

AIRSIDE VEHICLE OPERATOR PROGRAM (AVOP)

MANUAL

Ottawa

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GENERAL

PREFACE

The Ottawa International Airport Authority (OIAA)'s Airside Vehicle Operator Program (AVOP) is a formal training, assessing, and permitting program for all drivers operating airside, and is the primary mechanism by which the operator of the airport gives permission for vehicles to be driven airside, as per the Canadian Aviation Regulations (CARs), Part III.

The AVOP is adjacent to the OIAA's Safety Management System (SMS), aiming to minimize and/or eliminate the risk of accidents.

Two aspects of safety are specifically covered under the AVOP:

- **Operational Safety**: safety of vehicles in proximity to aircraft on the airfield, aprons, stands, and airside roads.
- **Occupational Health and Safety**: safety of the vehicle operator.
  Defined as the responsibility of each airside employer, however, safe driving practices by an individual and the resulting safety of individuals, are of interest to the OIAA.

An individual driving airside must be in possession of the following valid documents:

- A provincial driver's license (PDL);
- A Restricted Area Identification Card (RAIC); and
- An AVOP permit (or be under proper escort).

An individual driving airside without all of the above valid documents in their possession:

- Will be immediately escorted to groundside;
- Will lose access privileges, until further notice is given by the Director, Safety and Environmental Sustainability (or designate); and
- May face additional consequences from their employer.

The AVOP has two reference documents:

- The AVOP Manual, which defines how the program is managed; and
- The Airside Traffic Directives (ATD), which defines the "rules of the road" for airside drivers.

If you have any questions about the content of this manual, please reach out to your supervisor, or to the OIAA's Safety and Environmental Sustainability (SES) team at safety@yow.ca.

Phil Morris, Director

Safety and Environmental Sustainability (SES)

Ottawa International Airport Authority

AMENDMENT CONTROL PROCEDURES

The President and CEO of the OIAA has designated the Director, SES as the person responsible and accountable for the development, issuance, and control of amendments to this manual.

The amendment process is as follows:

a. The Director, SES (or designate) will complete required amendments in Word with tracked changes enabled. The Vice-President, Operations will review and approve the proposed amendments.
b. The amendment number and date will be indicated at the bottom of each page.
c. The amended document will be sent to communications@yow.ca with a request to update the version on the OIAA website (www.yow.ca).
d. The Director, SES will maintain the Master Copy (paper copy).
e. This document will be reviewed annually.

RECORD OF AMENDMENTS

Amendment No.	Date	Item and revision	Prepared by	Approved by
1	July 15, 2026	2.2.3 - DA/T– Apron plus Taxiway A - Taxiway CC Tow Endorsement 3.1 - AVOP Training Statement 5.2 - Permit Return 5.5 - Lost/Replacement Permit 5.6 - Permit Renewal Process 7.3 - Infraction Process 7.4 - Appeal Process 7.5 - Security-Related Offences and Violations 7.6 - Chart Of Offences and Violations	Victoria McCooeye AVOP Coordinator	Phil Morris Director, SES

HOLDERS OF THE AVOP MANUAL

Master Copy (paper copy)

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Electronic Document (on OIAA website)

AVOP | Ottawa International Airport Authority

Publicly available

DEFINITIONS

The following definitions and terminology are used within the AVOP Manual.

Accident	An occurrence whereby a person is fatally or seriously injured, and/or where damage is sustained to an aircraft, vehicle, structure or other airport-related property.
Anti-Collision Lights (ACL)	Beacon or strobe lights, red in colour, mounted on the aircraft fuselage. Lit, operating, and flashing ACLs are a universal indication of running engines and that the aircraft is available/prepared to move.
AVOP Documents	The valid combination of **ALL three (3) or four (4)** of the following documents, an individual must be in possession of, to be permitted to drive airside: • Provincial Driver's License (PDL) • Restricted Area Identity Card (RAIC) • AVOP Permit (unless escorted) • ROC-A (for D permit holders)
Careless Driving	Operating a vehicle airside without due care and attention or without reasonable consideration for the safety of oneself, other persons and/or damage to airport or other property. Considered a serious offence.
Dangerous Driving	Operating a vehicle airside in a manner: • Dangerous to oneself and/or other persons; • Without consideration for damage to airport or other property; • With disregard to the nature, condition, and use of the place at which the vehicle is being operated; and/or • With disregard for the amount or nature of traffic that, at the time is or might reasonably be expected to be, operating airside.

Gross Misconduct	Operating a vehicle in a manner that, having disregard to all circumstances, including the amount of traffic, is dangerous to aircraft, equipment, people, or other vehicles. Examples include but are not limited to: • Speeding over twice the applicable speed limit; • Driving while under the influence of drugs or alcohol (also a Criminal Code Offence); • Runway or Taxiway incursion; • Intentional damage to airside fixtures, structures, or safety devices; • Tampering with or bypassing safety devices; • Driving while under an AVOP permit and/or PDL suspension; and • Abuse or threats made towards any enforcement personnel.
Responsible	Functions and activities associated with a specific role/position within the OIAA that may be delegated.
Safety	The state in which risks associated with aviation activities, related to, or in direct support of the operation of aircraft, are reduced and controlled to an acceptable level.
Safety Management System (SMS)	A systematic approach to managing safety, including the necessary organizational structures, accountability, responsibilities, policies and procedures. Required under the Canadian Aviation Regulations (CARs).
Safety Device	Any mechanism or object put in place for the purpose of safety incident prevention. Including but not limited to any vehicle mechanical system or road side signs.

0.1 ABBREVIATIONS AND ACRONYMS

AOCC	Airport Operations Coordination Centre
ATDs	Airside Traffic Directives
AVOP	Airside Vehicle Operator Program
AVOP permit	Airside Vehicle Operator Program permit
CARs	Canadian Aviation Regulations
CASRs	Canadian Aviation Security Regulations
CATSA	Canadian Air Transport Security Authority
CDF	Central de-icing facility (also referred to as 'de-icing pad')
CRA	Critical Restricted Area
CRC	Canada Reception Centre
FOD	Foreign Object Debris
GSE	Ground service equipment
ILS	Instrument Landing System
NOTAM	Notice to Air Missions
NPS-V	Non-Passenger Screening – Vehicles
OIAA	Ottawa International Airport Authority
PDL	Provincial Driver's License
RAIC	Restricted Area Identity Card
ROC-A	Restricted Operator's Certificate - Aeronautical
RVOP	Reduced Visibility Operations Plan
SES	Safety and Environmental Sustainability
SMM	Safety Management Manual
SMS	Safety Management System
TC	Transport Canada

INTRODUCTION

The AVOP manual includes and defines the:

1. Application process;
2. Orientation and training process;
3. Theoretical testing process;
4. Practical testing process;
5. Permit holder responsibilities; and
6. Enforcement process.

