Hub Manager
On-Time Arrivals
94%
On Time Arrivals
Flight Status
Inbound
On Time
Delayed
Outbound
On Time
Delayed
Stand Status
الإتحاد
ETIHAD
AIRWAYS
Hub Manager

Full Dashboard

Dashboard

All | Operations | Turnaround | Connections

ALERT: FORECASTED FOG

On-Time Arrivals

94%
On Time Arrivals

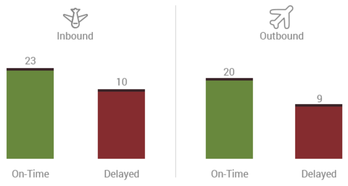
- 83 On Time Arrivals
- 2 Delays

On-Time Departures

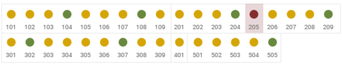
97%
On Time Departures

- 87 On Time Departures
- 2 Delays

Flight Status



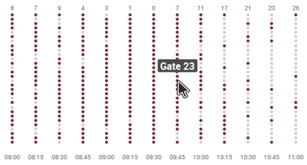
Stand Status



- 7 Available Stands
- 33 Occupied Stands
- 1 Needs Attention

Demand Capacity Balance

All Gates | US Gates | 380 Gates



- Available Gates
- No Available Gates

Turnaround Status

View Delayed
View On Time
Edit

85%
On Time

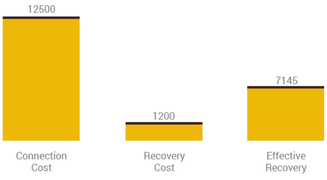
- 170 of 200 On Time

Connections

93%
Connections

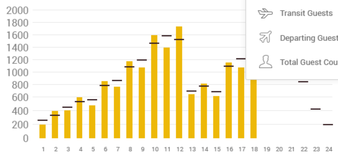
- 2315 Connections
- 175 Issues

Connection Costs



Arriving Guests

Arriving Guests
Transit Guests
Departing Guests
Total Guest Count



- Actual
- Forecasted

Terminal Guest Volume

TERMINAL	ARRIVAL	DEPARTURE	TOTAL GUESTS	FLIGHTS
Terminal 1	2115	3125	5240	12
Terminal 3	532	653	1185	15
Midfield	6215	6153	12368	27

Baggage Connection Flow

Current Status

85%
Volume Flow

- 5261 Flowing
- 928 Issues

Previous Hour

93%
Volume Flow

- 4867 Flowing
- 366 Issues

Additional Alerts

ALERT	DESCRIPTION	ACTION
Flight Delay	Meet & assist guests	VIEW SOLUTION
Weather	Forecasted Fog	MORE DETAILS
Error 315	Hardware issues at stan...	MORE DETAILS

Team Locations

- Team 1
- Team 2
- Team 3

3100 Guest Connections

Connecting

89%
2780 Guests

Joining

11%
341 Guests

- 2780 Connecting
- 341 Joining / Checking In

3 Special Service Requests

SERVICE	DESCRIPTION	FLIGHT	STAND/ TERMINAL	ACTION
	Handicap Assistance	EY171	306/T3	ASSIST
	Phone support	EY102	104/T1	ASSIST
	Visually impaired	EY8	102/T1	ASSIST

57 Misconnections

Departed Terminal

95%
54 Guests

Remain In Terminal

5%
3 Guests

Dashboard

13 2

On-Time Schedule

Departures (97%) | Arrivals (93%)

D:00 D:03 D:15

97% Departures

87 On

2 Delays

Current
Yearly
Monthly
Daily

Turnaround Status

85% On Time

170 of 200 On Time

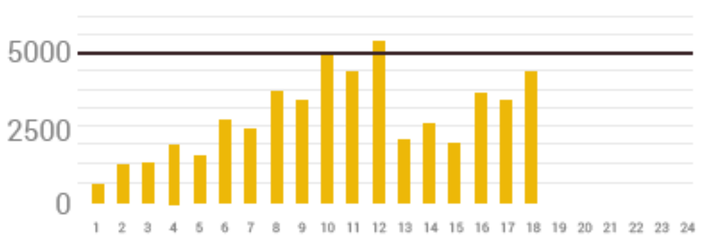
Connections

85%
Passengers
2315 Connections
175 Issues

67%
Baggages
4867 Flowing
366 Issues

Airport Capacity

Terminal 1 Terminal 3 Midfield



Demand (4237) Capacity (5000)

