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Airport Collaborative Decision Making (A-CDM)

Train The Trainer (Advanced Functionality)

April 2025



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Workbook Overview

This workbook contains information to support **Train the Trainer** for the implementation of A-CDM in Australia.

This Train the Trainer workbook explains how to use **advanced functionality** across all workspaces and is designed for SMEs and Super Users.

Please reach out to your A-CDM key contact for more information on how workspaces will be used to support the effective operation of the A-CDM service in your organisation.

Contents

- 1. Accessing Aerobahn A-CDM
- 2. A-CDM Workspace (Advanced Functionality)
- 3. <u>A-CDM Support</u>



A-CDM Workspaces (All Users)

ADVANCED FUNCTIONALITY



Essential Workspace Features

- An empty or "new" workspace.
- Helpful to think of workspaces as a document or spreadsheet.
- You can build your workspaces from scratch, or build on others' shared workspaces, and share your workspaces with others.
- You can select which workspace loads by default when opening a TaxiView workspace.
- Admins can establish default workspaces for their team members.
- The purpose of this training session is to introduce you to the various features that are exploited in the workspaces to be presented later.





Essential Tool Concepts

- In order to illustrate some basic tool concepts, we'll start by opening some tools:
 - Map Display,
 - System Time and
 - Watch List Viewer.
- The Watch List Viewer and related tools are on a submenu of the Tools menu dropdown as shown.





Some Elements of Workspace Layout

Illustration of workspace elements:

- Tile Handle moves all tools within tile to new location.
- Tool Title (every tool has one) opens dropdown menu for tool-specific options.
- Tile/Tool controls maximize/restore window, dock/float, or dismiss tile or tool.
- Tab Handle is used for moving tool within tile or to another tile.
- Holding mouse over border between tiles activates a resizing pointer with which you "fine tune" relative sizes of tiles.

For example, in the Common Workspace, the "Arrivals" tab is a renamed Watch List Viewer, and the "Surface Display" and "Gate Display" tabs are renamed Map Displays.





Target Types and Operational States

- Legend: in case you forget which ones are coming and which ones are going.
- Targets with active transponders are colorcoded by default: inbound orange, outbound blue, unknown (usually Flyovers) green.
- Targets become "persisted" when the transponder is powered off.
- Persisted targets can be moved, removed, or created manually to better depict reality.
- A persisted target will become active again once its transponder is detected.
- The Legend shows a count of targets in each state: inbound, outbound, unknown, and persisted.





Target Types and Operational States (cont.)

- Inbound and outbound targets are further broken into Operational States, which are useful in developing rules and organizing data.
- The states are based in part on behavior and location of the targets.
- The Airport surface is broken into regions of certain types, which are used to characterize the state of the target.
- Figure to the right illustrates the Map Display tool menu/Layer Visibility option.
- A subset of the hundreds of regions available are highlighted: Gates, Ramps, Runways, and Taxiways.

Note: in the Common Workspace, the "Surface Display" tab is a renamed Map Display.





Target Types and Operational States (cont.)

- A target's operational state is determined by its location and behavior. E.g., a target whose path is aligned with a runway and is in an approach corridor is "Approach (APR)", and a target which activates in a gate is "Gate Outbound (GTO)".
- Most useful operational states are:
 - Extended Enroute In (EXI)
 - Enroute In (ENI)
 - Approach (APR)
 - Arrival (ARV)
 - Taxi In Movement (TIM)
 - Taxi In Ramp (TIR)
 - At Gate Inbound (GTI)
 - At Gate Outbound (GTO)
 - Taxi Out Ramp (TOR)
 - Taxi Out Movement (TOM)
 - Departure (DEP)

9

• Enroute Out (ENO)

1 nev Region Status Ca	nceled : Example					Mode: Live	09/21/2023 13:44:4
Arrivals 🔻							0.5
Fit ID (Aero)	AC Type (Aero)	Reg (Aero)	✓ Op State	Orig	SIBT (Aero)	↑ E/ALDT (Aero)	E/AIBT (Aero)
VOZ359	B738	VH-YFJ	Enroute In	MEL	13:32	(13:56)	(14:00)
CPA157	B77W	B-KQN	Enroute In	HKG	13:36	(13:53)	(13:57)
Rules Management * Aircraft and Flight Rule	s Shared Rules	nik					
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Management tool shows what a rule would look like to select for all

QFA-marketed aircraft that are Inbound in the TRACON area.



