



GROUND CREW OPERATIONS MANUAL

By: @Guythatspeakspanish

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BASICS SECTION

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Rules for ATC24

This operations manual will be discussing ground crew operations for the private PTFS server known as **ATC24**.

ATC24 has set rules for how users are to behave, and one of the parts in their rules are for ground crew operations. Below is this list of rules taken directly from **#atc-24-rules**:

General Rules

- Cannot speak in VC
 - GC service requests/intercommunication should be done in **Roblox** chat.
- Must remain in main airport VC unless ground is online, then remain in ground VC.
- Must follow all ATC instructions.
 - Only GC may use the cone tool.
 - May only be used at gates around aircraft.,
 - May not be placed on taxiways, runways, or anywhere else.

Vehicle Rules

- No vehicles are allowed to enter public roads or leave airport grounds.
- All vehicles may be driven into the cargo holds of aircraft with the ability to do so.

Vehicle Types: Catering Truck, Fuel Truck, Fire Truck, Stair Truck, Baggage Truck, Terminal Bus

- May never enter taxiways or runways,
- Must remain on the service roads or against terminal unless servicing an aircraft.
- If ATC approves a water salute, fire trucks must be on the apron, not on taxiways.

Vehicle Types: Follow-me trucks

- May never enter runways.
- May only enter taxiways when approved by ATC.
- Should only enter taxiways when requested by a pilot or ATC.
- May speak in VC only to read-back taxi instructions.

Vehicle Types: Pushback Tugs

- May never enter runways.,
- May only enter taxiways when pushing back an aircraft.,
- Aircraft are only ever allowed to be pushed back, never towed forward down taxiways.,
- Pushbacks may only be performed after clearance from the ATC.
- If a pushback is carried out without ATC permission, both the pilot of the offending aircraft and the driver of the offending tug will be struck.

Role: Marshalls:

- Marshalls are only to be present at gates or stands, near the marked end of the taxiway line for that gate/stand.
- They may use the marshalling tool to guide aircraft into a stand.
- Cannot guide aircraft pushing back.
- Cannot enter taxiways to guide aircraft.

All Ground Crew personnel must abide by these rules or else you are in danger of being **struck or banned from ATC24.**

ATC24 Ground Crew Server

This operations manual was made for the Discord server **ATC24 Ground Crew**, but this manual is applicable for any and all ground crew operations. If you would like to join their server, below is the link!

<https://discord.gg/MNE97nQmZS>



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Ground Crew Basics

Ground Crew personnel exist to provide services to aircraft such as loading passengers, catering, refueling, pushback, and more. When done correctly by both parties, air traffic can flow more easily.

Ground Crew operations can be categorized into two phases, **Pre-Departure Operations (PDO)** and **Post-Arrival Operations (PAO)**. Each of these phases require separate services from ground crew that are listed on the next page, note the order of the operations. The order of these operations is how they should be carried out upon the arrival of an aircraft:

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Pre-Departure Operations (PDO)

- Stairway/Jet bridge connection
- Terminal Bus if at a stand with no jet bridge
- Baggage truck
- Catering Truck
- Small Pushback Tug

Post-Arrival Operations (PAO)

- Follow me truck if aircraft or ATC requests
- Marshalling
- Stairway/Jet bridge connection
- Fuel Truck
- Baggage Truck
- Catering Truck
- Small Pushback Tug if the pilot decides to fly again (**ask before bringing one out**)

This order is important and is the most efficient way to turn-around an airliner. This order applies to **all small-medium airliners**. For large airliners, the order remains almost the same, but with different vehicles.

That order and vehicle selection varies depending on the type of aircraft you are servicing. For cargo and general aviation aircraft, this is different.

Cargo Aircraft

For cargo aircraft, the order is the same, but the following vehicles and services are omitted from being used:

- Stair Truck/Jet bridge connection
- Terminal Bus
- Baggage Truck

For aircraft that do not have a good position to connect the Catering Truck, park the truck near the aircraft and load the cargo (with the exception of the **747 SCA** & **AN225 Shuttle Carrier** Liveries).

Light Aircraft

For General Aviation/Light aircraft, the vehicles and services provided vary more. The vehicles omitted from servicing such an aircraft are:

- Marshalling
- Stair Truck
- Terminal Bus

- Catering Truck
- Pushback Tug (exceptions are the **Bombardier Learjet**, and you must use either a **small** or **long bar tug**)
- Fuel Truck (use a **small fuel truck instead**)
- Baggage Truck (including **small baggage truck**)

Large Airlines

Large airlines get all services provided by ground crew as well, but you must use the **Pushback Tug** instead of the small and long-bar tugs.

Specific Small Airlines

For the following small airlines, use the **small variants of the baggage and fuel trucks**:

- ATR-72
- A220
- Bombardier CRJ700
- Bombardier Q400
- Embraer E190

GROUND VEHICLES SECTION

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Baggage Truck



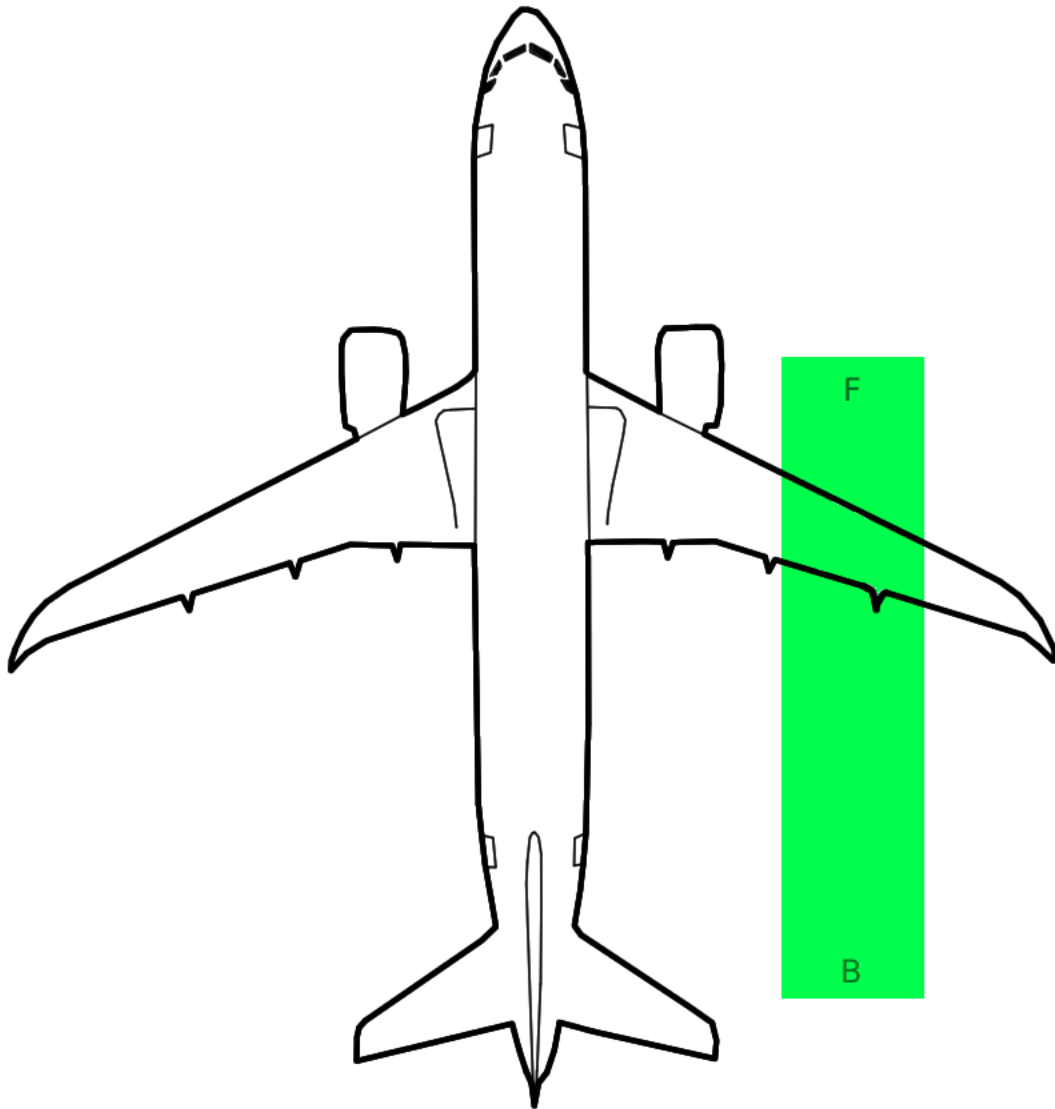
Description

The Baggage Truck in PTFS is a thin, slender vehicle with 3 Baggage cells attached to the back of it, and can only hold one driver. The purpose of the Baggage Truck is to load and unload passengers' luggage (or baggage) from their aircraft to the gate.

For realism it is good to bring the Baggage Truck at least to a point in which the aircraft does not have line-of-site before deleting. **This applies to all other vehicles in the game.**

Positioning

The baggage truck should always be positioned **behind the right wing of the aircraft, facing forward**. Below is a diagram using the A320, but applicable to all airliner aircraft (the green is the intended parking zone):



Small Baggage Truck



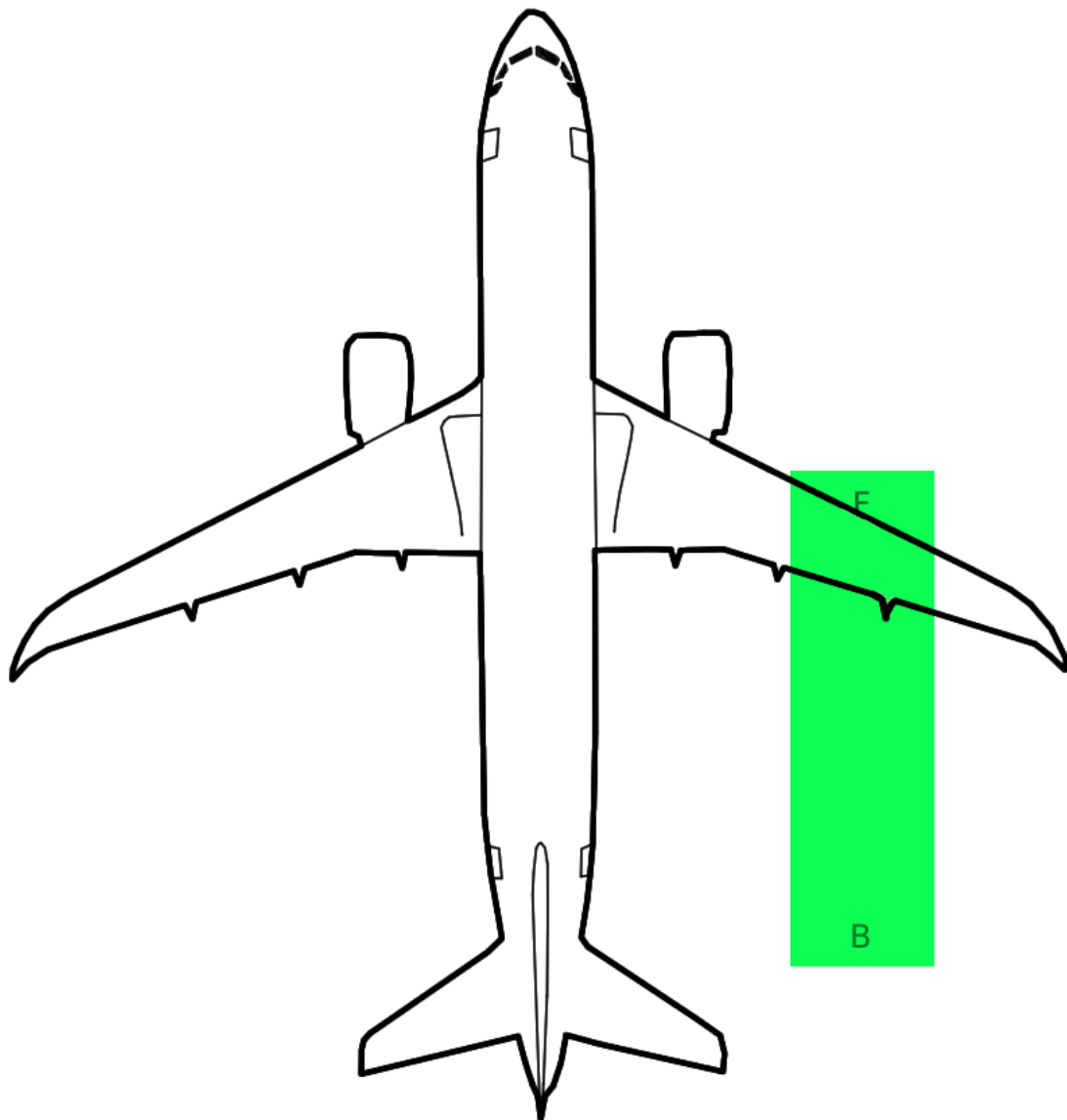
Description

The Small Baggage Truck in PTFS is the smaller variant to the normal Baggage Truck. It is a thin, slender vehicle with 2 Baggage cells attached to the back of it, and can only hold one driver. The purpose of the Small Baggage Truck is to load and unload passengers' luggage (or baggage) from their small aircraft to the gate.

