

The IAAE Canada

Winter 2017

AIRPORT MAGAZINE

An official publication of the International Association of Airport Executives Canada



Emergency Exercises for Smaller Airports



CANADA

An hourglass-shaped graphic with an orange-to-yellow gradient. The top bulb shows an airport terminal with baggage claim carousels and a plane at a gate. The middle neck is narrow. The bottom bulb shows a plane on a runway and a hexagonal radar or control tower structure. The background is a solid orange color.

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- **Improve** cost efficiency
- **Enhance** sustainability
- **Reduce** downtime

Gate

- **Ensure** safe operations
- **Decrease** disruptions
- **Increase** gate capacity

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The IAAE Airport Magazine

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Paul Ritchi, A.A.E.
*Chairman, IAAE Canada
 Senior Manager
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 Greater Toronto Airports Authority*

A Message from IAAE Canada's Chairman

Evolving to the Next Level

IAAE Canada to meet the rapidly changing and complex needs of the industry from a training and professional development perspective.

Over the next number of months, the IAAE Canada Strategic Plan will be updated. In turn, it will inform a challenging and exciting business plan as we roll into 2018.

The growth of your association is developed through several committees that are led by various IAAE Canada board of directors members, specifically including:

1. Training
2. Membership and Communications
3. Marketing
4. Audit
5. Governance
6. Accreditation
7. Corporate Membership

8. FOAM Conference
9. International Conference

IAAE Canada members are invited to think about joining one of the committees. Committee membership is an excellent way to expand your industry network and overall aviation experience. Please contact Executive Director Joe Mauro at jmauro@iaaecanada.org for more information.

Operating an airport, big or small, presents a number of challenges and complexities. Being able to reach out to a peer at another airport to ask a question, to share experiences, or even to hold a peer review conference call or meeting is seen by many as a useful and desirable tool. Over the next few months, we will be developing a membership list that is sortable by location and general area of responsibility to help our members find and connect with one another. ✈



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Joe Mauro
Executive Director, IAAE Canada

A Message from IAAE Canada's Executive Director

Help Your Career with Three Simple Letters

Credibility is king, particularly within the airport industry, where having certain levels of technical and other knowledge is required. A professional designation is often considered proof of that credibility—and, fortunately, the airport industry has one in IAAE Canada's A.A.E. and A.A.P. designations.

So, what does this mean for the budding airport professional? What are the benefits of an A.A.E. or A.A.P.?

If you have an IAAE Canada professional designation, it will embolden you to climb the career ladder at your airport; it will increase confidence in your decision-making and inter-professional collaboration skills. As well, it will enhance your sense of autonomy and instill a higher sense of professionalism and pride.

Still not sure? Then, let's take a look at how it might help you. First, there is the educational benefit; you will learn a great deal and add a great credential to your CV. Then, there is the boost to your reputation. People in the airport industry recognize the time and dedication it takes to earn

the A.A.E. or A.A.P. When they see that you have earned one of those designations, they will believe you have the ability, dedication, ethical grounding and hard, transferable, and analytical skills necessary to do the job in question.

Those three letters at the end of your name translate into acceptance and approval. For employers, particularly airports, the IAAE Canada designations bring comfort; for job seekers, they bring confidence.

It's not rocket science, becoming a successful airport executive takes time and dedication. But learning professional-grade management skills can have a life changing effect. If you're ready to put in the work and learn, IAAE Canada's accreditation program can literally get your career to take-off. ✈

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4. Access to the IAAE Canada weekly **e-Report and Airport Magazine**.
5. **Member discounts** on meetings, products and services.

ACCREDITATION PROGRAMS FOR A.A.E. AND A.A.P.

Obtaining an IAAE Canada designation is a great way to command respect in the airport industry. Since 1994, IAAE Canada has been committed to the advancement of aviation professionals by granting certified designations to individuals who demonstrate an ability to handle the challenges and responsibilities of airport management. The program is open to members of IAAE Canada and there are two streams:

1. The Accredited Airport Executive (A.A.E.) is for current airport members; and
2. The Accredited Airport Professional (A.A.P) is available to current industry and corporate members.

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—Robert Nesbitt, Brandon Municipal Airport

"Another great FOAM Conference this year. Looking forward to YYZ. Thanks!"

—Lindell Smith, Deer Lake Regional Airport



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Site-Specific Training: Emergency Exercises for Smaller Airports



The Loomex Group and IAAE Canada have partnered to help smaller airports be as prepared for emergencies as their larger counterparts.

