

# **SAFS GROUND OPERATIONS STANDARD OPERATING PROCEDURES**



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# 1. Abbreviations

GOPS	Ground Operations
ATC	Air Traffic Control
TFC	Traffic
AC, A/C	Aircraft
RWY	Runway
TWY	Taxiway

LAV	Lavatory
GPU	Ground Power Unit
APU	Auxiliary Power Unit
EM, EMER	Emergency
EMS	Emergency Medical Services
ARFF	Air Rescue and Firefighting

## 2. Department Rules

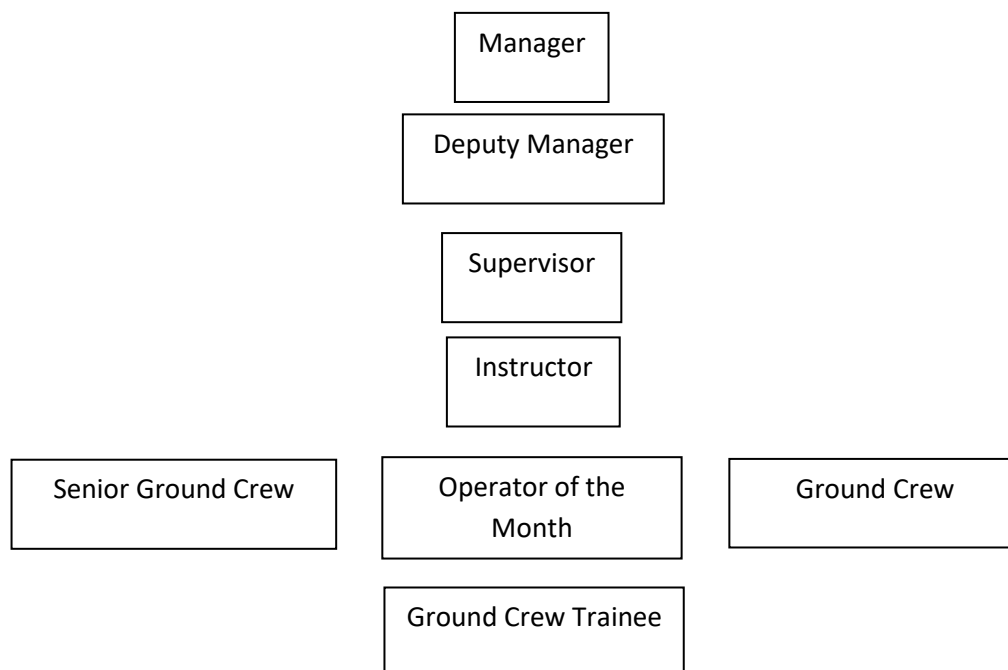
1. All members of Ground Operations as well as other departments shall be respected and treated with professional courtesy.
2. All members shall act with professionalism when within the server and Discord.
3. All members must be properly dressed while on duty.
4. All members must use only GOPS vehicles while on duty and respect vehicle restrictions.
5. All vehicles used during logging must have the proper callsign.
6. All members shall not leave GOPS vehicles unattended for extended periods of time.
7. All members shall follow instructions from superiors.
8. All members are subject to activity checks.
9. All trainees must visit #training-center to pass the initial exam and obtain at least one license within 4 weeks of arriving in the department.
10. In case of inactivity longer than 2 weeks, LOA must be requested in #LOA.
11. LOA request must include valid reason and expected duration up to 2 months.
12. You must be in Ground Ops more than 2 weeks to request LOA.
13. If your LOA request has a , it means your request has been approved.
14. If you are inactive and request LOA you may be denied.
15. **All misconduct will be met with force via our 3 strike and out system – players who reach 3 strikes will be kicked from the department, but may re-apply.**

## 3. Sanction System

Offence:	Sanction:
Fake Log	1 strike + suspension for 7 days
Using the wrong vehicle	1 strike
Use of non-regulatory clothing	1 strike
Incorrect callsign	1 strike
Leaving unattended vehicle	1 strike/vehicle or suspension for 7 days
Disobey the manual	1 strike
Fail Roleplay	1 strike or 2 strikes
VDM or RDM	Kick from GOPS

Depending on the seriousness of your misconduct, the penalties may vary.

