

Airside Bus Operations Collaborative Process

Civil Aviation Rules Part 139.119, 139.203



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Control, Distribution, Record of Reviews & Approval of Manual Contents

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List of Abbreviations

Note: Acronyms and definitions listed below are now also available for internal staff exclusively in the Acronyms & Definitions App. [Open the App](#)

AOT	Airfield Operations Team
ADP	Airside Driving Permit
AEP	Airfield Emergency Plan
AIC	Airport identity card
AR	Airline Representative
ATL	Airfield Team Leader
AVP	Airside Vehicle Permit
AvSec	Aviation Security Service
BD	Bus Driver
BSP	Bus Service Provider
BSS	Bus Shift Supervisor
CPC	Check Point Charlie
CPT	Capacity Planning Team
CPD	Check Point Delta
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
GH	Ground Handler
GHR	Ground Handler Representative
GSE	Ground Service Equipment
MPI	Ministry of Primary Industries
NPS	Non-passenger screening
SEA	Security Enhanced Area
TSV	Tarmac Support Vehicle
UHF	Ultra-High Frequency Radio
VHF	Very-High Frequency Radio

Key Airport Contact Details

Airfield Team Leader	+64 9 256 8990 or ext 98990 aot@aucklandairport.co.nz
Bus Shift Supervisor	+64 27 705 1117
AvSec Control Room	+64 9 255 6000 aklcontrolroomgroup@avsec.govt.nz

1 Safety and Security

Safety and security best practices should take precedence over any of the processes in this document in any situation where it could be deemed that safety or security is likely to be put at risk. This document encourages all stakeholders to work safely together and formalises processes that strengthen safety and security.

2 Statement of Purpose

The purpose of this document is to outline for all stakeholders an agreed collaborative process to ensure consistency in airside bus operations. Please also refer to the following separate documents for further information on stand allocation, rules for driving airside and rules for working airside. These documents can be obtained from the following website address:

www.aucklandairport.co.nz/airfieldinformation

3 Airside Driving and Vehicle Permit Rules

Auckland Airport is the private property of Auckland International Airport Limited ("AIAL"). AIAL grants access to the airside area ONLY to approved drivers and vehicles, and that access is conditional on observance of the rules outlined in the Airside Driving and Vehicle Permit Rules. Failure to observe these rules may lead to revocation of airside access.

4 Stand Allocation Principles Document

The AIAL Airfield Operations Team ("AOT") controls and manages stand allocation at Auckland Airport and produces a daily stand allocation plan based on the scheduled traffic information that operators submit to Airport Coordination Limited UK. All stands are common-use aircraft stands and are allocated to ensure efficient use of airport infrastructure. The Stand Allocation Principles document outlines how AOT allocates aircraft stands, both contact and remote, on a daily basis.

5 Rules for Airside Workers

AIAL grants access to the airside area at its own discretion, which is conditional on compliance with all relevant safety and security procedures outlined in the Rules for Airside Workers. These rules must be read in conjunction with any other rules that apply to conducting operations at Auckland Airport. All workers operating in the airside area must be familiar with and adhere to the provisions of these Rules in order to minimize and mitigate the potential dangers.

6 Failure to Comply

Any individual that fails to comply with any applicable rules may be asked to immediately leave the airside area, and access to airside areas may be suspended or withdrawn permanently.

7 Changes to Rules

AIAL may change or update these documents at any time without notice.

8 Capacity Planning Team

Through the Airside Tactical COG, the Capacity Planning Team will be working to create visibility around projected bus operations for the upcoming flight season. This will ensure planned and actual fairness levels of bus operations between ground handlers are measurable.

9 Airside Bus Operations

- 9.1 Please refer to Appendix A for the general layout of the Auckland International Apron, contact stands, remote stands and the apron road system.
- 9.2 All international bus operation departures will be from gate lounges on either Pier A or Pier B;
 - Pier A gate lounges are located on the ground level between stands 3 and 4;
 - These are designated as gate lounges 4A and 4B on the Eastern side, and 4C and 4D on the Western side.
 - 4A and 4B are generally allocated for departures off the eastern side.
 - 4C and 4D are generally allocated for departures off the western side.
 - Pier B gate lounges are located on the ground level at the head of stand 16;
 - These are designated as gate lounges 16A, 16B, 16C and 16D.
 - 16A, 16B, 16C and 16D are generally allocated for departures on the western side.
 - All gate lounges have bathroom facilities and lift access.
- 9.3 All international bus arrivals will transfer passengers to the terminal via Door 13 or Door 118;
 - Door 13 is located on the Eastern side of stand 15.
 - Door 118 is located on the Eastern side of Pier A, abeam stand 6.
 - Both arrival doors have lift access into the terminal.
- 9.4 For any questions or concerns, please contact the AOT.

