



## Rapid City Regional Airport Tracks Historical Data To Consistently Meet FAA Inspections

### Background

Rapid City Regional Airport located in Rapid City, South Dakota provides hundreds of commercial flights to seven major U.S. destinations through four major airlines. The 15-person maintenance department is responsible for maintaining the runways and five facilities spanning over 2,000 acres of land, including removal of over 3 feet of annual snowfall. Doug Curry, Deputy Airport Director for Facilities and Maintenance, joined the Rapid City team in November 2009 after going on terminal leave from the Air Force.

### Challenge

Doug Curry instantly realized the need for a formal [CMMS system](#), as the airport currently was relying on memory and hand-written binders to handle all maintenance activities. Having utilized a CMMS in the Air Force, he knew he needed a system that was fully-featured yet easy to use to ensure adoption by his staff, none of whom had used a system previously. Faced with an annual FAA inspection, Doug needed a simpler and more reliable way to track historical data on compliance with FAA regulations in order to retain status as a commercial airport. The maintenance department also needed a system that could manage work requests from airport tenants including rental car agencies, gift shops, restaurants and the four airlines.

### Implementation

eMaint X3 Online was chosen by Doug in May, 2009 based on its flexibility, customizable fields, and ease of use. The system also allowed Doug to introduce new features gradually so that training could be done at a manageable pace. Currently, the eMaint system helps generate, assign and close out scheduled and corrective work as well as managing work requests. Rapid City implemented the work request "weblink" which allows tenants and employees to submit a request by clicking a link on their website. Curry was able to readily enter PM procedures into the system by copying and pasting from the FAA website. PMs are now generated automatically and Shift Chiefs can effortlessly assign open work orders at the start of their shift. Work orders are prioritized by type, allowing safety issues to be addressed first.

***"I am still surprised today why all departments don't utilize a CMMS since both the ability to capture troubleshooting and corrective maintenance as well as automatically generate PMs is worth the entire system. eMaint had all the features I needed yet was easy for all of my staff to learn".***

*Doug Curry  
Deputy Airport Director for  
Facilities and Maintenance  
Rapid City Regional Airport*

### Benefits

- With historical data on PMs, work orders, and work requests, Rapid City has the ability to readily provide FAA regulators with documented proof of compliance with PAR 139 standards.
- Maintenance department has ability to more readily capture and troubleshoot corrective maintenance and ability to auto-generate PMs.
- Stored procedures for recurring activities ensure work is performed consistently and shortens the learning curve for new technicians.
- eMaint X3 reduced time wasted on redundant activities by providing information indicating which jobs were already completed.
- In the next phase of his X3 implementation, Doug plans to track labor hours, parts and associated costs for better tracking of maintenance spend.