Gate Availability

Contact Terminal Gates			Bus Terminal Gates		
3	9	5	6	9	13
T1	T3	M	T1	T3	M

24 27 29 30 34 35 36 39 41

Stand Planning

Contact Terminal Stands			Bus Terminal Stands		
11	5	9	5	19	17
T1	T3	M	T1	T3	M

Edit Time 8

3 US

2 A380

VIEW

Dashboard Control Room

Dashboard
Connections
On Time Departures
Turnaround Status
Connection Costs
Flight Status
Arriving Guests
Baggage Flow
Stands Status
Terminal Volume
الاتحاد
ETIHAD
AIRWAYS
ABU DHABI
08:40
Connection Manager

FIDS

FIDS

Tail | Arrival | Departure

TAIL NUMBER	INBOUND FLIGHT	UPLINE CITY	TERMINAL/ GATE/ STAND	STA/ ATA	NON CONNECTING GUESTS	CONNECTING GUESTS	TURNAROUND STATUS	OUTBOUND FLIGHT	DOWNLINE CITY	STD/ ETD
77H ≡	EY 020	LHR	T1, G4, S73	01:20 01:25 ▲	F 4 J 12 Y 87	F 9 J 36 Y 157	40%	EY 106	JFK	03:30 03:25 ▲
77H ≡	EY 008	FRA	T1, G5, S13	06:40 06:35 ●	F 3 J 19 Y 136	F 6 J ▲ 23 Y ● 128	50%	EY 181	MUC	03:30 03:25 ●

CONNECTING GUESTS	FLIGHT NUMBER	DOWNLINE CITY	CONNECTED GUESTS	STD	ATD	STATUS
50%	EY 008	MUC	113	0:05	-	-

FIDS

Tail | Arrival | Departure

FLIGHT NUMBER	UPLINE CITY	GUEST COUNT	STA	ATA	STATUS	A/C TYPE	AIRCRAFT	GATE	TURNAROUND STATUS	CONNECTIVITY STATUS	DOWNLINE CITY
EY 020	LHR	200	01:20	01:15	Arrived	388	A6-APB	4	40%	70%	JFK
EY 008	FRA	226	06:40	06:40	Enroute	333	A6-EYK	17	80%	50%	MUC

FIDS

Tail | Arrival | Departure

FLIGHT NUMBER	UPLINE CITY	GUEST COUNT	STA	ATA	STATUS	A/C TYPE	AIRCRAFT	GATE	TURNAROUND STATUS	CONNECTIVITY STATUS	DOWNLINE CITY
EY 020	LHR	200	01:20	01:15	Arrived	388	A6-APB	4	40%	70%	JFK
EY 008	FRA	226	06:40	06:40	Enroute	333	A6-EYK	17	80%	50%	MUC

CONNECTIVITY STATUS	FLIGHT NUMBER	DOWNLINE CITY	CONNECTED GUESTS	STD	ATD	STATUS
50%	EY 003	MUC	113	0:05	-	-

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FIDS

Tail | Arrival | Departure

FLIGHT NUMBER	UPLINE CITY	GUEST COUNT	STA	ATA	STATUS	A/C TYPE	AIRCRAFT	GATE	TURNAROUND STATUS	CONNECTIVITY STATUS	DOWNLINE CITY
EY 020	LHR	200	01:20	01:15	Arrived	388	A6-APB	4	40%	70%	JFK
EY 008	FRA	226	06:40	06:40	Enroute	333	A6-EYK	17	80%	50%	MUC

CONNECTIVITY STATUS	FLIGHT NUMBER	DOWNLINE CITY	CONNECTED GUESTS	STD	ATD	STATUS
50%	EY 003	MUC	113	0:05	-	-

CONNECTED GUESTS	GUEST	TOTAL BAGS	INCOMING FLIGHT	STATUS	UPLINE CITY	DOWNLINE CITY	GATE	STD	ATD	BOOKING CLASS	TICKET VALUE
1 of 113	John Doe	2	EY 485	Delayed	FRA	MUC	5	06:55	06:50	Platinum	10,300

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Turnaround Overview (Manager View)

