

County of Frederick

Paula A. Nofsinger
Director of Human Resources

Office : (540) 665-5668
Fax: (540) 665-5669
pnofsinger@fcva.us

TO: Board of Supervisors
FROM: HR Committee
DATE: October 22, 2014
SUBJECT: Human Resources Committee Report

The HR Committee met in the First Floor Conference Room at 107 North Kent Street on Friday, October 10th, 2014, at 8:00a.m. All members were present.

***** Items Requiring Action*****

1. The Committee recommends approval for Employee of the Month award (see attachment).

*****Items Not Requiring Action*****

1. Presentation by the Director of the Winchester Regional Airport, Serena Manuel.
At the request of the Committee, Ms. Manuel presented an overview of the objectives and responsibilities of the Winchester Regional Airport. The presentation also provided the Committee an understanding of her department's role, authority, projects, and topics of importance within her department; Presentation Attached.

There being no further business, the meeting was adjourned.

The next HR Committee meeting is scheduled for Friday, November 14th, 2014.

Respectfully Submitted,

Human Resources Committee

Robert Hess, Chairman
Robert Wells
Chris Collins
Don Butler
Dorrie Greene
Beth Lewin

By:

Paula A. Nofsinger
Director of Human Resources



County of Frederick Employee of the Month Nomination Form

October

Outstanding service can be demonstrated in many ways, but it always involves more than just good job performance. An employee can be outstanding for suggesting improvements that result in greater efficiency, improved service, or cost savings; for leadership in departmental activities, for the department's goals or for the goals of the county as a whole. Outstanding service includes job performance that clearly exceeds requirements.

The Board of Supervisors must discount generalities not supported by specific examples of activities which support the nomination. Remember, there is no way to know whether specifics are missing by accident or because they do not exist. If you believe an employee has made an outstanding contribution, give specific examples of what they have done.

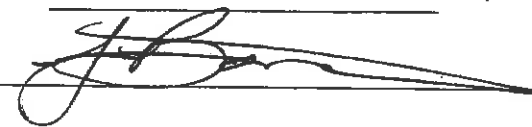
Nominations are not judged on how well you write. However, they are judged on the facts presented.

Employee Name : Barbara Johnson

Department: Fire & Rescue

Nomination Submitted By: Deputy Chief John Bauserman

Department: Fire & Rescue

Nominator's Signature: 

Date: 09/30/2014

Reason for Nomination (please be specific, precise, and definite):

In October 2013, Barbara came to us after 10 years with the Frederick County Public Schools. In her short time in the Life Safety Division she has been able to improve our daily operations while preparing us to improve into the future. She has been instrumental in the implementation and use of laser fiche for storing and accessing plans and inspection information. She has led all of the research into improving our file storage, reporting, and daily administrative operations.

Her organizational skills are beyond compare and further aide our ability to run seamlessly. She has a pleasant and fun loving personality that makes her a joy to work with. She works well with every member of the Fire and Rescue Department and I receive nothing but praises from other departments as well as the public. She has the drive and ambition to tackle any task. She is always willing to help with any project. Her commitment to not only this division, but to Frederick County and its residents, is a testament to the type of employees that will lead this county into the future.

Please join me in recognizing her ability to excel in her position and to assist all of us in ensuring the safety of the citizens of Frederick County.

November 12th Bd Mtg.

HR Section: Received: 9/30/14 Emailed to HR Committee: _____

Winchester Regional Airport Authority



d/b/a

Winchester Aviation

Winchester Municipal Airport 1987
Beginning of Master Development Plan



- 1987 Airport Authority formed – member jurisdictions Counties of Clarke, Frederick, Shenandoah and Warren and the City of Winchester
- Goal – to establish a modern first class general aviation all weather facility as an **economic development tool** for the region
- Over \$33 million dollars invested to date in capital improvements with funding by local member jurisdictions, the FAA, Virginia Department of Aviation and VDOT
- The Winchester Regional Airport is a vital link in the National Air Transportation System and the Virginia Air Transportation System
- Future improvements have been identified at approximately \$115,625,000 and will allow the airport to continue to prosper and accommodate the region's needs