APPLICATION PROCESS

The Coordinator, AVOP is responsible for coordinating applications, scheduling tests, administering tests, correcting tests, and all other administration associated with the program.

2.1 APPLICATION PRE-REQUISITES

A person applying for an AVOP permit must possess, and present the following valid documents to the AVOP office:

- A provincial driver's license (PDL).
  - Minimum Class G2 in Ontario, Probationary in Quebec, or equivalent;
- A Restricted Area Identification Card (RAIC); and
- A Restricted Radio Operator's Certificate – Aeronautical (ROC-A)
  - See below; applicable for D permit types only

2.1.1 Restricted Operator's Certificate - Aeronautical (ROC-A)

This certificate allows you to operate radios using frequencies in the aeronautical band.

Applicable for AVOP-D permit types and tow operations, ROC-A are issued by Innovation, Science and Economic Development Canada.

AVOP-D permit applicants must independently obtain and present the ROC-A for the AVOP application. The ROC-A process is described in the following links:

Restricted Operator Certificate - Aeronautical (ROC-A)

Broadcasting and telecommunications regulation - Canada.ca

AVOP-D permit applicants must also complete a Radio Operator test with the OIAA per Section 4.1.1, separate from Innovation, Science and Economic Development Canada's ROC-A process and testing.

2.2 AVOP PERMIT TYPES

2.2.1 DR – Restricted use

The AVOP-DR permit is the most restrictive and is issued to drivers who remain on private aprons and/or other clearly identified restricted areas for the performance of their duties. The objective of issuing a permit for these private operations is to ensure that vehicle operators have:

1. General awareness of airside operations; and
2. Situational awareness of areas in which they are permitted and not permitted to operate.

A driver with an AVOP-DR permit shall limit their activities to their defined private aprons and/or clearly identified restricted area, as stated on their AVOP-DR permit.



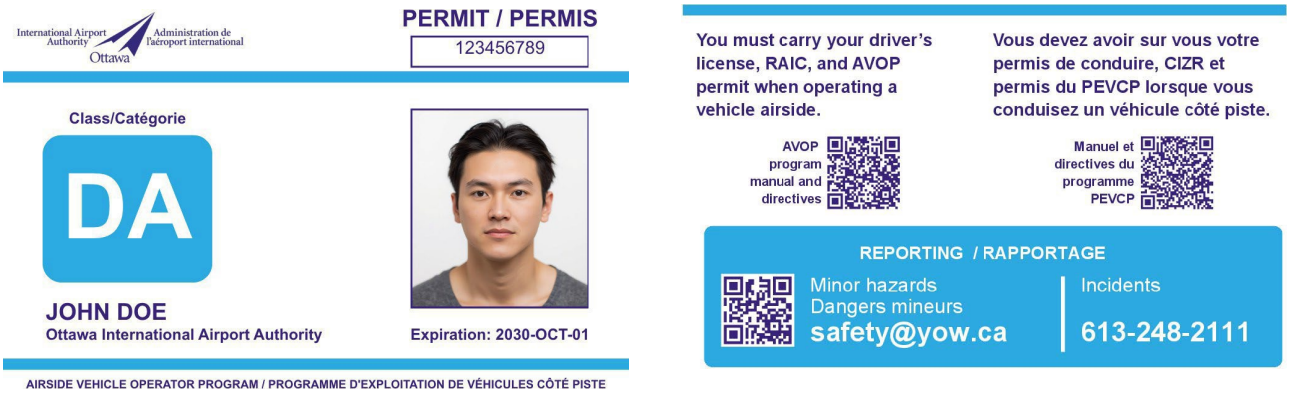


The AVOP-DR permit area is illustrated in Figure 2.2 of the ATD. Additionally, deicing service providers operating solely within the bounds of the Central Deicing Facility may operate with a AVOP-DR permit.

2.2.2 DA – Apron

The AVOP-DA permit is generally issued to individuals whose job functions are in support of aircraft operations, including but not limited to:

- Airline agents;
- Ground support providers;
- Fuellers;
- Catering staff;
- OIAA;
- Airport security service providers; and
- Enforcement / Inspection agencies (i.e. Ottawa Police, Canada Border Services Agency).



A driver with an AVOP-DA permit is restricted to areas that support aircraft turnaround operations, and areas designated under the AVOP-DR permit. The AVOP-DA permit area is illustrated in Figure 3.2 of the ATD.

2.2.3 DA/T– Apron plus Taxiway A - Taxiway CC Tow Endorsement

The AVOP-DA/T permit is being phased out. No new AVOP-DA/T permits will be issued. When an employee's current AVOP-DA/T permit is up for renewal, they will be required to apply for an AVOP-D permit.

The AVOP-DA/T permit encompasses all permissions and area extents under AVOP-DA, plus the Taxiway A – Taxiway CC "elbow", for access between the aprons I and II.

In addition to a PDL, the AVOP-DA/T permit holder requires a **ROC-A** issued by Innovation, Science and Economic Development Canada (Section 2.1.1).





The AVOP-DA/T permit area is illustrated in Figure 2.3 of the ATD.

2.2.4 D – Full airside access

A driver with an AVOP-D permit is permitted to drive on all airside areas, but should drive in any given area only when they have a **need** to access it. Presence of a vehicle in a maneuvering area (i.e. Runways and Taxiways) should be kept to a minimum. This type of permit is kept to a minimum at the discretion of the OIAA and is only issued to individuals who must access all areas of the airport to perform their job functions. As examples:

- Runway inspections
- Airside safety-related functions
- Wildlife control
- Emergency rescue services
- Essential engineering
- NAV CANADA
- Snow and ice control
- Security and policing
- Airline/handling agents for aircraft towing to locations outside the AVOP-DA/T extent

On controlled surfaces, companies shall ensure they have an adequate number of employees with AVOP-D permits to meet operational demand (ex: towing aircraft on maneuvering areas).

In addition to a PDL, the AVOP-D permit applicant and permit holder require an **ROC-A** issued by Innovation, Science and Economic Development Canada (Section 2.1.1).





The AVOP-D permit area is illustrated in Figure 2.4 of the ATD.

2.3 EMPLOYER'S STATEMENT AND JUSTIFICATIONS

All drivers with a need to operate a vehicle airside can obtain a permit that is reflective of their job functions.

