



# Duluth International Airport Internship

The Internship program at DLH allows for the student to work alongside and get real hands-on experience within multiple departments on the Airport Spectrum. The student will dive into the details of separate lines of airport business for a duration of 1-2 weeks. Each department the student works with will provide a project(s) to research, compile, and present to the Department Manager/Director at the end of each assignment. The intern will spend time in the following departments: Planning/Development, Terminal, Airside, Public Safety, Sky Harbor Airport, Finance, Business Development, and Marketing.

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# Duluth International Airport

## Who We Are

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As an Airport we strive to provide accessibility, best-in-class service and experiences that this region deserves. As an access point to one of America's greatest small cities we hope to connect anyone who passes through to one of the worlds most spectacular outdoor playgrounds. As a leader of air travel in this region, the Duluth Airport Authority works to connect our community to locations across the U.S. with a dedicated staff and superior service.

## A Few Things to Remember:

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### Vision:

*"Our Vision is to be a world-class aviation center that drives economic development and connects the region to the global economy."*

### Mission:

*"We are committed to delivering a superior airport experience in a safe and secure environment, while enriching the region's economy."*

### Organizational Values:

*"Professionalism, Integrity, Accountability, Driven, Respect"*

# The Internship Master Plan

## The First Day

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Welcome to the Duluth International Airport and the start of one of the most rewarding experiences! The duration of this internship will be filled with new experiences, training, projects, meetings, and fulfilling hard work! Be sure to make the most of every opportunity given to you and allow it to aid you in your future endeavours!

## Tentative Schedule

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The following schedule is a rough outline for your time at DAA and is subject to change.

Week	Department
1-2	Planning/Development
3-4	Airside
5	Marketing
7-8	Finance
9-10	Public Safety
11-12	Sky Harbor
13	Terminal/Landside
14	Business Development
15	As needed

## Schedule, Wardrobe, Miscellaneous

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Your schedule will follow normal business hours during the general work week (Monday - Friday). This may change depending on the department you are in and the project you are working on so be sure to communicate with your Manager/Director and work out a timeframe for the duration you are with them. For wardrobe you are expected to wear business casual, which may also change depending on the department or task you are given – be sure to communicate with your lead and you can set up an outline for your time in their department. As an employee of DAA, you have the opportunity to purchase steel toe boots and be fully reimbursed up to \$250. These boots can be used for your time with the airside department to ensure proper protection. For lunch you can either bring a lunch, go off the airport property to get food, or eat at the Arrowhead TapHouse inside the terminal - they offer a range of discounted food options for all employees that you can order and pick up from in minutes!

## Parking and Badging

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For parking at the airport, you will park in the lot directly west of the terminal (this is where all DAA employees park). On your first day you will receive a parking hang tag to put in your car to ensure you will not get ticketed. Every employee of the airport is required to have an airport badge, there are multiple different levels and clearances depending on your status at the airport. As an intern, you will undergo a security threat assessment for a badge, get fingerprinted for a background check, and have your photo taken. This badge allows you to enter rooms and offices, entrance into the building, as well as provide you clearance for your movements on and around the airport airfield.

## Meetings

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Throughout your time as an intern at DAA, you will have the opportunity to sit in on various meetings. Board meetings, Tenant meetings, Director/Manager meetings, and so much more! If you get the opportunity to sit in on these meetings, be sure to stay alert and take notes with any questions or comments you may have. This is a great opportunity to hear and see real world planning and development at the airport.

## Checklist

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As you start your time with the DAA, here are a few things to ensure you complete within your first week or two. You may accumulate more things to do as your work begins to takeoff, but this is a great place to get started.

- ☐ Get your parking tag and fill out the coinciding form
- ☐ Apply for your airport badge
- ☐ Create an email signature
- ☐ Read through both the personal and operating policy manual
- ☐ Fill out your HR paperwork
- ☐ Get your timecard started for payroll
- ☐ Check your schedule outline to ensure no conflicts arise
- ☐ Create goals and objectives for your time at DAA

# Operations

## Planning/Development

Airport planning and development is the process used to establish guidelines for the efficient development of airports that is consistent with local, state, and national goals. As an operations Manager it is important that you ensure all airport resources are effectively used for planning and development in a financially sensible manner. The Director of Operations uses CFR part 139 and the ACM as an outline and guidance for decisions and changes made at the airport. As an intern in this department you will follow, listen, and see the different aspects that go into the planning and development for the airport in a day-to-day schedule.

Your day to day will consist of sitting in on various meetings to truly see and be a part of the inner workings of an airport and its operations. Many conversations include the use of AIP grant money, different construction and rehabilitation projects, the master plan, consultant selection for upcoming projects, noise abatement, and overseeing and making decisions for multiple departments. Time in this department will show you how interconnected and intricate every detail is for the overall success and execution of long-term practices.

