DOA Airport Operations Team

Airport Operations – Training & Compliance

Airport Operations - Training & Compliance

John Glass
Operations Superintendent

Jeremiah Hall
Operations Supervisor

Unit Responsibilities

Training of all Airport personnel with duties & responsibilities under FAR Part 139 which includes:

- Airfield driver training (movement and non-movement areas)
- Airport Emergency Plan
- Snow/Ice Control Plan
- Wildlife Hazard Management

Compliance - reviews FAA mandated paperwork completed by Airside Operations employees including self inspections, condition reporting, NOTAMs, fueling inspections etc.

Leads/coordinates annual FAA Part 139 Inspection efforts

Maintains/updates Airport Certification Manual

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Airport Operations - Training & Compliance

What is FAR Part 139?

- **F**ederal **A**viation **R**egulation Part 139 are the rules governing the certification and operation of airports.

- PHL is a Class 1 Airport, certified to serve scheduled or unscheduled operations of large air carrier aircraft and/or small air carrier aircraft.

- The Airport Certification Manual (ACM) describes how an airport will meet these requirements

- Under FAR Part 139, an ACM is mandatory and must be kept current

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Airport Operations - Training & Compliance

Manages the PHL Interactive Employee Training contract/program

- Training is mandatory requirement for all Airport SIDA badge holders

- Topics include airfield driver training, SIDA training, Insider threat, Human Trafficking

