# APPENDIX L – SAMPLE AIRPORT OPERATIONS 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**
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| 1. FAA NOTAM Manager

Email Cody to start the process of creating your NOTAM Manager account. |  |  |  |  |  |
| 1. App139

Email Cody to start the process of creating your account.  |  |  |  |  |  |
| 1. LMS

If you haven’t already been set up with an account, email Cody to begin the process of setting up your LMS account. |  |  |  |  |  |
| 1. **OPS Daily Duties/Responsibilities**
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| * 1. Shift Checklist

Trainer: Review dayshift and nightshift checklists with trainee. Discuss each shift checklist item and associated responsibilities. Discuss why we have a shift checklist (cert after trainee has completed the associated training requirements, listed herein, of the checklist).Trainee: Must demonstrate the ability to complete each item of the checklist. |  |  |  |  |  |
| * 1. Pass Along/System Outages

Trainer: Discuss with trainee what the Pass Along is and used for. Explain what is required to be input on the Pass Along (when in doubt, add it). Explain the system outages portion of the pass along and procedures involved (copy and paste from previous pass along).Trainee: Must demonstrate understanding of what is required of the Pass Along and System Outages.  |  |  |  |  |  |
| * 1. AOA Manual

Trainer: Show where to find the AOA Manual.O: Drive\AOA Procedures ManualTrainee: Read through the manual and become very familiar. Must have a clear understanding of what the manual is used for and what is covered. |  |  |  |  |  |
| * 1. Vehicle Binders/SOPs

