

Airside AROC - Airport Remote Operations Center

A unified command from coast-to-coast



1. Introduction

The **Airport Remote Operations Center (AROC)** represents a transformative approach to managing mission-critical airport operations across Canada.

This centralized hub leverages the Airside platform to enhance operational efficiency, safety, and collaboration while maintaining individual airport autonomy.

As a federally incorporated joint venture, AROC involves airports, Equans, and Baseline, fostering a unified and innovative solution for Canada's aviation industry.

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2. The Vision

The **Airport Remote Operations Center (AROC)** represents a bold vision for the future of airport operations in Canada. As a centralized command center, AROC is designed to support airports in optimizing their mission-critical operations.

By centralizing key functions, AROC enables enhanced coordination, efficiency, and resource allocation, ensuring that all participating airports operate at peak performance while maintaining the highest standards of safety and compliance. This innovative approach positions Canadian airports to address the growing complexity of modern aviation challenges with a unified, forward-thinking solution.

The cornerstone of AROC's effectiveness is its integration with the **Airside platform**, a proven technology that delivers real-time situational awareness, streamlined communication, and powerful predictive analytics. Airside empowers airports to make data-driven decisions, anticipate and mitigate disruptions, and enhance operational continuity. By leveraging Airside, airports gain access to a sophisticated digital ecosystem that supports rapid decision-making and optimizes the flow of information across all operational stakeholders.

One of the defining features of AROC is its flexibility. Each participating airport retains its own Airside account, providing full autonomy to decide which roles and responsibilities to manage locally and which to delegate to the centralized AROC.

This hybrid approach ensures that airports can tailor their involvement to meet their unique operational needs while still benefiting from the efficiency and expertise of a centralized operations center. This model respects local decision-making while fostering national collaboration, creating a balance between autonomy and collective advancement.

2.1. Sought Capabilities

AROC's centralized model encompasses a wide range of critical airport functions, ensuring seamless operations across all participating airports. These include:

- **2.1.1 Gate Assignments:** Efficiently coordinating gate usage to reduce delays and maximize aircraft turnaround times. AROC streamlines the process, ensuring that gates are allocated in alignment with real-time traffic demands and operational priorities.
- **2.1.2. Baggage Handling Operations:** Streamlining workflows to ensure that baggage is processed and delivered efficiently. By centralizing oversight, AROC reduces the risk of mishandled luggage and enhances passenger satisfaction.
- **2.1.3 Building Operations Management:** Overseeing essential systems such as HVAC, lighting, and other infrastructure critical to terminal functionality. AROC ensures that these systems operate reliably, minimizing disruptions and energy waste.
- **2.1.4 Ground Maintenance:** Coordinating snow-clearing and general upkeep to maintain operational readiness in all weather conditions. AROC's predictive analytics enable proactive resource allocation, ensuring that runways, taxiways, and aprons remain safe and operational.
- **2.1.5 FOD (Foreign Object Debris) Inspections and Management:** Implementing streamlined processes for identifying, reporting, and removing debris to ensure the safety of aircraft and ground personnel. AROC provides tools for efficient tracking and resolution of FOD incidents.
- **2.1.6 Airside Security Access Control:** Managing and securing restricted zones with real-time updates and access controls. AROC integrates advanced technologies to enhance airport security and prevent unauthorized access.
- **2.1.7 Video Surveillance Monitoring:** Enhancing security and operational oversight through advanced video analytics. AROC's centralized monitoring capabilities provide a comprehensive view of airport grounds, enabling rapid response to potential threats or incidents.
- **2.1.8 Fleet Management:** Tracking and managing the usage, maintenance, and deployment of vehicles critical to airport operations. AROC ensures that fleets are utilized efficiently and remain in optimal condition.
- **2.1.9 Call Center Support 24/7/365:** Providing dedicated, round-the-clock support for all airport personnel. The call center ensures operational continuity by addressing queries, escalating issues, and coordinating responses to emergencies in real-time.

3. Business Structure

Concept Overview

The **Airport Remote Operations Center (AROC)** would be established as a **federally incorporated corporation** in Canada, structured as a joint venture involving participating airports, Equans, and Baseline. This model ensures equal representation, shared ownership, and collective decision-making, creating a robust governance framework for the operational success of the initiative.

