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**CLE Hub Operations
Center**

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CLE Hub Operations Center

- The Continental Airlines CLE Hub Ops Center is located above the C Concourse (Operations Tower 62 Feet AGL)
- The Center manages 240 Flight Operations daily
- The Center is staffed 24 hours a day, 365 days a year
- Positions include:
 - Operations Managers, Team Leaders, Zone Coordinators (Customer Service, Ramp Operations) Ramp Control (Aircraft Movement), Arrivals/Departures Coordinators, Weather Room Coordinators, Midnight Coordinator

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Support groups the Ops Center interfaces with include:

- CO and Airline Partner SOCC's
- Maintenance Control/Planning
- CLE FAA/Air Traffic Control Tower (ATCT)
- CHIA Operations
- NWS

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The Goals of the CLE Ops Center

- Ensure a safe, on-time, efficient operation
- Monitor weather conditions worldwide/Issue weather alerts
- Implement Severe Weather Action Plan (SWAP) as necessary
- Monitor flight irregularities, implement recovery plans
- Quickly return the schedule to On-Time after major disruptions
- Communicate effectively with all entities
- Make notifications to senior management and others in a timely manner
- Use Paging/Voice Mail System to broadcast routine operational updates

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The Tools of the Center

- People
- Technology
 - Aircraft Routing/Maintenance Planning System
 - Aircraft Situation Display/PASSUR
 - Graphical Weather Displays
 - Electronic Gatesheets
 - FIDS/Eclipsx
 - Gate Manager
 - Flight Service Monitor/ATC Slot Substitution
 - Instant Access to information

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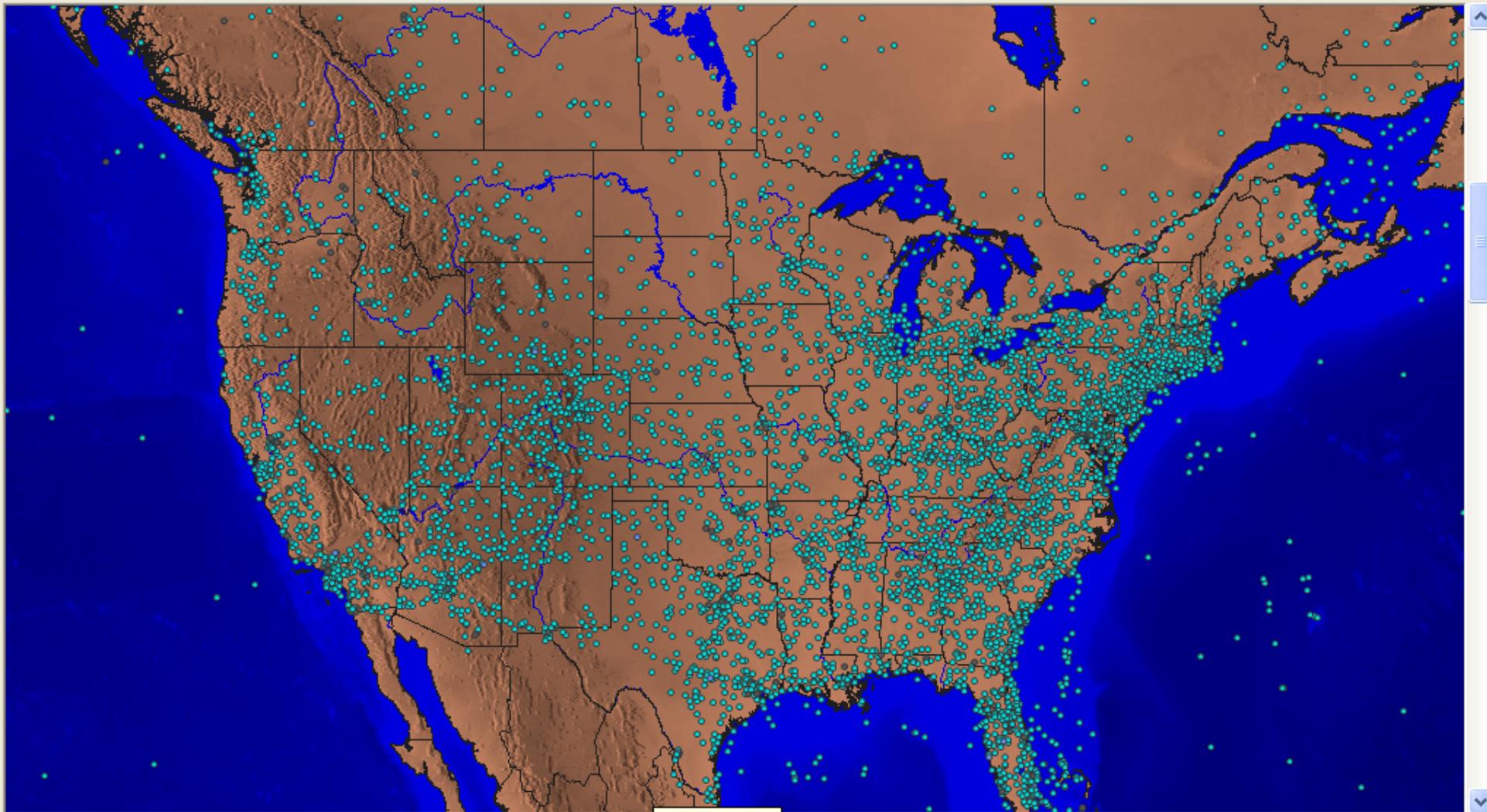
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- Weather/ATC/Maintenance
- Diversions - Weather/Mechanical/Medical
- Weight restrictions
- Planned/Unplanned fuel stops
- Civil unrest/Strikes
- Fuel shortages/Facilities problems
- Capacity restraints/Airport configurations