The employer's statement and justification for an AVOP is the employer's binding statement.

Employers are responsible for the skills and conduct of each of their employees while they drive airside and must comply with the following AVOP-related duties.

- Ensure that there is a justifiable need for an employee to operate a vehicle airside
    - **Subject to review and discretion by the Director, SES (or designate)**
- Ensure that equipment and vehicles suit a driver's purpose and meet the standards of the related directive (See ATD, Section 1.0 "Vehicles and Equipment")
- Warrant that the employee is thoroughly trained and qualified to operate vehicles and equipment used to perform work duties
- Conduct initial AVOP training
- Conduct recurring training when:
    - changes or alterations to the airport site occur
    - changes to Standard Operating Procedures are issued
    - airside directives are modified or bulletins are issued
    - an employee has committed repeat infractions or has had their AVOP permit suspended
        - The OIAA reserves the right to suspend an AVOP permit until such recurring training has occurred
    - the OIAA deems additional training is needed for an employee.
- Maintain AVOP training records
- Provide AVOP training records at the request of the OIAA
- Ensure that employees driving airside:
    - Possess each of the three (3) or four (4) valid *AVOP documents*:
        - PDL
        - RAIC
        - AVOP permit (unless escorted)
        - ROC-A (If applicable)
    - Display their valid RAIC on their outermost layer of clothing

2.4 APPLICATION FORM

The application form is available on the Airport Authority's website at AVOP | Ottawa International Airport Authority. It can be accessed at the following link:

Airside Vehicle Operator's Permit (AVOP) Application // Demande de Permis D'exploitation de Véhicules Coté Piste (PEVCP)

- The application form must be submitted electronically.
- The application must be signed by the employer. This applies to both first-time applications and all renewals.

ORIENTATION AND TRAINING PERIOD

Applicants must successfully complete an employer's training course, which:

- Prepares them to drive in designated airside areas;
- Ensures they are familiar with airside driving rules; and
- Ensures they are familiar with the vehicles they are required to drive.

Driver training is delegated to airside operators at Ottawa International Airport, with the following requirements:

- Employers must provide all (theory and practical driving) training prior to formal testing.
- Airside driver training must be carried out by a qualified AVOP permit holder.

Training must include two distinct phases:

1. Theory training, including but not limited to:
    1) Airfield markings, signage, lighting;
    2) Airside traffic directives; and
    3) Radio communications (if applicable).
2. Practical training, including but not limited to:
    1) Vehicle familiarization;
    2) Driving procedures;
    3) General geography of the airport;
    4) Familiarity with permitted driving areas; and
    5) General situational awareness.

Employees undergoing job-specific training may operate **under escort** within an active stand providing they are servicing an aircraft and remain within the immediate work area within line-of-sight of the trainer.

- The trainee is not permitted to enter any vehicle corridors at any time without a proper escort.
- The trainee must follow immediately behind the escorting vehicle.

Employees undergoing situational awareness training are permitted to drive airside provided there is a person with a valid AVOP permit inside the vehicle.

- The trainer is responsible for all the employee's actions during training.
- The trainer must be in the vehicle at all times.

Employers must attest that theory and practical training are completed before an employee can attempt AVOP testing.

As per the ATD, when driving training is being conducted on controlled surfaces, where radio communication with the Ground Controller is required, individuals are **required to use the callsign "AVOP" followed by an assigned number, based on company**. These number assignments can be found in the ATD.

When a practical driving test is being conducted, **the callsigns "AVOP 1" or "AVOP 2" must be used**. This is the only situation in which these callsigns are permitted to be used

3.1 AVOP TRAINING STATEMENT

Supervision and monitoring of the practical training must consist of a minimum fifteen (15) hours, appropriately logged on the AVOP training statement and Training log. This training statement must:

- Demonstrate that the employee has completed the minimum 15 hours; and
- Detail the routes through which they were trained to drive, with dates trained.
    - AVOP-DA permit example: All areas accessed with an AVOP-DA permit must be described in detail, including the location of taxiways with direct access to aprons I and II.
    - Examples of acceptable entries are described in the AVOP Training Requirements document.

Employees upgrading from an AVOP-DA permit to an AVOP-D permit are required to:

- Undergo five (5) hours of driver training focused in the maneuvering areas and covering all AVOP-D areas; and
- Log and detail the training on the training statement form.

For further information on upgrading from an AVOP-DA permit to an AVOP-D permit, please contact the AVOP office.

Generalized entries such as the following will **not** be accepted:

- "all DA areas"
- "all gates"
- "all runways/taxiways"
- "airport tour"

The following examples of job-specific training are **not** considered AVOP driver training and will **not** qualify as part of the minimum 15-hour airside driver training or 5-hour AVOP-D permit upgrade training requirements.

- Positioning a belt loader on an aircraft
- Fueling an aircraft
- Emptying a lavatory cart, etc.

The AVOP training log and training statement are available on the Authority's website at AVOP | Ottawa International Airport Authority.

- AVOP Training Log
- AVOP Training Statement

AVOP TESTING

AVOP testing requirements depend on the permit type, summarized below.

Permit Type	Theory Test									Practical Driving Test
	Total Test Time (mins)	Mandatory section		General Section		Map Section		Radio Operator section		
		# Questions	Passing grade	# Questions	Passing Grade	# Questions	Passing Grade	# Questions	Passing Grade	Required
DR	60	10	100%	20	90%	N/A	N/A	N/A	N/A	N/A
DA	60	10	100%	20	90%	38	90%	N/A	N/A	YES
D	90	10	100%	30	90%	68	90%	20	100%	YES

- A mandatory section within the general section of each theory test will require a 100% pass mark.
- The radio operator section, described in Section 4.1.1 below, is separate from and confirms the applicant's proficiency in applying ground radio practices at the Ottawa International Airport.
    - This does not constitute a ROC-A examination.

4.1 THEORY TEST

An applicant must schedule their theory test through the online test booking system.

This link is also available at AVOP | Ottawa International Airport Authority

Applicants can reschedule and cancel their appointment through the confirmation page.

The following rules apply to any missed appointments:

1. Missed appointments are subject to penalties per **Appendix B – Schedule of Fees, plus tax**.
2. An appointment is considered missed if cancelled with less than a 24-hour notice.
3. Three (3) missed appointments will result in a six (6)-month waiting period.

As per the Terms and Conditions of testing, to be signed by the applicant prior to taking the test, the test is closed-book. No electronics and/or other forms of unauthorized assistance are permitted.