3.1 Shareholder Structure

3.1.1. Participating Airports as Shareholders

- Airports across Canada would have the option to become shareholders in the AROC, investing proportional to their expected use of the services.
- Shareholding would align governance and operational interests, ensuring that airports retain a meaningful voice in the AROC's strategic direction.

3.1.2. Equans and Baseline as Founding Stakeholders

- Equans brings its expertise in airport systems integration, while Baseline contributes to Airside's proven technology platform.
- Their equity stakes would align their incentives with the success of AROC and its member airports.

3.1.3. Federal Incorporation Benefits

- Federal incorporation allows the AROC to operate across provincial jurisdictions seamlessly, adhering to national regulatory standards and creating a unified operational model.

3.2 Benefits of the Joint-Venture Model

3.2.1. Optimal Governance and Oversight

- **Participatory Decision-Making:** Shareholder airports have representation on the AROC's board, ensuring their operational priorities and challenges are reflected in strategic decisions.
- **Transparency and Accountability:** Regular reporting, audits, and shareholder meetings foster transparency in AROC's operations and financial management.

- **Collaborative Policies:** Governance structures allow airports to collectively decide on service levels, pricing models, and long-term strategies.

3.2.2. Cost Efficiency

- **Shared Investment:** By pooling resources, airports reduce the financial burden of establishing and maintaining their own remote operations capabilities.
- **Economies of Scale:** A centralized hub enables shared services, reducing duplication of efforts and achieving cost savings across multiple operations.

3.2.3. Enhanced Operational Coordination

- **Standardized Processes:** AROC offers a unified approach to operations, creating consistency across participating airports while allowing for local customization.
- **Real-Time Collaboration:** Airports and AROC can leverage centralized data analytics, situational awareness, and decision-making tools to streamline responses to dynamic conditions.

3.2.4. Strengthened National Competitiveness

- **Unified National Strategy:** AROC positions Canada as a leader in collaborative airport operations, showcasing innovation and efficiency on a global stage.
- **Attracting Investment:** The joint-venture model is a compelling case for government and private-sector support, given its scalable, collaborative approach.

3.2.5. Innovation and Continuous Improvement

- **Technology Advancements:** Baseline's Airside platform ensures access to cutting-edge tools and continuous updates tailored to evolving operational needs.
- **R&D Synergy:** AROC shareholders can collectively prioritize research and development, addressing emerging challenges like climate resilience and AI integration.

3.2.6. Resilience and Risk Sharing

- **Mutual Support:** Airports benefit from collective risk management, including shared disaster recovery capabilities and pooled resources during crises.
- **Sustainability Initiatives:** A joint venture fosters collaborative approaches to achieving environmental goals, such as reducing carbon footprints through optimized operations.

3.3 Implementation Steps

3.3.1. Establishment of AROC: Register as a federal corporation and define shareholder agreements outlining roles, responsibilities, and profit-sharing models.

3.3.2. Formation of the Board: Establish a governing board with representatives from shareholder airports, Equans, and Baseline, ensuring balanced oversight.

3.3.3. Capitalization and Funding: Airports contribute equity proportional to their expected use of services, complemented by investments from Equans and Baseline.

3.3.4. Operational Rollout: Launch pilot programs at select airports, demonstrating the benefits of centralized operations and refining processes before national expansion.

3.3.5. Continuous Stakeholder Engagement: Maintain open communication channels between AROC, shareholder airports, and stakeholders to align goals and ensure sustained collaboration.

The **joint-venture approach** to the AROC creates a unified, efficient, and participatory model for managing airport operations in Canada. By blending public and private expertise and empowering airports through shared ownership, this initiative can deliver unparalleled benefits in governance, efficiency, and innovation while fostering a collaborative national aviation network.

3.4 Pricing Model

The **Airport Remote Operations Center (AROC)** would adopt a transparent, scalable, and equitable pricing model for its services to participating airports.

This model ensures alignment with the joint-venture structure, operational efficiency, and shared ownership principles, while being financially sustainable for AROC.

