AIRPORT DIRECTIVE 010

Revision Date: December 2, 2024

Air Terminal Building (ATB) Systems

TABLE OF CONTENTS

Air Terminal Building (ATB) Systems

REVISION STATUS

Document Number	Document Title	Revision Date
AD 010	Air Terminal Building (ATB) Systems	December 2, 2024
AD 010 Appendix A	Flight / Baggage / Gate Information Display Systems (FIDS, BIDS, GIDS)	December 2, 2024
AD 010 Appendix B	Common Use Passenger Processing	December 2, 2024
AD 010 Appendix C	Outbound Baggage Systems	December 2, 2024
AD 010 Appendix D	Inbound Baggage Systems	December 2, 2024
AD 010 Appendix E	Loading Bridge Operations	December 2, 2024

1. Introduction

The purpose of this Directive is to set out and describe requirements related to the following systems in place in the Air Terminal Building and how they are to function.

See AD 002 Security for information on security systems.

2. Fire Alarm System

The Air Terminal Building fire alarm is linked directly to the Kelowna Fire Department (KFD) as well as the Airport Combined Operations Building (Airport Operations Centre). By activating one of the pull stations located throughout the Air Terminal Building, it will summon the response of both departments.

Airport Operations Specialist/Firefighter staff will respond to all fire alarms and assume command until the arrival of the KFD, at which point command will be transferred to KFD.

Air Terminal Building (ATB) Systems

3. Public Address System

A public address (PA) system is available throughout the air terminal building in order to provide important information to the public.

As the airport has a quiet terminal environment policy, announcements should be kept to a minimum and announced in local areas only, as required.

PA stations are located throughout the terminal, as follows:

- Airport Security office
- Check-in counters
- Departure gates
- Pre-board screening

For instructions on use, please see the placard located at the station.

4. Flight Information Display System (FIDS)

The Flight Information Display System (FIDS) system displays commercial flight information for aircraft operating on Apron I and using the Air Terminal Building (ATB).

The system also includes Baggage Information Display System (BIDS) and a Gate Information Display System (GIDS).

FIDS monitors are situated throughout the ATB. Detailed procedures are included in Appendix A.

5. Common Use Passenger Processing

YLW details the assignment and guidelines of common use ATB counter space, including check-in counters and equipment, departure room podiums, self service kiosks. Details of the equipment and procedures are included in Appendix B.

6. Baggage Systems

Baggage handling facilities for inbound and outbound baggage are provided for the use of air carriers using the YLW ATB. Any attempt to bypass the security measures in place on the baggage handling

Air Terminal Building (ATB) Systems

system or at the oversize and fragile baggage drop will be considered an illegal act and the involved person(s) may be subject to prosecution.

Irregular shaped items and items that exceed 140 cm in length or 63 cm in width must be processed through the oversized baggage drop.

Detailed procedures and contingency plans for operation of the outbound baggage handling facilities at YLW are included in Appendix C and Annex 1.

Detailed procedures and contingency plans for operation of the inbound baggage handling facilities at YLW are included in Appendix D and Annex 1.

7. Loading Bridges

Information on YLW loading bridges is contained in Appendix E.

8. Annexes

Annex 1: Baggage Contingency Procedures

Flight / Baggage / Gate Information Display Systems (FIDS, BIDS, GIDS)

1. General

The FIDS / BIDS / GIDS is a comprehensive computer networked system that displays commercial flight information for aircraft operating on Apron I and using the Air Terminal Building (ATB). FIDS monitors are situated throughout the ATB in the public area, behind security, and within the restricted area.

2. Flight Schedules

Flight schedules are updated monthly, and are distributed prior to the first day of the next month. In order to meet this requirement, the air carriers must provide a written schedule at minimum two weeks prior to the first day of the upcoming month.

Once the flight schedule is complete with all of the proposed changes, the carriers are given an opportunity to verify the changes. Once this is complete, the schedule is distributed electronically to air carriers, airport tenants, contractors, licensees and service providers.

3. Gate Updates, Bag Updates, Podium Updates

The Airport Duty Manager is responsible for assigning gates for all scheduled flights. Gates are assigned seven days out and include positions N1 on Apron I and Apron III when demand for parking surpasses the number of gates available. When off-building parking and towing are required, the Airport Duty Manager will communicate a tow plan with Airlines and Ground Handlers at least twice a week or as required.