By Trent Gervais, CEO, the Loomex Group

When you operate an airport, accidents will happen sooner or later. But knowing what to do when one does happen takes a lot of planning and preparation. The Loomex Group, based in Peterborough, Ontario, is taking an innovative approach to emergency response training.

Trent Gervais, CEO of the Loomex Group, is a 25-year emergency services veteran who manages, through Loomex, the Peterborough and Kawartha Lakes / Lindsay airports and knows the challenges present in this area of training. Recently, Loomex and IAAE Canada came together to try and meet a growing need among airports.

“There is a big hole in the aviation industry with regards to emergency management. This is especially the case for smaller airports” says Gervais. “There are a lot of airports out there that don’t have a lot of money, so I want to make sure we’re offering them an affordable way to achieve their exercises.”

Partnering with IAAE Canada is designed to get to the smaller airports across the country and make this type of training accessible.

Transport Canada requires every airport to complete an annual “tabletop” test of their emergency response plan. Every fourth year, they must hold a large-scale exercise to test first responders and emergency personnel. Full-scale

drills must be held at large airports every two years.

Because of his roots as fire chief for the City of Peterborough, overseeing Peterborough Airport, Trent is passionate about helping smaller airports be as prepared for emergencies as their larger counterparts. And with that, the Portable Simulator idea came to be.

Using a Lockheed JetStar fuselage obtained from neighbouring aircraft services provider Flying Colours Corp., Trent and his team created the country’s only portable business jet crash site simulator.

Designed to test the emergency response capabilities at airports large and small, the interior is finished as a private jet, and the bottom of the jet houses a cradle so it can be moved with a forklift. It can be put in a field, level or at an angle; there are smoke machines to pump smoke into the cabin, and sound effects to replicate an actual scenario.

Some examples of scenarios that can be created include:

1. A crash at an airport (on-runway or off-runway);
2. A hostage taking;
3. A hijacking; or
4. An active shooter.

“For the bigger exercises, I wanted something to make it as real as possible,” says Gervais. “So, we started this project to create a simulator that we can take anywhere. It’s very versatile and designed to be taken into any airport. It is a big



The team at the Loomex Group have created the country’s only portable business jet crash site simulator using a Lockheed JetStar fuselage.

step up from our previous practice of bringing in a school bus to simulate a crashed aircraft.”

Through the simulator exercise, fire and EMS staff experience first-hand the challenge of getting a pilot or co-pilot out of the aircraft.

Airports have three options. They can rent the crash simulator for their own training, hire the Loomex Group to oversee a smaller, limited-scope scenario, or select a complete exercise ranging in cost from \$8,000 to \$25,000 (for a medium-sized airport). A basic paper tabletop exercise can be created for as little as \$5,000.

Following its full-scale emergency management exercise, the airport receives a “hot wash” debriefing to discuss what worked well and where improvement is needed. Clients also receive an after-action report that recaps the exercise and provides a training plan for the next one to three years. There is also an action items list, and a video captures the exercise, both inside and outside the simulator.

The simulator has been used in several field exercises, including a large-scale emergency exercise at Billy Bishop Toronto City Airport that involved 100 responders and 40 actors.

If an airport is looking for an affordable and memorable emergency exercise, then the Loomex Group and IAAE Canada have just the answer. ✈








The Portable Simulator is designed to test emergency response capabilities at airports large and small. It has been used in several field exercises, including a large-scale emergency exercise at Billy Bishop Toronto City Airport that involved 100 responders and 40 actors.



The Portable Simulator’s interior is finished as a private jet, and the bottom of the jet houses a cradle so it can be moved with a forklift.

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From IAAE Canada Student Member to Airport Operations Coordinator

By Logan Boyd, Airport Operations Coordinator, Medicine Hat Regional Airport

My first appearance in *IAAE Canada Airport Magazine* occurred in the Spring 2015 issue. At that time, I was a recent graduate of the aviation management program at Georgian College in Barrie, Ontario and had only just begun my career in airport management.

When I was a student member with IAAE Canada in 2014, I earned the opportunity to jump on a plane to Halifax, Nova Scotia to attend my first IAAE Canada Facility, Operations & Airport Managers (FOAM) Conference as a sponsored student. This was my first exposure to Canada's airport management community and it ultimately led to an introduction with my future employer. Three months later, after a 2,500-kilometre road trip across Canada from Ontario to Alberta, I began my career as Airport Operations Coordinator at the Medicine Hat Regional Airport.

