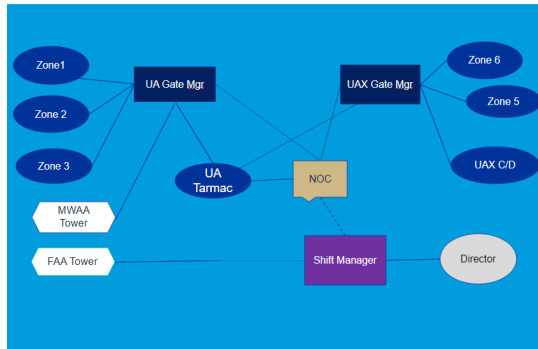


IAD Station Operations



SOC FAMILIARIZATION

Shift Manager

- Manager in charge of the entire operation
- Escalates, manages, and resolves high level issues

Gate Manager

- Manager in charge of gate assignments, acts as liaison with the NOC
- Works with partner carriers for aircraft swaps
- Works directly with Move Team for aircraft tows

Zone Manager

- A “zone” is an assigned group of gates
- Directly work with Customer Service, Ramp, PA9, BCC, Inflight, & flight crew to pre-plan and actively resolve issues as they arise

Tarmac Desk

- Actively monitor taxi times, diversions, and prioritize critical flights with crew legality and taxi time issues.

SOC TOOLS

Volare

- Our FLIFO (Flight Following) tool. This program is used to update flight information, departure times, and delay reasons
- Easy Chat
- Flight Cards

Real Time Stands

- The system we use to assign and manage our gate space

MS Teams

- Our communication tool in addition to the phones & radio

Aerobahn

- Displays aircraft movements on the ground and air

Milestone

- Camera system

BART

- Baggage Alerting and Reporting Tool used for baggage tracking

Aero

- CS lobby and gate tool used for check-in, managing seats, and boarding flights

TOCS

- Provides mainline aircraft maintenance information

SHARES

- Reservations and FLIFO tool

Unimatic

- Legacy system used for aircraft load planning, weight, and balance

IAD SOC