3.4.1. Base Subscription Fee

- A fixed monthly or annual fee based on the airport's operational size, including metrics like passenger throughput, annual flight movements, and ground operation complexity.
- Covers basic access to AROC services, including situational awareness tools, centralized support, and governance participation.

3.4.2. Usage-Based Fees

- Airports pay for services proportional to their actual use, such as:
 - Number of gate assignments processed.
 - Volume of snow-clearing operations or FOD inspections.
 - Hours of fleet management or video surveillance monitoring.
- Encourages efficient use of resources and ensures smaller airports are not overburdened with costs

3.4.3. Custom Feature Add-Ons

Airports can choose optional premium services tailored to their unique needs, such as:

- Advanced analytics and predictive maintenance tools.
- Dedicated AROC liaison for high-frequency support.
- Custom reporting capabilities

3.4.4. Equity-Linked Cost Reductions

- Shareholder airports may receive discounts or dividends tied to their equity participation in AROC.
- This aligns financial incentives with the joint-venture model, rewarding airports for their contributions to the corporation's growth

3.5 Pricing Tiers

Small Regional Airports

- Lower base fees and usage rates to accommodate limited budgets.
- Focused on core services like basic snow removal coordination, access control, and real-time alerts.

Medium Airports

- Mid-range pricing reflecting moderate traffic and operational complexity.
- Includes access to more comprehensive features like fleet management and integrated support services.

Large International Airports

- Higher fees to reflect greater complexity and demand for advanced capabilities.
- Includes high-volume data processing, full operational oversight, and advanced analytics.

3.6 Billing Methodology

3.6.1. Transparent Invoicing: AROC provides detailed invoices itemizing base fees, usage charges, and add-ons, ensuring clarity for airports

3.6.2. Quarterly Adjustments: Usage-based fees are recalibrated quarterly, reflecting the airport's actual consumption of AROC services.

3.6.3. Predictable Costs: Fixed base fees provide cost predictability, enabling airports to plan budgets effectively.

3.6.4. Volume Discounts: Airports with higher service usage or those subscribing to multiple features may qualify for volume discounts, promoting greater engagement with AROC offerings.

3.7 Benefits of the Pricing Model

3.7.1. Equity and Accessibility

- Smaller airports benefit from scalable fees, enabling broad participation regardless of size.
- Larger airports contribute proportionally, reflecting their greater use of AROC's resources.

3.7..2 Incentivized Efficiency

- Usage-based pricing encourages airports to optimize resource utilization and adopt efficient practices.

3.7.3. Sustainability for AROC

- The combination of fixed fees and usage-based charges ensures predictable revenue while accommodating fluctuations in service demand.

3.7.4. Alignment with Shareholder Interests

- Equity-linked benefits incentivize shareholder airports to support AROC's long-term growth and success.

3.7.5 Implementation of Pricing

Needs Assessment: Evaluate each airport's size, operational complexity, and expected service usage to determine initial pricing tiers.

Pilot Testing: Roll out the pricing model with early adopter airports, refining it based on feedback and observed data.

Annual Reviews: Reassess pricing annually to ensure alignment with operational realities, airport feedback, and AROC's financial sustainability.

This pricing strategy ensures that AROC's services are affordable, equitable, and aligned with the needs of Canada's diverse airports, fostering collaboration and maximizing the value of the joint-venture initiative.

3.8 Vision and Structure

3.8.1 Centralized Oversight

- AROC will serve as a national hub, managed by Equans, to oversee and support mission-critical airport operations using the Airside platform.
- It provides a scalable solution for airports to centralize certain operational functions while maintaining local autonomy for strategic control.

3.8.2 Airport Flexibility

- Each airport retains its own Airside account and has the flexibility to decide which operations to manage locally and which to delegate to the AROC for seamless collaboration
- Customizable user roles and permissions in Airside allow airports to monitor and engage with the AROC as needed for outsourced tasks

4. Transport Canada Oversight

The **Airport Remote Operations Center (AROC)**, as a federally incorporated joint venture involving Canadian airports, Equans, and Baseline, would inherently fall under the purview of **Transport Canada** and relevant aviation regulatory bodies. This oversight carries critical implications for governance, compliance, and operational effectiveness.