Target Types and Operational States (cont.)

Some important comments on persisted targets:

- Persisted targets are still "targets" and are maintained on the server and sent to all clients.
- Typically, an active arrival enters a gate and powers down its transponder. The server then creates a grey persisted target in the gate, with the same identification as the arriving target, i.e., the same Mode-S code.
- If a persisted target is moved by an end-user or by the server software, the color changes to the magenta shade shown in the screenshot.
- If a persisted target is added, its appearance is dark grey with magenta border.
- Right-clicking on an empty region that supports persisted targets opens the context menu, with an option to add an aircraft.
- Targets can be created by call sign or registration. If an attempt is made to add a target that is already somewhere on the surface, user is given option to automatically move the target from wherever it is to the region desired.
- Not all regions will support a persisted target.
- ALL OPERATIONS INVOLVING PERSISTED TARGETS ARE SEEN BY ALL USERS.





Flight Data Fields and Presentation

- There is a substantial variety of data fields maintained on the Aerobahn server and passed to the clients.
- Client tools provide different ways to display the data:
 - Watch lists by column selection
 - Map displays by data blocks
 - Selection details by highlighting fields of interest for a selected target
- Data Fields displayed in the different tools are independently configured.
- Because there are so many data fields, we have provided some useful ways to filter and store subsets of fields for efficient configuration of tools.
- Screenshot shows some features of data fields, target search, and target selection across tools:
 - Typing "A7" in the Quick Search tool (upper right) would find any flight with "A7" in flight ID or registration
 - QFA510 was selected and automatically highlights in any map display, watch list viewer, and selection details tool
 - Note that the fields shown in these various tools are not the same





Flight Data Fields and Presentation (cont.)

- To help users locate data fields quickly, data block, column choosers, and selection details preferences provide filters and search tools.
- In the screenshot, the fields presented are filtered to display only "Time" and "Source: ATC" fields.
- Further, entering any text in the Search box limits the "Available Fields" list only to those filtered and that contain the letters from the text in the Search box. In the screenshot, only fields that contain the letters "off", are ATC sourced, and are related to time, are shown.

Preferences					×	:	
Category	Preference						
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Settings	Enable	Slow			Fast		
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	Inbound Outbound	Unknown Persisted					
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	Available Fields		Selected Fie	lds			
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	Actual Take Off Time	CDM Milestone 나랑	ATC	Flight Status	Ramp Info	Diversions	CDM
	Actual Take Off Time	Duration	Auto	Passenger Info	De-ice Pad	Holds	Data Accuracy
	Calculated Takeon Tir	Actual	Carrier	Flight Plan	Runway Info	Metering	Data Timeliness
	E/A Take Off Time (A1 S	Schedule	Third Party	Flight Route	Terminal Info	TMI	Debug
	Estimated Off Block T	stimate	FIDS	Flow Control			KPI
	Estimated Take Off Til Is	ssue Time	Manual	Runway Control			Predictions
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Flight Data Fields and Presentation (cont.)

- Aerobahn keeps data from different sources separate and allows users to display similar fields based on their origin.
- The screenshot shows the "Stand Assigned" field has been selected as column headers.
- Any field sourced as "Manual" will support user input to define the field.
- The source "Aerobahn" field is a rollup of other sources, depending on a system defined hierarchy.
- For example, "Stand Assigned (Aerobahn)" will prefer the AODB source if not empty, then Carrier.
- Note that for any "Aerobahn" sourced field, "Manual" data is always the highest preference if it is not empty.
- The user is about to enter gate 20 for flight QFA016.
- Users can define their own data hierarchies via the "Dynamic Fields" feature