Turnaround Overview

30 Flights

08:40
Current Time

83% Turnaround Status

1 Cautionary Flights

2 Critical Flights

Search Flight Number
EY56

09:00 ETD Range 10:30

Filter Search Results

CLEAR

SEARCH

FLIGHT NUMBER	UPLINE CITY	STA	ATA	STATUS	AC/TAIL	TURNAROUND STATUS	DELAY COSTS	STAND/ TERMINAL	FLIGHT NUMBER	DOWNLINE CITY	SDT	SOLUTION STATUS
EY56	BRU	07:10	07:40	Arrived	77H	68%	$2,152	205/T3	EY41	DUB	09:00	2 ⚠
EY211	DEL	07:05	07:25	Arrived	77H	85%	$0	303/T3	EY171	LAX	08:55	0 ✓
EY4	MUC	07:15	08:25	Arrived	33A	18%	$0	122/T1	EY51	GVA	08:55	0 ✓
EY232	ISB	07:05	07:55	Arrived	32E	69%	$0	409/T3	EY91	ATH	09:25	0 ✓
EY48	DUB	07:10	07:15	Arrived	33C	100%	$0	203/T3	EY77	AMS	09:30	0 ✓
EY8	FRA	07:15	08:30	Arrived	34E	10%	$0	306/T3	EY450	SYD	10:10	0 ✓

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Turnaround Overview

30 Flights

08:40 Current Time

83% Turnaround Status

1 Cautionary Flights

2 Critical Flights

FLIGHT NUMBER	UPLINE CITY	STA	ATA	STATUS	AC/TAIL	TURNAROUND STATUS	DELAY COSTS	STAND/ TERMINAL	FLIGHT NUMBER	DOWNLINE CITY	SDT	SOLUTION STATUS
EY56	BRU	07:10	07:40	Arrived	77H	68%	$2,152	205/T3	EY41	DUB	09:00	2

TURNAROUND STATUS	TASK	DURATION	SCHEDULED START TIME	SCHEDULED FINISH TIME	07:40	08:10	08:40	09:10	9:40	COMMENTS
0%	Service Cabin - AFT LH door	33 min	08:03	08:36						2
0%	Board Passengers	30 min	08:36	09:06						0
0%	Remove Passenger Bridge	1 min	09:06	09:07						0
58%	Fuel Airplane	46 min	08:20	09:06						0
0%	Push Back	1 min	09:07	09:08						0

EY211	DEL	07:05	07:25	Arrived	77H	85%	$0	303/T3	EY171	LAX	08:55	0
EY4	MUC	07:15	08:25	Arrived	33A	18%	$0	122/T1	EY51	GVA	08:55	0

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Turnaround Overview

30 Flights

08:40 Current Time

83% Turnaround Status

1 Cautionary Flights

2 Critical Flights

FLIGHT NUMBER	UPLINE CITY	STA	ATA	STATUS	AC/TAIL	TURNAROUND STATUS	DELAY COSTS	STAND/ TERMINAL	FLIGHT NUMBER	DOWNLINE CITY	SDT	SOLUTION STATUS
EY56	BRU	07:10	07:40	Arrived	77H	68%	$2,152	205/T3	EY41	DUB	09:00	2
EY211	DEL	07:05	07:25	Arrived	77H	85%	$0	303/T3	EY171	LAX	08:55	0
EY4	MUC	07:15	08:25	Arrived	33A	18%	$0	122/T1	EY51	GVA	08:55	0

TURNAROUND STATUS	TASK	OPERATION	SCHEDULED START TIME	SCHEDULED FINISH TIME	TIME STATUS	SOLUTION STATUS	COMMENTS
0%	Service Cabin - AFT LH door	Passenger Services	08:03	08:36	-4 min	2	2
0%	Board Passengers	Passenger Services	08:36	09:06	+26 min	✓	0
0%	Remove Passenger Bridge	Passenger Services	09:06	09:07	-	✓	0
58%	Fuel Airplane	Airline Servicing	08:20	09:06	+26	✓	0
0%	Push Back		09:07	09:08	-	✓	0

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Turnaround Overview

30 Flights

08:40 Current Time

83% Turnaround Status

1 Cautionary Flights

2 Critical Flights

FLIGHT NUMBER	UPLINE CITY	STA	ATA	STATUS	AC/TAIL	TURNAROUND STATUS	DELAY COSTS	STAND/ TERMINAL	FLIGHT NUMBER	DOWNLINE CITY	SDT	SOLUTION STATUS
EY56	BRU	07:10	07:40	Arrived	77H	68%	$2,152	205/T3	EY41	DUB	09:00	2