Trainer: Go through the vehicle binders with the trainee, show trainee where to find the OPS SOPs (see Cody before Cert).Trainee: Must demonstrate understanding of importance of having SOPs available in vehicles and regular updates thereof.  |  |  |  |  |  |
| 1. **Airport Keys and Fingerprint Readers**
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| 3.1 Personal Key SetTrainer: Email Jerry Wallace with Facilities to schedule a time to pick up the trainee’s keys. Confirm the trainee has all the needed keys and explain which doors and locks the keys work on. Trainee: Receive a B-Master, C-Master, and M key.  |  |  |  |  |  |
| 3.2. Master Key Lock Box ProceduresTrainer: Show the trainee where the lock box is located and where to get the key to open the lock box. Trainee: Must be able to describe where the Master Key Lock Box is located for certification. |  |  |  |  |  |
| 3.3. Additional Keys Stored in OperationsTrainer: Explain where frequently used keys are kept in Operations. Ensure that the trainee knows that the keys to the North and South FIS must be signed out using the log in the drawer. |  |  |  |  |  |
| 3.4. Hard Reset of Fingerprint ReadersTrainer: Review SOP with trainee; demonstrate how to pull the different fingerprint readers off the wall and unplug them. Also show the trainee where the screwdriver is to take the outside fingerprint readers off the wall. Trainee: Must perform a hard reset of a fingerprint reader for certification. |  |  |  |  |  |
| **Main Terminal Familiarization** |  |  |  |  |  |
| 4.1. TSA Bag Screening/Baggage Make-UpTrainer: Review with the trainee how to operate the primary control/power panel for each belt in the tug alley. Show the trainee how to operate the roll up doors, show them the EDS machine, explain the bag over height detector, show them where the TSA master control room is, and show them the different access points to clear bag jams. Trainee: Must demonstrate the ability to navigate through the outside control/power panel functions and explain how to clear an over height bag fault. |  |  |  |  |  |
| 4.2. Baggage Claim Belt LocationsTrainer: Show the trainee where the baggage claim belt locations are. Explain how to locate baggage jams on the LCD screen and how to reset the conveyor belts after a jam. Also, show the trainee where debris builds up where the bag belt door closes and the errors that debris causes.Trainee: Must demonstrate proficiency in recognizing baggage jams and how to reset them after a jam.  |  |  |  |  |  |
| 4.3. Ground Transportation and Airline Baggage Office locations Trainer: Show where these offices are located. |  |  |  |  |  |
| 4.4. Airline Ticket Counter LocationsTrainer: Show where the airline ticket counters are located as well as the TSA oversize bag drop. |  |  |  |  |  |
| 4.4.1 Meet Each Airline Manager and SupervisorsTrainer: Introduce trainee to each airlines manager and subsequent supervisors. |  |  |  |  |  |
| 4.5. Entering Through CheckpointTrainer: Explain that if they go to the sterile/secure side of the terminal through the TSA checkpoint they will be searched just like any other passenger.Trainee: Explain when you have to go through a TSA checkpoint (traveling passenger). |  |  |  |  |  |
| 4.6. Water Shut-Offs for RestroomsTrainer: Show the trainee where the water shut-off valves are for the restrooms in the entire terminal.Trainee: Must demonstrate proficiency in knowing how to shut off the water to all of the terminal restrooms. |  |  |  |  |  |
| 4.7. Resetting Sliding Glass DoorsTrainer: Show the trainee how to push the sliding glass doors back on track, show them where the controller for each of the doors is, and how the sliding door vestibules are numbered.Trainee: Reset a sliding glass door for certification.  |  |  |  |  |  |
| 4.8. Procedures for Resetting Schindler EscalatorsTrainer: Explain where the emergency stop buttons on the escalator are as well as how to reset the escalator when the button has been hit. Trainee needs to show where the Schindler Escalator key is kept. If no passengers nearby, trainee should hit the emergency stop button and then restart the escalator in the correct direction. Explain that some errors require WO before restart.Trainee: Must demonstrate proficiency in resetting an escalator and the procedures involved. Must stop and reset an escalator at least one time for certification. |  |  |  |  |  |
| 4.9. MDF/IDF Room LocationsTrainer: Show the trainee the locations of all of the MDF/IDF rooms (terminal, rental car, SLC, NLC, baggage claim, Admin). |  |  |  |  |  |
| 4.10. Meet Terminal TenantsTrainer: Explain the functions of each terminal tenant (OHM, Hudson, Budd, G2, etc.). Introduce trainee to each tenant manager and subsequent supervisors. |  |  |  |  |  |
| **Concourse A&B Familiarization** |  |  |  |  |  |
| 5.1. Airline Gate/Jet Bridge AssignmentsTrainer: Show the trainee which gates are used by each airline and that all gates are common-use, but the airport “assigns” airlines gates to use (preferential use). Trainee: Must know the gates used by each airline. See Cody for explanation of rates and charges applied for airline usage. |  |  |  |  |  |
| 5.2. Concourse and Jet Bridge Cipher Lock CombinationsTrainer: Show the trainee where to find the cipher lock combinations that the airlines use to access doors to the concourse. |  |  |  |  |  |
| 5.3. Procedure for Changing Cipher CombinationsSee Gary; review SOP with trainee. |  |  |  |  |  |
