: Must demonstrate proficiency in running a RAP/CHRC and understanding of the requirement for logging when doing so. |  |  |  |  |  |
| * 1. Running DLs, Tags, and Weapons   Trainer: Show how to run DLs, vehicle tags, and weapons.  Trainee: Must demonstrate proficiency in running the above. |  |  |  |  |  |
| 1. **SC DMV**   Upon receiving log-in credentials. |  |  |  |  |  |
| * 1. Site Overview   Trainer: Show where and how to log-in and general site overview.  Trainee: Must demonstrate proficiency in logging-in and general site architecture. |  |  |  |  |  |
| * 1. Running SC DLs and Tags   Trainer: Review SOP with trainee. Show how to run a SC DL and tag and explain that only SC DLs and Tags can be run.  Trainee: Must demonstrate proficiency in running the above and must run at least one DL or Tag. |  |  |  |  |  |
| 1. **Emergency Calls/Events** |  |  |  |  |  |
| * 1. Plectron Tone   Trainer: Show trainee how to initiate a Plectron tone and the procedures involved. Show how to select and transmit on multiple channels (No Plectron on MSEL). Explain what requires a Plectron tone out to include the following—Aircraft alerts, medical calls, MVA with injuries, and fire alarms.  Trainee: Must conduct at least one Plectron test and demonstrate proficiency in doing so. |  |  |  |  |  |
| * 1. Aircraft Alerts   Trainer: Review SOP with trainee, explain importance of recording and dispatching the exact information received (do not paraphrase). Walk trainee through the procedures (answering phone, Plectron, patching radios, etc.)  Trainee: Must demonstrate proficiency and understanding of alert procedures. |  |  |  |  |  |
| * + 1. Alert 1 Response   Trainer: Explain what constitutes an alert 1, and the required response (ref. SOP).  Trainee: Must clearly understand the differences and procedures involved for each alert. |  |  |  |  |  |
| * + 1. Alert 2 Response   Trainer: Explain what constitutes an alert 2, and the required response (ref. SOP).  Trainee: Must clearly understand the procedures required for an alert 2 response. |  |  |  |  |  |
| * + 1. Alert 3 Response   Trainer: Explain what constitutes an alert 3, and the required response (ref. SOP).  Trainee: Must clearly understand the procedures required for an alert 3 response. |  |  |  |  |  |
| * 1. Medical Calls/Medical Diversions   Trainer: Review SOP with trainee, discuss the most common medical calls and what to expect with each. Explain county EMS assistance – Gate 1.  Trainee: Must demonstrate proficiency and understanding of how to efficiently and correctly handle a medical call. |  |  |  |  |  |
| * 1. Fire Alarms   Trainer: Review SOP with trainee, and explain/show procedures involved. Review what systems (Edwards, Simplex Monitoring, etc.) cover each area of the airport.  Trainee: Must demonstrate proficiency and understanding in successfully handling activated fire alarms. |  |  |  |  |  |
| * + 1. Trouble/Supervisory Alarms   Trainer: Review the SOP with the trainee, explain procedures.  Trainee: Must demonstrate proficiency and understanding in successfully handling trouble/supervisory alarms. |  |  |  |  |  |
| * 1. Active Shooter   Trainer: Review SOP with trainee, and explain/show procedures involved. Most important function – dispatch the call with as much detail as possible, stay off the radio and find the suspect on the camera system.  Trainee: Must demonstrate proficiency and understanding in successfully handling active shooter events. |  |  |  |  |  |
| * 1. Bomb Threat   Trainer: Review SOP with trainee, and explain/show procedures involved.  Trainee: Must demonstrate proficiency and understanding in successfully handling a bomb threat. |  |  |  |  |  |
| * 1. Edwards Panel |  |  |  |  |  |
| * + 1. Navigating Edwards Alarm Panel/Screen   Trainer: Show trainee how to navigate the alarm panel and view the location of an alarm.  Trainee: Must demonstrate proficiency in navigating the alarm panel. |  |  |  |  |  |
| * + 1. Reading Alarms   Trainer: Explain the importance of dispatching the appropriate alarm verbatim from the panel/screen to ensure proper dispatch. |  |  |  |  |  |
| * + 1. Silencing AOC Alarm   Trainer: Show trainee how to silence the AOC alarm (ref. SOP).  Trainee: Must demonstrate proficiency in silencing AOC alarm. |  |  |  |  |  |
| * + 1. Silencing Terminal Alarm   Trainer: Show trainee how to silence the terminal alarm and the importance to only do so when advised by FD (ref. SOP).  Trainee: Must demonstrate proficiency in silencing a terminal alarm. |  |  |  |  |  |
| * + 1. Resetting the System   Trainer: Show trainee how to reset an alarm and the importance to only do so when advised by FD (ref. SOP).  Trainee: Must demonstrate proficiency in resetting an alarm. |  |  |  |  |  |
| * + 1. Paging   Trainer: Walk the trainee through the Edwards paging system to include the pre-build messages (when to activate and clear) as well as how to make a manual page and when you may be asked to do so.  Trainee: Must demonstrate proficiency and understanding of the Edwards paging system. |  |  |  |  |  |
