Toronto Pearson Airport Airfield Maintenance Facility Training Strategy

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Agenda

- Onboarding and training strategy for:
 - New employees
 - Returning seasonal employees
 - Seasoned full-time employees
- Toronto Pearson AVOP Certification:
 - Training requirements
 - Challenges vs solution
- Equipment training strategy

Onboarding New Employees



1 Pre-Arrival

Onboardiffig directives

Packagen and Airfield maps

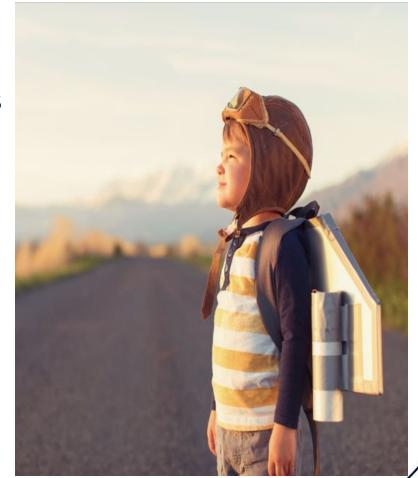
Surface markings guide with airside lights definitions

2 — Welcome and

- **Orientation**d-greet session to introduce the training team, leadership and HR
- Familiarize company culture, values, and mission
- Comprehensive tour of the airport environment
- Review critical areas such as operational zones, staff areas, and emergency facilities

 Security Clearance

- Overview of security clearance application
- **Completing forms**
- Understanding security protocols and responsibilities **Training**



Process for Onboarding New Employees





- Completed via LMS training, topics include (but not limited to)
 Code of Conduct, Company policies, Health and Safety regulations
- Completed prior to crew assignment



2. Two-week Training Period

- Focus on DA AVOP training (8-10 days)
- Employees assigned to Airfield will need to complete additional D
 AVOP training (Management determine placement)



3. Equipment Training

- Classroom training
- Practical training (hands-on training, and operational training in a controlled environment)



4. Mentorship and Final Assessment

- Supervisor review, pairing with mentor
- 20 hours of seat time
- Final sign-off or additional training need identified



AIRSIDE VEHICLE OPERATOR PERMIT (AVOP)

Permit Type	Training Hours	Requirements	
DA AVOP (Apron Only)	12 hours (4 classroom, 8 practical)	Label 6 airfield maps, 90% in-house test score	
D AVOP (Airfield and Apron)	24 hours (8 classroom, 16 practical)	Draw 8 airfield maps, 90% in-house test score	
Final Assessment		Written and practical tests at AVOP department	

CHALLENGES IN AVOP TRAINING



Challenge

High volume of aircraft movements and difficulty in securing mandatory driving/operating hours pose challenges for training.

Solution

Simulator

ATAAisitionting in multiple high-end simulators to address challenges in accessing airfield surfaces for training

Simulator Benefit

- Retrofitted simulators with steering wheel and joysticks, displaying inside of equipment cabs and simulating snow-clearing operations
- Helps meet required percentage of seat-time for AVOP training, improving efficiency



PROCESS FOR ONBOARDING RETURNING SEASONAL



AVOP Evaluation

- Required for all returning seasonal staff to ensure competence in airside driving and compliance with AVOP regulations
- Online module completion to obtain 2 certificates
- In-house AVOP test for DA/D depending on their previous certification (90% passing mark)
- Practical assessment



Equipment Refresh Training

- Refresher on equipment operation
 - Focusing on refreshing and updating skills
 - Review safety protocols
 - Learn new attachments on trained equipment(if applicable)

L= Equipment Succession Training

 Tailored training based on supervisor discussions, including role-specific training for lead roles, blower operators, and chemical truck operators



PROCESS FOR ONBOARDING FULL-TIME EMPLOYEES

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AVOP Evaluation

- Required for full-time employees who are not exposed to airfield (apron or groundside exposure only) during Summer operation to ensure competence in airside driving and compliance with AVOP regulations
- Online module completion to obtain 2 certificates
- In-house AVOP test for DA/D depending on their previous certification (90% passing mark)
- Practical assessment



Equipment Refresher Training

- Ongoing training throughout the year to ensure safety compliance (i.e. tipping gauge for grass-cutting equipment, road closure rules)
- New equipment previously not trained on
- New attachments on trained equipment

Equipment Succession Training

 Tailored training based on supervisor discussions, including role-specific training for lead roles, blower operators, and chemical truck operators



EQUIPMENT TRAINING STRATEGY





- Equipment
 In-class and practical training for 30+ different types of machines for Summer and Winter operations
- Review best practices and safety protocols

많 Video Job Aids

via QR Codes

 QR codes placed in each machine to
 provide on-demand knowledge to
 operators (Job aids, Machine specs, Safety)



- ner ApproachPartner with vendors for training
- Capture safety features and machine functions
- Develop detailed training materials





 All training materials sent back to vendors for accuracy prior to training start

TRAINING DOCUMENTATION

Tracker is used to document training progress to help all operators achieve equipment proficiency

Supervisor Name	Operator #1	Operator #2	Operator #3
Equipment list		P 0.000	орогалог шо
Vammas ST-SB 5500	NOTREVIEWED	NOTREVIEWED	OPERATOR
Vammas PSB 5500	OPERATOR	OPERATOR	OPERATOR
International MB PSB	SEATTIME	NOTREVIEWED	SME
Oshkosh HT-MB PSB	NOTREVIEWED	SEATTIME	SME
Snow Mauler PSB	NOTREVIEWED	SEATTIME	OPERATOR
Elgin Sweeper (Old)	OPERATOR	OPERATOR	OPERATOR
Elgin Mechanical Sweeper	SME	OPERATOR	SEATTIME
Elgin Vacum Sweeper	OPERATOR	OPERATOR	NOTREVIEWED

- Updated and managed by Training Team, accessible by Supervisors/Lead Hands to monitor training status
- Indicates status of each operator by machine
 - Not reviewed, Seat time, Operator, SME (Subject Matter Expert)
- Detailed notes that highlights progress (i.e. safety, proficiency)



REWARDS AND RECOGNITION

Career Progression



 Diverse career development opportunities within Airfield Maintenance Facility

Foster desirability



- Create a desirable environment to thrive
- Teamwork
- Engaging, fun and friendly Environment

Reach for the stars



 Internal recognition program based on peer/management nomination for going above and beyond









Thank You