lights) (Filter	ed to 120 flights] All I	-lights.		_	_				
ID (Aero)	Reg (Aero)	Y Direction	Orig	Dest	Star	id Asgn (Aer	E/AOBT (Aero)	E/AIBT (Aero)	+
SIA235	9V-SHP	Inpound	SIN	BINI			(13:30)	20:56	^
KAL407	HL/764	Inpound	IUN	BINI			(11:05)	20:34	
QFA942	VH-VZK	Inbound	PER	BINI			(15:15)	19:42	-
1FX203	VH-YNU MUEDV	Inbound	MEL	BINI			(16:30)	18:47	- 1
GFAUTO ED450	VHEBV	Inbound	DOK	BINI	1/1		(04.20)	(18.37)	-
PD400	VHFDZ	Inbound	MEL	DINI	1B	^	(13.30)	(13.37)	- 11
	VHOOX	Inbound	EMD	BNI	10		(11:03)	(12:11)	
UTY8469	VHJEB	Inbound	MOV	BNI	10		(10:18)	(11:27)	
QEA630	VHX7M	Inbound	MEI	BN	10		(10:10)	(11:13)	
UTY8463	VHNKQ	Inbound	MOV	BNI	20	63	(10:09)	(11:12)	
VOZ985	VHYQH	Inbound	SYD	BNI	21		(09:30)	(10:53)	
V0Z347	Column	Channen					.)0)	(10:52)	
VOZ1403	Column	Chooser					A (5)	(10:25)	
VOZ786	Available Field	s		Selected Fie	lds		1)	(08:58)	
QFA186	Ellhow			Flight ID (A	erobahn)		30)	(08:58)	
VOZ382	Filter:		~	Registration	(Aerobahn)		ł6)	(08:57)	
VOZ614	Search: call	sia		Direction	(Acrobanny		20)	(08:41)	
VOZ1109				Origination	Airport		34)	(07:47)	~
	Call Sign (AOI	DB)	^	Destination	Airport				-
	Call Sign (ATC)			Airport				
	Call Sign (Aero	obahn)		Stand Assig	ned (Aerobah	n)			
	Call Sign (Carr	rier)		E/A Off Blo	ck Time (Aero	bahn)			
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	Call Sign Alter	nate (AODB)		•					
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Managing Data Fields

- The screenshot shows how a targets' Data Blocks can be configured according to the direction of the target.
- Access the Map Display Preferences dialogs from the Tool Title dropdown "Preferences".
- The dialog shows the Target/Data Block/Persisted fields dialog.
- These fields will apply to Persisted targets in this Map Display instance only. Other Map Display instances are configured independently.
- For more detailed data for a particular target, one can define the fields shown in the "Mouseover" configuration dialog as well.
- To reduce time setting up data fields for each tool, you can save sets of data fields in templates. You can import, export, edit and share the templates.



Dynamic Rules

- Extensive criteria available to alert on in order to receive information on very specific situations to make more informed decisions
- Actions are customizable for each rule and include:
 - Alert visually, audibly and/or send email alerts
 - Creating, sharing and importing dynamic rules
 - Organizing Watch Lists by dynamic rules
 - Status Lights indicators for use in watchlists
 - Rule-driven Workflow states move flights thru states on rule-based criteria

Note: when a dynamic rule has a Watch List action selected, the affected flights get added to the database for post analysis utilizing the Watch List Entries reporting feature

Airport Criteria	
Operational State is one of the following [At Gate Inbound, Persisted,	, No Surveillance
Inbound] Direction is Inbound	
Actual In Block Time (Aerobahn) is not empty	
Actions Change data block background color to Light Dark Change data block text color to Light Dark	



Dynamic Rules (cont.)

Rules Management 🔹

- **Hierarchical Design** .
 - Rules can be created by user, ٠ group, or system level
 - Can be forced on user groups ٠
 - Rules higher in list take ٠ precedence
- **User Controlled** •

16

- Unless forced, users can turn on ٠ and off rules
- If enabled, these rules only affect ٠ your workspace



Create New Rule Edit Rule

Watch List Viewers and Watch List Counters

- Watch Lists Viewers are useful tools for situational awareness.
- The Watch List Viewer tool can be filtered, sorted, populated, and organized in a variety of ways.
- The Watch List Viewer in the middle has nothing populating it, while the one on the right is showing Arrivals.
- Watch List Viewers can be populated to show "All Flights" or by selecting any number of rules.





Watch List Viewers and Watch List Counters (cont.)

- In addition to limiting the data driving a Watch List Viewer by selecting appropriate rules, a Watch List Viewers' columns can be sorted and filtered.
- The Columns in a Watch List Viewer can be modified to show different information.
- Gain access to the Column Chooser tool through either the Watch List Viewer's dropdown menu, or by right-clicking on any column header.
- You can also re-order the columns simply by dragging the column header left or right as desired, or by moving the field up or down in the Column Chooser tool.





Watch List Viewers and Watch List Counters (cont.)