- Regional status elevates Authority's ranking in securing State and Federal funds for capital improvement projects
- The WRAA owns, operates and maintains over 360 acres of the Winchester Regional Airport in accordance with FAA regulations
- Responsible for: maintaining: airfield lighting, NAVAIDS, asphalt pavements, mowing operations, snow removal operations, building maintenance, perimeter fences, access gates, bulk fuel storage facility and security of the airport
- WRAA owns and operates Winchester Aviation providing fuel and line services to based and transient aircraft on a 24/7 basis – fuel sales generate approximately 84% of revenue needed to maintain the airport

Winchester Airport Based Businesses

- AV-Ed Flight School
- Aero Engines LLC
- Aero Services of Winchester
- Brite Air Aircraft Parts
- Integer Aviation
- On Wing LLC
- Telford Aviation
- Winchester Aviation
- Cole Construction

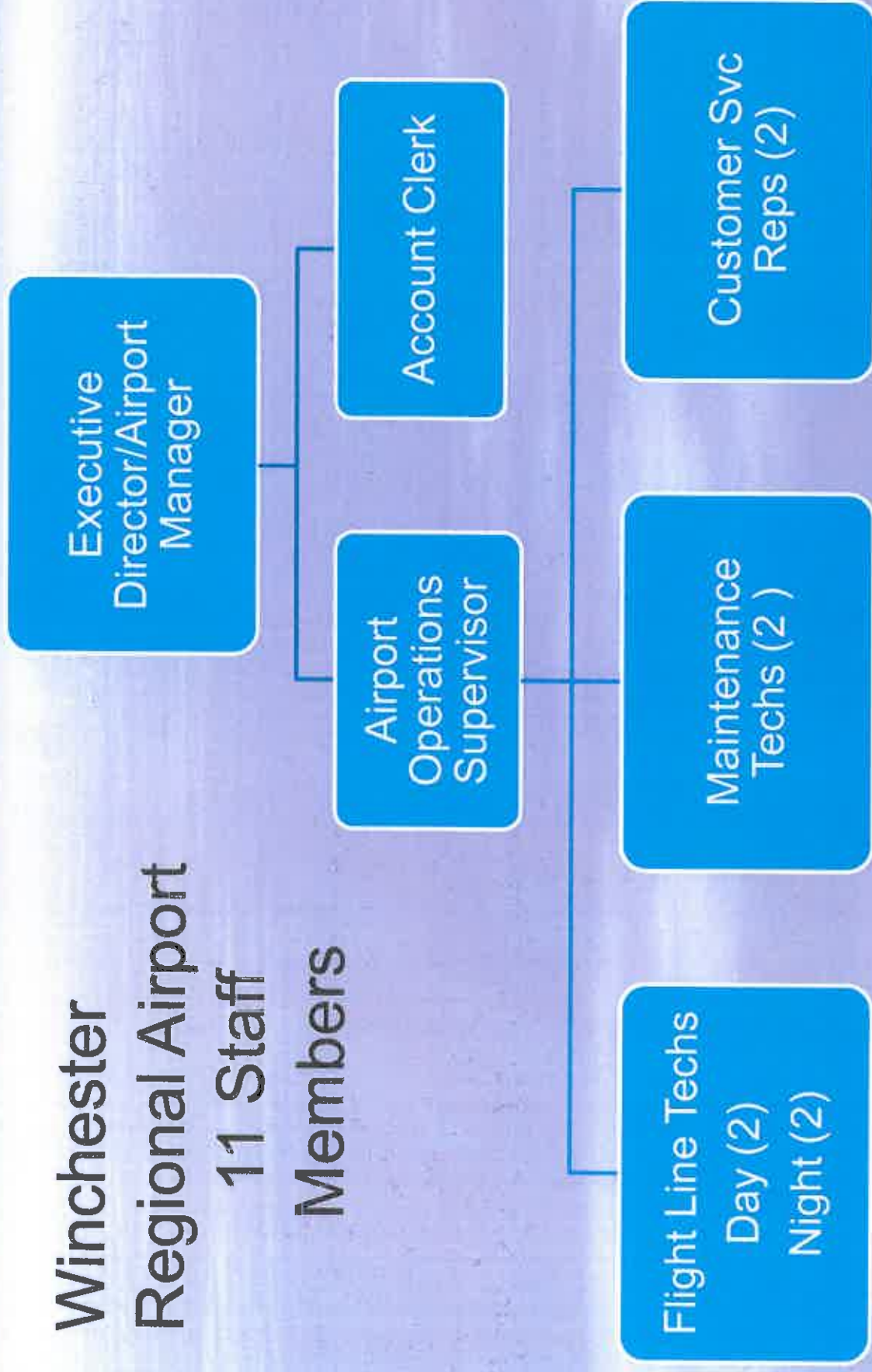
Winchester Regional

2010 Economic Contributions of On-Airport Activities and Visitor Spending

	Local Region			State		
	Jobs	Payroll	Economic Activity	Jobs	Payroll	Economic Activity
Direct Impacts						