## 4. Rank Structure

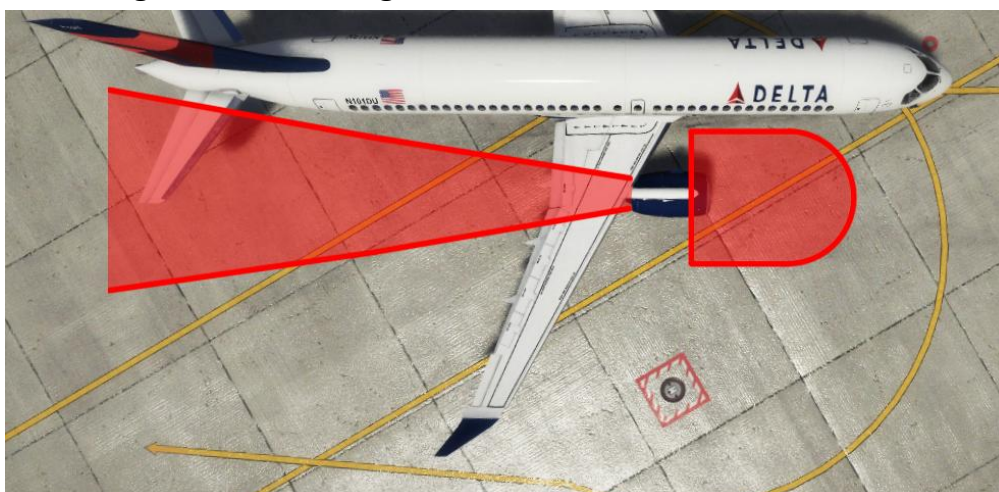


## 5. Ground Operations Guidelines

### 5.1. Airport environment

An Airport is a very dangerous environment, so certain rules have to be implemented to prevent damage to property and injuries.

- Engine hazard areas – engines move a lot of air from one place to another, so to prevent getting sucked in or sent flying in it is vital to stay clear of those areas when engines are running



- Foreign object damage – make sure there are no loose objects or vehicles left unattended around movement areas, as they could become projectiles when aircraft are passing by.
- Aircraft have priority – Pilot view from the cockpit is very limited, so ground ops personnel has to always make way for the aircraft to avoid collisions.

## 5.2. General philosophy of handling aircraft

To service an aircraft 3 conditions have to be met:

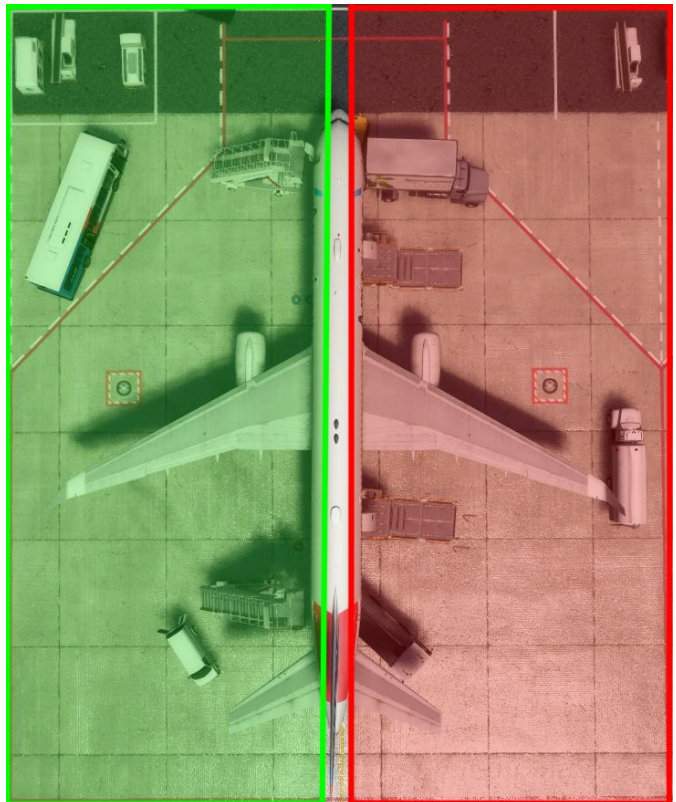
- Aircraft engines are not running
- Aircraft is parked at a stand
- Aircraft requested ground services

Once all those conditions are met aircraft service may start.

**While conducting services keep the pilot updated on the progress.**

The general rule is:

- **Green area** on the left is for passenger boarding, deboarding and cabin cleaning.
- **Red area** on the right side is for all other services.