The Airport Duty Manager will assign inbound bag belts and boarding podiums to minimize congestion in the arrivals and departures area. All the above tasks are completed with the Better Airports suite of software.

4. Flight Information Display System (FIDS)

YLW has a network of monitors around the ATB that displays information including origin / destination scheduled arrival, departure times, as well as gate information (GIDS) and the assignment of baggage belts (BIDS). This information is also pushed to the YLW website.

Flight / Baggage / Gate Information Display Systems (FIDS, BIDS, GIDS)

Airlines are responsible for contacting Airport Operations to advise of updated Arrival/Departure times should they not update automatically in the Better Airports system. Airlines will have read-only access to Better Airports. All Stand and Gate changes must be made by contacting Operations.

Stand and Gate changes are conducted by Airport Operations as needed. Airlines can request Stand and Gate changes due to operational situations. Airport Operations will monitor flight arrival and departure times and make proactive gate changes as required to ensure Apron 1 and the ATB operate in an efficient manner. Stand changes will be communicated to the Airlines in a timely manner.

Common Use Passenger Processing

1. ## Introduction

These procedures detail the assignment and utilization of common use Air Terminal Building (ATB) counter space, including check-in counters and departure room podiums.

2. ## Common Use Check-in

Common-use check in counters are available for air carriers operating at YLW on the following basis:

- Individual counters can be available up to 3 hours prior to scheduled departure. Counter usage will be coordinated by Airport Operations for passenger processing efficiency.

- Backdrop electronic displays are provided by the Airport above each check-in counter. Information is to be displayed only during check in period.

- All other signage and equipment must be approved in advance by the YLW Duty Managers and displayed only during the booked time slot.

- Baggage tag and boarding card stock is provided by YLW and loaded into the printers on a regular basis.

    o Refills can be requested by contacting the Technical and Building Services contractor at 250-862-8624 or ylwhelpdesk@bouygues-es.ca

- Common use check in counters include 6, 7, 8, 9, 10, 11, 12, 13, 14 at the North end of the concourse, and 15, 16, 17, 18, 19 at the South end.

3. ## Common Use Departure Room Gates (Podiums)

All Departure Room podiums are common use and assigned by Airport Operations under the following guidelines:

The following Air Carriers have been approved to install proprietary computer equipment:

- Jazz Aviation LP Podiums G & H

- WestJet Podiums J, K & L

Requests for installation of proprietary computer equipment at the departure room counters will be assessed by the Airport on a case by case basis.

Common use podium are as follows:

Common Use Passenger Processing

- A , B, C, D, E, F & I

Counters are available up to 60 minutes prior to departure time.

4. Fees and Charges

The fee for using the common use counters, podiums and equipment will be as prescribed in the [Kelowna International Airport Fees Bylaw](#) and covers the use of the counters only.

Counter charges for Kelowna-based carriers will be included on monthly invoices.

Invoices for departure room podium use are generated from data provided by the flight information system.

Outbound Baggage Systems

1. General

The outbound baggage handling system is more than just the conveyors and make up carousels; the BHS includes within it a Hold Baggage Screening (HBS) system, which is an integrated baggage screening system.

2. Activating and Securing Baggage System

YLW Security is responsible for daily activation of the regular baggage induction belt systems, prior to CATSA screening officers conducting daily system testing.

Prior to activating the baggage system, Security will unlock and open the security doors on both baggage belt systems. Security closes these doors nightly after the last flight departs.

CATSA is responsible for activating the oversize and fragile screening system, which is not co-located with the regular baggage induction belts.

3. Operation of Induction Belts - Common Use Check-in

The purpose of the inductor belt is to move the bag from the passenger drop off point to the transfer belt.

When the system is not in use for an extended period, it will go into stand-by mode and will resume operating once another bag is inducted into the system.

The emergency stop buttons should only be used for the intended purpose as they shut down the entire system.

Anytime the system is re-started, following a complete shut-down, the start sequence will include a 5 second audible and visual alarm to alert people that the system is about to start.

4. Oversized, Out of Gauge and Fragile Baggage

Passengers with Oversized, Out of Gauge and Fragile baggage will be directed by the carrier to the appropriate location to drop their bags. Bags that would qualify for this location include:

- all items that exceed 140 cm in length;
- all items that exceed 63 cm in width

Outbound Baggage Systems

- all fragile items;

- all baby seats;

- all golf clubs;

- all skis and snow boards;

- items with a very low profile, such as hockey sticks;

- live animals;

- all tools, tool boxes and luggage with tools packed in it; and

- large irregular shaped items.