TURNAROUND STATUS	TASK	OPERATION	SCHEDULED START TIME	SCHEDULED FINISH TIME	TIME STATUS	SOLUTION STATUS	COMMENTS
0%	Service Cabin - AFT LH door	Passenger Services	08:03	08:36	-4 min	2	2
0%	Board Passengers	Passenger Services	08:36	09:06	+26 min	✓	0
0%	Remove Passenger Bridge	Passenger Services	09:06	09:07	-	✓	0
58%	Fuel Airplane	Airline Servicing	08:20	09:06	+26	✓	0

SOLUTION STATUS	SOLUTION	ACTIONS
⚠	Add an additional crew of 4 cleaners	ACCEPT SOLUTION
⚠	Provide additional service equipment	ACCEPT SOLUTION

Turnaround Overview (Dispatch View)

Turnaround Events

Hub Manager > Turnaround > Flights > **EY56**

08:40
Current Time

FLIGHT NUMBER	UPLINE CITY	STA	ATA	STATUS	AC/TAIL	TURNAROUND STATUS	DELAY COSTS	STAND/ TERMINAL	FLIGHT NUMBER	DOWNLINE CITY	SDT	SOLUTION STATUS
EY56	BRU	07:10	**07:40**	Arrived	77H	68%	**$2,152**	205/T3	EY41	DUB	09:00	2 ⚠

TASK MANAGER

REMAINING 83 min

REQUIRED 120 min

TASKS	ACTION	SCHEDULED START TIME	REMAINING TIME	REQUIRED TIME TO COMPLETE	COMMENTS
Service Cabin - AFT LH door	✓ COMPLETE	08:03	0 min	3 min	COMMENT
Board Passengers	START	08:36	0 min	33 min	COMMENT
Remove Passenger Bridge	START	09:06	24 min	30 min	COMMENT
Fuel Airplane	✓ COMPLETE	08:20	27 min	47 min	COMMENT
Push Back	START	09:07	13 min	20 min	COMMENT

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Hub Manager
Turnaround Events
Flight EY56
08:40
UPLINE CITY: BRU, STA: 07:10,
ATA: 07:40, STATUS: ARRIVED,
AC/TAIL: 77H, COST: $2,152
MORE DETAILS
TASKS
ACTION
START & DURATION
COMMENT
Service Cabin...
COMPLETE
08:03
33 min
Board Passe...
START
08:36
30 min
Remove Passe...
START
09:06
1min
Fuel Airplane
COMPLETE
08:20
46 min
Push Back
START
09:07
1min
الإتحاد
ETIHAD
AIRWAYS
Hub Manager

Turnaround Events

Hub Manager > Turnaround > Flights > **EY56**

08:40
Current Time

FLIGHT NUMBER	UPLINE CITY	STA	ATA	STATUS	AC/TAIL	TURNAROUND STATUS	DELAY COSTS	STAND/ TERMINAL	FLIGHT NUMBER	DOWNLINE CITY	SDT	SOLUTION STATUS
EY56	BRU	07:10	**07:40**	Arrived	77H	66%	**$2,152**	205/T3	EY41	DUB	09:00	2

TASK MANAGER

REMAINING
83 min

REQUIRED
120 min

TASKS	AUTION	SCHEDULED START TIME	REMAINING TIME	REQUIRED TIME TO COMPLETE	COMMENTS
Service Cabin - AFT LH door	COMPLETE	08:03	0 min	3 min	
Board Passengers	START	08:36	0 min	33 min	COMMENT
Remove Passenger Bridge	START	09:06	24 min	30 min	COMMENT
Fuel Airplane	COMPLETE	08:20	27 min	47 min	COMMENT
Push Back	START	09:07	13 min	20 min	COMMENT

COMMENTS

08:15
Close gate 31 and 27 & grant access to baggage loading department.

08:20
Ignore gate 31 & 27, Refuel truck 2 & prevent access to gate 35.

insert comment here...