By working in close collaboration with Transport Canada, we benefit from their oversight which accentuates our focus on accountability, compliance, and alignment with national aviation objectives.

4.1 Regulatory Compliance

4.1.1. Safety and Security Standards:

- AROC would need to comply with federal aviation safety and security standards, such as those outlined by Transport Canada's **Aerodrome Safety and Standards Division**.
- Oversight ensures that AROC's operations (e.g., access control, FOD management, snow removal) align with the **Canadian Aviation Regulations (CARs)**

4.1.2. Data Privacy and Cybersecurity:

- Transport Canada would likely require adherence to strict cybersecurity protocols, including data protection for passenger and operational data managed by AROC.
- Compliance with Canada's **Personal Information Protection and Electronic Documents Act (PIPEDA)** is critical, particularly regarding subcontractor and airport personnel data

4.1.3. Environmental Regulations:

- AROC's operations may be subject to federal oversight on environmental impact, including fuel usage for snow removal and carbon emissions associated with airport operations.

4.2 Governance and Reporting

4.2.1. Accountability to Transport Canada

- AROC would likely need to provide periodic reports to Transport Canada, detailing performance metrics, safety incidents, and operational challenges.
- This reporting ensures transparency and adherence to national aviation goals

4.2.2. Stakeholder Engagement

- Federal oversight may encourage regular consultations with airport stakeholders and AROC's board to align operational strategies with national aviation priorities.

4.2.3 Conflict Resolution

- Transport Canada could play a mediating role in disputes between AROC shareholders or with external parties, ensuring fairness and alignment with public interests.

4.3 Alignment with strategic national goals

4.3.1 Infrastructure Development

- AROC's initiatives would likely be aligned with Transport Canada's broader infrastructure and transportation goals, such as improving airport connectivity and operational efficiency.

4.3.2 Emergency Preparedness

- AROC's centralized operations would support federal strategies for disaster response, enhancing Canada's ability to manage weather events, security threats, and other crises

4.3.3 Support for Smaller Airports

- Federal oversight may encourage AROC to offer scalable, cost-effective solutions to smaller airports, ensuring equitable service delivery nationwide.

4.3.6. Potential Funding Opportunities

- **4.3.6.1. Grants and Subsidies**

Transport Canada's oversight could make AROC eligible for government grants or subsidies aimed at improving national airport operations, sustainability, and technological innovation.

- **4.3.6.2. Public-Private Collaboration**

The federal government may act as a strategic partner, providing funding or resources for critical infrastructure, cybersecurity upgrades, or climate adaptation measures.

4.4 Operational Standardization

- **4.4.1 Harmonized Protocols:** Transport Canada could mandate standardized operational procedures across AROC-managed airports, ensuring consistency in safety, security, and service delivery
- **4.4.2 Benchmarking and Metrics:** Federal oversight would facilitate the use of national benchmarks to measure AROC's effectiveness, fostering continuous improvement.

4.5 Challenges and Considerations

- **4.5.1. Bureaucratic Oversight:** While federal oversight ensures accountability, it may introduce bureaucratic challenges, requiring AROC to navigate complex regulatory frameworks and approval processes.
- **4.5.2. Balancing Stakeholder Needs:** AROC would need to balance the requirements of federal oversight with the operational flexibility and autonomy desired by individual airports. Airside Access - EnAirside Presentation.

4.6 Increased Scrutiny

Federal involvement may heighten public and governmental scrutiny of AROC's financial and operational decisions, necessitating robust transparency measures.

5. Leveraging the Airside platform

The **Airside app** would serve as a centralized tool for airport personnel, offering both tabular and map-based interfaces to provide real-time comprehensive access to mission-critical information managed by the **Airport Remote Operations Center (AROC)**.

5.1 Tabular and Map Views of Operational Data

5.1.1 Tabular View

- Displays detailed information in a structured, user-friendly format.
- Includes critical metrics such as gate assignments, baggage operations, ground maintenance schedules, and weather-related updates.
- Filters and sorting options allow personnel to find specific information quickly.