| 5.4. Water Shut-Offs for RestroomsTrainer: Show the trainee where the water shut-off valves are for the restrooms in both concourses.  |  |  |  |  |  |
| 5.5. Service Animal Relief Areas (SARA)Trainer: Show the trainee the location of the SARA and have them review the SOP.Trainee: Who escorts the passenger and service animal to the relief area? |  |  |  |  |  |
| 5.6. Elevator/Equipment RoomsTrainer: Show the trainee the locations of each elevator equipment room.Trainee: Review circuit breaker SOP with trainee and physically show where the circuit breaker panel is and what to look for. |  |  |  |  |  |
| 5.7. Boarding Bridge Equipment RoomsTrainer: Show the trainee the location of each boarding bridge equipment room.Trainee: Review circuit breaker SOP with trainee and physically show where the circuit breaker panel is and what to look for. |  |  |  |  |  |
| 5.8. Boarding Bridge OperationTrainer: Cover general operations of the boarding bridge. Show the trainee the override key slot to bring the bridge back into limits. Explain to the trainee the issues airlines run into when they don’t raise the GPU cables all the way up or marshal aircraft to incorrect spots. After covering general operations of the jet bridge, schedule a training session with Jerry Wallace or Ross Liberator from Facilities.Trainee: Operate the jet bridge to get a physical understanding of how the controls interact with jet bridge movements by piloting to a designated spot and returning the PBB to the home position.  |  |  |  |  |  |
| 5.9. Teleford UnitsTrainer: Show the trainee how to raise and lower the Telefords on the jet bridge and the issue airlines run into when they don’t close the Teleford all the way. Explain to the trainee that there should be two wires used to raise and lower the Teleford so if they see only one wire, tag it out of service right away. Trainee: Partially close the Teleford Unit and then attempt to move the jet bridge so you can see what alarm goes off. |  |  |  |  |  |
| **Airfield/Airport Familiarization** |  |  |  |  |  |
| 6.1.Fire Department LocationTrainer: Arrange for the FD to give the trainee a tour. |  |  |  |  |  |
| 6.1.1.Introduce to Each ShiftTrainer: Introduce trainee to all three shifts Capt./LT. |  |  |  |  |  |
| 6.2.Police Department LocationTrainer: Show the trainee the location of the PD office. |  |  |  |  |  |
| 6.2.1. Introduce to Each ShiftTrainer: Introduce trainee to all four shifts Sgt. |  |  |  |  |  |
| 6.3.FIS LocationsTrainer: Show the location of each FIS location and ensure the trainee knows where to find the keys to unlock the FIS doors and what the keys are used for (both SFIS and NFIS).Trainee: Does the NFIS require a key to gain access from the apron side? |  |  |  |  |  |
| 6.4.Critical Area LocationsTrainer: Review the RSA LOA with the trainee. Make sure the trainee is aware of the critical areas for the localizers and glide slope indicators. Ensure the trainee understands that Operations must notify FAA Tech Ops whenever access is required for an extended period of time and always in low-visibility conditions.Trainee: Where is the localizer for RWY 04 located? |  |  |  |  |  |
| 6.5.Vehicle Gate Locations and ResetsTrainer: Take the trainee around to all the gates in and around the airfield. Ensure the trainee is aware of the gates that are welded closed. Show the trainee how to remove the cover to the gate pulley system and manually open or close the gate.Trainee: Must demonstrate how to reset a gate. |  |  |  |  |  |
| 6.6. South Cargo ApronTrainer: Show the trainee how diversion aircraft are typically parked on the apron. Explain to the trainee how the 747 parks and ensure they have the Ops calendar so they can check for any aircraft scheduled to park there. Show the trainee the fuel truck parking area and review Part 139 fuel truck regulations. Most commercial passenger diversion aircraft that need to refuel or deplane will park here.Trainee: Where would you park a 737-700 on this apron? |  |  |  |  |  |
| 6.7. Itinerant ApronTrainer: Show the trainee the apron. Make sure the trainee is aware that the apron is limited to aircraft seating 50 passengers or less and is typically only used by Delta. Show the trainee the fuel truck regen area and review the SOP with them.Trainee: Can Delta park an MD-80 on this apron? Can American park a CRJ-900 on this apron? Can a C-130 be parked here? |  |  |  |  |  |
| 6.8. Cerulean FBO ApronTrainer: Show the trainee where the FBO is and describe the occupants of the hangars. Trainee: Can you park a C-130 on this apron? |  |  |  |  |  |
| 6.9. North Cargo ApronTrainer: Show the trainee where the North Cargo Apron is and where FedEx and UPS park. Explain the limitations of parking aircraft at Gate 6. Discuss what spots are leased by UPS and FedEx. Also discuss marking scheme, 767 vs. 757.Trainee: What size aircraft can park at the FIS if there is a C-130 parked at Gate 6? When large aircraft are parked at Gate 6 and need to leave, what must Cerulean do? |  |  |  |  |  |
| 6.10. Apron Pole Lighting/ResettingTrainer: Show the trainee where to find the switch to turn the apron pole lights from auto to on or off.Trainee: Must describe where the switch is for the North apron pole lights. |  |  |  |  |  |
| 6.11. AHU Rooms (Air Handling Units)Trainer: Show the trainee where to find the AHU rooms along the concourses and what they are used for. |  |  |  |  |  |
| 6.12. Runway SensorsTrainer: Forward trainee the Vaisala link and log-in info; explain what the sensors are used for. Show where to find sensor data on the site.Trainee: Must demonstrate proficiency in using the site. |  |  |  |  |  |