Coordinates VIP visits/special events

- Presidential arrivals/details
- Works with Secret Service

Airport Operations - Training & Compliance

Other Duties & Responsibilities

- Wildlife Coordinator

- Snow Command

- Emergency Management

PHL Liaison to

- Federal Aviation Administration

- Office of Emergency Management

- Centers For Disease Control

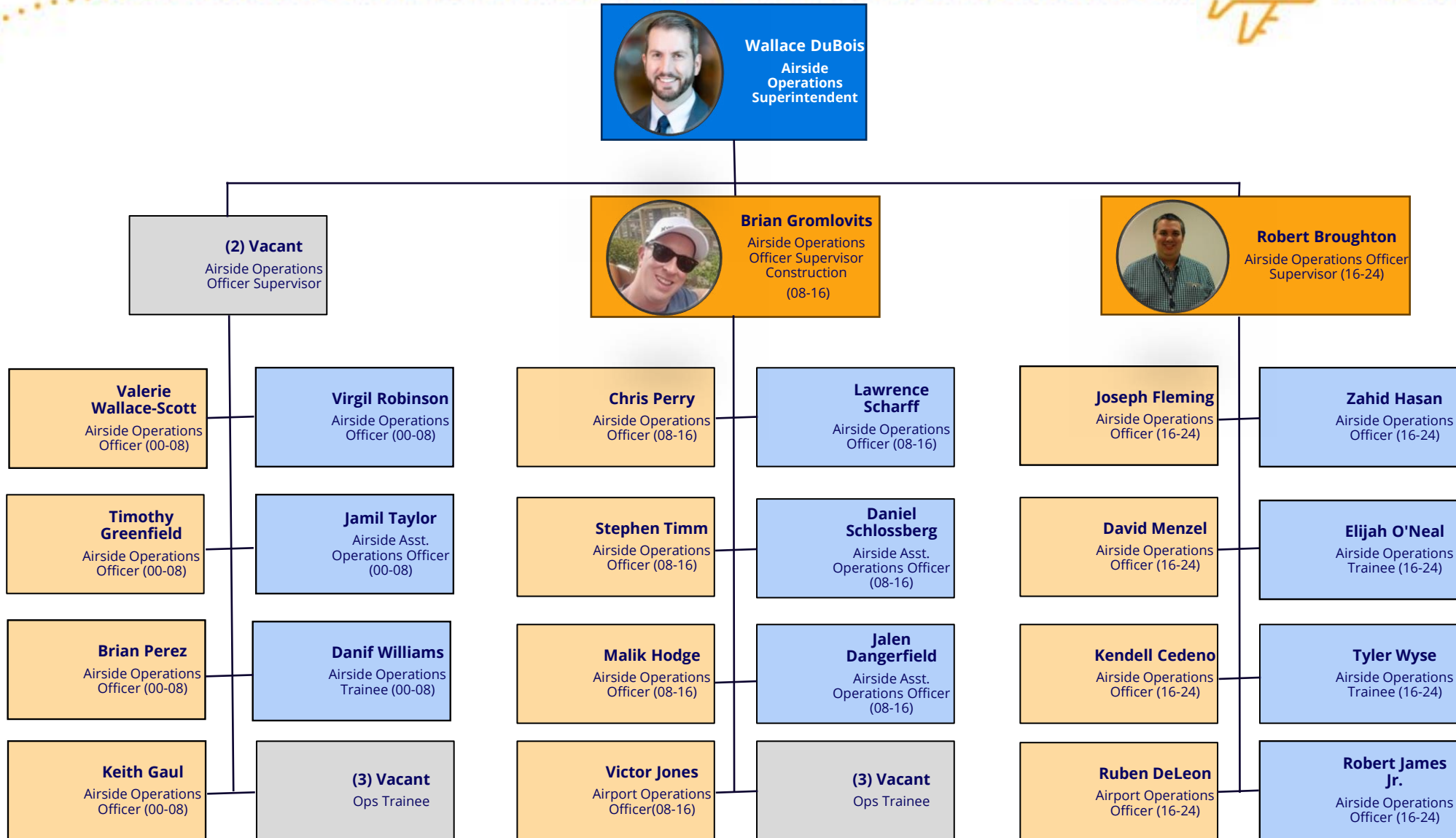- Philadelphia Dept. of Public Health

- PA Department Of Health

✈ Airport Operations - Airside

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Self-Inspection Program

Each certificate holder must inspect the airport to assure compliance with the following inspection schedule:

1. Daily, except as otherwise required by the Airport Certification Manual;

2. When required by any unusual condition, such as construction activities or meteorological conditions, that may affect safe air carrier operations; and

3. Immediately after an accident or incident.

Four frequencies of inspections:

1. Daily
2. Periodic
3. Continuous
4. Special

Potential Discrepancies

Paved Areas:
- Pavement lips over 3" Hole – 5" diam. 3" deep
- Cracks/spalling/heaves
- FOD: gravel/debris/sand

Safety Areas:
- Ruts/humps/erosion
- Support equipment/aircraft
- Frangible bases, grading

Markings:
- Clearly visible/standard
- Correct color /glass beads

Signs:
- Standard/meet sign plan
- location/position Obscured/operable
- Damaged/retroreflective
- Faded, color

Lighting:
- Obscured/dirty/operable
- Damaged/missing
- Color coding

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Fuel Truck, Farm, & Island Inspections

Each certificate holder must inspect the physical facilities of each airport tenant fueling agent at least once every 3 consecutive months and maintain a record of that inspection for at least 12 consecutive calendar months.

Menzies Fuel Farm
Menzies Fuel Island

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Potential Discrepancies

- No smoking signage
- Hose condition
- Fuel labeling
- Emergency fuel shutoff
- Bonding cables
- Fire Extinguishers
- Dead man controls functional
- Tire condition
- Leaking product
- Exterior lighting
- Parking

Airport Emergency Plan

Each certificate holder must develop and maintain an airport emergency plan designed to minimize the possibility and extent of personal injury and property damage on the airport in an emergency.

