

Reducing Airport Construction Disruptions through Real-Time Reporting

Overview

Construction projects at airports often create new safety risks and inconveniences for both employees and passengers. These dynamic environments require a proactive approach to ensure smooth operations and maintain safety standards amidst the challenges of ongoing work.

Solution

The ELERTS See Say® incident reporting system enables airports to effectively manage construction-related

challenges. By facilitating real-time reporting from employees and passengers, the system provides early warnings about potential issues, helping to minimize disruptions and enhance safety.

Real-World Applications

Using the ELERTS system, airports can promptly address construction-related concerns, mitigate risks, and improve the experience for both passengers and staff during periods of construction activity.



Construction fence blown over cross under #3 between A and B/ business center. South bound service road.



Construction crew left all the insulation exposed. This work must have occurred overnight, as it was not like this yesterday. Hallway under A48, ramp level. This hallway is high traffic, as it's Delta's only access to the south side of the ramp.



There is yellow liquid coming out from the construction area out to where people stand to wait for international arrivals.



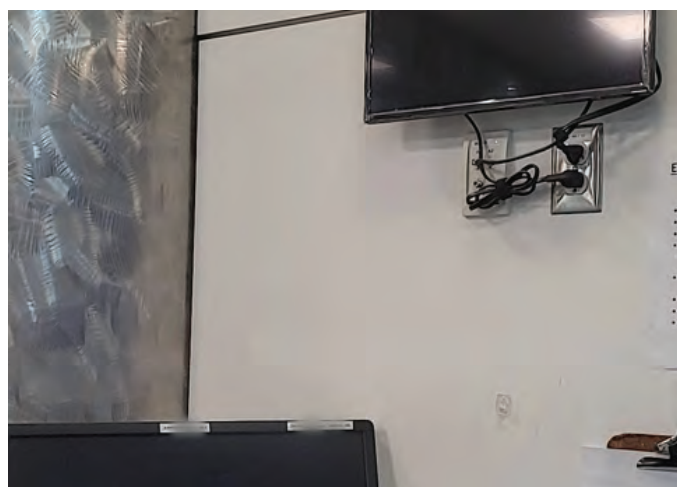
North basement egress path/ extinguisher is being obstructed due to construction materials and debris.



Signage incorrect near c26. Toilets at c27 are permanently closed due to construction.



We have seen the cart for over a month and now a ladder joining the party. The construction crews cannot leave these items unattended. Safety violations for a ladder to be like this.



The whole wall in our baggage service office is not working electrically. This happened after the construction workers used our outlet this morning. We cannot use our computer or printers. Maybe they blew a fuse?.



The floor is slippery on level 6 going from North terminal to the main terminal due to the construction .



I am a contractor working on the new construction. Many workers go up to the sterile area for lunch. When we pass through the control point, the guard only checks our badges. I noticed other contractors, many had razer knives, screw drivers and other metal tools.

This is a huge security violation. Someone could hand off some sort of weapon that could be carried on to a plane by a passenger. Please address this immediately.



Signage should show there are elevators available to access the upper level. This area under construction is confusing and passengers carrying baggage feel they need to use the stairs.



Ceiling falling down from water damage next to the construction walls.



Construction debris dumped on road at soil stockpile site..



The hallway to our Delta TechOps have ceiling tiles and wires hanging. The hall light is also not working and has been off for a month. These are safety issues.



Construction area door has been left open.



An extension cord is going across the tile by the construction at carousel 1. Two of us almost fell this morning rolling bags into our office. This is a safety issue and cannot stay this way.

Summary

Large airport construction projects always bring challenges to the regular operations and safety. We can help you to stay aware of safety and customer experience concerns, so they can be addressed before they escalate into more serious, more costly incidents.

Please contact ELERTS for a brief demo of our incident reporting system.