Comment

Connections

Connection Manager

08:40

Outbound Flights | Inbound Flights

OUTBOUND FLIGHT	ETD	COST	RECOVERABLE COST	RECOVERY COST	ASSISTED COUNT	ASSISTED COST	NO GO COUNT	NO GO COST	PAX ONLY COUNT	PAX ONLY COST
EY343 IKA	9:15	$0	15	5	-	-	-	-	2	20
EY7308 AMS	9:10	$0	8	3	-	-	-	-	1	10
EY171	8:55	$5,500	$5,500	$900	7	$5,500	-	-	-	-
EY305	8:30	$0	1215	405	-	-	13	1300	32	320
EY103 JFK	8:10	$0	578	193	3	300	3	300	17	170

Connection Manager

08:40

Outbound Flights | Inbound Flights

OUTBOUND FLIGHT	ETD	COST	RECOVERABLE COST	RECOVERY COST	ASSISTED COUNT	ASSISTED COST	NO GO COUNT	NO GO COST	PAX ONLY COUNT	PAX ONLY COST
EY343 IKA	9:15	$0	15	5	-	-	-	-	2	20
EY7308 AMS	9:10	$0	8	3	-	-	-	-	1	10
EY171	8:55	$5,500	$5,500	$900	7	$5,500	-	-	-	-

OUTBOUND FLIGHT	AC/TAIL	ETD	DESTINATION	STAND/ TERMINAL	RECOVERABLE CONNECTIONS	F,J,Y	BAG COUNT	COST OF CONNECTIONS	RECOVERY COST	SOLUTION STATUS
EY171	77H/A6-EYK	8:55	LAX	303/T3	7	1,1,5	23	$5,500	$900	⚠

CONNECTED INBOUND FLIGHTS	AC/TAIL	ETA/ATA	STATUS	STAND/ TERMINAL	CONNECTION TIME AVAILABLE	CONNECTIONS	F,J,Y	BAG COUNT (15)	COST OF CONNECTIONS	RECOVERY COST	MEET & ASSIST
EY8	39A/A5-APX	07:15 - 08:30	Off	306/T3	25	3	1,1,1	3	$3,500	$0	-
EY4	33A/A5-APB	07:15 - 08:25	On Block	122/T1	30	4	1,0,3	4	$3,500	$0	⚠

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Connection Manager

08:40

EY171	8:55	$5,500	$5,500	$900	7	$5,500	-	-	-	-	

OUTBOUND FLIGHT	AC/TAIL	ETD	DESTINATION	STAND/ TERMINAL	RECOVERABLE CONNECTIONS	F,J,Y	BAG COUNT	COST OF CONNECTIONS	RECOVERY COST	SOLUTION STATUS
EY171	77H/A6-EYK	8:55	LAX	303/T3	7	1,1,5	23	$5,500	$900	⚠

CONNECTED INBOUND FLIGHTS	AC/TAIL	ETA/ATA	STATUS	STAND/ TERMINAL	CONNECTION TIME AVAILABLE	CONNECTIONS	F,J,Y	BAG COUNT (15)	COST OF CONNECTIONS	RECOVERY COST	MEET & ASSIST
EY8	39A/A5-APX	07:15 - 08:30	Off	306/T3	25	3	1,1,1	3	$3,500	$0	-
EY4	33A/A5-APB	07:15 - 08:25	On Block	122/T1	30	4	1,0,3	4	$3,500	$0	⚠
EY232	32E/A6-APB	07:05 - 07:55	On Block	409/T3	60	3	0,1,2	3	$2,000	$0	⚠
EY56	34E/A6-APB	07:10 - 07:40	On Block	205/T3	60	7	1,2,4	7	$0	$0	-

EY305	8:30	$0	1215	405	-	-	13	1300	32	320
EY103 JFK	8:10	$0	578	193	3	300	3	300	17	170

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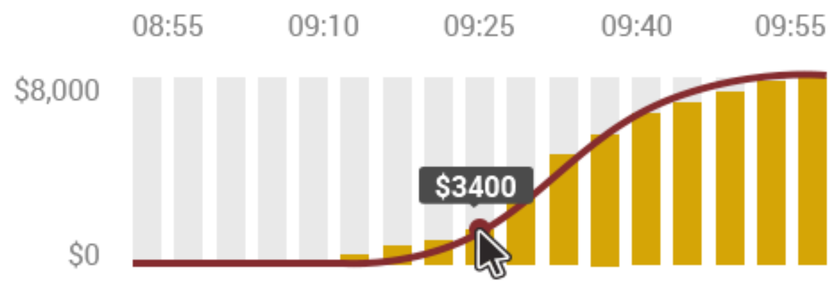
Connection Manager