| 6.13. Airfield Lighting GeneratorTrainer: Show the trainee where the generator is and when we check it (low vis).Trainee: Must know when to check the generator for certification.  |  |  |  |  |  |
| 6.14. Airfield Lighting RegulatorsTrainer: Show the trainee how to turn the airfield lights on or off via the regulators, as well as where to find the switch to turn off the airfield beacon.Trainee: If Tower calls and says that none of the airfield lights will come on, would you know how to turn them all on using the regulators? Would you contact Facilities? |  |  |  |  |  |
| 6.15. FAA Tower TourTrainer: Work with the FAA and trainee to arrange a tour. |  |  |  |  |  |
| **Landside Familiarization** |  |  |  |  |  |
| 7.1. Landside Inspection – Review and LogTrainer: Show the trainee how to conduct a landside inspection, what to inspect/check for (ref. Day and Night Inspection criteria) and where to log the inspection (App139). Discuss how to note outages/issues on the inspection.Trainee: Must demonstrate proficiency in conducting both Day and Night Landside inspections. |  |  |  |  |  |
| 7.2. Facilities LocationsTrainer: Take the trainee through the Facilities Admin building, the Vehicle Maintenance Facility, and the Equipment Shed.  |  |  |  |  |  |
| 7.3. Facilities Tool Room Checkout ProceduresTrainer: Show the trainee where the Ops place holder can be found so they can check out tools after hours.Trainee: Must describe where the tool room and Ops place holder is located for certification. |  |  |  |  |  |
| 7.4. Fueling VehiclesTrainer: Explain and show how to pump fuel and use the fuel key. Ensure the trainee knows to wait for the 2nd faint “click” of the pump before filling. Also explain to them that they can remove the fuel pump key as soon as the pump is activated (they don’t need to leave the key in while pumping). Show them the air hose and pressure gauge at the fuel island. |  |  |  |  |  |
| 7.5. Parking Lots/GaragesTrainer: Show the trainee where to find the key card to access the different parking lots/garages and where to hold the key on the different gate arms. Show the trainee where the generators are located for each garage as well as where the elevator equipment rooms are.Trainee: Must show the trainer where the generators are and describe when they need to be checked for certification. |  |  |  |  |  |
| 7.6. Rental Car LocationsTrainer: Show the trainee where the rental car locations are in the parking garage. Make sure they know which rental car agency does not have a desk in the garage.Trainee: Must know which rental car agencies are not in the parking garage and how to contact them for certification. |  |  |  |  |  |
| 7.7. Service Center FamiliarizationTrainer: Show the trainee where the off-site rental car service center is near Hwy 14. |  |  |  |  |  |
| 7.8. Breaker Panels/ResettingTrainer: Review SOP with trainee, use the SOP to ask some follow-up questions to ensure the trainee has a proper understanding of the SOP.Trainee: Read over the Tripped Breaker SOP and ask questions to clarify. |  |  |  |  |  |
| 7.9. Back-Up Generators/ProceduresTrainer: Show the trainee the location of the back-up generators for the terminal and parking garages. |  |  |  |  |  |
| 7.10. Weather Center TourTrainer: Work with the weather center to schedule a tour. |  |  |  |  |  |
| 7.11. Cerulean GA (FBO) TourTrainer: Tour the FBO and Hangars, meet Steve (Cerulean GA Manager).  |  |  |  |  |  |
| 7.12. Aviation ParkwayTrainer: Take the trainee on a tour of all the roadways surrounding GSP.Trainee: Continue to drive the roadways around GSP to familiarize yourself with the area as well. |  |  |  |  |  |
| 7.13. GSP DriveTrainer: Take the trainee on a tour of all the roadways surrounding GSP.Trainee: Continue to drive the roadways around GSP to familiarize yourself with the area as well. |  |  |  |  |  |
| 7.14. Stevens RoadTrainer: Take the trainee on a tour of all the roadways surrounding GSP.Trainee: Continue to drive the roadways around GSP to familiarize yourself with the area as well. |  |  |  |  |  |
| 7.15. Gateway DriveTrainer: Take the trainee on a tour of all the roadways surrounding GSP.Trainee: Continue to drive the roadways around GSP to familiarize yourself with the area as well. |  |  |  |  |  |
| 7.16. HWY 101, 14, and 80Trainer: Take the trainee on a tour of all the roadways surrounding GSP.Trainee: Continue to drive the roadways around GSP to familiarize yourself with the area as well. |  |  |  |  |  |
| 7.17. Perimeter RoadTrainer: Take the trainee along the perimeter road and show them the snares\* and airfield gates (particularly the gates that are welded shut). \*snares will be reviewed again under wildlife training |  |  |  |  |  |
| 7.18. Parking Lot GatesTrainer: Show the trainee how to remove the parking lot gate arms in the employee lot. Explain when these need to be removed (power outage, gate outage, etc.).Trainee: Must describe how to remove a gate arm. |  |  |  |  |  |
| 7.19. Parking Emergency Call StationsTrainer: Review SOP with trainee, show locations of each call station. Explain how to test and which call stations are tested by OPS and which stations are automatically tested.  |  |  |  |  |  |
| **Part 139 Training** |  |  |  |  |  |
| 8.1. Part 139 ReviewTrainer: Show the trainee where to find a copy of FAR Part 139.Trainee: Read through and become familiar with reg.  |  |  |  |  |  |