On-Airport Activities	45	\$2,324,000	\$10,499,000	45	\$2,324,000	\$10,499,000
Visitor Spending	<u>61</u>	<u>\$1,346,000</u>	<u>\$3,955,000</u>	<u>61</u>	<u>\$1,346,000</u>	<u>\$3,955,000</u>
Total Direct	106	\$3,670,000	\$14,454,000	106	\$3,670,000	\$14,454,000
Indirect & Induced Impacts						
Due to On-Airport Aviation	36	\$1,210,000	\$4,776,000	39	\$1,302,000	\$5,096,000
Due to Visitor Spending	<u>23</u>	<u>\$861,000</u>	<u>\$2,703,000</u>	<u>23</u>	<u>\$910,000</u>	<u>\$2,988,000</u>
Total Spin-off	58	\$2,071,000	\$7,479,000	62	\$2,212,000	\$8,084,000
Total	164	\$5,741,000	\$21,933,000	168	\$5,882,000	\$22,538,000

2010 Activity Data	
Airline Departures	0
Airline Enplanements	0
Commercial Airline Visitors	0
GA Operations	44,924
GA Visitors	39,084
Based Aircraft	133

Winchester Regional Airport 11 Staff Members



Winchester Aviation

Current Staffing Levels (6)

2 Customer Service Representatives

2 Day Flight Line Technicians

2 Night Flight Line Technicians

Winchester Aviation Staff

Customer Service Representative – Provides essential customer service coordinating aircraft flight line services and related tasks under the general supervision of the Executive Director

