



**UPDATE TO AMERICAS MEETING**  
**IFATSEA General Assembly**  
**JATSEA / JAMAICA**

**11 NOVEMBER 2025**



# JAMAICA – UNIQUE ATSEP SERVICE COMPANY: AEROTEL

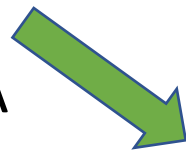


- Industry Regulator
- ANSP (ATC/AIM/SMS)
- Aeronautical MET



- International Airports
- Domestic aerodromes

- 56 ATSEP eligible for JATSEA
- 1<sup>st</sup> Degree level and above engineers and IT professionals
- 104 staff overall
- Also from legacy, operates a leading commercial radio station



- Military

Jamaica Defense Force

# Achieved Key Performance Targets For FY Year ended Mar 2025

<b>KPI</b>	<b>OBJECTIVE</b>	<b>ACHIEVEMENT</b>
<b>Systems Availability</b>	<b>99.90%</b>	<b>99.91%</b>
<b>On-time Execution of Maintenance Schedules</b>	<b>95.00%</b>	<b>94.70%</b>
<b>Response to Fault within specified SLA time by site (short sample)</b>	<b>90.00%</b>	<b>92.33%</b>
<b>Mean Time to Repair (MTTR) (short sample)</b>	<b>4.00 hrs</b>	<b>3.87 hrs</b>

# TECHNICAL & INFRASTRUCTURE DEVELOPMENTS

- Contract concluded with Thales for ground-based ADS-B to complement primary and secondary radar. Travelled to Italy for Factory Acceptance Testing (FAT)
- Completed Upgrade of Air Traffic Management (ATM) system. This will facilitate improved automation ie AIDC, CPDLC, e-flights strips
- Runway extension completed for International Airport in Montego Bay (including RESA) and similar project ready to commence in Kingston. Re-location of ILS specified and competed for MoBay
- Third Airport with international status. AA now operating daily and various others interested. Supporting CNS facilities increased

## TECHNICAL DEVELOPMENTS (Cont'd)

- Learning Research and Development Centre (LRDC) enhanced with additional simulation facilities from the live environment for training, practice & competency assessment – Voice Communication & Control System (VCCS), network management systems, IP Network
- Wide ranging enhancement to power and site management systems – air conditioning at ACC Centre and ATC Towers, generators at some Navaid & Repeater sites, lightning protection, fire suppression
- Introduction of full integrated alternate energy systems at remote aeronautical sites – solar panels, inverter solar systems and storage batteries

# AEROTEL's Montego Bay Office & A-G Operational Site is being modernized – WIP 50% complete



# TRAINING DEVELOPMENTS

- Basic & Qualification Training Partners are Entry Point North (Sweden), CAAS Singapore Aviation Academy, ATNS South Africa and JCAATI (Jamaica). Qualification Training for all ATSEP areas has been undertaken except for Service Management set for Mar. 2026. Voice Qualification Training currently in progress via ATNS
- Certified Unit Training ongoing on a 5-year refresher cycle via contracts with manufacturers / suppliers. Most recent training was Radar via Thales, ILS via Intelcan, IP via Cisco Certified Consultancy, and ATC Tower Systems via Frequentis

## HR DEVELOPMENTS

- Further salary adjustments granted in final Year 3 to keep pace with settlements to ATC. Overall increase for 3-year wage negotiation period 2023-2026 = 90% for ATSEP in Jamaica, based on a principle of fixed relativity versus ATC/ANS that was agreed with Government
- Subsidized lunch arrangements (approx. 60% subsidy) implemented for ATSEP staff
- Career progression scheme now advancing to staff consultation stage. Will increase the number of levels from 3 to 5, starting with Associate ATSEP and progressing to ATSEP Specialist, with progress based on assessed / proven competency and not dependent on a vacancy becoming available via resignation, promotion etc

# Corporate Social Responsibility



**Supporting Aviation Clubs in High Schools with visits / presentations, site tours, internships**



**Supporting social and development activities in communities near to our operational sites eg Sponsor Community Netball Tournament at Harbour View near Kingston Airport**



**Sponsor Back-to-School bursaries to students of all ages in the Pike Community near the site of our long range radar in a remote mountainous part of the island**

# Issues and Challenges

- Refresh of systems does not generally happen at the initial target date for replacement / upgrade. We can often be overtaken by obsolescence. Prioritization of available capital is often an issue combined with a relaxed approach to refresh where aged systems appear to be working well
- Documentation of technical systems and procedures are not at the level that it needs to be. This can sometimes mean that there is not always an adequate basis for a structured approach to work, supervision and clarity of operations
- Supplier policies on what is allowable as 'field / customer serviceability', versus work that they must undertake themselves, particularly for surveillance and ATM systems, is often an inefficient and costly framework for us as customer

# Issues and Challenges (cont'd)

- Continued challenge despite very best efforts, with rusting degradation of VOR superstructure at Kingston Airport on the south side near the sea with the breeze generally blowing from the sea and over towards the unit



# HURRICANE MELISSA – CATEGORY 5!



Mass devastation across the Western and some Central parts of Jamaica – 28 Oct 2025

# Case1 : Kempshot Air-to-Ground & Microwave Repeater Site



**'Clearing' our way on the main road to the site**



**8ft Microwave Antennas down at the site**

## Case 2: Ayr Hill – Repeater and Air-to-Ground Site: Guyed Tower down; Self supporting Tower OK



- Minimum systems for startup of operations at all 3 airports and the Area Control Centre reinstated
- Key communication paths for minimum necessary communications reinstated
- Several telecom repeater sites and aviation support systems down – towers, antennas, mounting brackets, cables and accessories destroyed
- Steady if slow progress is being made towards recovery given the widespread unavailability of public utility electricity, telecoms and water supply
- Initial estimate of US\$2M needed for CNS & related infrastructure. Await info for airports – likely far more. Overall national damage all sectors is 30% of GDP est.
- Tremendous humanitarian relief support from the international community – we are most grateful
- In addition to ASTEP work, given our personnel and vehicle certification to access runway / airside, we will also be available to support the handling operations for the overwhelming number of incoming relief flights, if required

***The recovery & rebuilding challenge is massive but Jamaicans are strong and resilient people. The country will make its way back from this devastation***