The Small Baggage Truck is only used on Specific Small Airliners. Light Aircraft do not need Small Baggage Trucks (The passengers could carry their own luggage let's be honest)

Positioning

The Small Baggage Truck, like the normal Baggage Truck, should always be positioned **behind the right wing of the aircraft, facing forward**. Below is a diagram using the A320, but applicable to all Specific Small Airliner aircraft (the green is the intended parking zone):



Terminal Bus



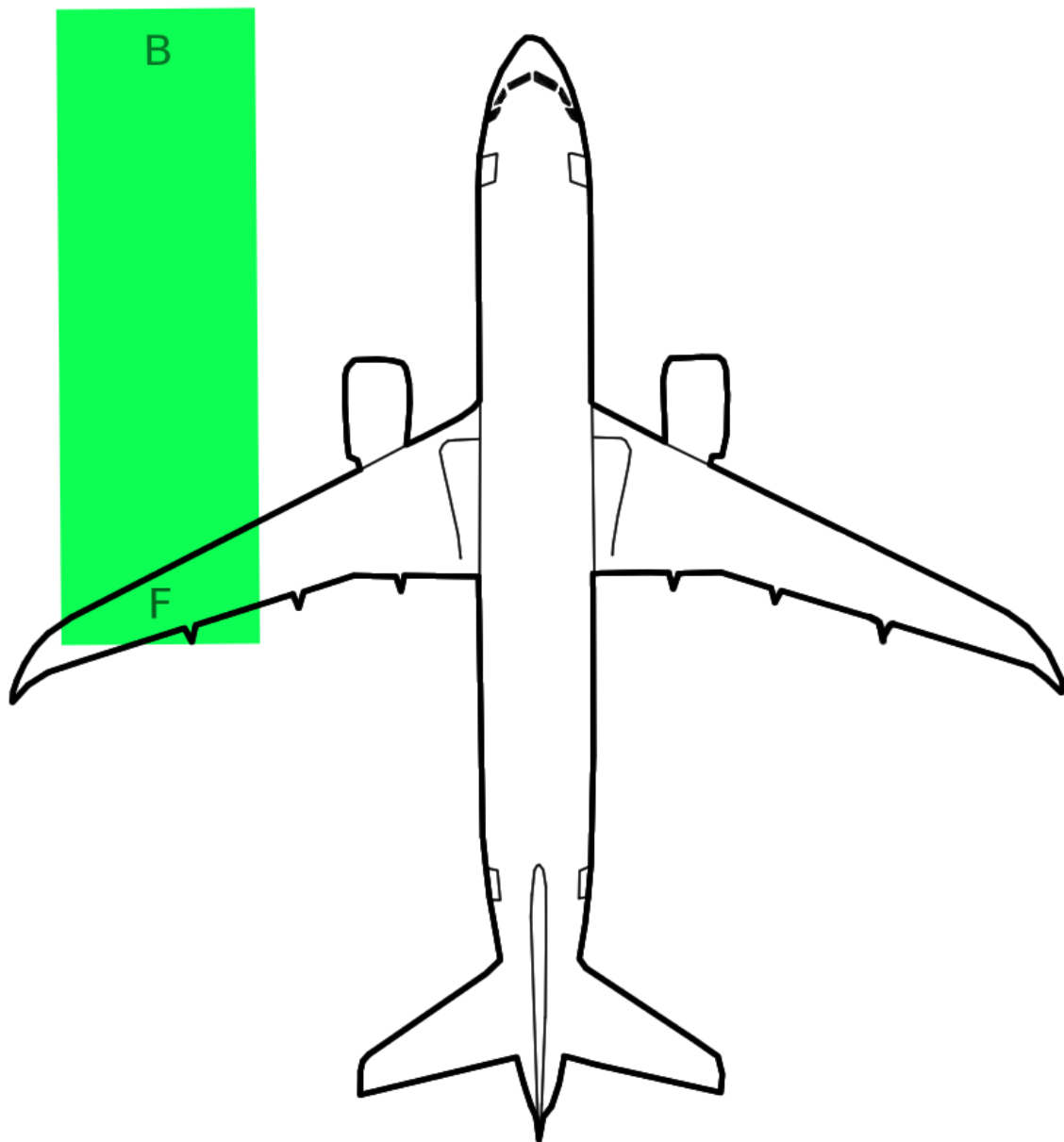
Description

The Terminal Bus is a long and wide bus designed to carry passengers from their aircraft to the airport's terminal. Hence; **Terminal** bus. This bus can hold nine passengers and one driver.

The vehicle is mainly just used for Airliners, however occasionally it may be used for the **Bombardier Learjet**.

Positioning

The Terminal Bus, should always be positioned **in front of the aircraft's left door, facing sideways**. Below is a diagram using the A320, but applicable to all airliner aircraft (the green is the intended parking zone):



Catering Truck



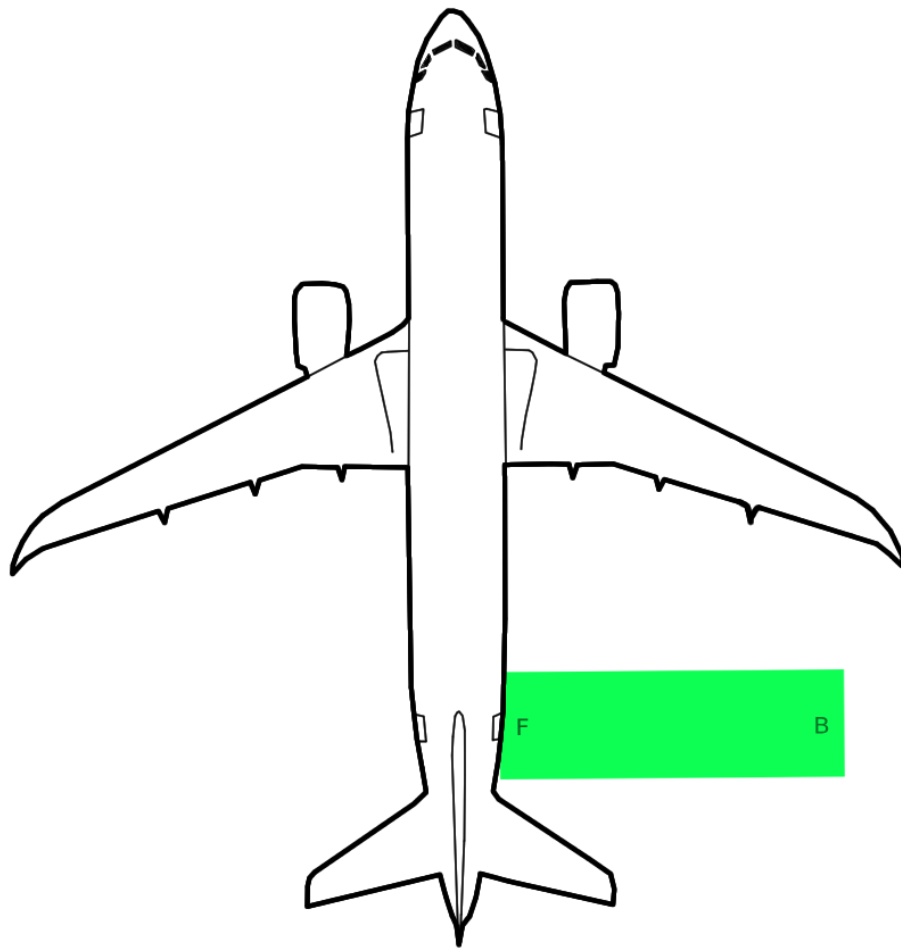
Description

The Catering Truck delivers snacks and drinks to aircraft before and after flights. It has a retractable cargo bay to fit all map clearances and seats one driver and passenger.

It's used for all airliners (**except the ATR-72**) and cargo aircraft like the **B777F, B737F, and B747F**. If an aircraft has no catering point, place the truck nearby and load cargo manually using the in-game trolley or your own method. **Also note, make sure you are separated from the aircraft you're servicing before retracting your cargo bay.**

Positioning

The Catering Truck should always be **parked and connected to the bottom right door of the aircraft.** Below is a diagram using the A320, but applicable to most airliner aircraft (the green is the intended parking zone):



Large Fire Engine (GAMEPASS)



The Large Fire Engine is one of the vehicles that is more used in roleplay rather than ground crew operations, but is still used for water salutes in ATC24. The Large Fire Engine can hold one driver and five passengers.

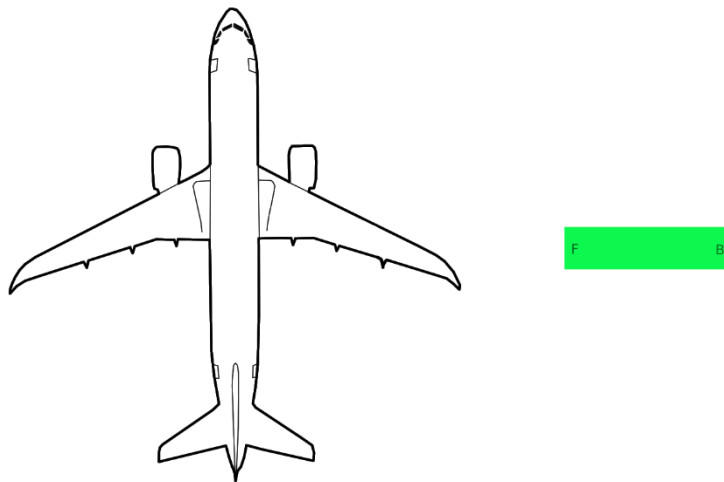
The Large Fire Engine's hose operates by spraying water where the user points their mouse. As stated in the ATC24 Rules, Fire Engines can only give water salutes on aprons and only if approved by ATC. Fire Engines cannot be used for fire roleplays. **The two variants of the Fire Engines do not matter when it comes to water salutes.**

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Position (For water saluting)

Large Fire Engines should be parked on **either side of an aircraft's wing, preferably the one closest to an apron at your airport of choice.**

The diagram beneath shows how this could be done on the aircrafts right wing, and the photo shows how it could be done on the left wing (**The vehicle in the photo is a Fire Engine, but both work and are interchangeable**). Both are viable for a water salute in ATC24.