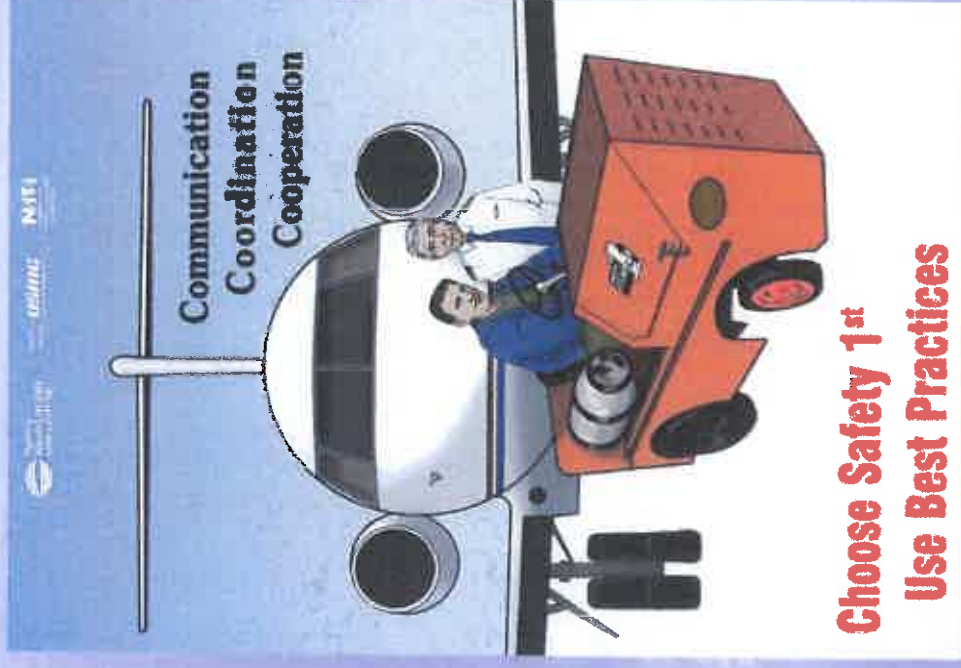
- Serves as airport receptionist; coordinates customer needs; responsible for reservation requests for catering, lodging, rental cars, etc.
- Processes sales and payment invoices; performs simple computer tasks to maintain logs, sales records, fuel reports, customer lists, etc.
- Reconciles and monitors inventory levels of all fuels daily
- Coordinate conference room reservations and set up room for meetings
- Operates UNICOM radio to provide airport advisories to pilots of arriving and department aircraft
- Operates two-way radio coordinating flight line service information with the Flight Line Technician
- Reconciles daily sales paperwork, fuel reports and accounts receivable entries; reconcile credit card transactions; apply payments to customer accounts
- Must be able to work in adverse weather conditions; ability to work flexible shifts including nights, holiday hours, weekends and overtime as needed or scheduled

Flight Line Technician – Performs responsible semi-skilled work by coordinating and providing aircraft flight line services and related work. Must pass NATA Safety 1st Line Service Training Course. Day position and night position.

- Provides qualified flight line services for aircraft including greeting customers, provide services on demand, fueling aircraft, aircraft towing, marshalling and proper send off
- Operates and performs daily safety inspections of the fuel farm facility, aircraft refuelers and airport equipment on prepared forms
- Performs daily inspections of airport grounds and recording of parked aircraft on prepared form; tops off refuelers
- Operate credit card terminal and process sales information on computer
- Operates UNICOM radio to provide airport advisories to pilots arriving or department the airport
- Assists in snow removal operations to include shoveling walkways at terminal and the FBO building
- Perform regular security patrols in airport grounds
- Ability to work flexible shifts including nights, holidays, weekends and overtime as needed
- Must report to work during adverse weather conditions

Professional Line Service Training & Certification Program

- Required certified training for new employees
- Develop the skills necessary to successfully perform the duties of the line service specialist and customer service specialist positions
- Promote, establish and maintain a safe ramp and working environment
- Reduce costly accidents through the use of safe and uniform procedures
- Required bi-annual recurrent training for all employees



NATA Safety First Certified

Training Courses

- Introduction and Ground Servicing (Module 1)
- Safety (Module 2)
- Refueling Piston Aircraft (Module 3)
- Refueling Turboprop Aircraft (Module 4)
- Refueling Jet Aircraft (Module 5)
- Towing (Module 6)
- Fuel Farm Management (Module 7)
- Customer Service (Module 8)
- Fire Safety (Module 9)
- Aviation Security (Module 10)

Line Service Equipment

- 1,500 Gallon Avgas Refueler
- Two 3,000 Gallon Jet A Refuelers
- 28v 1600 Amp Ground Power Unit
- 115v 3 Phase 60KVA Ground Power Unit
- 6K Forklift
- 32 Gallon Lavatory Servicing Cart
- 500 Gallon Type One (1) Aircraft Deicer
- 4,000 DBP Aircraft Two Tractor
- 12' Aircraft Stairs

Line Services Provided

- Fuel service (Jet A & Avgas 100LL)
- Ground power service
- Aircraft towing
- Lavatory service
- Baggage handling
- Fork lift service
- Cargo handling
- Aircraft deicing

Winchester Regional Airport Authority

Current Staffing Levels (5)

Executive Director/Airport Manager

Airport Operations Manager

Account Clerk

Maintenance Technician I

Maintenance Technician II

Executive Director – Performs difficult technical and administrative functions relating to the operation of the Winchester Regional Airport. Exercises such powers and duties as may be delegated by the Airport Authority. Performs independently under the general direction of the Airport Authority and as a Frederick County Department Head.

