

**AVIATION RESILIENCY PROJECT**  
**A Three-part System to Promote and Develop**  
**The Resiliency of an Airport's Workforce**

**BACKGROUND:**

Today's air travelers are feeling the pressures of congestion, delays and the high-security nature of today's airport environment. In a report compiled by the NY Comptroller's office, congestion at NY airports produced a \$200 million dollar drain on traveler productivity in 2007. Solutions exist, but many are long term and will take time including: upgrading air traffic control equipment, redesigning flight paths and working out resolutions to disputes between commercial and general aviation.

But one thing can be done immediately, and is being done. Called the **Aviation Resiliency Project**, the program is an effort designed by the Reclaiming the Sky Institute and Fordham University's Human Resource Masters program in the Graduate School of Education, to enhance service levels for travelers and support workers by developing the "resiliency" (the ability to bounce back under pressure) of an airport's workforce. The program is being introduced at JFK this spring, to:

- Mobilize front line workers to become problem solvers to relieve stress for travelers affected by irregular operations.
- Give workers "tools," and support from the top to help them relieve traveler anxieties and take a step toward relieving pressures they feel.

**HOW THE PROGRAM WORKS:**

The Aviation Resiliency Project is a three-part SYSTEM, and includes:

- A **STUDY** phase, conducted by program partner Fordham University, which surveys airport and airline workers to assess their resiliency needs.
  - TRAINING**, called "**Resiliency Edge**," designed to give workers tools they need to take the edge off anxious travelers and turn distressed passengers into satisfied customers.
  - SUPPORT CENTER**, including a "Stakeholders Resiliency Committee" that provides ongoing support for workers from the top.
- Implementation:
- The study phase at JFK is now complete. Findings show that nearly four out of five workers recognize that stresses have increased for travelers, and by the same number they feel a "spill over" effect as travelers put the increased pressures they feel onto workers.

- Introduction of “**Resiliency Edge**” training begins May 6. The training will give workers an opportunity to identify and build on their resiliency strengths – plus give them “tools” to apply their strengths to solve traveler problems caused by congestion and other stressors, along with relieving pressures on themselves.

- The training module is designed to fit with an airport’s (or an airline or service company’s) existing customer service training program.

- Following implementation at JFK, Reclaiming the Sky Institute and Fordham will offer the three-part program at EWR and LGA – and by the fall the program will be available nationally.

**For more information, contact:**

**Tom Murphy**  
**360 738 3190**

**[tom@reclaimingthesky.com](mailto:tom@reclaimingthesky.com)**