| * + 1. Coverage Locations   Trainer: Explain how the Edwards fire system monitors the entire terminal.  Trainee: Must know and understand coverage area. |  |  |  |  |  |
| 1. **SendWordNow – Notification System**   Trainer: Review SOP with trainee. Demonstrate the two methods of sending a message as well as the “Get Word Back” functionality. Explain the importance of sending notification as soon as possible. Explain all of the different scenarios/situations requiring notification.  Trainee: Must demonstrate proficiency in logging in and sending notification via both methods. Must understand and know all of the scenarios/situations that require notification. |  |  |  |  |  |
| 1. **Continuum** |  |  |  |  |  |
| * 1. Setting up Continuum Windows   Trainer: Show trainee how to set up the active event view, active alarm view, and the main Continuum screen. Briefly discuss an overview of each window.  Trainee: Must demonstrate how to set up all 3 windows. |  |  |  |  |  |
| * 1. Navigating Floor Plans   Trainer: Show trainee how to navigate through each floor plan.  Trainee: Must demonstrate proficiency in navigating through floor plans. |  |  |  |  |  |
| * 1. Locking/Unlocking Doors/Gates Remotely   Trainer: Review SOP with trainee, demonstrate how to unlock a door/gate both through the floorplan and via the active event view.  Trainee: Must demonstrate proficiency in unlocking and locking a door/gate. |  |  |  |  |  |
| * 1. Overriding Lock Schedule for Holidays   Trainer: Demonstrate how to both override a lock schedule and return a lock schedule back to normal operation.  Trainee: Must demonstrate proficiency and understanding in overriding a lock schedule. |  |  |  |  |  |
| * 1. Employee Search   Trainer: Demonstrate how to search for an employee by name.  Trainee: Must demonstrate proficiency in searching for an employee. |  |  |  |  |  |
| * 1. Parking Permit Search   Trainer: Review SOP with trainee, and demonstrate how to search for a parking permit.  Trainee: Must demonstrate proficiency in searching for a parking permit. |  |  |  |  |  |
| * 1. Deactivating Employees   Trainer: Review SOP with trainee, and walk trainee through how to deactivate an employee.  Trainee: Must demonstrate proficiency in deactivating an employee. |  |  |  |  |  |
| * 1. Running Continuum Reports   Trainer: Demonstrate and walk the trainee through how to run various reports, to include by door, employee, company, etc.  Trainee: Must demonstrate proficiency in running reports. |  |  |  |  |  |
| * 1. Alarm Procedures   Trainer: Review SOP with trainee, and discuss/simulate each alarm and the procedures involved.  Trainee: Must demonstrate proficiency and understanding of what is required for each alarm. |  |  |  |  |  |
| * + 1. Door Ajar/Held Open   Trainer: Discuss/demonstrate procedures required for a held open alarm (ref. SOP).  Trainee: Must demonstrate proficiency and understanding of procedures for held open alarms. |  |  |  |  |  |
| * + 1. Egress Alarm   Trainer: Discuss/demonstrate procedures required for an egress alarm (ref. SOP).  Trainee: Must demonstrate proficiency and understanding of procedures for egress alarms. |  |  |  |  |  |
| * + 1. Forced Open   Trainer: Discuss/demonstrate procedures required for a forced open alarm (ref. SOP).  Trainee: Must demonstrate proficiency and understanding of procedures for forced open alarms. |  |  |  |  |  |
| * + 1. Unauthorized Entry   Trainer: Explain the doors that this alarm is tied to and the reason why (no egress hardware). Explain the procedures when receiving this alarm (immediately dispatch PD).  Trainee: Must demonstrate proficiency and understanding of procedures for unauthorized entry alarms. |  |  |  |  |  |
| * 1. Closing Continuum   Trainer: Show trainee how to properly close/shutdown Continuum. |  |  |  |  |  |
| 1. **Airport Security Program (ASP)/TSA** |  |  |  |  |  |
| * 1. ASP General Review   Trainer: Cover/show the different areas (Sterile, Secured, SIDA, AOA) and associated badges for each; also discuss transient flight crew/mechanic access authority (footprint of a/c).  Trainee: Review ASP. Must demonstrate proficiency and understanding of the ASP and how it relates to the AOC/Ops as well as understanding of the differences of a Sterile area vs. Secured and associated badges for each. |  |  |  |  |  |
| * 1. TSA Covert/Duress Alarms   Trainer: Review SOP with trainee, explain/show procedures. Show trainee how to turn off/disable the blue strobe.  Trainee: Must demonstrate proficiency and understanding of the procedures involved for covert/duress alarms. |  |  |  |  |  |
| * 1. Security Breach/Code Bravo   Trainer: Review SOP with trainee, explain/show procedures.  Trainee: Must demonstrate proficiency and understanding of the procedures involved for security breaches/code bravos. |  |  |  |  |  |
| * 1. Checkpoint Opening/Closing   Trainer: Explain/show the procedures for when the checkpoint calls in advising of opening/closing.  Trainee: Must demonstrate proficiency in the procedures involved. |  |  |  |  |  |