Since the beginning of my tenure at Medicine Hat Regional Airport, we have doubled the size of our terminal building and main apron, upgraded our secondary taxiway, and are now in the midst of rehabilitating our main taxiway and runway infrastructure after receiving one of the largest Airports Capital Assistance Program grants ever awarded by Transport Canada. I feel privileged to have had the experience and involvement with these exciting growth and expansion opportunities.




Medicine Hat Regional Airport has grown and made infrastructure upgrades after receiving one of the largest Airports Capital Assistance Program grants ever awarded by Transport Canada.

Upon starting my career in this industry, I also traded in my IAAE Canada student membership for an airport membership. I have had the opportunity to return to the FOAM Conference and attend various training courses as an active airport professional. Membership with IAAE Canada and the Alberta Airports Management Association, on which I serve as a board member, has also afforded me the opportunity to network and build relationships within our small aviation industry.

I recognized early on in my career that the ability to collaborate and draw on the experience of others has proven to be invaluable. It is well known when working at a smaller airport that the scope is vast, the issues are wide ranging, and the resources are often limited. Being faced with these challenges on a day-to-day basis has allowed me to become familiar with every facet of the airport's operation, and maintaining strong relationships with my colleagues who are "out of town" has been vital to thinning this gap, finding solutions, and delivering results.

Thank you to IAAE Canada for this opportunity to update you on my career-in-progress. Perhaps in another 30 years, I can share my thoughts again, as I reflect on my career and look ahead to my retirement. Stay tuned! ✈

**Question
the existing/
Imagine
the impossible/
Create the
enduring**

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Emerging Technologies: Baggage Handling Systems

By Kristy Housley, Marketing Manager, Glidepath Group

With over 850 projects completed in more than 65 countries and with office locations around the world, including Toronto and Vancouver, Glidepath is a world leader in baggage handling system solutions. Glidepath consistently remains abreast of industry trends and has developed the following technologies to meet the demands of today's industry needs.

SELF SERVICE BAG DROP: FASTDROP

Delivering a seamless but personalized passenger check-in experience is the challenge faced by airlines, as self-service technology becomes the preferred method of choice for travellers. The rapidly growing adoption of bag drop technology offers an improved passenger experience while also providing cost savings through staffing efficiencies.




Glidepath's FastDrop system has an inviting, open design with an intuitive user interface.

Airline customers who are using self-service technologies are enjoying fewer queues and faster processing times, which provide increased passenger throughput within the exiting terminal space and create a simplified and more enjoyable pre-flight experience.

Glidepath has developed a self-service bag drop solution: the FastDrop. Glidepath's FastDrop system has an inviting, open design with an intuitive user interface. The FastDrop includes intrusion detection, rapid volume and weight determination, and uses unique camera-sensing technology to average an impressive 10-second transaction time across all user groups in trials.

HUMAN INTRUSION DETECTION: THE SENTINEL

Existing Human Intrusion Detection systems used in airports predominantly operate on thermal or laser scanning technology. In many climates, bags can imitate a human thermal heat profile, meaning the thermal detection method becomes unreliable, while laser scanning requires masking the intrusion zone when accepting bags.

Glidepath has developed the Sentinel system, which is continuously active on moving conveyors. The Sentinel is sensitive to any movement within the sensing environment that is even slightly outside of those exhibited by baggage. If suspect behaviour is detected, the conveyor is paused to re-check baggage in a high-sensitivity mode. The Sentinel has a small installation footprint and fits neatly alongside existing conveyors. For more information, contact Glidepath through its website, www.glidepathgroup.com, or e-mail sales@glidepathgroup.com. 

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Soggy September?

Learn How to Prevent Sewer Back-Ups at Home!



By Raymond Doobay, Business Development Advisor, Economical Select

Water damage from a sewer back-up can be devastating to your family and home, yet many homeowners don't think about preventing water damage until it's too late. Check out our top three tips for preventing a sewer back-up in your home.

1. Get a back-up power source for your sump pump. Sump pumps require electricity and won't work during power failures. Have yours connected to a reliable back-up power source, like a battery or generator, so it works when you need it most.
2. Avoid pouring fats, oils, and grease down your drains. Over time, they build up and create blockages that can lead to a sewer back-up.