- The Watch List in the Middle is populated with all flights but is filtered on direction (Inbound) and Origination (SYD). So, this viewer is showing all Inbounds from SYD. Note the "Filter" icon on the filtered columns. This Watch List is also sorted on the SIBT (Aero) column ascending. Note the "up arrow" icon in the column.
- The Watch List on the Right is getting configured for a custom filter: All outbound aircraft with Flight IDs that begin with "QFA". Open the custom filter tool by holding the mouse over the column header and clicking the chevron that appears on the right of the header.

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19

• Watch Lists that are filtered say so under the title. This is true even if the filtering column(s) are not currently displayed. If you suspect a Viewer is not showing all flights expected, be sure to check that a filter is not applied.

Note: This filter message is not displayed under the Watch Lists in the screenshot due to the 'Show/Hide Source List' setting.

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JS1803	19K	VOZ985	B738	VHYQH	SYD	10:53	10:50	(10:53)	Inbound	00	:01	1:46	U		<i>.</i>	1		3	
+ 00:25 -	QFA517 01R	JST810	A321	VH-VWU	SYD	21:40	21:39	(21:42)	Inbound		-	-							_
VOZ1211	VOZ938	V0Z905	B738	VH-VUJ	SYD	21:56	22:04	(23:09)	Inbound	Departu	ires 🔹							00	×
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CAL053	01R 00:05:07	V0Z913	B738	VH-YFE	SYD	22:56	22:53	(23:58)	Inbound	QFA708	B738	VH-VYJ	CNS	01L	23:05	(00:08)	(00:15)	Outbound	^
CAL05300:20 -	JST567	QFA506	B738	VH-VYE	SYD	23:02	23:01	(23:05)	Inbound	QFA119	A332	VH-EBO	AKL	01R	23:10	23:48	(00:00)	Outbound	
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N142GZ	01R	QFA516	B738	VHVZK	SYD	02:02	(02:28)	(02:35)	Inbound	VOZ9					_		1:17)	Outbound	
		V0Z933	B738	VHYFC	SYD	02:09	(01:48)	(01:53)	Inbound	V0Z1102	F70	VH-QQR	NTL	01R	00:06	(00:06)		Outbound	
- 00:10 -		RXA348	B738	VHRQG	SYD	05:43	(05:38)	(05:45)	Inbound	VOZ449		VHVUK	DRW	01L	00:07	(00:07)		Outbound	
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	AN7144									QFA1949	E190	VH-XVX	HBA	01R	00:10	(00:03)	(00:16)	Outbound	4
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-00:05 -	JST834									QFA615	B738	VH-VZO	MEL	01R	00:15	(00:27)	(00:34)	Outbound	
VET	01L 00:10:30									QFA986	B738	VHVYH	MKY	01L	00:25	(00:18)	(00:28)	Outbound	
	SSQ0000									FD447	B350	VH-FDW	ROK	01L	00:30	(00:23)	(00:33)	Outbound	4
	QFA119									PAL222	UNKN	RP-C9936	MNL	19R	00:30	(00:28)	(00:42)	Outbound	
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00.01.21	VOZ175									AVN025	A320	H4SAL	SON	19L	00:30	(00:28)	(00:38)	Outbound	
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	0.00.40	Arrivals	Gate Di	splay Surfac	e Display	Termina	Display			Depar	tures	Notifications	Select	tion Deta	ils				



Watch List and Watch List Counters (cont.)

- Watch List Counts are populated in the same way as Viewers but provide a count of the number of flights.
- The Count tool can further be configured to indicate when certain thresholds are reached.
- In the example shown, the font changes to white and the background red when the count is more than 18.

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	Select Source
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	Launch Watch List Viewer
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ОК	Cancel



Example of Rules, Data Fields, Maps, Icons in Action

- This screenshot shows how rules can be used to highlight targets or map elements.
- ANZ144 is Outbound which is being added to the Departure List and to the Runway Q for 01R-19L (note the use of Operational State in the criteria).





Workflows and Rules

- In addition to Aerobahn's intrinsic target states, users can develop their own customized states according to their needs.
- Workflow states can be entered automatically by target events using rules, and/or can be manually driven by user actions.
- Workflows and states are set up via the System Admin application.
- The screenshot shows the "CONOPS Arrival" workflow with its states.
- Also shown is the rule that drives automatic transition to "Arrival Cleared to Spot Linked Status".
- Ramp managers can then drive the arrival to one of the succeeding states.
- Rules that monitor target workflow states can highlight targets and regions, populate lists, and generate alerts as appropriate.
- Reports can be generated that will show when targets transitioned from one state to another and why.
- Levels of permission can allow users to see but not activate states, or not see the workflow states at all.





