



# YLW

Kelowna International Airport

## AIRPORT DIRECTIVE 003

Revision Date: September 27, 2022

# Airport Operations Centre

**!!! [CLICK HERE FOR TEMPORARY AMENDMENTS](#) !!!**

### TABLE OF CONTENTS

- 1. General..... 1
- 2. Hours of Operation and Contact Info..... 1
- 3. Coordination Responsibilities ..... 2
- 4. Technical and Building Services (TBS) ..... 2
- 5. Systems Monitoring ..... 3
- 6. Annexes..... 3
- Airport Maintenance Requests ..... 4**
  - 1. Introduction..... 4
  - 2. Critical Airport Systems..... 4
  - 3. General Airport Utilities..... 5
  - 4. Apron and Airfield Maintenance..... 6
  - 5. Groundside Winter Snow / Ice Control and Maintenance ..... 6
  - 6. Contingency Planning ..... 6
- Change Log.....7**

### REVISION STATUS

Document Number	Document Title	Revision Date
AD 003	Airport Operations Centre	September 27, 2022
AD 003 Appendix A	Airport Maintenance Requests	September 27, 2022

#### 1. General

YLW has established an Airport Operations Centre. The Airport Operations Centre is responsible for the oversight of the aerodrome including the airport terminal and airfield; coordinating safety; security; emergency communications; general terminal and airfield maintenance.

If campus staff are unsure about who to call concerning any operational matter, they should make initial contact with the Airport Operations Centre.

#### 2. Hours of Operation and Contact Info

The Airport Operations Centre can be reached 24 hours a day, 7 days a week. The telephone number is: (250) 807-4350.



# YLW

Kelowna International Airport

## AIRPORT DIRECTIVE 003

Revision Date: September 27, 2022

### Airport Operations Centre

#### 3. Coordination Responsibilities

Airport tenants and operators requiring assistance in the following areas should contact the Airport Operations Centre:

- Emergency service assistance (security, police, fire);
- Safety, security and environmental concerns
- Bird or animal control on or adjacent to aircraft maneuvering surfaces;
- Foreign object damage (FOD) control on aircraft maneuvering surfaces;
- Airside vehicle escorts;
- Assistance from Airport Security personnel;
- Spill response;
- First medical response;
- Outbound baggage system and contingency coordination;
- Maintenance requests;
- Itinerant aircraft parking;
- Apron management, gate assignments (FIDS), inbound baggage belt assignments (BIDS);
- Deviations from regular scheduled aircraft operations (requires revision)
- Reduced Visibility Operations Plan (RVOP) implementation.

#### 4. Technical and Building Services (TBS)

Situations involving a service request to a tenant's leasehold space that is not an emergency should be directed to the Bouygues Help Desk:

- 250-862-8624
- [ylwhelpdesk@bouygues-es.ca](mailto:ylwhelpdesk@bouygues-es.ca)

The first Building and Technical Services contractor representative on site each morning will call in to the Airport Operations Centre to advise they are on site. This interaction also allows Airport Operations to pass on any urgent issues that were not emergency call outs.



# YLW

Kelowna International Airport

## AIRPORT DIRECTIVE 003

Revision Date: September 27, 2022

### Airport Operations Centre

#### 5. Systems Monitoring

The Airport Operations Centre monitors:

- Air and ground control frequencies;
- Airport alarm and CCTV system;
- Baggage and gate assignments;
- Fire alarm system;
- Hazard beacons;
- Direct line telephones to NAV CANADA;
- Internal operational radio frequencies;
- Phone systems;
- Vehicle tracking system;
- Fuel and chemical storage;
- NOTAMS;
- Weather forecasting systems;
- Other systems, as required

#### 6. Annexes

- [AD 003 Annex 1 Operations Frequency Radio Identifiers](#)
- [AD 003 Annex 2 Airport Manager on Call \(AMoC\)](#)
- [AD 003 Annex 3 Call Forwarding Procedures](#)
- [AD 003 Annex 4 Airport Operations Shift Report \(AOSR\)](#)
- [AD 003 Annex 5 Call-In Procedures: AOS/FF and Mechanics](#)
- [AD 003 Annex 6 Airport Operations Workplan](#)
- [AD 003 Annex 7 TRACR II and AIM Systems](#)
- [AD 003 Annex 8 Drone \(RPAS\) Response Procedure](#)



# YLW

Kelowna International Airport

## AIRPORT DIRECTIVE 003 APPENDIX A

Revision Date: September 27, 2022

### Airport Maintenance Requests

#### 1. Introduction

The technical and building services for YLW have been consolidated under one master contract agreement.