| * 1. Loss of Access Control/Cameras   Trainer: Explain to trainee the procedures involved for when the access control and/or camera system goes down. If the entire camera system goes down, what do you do? Posting PD or OPS at virtual gate, gate 14, and gate 10. Resetting system, calling in emergency work order (Convergint), etc.  Trainee: Must demonstrate proficiency and understanding of the procedures involved. |  |  |  |  |  |
| 1. **DS Control Point** |  |  |  |  |  |
| * 1. Navigating Monitors and Manipulating Cameras   Trainer: Show trainee how to navigate between all three monitors, as well as how to pull up cameras, PTZ controls, and changing monitor views.  Trainee: Must demonstrate proficiency in all of the above. |  |  |  |  |  |
| * 1. Reviewing Recorded Video   Trainer: Show trainee how to search and review recorded video footage.  Trainee: Must demonstrate proficiency in the above. |  |  |  |  |  |
| * 1. Saving and Uploading Videos to the FTP   Trainer: Review SOP with trainee, and show how to save and upload footage to the FTP site.  Trainee: Must demonstrate proficiency and understanding in uploading footage to the FTP site. |  |  |  |  |  |
| * 1. Alarm Feature   Trainer: Explain what the alarm feature is used for—vehicle access requests, held open alarms, and egress alarms. |  |  |  |  |  |
| 1. **Convergint Access Control Work Orders** |  |  |  |  |  |
| * 1. Convergint Responsibilities/Service Contract   Trainer: See Cody/Mike to discuss responsibilities and service contract.  Trainee: Must demonstrate understanding in SDI’s responsibilities. |  |  |  |  |  |
| * 1. Utilizing iCare/Convergint W/O System   Trainer: Review SOP with trainee, share username and password. Show trainee how to enter a service request and discuss what information to include (initials).  Trainee: Must demonstrate proficiency and understanding of the above. |  |  |  |  |  |
| 1. **Facilities Work Orders** |  |  |  |  |  |
| * 1. Work Order Line   Trainer: Discuss how to submit a work order via the work order line/email, what information to include (who reported the issue and the general problem). Details are important.  Trainee: Must demonstrate understanding of the above. |  |  |  |  |  |
| 1. **Gate Intercom – Stentofon System** |  |  |  |  |  |
| * 1. Overview/System Function   Trainer: Review SOP with trainee. Demonstrate how to answer the intercom, how to talk on the intercom, and how to call gates.  Trainee: Must demonstrate proficiency in all of the above. |  |  |  |  |  |
| 1. **TTY Phone** |  |  |  |  |  |
| * 1. Answering a Call   Trainer: Review SOP with trainee. Demonstrate how to type a response and the associated abbreviations. Explain the location(s) (Customer Service Counter) of TTY terminals within the airport.  Trainee: Must answer at least one test call and understand the functionality of the system. |  |  |  |  |  |
| 1. **Miscellaneous SOPs** |  |  |  |  |  |
| * 1. Weather Warnings   Trainer: Review SOP with trainee, explain procedures; SWN; MSEL.  Trainee: Must demonstrate proficiency in the procedures for handling weather warnings. |  |  |  |  |  |
| * 1. IT Support   Trainer: Review SOP with trainee, explain procedures.  Trainee: Must demonstrate proficiency in the procedures for request of IT support. |  |  |  |  |  |
| * 1. Fuel Spills   Trainer: Review SOP with trainee, explain procedures.  Trainee: Must demonstrate proficiency in the procedures for fuel spills. |  |  |  |  |  |
| * 1. Low-Visibility Ops   Trainer: Review SOP and explain procedures. Explain difference between CAT II/III and SMGCS.  Trainee: Must demonstrate proficiency in the procedures for low-visibility ops. |  |  |  |  |  |
| * 1. Power Outage/Computer and Radio Failure   Trainer: Review SOP with trainee, explain procedures.  Trainee: Must demonstrate proficiency in the procedures for power outages/computer and radio failures. |  |  |  |  |  |
| * 1. NCIC Outage   Trainer: Review SOP with trainee, explain procedures.  Trainee: Must demonstrate proficiency in the procedures for NCIC outages. |  |  |  |  |  |
| * 1. Gun Range   Trainer: Review SOP with trainee, explain procedures.  Trainee: Must demonstrate proficiency in the procedures for when the gun range goes hot/cold. |  |  |  |  |  |
| * 1. Hunting Procedures   Trainer: Explain the hunting procedures to include the log and grid map. Show trainee GSP Hunting and Fishing Policy.  Trainee: Must demonstrate proficiency of the hunting procedures and understanding of safety call when hunter does not call AOC soon after sunset. |  |  |  |  |  |
| 1. **Review SOPs** |  |  |  |  |  |
| * 1. SOPs   Trainer: Ensure the trainee has read through and reviewed all of the SOPs, stress importance of SOP familiarity (know what we have SOPs for), not meant to memorize.  Trainee: Must demonstrate familiarity with SOPs. Hertz calls stating they have a vehicle in their possession that was stolen and they are asking for it to be removed from that status. How do you proceed? |  |  |  |  |  |