08:40

EY171	8:55	$5,500	$5,500	$900	7	$5,500	-	-	-	-

OUTBOUND FLIGHT	AC/TAIL	ETD	DESTINATION	STAND/ TERMINAL	RECOVERABLE CONNECTIONS	F,J,Y	BAG COUNT	COST OF CONNECTIONS	RECOVERY COST	SOLUTION STATUS
EY171	77H/A6-EYK	8:55	LAX	303/T3	7	1,1,5	23	$5,500	$900	⚠

SOLUTION STATUS
COST PREDICTION



* = Suggested delay

*10 min
Delay in Minutes

$900
Cost of Delay

ACCEPT SOLUTION
3 minutes Remaining

CONNECTED INBOUND FLIGHTS	AC/TAIL	ETA/ATA	STATUS	STAND/ TERMINAL	CONNECTION TIME AVAILABLE	CONNECTIONS	F,J,Y	BAG COUNT (15)	COST OF CONNECTIONS	RECOVERY COST	MEET & ASSIST
EY8	39A/A5-APX	07:15 - 08:30	Off	306/T3	25	3	1,1,1	3	$3,500	$0	-
EY4	33A/A5-APB	07:15 - 08:25	On Block	122/T1	30	4	1,0,3	4	$3,500	$0	⚠

ETIHAD AIRWAYS

Hub Manager

Connection Manager

08:40

*10 min
Delay in Minutes

$900
Cost of Delay

ACCEPT SOLUTION
3 minutes Remaining

CONNECTED INBOUND FLIGHTS	AC/TAIL	ETA/ATA	STATUS	STAND/ TERMINAL	CONNECTION TIME AVAILABLE	CONNECTIONS	F,J,Y	BAG COUNT (15)	COST OF CONNECTIONS	RECOVERY COST	MEET & ASSIST
EY8	39A/A5-APX	07:15 - 08:30	Off	306/T3	25	3	1,1,1	3	$3,500	$0	-
EY4	33A/A5-APB	07:15 - 08:25	On Block	122/T1	30	4	1,0,3	4	$3,500	$0	⚠
EY232	32E/A6-APB	07:05 - 07:55	On Block	409/T3	60	3	0,1,2	3	$2,000	$0	⚠
EY56	34E/A6-APB	07:10 - 07:40	On Block	205/T3	60	7	1,2,4	7	$0	$0	-

EY305	8:30	$0	1215	405	-	-	13	1300	32	320
EY103 JFK	8:10	$0	578	193	3	300	3	300	17	170

Connection Manager

08:40

EY8	39A/A5-APX	07:15 - 08:30	Off	306/T3	25	3	1,1,1	3	$3,500	$0	-	
EY4	33A/A5-APB	07:15 - 08:25	On Block	122/T1	30	4	1,0,3	4	$3,500	$0	⚠	
EY232	32E/A6-APB	07:05 - 07:55	On Block	409/T3	60	3	0,1,2	3	$2,000	$0	⚠	
EY56	34E/A6-APB	07:10 - 07:40	On Block	205/T3	60	7	1,2,4	7	$0	$0	-	
EY305	8:30	$0	1215	405	-	-	13	1300	32	320		
EY103 JFK	8:10	$0	578	193	3	300	3	300	17	170		

Connection Manager

08:40

EY8	39A/A5-APX	07:15 - 08:30	Off	306/T3	25	3	1,1,1	3	$3,500	$0	-
EY4	33A/A5-APB	07:15 - 08:25	On Block	122/T1	30	4	1,0,3	4	$3,500	$0	⚠

GUESTS	BAGS	CATEGORY	PAX CLASS (1F, 1B, 4E)	PAX TOTAL	BAG PAX TOTAL	PNR NUMBER	ADDITIONAL GUEST INFO
John Doe	1	Gold	First	1	1	x.x.x	♿
Jane Doe	1	Platinum	Business	1	1	x.x.x	-
Tim Smith	1	-	Economy	4	4	x.x.x	-
Adam Jones	1	-	Economy	4	4	x.x.x	☹
Charles Baugh	1	-	Economy	4	4	x.x.x	-
Amy Baugh	1	-	Economy	4	4	x.x.x	♿