10 AOT Responsibilities

- 10.1 Allocate bus operations by 2000 the day prior to bus operations, as per Stand Allocation document.
- 10.2 Acknowledge any GH/AR requests or concerns, look into the request and approve if achievable, taking into consideration fairness, apron optimisation and the effect of change on other ground handlers or airlines.
- 10.3 Advise BSS and GH of any changes to bus operations as soon as practical if the change occurs within 4 hours of the flight arrival or departure. Advise the BSS over the UHF bus radio channel 10 or phoning 027 705 1117, and the ground handler via the appropriate contact numbers.

11 Bus Service Provider Responsibilities

- 11.1 Roster to meet the total driver demand agreement set at governance meetings.
- 11.2 Ensure that the "Airside bus sterile process" (Appendix B) is followed and met at all times.
- 11.3 Any bus provided must have an AVP and be accompanied by a BD with a valid ADP.
- 11.4 Provide a replacement BD prior to a BD whose shift is either due to end or will exceed their duty hours before the end of their required hours.
- 11.5 Ensure all supplied BDs are fit to commence duty airside (eg, sufficient rest period, etc).

12 Bus Driver Responsibilities

- 12.1 Ensure that the "Airside bus sterile process" (Appendix B) is followed and met at all times.
- 12.2 Ensure that the assigned bus is ready for service as per the pre-start checks, complete the checklist and acknowledge in the Bus RMS system portal.
- 12.3 Adhere to Airside Driving Rules and Rules for Airside Workers at all times whilst airside.
- 12.4 Communicate with BSS or BD via the 'BUS' UHF Channel 07, ensuring correct radio procedures are followed at all times and unnecessary chat is avoided.
- 12.5 Maintain a listening watch on VHF 123.0 while operating on the international apron to be aware of aircraft movements. Maintain a listening watch on the Bus UHF channel, unless on a designated break.
- 12.6 In terms of interacting with passengers, the driver is required to remain inside the bus until the first passenger boards and the "First Pax On" option is selected on the tablet. -The airline representative will stand at the bus door and the bus driver will remain in the cabin of the bus so that the driver has no interaction with passengers.
- 12.7 Ensure courtesy to all passengers at all times.
- 12.8 Be an active member of the airport community by keeping a safety watch on operational areas at all times.
- 12.9 Perform tasks assigned as per the Bussing RMS system, and advise the Bus Supervisor of any challenges.
- 12.10 For arriving flights, ensure that the pre-set safety messages advising passengers to hold on to the rails while the bus is moving is played.
- 12.11 Load passengers from an arriving flight through the front and middle doors. Where more than one staff is present, the third door will be activated. When disembarking passengers at Doors 13 or 118, only the first and middle doors will be used.
- 12.12 For departing flights, offload passengers at the aircraft using one door lined up with the AviRamp or stairs.
- 12.13 Ensure bus is efficiently filled as per airside bus specifications (see Appendix C), whilst not jeopardising passenger comfort, safety and bus utilisation.
- 12.14 Await confirmation from AR/GHR to depart from aircraft or gate lounge, after the last passenger is on the bus.
- 12.15 When arriving at an aircraft or an arrival door, wait for AR/GHR to advise before commencing passenger embarkation/disembarkation. A physical thumbs-up between the bus driver and the ground rep should confirm that the ground rep is comfortable to receive the passengers.
- 12.16 Do not allow passengers to embark/disembark if there is no AR/GHR present; the bus doors must remain closed and the BSS must be advised.
- 12.17 For any departure bus operation:
 - Before leaving the Gate Lounge, ensure AR/GHR is already present on the aircraft layover stand to assist passengers boarding the aircraft.
 - If the AR/GHR is not present, do not commence boarding of the aircraft and advise BSS.
- 12.18 For any arrival bus operation:
 - Ensure AR/GHR is present on the aircraft layover stand to oversee and manage the disembarkation of passengers from the aircraft onto the bus; and