Exceptions to this are:

- Maintenance service can drive anywhere around the aircraft depending on where maintenance is needed.
- Cargo aircraft typically have a dedicated cargo door on the side, in the nose or tail
- Other aircraft with unusual door layout, for example CRJ, Q400, ATR etc.

## 5.3. Callsigns

Whenever on duty it is mandatory to select proper callsign. Callsign number will be assigned after passing initial exam and can be seen next to your name in discord.

For normal vehicles callsign should be in **OPS-XXX** format, for example OPS-001.

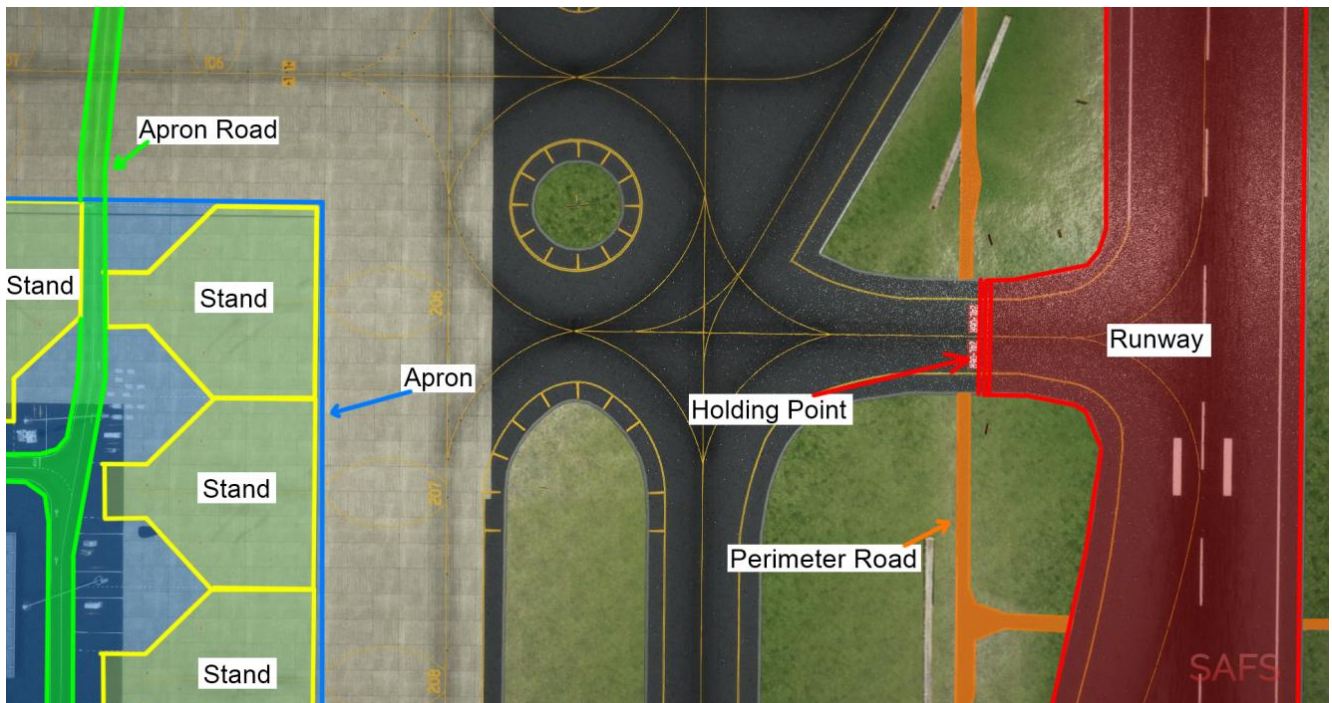
For emergency vehicles callsign should be **ARFF-XXX** format, for example ARFF-001.

You can save your vehicle in **vMenu>Vehicle Related Options>Saved Vehicles**, it will save your callsign for future use when spawning from **Saved Vehicles** section.



## 5.4. Airside areas

Airside of the airport is the side on which aircraft may move, however is not limited to it. It is necessary for all GOPS to know basic terminology and be able to identify such areas while on duty.



Runway – used for aircraft to take off and land.

Apron – area where aircraft park to be serviced

Taxiways – used to connect runways and aprons.

**Runways, taxiways and aprons are considered aircraft movement surfaces**

Holding point – line which should not be crossed while an aircraft is taking off, landing or otherwise without permission from ATC.

Stand – single parking spot for an aircraft

Apron road – roads within aircraft movement surfaces.