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Fire Engine (GAMEPASS)



The Fire Engine is one of the vehicles that is more used in roleplay rather than ground crew operations, but is still used for water salutes in ATC24. The Fire Engine can hold one driver and passenger.

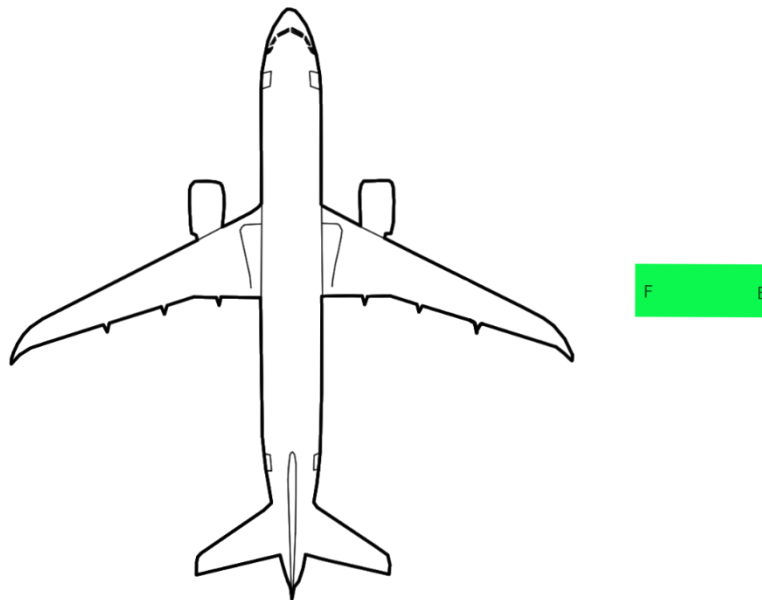
The Fire Engine's hose operates by spraying water where the user points their mouse. As stated in the ATC24 Rules, Fire Engines can only give water salutes on aprons and only if approved by ATC. Fire Engines cannot be used for fire roleplays. **The two variants of the Fire Engines do not matter when it comes to water salutes.**

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Position (For water saluting)

Fire Engines should be parked on **either side of an aircraft's wing, preferably the one closest to an apron at your airport of choice.**

The diagram beneath shows how this could be done on the aircrafts right wing, and the photo shows how it could be done on the left wing. Both are viable for a water salute in ATC24.



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Follow Me Truck



The Follow Me Truck is a small and very fast vehicle. It's designed to lead unsure aircraft from gate-runway and runway-gate. The vehicle can hold one driver and one passenger.

The Follow Me Truck is the only vehicle allowed off of the apron on ATC24 (with the small exception of the pushback tugs). In order to use one of these vehicles, it is important that you **listen to ATC as they give your aircraft of choice their taxi instructions.** If you don't know the aircraft's taxi instructions either, you're useless to everyone.

Position (For leading aircraft)

While there aren't too many restrictions when it comes to the Follow Me truck, it is always good to be at least **three follow me trucks ahead of the aircraft at any given time**. Also, don't be slow.

Remember, these aircraft can go 25-30kts on the ground on average. For returning from the taxiways, there aren't any specifications on ATC24, but it is good to cross taxiways the minimum number of times required to get back to the apron. You can also delete your truck if desired.



Fuel Truck

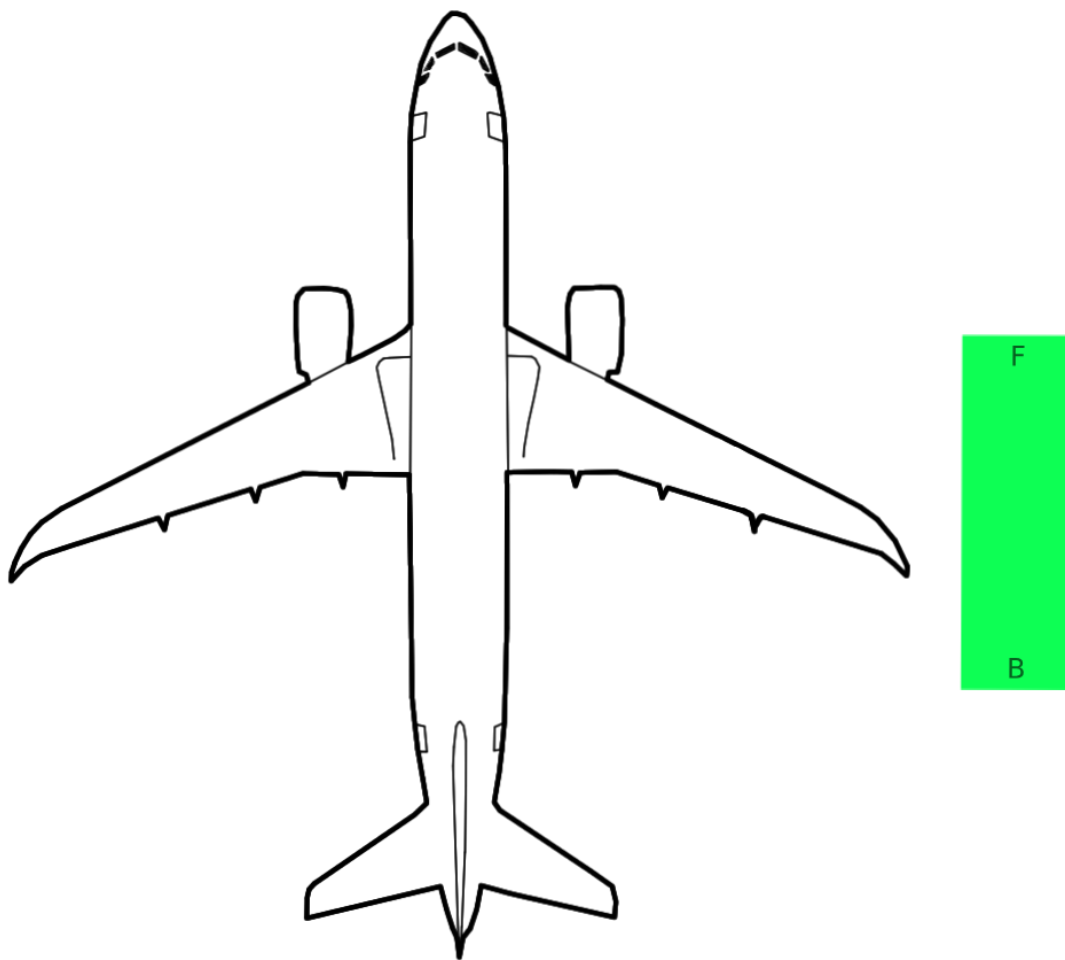


The Fuel Truck is essential for turning around large airliners in PTFS. It's a long, slim vehicle with room for a driver and passenger, and now includes a rotating fuel canister that moves with the user. **Fuel Trucks carry an infinite fuel supply and are among the fastest vehicles in the game.**

However, to function properly, **the pilot must be seated in the aircraft's cockpit.** When positioned near the engines, the truck automatically begins refueling. While standard for large airliners, **this vehicle is omitted for Specific Small Airliners and Light Aircraft.**

Positioning

The Fuel Truck should **always be parked to the right of the aircrafts right wing, facing parallel to the aircraft.** Below is a diagram using the A320, but applicable to all airliner aircraft (the green is the intended parking zone):



Small Fuel Truck

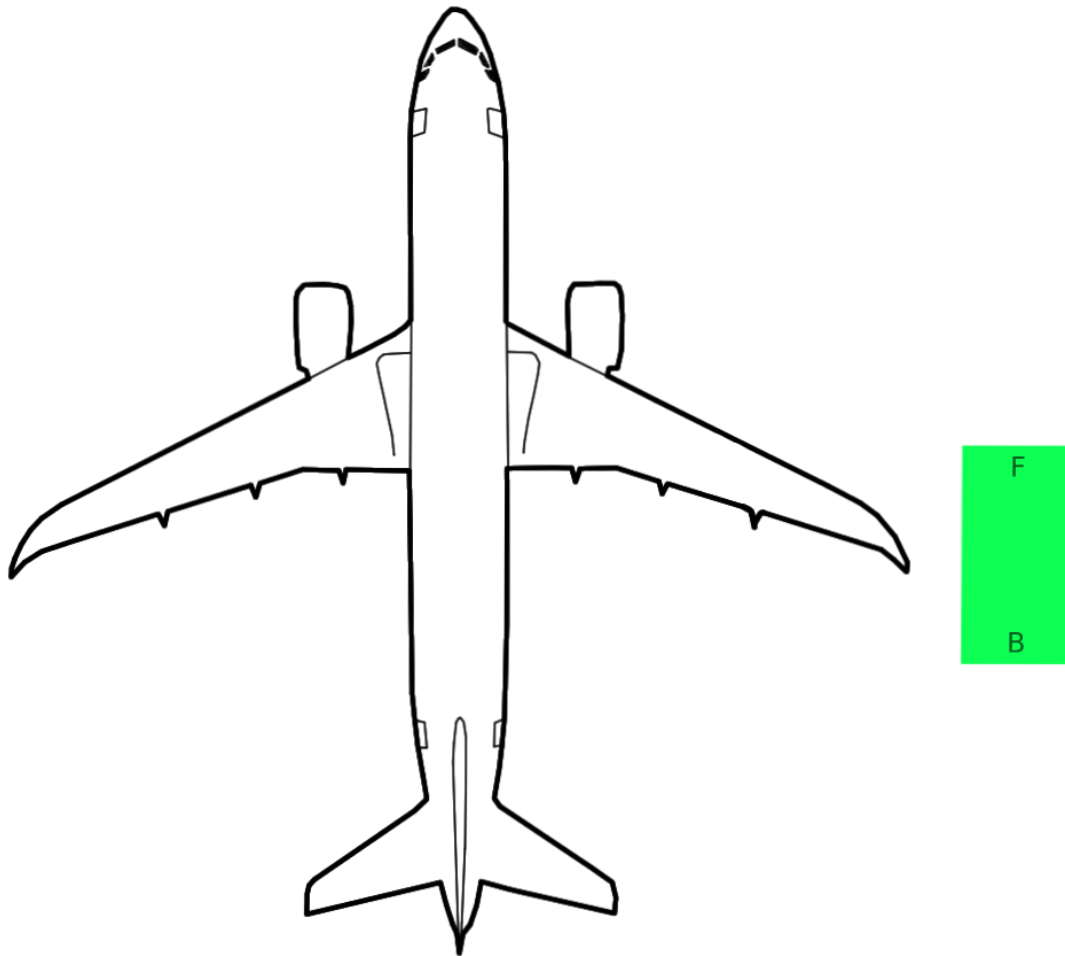


The Small Fuel Truck works exactly like the normal Fuel Truck. The Small Fuel Truck is a very short and thin vehicle which can hold one driver and passenger. The purpose of the Small Fuel Truck is to, as the name suggests, refuel aircraft when placed close enough to the engines.

The Small Fuel Truck is only used on Specific Small Airliners and Light Aircraft; the Fuel Truck is used on all other aircraft. While functionality wise there is no difference, using a Small Fuel Truck on an A330 wouldn't be the most realistic.

Positioning

The Small Fuel Truck, like the normal Fuel Truck, should **always be parked to the right of the aircrafts right wing, facing parallel to the aircraft**. Below is a diagram using the A320, but applicable to all Specific Small Airliner aircraft (the green is the intended parking zone):



Pushback Tug



Yes, I am now going to talk about the star **Pushback Tug**. Chances are you skimmed through the manual to read about this vehicle in particular (if not then thanks for reading!), so let's talk. The Pushback Tug is a wide and very slow vehicle whose purpose is to connect and push aircraft from their gate of choice onto the taxiways to commence taxi.

