

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

Onboarding directives

Package and Airfield maps

- Surface markings guide with airside lights definitions

2 — Welcome and

Orientation -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

3 — Security Clearance

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

4 — Training



Process for Onboarding New Employees



1. Regulatory and Mandatory Training

- 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

Acquisition
Investing 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)



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



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



Diverse Equipment Training

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



Video Job Aids via QR Codes

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



Train-the-Trainer Approach

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



Vendor Verification

- 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			
Vammas ST-SB 5500	NOT REVIEWED	NOTREVIEWED	OPERATOR
Vammas PSB 5500	OPERATOR	OPERATOR	OPERATOR
International MB PSB	SEAT TIME	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	SEAT TIME
Elgin Vacuum Sweeper	OPERATOR	OPERATOR	NOT REVIEWED

- 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