3. Keep eavestroughs, downspouts, and storm sewer grates clear of debris. Leaves, trash, ice, and snow can cause clogging, which can lead to water flowing back toward your property or into your home. If you notice repeated clogging of your street's sewer grate, contact your municipality. Remember, an ounce of prevention is worth a pound of cure! To learn more about protecting your home, call Economical Select at (866) 247-7700. Find out how much you could save with your exclusive IAAE Canada discount and be entered for your chance to win in the Select Sweepstakes. Find out more at www.selectsweepstakes.com and enter discount code E2422.

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Earl Spencer, Regina Airport Authority

“This is such a vast and diverse industry, and it’s a very rewarding one to be a part of. There truly never is a dull moment.”

By Paul Adair, IAAE Canada Airport Magazine Writer

Earl Spencer grew up just blocks away from the Regina International Airport (YQR), finding the world of aviation an exciting yet enigmatic part of his childhood. Yet, it was certainly not a world he thought he could one day be a part of.

After a quarter-century of working at the Regina Airport Authority, however, aviation has become an integral part of his life that he couldn’t imagine being away from.

“I actually ended up in this industry inadvertently and it was not really planned at all,” says Spencer, vice-president of operations at the Regina Airport Authority. “But now, the Regina airport feels like my home. It has been exciting and dynamic, and it’s been a real privilege to work here.”

Hired by Transport Canada in 1992, Spencer started out at YQR as a carpenter but quickly embraced any opportunity to expand his qualifications within the industry, obtaining his journeyman electrician certificate and fourth-class power engineering qualifications. This dedication to developing his experience and training has served Spencer well throughout his career, allowing him to better merge the sometimes-contradictory worlds of airport facilities and operations.

“The trades and facilities side of my experience has grown tenfold from where I began, increasing my background and understanding of how to smoothly integrate facility needs into the airport operation,” says Spencer. “This is important because if I need to close a runway down for any reason, I also need to fully understand the implications of that decision in terms of how it affects the airport.”

The position of vice-president of operations encompasses the facilities department, the operations department, emergency response services, airport security, and safety. For this reason, there really is no such thing as a “typical” day for Spencer, and he often finds himself having to wear many hats in order to address the numerous operational situations that may arise.

“I love the pace set by my job,” says Spencer. “It is very dynamic and I have the opportunity to meet and collaborate with so many people and backgrounds. This is such a vast and diverse industry, and it’s a very rewarding one to be a part of. There truly never is a dull moment.”

Spencer views the aviation industry as one of continual evolution and sees his primary challenge as being able to keep ahead of changes while also keeping airport costs down and ensuring the Regina airport remains a great experience for those who are passing through.

One of the larger and more challenging projects that Spencer has been a part of was the 2015-16 upgrade of the Regina airport’s baggage handling system. The project took the airport baggage handling system from a CATSA Level 5 system to a Level 3 system, making it one of the most advanced baggage handling systems in Canada. The project, which cost approximately \$18 million, was made more difficult because it needed to

be completed without any disruption of the day-to-day operations of the airport.

“We did a great job successfully replacing the complete baggage system without negatively impacting the airport operation and passenger experience,” says Spencer. “People who came into the airport had no idea what was going on behind the walls and never missed a beat during their travels.”

Spencer greatly values his membership to the International Association of Airport Executives Canada (IAAE Canada). He credits the group for introducing him to a wide range of individuals within the Canadian aviation industry and for providing him with many valuable training opportunities, which he has been able to use during his time at the Regina Airport Authority.

“These kinds of services are really important to the aviation industry,” says Spencer. “Each and every airport across Canada has benefited in some shape, way, or form from IAAE Canada’s presence and what it provides.”

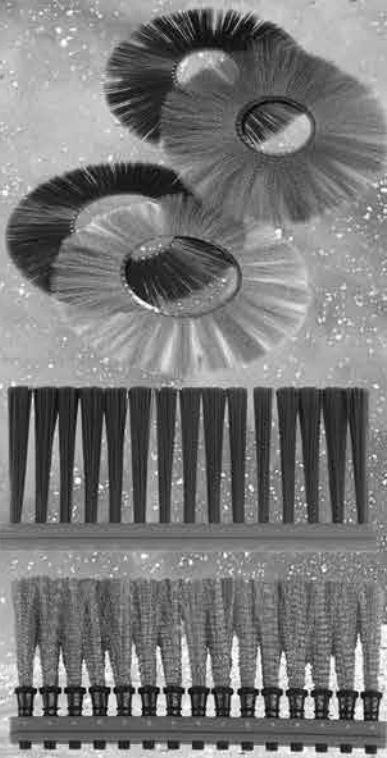


Spencer on the job in the new baggage handling area of the Regina International Airport.



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