Perimeter road – roads outside aircraft movement surfaces.

## 5.5. Movement and speed limits

Whenever able try to follow roads, if not available you can use taxiways. When using taxiways stay in contact with ATC to keep them updated on your position. Remember to always make way for aircraft. When crossing a runway you need to have permission from ATC or tell pilots in case UNICOM is in use via /atc, for example:

/atc KLSX TFC crossing RWY 30R/12L

After vacating runway:

/atc KLSX TFC RWY 30R/12L vacated

Speed limits are as follows:

Perimeter roads – 60 km/h

Apron roads, taxiways – 50 km/h

Apron area, stands – 30 km/h

Runways – 70 km/h

Follow me service – 30 km/h

ARFF – 100 km/h

## 6. Licenses and Services

### 6.1. GOPS Licenses

Players who joined GOPS and passed the initial exam can only conduct basic aircraft services at a gate. To conduct more advanced services a license is required.

There are 4 licenses you can obtain in GOPS:

- Airport Operations License
- Technical License
- Construction License
- ARFF License

For each of those licenses a theoretical exam and practical training is required. Once you get your exam results you can request a training in [#training-request](#).

**Doing any service without the necessary license may result in strike!**

## 6.2. Basic services

**Shuttle Service** – It is a basic service to transport players from spawn point to one of the gates at KLSX. Select one of the buses and park in front of the spawn, once players get in drive them to a gate. Remember to drive on the road and follow all speed limits.

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**Boarding/Deboarding** – It is the process of passengers entering/leaving the aircraft. To do boarding position at least one(or more if possible) sets of stairs in front of the door. Stairs height can be controlled with LShift/LCtrl. After that drive a Nova Bus and park it close to the stairs to start. If the aircraft is large you can drive the bus to and from the terminal building to roleplay dropping off/taking passengers.

Warning – the hitbox of the stairs isn't perfect and can sometimes collide with the aircraft.

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**Cargo** – It is a process of loading and unloading aircraft's cargo, such as passenger luggage or freight pallets . To do this drive the loader in front of an open cargo door and load/unload bags. The back side of the loader can be controlled with LShift/LCtrl. You can spawn trailers with bags/pallets but it is not required. For aircraft with cargo ramp like C17 drive a GM Box Truck to the ramp to load it.

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**Refueling** - It is a process of filling the aircraft's tanks with fuel for the flight. Since typically refueling port is under the right wing, to do it just drive to the right side of the aircraft close to the wing. Be careful not to hit the wing/helicopter blades!

Important! In case of fire the fuel truck has to be able to drive away fast. Make sure the escape path is not blocked.



### 6.3. Advanced services

**GPU** – Ground power unit provides power to the aircraft while it's parked on the ground. To do this just get Sadler with the GPU trailer-trailer(13)- and drive to the front, right side of the plane. Advise pilot with:

/ground [AC Callsign] GPU connected

Once disconnected:

/ground [AC Callsign] GPU disconnected

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**RWY/TWY Inspection** – to make sure everything is in proper condition sometimes do an inspection on aircraft movement surfaces. Inspection is mandatory after an emergency. If inspecting a RWY, you need to advise pilots, for example:

/atc KLSX TFC entering RWY 30R/12L for inspection.

After vacating the runway:

/atc KLSX TFC vacated RWY 30R/12L.

Drive your main vehicle around and roleplay, if issues are found block off the area by spawning multiple copies of your vehicles with lights ON and handle closure as per instructions in 6.4/6.5.

If you don't have Technical or Construction license and there is nobody else on duty with one of those then don't roleplay finding problems, since in that case nobody can fix it.

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**Pushback** – aircraft can't safely reverse out of a stand, so a tug has to push them out of it. Once requested ask for pushback direction(N, W, S or E), park the tug close to the nose gear and make sure the engines are off. After that exit the tug and do an inspection by walking around the aircraft. Make sure all doors are closed, all vehicles removed, no damage to the aircraft and nothing blocking the pushback route. After that attach the tug (hold E to open/close doors or use /fix if they break), make sure the pilot was cleared for pushback by ATC and notify pilot that you are starting with:

/ground [AC Callsign] Starting pushback and you can start engines

Pushback is very difficult due to GTA physics, don't worry if it's not perfect or you damage the aircraft. Passive mode is therefore advised for both tug and AC. After you are done disconnect the tug, drive a few meters away and notify the pilot with:

/ground [AC Callsign] Pushback completed, /fix the plane

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**Towing** – Similar to pushback, but done rarely, mostly to move aircraft from hangar to stand or the other way around. As with pushback do the inspection first and when ready notify the pilot with:

/ground [AC Callsign] Starting towing

And after you are done:

/ground [AC Callsign] Pushback completed, /fix the plane

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**Follow Me** – some pilots might be unfamiliar with the airport, and that's where you come in. Lead the pilot through the airport with the Follow Me car. Remember to have your lights and sirens on and obey the speed limit. In some cases when there is a new player you may be asked to do follow me service by ATC, the controller will expect you to know the airport and follow his assigned taxi route.

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**Catering** – This is a rarely used service, which replaces catering equipment onboard aircraft with new ones full of food. To do this get one of the catering trucks and drive to one of the doors on the right side. Raise it by either holding H or using LShift/LCtrl or both (Only catering2 can actually raise)

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**Lavatory Service** – Also known as Water&Waste, as the name suggests it means emptying the waste tank and refilling the water tank. Get the Ripley truck and drive to the back of the aircraft to connect the hoses.

## 6.4. Technical Services

**Aircraft Maintenance** – Planes break and you're there to fix them. A pilot might ask you for an inspection or repairs. Drive the maintenance van to the aircraft. If inspecting an aircraft roleplay in the affected area and report to the pilot if anything's wrong. If asked to fix the problem roleplay fixing it (emotes mechanic1-5) and report when maintenance is completed. You can use chat without /ground for this since you are out of vehicle.

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**Airport Maintenance** – Airport infrastructure is complex and often easy to break. You can fix things like RWY and TWY lights, antennas, VORs and NDBs, jetbridges, radars and other similar elements. If you are fixing something on aircraft movement surface, close that RWY or TWY segment, for example:

/atc KLSX TFC RWY 30R/12L closed for maintenance.

/atc KPRD TFC TWY C closed for maintenance.

After you are done open it with:

/atc KLSX TFC RWY 30R/12L is open.

/atc KPRD TFC TWY C is open.

If ATC is online advise them of any repairs, but if the repair is on aircraft movement surface only ATC can close it. Once ATC closes it you may begin repairs. As soon as you are finished report it to ATC.

## 6.5. Construction Services

**Surface repairs** – Aircraft wear out surfaces at the airport, especially RWYs are under a lot of stress. Occasionally it'll get damaged and need repairs, typically after emergency landings. To conduct construction work close the area with:

/atc KLSX TFC RWY 30R/12L closed for repairs.

/atc KPRD TFC TWY C closed for repairs.

Following closure tear down the surface using an excavator(Door menu Hood and Trunk to operate the arm) and drop any leftover material into CAT Dump Truck. Having done that use CAT Concrete to fill the hole with concrete and even out the surface with the roller. After completing the repairs and removed all vehicles from the runway open it with:

/atc KLSX TFC RWY 30R/12L is open.

/atc KPRD TFC TWY C is open.

If ATC is online then you can't close an area yourself, so ask for ATC to do it when needed. Once ATC closes it you may begin repairs. As soon as you are finished report it to ATC.

After construction report it in #construction-logs

## 6.6 Emergency Services

If an aircraft declares an emergency immediately stop whatever you are doing and go to the fire station at the airport(if there is one), change the ped and spawn a fire truck. As soon as you get some information as to landing RWY drive there. If there is **no ATC** you'll need to close the RWY, for example:

/atc ^1KPIA RWY 27 Closed for emergency.

Remember to include **^1** to make your message **RED** and say the word **emergency** to get the point across to pilots.

If the AC is on the ground skip the following part and drive directly towards it.

Once you reach the RWY wait at holding point. If time permits advise pilot/atc:

/atc ^1EMER services are ready, waiting at RWY XX

When the emergency aircraft passes you, enter the runway and follow it, but don't drive directly behind engines to avoid jet blast.

After arriving at the scene order an evacuation if needed. Remember to turn off passive should there be a need to spray aircraft with water. If there are any injuries get an ambulance and take them to the nearest hospital/RP passing the injured over to local EMS outside airport area. If the emergency is not serious, but aircraft can't taxi get stairs and bus to the RWY for deboarding or tow it to a gate.