Workflows and Hotkeys

- The "Hotkeys" feature allows users to tie data entry and workflow transitions, among other things to the keyboard's function keys (F1 .. F12).
- The Hotkey Dashboard Tool provides a means to create a dockable group of keys that are typically grouped to accomplish similar functions.
- Also, end users can also create Hotkey buttons for use in tabular tools like Watch List Viewers.
- Examples of these features are shown in the screenshots on this and the next slides.
- The Hotkey Dashboard tool is shown with its Configuration Dialog.
- Note the "Criteria" button highlighted. Its function is described on the next slide.

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≡1	Remove	Spot 88	Display	Criteria	Workflow Transition	✓ to state	Spot 88	۷.	V Feedback Pop-up	
2	Remove	Spot 99	Display	Criteria	Workflow Transition	✓ to state	Spot 99	۷.	V Feedback Pop-up	NJZ NJZ
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Workflows and Hotkeys (cont.)

Q: How does a Hotkey device work (F-key, or button from dashboard or viewer)?

A: The "Criteria" button provides a dialog that limits the candidate flights by the criteria selected.

- In this example, if one or more targets are selected or highlighted on any of the workspace's tools, then this hotkey action is directed to those selected targets (check at top).
- If no targets are selected or the box is not checked, a Search dialog appears in response to pressing the hotkey (far right).
- In this case, the hotkey's criteria are as shown, so when user types 'ANZ' in the search box, only flights that have an 'ANZ' in the Flight ID, Registration, Runway, Ship Number, Runway Predicted, etc. AND are in one of the Operational States selected AND are in one of the carrier groups selected will appear in the list.
- Any or all the flights in the list can be selected and have the workflow transition applied.



Notifications Toolbar

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Mark All

Generated 09/21/20 09/21/20

- Clicking anywhere on the Notifications bar will expand the Notifications dropdown, showing status of all notifications subscribed.
- Configure Notifications properties from the "Settings/Notification Settings" option in the Settings dropdown from the System Menu Bar.
- Selected subscriptions and alert settings are stored with the workspace.

Note: NOTAMS are not available in Australia

(64-bit) :: TaxiView :: Brisbane Airport	- 🗆 X	
kspace Settings Tools Reporting Help	Aerobahn	
🕪 Playback 🌃 Pause 🔍 Search	Q	
on Status Canceled : Example	Mode: Live 09/21/2023 00:12:15 UTC	
Category Sub-category	Event State Description Activity Start Activity End	
23 00:12 Airside Region Statuses	Canceled Example 09/21/2023 00:10 09/21/2023 01:10	
23 UU:11 Airside Region Statuses	Active Example 09/21/2023/00:10 09/21/2023/01:10	
	R Notification Settings	×
	Categories Preferences	
	Subscriptions	
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	Bar Settings	Sound Pop-up
	Alert Settings	
Unmark All	- 🦲 Airport Status Delay	
	 Flow Restrictions 	
	- 🗹 Region Statuses	
	Surveillance System Status	
	B NOTAM (ICAO)	
	Interview (US) Interview (US)	
	– Flow Restriction	
	- 🦲 Service Message	
	OK Apply Cancel	



Annotations

- You may have noticed some screenshots of map displays are labeled in different ways; This is accomplished by adding Annotations to the background map.
- Annotations do not affect Aerobahn's operation; they serve to add clarity and information to the map displays.
- Annotations are added independently to each map display instance.
- With the System menu/Annotation Management tool, users can create, import, export, and share Annotations of their own. In the screenshot, this user hasn't created any of their own yet, but has selected one of the system ones to display.
- Annotations can also be forced on user displays on a group basis.





Region Status

- Region statuses enhance situational awareness for sections of the airport that may be closed to aircraft traffic.
- Region closures appear on everyone's map display instances.
- Region closures can apply to Gates, Ramp Segments, TWY Segments and RWY Segments.
- In the screenshot, all of RWY 01R_19L, and TWYs A, A1, A3, A4, A4S, A6, A7, A9 are to be closed.
- Next slide shows the result of the region closures. Also note you can schedule closures and re-openings





Region Status (cont.)