5.1.2 Map View

- Provides a visual representation of airport operations, showing real-time locations of vehicles, equipment, and service zones.
- Highlights critical areas such as runways, taxiways, and aprons with live status indicators (e.g., snow-clearing progress, FOD reports).
- Allows users to click on geofenced areas or assets for detailed operational data.

5.2. Integrated AI Agent for Real-Time Assistance

- **5.2.1. Natural Language Interactions:** Users can query the app using natural language (e.g., "What's the current snow-clearing status on Runway 2?"). The AI Agent processes the query, retrieves the relevant data, and presents it in a clear, actionable format.
- **5.2.2. Request Logging and Tracking:** Personnel can log requests directly through the AI Agent, such as reporting equipment malfunctions or requesting snow-clearing services. The system auto-generates a ticket and routes it to the appropriate AROC team for swift resolution.
- **5.2.3 Proactive Suggestions:** The AI Agent provides proactive alerts and suggestions based on real-time data, such as identifying potential delays or recommending resources to address emerging issues.
- **5.2.4 Reduced Need for Calls:** By making this data readily accessible, the app minimizes the dependency on AROC for basic information retrieval, enabling personnel to focus on their tasks

5.3 Enhanced Collaboration and Workflow Management

- **5.3.1. Instant Updates and Alerts:** Push notifications alert users to changes in operational status, weather conditions, or critical incidents, reducing delays in communication.
- **5.3.2. Task Assignment Visibility:** Personnel can view their assigned tasks, track progress, and update statuses directly in the app, streamlining coordination between AROC and on-site teams
- **5.3.3. Integrated Feedback Loop:** Users can provide immediate feedback on completed tasks or suggest operational improvements, ensuring continuous refinement of workflows.

5.4 Empowering Airport Personnel

- Real-time access to data reduces reliance on AROC, empowering personnel to make informed decisions on the ground.
- Intuitive interfaces and AI-driven assistance make it easy for users of all technical skill levels to access and act on critical information.

5.5 Improved Operational Efficiency

- Quick access to relevant data reduces delays caused by back-and-forth communication.
- Automated request logging and AI-guided interactions enhance the speed and accuracy of issue resolution.

5.6 Enhanced Coordination and Collaboration

- Shared access to mission-critical information ensures alignment across teams, minimizing miscommunication and redundant efforts.

5.7 Scalable and Adaptive

- The app adapts to evolving operational needs, with AI continuously learning to improve responses and identify emerging trends.

5.8. Future Potential

The Airside app's ability to integrate real-time data, AI-driven assistance, and seamless collaboration creates a robust ecosystem for airport operations.

By reducing dependency on manual interventions and providing intuitive access to information, the app becomes an indispensable tool for ensuring efficiency, safety, and reliability at airports supported by AROC.

6. Land & Expand Strategy

The **Airport Remote Operations Center (AROC)** model positions Canadian airports to share resources and leverage expertise through a centralized hub while retaining essential operational control locally. This approach sets a new standard for operational excellence, scalability, and safety in the aviation industry.

6.1 Critical Steps

- **6.1 Pilot Deployment:** Launch the AROC at a major airport like Montreal or Vancouver to validate its effectiveness before expanding nationally.
- **6.2 Training and Support:** Provide comprehensive training programs for both airport personnel and AROC staff to ensure smooth adoption of the system.
- **6.3 Technology Integration:** Facilitate seamless integration of Airside with existing systems, ensuring compatibility with security protocols and compliance standards. Airside Access - EnAirside - Equans Partner....

6.2 Short-Term Goals

- Finalize agreements with founding stakeholders and participating airports.
- Initiate pilot programs at select airports.
- Engage with Transport Canada for alignment with national goals and funding opportunities.

6.3 Long-Term Goals

- Expand AROC's reach to smaller regional airports.
- Continuously evolve services with advanced technologies (e.g., AI-driven analytics, autonomous operations).
- Collaborate with federal and private entities to enhance scalability and sustainability.

6.4 Phased Rollout

- **Pilot Deployment:** Initial implementation at major airports like Montreal or Winnipeg.
- **Training Programs:** Comprehensive onboarding for airport and AROC personnel.
- **Feedback Loops:** Iterative improvements based on pilot feedback.