- Ensure AR/GHR is present at the appropriate arrival door to receive the passengers as they disembark the bus; and
 - If the AR/GHR is not present at any of these two points, do not commence passenger movement and advise BSS.
- 12.19 Search the bus immediately after an operation and hand any items left by passengers in the bus to the AR/GHR and advise BSS. Note in the comments/observations section of report, with short description of item(s).
- 12.20 Any issues or hazards to be communicated to the BSS as soon as possible.
- 12.21 Remain airside unless approved by BSS to stand-down from duty. Drivers must remain in the vicinity of their work.
- 12.22 Upon leaving airside, notify BSS on 'BUS' UHF Channel 10.
- 12.23 Ensure that all documentation is filled in correctly and all reporting is captured throughout the course of the shift.
- 12.24 If entering the airside environment on foot, drivers will be screened at the NPS Screening Point at the ground floor ITB, where staff undergo screening to enter the Security Enhanced Area. Security checks will include a check of the BD AIC, and screening of the person and their property. Checks may include a pat down search and physical searches of property and further checks as deemed necessary.
- 12.25 If entering the airside environment by bus, the access must be via Checkpoint Delta once it goes live (prior to that it is/was Checkpoint Charlie) where, along with the above checks, a check of the bus by an AVSEC officer will also be carried out.
- 12.26 Ensure no biosecurity risk material remains on board after pax have disembarked.

13 Ground Handler Responsibilities

- 13.1 Provide suggestions or express any concerns with planned bus operations by 2000 to AOT on the day prior to day of operations, as per Clause 14 or current equivalent in the Stand Allocation Document.
- 13.2 Ensure that passenger numbers are updated and fed into the wider AOS platform prior to day of operations (to assist AOT/BSS in determining number of buses to order), having this information incorrect will impact the number of buses sent to the operation.
- 13.3 On the day of operations, communicate directly with the BSS for any bus operational requirements.
- 13.4 All transportation to/from the layover aircraft must be communicated and arranged with the BSS;
- Please ensure all non-aircrew personnel requiring transportation are transferred at the same time, as this is limited to one return transfer per flight.
- 13.5 Advise BSS when aircrew are ready for pick up from the appropriate gate lounge.
- 13.6 Be an active airport community member; keep a safety watch on operational areas at all times.
- 13.7 Confirm with BD that it is safe for the bus to pull away from aircraft or gate lounge after the last passenger is on the bus.
- 13.8 Advise BD when ready for passengers to disembark the bus at the aircraft/arrival door.
- 13.9 For any departure bus operation, before allowing bus to leave the Departure Lounge to transport first busload of pax, GH to ensure:
- The aircraft is ready to accept passengers (stairs on and crew ready); and

- A GHR is already present on the aircraft layover stand to assist and manage passengers boarding the aircraft.
- 13.10 Note that if a GHR is not present at any of the two points, BD will not allow passenger movement to commence.
- 13.11 For any arrival bus operation, GH to ensure:
- A marshal is in place, with wands, prior to the aircraft approaching its layover stand, to eliminate any congestion on the manoeuvring area; and
 - Passenger service stairs or AviRamp are staged and awaiting arrival of the aircraft; and
 - GHR is present on the aircraft layover stand to oversee and assist the disembarkation of passengers from the aircraft; and
 - GHR is present at the appropriate arrival door to receive the passengers as they disembark the bus.
- 13.12 Note that if a GHR is not present at any of the two points, BD will not allow a passenger movement to commence.
- 13.13 If any delays are expected, notify the BSS as soon as practical (eg, delay of service stairs, aircraft not ready to board, GH delay to arrival door or aircraft, etc). This will enable the BSS and GH to manage the issue collaboratively and ensure an ongoing high standard of passenger experience.
- 13.14 If an arriving or departing bus operation flight is off-schedule, priority for buses may be given to on-schedule flights.