If an Out-of-Gauge bag (over-length, over-height or over-width) bag is detected by the HBS system upstream of the CT80, the conveyor belt will fault and stop. The bag will need to be repositioned or removed from the belt to be manually searched.

A printable poster with information on oversize baggage is available as Form AD 010-01.

5. Transfer Belts

The transfer belt is the section of the system that spans the rear wall of the check in counters and transfers baggage into the system. For optimum operation of the transfer belt, bags must be placed on the belt in accordance with the recommendations in the printable poster available as Form AD 010-02.

The bags are inducted onto the main system via a "T" merge where photo eyes are situated to ensure minimum spacing is achieved to prevent bag jams.

If baggage is manually placed on the system at the merge, a minimum of 30 – 60 cm separation must be maintained to ensure proper indexing and to prevent bag jams.

When a jam or over height alarm occurs, the baggage causing the problem will need to be removed from the photo-eye sensors and the fault cleared by pressing the reset button prior to re-starting the system.

Outbound Baggage Systems

6. Hold Baggage Screening System

Regular bags are screened with explosive detection technology, including CT, x-ray and physical search and explosive detection trace equipment. Once bags have passed through the HBS zone, they are cleared for make-up and sent to the carousels. Bags that have been searched at the oversize location are manually transported to make up.

If the HBS systems fails, there are approved [contingency operations](#) for handling the screening of bags to meet the regulatory requirements.

7. Make-up Carousels

The make-up carousels in the outbound baggage hall are the termination point for baggage that has passed through the system. Baggage can 'stack' on the collector, typically two average size bags, but up to three if smaller. Once capacity is reached, the upstream belt will no longer advance bags onto the carousel until additional space has been created. During active check-in, it is expected that the carousel will be monitored and that baggage will be removed promptly.

8. Baggage Jams / System Faults

The Airport Technical Building Services (TBS) contractor is responsible for clearing bag jams and ensuring that the baggage conveyor system is maintained. The TBS contractor is expected to follow their contractor site procedure for the baggage system.

Baggage system activity is electronically displayed on a 'Glideview' monitor, which is located in the CATSA screening room in the new bag hall.

Bag Jam response procedures must be followed. YLW Operations will be notified of any impacts to the normal operation of the system, following the procedures listed below:

- If a jam is indicated, the contractor will radio the Airport Operations Centre on Channel 1, advising the location of the jam.

- The Contractor will respond and promptly clear the jam.

- Prior to entering the system, the contractor shall follow the safe work procedures for responding to a bag jam

- The Contractor will advise the Operations Centre once the system is operating normally.

Outbound Baggage Systems

9. Contingency Operations

Contingency operations shall be enacted during times of a prolonged failure within the baggage system, or any time when the baggage system will be out of service for more than ten (10) minutes.

If it is deemed that the system will be unserviceable for greater than ten (10) minutes, the Airport Operations Centre will initiate contingency operations. Contingencies associated with equipment failures may be handled differently from contingencies associated with volume. Canadian Air Transport Security Authority reviews the airport's contingency procedures associated with equipment failures. Any contingency that involves bags going unscreened must be discussed with CATSA and the regulator (Transport Canada).

The Airport Operations Centre will inform the affected airline(s) and baggage handlers, CATSA screening contractor and the Airport Duty Manager of the system failure and of the impending contingency operations.

Airline operators will assign personnel to a designated baggage drop check-in position and direct their passengers to transfer their baggage to this location.

Once the baggage system has been returned to service, the Airport Operations Centre will inform all parties affected, and remove/store contingency signage.

The contingency procedures can be found in Annex 1 Baggage Contingency Procedures.

Inbound Baggage Systems

1. General

There are three (3) inbound baggage racetracks located in the arrivals area of the terminal building. These belts are assigned by Airport Operations, as required, to ensure efficient operations.

Baggage Handlers delivering baggage to arrivals racetracks are to approach from the east, in a clockwise manner. Best efforts should be made to ensure access to adjacent belts is not blocked.