| 8.2. ALP ReviewReview ALP – located on the O drive or see hard copy in Mike or Cody’s office. Trainee: Must have a general understanding of what’s contained in the ALP to include defining and understanding the OFA, OFZ, RSA, BRL, Airport Reference Code, Part 77 surfaces, approach types of both RWY 4 and 22. |  |  |  |  |  |
| 8.3. Airport Certification ManualTrainer: Show the trainee where they can find the ACM (O drive and paper copy).Trainee: Read through and become familiar with the ACM (see Cody/Mike if you have any questions). |  |  |  |  |  |
| 8.4. ASO Quick Ref. Guide to Airfield StandardsTrainer: Show the trainee where to find the ASO in the vehicles. |  |  |  |  |  |
| 8.5. Movement Area TrainingTrainer: Follow SOP, have trainee complete the training presentation on the LMS, and then begin practical lessons on the airfield. Discuss when the tower closes and the procedures involved. Trainee: What would you do if you lost radio comm. with ATC on the airfield? Must demonstrate proficiency in driving in the movement area and communicating with ATC. |  |  |  |  |  |
| 8.6. FOD ManagementTrainer – Show trainee where to find the FOD management program on the O drive.Trainee – Read through the document and become familiar.  |  |  |  |  |  |
| 8.7. Part 139.319 Snow and Ice Control PlanTrainer: Show where to find the SICP, explain Ops role in an event (both Duty and Officer), and demonstrate how to use the NAC DFD. Review with trainee, ensure they understand the requirement for closing the runway as well as the RCAM matrix.Trainee: Review SICP (via LMS) and become familiar with SICP. Review AC 150/5200-30x. Must demonstrate proficiency in understanding of the RCAM process, and Ops role during a snow event.  |  |  |  |  |  |
| 8.8. Part 139.321 Hazardous MaterialsTrainee: Complete presentation via LMS. See Cody upon completion. |  |  |  |  |  |
| 8.9. Part 139.327 Self-Inspection ProgramTrainer: Explain and show how to use the App139 system (both desktop and iPad). Review Airfield Inspections/Checks SOG with trainee, go through the inspection criteria for each inspection and discuss airfield checks and the process for recording each.Trainee: Complete presentation via LMS, review AC, and inspection forms. Review SOG, must clearly understand what must be inspected for each inspection as well as when airfield checks are completed. Must ride along with trainer at night before certification. |  |  |  |  |  |
| 8.10. Part 139.337 Wildlife Hazard ManagementTrainee: Complete presentation via LMS. See section 10 for further training. |  |  |  |  |  |
| 8.11. Part 139.339 Airport Condition ReportingTrainer: Provide trainee with NOTAM Manager link and explain/show how to use the system to issue a NOTAM. Review Airfield Visual Aids Lighting and Tolerances SOP with trainee. Ensure they understand what constitutes a NOTAM.Trainee: Complete presentation via LMS, read and become familiar with the most recent FAA Order 7930.2Q and AC 150/5200-28. Must demonstrate proficiency in issuing NOTAMs via NOTAM Manager.  |  |  |  |  |  |
| 8.12. Low-Visibility Inspections (SMGCS)Trainer: Review SMGCS Plan with trainee, review Low-Vis OPS SOP with trainee, walk through the procedures and explain the differences between SMGCS and CAT II/III Ops. Also, reference the Lighting and Tolerance SOP concerning lighting minimums. Trainee: Read through the SMGCS Plan. Must understand the difference between SMGCS and CAT II/III as well as what is required when operating under SMGCS. |  |  |  |  |  |
| 8.13.1. CAT II/III Inspections Trainer: Review SOP with trainee.Trainee: Explain what is required of Ops when advised of CAT II/III conditions from Tower; are we required to notify FD? |  |  |  |  |  |
| 8.13.2. Follow-Me Vehicle (OPS) Procedure Trainer: Review SOP with trainee.Trainee: Explain what is required of OPS when a Follow-Me vehicle is requested for SMGCS/Low-Vis conditions.  |  |  |  |  |  |
| 8.13.3 OPS WorkbookSee Cody when finished with all of the Part 139 checklist items.Trainee: Complete workbook; see Cody upon completion.  |  |  |  |  |  |
| **Airport Security Program** |  |  |  |  |  |
| 9.1. Overview of Plan/ResponsibilitiesIf not already covered during AOC training, Trainer: Cover/show the different areas (Sterile, Secured, SIDA, AOA) and associated badges for each; also discuss transient flight crew/mechanic access authority (foot print of a/c). Trainee: Review ASP (found in MK’s office). 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. |  |  |  |  |  |
| 9.2. AOA Vehicle InspectionsTrainer: Explain importance of AOA vehicle inspections. Utilize OPS vehicle to execute a mock vehicle inspection to demonstrate method and aspect of inspection. Trainee: Review SOP; see PD with questions. Remember PD is primary department for AOA vehicle inspections. |  |  |  |  |  |
| **Wildlife Hazard Management Plan** |  |  |  |  |  |
| 10.1. Review PlanTrainer: Show trainee where to find the plan (O drive and hard copy in ACM).Trainee: Review plan and become familiar. |  |  |  |  |  |
| 10.2. Shotgun Training Trainer: Show trainee how to shoot and become familiar with the shotgun. Physically take the trainee out to the range to fire a few rounds.Trainee: Must feel comfortable in handling/firing the shotgun before certification. |  |  |  |  |  |
| 10.3. Pyro TrainingTrainer: Show trainee how to load and shoot off a pyro as well as the locations of pyros in each vehicle. Physically take the trainee out to the airfield to fire pyros. Explain procedures for dispersing wildlife on the airfield (Contact tower before doing so to prevent wildlife from flying into a flight path of an aircraft). |  |  |  |  |  |