- Aircraft incidents & Accidents
- Alert I
- Alert II
- Alert III
- Code 75
- Code 89

- Code Red
- Natural Disaster
- Water Rescue Situation
- Failure of power for Movement Area Lighting
- Code Yellow

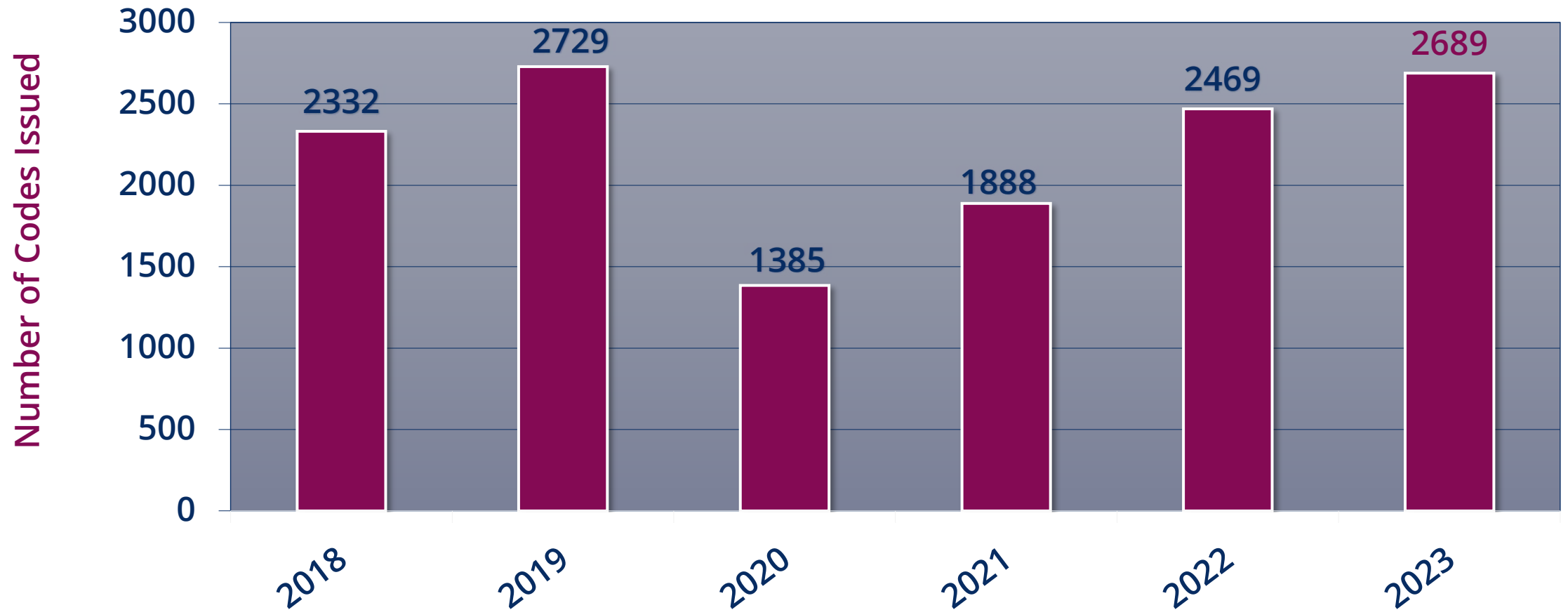PHL PNE

Airport Operations

- Immediately proceeds to emergency location

- If the emergency is an Alert, Airport Operations will inspect the runway after arrival for debris/fluid/damage and return runway to Air Traffic Control when safe.

- Non-Alert emergency, Operations will assist the Incident Commander and coordinate DOA emergency activities and resources

- Operations will document and report conditions

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Total Codes and Alerts
January 2018 – December 2023

Number of Codes Issued

Year	Number of Codes Issued
2018	2332
2019	2729
2020	1385
2021	1888
2022	2469
2023	2689

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Snow & Ice Control Plan

The snow and ice control plan required by the FAA must include, at a minimum, instructions and procedures for:

1) Prompt removal or control, as completely as practical, of snow, ice, and slush on each movement area;

2) Positioning snow off the movement area surfaces so all air carrier aircraft propellers, engine pods, rotors, and wing tips will clear any snowdrift and snowbank as the aircraft's landing gear traverses any portion of the movement area;

3) Selection and application of authorized materials for snow and ice control to ensure that they adhere to snow and ice sufficiently to minimize engine ingestion;

4) Timely commencement of snow and ice control operations; and

5) Prompt notification, in accordance with § 139.339, of all air carriers using the airport when any portion of the movement area normally available to them is less than satisfactorily cleared for safe operation by their aircraft.