If an applicant is found with electronics and/or other forms of unauthorized assistance (i.e. "cheating"), the application is closed and the applicant must wait a minimum of six (6) months (180 days) prior to submitting a new application.

- Documents submitted during the initial application are not longer valid.
- After six (6) months, the employee can submit a new application.
    - New application form.
    - New 15-hour training logs, as described in Sections 2.0 and 3.0.

The test is evaluated electronically by the Coordinator, AVOP and results can be reviewed with the applicant.

- If an applicant fails the test, they must wait a minimum of fourteen (14) calendar days before taking the test again.
- Applicants can attempt to pass the test up to three (3) times.
- If an applicant has three (3) unsuccessful attempts, the application is closed and the applicant must wait a minimum of six (6) months (180 days) prior to submitting a new application.
    - Documents submitted during the initial application are not longer valid.
    - After six (6) months, the employee can submit a new application.

4.1.1 Radio Operator Section

The OIAA's radio operator test is separate from the AVOP-DA/T and AVOP-D permit applicant's pre-requisite of possessing the ROC-A per Section 2.1.1.

The radio operator section:

- Will be completed along with the theory test;
- Consists of 20 questions; and
- Confirms the applicant's proficiency in applying ROC-A and NAV CANADA Ground Phraseology Handbook practices at the Ottawa International Airport.

4.2 PRACTICAL DRIVING TEST

Once a candidate has successfully completed the theory test, a practical driving test is scheduled through the AVOP office.

An applicant must schedule their driving test through the AVOP office immediately after successfully completing their theory test.

This link is also available at AVOP | Ottawa International Airport Authority.

Applicants are given sixty (60) calendar days to make the first attempt at the practical driving test, upon successful completion of the theory test. If a driving test is not attempted within this time period, a new application must be initiated by the applicant:

- Documents submitted during the initial application are no longer valid.

Questions during the practical driving test will include:

- General building locations;
- Runway / Taxiway locations;
- Stop signs; and
- General airside orientation and wayfinding.
- General aeronautical knowledge.

If the applicant cannot successfully demonstrate in the practical driving test a safe working knowledge of the airfield, they will be assigned a failure.

- If an applicant fails the test, they must wait a minimum of fourteen (14) calendar days before taking the test again.
- Applicants can attempt to pass the test up to three (3) times.
- If an applicant has three (3) unsuccessful attempts, the application is closed and the applicant must wait a minimum of six (6) months (180 days) prior to submitting a new application.
    - Documents submitted during the initial application are not longer valid.
    - After six (6) months, the employee can submit a new application.
        - New application form.
        - New 15-hour training logs, as described in Sections 2.0 and 3.0.

The following rules apply to any missed appointments:

1. Missed appointments are subject to penalties per **Appendix B – Schedule of Fees, plus tax**.
2. An appointment is considered missed if cancelled with less than a 24-hour notice.
3. Three (3) missed appointments will result in a six (6)-month waiting period.

4.3 AVOP DESIGNATED PRACTICAL DRIVING EXAMINER QUALIFICATIONS

Practical driving tests are administered by an OIAA employee who is a practical driving examiner. Third party examiners may be permitted with the approval of the OIAA's Director, SES.

Qualifications are listed as follows:

- Has a valid AVOP-D permit;
- Obtained at least 97% on the practical driving examiner theory test (100 questions); and
- Successfully conducted and observed a practical driving test with a qualified examiner.
    - Validated with an endorsement email to the AVOP office by the qualified examiner.

Subject to review by the OIAA's Director, SES, or designate, an examiner's privileges may be revoked or suspended if they are issued an AVOP infraction.

An examiner must renew their examiner qualifications upon renewal of their AVOP permit.

When a practical driving test is being conducted, **the callsigns "AVOP 1" or "AVOP 2" must be used**. This is the only situation in which these callsigns are permitted to be used.

PERMIT ISSUE AND RENEWAL

5.1 PERMIT ISSUE

Upon successful completion of the AVOP permit application process, the applicant will be issued an AVOP permit with an **expiry date matching their existing RAIC**. The AVOP permit, RAIC and PDL must be valid for an individual to be permitted to operate a vehicle or equipment airside.

5.2 PERMIT RETURN

The AVOP permit holder must turn in their AVOP permit to the Pass Control Office within 5 (five) business days following:

- The expiration date;
- The day the permit ceases to be required for the employee to perform their duties; or
- The day the permit holder leaves a company/changes employer.

Failure to return an AVOP permit under these conditions
is subject to charges under Appendix B – Schedule of Fees, plus tax.

When an AVOP permit is issued to an employee with two (2) or more employers, any fee resulting from the employee's failure to return the AVOP permit will be divided equally among the employers associated with the permit.

5.3 PERMIT REINSTATEMENT

The requirements to reinstate an AVOP permit that was turned in are dependent on the length of time since the AVOP permit was deactivated.

Time since AVOP permit was deactivated	Reinstatement requirements
< 6 months	• Submitting an application form per Section 2.4 • If due for renewal, applicable testing per Section 4.0

6 – 12 months	• All above requirements
	• The returning employee's trainer must email the AVOP office stating:
	  ○ The employee has received ample refresher **driver (practical) training**; and
	  ○ The trainer is comfortable with the employee's ability to operate vehicles airside again.

12 – 18 months	• All above requirements • 5 hours of driver training, logged on the training log and training statement forms per Section 3.1
> 18 months	• Considered a new application per all processes in Sections 2.0, 3.0, 4.0

5.4 EMPLOYER CHANGES

An AVOP permit holder must notify the AVOP office by submitting an application form per Section 2.4 in any of these instances:

- They change employer
- They add/remove an employer
- Their RAIC number changes

An AVOP permit is considered invalid when it does not accurately represent the company(ies) for which the employee works.

5.5 LOST/REPLACEMENT PERMIT

An AVOP permit holder must immediately report a lost AVOP permit to the AVOP office.

Upon notification that an AVOP permit has been reported as lost:

- The permit will be immediately deactivated and considered invalid.
- A replacement AVOP permit will not be issued until forty-eight (48) hours have elapsed from the time the loss was reported to the AVOP office.
- The permit holder must submit a new AVOP application form in accordance with Section 2.4.
- The employer will be charged the applicable fee in accordance with Appendix B – Schedule of Fees, plus tax.

5.6 PERMIT RENEWAL PROCESS

The AVOP office will provide a quarterly report of AVOP permits expiring in the following quarter to the local management of each company. Employers shall ensure their employees renew their AVOP permits before they expire.