Baggage Handlers shall ensure there are no baggage jams on belts prior to leaving. Should a bag jam occur an attempt to clear the belt and rest the belt should be completed by the Baggage Handlers. If unable to resolve baggage jam or belt fault, immediately contact the ATB Building Service contractor, Bouygues Helpdesk, for assistance.

Baggage Handlers should also inform Airline agent of baggage jam on the corresponding belt who in turn shall make an announcement to advise passengers of the delay of baggage to the carousel.

2. Belt Assignments

Each inbound belt is equipped with a Baggage Information Display System (BIDS) sign inside the building (for arriving passengers) as well as a second sign outside for the benefit of baggage handlers. A flight will be displayed 15 minutes prior to the "expected" arrival time, and 45 minutes following the arrival.

Airport Operations may change belt assignments at any time. Once a belt assignment change is initiated, the information will change automatically on the BIDS, as well as, the Flight Information Display System (FIDS) monitors located throughout the terminal and in each baggage room.

Any baggage belt change must be requested and approved by the Airport Operations Centre by calling (250) 807-4350.

3. Inbound Oversize Baggage

3.1 Domestic Oversize

When offloading Oversize items onto Carousel 1, 2 and 3 the following steps must be taken:

NOTE: If the below steps cannot be completed, all oversize items must be offloaded at the Oversize baggage slide.

Inbound Baggage Systems

- Ground Handler must contact Airline representative inside the terminal to advise that oversize items will be offloaded onto the carousel after all regular baggage has been completed.

- Airline representative must make an announcement advising passengers that oversize items will be dispensed on the carousel and not at the oversize claim area.

- Airline representative must confirm that they are in the arrivals area and ready to receive oversize items to remove them from the carousel if they are not claimed.

- Ground Handler can start offloading all oversize items onto the carousel once there is room available to offload the items without causing a jam.

3.2 International Oversize

When offloading items onto Carousel 2 or 3 the following steps must be taken:

- Ground handler must contact the Airline representative located inside the Customs area to advise that all oversize items will be offloaded after the completion of regular baggage.

- Ground handler must ensure that all oversize baggage is place on the outside edge of the induction belt to ensure that the oversize item travels correctly to the slide and onto the claim carousel.

- Airline representative must remove any unclaimed oversize items before it goes back through the curtain to avoid any baggage jams.

Kelowna International Airport

Inbound Baggage Systems

Approved with the above steps taken

Restricted

If you have any questions regarding the operation of the baggage systems, contact
**Airport Duty Manager
(250) 807-4321**

ITEM	APPROVED	RESTRICTED
SKI BAGS	✅	
SNOWBOARD BAGS	✅	
GOLF CLUBS	✅	
HOCKEY BAGS	✅	
HOCKEY STICKS	✅	
KENNELS		❌
BIKE BOXES		❌
SURFBOARDS		❌
KAYAKS		❌
MOBILITY AIDS		❌
CAR SEATS		❌

4. International (INTL) Baggage / Oversize Baggage:

All inbound international baggage must be dispensed on carousel 2 or 3 as indicated by flight number on BIDS screens and flashing red light.

At no time shall INTL baggage be offloaded on carousel 1

INTL Oversize/Fragile baggage must be transported by large red carts located outside CBSA Customs Hall. With coordination between Airline CSA and Ground Handler, oversize baggage can be offloaded on carousel 2 after all regular baggage; however, it must be pulled off the carousel immediately after it is inducted.

Inbound Baggage Systems

INTL arriving Kennels must be placed on large red carts and brought through CBSA Customs Hall to the arrivals area.

5. Contingency Plans

The contingency procedures can be found in [Annex 1 Baggage Contingency Procedures](#).

Loading Bridge Operations

1. General

   All loading bridges installed on the apron op stands are owned by the Kelowna International Airport and are operated by employees and/or contract employees of the air carriers.

   All persons operating a loading bridge must be certified on a specific bridge type by an Examiner certified by the Kelowna International Airport.

   A loading bridge must be attended to by a certified operator when it is outside the apron equipment parking area.

   The loading bridge is not to be left unattended when the bridge is powered on, other than when docked on an aircraft or stowed in the "park" position.

2. Loading Bridge Certification

   Appointment for Trainer and Examiner certification can be made through the Kelowna International Airport Duty Manager.

   Loading bridge certification is kept in the Airport Pass Control Office in conjunction with the operator's restricted area pass file.