Planning and Preparation

- Annual Winter Operations Meeting
- Pre-Winter Training
- Pre-storm Meeting and Forecasting
- Tactical Teleconference Call

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Airport Condition Reporting

Each certificate holder must—

- Provide for the collection and dissemination of airport condition information to air carriers.

The NOTAM (Notice to Air Missions) system is the only FAA approved method of disseminating information related to conditions that may affect the safe operations of air carriers.

Airfield Construction

Each certificate holder must:

- Mark and, if appropriate, light in a manner authorized by the Administrator—
  - Each construction area and unserviceable area that is on or adjacent to any movement area or any other area of the airport on which air carrier aircraft may be operated;
  - Each item of construction equipment and each construction roadway, which may affect the safe movement of aircraft on the airport; and
  - Any area adjacent to a NAVAID that, if traversed, could cause derogation of the signal or the failure of the NAVAID.

- Airfield Operations works closely with CDG to ensure compliance and safe aircraft operations.

- This is accomplished through weekly construction calls, review of planned construction documents, and coordination with all affected stakeholders.

Wildlife Hazard Management Plan

- Each certificate holder must take immediate action to alleviate wildlife hazards whenever they are detected.

- Our Wildlife Hazard Management Plan is administered by a USDA wildlife biologist (Albert Polillo).

- Managing wildlife is done through various methods including:
    - Removal of food sources
    - Habitat modification
    - Trapping and removal of wildlife
    - Termination/killing

- Airside Operations conducts wildlife surveys, inspections, and collects remains.

- Pyrotechnics are utilized to disperse wildlife in the air operations area that pose a threat to aircraft.

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Safe Operations Program

- Our focus on the airfield is primary violations (cut-off aircraft, fuel spill, speeding, safety issues, etc.).

- 2024 Goal - 150 Safety Stops

- Recent issues/concerns:
  - Pedestrian traffic crossing the middle/top of the alleyways.
  - Speeding on the inner/outer service road.
  - Aircraft being cut off by vehicles.
  - FOD blowing into the movement area from the terminal & concourse.
  - Electric scooters being left plugged in and unattended in the terminal.

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✈ Airport Operations – Terminal & Landside

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Airport Operations – Terminal/Landside

Judi Wright
Operations Superintendent

Mike Pavesi
Operations Supervisor
Ground Transportation

TBD – Operations Supervisor
International Operations

At a glance...

Terminal Operations focuses on everything occurring <u>inside</u> the terminal buildings and addresses operational issues impacting the arrival/departure of passengers. Includes gate management.

Landside Operations focuses on everything that happens <u>outside</u> of the airport terminals; includes road access, passenger drop-off zones, staging lots and ground transportation services. Efficient landside operations are essential to minimize traffic congestion and ensure easy airport access and egress.

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Airport Operations – Terminal/Landside

Relationships are key!

Capital Development
- Coordinate road closures
- Coordinate staging of equipment and work vehicles in public areas
- Determine work hours of least impact to traveling public

Airport Police
- Work collaboratively to enforce rules and regulations
- Collaborate on public safety issues

Guest Experience
- Support initiatives
- Provide info for response to customer complaints/inquiries

Maintenance
- Inspections/reporting

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Airport Operations – Terminal/Landside

Homeless Outreach Services

- Administration of DOA contract (currently MHP)
- Coordination of efforts w/ Airport Police, Allied Security
- Collaboration w/ Airport stakeholders, City, DE County
- Respond to Airport stakeholder issues/concerns

Expressive Activity ("picketing")

- Review application for accuracy and compliance w/ Airport rules
- Receive approval from Law
- Monitor activity on Airport for compliance w/ terms
- Liaison w/ Airport Police, PPD Civil Affairs