Flight list
My Fleet
Event manager
View settings
Select View
Update View
Create View
Zoom back
Zoom forward
Zoom in
Zoom out

Find plane
Lookup/Go to
Airport graph
Airport summary
Manage Views
Manage drawing objects
Options
Route check
Flight check

Filter
Aircraft ID
Origin
Destination
Find



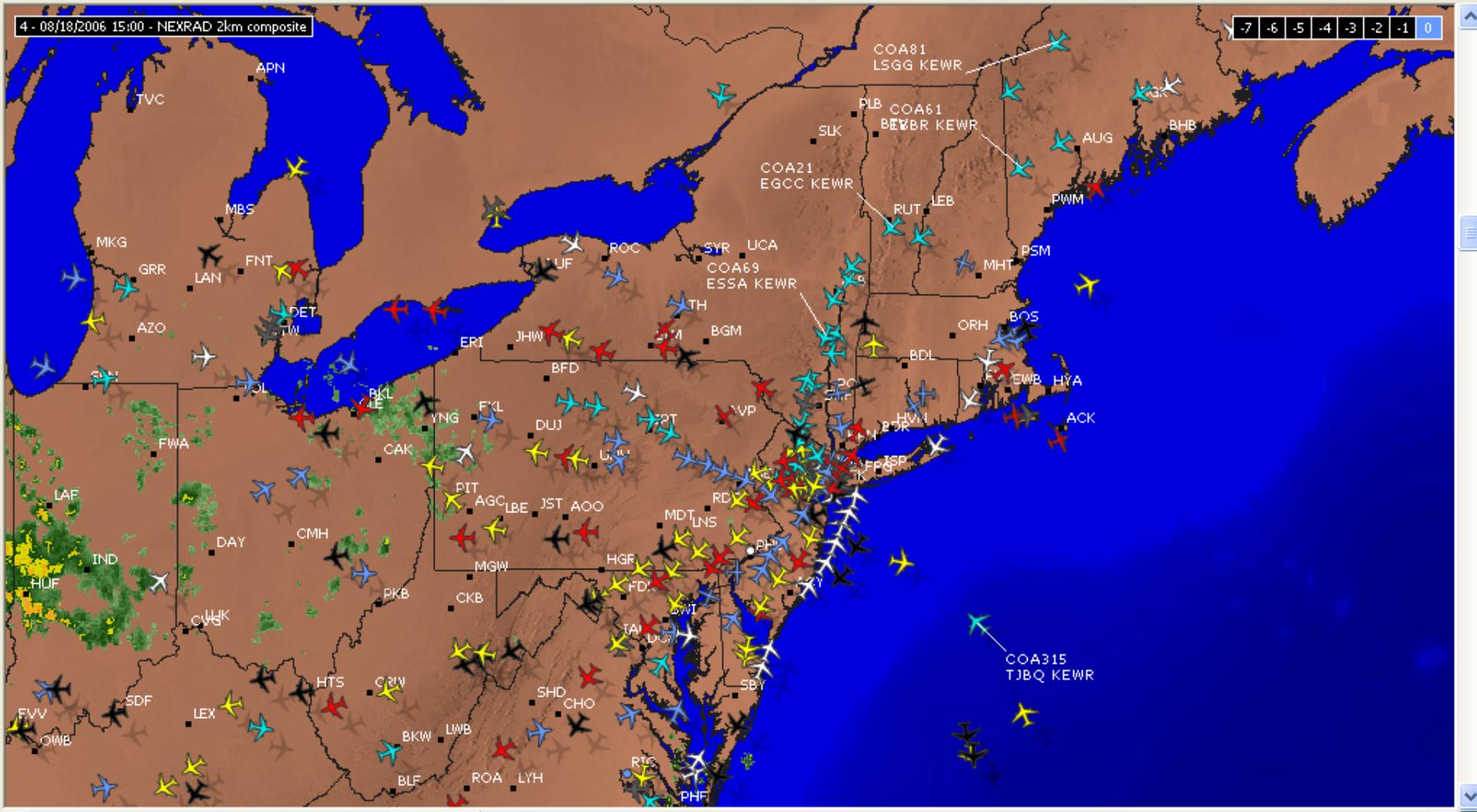
My Documents

Flight list My Fleet Event manager View settings Select View Update View Create View Zoom back Zoom forward Zoom in Zoom out

Find plane Lookup/Go to Airport graph Airport summary Manage Views Manage drawing objects Options Route check Flight check