Employees with an expired AVOP permit are not permitted to drive airside without being properly escorted (in accordance with the ATD). The employer must ensure:

- an employee books a theory test, allowing enough time to complete the renewal process prior to their current AVOP permit expiring; and
- an employee driving airside is always in possession of a valid AVOP permit unless they are escorted.

An AVOP permit holder may start the permit renewal process no earlier than 180 calendar days prior to the RAIC and AVOP permit expiry date.

The renewal process for the different types of AVOP Permits will be as follows:

- **DR Permit:**
  Submission of a new application form
  Theory test

- **DA Permit:**
  Submission of a new application form
  Theory test
  Practical day driving test

- **D Permit:**
  Submission of a new application form
  Theory test
  Practical night driving test

PERMIT HOLDER RESPONSIBILITIES

The valid combination of the AVOP permit, PDL, RAIC (and ROC-A, if applicable), referred to as the **AVOP documents**, are proof that a person is permitted to drive airside. If a PDL and/or RAIC is expired, cancelled, or suspended, the AVOP permit is automatically suspended until such time as both documents are re-instated.

An AVOP permit holder must operate a vehicle in a manner that is safe to people, aircraft, vehicles and equipment and to abide by the ATD, and abide by their responsibilities.

1. Carry their RAIC, PDL, and AVOP permit with them when operating a vehicle airside.
2. Present all of the AVOP documents at the request of an enforcement officer or an OIAA representative.
3. Keep up to date with ATD.
4. Inform the AVOP office if they have not driven airside for a period of six (6) months. (The OIAA reserves the right to have a permit holder re-tested, and/or request that the employer provide additional practical training prior to the permit holder being re-tested. Training logs must be provided to the OIAA upon request.)
5. Inform the AVOP office of any changes to their AVOP documents, or if any of them are lost, stolen, or suspended, including temporary suspensions.
6. Surrender their AVOP permit to the AVOP office upon ceasing employment at the Ottawa International Airport.
7. If issued an AVOP Permit suspension, return their AVOP Permit to the AVOP office for the period of the suspension.

An employee without a valid AVOP permit undergoing driver training, must be accompanied by an escort with a valid AVOP permit in the vehicle (or following directly behind the escort vehicle for job-specific training) and until they obtain their AVOP permit.

An AVOP permit applicant must review, accept, sign, and date the AVOP permit holder terms and conditions in Appendix A, to complete the renewal of their AVOP permit.

ENFORCEMENT

Enforcement officers have the right to enforce the rules of the Airside Traffic Directives.

OIAA

- Employees of the Safety and Environmental Sustainability
- Duty Manager, or their delegates
- Other employees, as designated by the Director, Safety and Environmental Sustainability

External agencies

- Ottawa Police Service
- Security Provider contracted by the OIAA

Enforcement officers may:

- Set up radar speed checkpoints
- Check for valid AVOP documents (AVOP permit, PDL, RAIC, ROC-A)
- Enforce directives in ATD
- Issue a Notice of Infraction
- Confiscate an AVOP permit, upon consultation with the AOCC

Causes for infractions, demerit points, and suspensions are stipulated in the following:

- Section 7.5 – Security-related offences and Violations
- Section 7.6 – Chart of Offences and Violations
- Airside Traffic Directives

7.1 DEMERIT POINT SYSTEM – AVOP INFRACTIONS

An AVOP permit holder will have a zero-point balance upon receiving their AVOP permit, unless they have been issued a previous infraction as a non-permit holder.

Demerit point system objectives

1. To reinforce the importance of safe airside driving
2. To have a fair, predictable, and transparent method for rule enforcement
3. To create a system for identification of repeat offenders
4. To provide a mechanism by which an AVOP permit can be revoked from an unsafe driver

Any action contrary to ATD will result in a Notice of Infraction and will be treated as an offence under the demerit point system. An exception to this is when an infraction occurs during a practical driving test. In this case, no infraction will be issued, but the applicant will be considered unsuccessful.

An AVOP infraction can be issued to a driver that does not currently have an AVOP permit (such as a driver in training that has driven away from their escort). In this case, an administrative AVOP record will be created, and the infraction (including demerit points and suspension) will be reflected on their permanent AVOP record should they successfully obtain an AVOP permit.

Infractions are categorized according to their severity.

Infraction class	Demerit points	On record (Years)
A	12	4
B	6	2
C	2	1

Points accumulate based on the type of infraction, and the number of infractions committed.

7.2 AVOP PERMIT SUSPENSIONS

The accumulation of demerit points due to infractions can lead to an AVOP permit suspension. The number of calendar days the AVOP permit is suspended is dependent on the number of demerit points a permit holder has accumulated. The suspension of an AVOP permit is executed at the discretion of the Manager, SMS.

Demerit point accumulation	AVOP permit suspension (calendar days)
6	3
10	10
15	15
20	Permit revoked

When an employee's AVOP permit is suspended:

- They may not drive airside under any circumstance, including under escort.
- The suspension shall be scheduled for the offender's first working day following the issuance of the notice of suspension.
- The AVOP permit shall be returned to the AVOP office on the first day of suspension.
- The employer's local management must direct the employee to return their suspended AVOP permit to the AVOP office.
- The AVOP permit suspension is not considered served until the employee returns the permit to the AVOP office.
- If an employee fails to return their AVOP permit to the AVOP office on their first working day after receiving a notice of AVOP permit suspension, their AVOP permit may be revoked.

7.3 INFRACTION PROCESS

In most cases, a Notice of Infraction is issued to the AVOP permit holder when an infraction occurs, and a copy is sent to the Manager, SMS.

When an incident has occurred but a Notice of Infraction was not issued immediately following the incident, the Manager, SMS will email the local management of the AVOP permit holder to inform them that an incident is under investigation and a Notice of Infraction or confirmed infraction form may be issued.



International Airport Authority Ottawa — Administration de l'aéroport international

NOTICE OF INFRACTION // AVIS D'INFRACTION

AIRSIDE VEHICLE OPERATOR'S PROGRAM (AVOP) VIOLATION

VIOLATION DU PROGRAMME D'EXPLOITATION DE VÉHICULES CÔTÉ PISTE (PEVCP)

 # YOW-0001

I / Je : _____

Department / Département : _____

believe and certify that on this day : / crois et atteste que le jour de :	YYYY/AAAA	MM/MM	DD/JJ	TIME/HEURE :	AM / PM

at (describe location) : _____

à (description de l'endroit) : _____

Vehicle operator : / Opérateur / Opératrice du véhicule : Name / Nom: _____

RAIC / CIZR # : _____ AVOP #: _____ TYPE: _____

Employer / Employeur : _____

Vehicle identity : / Identité du véhicule : _____

Details of infraction : / Détails de l'infraction : _____

Contrary to (AVOP Article) : / Contrairement à (Article PEVCP) : _____

I hereby understand that this serves as a notice of infraction that I have violated the administrative portion of the AVOP via my infraction outlined above and may be subject to demerit points issued and / or suspension of my AVOP upon review by the Airport Authority.

