

## Frequently Asked Questions

This document provides a summary of frequently asked questions (FAQ) regarding the YYC Airside Traffic Directives & AVOP Manual. It is based on the 2026 edition of the official manual.

### General Information

#### **Q: What is an AVOP and who needs it?**

A: The Airside Vehicle Operator's Permit (AVOP) is required for anyone operating vehicles, ground service equipment (GSE), or towing/taxiing aircraft airside at Calgary International Airport (YYC). All operators must hold a valid AVOP specific to their employer and duties.

#### **Q: Can I get an AVOP before I find employment at the airport?**

A: No, you need to be employed by a company that participates in the YYC AVOP Program and have a valid YYC RAIC to apply for an AVOP.

#### **Q: How can I contact the AVOP Office?**

A:

- Phone: 403-735-1386
- Email: [avop@yyc.com](mailto:avop@yyc.com)
- Appointments & Test Bookings: <https://www.yyc.com/en-us/employees-operators/avop-office>

#### **Q: Do I need to make an appointment?**

A: Yes, no walk-ins are accepted. All appointments are to be made here: <https://www.yyc.com/en-us/employees-operators/avop-office>

#### **Q: I have received a new RAIC, do I need to obtain a new AVOP card with the updated RAIC number?**

A: No, we no longer require the AVOP holder to collect a new AVOP card when their RAIC changes.

#### **Q: What is 'YYC ID'?**

A: YYC ID is a static number that is assigned to AVOP holders and will be unchanged throughout the driver's career at YYC regardless of changes to RAIC, company, etc.

#### **Q: I have lost my AVOP card, do I need to get that replaced?**

A: Yes. Make an appointment with the AVOP Office to collect an AVOP card replacement. If you have also lost your RAIC, please ensure that your new RAIC has been collected before you visit the AVOP Office as we will need that new RAIC to reissue the AVOP card. You will be charged \$50.00 for the AVOP card replacement.

**Q: What do I need to study before AVOP testing?**

A: You are required to know and showcase all competencies applicable to the AVOP you are applying for. All competencies can be found under each AVOP type section in the YYC ATD & AVOP Manual. You must also complete company AVOP training with your employer.

**Q: I have changed employers, what do I need to do?**

A: Please refer to Section 3.7 of the YYC ATD & AVOP Manual.

**Q: I have a second employer, what do I need to do?**

A: Please refer to Section 3.8 of the YYC ATD & AVOP Manual.

**Q: I need to renew my AVOP, what do I need to do?**

A: Please refer to Section 3.2.4 of the YYC ATD & AVOP Manual.

**Q: I am returning to work after a leave of absence, what do I need to do?**

A: Please refer to Section 3.2.5 of the YYC ATD & AVOP Manual.

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**Licensing & Eligibility****Q: What are the requirements to obtain an AVOP?**

A:

- Demonstrate an imminent, ongoing, and regular need to drive airside (infrequent drivers should not apply).
- Hold a valid Provincial driver's license (minimum Alberta Class 5, no restrictions).
- For certain AVOP types, hold a Restricted Operator's Certificate – Aeronautical (ROC-A) and/or Aircraft Maintenance Engineer (AME) license.
- Complete all required training and assessments.

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**Testing, Renewal, and Retesting****Q: What are the AVOP testing requirements?**

A:

- Written assessment: 90% passing mark, max 3 attempts, 16-hour wait between attempts.
- Practical assessment: max 3 attempts, 24-hour wait after written attempts, 48-hour wait between practical attempts.
- Night Endorsement: must be completed within 180 days of practical assessment.

**Q: How often must AVOPs be renewed?**

A:

- All AVOPs follow a three-year renewal cycle.
- Only one attempt permitted for renewal assessments; failure requires restarting the full testing process.

**Q: Do I have to use a company vehicle for AVOP Practical testing?**

A: Yes, the use of a company vehicle is required for DA and DA-WS Practical testing. If you require the use of an Airport Authority vehicle, please follow the instructions outlined in the Assessment Accommodations document here: <https://www.yyc.com/en-us/employees-operators/avop-office>

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**Practice Questions****Q: Are there practice questions available for AVOP assessments?**

A: Yes, the manual includes comprehensive practice questions and answers for DA, DA-WS, D-TT, and D AVOP types, covering operational scenarios, safety rules, and procedures.

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**Contact & Support****Q: Who do I contact for AVOP issues, violations, or emergencies?**

A:

- AVOP Issues → AVOP Office: [avop@yyc.com](mailto:avop@yyc.com), 403-735-1386
- Airside Violations → Safety Compliance Officer: [sco@yyc.com](mailto:sco@yyc.com), 403-735-7424
- Emergencies → Integrated Operations Centre (IOC): 403-735-1300