The vehicle can hold one driver and one passenger. These vehicles are difficult to handle, but are useful to aircraft. If a Pushback Tug isn't available, aircraft just have to use their reverse thrust, which isn't very realistic and wastes fuel if you have it enabled.

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How To Use

I'm adding this section only for the Pushback Tugs, as they take more to get used to and use properly.

To first use a Pushback Tug, you need to request connection to an aircraft. Note, there is **a bug in the game that sometimes prevents Pushback Tugs from connecting, and shows "Connection Already Requested" even if no connection has been requested.** You should only request connection to an aircraft once ATC has verbally cleared them for a pushback.

Once a clearance is issued, and the aircraft accepts, you may commence the pushback. Sometimes pushback operators like to say things like:

- "You may start the engines in sequence"
- "Pushback Commencing"
- "Bypass pin inserted"

These are all fine to say, and while not required, it is best for you to say **at least something about starting the engines to prevent wasted time on the taxiways** (even though in this game engine startups are instant).

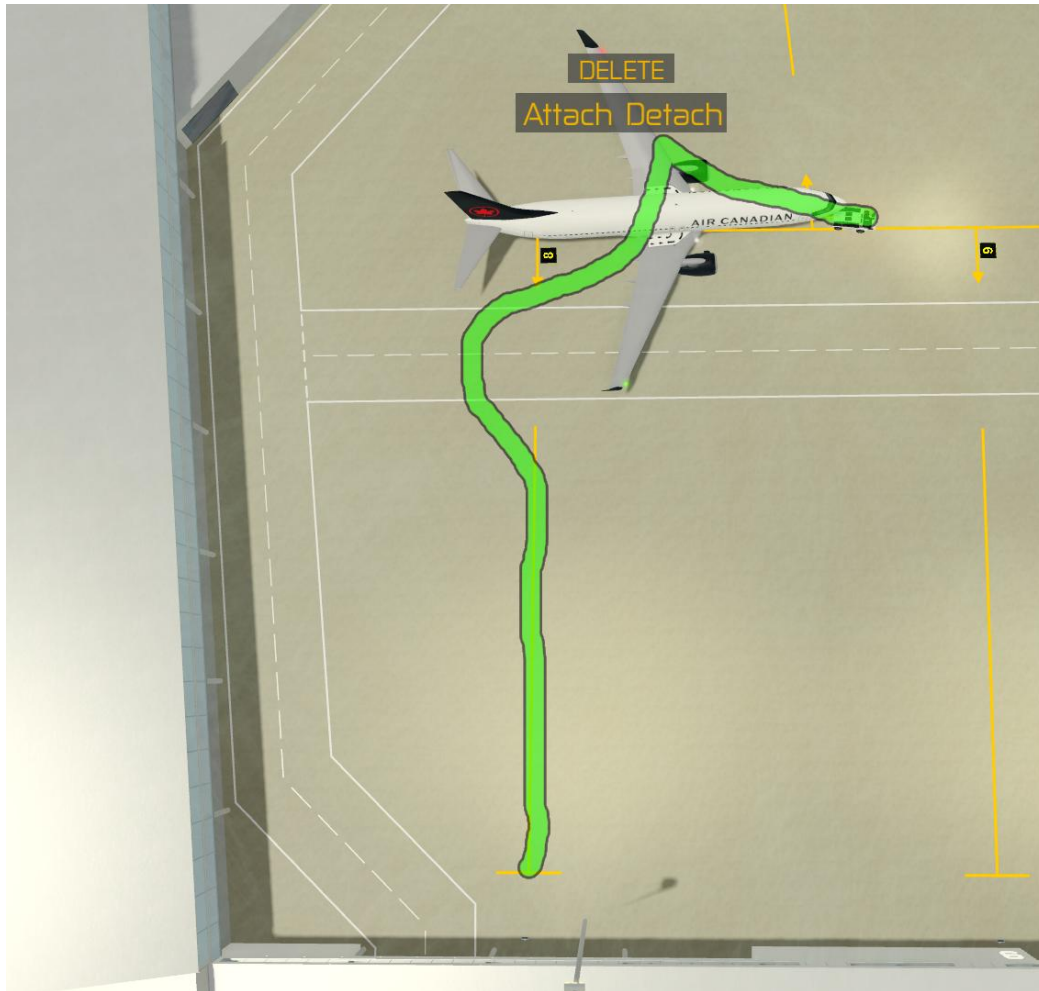
Now comes the hard part, pushing back the aircraft properly onto the taxiway. To commence, begin by lightly tapping the “S” key a couple times to starting pushing the aircraft slowly back. Since you’re controlling backwards, movements are reversed. **To move the aircraft right, you press “D”, and to move it left, you press “A”.** The Pushback Tug will move in the opposite direction, but that’s expected.

Something important to note is that sometimes the taxiway you’re pushing the aircraft back to is very short on one end, or is obstructed by a building. An example of this is gates 8 and 7 at IRFD. **In cases like this, you should begin by pushing back the aircraft in the opposite direction,** and then, calmly redirecting the aircraft back in the correct direction. The maneuver should look something like this:

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Path of a successful pushback from gate 8 at IRFD:

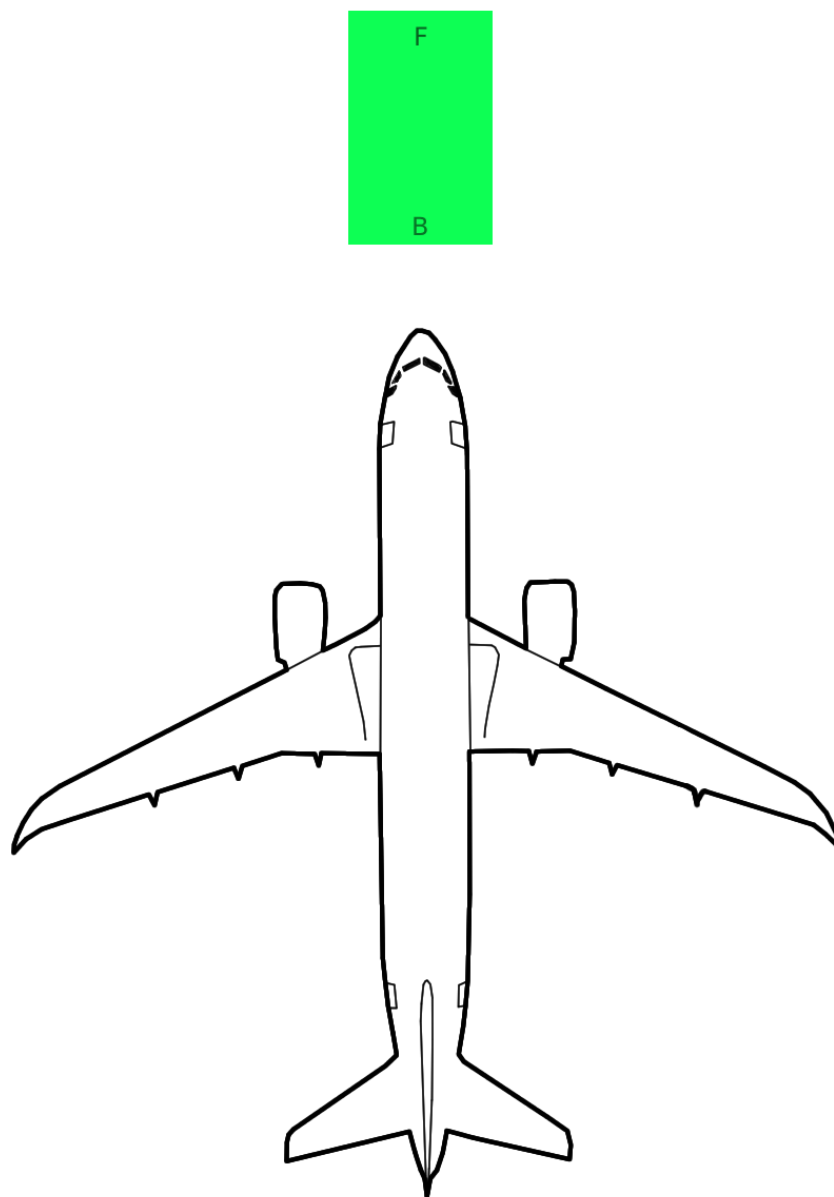


And also, **yes, you are allowed to push aircraft forward a little bit to center then on the taxi line.** Perfect pushbacks usually don't require this, but it is also something done in real life pushback procedures, so you can do it in the game too. This will take practice, but **after some time you will start to get better pushbacks.**

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Positioning

The Pushback Tug, when not in use, **should be placed directly in front of the aircrafts nose gear.** Below is a diagram using the A320, but applicable to all large airliner aircraft (the green is the intended parking zone):



Long Bar Pushback Tug



The Long Bar Pushback Tug is a variant of the Pushback Tug Small which has a much longer towbar at the end. The Long Bar Pushback Tug is **used to pushback aircraft in the Special Small Airliners category.** whose purpose is to connect and push aircraft from their gate of choice onto the taxiways to commence taxi.

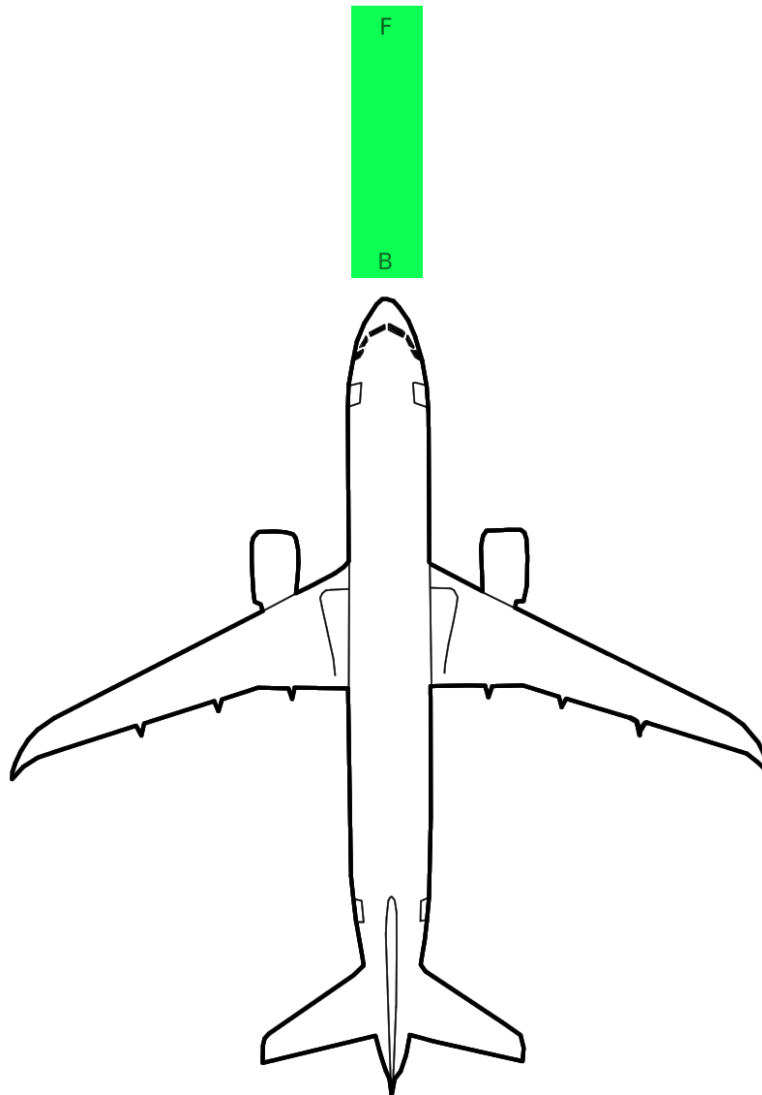
The vehicle can hold one driver and one passenger. These vehicles are difficult to handle, but are useful to aircraft. If a Pushback Tug Small isn't available, aircraft just have to use their reverse thrust, which isn't very realistic and wastes fuel if you have it enabled.