Je comprends que la présente est un avis de délit, que j'ai enfreint la portion administrative du PEVCP via l'infraction mentionnée ci-dessus et que je peux être soumis(e) à des points de démérite et / ou une suspension de mon PEVCP par l'administration de l'Aéroport.

_____

Signature of offender - Signature du contrevenant(e)

1- Airport Authority - AOCC - Administration de l'Aéroport - CCAO

2 - Employer - Employeur

3 - Issuer - Émetteur

4 - Offender - Contrevenant / Contrevenante

The Manager, SMS and/or Coordinator, AVOP will investigate and evaluate each Notice of Infraction, to determine whether and how the infraction occurred. An interview may be scheduled if deemed necessary.

The objectives of the interview would be to:

- Further contextualize the circumstances and situation leading to the Notice of Infraction;
- Reinforce safe airside driving;
- Impress upon the individual the seriousness of bad driving habits;
- Educate drivers on acceptable driving habits; and
- Act upon potentially dangerous situation(s).

If an interview is scheduled with an employee who has received an AVOP infraction and the individual does not attend without a suitable explanation, the individual loses their right to appeal the infraction.

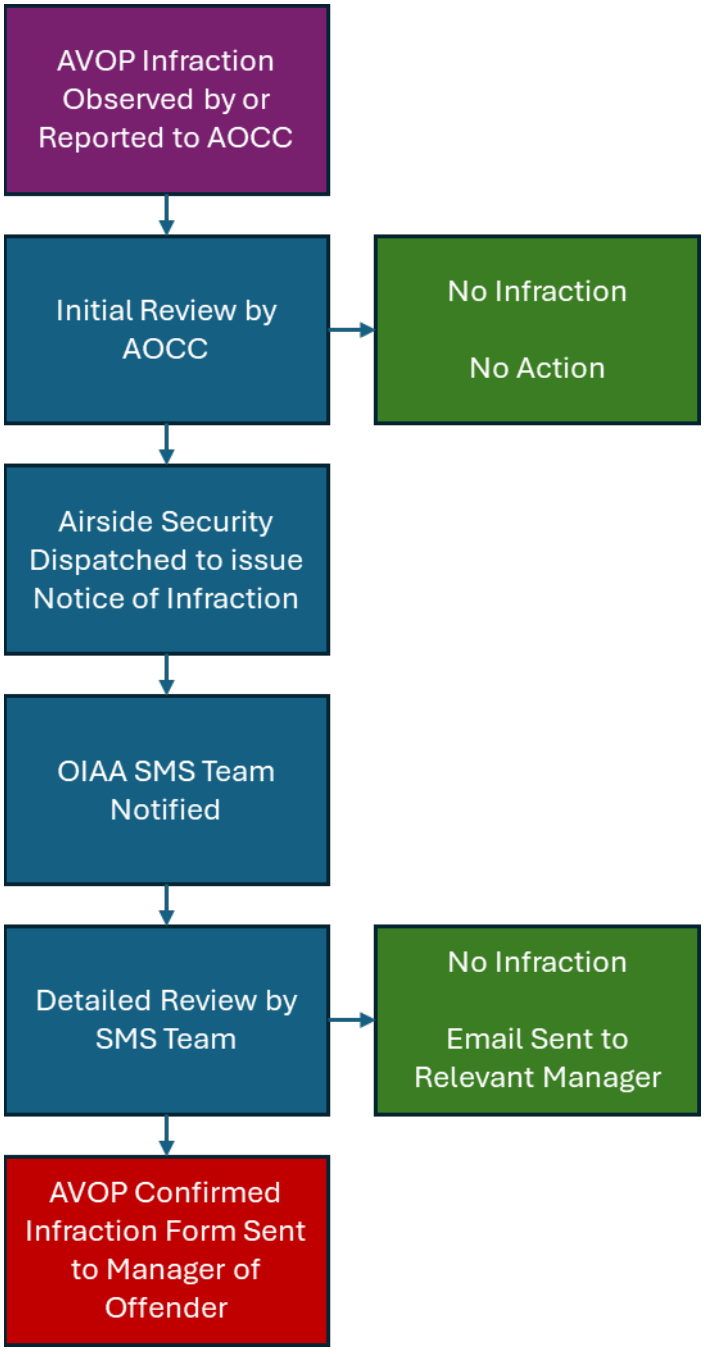
If an infraction is confirmed to have taken place following evaluation by the OIAA's SMS team, the YOW AVOP Infraction Confirmed Infraction Form is sent to the local management of the AVOP permit holder that committed the infraction.

This form details whether the AVOP permit holder will be receiving a warning or an infraction, demerit points and the length of time these will be applied for, any AVOP permit suspensions imposed and other notes as required.

Ottawa	**YOW AVOP Infraction Confirmed Infraction Form**
Name of Permit Holder	
RAIC Number	
Company	
Infraction Date	
AVOP Infraction:	
Class of Infraction:	
AVOP Permit Suspension?	
Suspension Length	
If the permit is suspended, company management must return the AVOP Permit to the AVOP office for the length of the suspension.	
Reviewed and Issued By (Name)	
Title	
Issue Date	
Reviewer Comments:	
Please note that this infraction may be appealed. If you wish to appeal, please email safety@yow.ca to arrange an appeal hearing.	

The Manager, SMS may deem it necessary to have an AVOP permit holder complete additional training and/or rewrite the theory and/or driving test.

The entire AVOP infraction process is summarized in the below diagram:



7.4 APPEAL PROCESS

If the AVOP permit holder or employer disagrees with the decision/results of an infraction, either can submit an appeal.

- Include new evidence or reasons for the appeal.
- Arguments for the appeal must be directly related to the incident and considered to be contributing factors.
- Send the appeal by email to safety@yow.ca.
- Appeal must be submitted within 15 calendar days of the reception of the confirmed infraction form.

If the Director, SES, deems the appeal to be founded, the AVOP coordinator will arrange a meeting with the AVOP permit holder and their local management. An agent (i.e. union representative) may assist in the presentation of the appeal. The Director, SES will chair the appeal hearing.

Once the investigation into the appeal is complete, the final decision on demerit points and suspensions will be assessed by the Director, SES and be considered final and conclusive.