7. Comparative Models Worldwide

The concept of a centralized **Airport Remote Operations Center (AROC)**, as envisioned, is relatively novel. However, several airports and organizations worldwide have implemented similar centralized or remote operational models to enhance efficiency and coordination.

Notable examples include:

7.1. LGW's "Smart Stands" Initiative

London Gatwick Airport is exploring the use of *remote* ground-handling teams to streamline aircraft turnaround and reduce delays. Instead of dispatching crew physically to each aircraft stand for tasks like docking guidance or pre-flight checks, the plan involves using technology (cameras and remote-control systems) so operators can manage multiple stands from a centralized location.

"Smart stands" allow aircraft to be managed remotely from a central control room.

This system enables remote handling of aircraft stand entry, jet bridge movements, and door operations, reducing the need for on-ground staff and aiming to minimize delays.

Gatwick is one of the UK's busiest airports and continues to face congestion and staffing challenges, which can lead to delays. By incorporating remote operations, the airport hopes to:

- **Increase Efficiency:** Fewer staff physically traveling around the airport could translate into faster turnaround times.
- **Cut Costs:** Centralizing ground services may reduce labor-intensive tasks and associated expenses.
- **Improve Safety:** Consistent, camera-based monitoring from a control center can provide clearer oversight of operational steps, reducing human error.

Expected Benefits

- **Shorter Delays:** By speeding up turnaround, flights can maintain scheduled departure times more reliably.
- **Better Resource Allocation:** Using a pool of remote operators means crew can be deployed more flexibly throughout the day.
- **Scalability:** If successful, the model could be expanded to more stands or adopted by other airports.

Challenges and Considerations

- **Technological Reliability:** Remote operation heavily depends on real-time, high-quality video feeds and secure communication systems.
- **Regulatory and Safety Compliance:** Airport authorities and airlines must approve and carefully monitor any shift to remote ground-handling to ensure compliance with safety standards.
- **Staffing Implications:** Adapting to new roles and technology may require training and coordination with union regulations.

Overall, Gatwick's remote ground-crew plan represents an innovative approach to managing tight airport schedules and reducing flight delays by centralizing certain ground-handling functions through technology. [The Times](#)

7.2. SFO Airport Integrated Operations Center (AIOC)

Established in January 2024, SFO's AIOC serves as a centralized hub to enhance operational coordination and management. Integrating key departments, the AIOC aims to improve real-time monitoring, resource optimization, and operational efficiency, with a focus on delivering a seamless guest journey. It is expected to be fully operational 24/7 by the end of 2025. [Fly SFO](#)

7.3. ATL's Centralized Command & Control Center (C4)

Atlanta's C4 is a best-practice model for integrated communications, emergency response, and recovery processes in aviation. The facility provides a single communication contact for all incidents, enhancing coordination and operational efficiency. [Atlanta Collaboration](#)

7.4. LCY's Remote and Virtual Towers

The concept of remote and virtual towers involves providing air traffic services from a location other than the local control tower, using airport cameras and sensors to monitor and manage operations.

Initially developed for airports with low traffic levels, this concept has been implemented at major international airports, such as London City Airport. [International Airport Review](#)

In 2019, Scandinavian Mountains Airport in Sweden became the world's first airport built without a traditional tower, being controlled remotely. [Wikipedia](#)

While these implementations share similarities with the AROC concept—such as centralization, remote management, and enhanced operational coordination—the idea of a federally incorporated corporation with participating airports as shareholders, forming a joint venture with entities like Equans and Baseline, appears to be a unique and innovative approach in the aviation industry.

8. Roles and Responsibilities

The **Airport Remote Operations Center (AROC)** provides participating airports with unparalleled flexibility to manage their operations. Airports can choose to retain control of specific functions locally or delegate them to AROC for centralized management, optimizing efficiency and ensuring seamless coordination.

This tailored approach empowers airports to focus on their core priorities while leveraging AROC's advanced capabilities and resources to enhance operational readiness, safety, and performance. Below are the key roles and responsibilities that airports can manage directly or entrust to AROC's centralized expertise.

