

UNICOM HISTORY

In February of 2012 we relocated UNICOM to the new Administration building. This will serve as a brief description of how UNICOM was operated prior to this move.

- Training Standards were based on our current employee Personal Qualification Sheet training protocol, which includes UNICOM Operation, Weather Observation and Reporting, Front Desk Accounting, Aircraft Emergency Procedures, and Airfield Emergency Procedures.
- All of the Operations/Maintenance workers were trained in UNICOM. This included required training and certification as NOAA Certified Weather Observers.
- The UNICOM coverage was broken into 21 shifts, 3 shifts per day.
- Very little technology was used in the previous UNICOM. Information for Arrivals, Departures, Notams, Weather Observations, and Aircraft/Auto logs were kept manually and filed in binders. All of these tasks are now done electronically.
- Service offerings that exist today were not available; services such as Lavatory, and Ground Power were added in 2011 and 2012.

EXISTING PROTOCOL

- Current coverage of UNICOM is broken into 20 shifts as opposed to 21 in the old UNICOM. Wednesdays now have 2 shifts instead of 3.
- Standards are maintained by a collection of documents describing the Standard Operating Procedure for each task. Many of these documents have been amended several times to remain relevant.
- Training is done by the Operations/Maintenance Supervisors. Under the direction of the Operations/Maintenance Supervisors, some senior employees contribute to the training of new UNICOM Operators.
- All UNICOM operators are required to become NOAA Certified Weather Observers within their first year of UNICOM training.
- All UNICOM operators share the responsibility of making sure that the Standard Operating Procedure remains current.
- UNICOM operations are discussed every week at our safety meetings.

UNICOM ASSESSMENT

- A staff and consultant assessment of our strengths, weakness, opportunities, and threats.
- Staff is currently creating an updated Standard Operating Procedure for UNICOM, using our existing protocols with enhancements to address current needs.
- All documents related to UNICOM operations have been collected and are being evaluated for relevance.
- Each employee who works at UNICOM is being asked to review all documents related to their area of expertise i.e., the opening UNICOM operator is reviewing the opening procedures. Upon completion of this process the information is forwarded to Mike Ketron, Operations/Maintenance Supervisor. A determination of relevance is made at that time.
- After a document has been evaluated, it is discussed at our weekly safety meeting. Documentation of the training on the updated procedure is noted and the new procedure is put into effect.
- New Standard Operating Procedures are being created to address the new procedures related to our fleet mix change and new services we provide.

UNICOM PHASE I

- Phase I will consist of a document that will describe the procedures for each task in detail. The purpose of having such a document is to make a detailed description available to the UNICOM operators to ensure consistency in the operation of UNICOM.
- In addition to a detailed document, we will also produce a quick reference guide for all UNICOM procedures.
- Phase I also includes ongoing training and documentation for all operators. This is done to ensure that everyone is aware of any changes in procedures.
- Phase I will not include enhanced UNICOM services until such services have been clearly defined.

UNICOM ENHANCEMENT

- Enhancement will begin with the existing recommendations. Staff will take the information from the Board, ACAT, and Staff and integrate it with the existing Standard Operating Procedures. Staff will then create a new detailed Standard Operating Procedures for UNICOM Operation.
- In addition, staff will create a quick reference guide for the new Standard Operating Procedures.
- All UNICOM operators will be trained on all new requirements for a UNICOM Operator.
- We will use the expertise of our staff to assist in the creation of this Standard Operating Procedure. The most knowledgeable staff member will help create the training document in their area of expertise.
- Outside consultants may be used to assist in creating some of the more technical procedures.
- Once we have determined all the training needs for the enhanced UNICOM and created our training document, each employee will be trained, tested, and certified as an Advanced UNICOM Operator.
- In the future, any employee who works at UNICOM will be required to display all the necessary skills needed to safely operate UNICOM to the new standard.
- Training documentation, testing, and certifications will be required for all UNICOM operators.

FINAL THOUGHTS

- This is a project that requires input and participation from every staff member, ACAT, outside consultants, as well as the pilot community.
- We are attempting to gather all the information and expertise as quickly as possible to expedite this project.
- We do not have the resources to commit staff solely to this project. Currently there is 1 Operations/Maintenance Supervisor and 1 employee committing as much time as they can to this project.
- We anticipate having Phase I completed by June 18th 2014.
- Phase I will include all the revised documents, quick reference guide, as well as training records and testing for all UNICOM operators.
- We do not anticipate including any of the enhancements in the completed Phase I Document on June 18th 2014.