The Director, SES will send the YOW AVOP Infraction Appeal Result Form to the local management of the AVOP permit holder within seven (7) calendar days of the appeal hearing. If the form cannot be sent during this timeline, the Director, SES will notify the employer.

Ottawa	**YOW AVOP Infraction Appeal Result Form**
Name of Permit Holder:	
RAIC Number:	
Company:	
Infraction Date:	
AVOP Infraction:	
Class of Infraction:	
AVOP Permit Suspension?	
Original Suspension Length:	
Date of Appeal Hearing:	
Infraction Reduced/Cancelled?	
New Class of Infraction:	
AVOP Permit Suspension?	
New Suspension Length:	
If the permit is suspended, company management must return the AVOP Permit to the AVOP office for the length of the suspension.	
Approval By (Name):	
Title:	
Approval Date:	
Please note that this is the final ruling on the matter and this infraction is not eligible for further appeal.	

7.5 SECURITY-RELATED OFFENCES AND VIOLATIONS

Some AVOP infractions are also considered **security-related offences / violations**. In addition to a Class A Infraction per the demerit point system, the following types of infractions may also subject to review by the OIAA's Security Operations and Transport Canada.

Security-related offences / Violations (In addition to Class A infractions)
Failure to produce or surrender RAIC, AVOP permit and/or PDL on request
Abusive language or threats against an AVOP enforcement officer
Failing to contact AOCC when escorting additional vehicles airside through the specified gates
Gross misconduct, including intentional damage to property and dangerous driving
Failing to wait for an airside access gate to close
Failing to proceed to non-passenger screening - vehicles (NPS-V)
Unauthorized following through an airside access gate

7.6 CHART OF OFFENCES AND VIOLATIONS

CLASS	DEMERITS	ON RECORD	DESCRIPTION OF OFFENCE / VIOLATION	REFERENCE
A	12	4 years		
Security-related offences and violations per Section 7.5			Failure to produce or surrender RAIC, AVOP permit, PDL and/or ROC-A on request	**Manual 7.5**
			Abusive language or threats against an AVOP enforcement officer	**Manual 7.5**
			Failing to contact AOCC when escorting additional vehicles airside through gates (V-1, V-14, V-40A, V-68B, V-69)	**ATD 2.5**
			Gross misconduct, incl. intentional damage to property & dangerous driving	**Definitions**
			Failing to wait for an airside access gate to close	**ATD 2.5**
			Failing to proceed to non-passenger screening - vehicles (NPS-V)	**ATD 3.14**
			Unauthorized following through an airside access gate	
			Failing to follow air traffic control instructions, including runway incursions	**ATD 4.5 & 6.0**
			Failing to follow proper escort rules	**ATD 2.8 & 2.9**
			Failing to give right-of-way to aircraft under power, on pushback or under tow and marshalling crews	**ATD 2.12 & 3.5**
			Failing to give right-of-way to emergency vehicles responding to an emergency	**ATD 2.12**
			Failing to give right-of-way to pedestrians (passengers being escorted to/from the terminal, pedestrians on the apron)	**ATD 2.12**
			Gross misconduct	**Definitions**
			Dangerous driving	**Definitions**
			Dangerous driving – person standing in any position except where the vehicle is designed to be operated	**ATD 1.1**
			Dangerous driving – riding on the hood, tailgate, cargo box, belt loader belt, trailers, etc.	**ATD 1.1**
			Driving under the influence of alcohol / drugs / medication	**ATD 2.3**
			Refusing to submit to a breathalyzer	**ATD 2.3**
			Driving greater than 20 km/h above speed limit outside	**ATD 2.11**
			Driving greater than 10 km/h above speed limit in baggage rooms	**ATD 2.11 & 5.1**
			Driving without a valid PDL	**1.0**
			Blocking access or parking on an emergency route	**ATD 4.4**
			Driving the wrong way in the baggage rooms	**ATD 5.1**
			Exceeding the speed limit in reduced visibility	**ATD. 2.11**
			Failing to report an accident	**2.1**
			Failing to notify the AVOP office of a suspended provincial driver's license (PDL)	**Manual**

CLASS	DEMERITS	ON RECORD	DESCRIPTION OF OFFENCE / VIOLATION	NEW REF
B	6	2 years		
			Failing to give right-of-way to OIAA maintenance vehicles engaging in operation (snow plows and Duty Manager vehicles)	**ATD 2.12**
			Failing to give right-of-way to fuel truck backing out of an operational stand	**ATD 2.12**
			Failing to follow aircraft towing procedures	**ATD 3.11**
			Careless driving	**Definitions**
			Failing to drive safely in the vicinity of an aircraft under power or with ACL activated	**ATD 3.4**
			Cutting off an aircraft while on push back or under tow	**ATD 2.12 & 3.5**
			Driving between an aircraft and a marshaller	**ATD 3.6**
			Failing to drive safely in the vicinity of aircraft fuelling operations	**ATD 3.9**
			Driving over equipment in the vicinity of a parked aircraft	**ATD 3.7**
			Failing to operate a vehicle safely at all times	**Definitions**
			Proceeding onto or through Central Deicing Facility and failing to contact Pad Control (122.925 MHz) when de-icing pad is operational	**ATD 3.10.2.1**
			Driving with an expired AVOP permit	**1.0**
			Driving 11 to 20 km/h above speed limit outside	**ATD 2.11**
			Driving 6 to 10 km/h above speed limit in baggage rooms	**ATD 2.11 & 5.1**
			Distracted driving – use or handle a mobile device (phone or tablet) while not parked	**ATD 2.2**
			Distracted driving – use headphones or earpieces for music or other forms of multimedia	**ATD 2.2**
			Distracted driving – eating, drinking, grooming, reading, and reaching for objects while the vehicle is in motion	**ATD 2.2**
			Driving without wearing a seatbelt when seatbelts are available	**ATD 1.1**
			Failing to follow radio communication procedures, including lack of monitoring	**ATD 4.1 & 6.1**
			Transmitting on an aeronautical frequency without a ROC-A	**ATD 6.1**
			Driving without a valid AVOP and not being properly escorted	**ATD 2.5**
			Driving a vehicle airside with a suspended AVOP (including under escort)	**ATD 2.5**
			Operating a vehicle on the maneuvering areas without a functional two-way VHF Radio (turned on and actively monitored)	**ATD 1.5.1**
			Towing an aircraft on the maneuvering areas without a functional two-way VHF Radio (turned on and actively monitored)	**ATD 3.11**
			Proceed / drive into the Instrument Landing System Critical Areas without permission from Ground Control	**ATD 4.2**