14 Airline Responsibilities, if Applicable

- 14.1 Provide suggestions or express any concerns with planned bus operations by 2000 to AOT on the day prior to the day of operations, as per Clause 14 or current equivalent in the Stand Allocation Document.
- 14.2 On the day of operations, communicate directly with the BSS for any bus operational requirements.
- 14.3 All transportation to/from the layover aircraft will need to be communicated and arranged with the BSS;
- Please ensure all non-aircrew personnel requiring transportation are transferred at the same time, as this is limited to one return transfer per flight.
- 14.4 Be an active member of the airport community by keeping a safety watch on operational areas at all times.
- 14.5 Confirm with BD that it is safe for the bus to pull away from aircraft or gate lounge after the last passenger is on the bus.
- 14.6 Advise BD when ready for passengers to disembark the bus at the aircraft/arrival door.
- 14.7 For any departure bus operation, AR to ensure:
- The aircraft is ready to accept passengers before sending bus from the gate lounge; and
 - An AR, if not GHR, is present on the aircraft layover stand to assist and manage passengers boarding the aircraft.
- 14.8 Note that if an AR or GHR is not present at any of the two points, BD will not allow passenger movement to commence.
- 14.9 For any arrival bus operation, AR to ensure:

- GH is on layover stand prior to the aircraft approaching, to eliminate any congestion on the manoeuvring area.
- Passenger service stairs are available and awaiting arrival of the aircraft.
- GHR, if not AR, is present on the aircraft layover stand to oversee and assist the disembarkation of passengers from the aircraft.
- GHR, if not AR, is present at the appropriate arrival door to receive the passengers as they disembark the bus.

14.10 Note that if an AR or GHR is not present at any of the two points, BD will not allow passenger movement to commence.

14.11 If an arriving or departing bus operation flight is off-schedule, priority for buses may be given to on-schedule flights.

15 Bus Shift Supervisor Responsibilities

15.1 Ensure that the "Airside bus sterile process" (Appendix B) is followed and met at all times.

15.2 Adhere to Airside Driving Rules at all times.

15.3 Be the main point of contact for AOT, GHR, AR, TSV, MPI and BD.

15.4 Oversee and manage bus operations using the Bussing RMS application

15.5 Communicate with AOT on "AOT" UHF Channel 4, and if necessary call AOT (ph (09) 256-8990).

15.6 Be the main point of contact for BD and communicate on "BUS" UHF Channel 7.

15.7 Using the Bussing application facilitate or delegate (to TSV or BD) any transportation requests from AOT, GH, MPI, or AR.

15.8 Using the Busing application ensure a bus is ready to collect crew, at no later than ETD-60 minutes, unless otherwise coordinated with GH/AR.

15.9 Using the Busing application ensure a bus is ready to start boarding passengers, at no later than ETD-45 minutes, unless otherwise coordinated with GH/AR.

15.10 Using the busing application ensure that a bus is ready at the layover stand, at no later than ETA-5 minutes for an arriving aircraft.

15.11 Complete all reporting as per AIAL requirements.

15.12 Update AOT of any bus operation disruptions or issues, and if required, escalate to ATL.

15.13 Using the Busing application record any delays with root cause, as well as incidents, issues, accidents or any other noteworthy information.

15.14 Be an active member of the airport community by keeping a safety watch on operational areas at all times.

15.15 If an arriving or departing bus operation flight is off schedule, priority for buses may be given to flights on schedule.

15.16 When an Airside bus is used on either a domestic or regional flight and then positioned to an International flight, there is a requirement to have that bus screened by an authorised AVSEC officer. Before moving over to International, but after leaving the last domestic/regional trip, the BSS is to call AVSEC Control Room on 09 255 6000 to request a mobile officer to meet the bus to carry out the screening process in an agreed location at stand 74 /75 The BSS is to manage these communications with the bus driver in order to ensure that the process occurs correctly, and should receive confirmation from AVSEC that the screening has been completed before sending the bus driver to the next task.

- 15.17 Using the tools in the Control Room, including CCTV, RMS, and radio, check that remote stands expecting bus operations have been set up with:
- GSE, including stairs, AviRamps, dollies, etc, staged correctly;
 - Clear access and egress for buses and aircraft (no GSE or fuel trucks in the way);
 - Airline Rep and, for arriving aircraft, Marshal, with wands, present at stand.
- 15.18 Where there is an issue, resolve this by;
- Asking the bus driver to go and physically check a situation that is perhaps unclear on the CCTV;
 - Asking the bus driver to locate a GH to help resolve an issue;
 - Directly contacting the GH Control Room to ask for an issue to be resolved;
 - Escalating to AOT where this has not been resolved before an aircraft is due to arrive, particularly where this is likely to cause a delay to passenger processes.