**FOR INSTRUCTIONS ON HOW TO
USE THE LONG BAR PUSHBACK
TUG, GO TO PAGE 33 OF THIS PDF**

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Positioning

The Long Bar Pushback Tug, when not in use, **should be placed directly in front of the aircrafts nose gear**. If the aircraft is too close to the terminal, you may slant the pushback tug to allow it to fit. Below is a diagram using the A320, but applicable to most airliner aircraft (the green is the intended parking zone):



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Pushback Tug Small



The Pushback Tug Small is a small variant of the Pushback Tug **used to pushback aircraft in the Special Small Airliners category.** whose purpose is to connect and push aircraft from their gate of choice onto the taxiways to commence taxi.

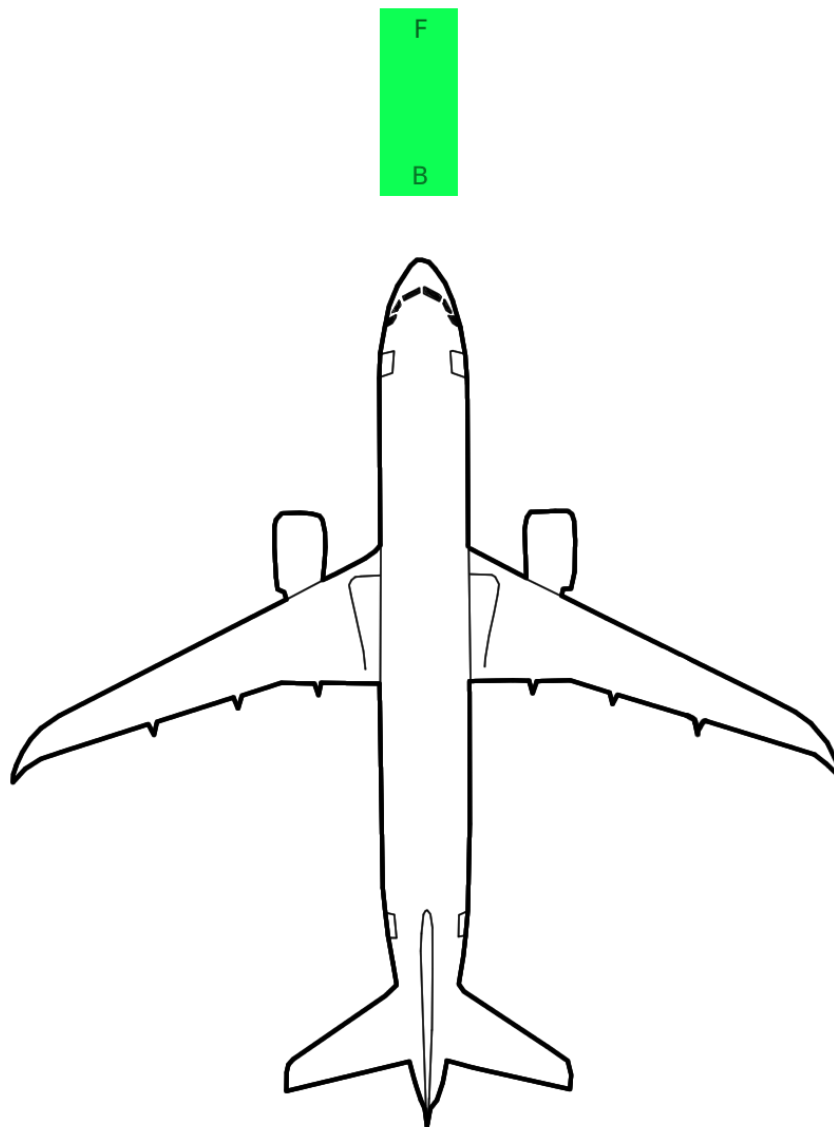
The vehicle can hold one driver and one passenger. These vehicles are difficult to handle, but are useful to aircraft. If a Pushback Tug Small isn't available, aircraft just have to use their reverse thrust, which isn't very realistic and wastes fuel if you have it enabled.

**FOR INSTRUCTIONS ON HOW TO
USE THE PUSHBACK TUG SMALL,
GO TO PAGE 33 OF THIS PDF**

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Positioning

The Pushback Tug Small, when not in use, **should be placed directly in front of the aircrafts nose gear.** Below is a diagram using the A320, but applicable to all airliner aircraft (the green is the intended parking zone):



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Stair Truck

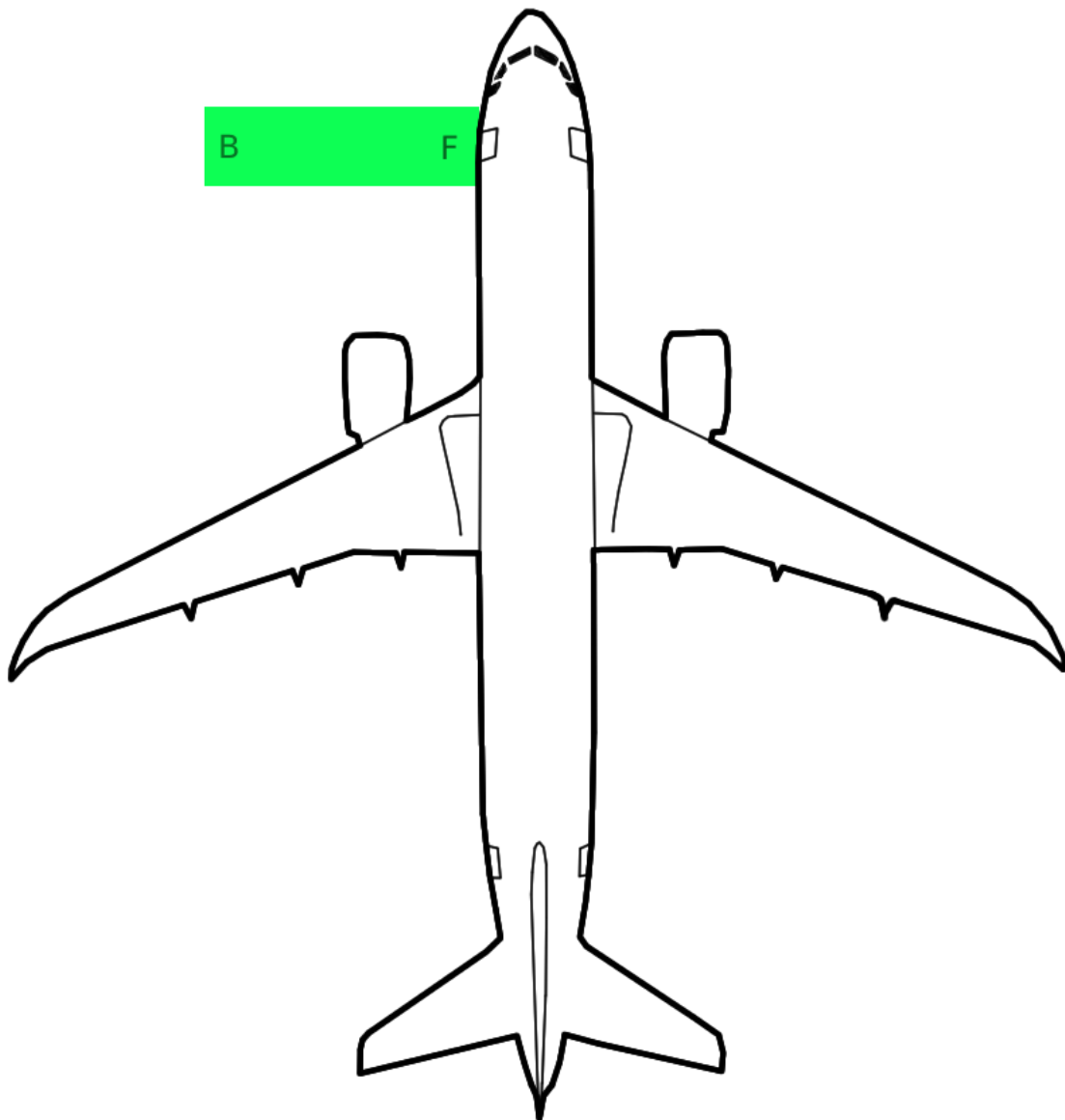


The Stair Truck is one of the tallest vehicles in PTFS, and when extended to the max is almost as tall as the Catering Truck. The purpose of the Stair Truck is to provide an easy way for passengers to deboard from an aircraft if the aircraft is parked at a gate that is missing a jet bridge.

The Stair Truck is applicable to all airliners except the B737, that one has its own Stair Truck.
Note, always separate from the aircraft you're servicing before retracting the stairs.

Positioning

The Stair Truck **should be connected to the front left door of the aircraft.** Below is a diagram using the A320, but applicable to all airliner aircraft (the green is the intended parking zone):



737 Stair Truck

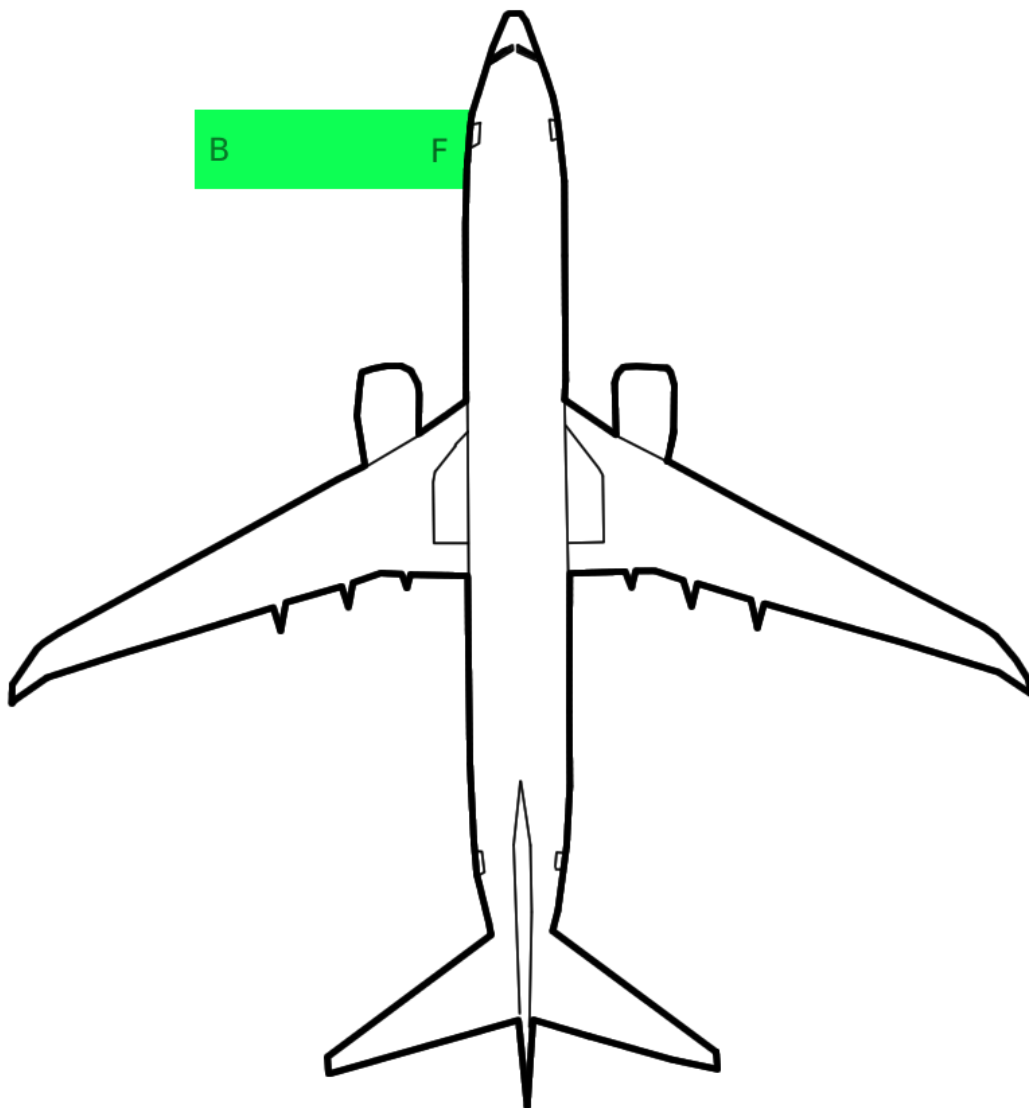


The 737 Stair Truck is a variant of the normal Stair Truck, but specifically used for the B737 (the B737F is not included). One of the main differences is that **the 737 Stair truck does not extend**. The purpose of the 737 Stair Truck is to provide an easy way for passengers to deboard from a B737 if the aircraft is parked at a gate that is missing a jet bridge.