CLASS	DEMERITS	ON RECORD	DESCRIPTION OF OFFENCE / VIOLATION	NEW REF
C	2	1 year		
			Failing to use vehicle corridor (stand cutting)	**ATD 3.1**
			Driving airside with unsecure load	**ATD 3.12**
			Failing to enter or exit a vehicle corridor at a right angle (90 degrees)	**ATD 3.1**
			Failing to obey a stop sign	**ATD 3.3**
			Failing to give right-of-way to vehicles already in the vehicle corridor	**ATD 2.12 & 3.1**
			Towing more than 5 carts/dollies outside	**ATD 3.12**
			Towing more than four (4) open-top or closed-top baggage carts in baggage rooms	**ATD 5.1**
			Towing more than four (4) standard LD8 containers in the baggage room	**ATD 5.1**
			Towing more than one (1) oversize LD8 containers in the baggage room	**ATD 5.1**
			Towing more than one (1) LD8 container dolly in baggage rooms	**ATD 5.1**
			Failing to operate a vehicle safely in the vicinity of parked aircraft	**ATD 3.7**
			Parking in unauthorized parking location	**ATD 3.13**
			Driving under moveable bridge	**ATD 3.1**
			Driving 1 to 10 km/h above speed limit outside	**ATD 2.11**
			Driving 1 to 5 km/h above speed limit in baggage rooms	**ATD 2.11 & 5.1**
			Driving within 8 meters (25 feet) of a parked aircraft (unless directly involved in servicing the aircraft or responding to an emergency)	**ATD 3.7**
			Operating a self-propelled vehicle with a cab without a rotating amber beacon or strobe light while in motion	**ATD 1.6**
			Operating a self-propelled vehicle without a cab with four-way flashers while in motion	**ATD 1.6**
			Failing to remain clear of parked VIP aircraft or pass between aircraft and Hangar 11	**ATD 2.7**
			Escorting more than three (3) external vehicles airside	**ATD 2.8**
			Fail to use the right-hand lane of the vehicle corridor	**ATD 3.1**
			Passing other moving vehicles in the vehicle corridor	**ATD 3.1**
			Improper pushback from the stand	**Pushback Manual**
			Smoking airside – includes cigarettes, e-cigarettes, vaporizers	**ATD 2.4**
			Failing to produce a valid AVOP permit or a valid driver's license	**Manual**

Violations not listed will be assessed at the discretion of the AVOP, Coordinator.

APPENDIX A – AVOP PERMIT HOLDER TERMS AND CONDITIONS

International Airport Authority Ottawa Administration de l'aéroport international

TERMS AND CONDITIONS OF ISSUE – AIRSIDE VEHICLE OPERATOR PROGRAM (AVOP) PERMIT
OTTAWA INTERNATIONAL AIRPORT AUTHORITY (OIAA)

As a holder of an AVOP Permit, I will abide by the following Terms and Conditions of issue:

1. The AVOP Permit issued to me is the property of the OIAA and must be returned to the OIAA when I no longer have a requirement to drive airside or in the event that I change employers.
2. I am required to have in my possession my AVOP Permit and my provincial drivers' license (PDL) and to properly display my Restricted Area Identity Card (RAIC) at all times while operating vehicles on airside. All documents shall be current and valid.
3. I am aware that if I have not driven airside at the Ottawa Airport for any 6-month period from the date of issue of my permit, I am required to report the circumstances to my employer and the OIAA AVOP Office. The OIAA reserves the right to determine if additional training and / or re-testing is required.
4. I understand that if I am employed by two or more employers, my AVOP Permit must be updated to reflect such employers.
5. I understand that I must be in possession of a valid PDL, a minimum "G2" restriction, at all times and will immediately report a temporary or permanent PDL suspension to the OIAA AVOP Office. I further understand if I am under temporary or permanent PDL suspension, my AVOP Permit is automatically invalid and vehicle access through security gates will be revoked.
6. I understand that I am authorized to operate only within the confines stipulated on my AVOP Permit and will comply with these restrictions.
7. I understand that, as an AVOP Permit holder, I will control Foreign Object Debris (FOD) on airside in the performance of my duties.
8. I will obey all airside rules as stipulated in the OIAA Airside Vehicle Operators' Program Directive, traffic signs, devices and directions given by the OIAA personnel or designate, Air Traffic Control, Police and any emergency response personnel.
9. I will immediately report all accidents occurring airside to the Airport Operations Coordination Centre (AOCC) at 613-248-2111.
10. I understand that consumption of or being under the influence of alcohol or drugs is (1) a violation of the OIAA Rules and Regulations (2) a chargeable offence under the Criminal Code of Canada and (3) will result in a permanent revocation of driving privileges at the Ottawa Airport.
11. I am aware that being directly involved in an incursion will result in my airside driving privileges being immediately suspended, pending the result of an investigation conducted by the OIAA.
12. I will immediately report the loss, misplacement or theft of my AVOP Permit to the OIAA AVOP Office at 613-248-2000, ext. 1111
13. I consent to the OIAA providing a copy of my AVOP driving records, both past and current, to my employer or any prospective employer for whom I may work. The OIAA assumes no responsibility if I am not hired.
14. I have read and understood the AVOP study packages stipulating the rules and regulations governing the terms of driving airside at the Ottawa Airport, as well as the Terms and Conditions of Issue. Failure to comply with this provision could result in the temporary or permanent suspension of my airside driving privileges at OIAA.
15. **For D Permit holders:** I will comply with all of the above Terms and Conditions. I also understand when operating on the manoeuvring area, I will be in possession of a valid Aeronautical Restricted Radio Operators' License.

Applicant Full Name (print)	Signature	Date	Telephone No.

Witness

APPENDIX B – SCHEDULE OF FEES

Effective date: Manual Issuance.

All fees are subject to applicable taxes.

SERVICE	FEE	BILLING
[1] Application for DR permit	$50.00	Employer
[1] Application for DA permit	$100.00	Employer
[1] Application for D permit	$150.00	Employer
[1] Renewal	½ cost of initial application fee	Employer
[2] 1st missed appointment	$50.00	Employer
[2] 2nd missed appointment	$150.00	Employer
[2] 3rd missed appointment	$350.00	Employer
Lost / Replacement - AVOP permit	$100.00	Employer
[3] Failure to Return - AVOP permit	$250.00	Employer and Employee

Notes

1. Includes all application and testing processes.
2. No-show or cancellation within 24 hours of appointment.
3. Authority employees are exempt from all fees, except the fee charged to an individual for failing to return their AVOP permit.