| 10.4. Snare LocationsTrainer: Physically show trainee all of the current snare locations, and explain that the snares should be checked each day. |  |  |  |  |  |
| 10.5. How to Set/Reset SnareTrainer: Show how to set and reset a snare. |  |  |  |  |  |
| 10.6. Dispatching Wildlife in SnareTrainer: Show the trainee where deceased wildlife carcasses (coyotes, raccoon, birds, etc.) are disposed of (West side of the airfield via Gate 21). |  |  |  |  |  |
| 10.7. Wildlife Observation LogTrainer: Show where the observation log is located and how to complete. Explain that the observation log should be completed when observing any wildlife activity on the airport and for logging bird strikes. |  |  |  |  |  |
| 10.8. Bird/Wildlife Strike ProcedureTrainer: Explain the procedures involved for responding to and collecting bird/wildlife strikes. Show where to complete the 5200-7 and to also log the strike in the observation log. |  |  |  |  |  |
| **Airport Emergency Plan** |  |  |  |  |  |
| 11.1. AEP ReviewTrainer: Show trainee where they can find the AEP. Trainee: Review the AEP. |  |  |  |  |  |
| 11.2. Aircraft Incident/Accident ChecklistsTrainer: Show the trainee where they can find the checklists; review checklists with trainee.Trainee: Review checklists, and demonstrate an understanding of what Ops is responsible for in the event of an aircraft incident/accident. (See Cody/Mike before certification.) |  |  |  |  |  |
| 11.3. Disabled Aircraft ProceduresTrainer: Show the trainee where they can find the plan; review the plan with trainee. Trainee: Review plan, and demonstrate an understanding of Ops responsibilities. (See Cody/Mike before certification.) |  |  |  |  |  |
| 11.4. Alert 1 ProceduresTrainer: Explain Ops responsibilities for an Alert 1.Trainee: Must clearly demonstrate understanding of what Ops is responsible/required to do. (See Cody/Mike before certification.) |  |  |  |  |  |
| 11.5. Alert 2 ProceduresTrainer: Explain Ops responsibilities for an Alert 2.Trainee: Must clearly demonstrate understanding of what Ops is responsible/required to do. (See Cody/Mike before certification.) |  |  |  |  |  |
| 11.6. Alert 3 ProceduresTrainer: Explain Ops responsibilities for an Alert 3, ref. checklist.Trainee: Must clearly demonstrate understanding of what Ops is responsible/required to do. (See Cody/Mike before certification.) |  |  |  |  |  |
| 11.7. EOC Set-Up/ProceduresTrainer: Take the trainee to the Fire Department and show them which room the EOC will be set up in and where the phones are stored. |  |  |  |  |  |
| **Closing/Reopening Airfield** |  |  |  |  |  |
| 12.1. SOP ReviewTrainer: Review the SOP with the trainee, tour the vault room at the FD, and walk through each step of the process.Trainee: Must demonstrate proficiency in the procedures involved for closing/opening the airfield (shut-offs, AOCC). |  |  |  |  |  |
| 12.2. Lighted XsTrainer: Arrange a time for the trainee to meet with facilities and discuss how to set up and take down the Xs.Trainee: Must demonstrate general understanding of the location and procedures involved for operating the Xs. |  |  |  |  |  |
| 12.3. Runway-Only Closure Trainer: Review SOP for closing the runway and leaving the taxiways open.Trainee: Must isolate the correct airfield lighting circuits, disable NAVAIDs and contact AOCC. |  |  |  |  |  |
| **Aircraft Diversions** |  |  |  |  |  |
| 13.1. SOP ReviewTrainer: Review the SOP with the trainee; walk through possible scenarios to better demonstrate how the airport handles diversions.Trainee: Must demonstrate understanding of what is required from Ops when handling diversions. Must have a clear understanding of how and where to park certain types of aircraft.  |  |  |  |  |  |
| 13.2. Parking PlansTrainer: Physically show how aircraft are parked on each apron (North, South, etc.). Discuss how larger aircraft (767, A330, etc.) are parked as well.Trainee: Give a general description of how aircraft should park on each apron. |  |  |  |  |  |
| 13.3. Recording Diversion InformationTrainer: Show the trainee where to find the diversion spreadsheet and what info is needed to fill it out. Trainee: Demonstrate to the trainer how to get to the diversion spreadsheet. What information do you need to fill out the diversion log? |  |  |  |  |  |
| 13.4. Medical Diversion ProceduresTrainer: Explain the different procedures for airlines that don’t have an operation here (Jet Blue, for instance) versus procedures for airlines that do have an operation here (Delta).Trainee: What would you do if Jet Blue was diverting to GSP due to a medical emergency with a 30 min. ETA?  |  |  |  |  |  |
| 13.5. Weather Diversion ProceduresTrainer: Explain the reason the trainee needs to get info on the type of aircraft (where to park?), origin (is it international?), airline (will their own ground crew be providing services?), and intentions (fuel and go or deplane?).Trainee: If ATC calls you and all they say is they have an American 767 diverting to GSP, what other questions would you ask them? |  |  |  |  |  |
| 13.6. International Diversion ProceduresTrainer: Show the trainee where the CBP number is on the duty phone, where the FIS stations are, and where the keys are to the FIS stations. Cover SOP; based tenants should be asked if contact has been made with CBP.Trainee: Describe what you would do if you were the only Ops Officer on duty when a Swiss Airlines 767 diverts to GSP with the intention of deplaning. |  |  |  |  |  |
| **Work Orders** |  |  |  |  |  |
| 1. Submitting Work Orders