   If a certified operator or registered Examiner does not operate the bridge they are certified to operate for a period of 6 months, s/he must be re-certified by an Examiner.

   Annual recertification for Loading Bridge Operators will be conducted by the air carrier's Certified Trainer.

   No person will operate any YLW loading bridge unless they have undergone company provided training certification, or is accompanied by their company designated Examiner.

3. Loading Bridge Operation

   Any operational issues affecting the serviceability of a bridge must be reported immediately to the Airport Operations Centre and the Technical and Building Services contractor.

   Aircraft loading bridges must be pulled back from aircraft overnight or when unattended.

Loading Bridge Operations

Equipment is not to operate under the loading bridges or in the painted areas defining the loading bridge safety areas, with the exception of airport maintenance equipment.

No person is to move a bridge at the same time as an aircraft is actively entering or departing an operational stand.

4. Policy Enforcement

Any damage to the bridge as a result of abuse or misuse by a certified operator or Examiner may result in suspension of that person's bridge operator certification. The operator or Examiner's employer will be liable for all cost recovery, including administration fees, to restore the bridge to operational order.

The following enforcement action will be taken with anyone violating the direction in this circular:

- First Infraction –Verbal Warning & Re-certification by Examiner

- Second Infraction –Written Warning & Re-certification by Examiner

- Third Infraction –Suspension of AVOP/ Bridge Certification for one year

Change Log

Date	Section(s) Changed	Summary of Change(s)
December 2, 2024	AD 010	• Removed link to Temporary Amendments
	AD 010 Section 1/6/8	• Updated links for AD-002 and AD 010 Annex
	AD 010 Section 3	• Removed "Air carrier lease space" from list
	AD 010 App A Section 3	• Changed "iFIDS Wingspan" to "Better Airports"
	AD 010 App A Section 4.	• Removed "(plus same plane origin / destination upline and downline)" • Was "Airlines are responsible for updating their respective flight arrival and departure times including cancelled flights and have limited access to the FIDS system through their own unique log in codes" • Was "Gate changes are the responsibility of Airport Operations at the request of the Airlines or at the discretion of Airport Operations depending on the current situation. Airport Operations should monitor flight arrival and departure times and make proactive gate changes, as required, to ensure Apron I and the ATB operate in an efficient manner. Gate changes should be communicated to the Airlines in a timely manner" • Removed "Instructions on using iFIDS Wingpsan can be found in the iFIDS Wingspan Manual" and link to manual
	AD 010 App B Section 2.	• "3 hrs" was "2hrs" • "For passenger processing efficiency" was "on a first come, first served basis" • Removed "It is the air carrier's responsibility to update these displays." • "YLW Duty Managers" was "Airport Director" • Added "13,14" to common use check in counters
	AD 010 App B Section 3	• Title was "Common Use Departure Room Podiums" • "60 mins" was "45 mins"
	AD 010 App C Section 2	• "CATSA" was "G4S" (2 plcs)
	AD 010 App C Section 4/5/9	• Updated links to AD 010 forms and Annex.
	AD 010 App D Section 1	• Added "Baggage Handlers shall ensure there are no baggage jams… to advise passengers of the delay of baggage to the carousel."
	AD 010 App D Section 3 / 4	• Added 3. Inbound Oversize Baggage and 4. International (INTL) Baggage / Oversize Baggage.

Date	Section(s) Changed	Summary of Change(s)
December 2, 2024 cont.	AD 010 App D Section 5	• Renumbered Contingency Plans to 5. Was 3. Updated link to annex.
	AD 010 App E Section 2	• "Trainer and Examiner" was "Examiner"
February 25, 2022	AD 010 App C Section 4	• Updated Form AD 010-01. Link updated.
January 24, 2022	AD 010 App C Section 4	• Updated Form AD 010-01. Link updated. •
	AD 010 App C Section 5	• Updated Form AD 010-02. Link updated.
October 22, 2021	AD 010 App C Section 4	• Updated link for Form AD 010-01 to Portal link •
	AD 010 App C Section 5	Form AD 010-02 updated for clarity. Link updated to Portal link for new version.
December 18, 2020	AD 010 Section 6/8	Added link to AD 010 Annex 1
	AD 010 App C Section 9	Added link to AD 010 Annex 1
	AD 010 App D Section 3	Added link to AD 010 Annex 1
June 30, 2020	ALL	New format completed.