16 MPI Responsibilities

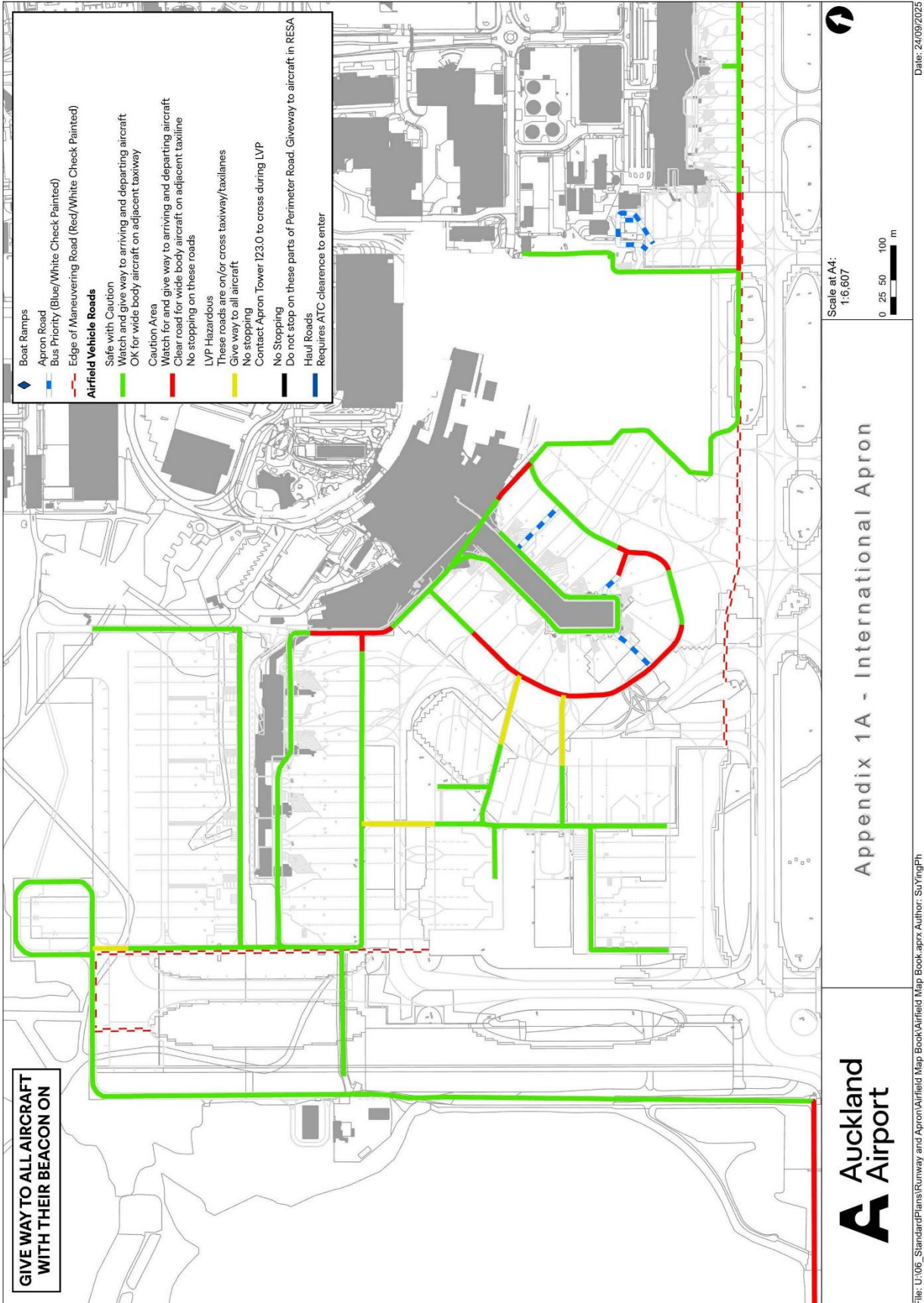
- 16.1 Advise BSS, with minimum 15 minutes notice, if requiring transportation to/from the aircraft.
- 16.2 Liaise with the BSS regarding the pick-up time and location.
- 16.3 Ensure that any trip to and from the aircraft for more than one MPI staff member is on the one trip.