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Airport Operations – Terminal/Landside

Airport Employee Parking Program

- Under Parkway contract, management of Bartram Avenue and Cargo City parking lots
- Includes 24/7 access, staffing, security, maintenance & upkeep of 2 lots
- Management of employee registration system (access credentials) for 18,000
- Responds to Employee Comment Line

Employee Busing and Revenue Busing

- Bus service to/from 2 Employee Lots, 24/7
- Bus service to/from Economy Parking Lot, 24/7
- Service provided under TransDev contract

Airport Operations – Terminal/Landside

Ground Transportation Services are provided under contract w/ Parkway:

- Commercial vehicle revenue collection
- Vehicle dispatch, traffic control
- Management of vehicle hold lots
- Enforcement of Airport rules and regulations
- Passenger assistance at counters, curbside at bag claims
- Data collection and reporting

Recent improvements/initiatives:

- Automated taxi dispatch system
- Upgraded/automated employee lot access system
- Installation of mobile surveillance units in employee lot, hold lot
- Expanded translation services

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Airport Operations – Terminal/Landside

*New Welcome Station License Agreement

- In collaboration with GX, new process to coordinate and approve meet & greet activities by organizers of conferences, conventions, special events
- Agreement addresses signage, greeter table/staffing, passenger pickups, allowable items in bag claims, etc.

Recent group arrivals include US Golf Association and Wrestlemania

Upcoming arrivals include Anita.B and Jehovah's Witnesses

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Airport Operations – Terminal/Landside

Other responsibilities include:

- Liaison with CBP
- Int'l Waste Removal contract administration
- Airport bus tours
- Escort in secure areas on request
- Electric cart inspection
- Roadway inspection/reporting during Snow Duty
- Terminal inspections (AOC)
- Provide status updates to AOC

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Airport Operations – Terminal/Landside

Contract	Service	Amount
AVA	International waste removal	$165,000
Mental Health Partnerships	Homeless outreach	$210,000
Parkway Corp.	Ground transportation	$8.1M
TransDev	Shuttle bus (employee, revenue parking)	$15M

The cost of doing business!

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✈ **Airport Operations - Center (AOC)**

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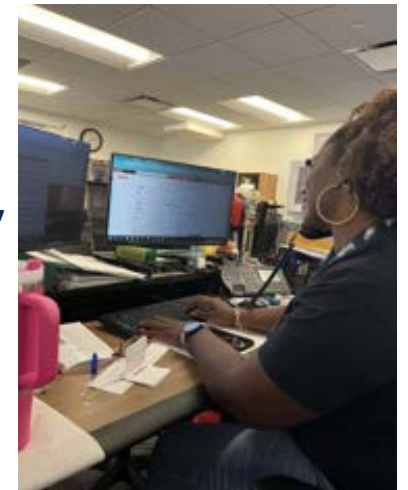
Airport Operation Center

- Opened in Early 2024 after renovations to the communication center.
- AOC is the central informational and operational hub for the Airport.
- Current DOA teams in the AOC are Terminal / Landside Operations, Security, IT, Job Control, Communication Center and Lost & Found. Hopefully adding other DOA groups or stakeholders soon.
- The AOC has state of the art technology to make information gathering & disseminating as efficient as possible.
- Code Yellows, Code Reds, Aircraft Alerts, Weather alerts, traffic updates, executive notification emails, expressive activity notifications and more are all dispatched or sent from the AOC.

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Airport Operations Center Staff
Comm Center / Job Control

- 21 operators with 2 Duty Supervisors and 1 Unit Supervisor

- Open 24/7 working 8hour shifts.

- Staff rotate positions / duties during shift.

- Comm Center Staff Handles such specific functions as:
  - Alert 1, 2 & 3 (Aircraft emergency)
  - Code Yellow (Medical emergency)
  - Code Red (Fire emergency)
  - Lost and found for items found in the terminals, restrooms and concessions.
  - Flight information
  - Visual and audio paging
  - Job control – Work order creation.