## 7. Vehicles

### 7.1. Vehicle modifications

Modifying GOPS vehicles is allowed, however the following restrictions are in place:

- Underglow is forbidden
- Using xenon headlights or changing headlight color is forbidden
- Changing rims is forbidden
- Any red vehicle color is restricted to ARFF vehicles
- The following colors are forbidden for all vehicles: Lime Green, All Pink, All Purple, Ultra Blue and chrome.

### 7.2. Vehicles list and restrictions

Vehicle	SpawnCode	Restrictions
Addon Industrial Vehicles:		
CAT Concrete/Flatbed	ct660	Construction License
CAT Dump Truck	ct660dump	Construction License
Roller	worktruck	Construction License
Excavator	excavator	Construction License
Addon Utility Vehicles:		
Apron Bus	apron	None
Bag Loader	cargoloader	None
Catering	catering	Airport OPS License
Catering 2	catering2	Airport OPS License

Follow-Me	followme	Airport OPS License
LCF Loader*	lcfloder	Roleplay
P/B Tug	tbltug	Airport OPS License
P/B Tug 2	tbltug2	Airport OPS License
Tbltug3	tbltug3	Airport OPS License
Stairtruck	stairtruck	None
Stairtruck	stairtruck2	None
Snowplow	plow	Roleplay
Trailer 1/2/3	bagtrailer1/2/3	None
Tanker 1	stairtruckair2	None
Tanker 2	aviationtanker	None
Tractor	tractor	None
Addon Vans:		
Speedo Express**	nspeedo	Technical License
Addon Service Vehicles:		
Enviro 200 Bus	enviro200	None
GM New Look Bus	gm5303	None
Mercedes-Benz Coach Bus	mercccoach	None
NABI Metro 45C	nabi1	None
Nova Bus	apron2	None
Addon Emergency Vehicles:		
Airport 1	airport1	Instructor or Higher
Airport 2	airport2	None
ARFF F350	arfff350	ARFF License
ARFF F750	f750	ARFF License
ARFF E450	e450	ARFF License
ARFF Fire1	hydramax	ARFF License
ARFF Fire2	panther	ARFF License
ARFF Fire3	tatrafire	ARFF License
ARFF Fire4	quantum	ARFF License
Dodge Ram	2014ram	Senior GC or Higher
Fire Hazmat	firehazmat	Roleplay and ARFF License
Fire Hazmat 2	firehazmat2	Roleplay and ARFF License
Beast SS	onebeast	Roleplay
Suburban SS	sspres	Roleplay
Addon Commercial Vehicles:		
GM Box Truck	gmcsav04	None
Utility Vehicles:		
Airtug	airtug	None
Ripley	ripley	Airport OPS License
Sadler	sadler	Airport OPS License
Trailer(13)***	trailersmall	Airport OPS License

Vans:		
Burrito (2)	burrito3	Airport OPS License
Rumpo	rumpo	Airport OPS License
Speedo	speedo	Airport OPS License

\*To be used for loading the Dreamlifter, Beluga or Guppy

\*\*Can only be spawned with spawn code in **vMenu>Vehicle Related Options>Vehicle Spawner>Spawn Vehicle By Model Name**

\*\*\*Comes in two variants, use the one that looks like an electrical box

## 8. Peds

Whenever on duty proper clothing is mandatory. You can use MP ped with custom clothing or one of the default peds.

### 8.1. MP Ped clothing

**Tip:** *The numbers for the clothes may vary depending on which menu you use, try to match what you see on the screen.*

#### Ground Ops Worker



CUSTOMIZE SAVED PED 1 / 17	
Head	< Drawable #1 (of 46) >
Mask / Facial Hair	< Drawable #1 (of 198) >
Hair Style / Color	< Drawable #20 (of 77) >
Hands / Upper Body	< Drawable #49 (of 197) >
Legs / Pants	< Drawable #10 (of 144) >
Bags / Parachutes	< Drawable #1 (of 100) >
Shoes	< Drawable #26 (of 102) >
Neck / Scarfs	< Drawable #1 (of 152) >
Shirt / Accessory	< Drawable #182 (of 189) >
Body Armor / Accessory 2	< Drawable #1 (of 57) >
Badges / Logos	< Drawable #1 (of 130) >
Shirt Overlay / Jackets	< Drawable #337 (of 393) >
Hats / Helmets	< Prop #2 (of 165) >
Glasses	< Prop #1 (of 41) >
Misc	< Prop #1 (of 42) >
Watches	< Prop #1 (of 42) >
Bracelets	< Prop #1 (of 10) >