- Example showing:
 - RWY 01R_19L
 - TWYs A, A1, A3, A4, A4S, A6, A7, A9





System Admin Utility, Users, Groups & Permissions

- The System Admin application, available from the Portal, allows users to see what permissions they have, and, if permitted, allow a user to change other users' settings and establish settings for their groups and sub-groups.
- The screenshot here depicts how users belong in a group, and how groups can be further broken into subgroups.
- The important takeaways with respect to users and groups are these:
 - Permissions can be set at group and individual levels
 - If no permission is explicitly set for a group or user, permissions are inherited from the parent group
- System-wide features, such as Annotations, Rules, Workflows, and Dynamic Fields are managed in the System Admin app.





Minimum Turnaround Times

- Minimum turnaround time is configured on the . SystemAdmin page.
- Airlines/Ground Handlers can configure the • minimum turnaround time based on any combination of the following:
 - Airline Code •
 - **Carrier Group** ٠
 - Aircraft type •
 - Destination •
- An asterisk (*) in any field indicates that this • field can be any value.
- If a flight matches more than one • configuration, the MTTT used will be the configuration with the most fields set to a specific value.
 - For example: Based on the ٠ configurations in the screenshot, Qantas flights going to LAX will have a MTTT of 85 minutes. All other Qantas flights will have a MTTT of 60 minutes.

User Administration						
settings and permissions	Minimum Turn-roun	nd Times (Minutes)				
user status						
System Configuration	Airline Code	 Carrier Group 	Aircraft Type	Destination	MTTT	
vehicle tracking	*	Qantas	*	*	60	Ô
	*	Qantas	*	LAX	85	Ŵ
purge reports	*	REX Regional Express	*	*	45	Ŵ
minimum turn-round times	*	Virgin Australia	*	*	55	Ŵ
unimpeded taxi out times		()				
unimpeded taxi out times Diagnostics version information		Edit/Delete Existin	ng Configuration	Add N Configura	lew ations	
unimpeded taxi out times Diagnostics version information	Add New Configurat	Edit/Delete Existin	ng Configuration	Add N Configura	lew ations	



Unimpeded Taxi Out Times

- Unimpeded Taxi Out Times from each gate to each runway is configured in System Admin.
- The Unimpeded Taxi Out Times are used in the calculation of TSAT by the PDS to ensure that a flight is given a TSAT that allows enough time to meet it's TTOT based on the taxi time for it's specific runway-gate pair.
- There is a runway default time configured for each runway.
- In the Runway-Gate Pair UXOT Values table, runway-gate pairs that are red, are configured using the default value in the Runway Defaults table. If the runway-gate pair are black, then this pair has been configured to a value other than the default setting. This allows for each runwaygate pair to be configured individually.

User Administration settings and permissions user status	Unimpeded Taxi Out Time	s (Minutes)	
System Configuration vehicle tracking	Runway Defaults		
purge reports minimum turn-round times	01R	15	
carrier groups	19R	20	
Diagnostics	01L	12	
version information	19L	10	

Runway-Gate Pair UXOT Values

Runway	Gate	UXOT (Table)
01R	P16_P16A	15
01R	22B	23
01R	86B	15
01R	74 A	15



Carrier Groups

				? ×
User Administration	Carrier Group Configuration			
settings and permissions	Add Remove	Default		Low Sorting Priority
user status	Business Aviation Centre	Short Name QFA		Provide Carrier Codes for De-ice Configuration
System Configuration vehicle tracking	Alliance Jetstar Qantas	Carriers Add Remove	Terminals Add Remove	Terminal and Carrier Pairs Add Remove
purge reports	REX Regional Express	QFA		
minimum turn-round times	TigerAir	QLK		
carrier groups	Virgin Australia	QFE		
unimpeded taxi out times				
Diagnostics version information				

- Carrier groups are configured in System Admin for each airline and ground handler.
- Carrier groups can be defined by:
 - Carrier Codes
 - Terminals
 - Terminal: Carrier Pairs
- As seen in the screenshot, a carrier group can be configured for multiple airline codes.
- A carrier group will typically be defined based on the set of airlines it will be responsible for entering/updating TOBT.



A-CDM Support

HOW TO ACCESS SUPPORT



COMPANY RESTRICTED | NOT EXPORT CONTROLLED | NOT CLASSIFIED

Contact Us

- All inquiries should be directed to your local Service Desk.
- Service Desk personnel are trained for first level of support.
- If required, your local Service Desk will escalate the issue to Saab Customer Service.
- Saab Customer Service provides support 24 x 7 x 365





For more information on A-CDM, reach out to your key A-CDM contact or email <u>acdmprogram@airservicesaustralia.com</u>.