SOLUTION

Meet and assist guests

ACCEPT SOLUTION
3 minutes Remaining

WARNING: 6 guests will be delayed if solution is not accepted

EY232	32E/A6-APB	07:05 - 07:55	On Block	409/T3	60	3	0,1,2	3	$2,000	$0	⚠

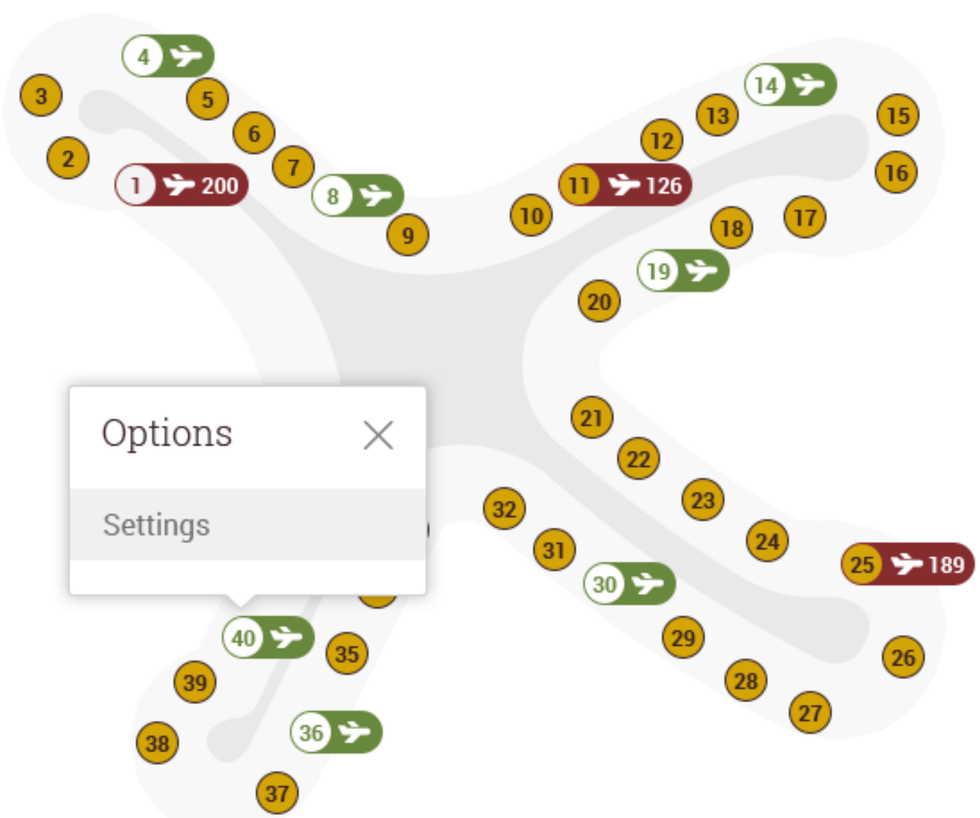
Terminal View

Terminal View

Available Stands
7 Openings

Incoming
5 Arrivals

Departing
2 Leaving



Options

Settings

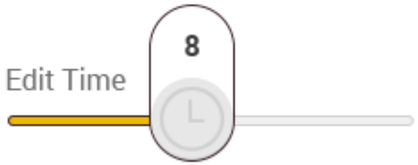
Connectivity

2315 Connections
175 Issues

On-Time Departures

87 On Time
2 Issues

Edit Time



8:16pm

Departing Controller

Departure Controller

Flight EY 56 Upline City: London
STD: 02:22 ETD: 02:25

1 Alerts
5 SSR
2 Chat
3 23 total Checklist

Passengers

STATUS	TOTAL	P*	F	J	Y
Booked	252	15	50	75	112
Checked-In	229	12	45	69	103
Boarded	214	9	42	67	96

Booked 252
Checked-In 229
Boarded 214
VIP Guests 3

Flight Checklist

3 active
20 finished

	TASK	DESCRIPTION
☐	Fuel Plane	Restock fuel to 80%
☐	Clean Cabin	Remove trash and reset the passenger experience
☐	Engine Test	Calibrate engines at 3000 rpm for 20 minutes
☑	Baggage Care	Assure guest baggage is correct
☑	Pilot Inspection	Insure pilot health is sufficient for flight

Connections

167 (3, 2)
Inbound to Abu Dhabi

32 (2)
Outbound From London

Baggage

226
Total Bags

43
Connecting Bags

Q&A