Filter Aircraft ID * Origin Destination EWR Find Ty

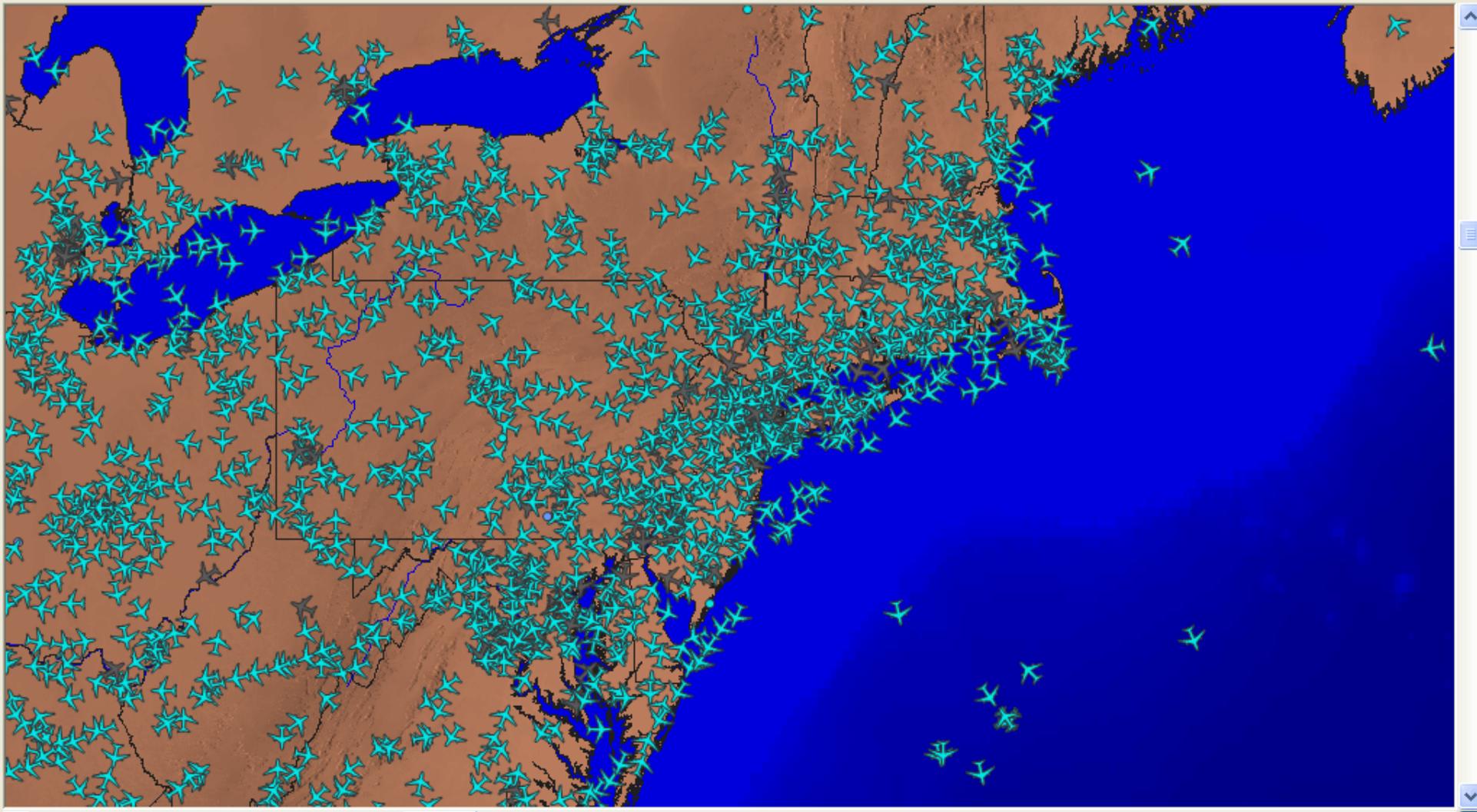
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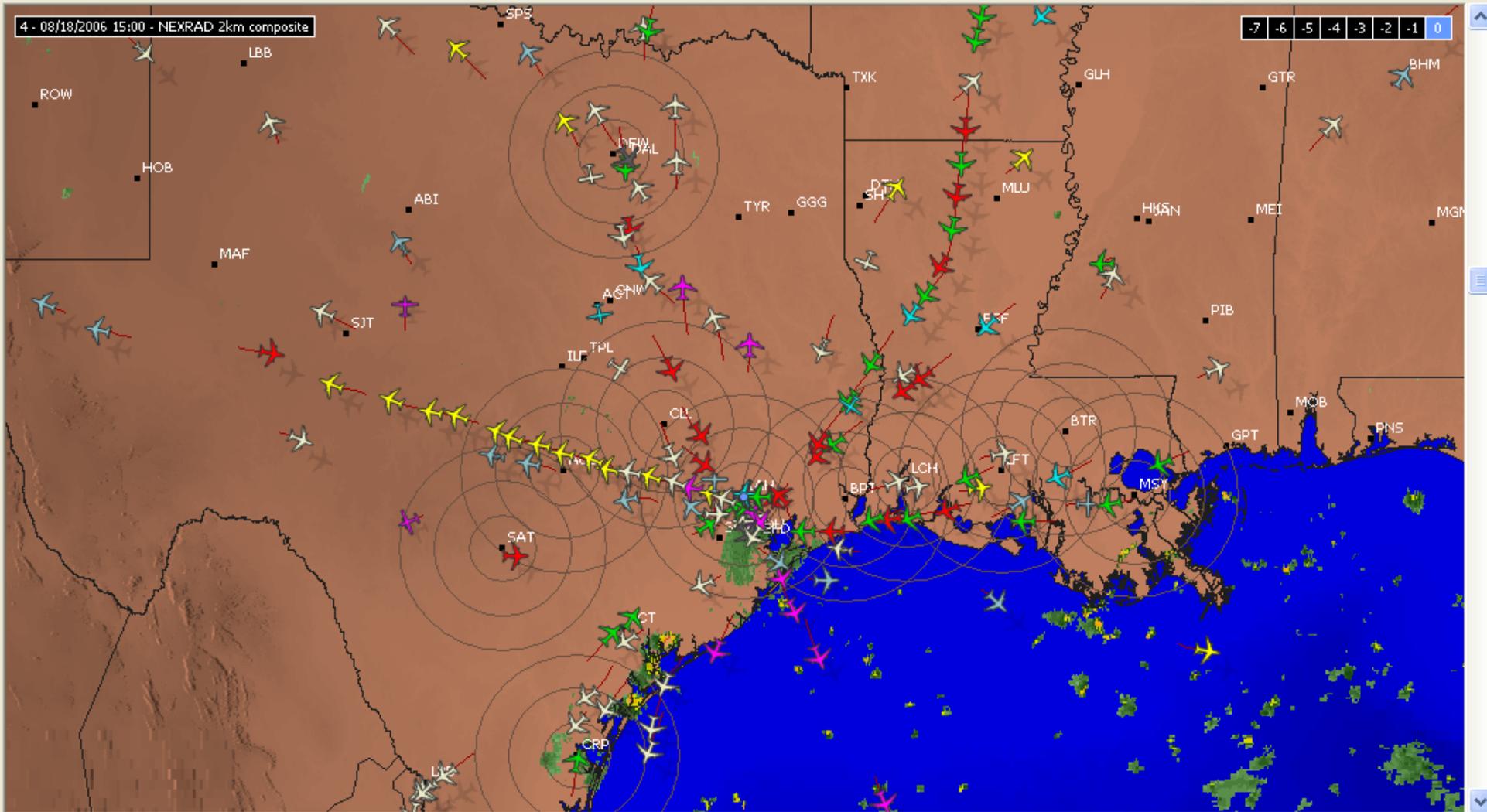


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Irregular Operations - Recovery considerations

- Number of Customers inconvenienced
- Re-protection for the customers
- Special considerations - Air/Sea groups, Sports teams, Special groups
- Total downline impact that could affect other customers
- Complexity of balancing aircraft flows and crew routings
- Maintenance requirements (Line and/or Base maintenance)
- Market integrity (Completion factor, On-time performance)
- Weather considerations/Severe Weather Action Plan
- Market profitability