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Airport Operations Center Stats

Lost & Found

- Receive about 300 items a month.

- About 200 emails following up on items in L&F per month

- Estimated 25% of L&F items get returned during the month.

- Items get transferred to the warehouse about every 2 weeks. Items stay at the warehouse for a year.

- Future improvements- New program to make uniting items and passengers easier and more digital.

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Airport Operations Center Stats

General Calls to the Comm Staff

- Receive about **150 total calls per shift** with employees receive about 40 calls each. Numbers change due to time of year, weather, or airport issues.

- Staff receive about 5 to 10 Audio & Visual paging request per shift. Requests come in from Stakeholders or Passengers for airport wide paging.

- We have multiple employees who are bilingual. French, Arabic and Spanish are covered by the staff and other languages go to a vendor answering service.

- All Codes or Aircraft Alerts go to the Terminal Control Desk, also known as **3111.**

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Airport Operations Center Staff
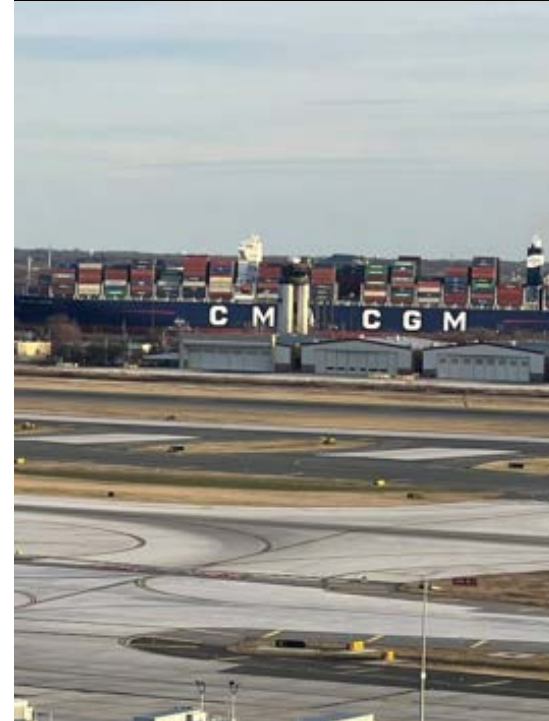## Terminal/ Landside

- 7 Airport Operation Officers & Trainees currently work 0600 to midnight 7 days a week. Work 10-hour shifts, 4 days a week with everyone in on Wednesday.

- Duties: Riverwatch, Gate Control, Terminal & AED inspections, Diversion handling, Executive staff notifications, Daily Ops Call and Report, Airlines and Stakeholder coordination, Emergency response coordination, Monitor multiple programs and camera systems, snow command center, roadway reports and more.

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Riverwatch

- Riverwatch keeps aircraft and vessels separate over the Delaware River.

- When aircraft are landing on Runway 35, vessel over 125Ft above the water line cause a hazard for landing aircraft.

- Staff take to the vessels over radio, get the timing then call the FAA to give them vessel times.

- During the daytime, see and avoid is issued to the pilots; after sunset, before sunrise, or bad weather, we close the approach.

FOX 29

Largest cargo vessel ever to visit U.S. East Coast arrives in Philadelphia: Just how big is it?

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DOA Gate Control

- Total 126 gates , 22 of them are Common Use Gates currently on the terminals. Common use gate is a gate not leased by an Airlines.

- Assign Parking on the aprons, hardstands and deicing pad.

- Working continually with airlines to maintain an efficient gating operation.

- Use AeroCloud Program to assign and communicate with airlines about gate assignments.

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Charter and Diversion Handling

- PHL is in a busy airspace and there is weather north or south of the airport we get aircraft diversions.

- Diversions are when a flight must land at PHL instead of the original destination due weather or other reasons.

- Ops will coordinate and arrange any services for that flight if it is not a signatory carrier.