Trainer: Introduce the trainee to April and the process of the Work Order Line. Also, provide April’s email address as an alternative option. Express the importance of details when submitting work orders. Review SOP with trainee. Trainee: If Southwest rips a PCA hose, would you call it in under a non-urgent work order? Must know the difference between the “levels” of work orders. |  |  |  |  |  |
| 1. After-Hours on-Call

Trainer: Email the trainee the Facilities After-Hours on-Call list. Make sure the trainee knows that they need to keep future emails with the call list so they can reference it.Trainee: If it’s midnight on a Friday and something at the airport breaks and you aren’t sure whether or not Facilities should send someone out right away or if it could wait until Monday morning, what would you do? |  |  |  |  |  |
| 1. IT Procedures

Trainer: Review the SOP with the trainee (found in the AOC folder). Do not give out the IT number to tenants. |  |  |  |  |  |
| **Wanzl Units** |  |  |  |  |  |
| 1. Locations

Trainer: Show the trainee where the units/carts and keys are located. |  |  |  |  |  |
| 1. Review SOP

Trainer: Review the SOP with the trainee. Physically show how to do each function (removing hopper and cash box, how to use the remote, taking inventory, who to send the inventory to, removing carts, resetting cart inventory, etc.).Trainee: Must demonstrate how to do all of the above for certification. |  |  |  |  |  |
| **FIDS Screens** |  |  |  |  |  |
| 1. Outages