- Manages the airport in accordance with current standards of the Federal Aviation Administration (FAA); ensures compliance with Federal and State Grant Assurances; keeps abreast of rules and regulations issued by the FAA and Virginia Department of Aviation for general aviation operations.
- Oversees the business operation of Winchester Aviation; establish inventories, pricing and operating policies; maintains airport operations safely and efficiently in accordance with FAA, Department of Aviation and Airport Authority regulations and policies
- Monitor and ensure compliance with EPA and Virginia DEQ regulations for airport operations
- Perform duties of subordinates as needed during absences; ability to work irregular hours, weekends and holidays
- Respond to airport/aircraft emergencies
- Report to work during adverse weather conditions; assist in snow removal operations as needed

Airport Operations Supervisor – Supervising and maintaining the daily operations of the Winchester Regional Airport. Moderate supervision exercised over subordinate personnel. Work is performed under the general supervision of the Executive Director/Airport Manager. Acts independently as instructed in absence of the Executive Director/Airport Manager.

- Serves as Operations Manager in absence of Executive Director/Airport Manager to assure airport compliance with Local, State and FAA regulations and to maintain continuous operations of the Winchester Regional Airport
- Oversees and supervises lines services including but not limited to: training, supervision of all line personnel; maintenance and safety of fueling operations and equipment; assist in scheduling; backup flight line or customer service personnel during absences or as needed
- Responsible for inspections and maintenance of: airport owned buildings, grounds, airport pavement surfaces, airfield lighting, NAVAIDs, airport equipment, vehicles, fuel facilities, security systems, fencing and gates, etc. and delegate authority to ensure all property is well maintained
- Respond and oversee operations in Airport or aircraft emergencies
- Ability to work irregular hours including nights, holidays and weekends as needed
- Report to work during adverse weather conditions

Account Clerk – Performs general bookkeeping and clerical work in the maintenance of various and related records pertinent to the department functions for Winchester Aviation and the Winchester Regional Airport Authority. Performs related duties as assigned and works under the direct supervision of the Executive Director or his/her designee.

- Review and process billing invoices and **statements** for accounts receivable; maintains customer account information; reconcile accounts receivable records
- Process accounts payables and financial data; prepare **daily deposit**; prepare purchase order requisitions, budget transfers, travel vouchers, **maintain** and reconcile purchasing program transactions; monitor budget balances and cash flows; reconcile Airport financial records to County financial records; monitor inventory levels; reconcile and maintain inventory levels of fuel, supplies, etc.
- Process monthly closing procedures, generate monthly financial reports for management and for WRAA business meetings, prepare meeting agendas
- Maintains financial and capital improvement files, process reimbursement requests with the FAA and Department of Aviation for grant funded projects
- Perform duties of Customer Service Representative during absences as needed
- Ability to work flexible shifts including nights, holidays, **weekends** and overtime as needed. Must be able to report to work during adverse weather conditions as needed

Facility Maintenance Technician – Performs semi-skilled work in the maintenance and repair of all airport equipment and facilities including grounds, airfield lighting and buildings. Performs related duties as assigned. Work is performed under minimum supervision of the Airport Operations Supervisor.

- Operation and maintenance of motorized equipment ranging from light lawn and garden equipment to snow removal equipment and tractors with attachments
- Conduct routine inspections, service and general maintenance of all airfield lighting; airport equipment and vehicles; buildings; grounds; fuel farm; perimeter fences; airport gates; advise Airport Ops Supervisor of major repairs needed
- Maintenance and upkeep of service records, equipment manuals and related files
- Know and understand all emergency procedures and plans that are policy for the WRAA; assist in airport or aircraft emergencies; know hazards and safety precautions applicable to work within the vicinity of airport runways, taxiways, safety areas, ramps and aprons
- Must meet all training requirements in perform duties of Flight Line Technician
- Perform duties of co-workers during absences and/or provide on call service for flight line service as needed
- Ability to work flexible schedule including nights, holidays, weekends and overtime as needed or directed. Must be able to report to work during adverse weather conditions and work additional hours during snow removal operations