Note, there is a glitch where on both low and high-end systems, the 737 Stair Truck can shift seemingly at random even if no user is inside the vehicle.

Positioning

The 737 Stair Truck **should be connected to the front left door of the B737**. Below is a diagram using the B737, only applicable to this specific aircraft (the green is the intended parking zone):



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To finish the Ground Vehicles Section, here is an image of an A320 with all ground services applied correctly:



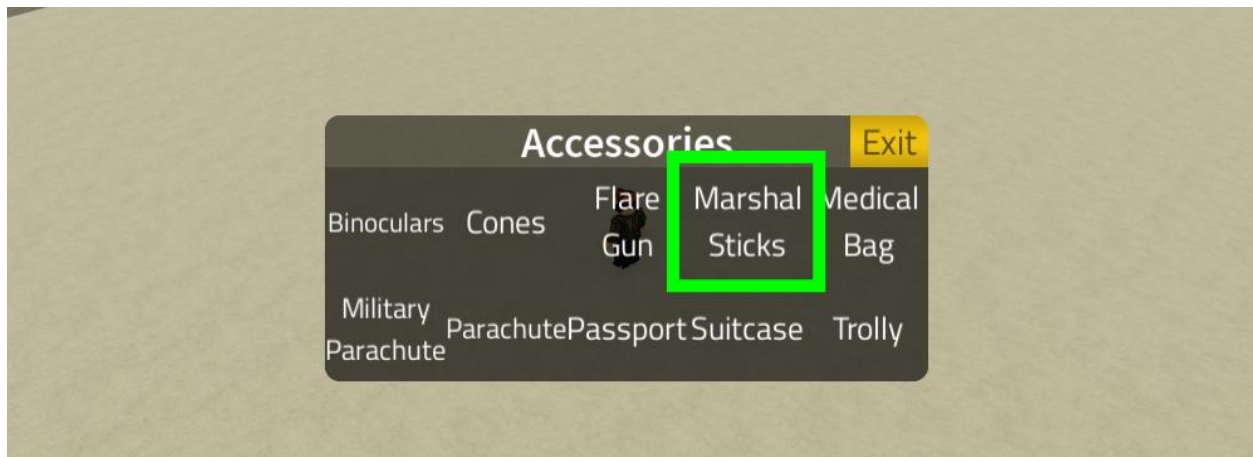
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RP ITEMS SECTION

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Marshal Sticks

The Marshal Sticks are a tool that appears in the "RP Items" menu on the bottom left of your screen:



The purpose of the Marshal sticks is to assist aircraft when parking at a gate to ensure the aircraft's nose wheel is center lined. Once equipped, you need to listen for your target aircraft's gate of choice.

If one is not provided, **you may try to persuade them into a gate of your choice.** Once the aircraft is moving into a gate, whether by their choice, ATC's choice, or your choice, you may commence the marshalling.

To marshal, there really aren't many specifics I can give in this manual. The only thing I will give, is your position relative to the aircrafts gate.

You should always **be positioned behind the final yellow line, right before the aircraft spawner.** This is to ensure peak visibility for the aircraft in relation to you, and you in relation to the aircraft.



From there, proceed as normal and marshal the aircraft to their gate of choice. That's all for marshalling.

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Cones

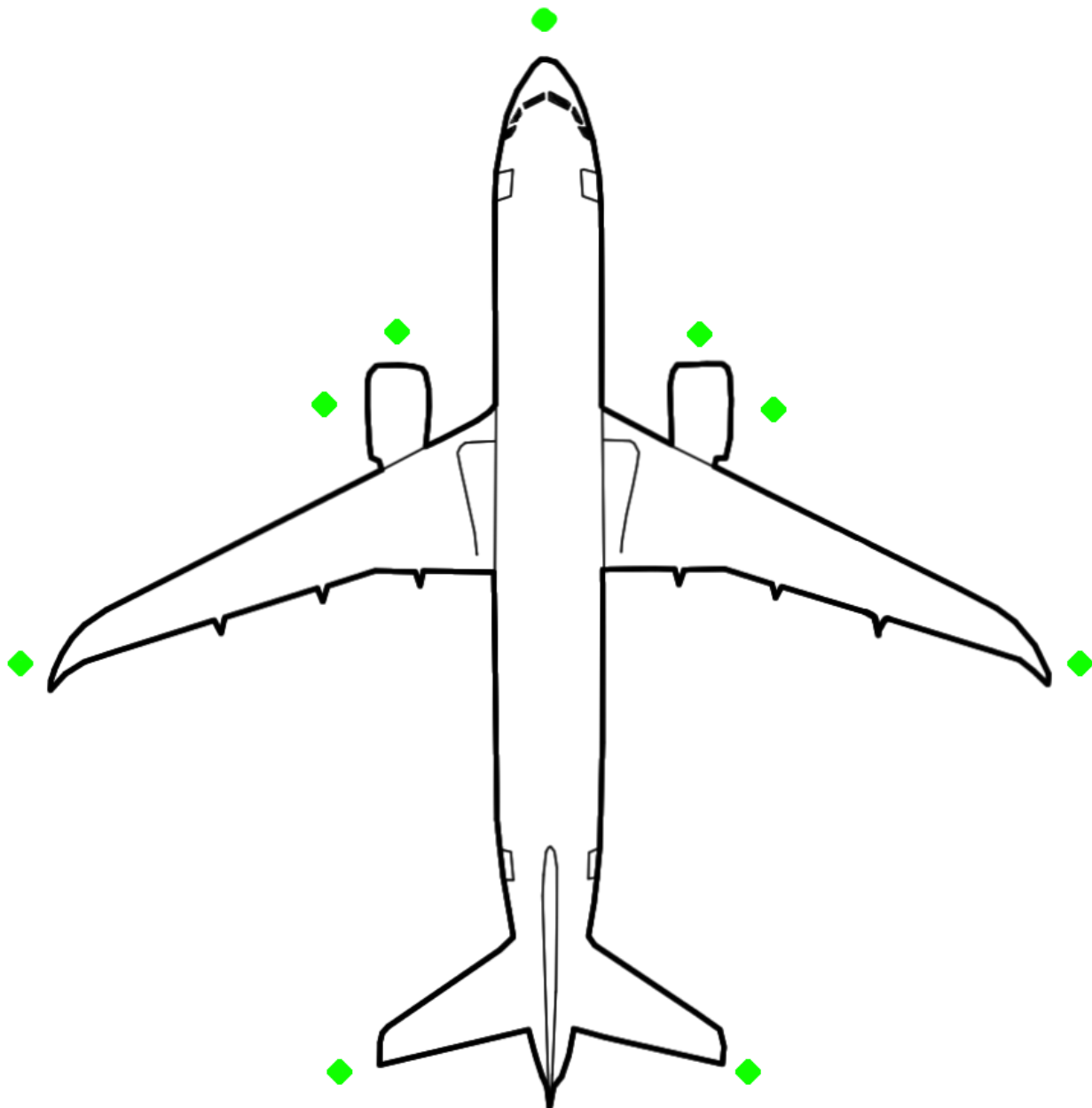
The Cones are also a tool that appears in the “RP Items” menu on the bottom left of your screen:



The purpose of the cones is to secure an aircraft once its parked at a gate.

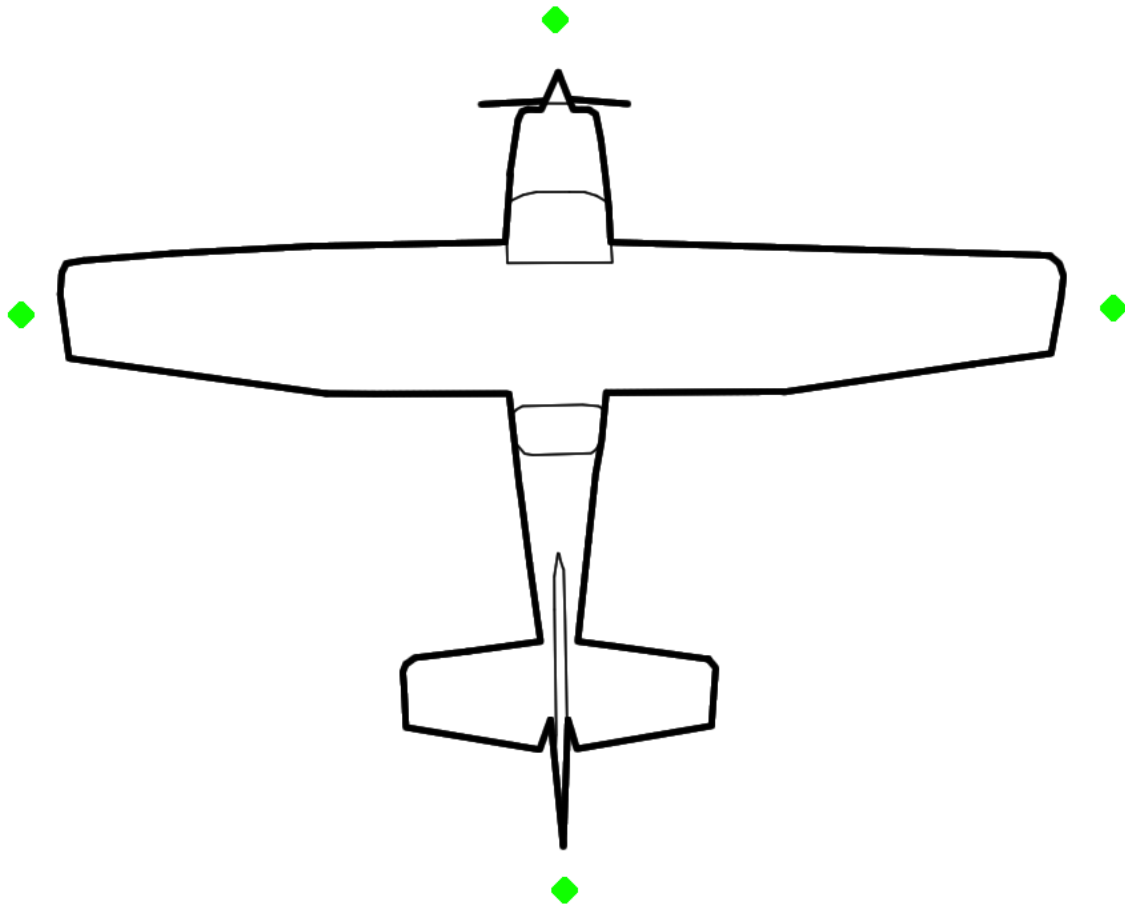
Once equipped, if you click, a cone will be placed on the spot you are currently standing in. To remove a cone, you can click on it again. **You can only place a maximum of 10 cones at a time.** you must wait for an aircraft to be stationary before using them. Cones have a very specific way to be placed on aircraft, see the next page for a diagram:

This example uses the A320, but applicable to most airliners. **Exceptions are CRJ700 and the MD90.** For those aircraft, omit the two cones near the engines on this diagram (the green spots represent the correct cone positions):



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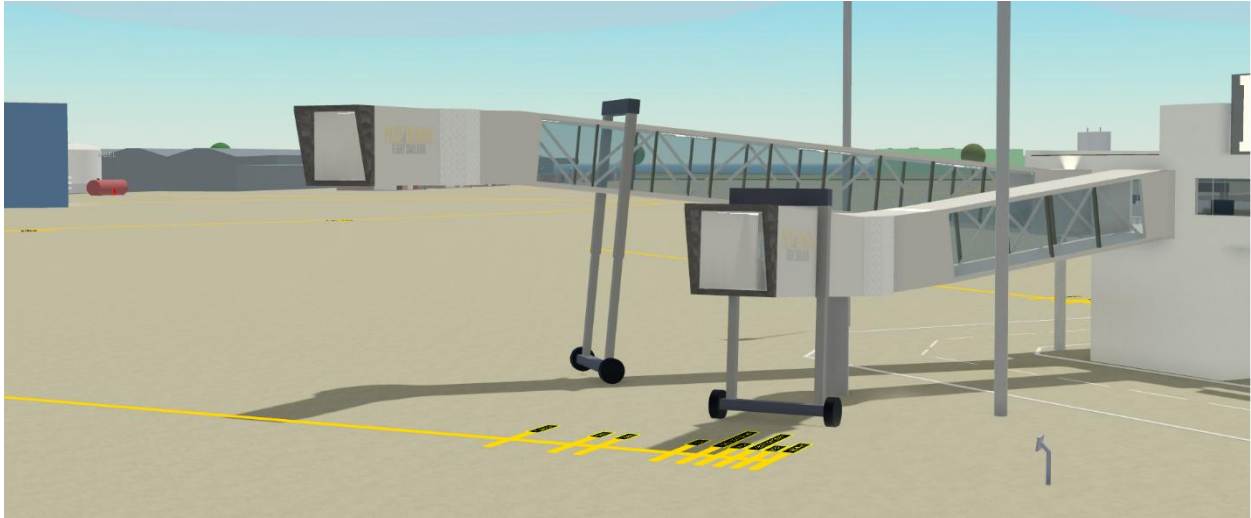
For Light Aircraft, **the positioning is simpler, just 4 cones are required**, in this positioning. Below is a diagram using the C172, but this positioning is applicable to all Light Aircraft (the green spots represent the correct cone positions):



EXTRA SECTION

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Jet Bridges



Jet Bridges are the industry standard for boarding and deboarding airliners of their passengers.

In PTFS there is at least one Jet Bridge at every major international airport except IGRV, IBTH, and IPAP. Jet Bridges in this game are much simpler to maneuver, as **they only require tilting the Jet Bridge up or down according to the aircraft's door.**

Here is a photo of the buttons:



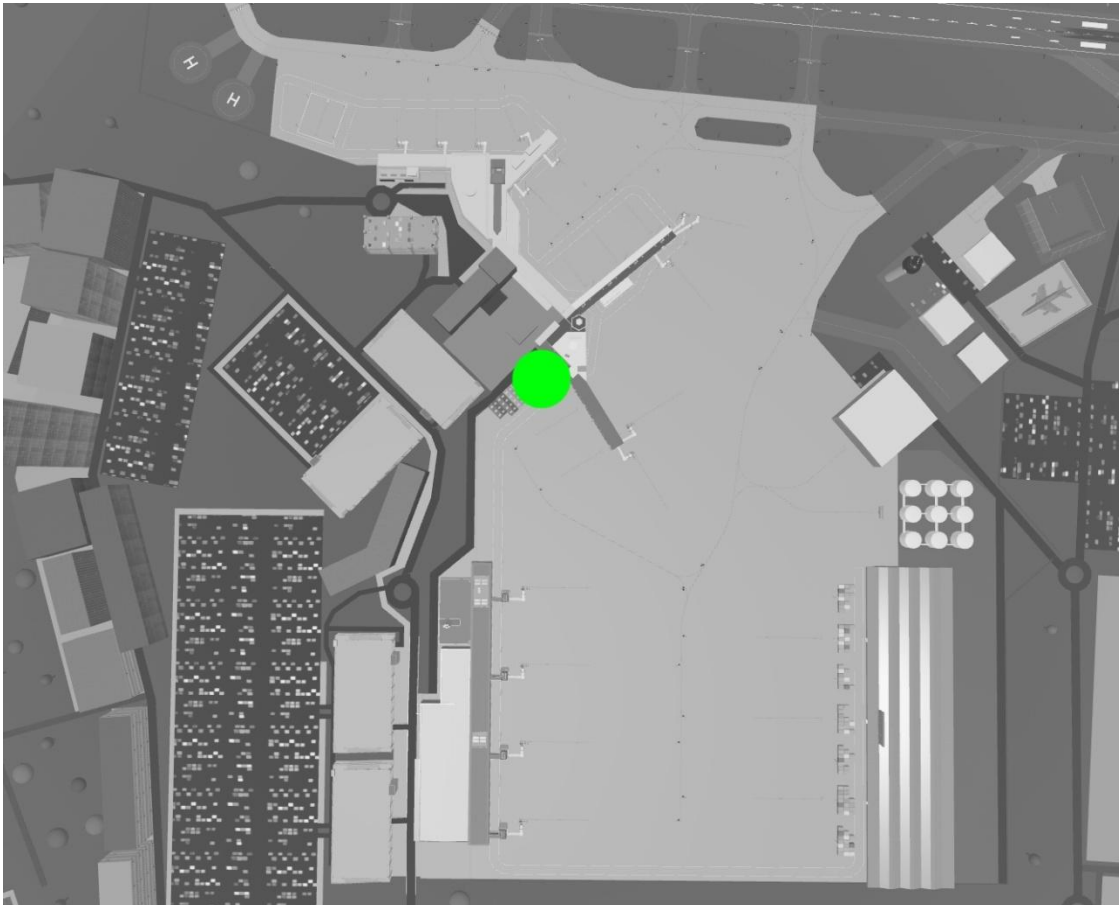
Aligning a Jet Bridge to an aircraft's door is **possibly the easiest task for ground crew personnel to perform**, and as such this is all I will discuss regarding Jet Bridges.

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Vehicle Spawn Locations

This section of the manual will show photos of each major airport in PTFS (that has a ground crew spawner), and highlight its location in a green circle. Some smaller airports have not been shown.

IRFD (Rockford International)

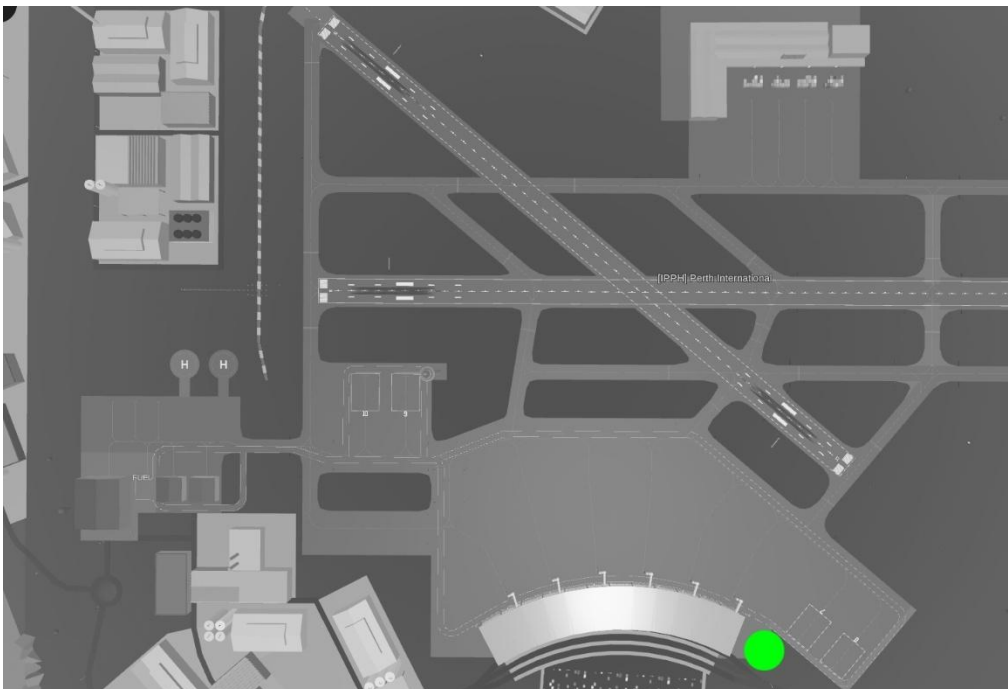


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ITKO (Tokyo International)

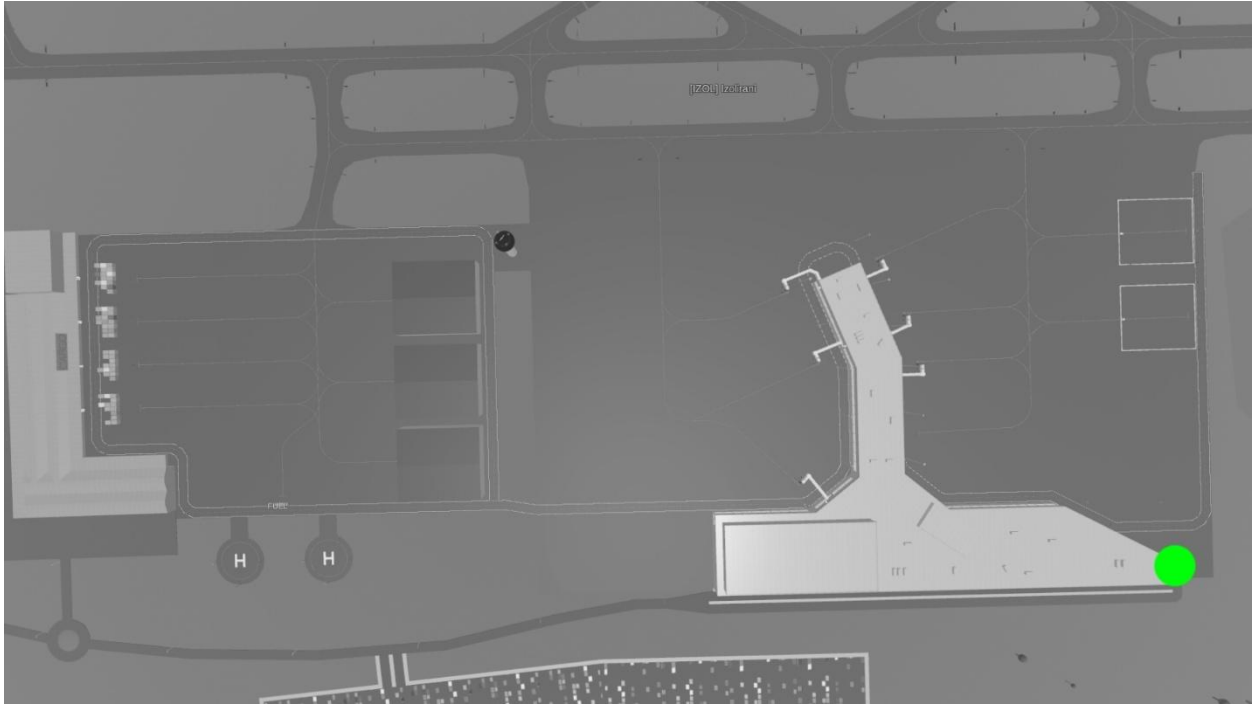


IPPH (Perth International)