Trainer: Explain the procedures for FIDS outages (call on-call IT). Ref. the AOC SOP concerning IT outages. Do not give out the IT number to tenants. |  |  |  |  |  |
| **Incident/Damage Report Procedures** |  |  |  |  |  |
| 1. Property Damage Report

Trainer: Review SOP with trainee, show where to find the form on the O Drive and when it should be filled out. Make sure the trainee understands they need to thoroughly inspect the area surrounding the accident to look for further damage.Trainee: If there is an accident on airport property but nothing is damaged, should this form be filled out? |  |  |  |  |  |
| 1. Damage Report Information to Collect

Trainer: Make sure the trainee understands that they need to be very detail oriented with these reports and pictures should be taken whenever possible.Trainee: Must understand what is needed/required in the report. |  |  |  |  |  |
| 1. Incident/Injury Report Email

Trainer: Explain to the trainee that this is just a general email that goes to Airport Management ASAP any time EMS responds to someone injured on airport property. PD will follow up with a more detailed report on the incident. Trainee: Just as you’re about to leave an incident with an injury on an airport escalator, you get a call from Delta saying they can’t move a jet bridge off a departing aircraft. It’s after hours and you’re the only Ops Officer on shift. Would you go back to the office and send your incident report email first and then respond to Delta, or help Delta and then go back to the office to send off your injury report email? |  |  |  |  |  |
| **GovDeals**  |  |  |  |  |  |
| 18.1. Trainer: Review SOP with trainee; explain the procedures involved and what we use GovDeals for.Trainee: Must demonstrate an understanding in the procedures involved.  |  |  |  |  |  |
| **Cerulean Training** Trainer: Work with Cerulean to schedule the trainee for the following: |  |  |  |  |  |
| 1. Cerulean Regulated Garbage Training

Trainer: After trainee completes LMS training, explain OPS involvement in Regulated Garbage for the airport (Cerulean – primary, OPS to assist).Trainee: Must demonstrate an understanding in the procedures involved. |  |  |  |  |  |
| 1. Cerulean Basic GSE (Forklift, Stairs Truck, Belt Loader, Tug)

Trainee: Know what each piece of equipment is used for and have general awareness of each piece of equipment’s function. |  |  |  |  |  |
| **SWPPP/SPCC** |  |  |  |  |  |
| 1. Overview and Responsibilities

Trainer: Complete LMS SWPPP training. Show trainee where to find the plan, review OPS related items with trainee. Review HAZMAT Spill – SOP with trainee, explain 5 gal threshold. Show trainee how to close terminal apron pavement drains as well as the other two drains by Rental Car and FAC.Trainee: Must demonstrate an understanding in the procedures involved >OPS role during a spill event. Become familiar with SOP. |  |  |  |  |  |
| **Airport Rules and Regulations/Airport Policies and Manuals** |  |  |  |  |  |
| 1. Review

Trainer: Make sure the trainee has the link to GSP’s employee web portal where the Airport Rules and Regs and additional airport policies and manuals are located. Trainee: Read through and become familiar with the Airport Rules and Regs document. |  |  |  |  |  |