Airports can choose to delegate or retain specific functions based on their operational needs:

- **9.1. Gate Assignments:** Efficiently coordinating gate usage to reduce delays.
- **9.2. Baggage Handling Operations:** Streamlining workflows to ensure timely baggage processing.
- **9.3. Building Operations Management:** Overseeing HVAC, lighting, and other systems critical to terminal functionality.
- **9.4. Ground Maintenance:** Including snow removal, de-icing, and general upkeep to maintain operational readiness.
- **9.5. Winter Operations:** Utilizing predictive analytics to prepare for and manage snowstorms effectively.
- **9.6. FOD (Foreign Object Debris) Management:** Streamlined processes for identifying, reporting, and removing debris
- **9.7. Airside Security Access Control:** Managing and securing restricted zones through real-time updates
- **9.8. Video Surveillance Monitoring:** Enhancing security and operational efficiency with advanced video analytics.
- **9.9. Fleet Management:** Tracking and managing vehicle usage, maintenance, and deployment.
- **9.10. 24/7 Call Center:** Dedicated support for all airport personnel, ensuring operational continuity and emergency response.

9. Expected Benefits

The **Airport Remote Operations Center (AROC)** delivers transformative advantages to participating airports by centralizing operations, leveraging advanced technology, and fostering collaboration. This section outlines the key benefits that airports can expect from adopting the AROC model, including improved efficiency, cost savings, and enhanced safety.

With AROC's innovative approach, airports can not only address today's operational challenges but also future-proof their capabilities in a rapidly evolving aviation landscape. Below are the core benefits that position AROC as a game-changer in airport management.

- **10.1. Enhanced Operational Efficiency:** The AROC's centralized management ensures cost-effective resource allocation while allowing airports to retain strategic control over critical tasks.
- **10.2. Comprehensive Situational Awareness:** Real-time data integration across all participating airports provides a unified view of operations, improving decision-making and responsiveness.
- **10.3 Seamless Continuity:** Airports benefit from Equans' expertise and Airside's robust, cloud-based capabilities, ensuring uninterrupted operations even during severe disruptions [Airside Go To Marketing...Airside ADM Blog](#).
- **10.4 Cost Optimization:** Advanced tools for validating subcontractor performance and managing expenses enhance financial oversight and accountability.
- **10.5 Safety and Compliance:** Adherence to stringent safety and regulatory standards ensures that operations remain secure and efficient at all times.

10. Conclusion

AROC is more than a transformative operational initiative—it is a bold vision for the future of Canadian aviation.

By centralizing key airport operations through the Airside platform and leveraging the expertise of Equans and Baseline, AROC offers unmatched operational efficiency, heightened safety standards, and unprecedented collaboration.

For the Winnipeg Airports Authority (WAA), this is a once-in-a-generation opportunity to take a leadership role in shaping the national aviation landscape.

WAA is uniquely positioned to build on its existing joint venture with Equans, creating a seamless foundation to expand your reach and influence. As a founding partner in AROC, WAA could help define the operational and governance framework for this ambitious venture.

This would ensure not only that WAA's operational needs and priorities are met, but also that you play a pivotal role in crafting a solution that aligns with the dynamic demands of modern aviation.

By becoming a cornerstone of AROC, WAA will gain unparalleled access to cutting-edge technology and centralized capabilities. These include real-time situational awareness, advanced analytics, and a collaborative operational structure designed to streamline processes, optimize resource allocation, and improve decision-making across all levels of airport management.

The result is a future-proof system that not only supports operational excellence today but also positions WAA to adapt to emerging challenges and opportunities in the years ahead.

Joining AROC also offers a platform to strengthen WAA's standing as an innovator in Canadian aviation. This partnership with other leading airports, Equans, and Baseline demonstrates a commitment to forward-thinking solutions and positions WAA as a leader in sustainable, efficient, and scalable airport operations.

WAA would be at the forefront of defining the future of airport operations in Canada. This is a chance to set new standards for efficiency and safety, influence national aviation policies, and serve as a model for the global industry.

We invite Winnipeg Airports Authority to seize this opportunity to be a founding partner in AROC. Let's create a unified, efficient, and innovative system that not only enhances operations across Canada but also solidifies WAA's reputation as a pioneer in airport management.

The time to act is now—be the leader that propels this vision forward.