17 AVSEC responsibilities

- 17.1 Ensure that the "Airside bus sterile process" (Appendix B) is followed and met at all times.
- 17.2 Carry out screening of both the bus and the bus driver, and any bag or other belongings of the bus driver, whenever the bus enters Airside through Checkpoint Charlie (prior to 01-11-25), and to sign the "log of bus security checks" form. From 01-11-25 the access gate will be Checkpoint Delta.
- 17.3 Carry out spot checks on busses as and when required in accordance with CAR Pt 140.A14.
- 17.4 Respond to carry out a mobile search of the bus and driver when the BSS advises that they are moving from domestic/regional over to International to carry passengers or crew.
- 17.5 In all instances, upon completion of a search, the AVSEC officer is to sign the "log of bus security checks" form.

18 Appendices

Appendix A: Auckland International Apron



Appendix B: "Airside Bus Sterile Process"

Note that performing "a sterile" refers to the inspection process designed to establish that the inspected area can be classified as "sterile".

1. The Bus drivers will commence their Morning Shift at 0415H and drivers will typically arrive at Checkpoint Delta at approximately 0425H.
2. The Bus drivers will be taken to the Bus park located in the GSE area by the western stands 74 and 75, and will then be repositioned to the Portacom area under Stand 17.
3. Avsec will attend 74 / 75 at 0430 hrs (Security 1 or Security 2 as directed by control room) to carry out a group sterile of the busses and wand of drivers / inspection of portacom.
4. This involves wand of every bus driver and a walk-through sterile of each bus and the portacom.
5. The current recording system for busses "steriled" will continue (clipboards in busses). Exception-based (see below) driver checks will continue to occur.
6. The responsibility for provision of all bus drivers and vehicles to the morning sterile location rests with AIAL and Bussing Ops.
7. Drivers going to landside by foot will exit via the IG6 and will re-enter via the NPS screening Point (ground floor).
8. Drivers remaining airside will only require rescreening if they have had contact with someone outside of normal operations (eg, someone with no legitimate operational reason was seen entering one of the busses) or the driver has a particular concern (eg, a large group of engineers with tools was transported out to a remote stand and the driver desires Avsec to check no tools were left on the bus).
9. Busses that remain airside will ONLY require sterile once every 24 hrs.
10. Busses that are required to go from Domestic to International will be checked at the bus park in the GSE area near Stands 74 and 75. Buses that are required to go landside and return through Checkpoint Charlie (Checkpoint Delta from 01-11-25) will be searched at the AvSec NPS lane.
11. Change of shift drivers – on arrival at CPC (CPD from 01-11-25) BD will notify the Avsec Control room and will then park in the NPS lane. AvSec will dispatch a vehicle to conduct the search. Additional security measures may be applied if NPS is being conducted there including pat down search. Alternatively drivers can be screened through the NPS screening point (ground floor) and picked up airside.
12. Busses changing from domestic to international ops will still require sterile via Avsec Control room.

Notes:

1. A sterile of the portacom will accept the presence of LAGs meal room items, tea and coffee facilities and basic cutlery that may exceed the 60mm rule.
2. This sterile will focus on non-meal room / non-work-purpose sharps, etc.
3. Bus drivers using airside toilet facilities on the apron or under the terminals will not require rescreening. Bus drivers will remain in the vicinity of their work.
4. Regular governance meetings are held between Bus Operator, AIAL and AvSec at which any issues with the process can be discussed.
5. The portacom will have a PIN lock system and when unattended shall remain locked. Portacom will be unlocked by a driver for the morning sterile.

Appendix C: Airside Bus Specifications



2017 Cobus 2700



Van 1020



2011 Scania K320

In fleet	10	1	1
Length (m)	14.0	6.9	13.5
Width (m)	2.70	1.9	2.25
Standing Capacity (Max)	60	nil	36
Seats	14	11	40
Kneeling Capability	Yes, both sides	No	Yes
PRM Seating	Yes	No	Yes
Air conditioning	Yes	Yes	Yes
PRM	Yes	No	Yes