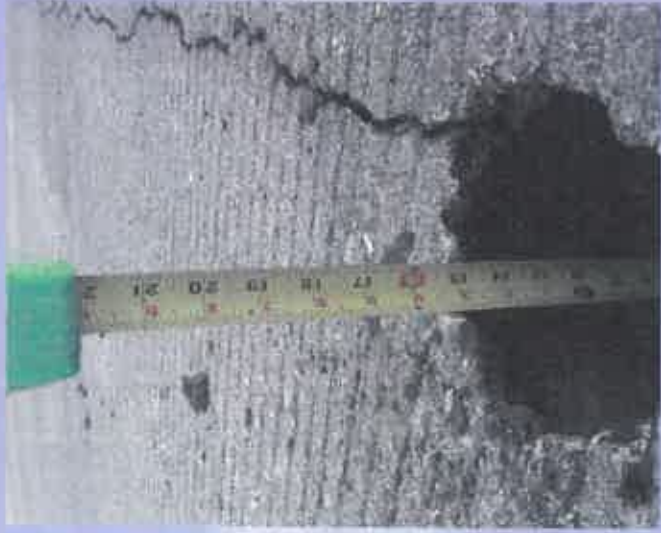
- Over 360 acres of land to maintain
- Over 135,000 square yards of pavement
- 19,000 square feet of Office/Public use space
- 71,000 square feet of hangar space
- 4.55 miles of chain link fence
- 377 Airfield light fixtures and signs
- Hundreds of interior and exterior lights
- 150+ locks

- 14 Vehicles include refuelers, plow trucks, pickups, staff and crew cars
- 6+ Specialty equipment for flight line support (tugs, GPUs, deicer, etc.)
- 7 Mowing and maintenance pieces include tractors, mowers and over a dozen various attachments
- Miscellaneous equipment including office equipment and computers

Snow Removal Operations & Equipment



Maintenance Runway, Buildings, Grounds



Emergency Responses



Emergency Responses



24 Hour Services

- Customer Service
- Fueling
- Rental car
- Hotel reservations



Minor Rehab Projects

Pilot's lounge kitchenette



Lobby rehab



Flight planning rehab



Pilot Lounge Rehab



WRAA STAFF - SECONDARY TASKS:

**Perform basic duties of Winchester
Aviation staff members during
absences**

**Backup the operations of Winchester Aviation
personnel - Customer Service Representatives,
Flight Line Techs Day and Night Shifts**

**To Maintain 24 Hours Operations Providing
Flight Line Services and Security**

Community Promotional Educational Events



Cargo Handling





Providing Support to Medical, Military, Forestry and Law Enforcement Aircraft





Corporate and Charter Aircraft





Airport Capital Improvement Projects

- Runway Rehabilitation Project
- Airfield Equipment Building
- South Apron Rehabilitation Project
- Land Acquisition on Bufflick Road
- T-hangar taxi lanes rehabilitation
- Upgrade AWOS system
- Relocation of Airport Road
- Environmental Assessment Update
- Terminal Building Roof Replacement
- Aircraft Wash Rack to meet DEQ Requirements
- Fuel Truck Secondary Containment Parking Pad

Winchester Regional Airport
2007



Challenges & Wish List

- Applying policies established for Monday through Friday departments to a 24/7 operation
- Split shift is best suited for Winchester Aviation staffing but a hindrance on certain major holidays when the actual holiday falls on a weekend
- Upgrade of pay scales comparable to similar airport operations within the region
- Addition of future positions as airport operations expand and increase
- Flexibility in establishing a future administrative position not within the existing job classification system of the County
- Inability to allow all personnel to attend County functions held during “office” hours

Thank you for allowing us the opportunity to
share with you information on the daily
operations and importance of the

staff at the

Winchester Regional Airport