Airport Terminal tenant work requests for routine technical and building services maintenance should be made by emailing [ylwhelpdesk@bouygues-es.ca](mailto:ylwhelpdesk@bouygues-es.ca) or by calling Bouygues Help Desk at 250-862-8624.

Airside maintenance, excluding airside electrical, is the responsibility of the YLW Operations staff.

#### 2. Critical Airport Systems

For critical systems maintenance and utility issues (power, water, gas) of a general nature, contact the Airport Operations Centre at (250)-807-4350.

The Airport Operations Centre will assess the failure and its impact and make the necessary maintenance call-outs, to include the Airport Duty Manager and the Airport Manager on Call (AMoC), as required.

Critical Systems include:

- Airfield electrical system
- Common Use Terminal Equipment (CUTE) (level one first response maintenance and paper replacement only)
- Hold Baggage Screening (HBS) Systems including belts, motors and bag jam maintenance (does not include bag screening equipment provided by CATSA)
- Airfield lighting and approach light systems
- Airfield signage system
- Human Machine Interface (HMI) system
- Navigational beacons
- Emergency alarm systems
- Public address system
- Closed circuit television security system (CCTV)



Kelowna International Airport

# AIRPORT DIRECTIVE 003 APPENDIX A

Revision Date: September 27, 2022

- Airport access control security system
- Fire alarm system and annual testing
- Backflow alarm systems
- Building Management System (BMS – Johnson Controls)
- ATB electrical system

## 3. General Airport Utilities

Level 2 systems include:

- Common Use Self Service Equipment (CUSS) (level one first response maintenance and paper replacement only)
- Flight Information Display System (FIDS)
- Baggage Information Display System (BIDS)
- Electronic Gate Information Display System (EGIDS)
- Potassium acetate tanks
- Tugway gates and control system
- Fuel dispensing and control systems
- Door controls
- Entry locks, including gates

Level 3 systems include:

- Office furniture and equipment, excluding office computers, printers and copiers
- Airport terminal building (ATB) interior furniture and plants
- Electronic messaging
- Electronic and static advertising
- Elevators
- Blinds
- Telephone system
- Data cabling



Kelowna International Airport

## AIRPORT DIRECTIVE 003 APPENDIX A

Revision Date: September 27, 2022

### 4. Apron and Airfield Maintenance

All requests for apron and airfield maintenance contact Airport Operations Centre at 250-807-4350.

### 5. Groundside Winter Snow / Ice Control and Maintenance

Refer to [AD 011](#) for information on groundside winter snow / ice control and maintenance.

### 6. Contingency Planning

Contingency plans are developed and maintained, as required, by the technical and building services contractor.



Kelowna International Airport

# AIRPORT DIRECTIVE 003 AND APPENDICES

## Change Log

Date	Section(s) Changed	Summary of Change(s)
September 27, 2022	AD 003 Section 6 AD 003 App A Section 1 AD 003 App A Section 5	<ul style="list-style-type: none"><li>• Updated annex links from insideylw to website</li><li>• Removed "through insideYLW under "Service Requests"</li><li>• Updated link to AD 011</li></ul>
February 23, 2021	AD 003 Section 6.	<ul style="list-style-type: none"><li>• Added link to AD 003 Annex 8</li></ul>
November 6, 2020	AD 003 Appendix A	<ul style="list-style-type: none"><li>• Appendix A original issue added.</li></ul>
June 29, 2020	AD 003	<ul style="list-style-type: none"><li>• New format completed. Original issue.</li></ul>