## Airside

Airside operations is the department that focuses on the part of the airport that is directly involved with the arrival and departure of aircraft. At DLH, the airside team works with a handful of different departments on various tasks. A few of their everyday tasks are as follows: management of movement areas, foreign object debris (FOD) detection, wildlife management, equipment upkeep, and overall airfield management. The Airside Manager also has a close relationship with tenants on the airfield. Here at DLH a few of our tenants are Monaco Air, Cirrus Aircraft, Lake Superior College, the 148<sup>th</sup> Air National Guard, and many more. As an intern, you will have the opportunity to work alongside with the Airshow that takes place here at the airport. You will be able to help with creating and publishing NOTAMs, airfield inspections, sitting in on airshow meetings, and see the overall coordination of the DAA, the FAA, performers, and everyone else involved in executing such a large event. When the airshow comes to an end, you will have the opportunity to assist with daily airside tasks. These activities can range from fixing or runway/taxiway lighting, changing sign panels, daily inspections, equipment upkeep, and anything else the day may throw your way.



## Terminal/Landside

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The terminal and landside operations focus on how to optimize a safe operation in harmony with airport security requirements and activities that generate revenue at the airport. This department also focuses on providing a positive passenger experience. Working with the terminal and landside team will show you the importance of maintaining and upkeep of equipment and facilities here at the airport. The landside team works hard to keep the terminal operating in peak functionality – whether its devising a snow and ice removal plan, fixing jet bridge issues, electrical systems, and so much more. As the intern, you will have the opportunity to follow along with this team and assist in the interconnectedness of the terminal to the rest of the airport.

## Sky Harbor

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Sky Harbor Airport was founded in 1939 and is owned and operated by DAA and accommodates both land and sea plane traffic. It is located on the end of the world's longest freshwater sand pit and is surrounded by its natural environment. Sky Harbor Airport is seamlessly integrated into a natural environment of beaches, trails, and forestry, making it a great airport for a more simplistic approach to the skies. Sky Harbor is an airport filled with history and longevity for anyone who comes across it. During your time at Sky Harbor, you will have the opportunity to focus on the General Aviation traffic the DAA encounters and the different regulations a smaller airport must abide by. It's a great change of pace from the main terminal and can really help you get immediate experience of managing an airport.

## Public Safety

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Public safety is one of the most important aspects of managing an airport. Airport security, TSA, and the airport fire department have dedicated resources that focus on public safety 24 hours a day. Within the public safety department, they create badges, follow security directives from TSA, maintain the airport security program, create the emergency management plans, and foster an overall safe environment for all. Public Safety works to keep travelers and employees safe by staying current and aware of the fast-changing world of aviation. As an intern you will get a direct look into the importance of compliance and communication throughout the airport and the tenants.



# Administration

## Marketing

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Airport Marketing is a key aspect that can help improve the overall image of the airport while also attracting more passengers, new tenants/concessionaires, and have the potential to add new destinations and or air carriers. It is important to make sure the airport has a clear marketing strategy that coincides with current economic, environmental, and industry trends and issues. As an intern, you will be able to watch a marketing strategy take form and be implicated across the airport. You will have the opportunity to follow alongside the general marketing plan and executing and implementing various events and programs. You will learn that marketing at an airport is much more than the posters and ads you see online, but rather a way to directly connect with anyone who comes across the airport. An effective marketing strategy not only creates a strong rapport with the local community, but also fosters collaboration that can grow and flourish for years to come.

## Finance

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Airport financials are a key aspect to ensure longevity of the airport. Airport finances work with and focus on a wide range of items like managing the budget, working on payroll, setting rates and charges, forecasting fees, and any other aspects that deal directly with funding. During your time as the intern, you will be able to assist and conduct different surveys, get a glimpse into the human resource world, and directly learn about federal grants and loans. The finance department works to fund projects, equipment, and renovations along with ensuring that the airport is remaining profitable. Finance takes data and information from different parts of the airport and works to allocate funding to make these plans happen.

## Business Development

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Business Development focuses on the tasks and processes to develop and implement growth opportunities between the airports and any respective organization. Business development focuses on creating long-term value for the airport's customers, markets, and relationships. As the intern you will get to interact with different tenants at the airport, review contracts and agreements, and understand the logistics of direct relationships with the airport. A crucial aspect of Business Development is knowing the importance of all aspects of airport planning, operations, marketing, and capital development to help grow a strong long-lasting foundation for success.



# Welcome to Duluth!

## Final Regards

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During your first few weeks, you will meet many new co-workers, supervisors, managers, and staff throughout the airport. We are all here to support and help you grow both professionally and personally! As a team we hope our Intern finds their time here challenging, meaningful, and rewarding.

A successful internship with DAA is more than just completing projects and performing jobs. This opportunity will allow you to gain hands on experience in a wide range of everyday airport tasks. This opportunity will enable you to develop meaningful work experience, build your resume, and create a strong network of professionals in your field.

Best of luck at your new post and Welcome to the team!