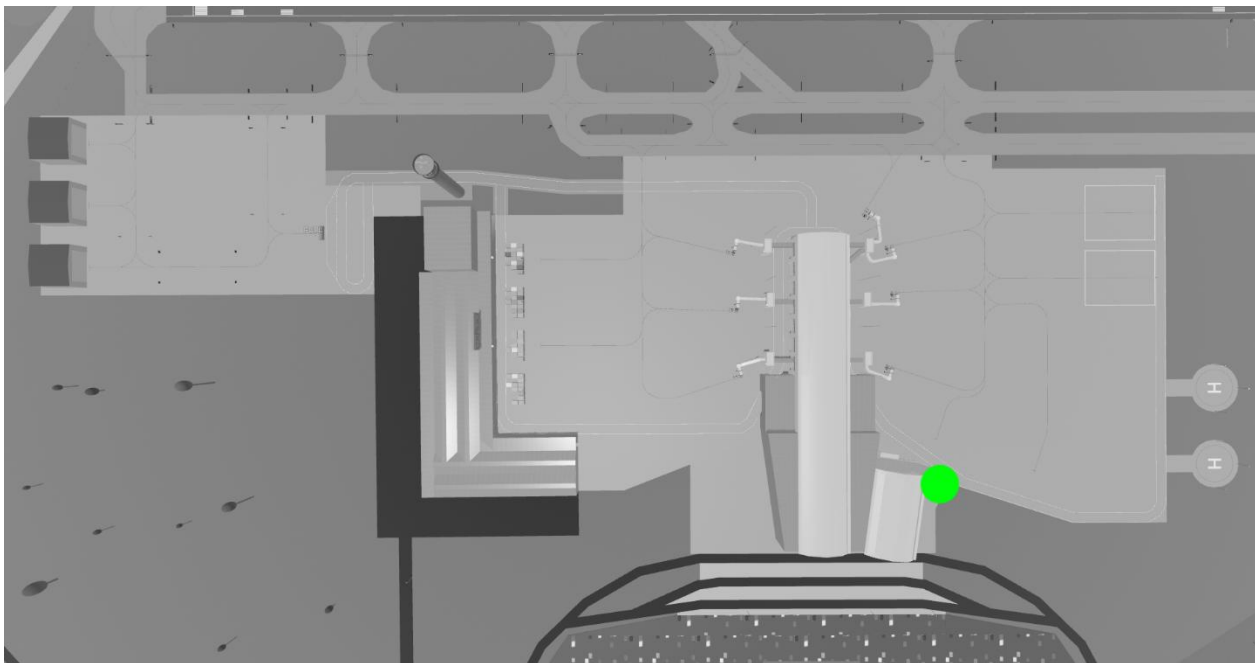


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IZOL (Izolirani International)

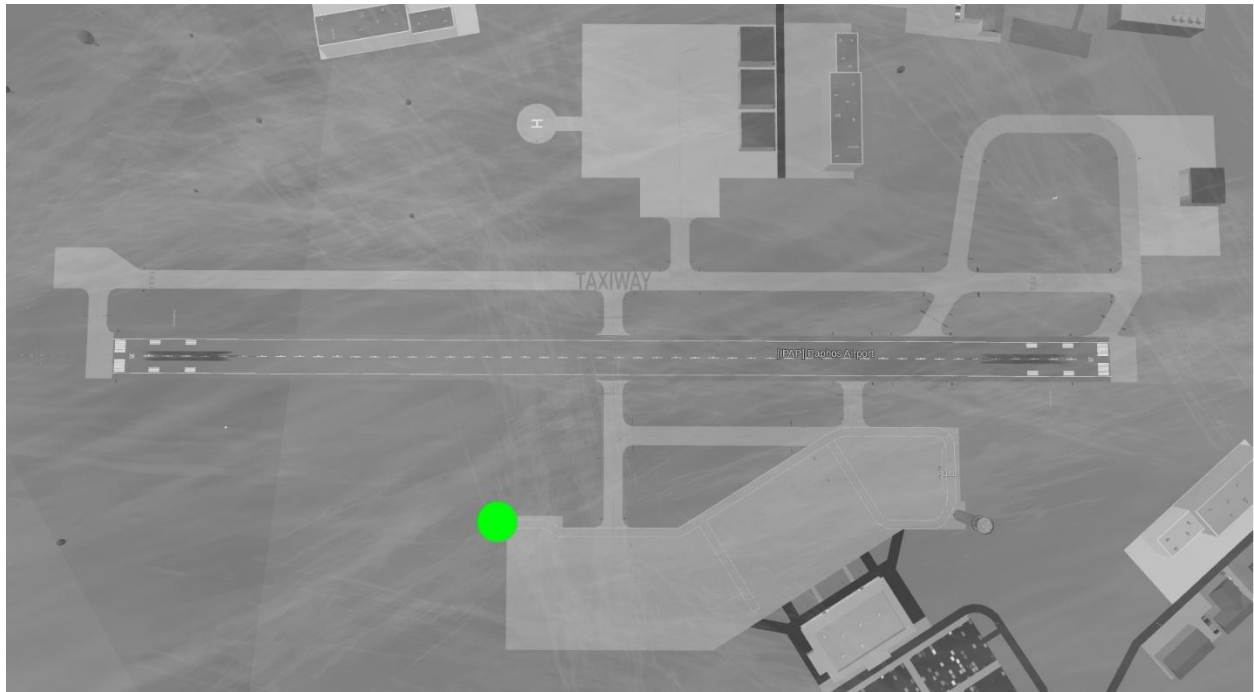


ILAR (Larnaca International)

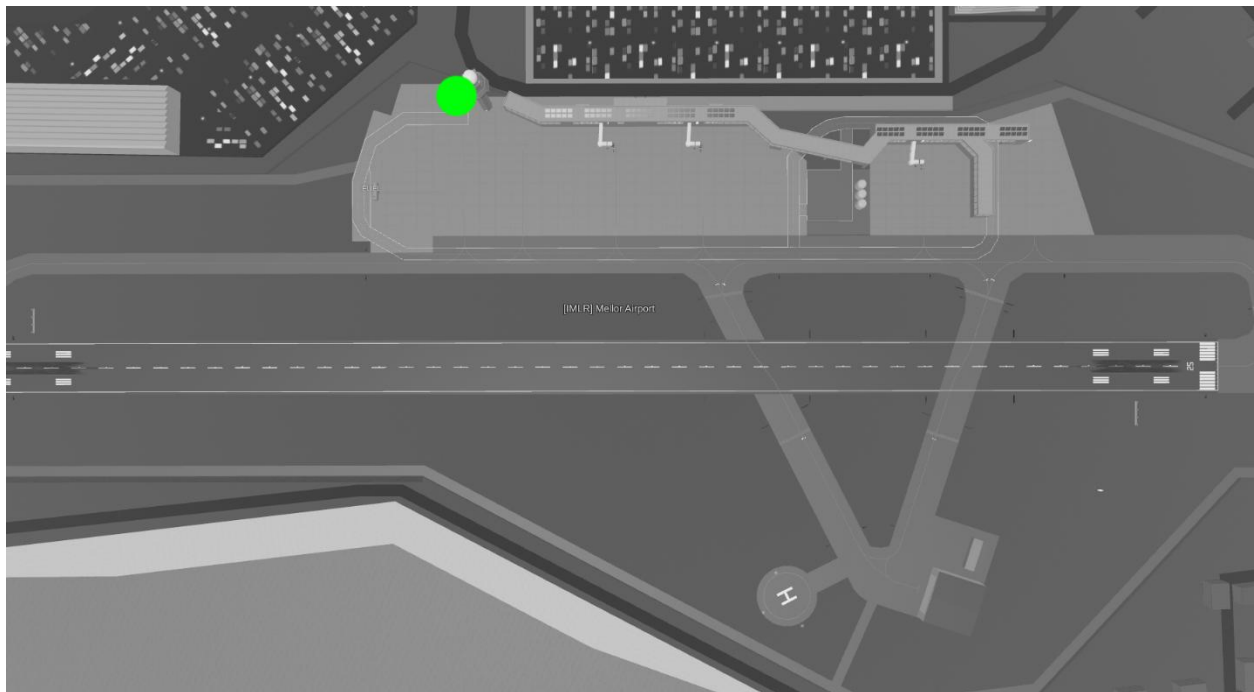


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IPAP (Paphos Airport)

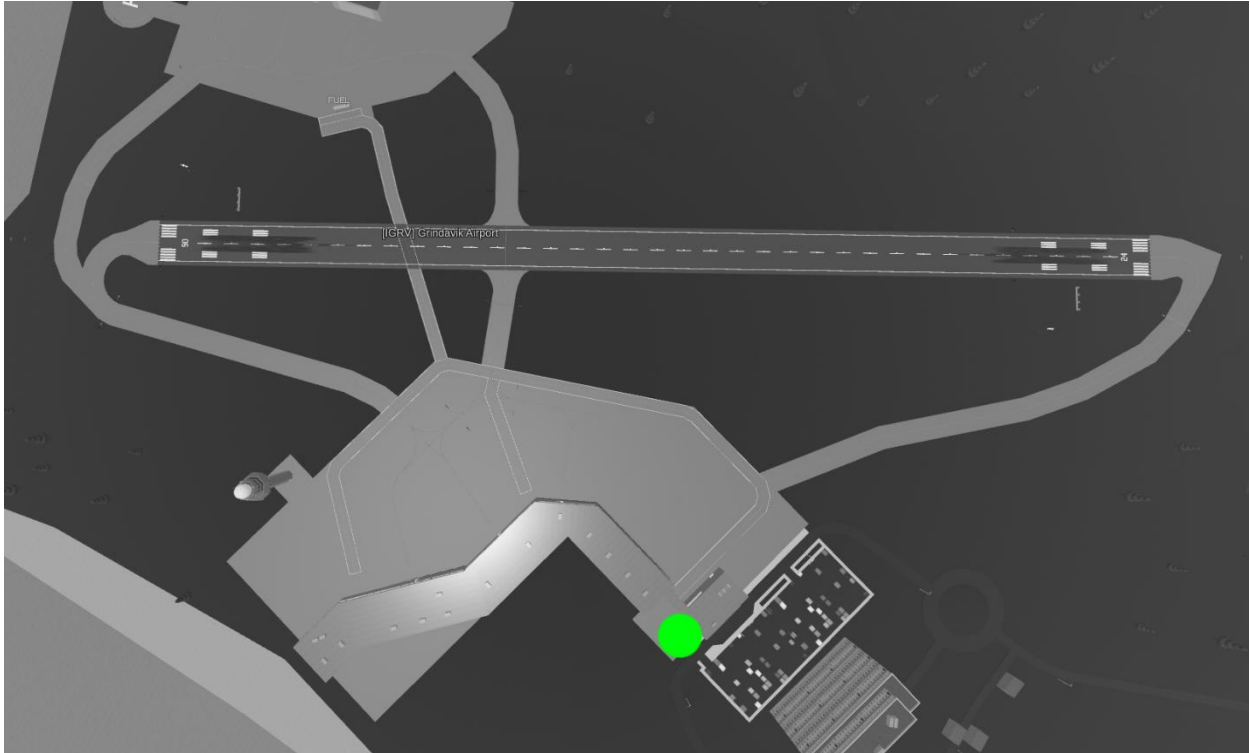


IMLR (Mellor Airport)



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IGRV (Grindavik International)



ISAU (Southampton International)



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