## Firefighter



CUSTOMIZE SAVED PED		1 / 17
Head	< Drawable #1 (of 46) >	
Mask / Facial Hair	< Drawable #1 (of 198) >	
Hair Style / Color	< Drawable #20 (of 77) >	
Hands / Upper Body	< Drawable #18 (of 197) >	
Legs / Pants	< Drawable #121 (of 144) >	
Bags / Parachutes	< Drawable #1 (of 100) >	
Shoes	< Drawable #25 (of 102) >	
Neck / Scarfs	< Drawable #9 (of 152) >	
Shirt / Accessory	< Drawable #121 (of 189) >	
Body Armor / Accessory 2	< Drawable #1 (of 57) >	
Badges / Logos	< Drawable #1 (of 130) >	
Shirt Overlay / Jackets	< Drawable #316 (of 393) >	
Hats / Helmets	< Prop #1 (of 165) >	
Glasses	< Prop #1 (of 41) >	
Misc	< Prop #1 (of 42) >	
Watches	< Prop #2 (of 42) >	
Bracelets	< Prop #1 (of 10) >	

## Firefighter with mask



CUSTOMIZE SAVED PED		1 / 17
Head	< Drawable #1 (of 46) >	
Mask / Facial Hair	< Drawable #1 (of 198) >	
Hair Style / Color	< Drawable #19 (of 77) >	
Hands / Upper Body	< Drawable #177 (of 197) >	
Legs / Pants	< Drawable #121 (of 144) >	
Bags / Parachutes	< Drawable #1 (of 100) >	
Shoes	< Drawable #26 (of 102) >	
Neck / Scarfs	< Drawable #1 (of 152) >	
Shirt / Accessory	< Drawable #152 (of 189) >	
Body Armor / Accessory 2	< Drawable #1 (of 57) >	
Badges / Logos	< Drawable #1 (of 130) >	
Shirt Overlay / Jackets	< Drawable #315 (of 393) >	
Hats / Helmets	< Prop #139 (of 165) >	
Glasses	< Prop #1 (of 41) >	
Misc	< Prop #1 (of 42) >	
Watches	< Prop #1 (of 42) >	
Bracelets	< Prop #1 (of 10) >	

## Paramedic



### CUSTOMIZE SAVED PED

1 / 17

Head	< Drawable #1 (of 46) >
Mask / Facial Hair	< Drawable #1 (of 198) >
Hair Style / Color	< Drawable #20 (of 77) >
Hands / Upper Body	< Drawable #1 (of 197) >
Legs / Pants	< Drawable #97 (of 144) >
Bags / Parachutes	< Drawable #1 (of 100) >
Shoes	< Drawable #26 (of 102) >
Neck / Scarfs	< Drawable #9 (of 152) >
Shirt / Accessory	< Drawable #130 (of 189) >
Body Armor / Accessory 2	< Drawable #1 (of 57) >

Badges / Logos	< Drawable #59 (of 130) >
Shirt Overlay / Jackets	< Drawable #251 (of 393) >
Hats / Helmets	< Prop #1 (of 165) >
Glasses	< Prop #1 (of 41) >
Misc	< Prop #1 (of 42) >
Watches	< Prop #2 (of 42) >
Bracelets	< Prop #1 (of 10) >

## Paramedic (2<sup>nd</sup> option)



### CUSTOMIZE SAVED PED

1 / 17

Head	< Drawable #1 (of 46) >
Mask / Facial Hair	< Drawable #1 (of 198) >
Hair Style / Color	< Drawable #19 (of 77) >
Hands / Upper Body	< Drawable #86 (of 197) >
Legs / Pants	< Drawable #97 (of 144) >
Bags / Parachutes	< Drawable #1 (of 100) >
Shoes	< Drawable #26 (of 102) >
Neck / Scarfs	< Drawable #127 (of 152) >
Shirt / Accessory	< Drawable #16 (of 189) >
Body Armor / Accessory 2	< Drawable #1 (of 57) >

Badges / Logos	< Drawable #58 (of 130) >
Shirt Overlay / Jackets	< Drawable #250 (of 393) >
Hats / Helmets	< Prop #124 (of 165) >
Glasses	< Prop #7 (of 41) >
Misc	< Prop #1 (of 42) >
Watches	< Prop #1 (of 42) >
Bracelets	< Prop #1 (of 10) >

## Construction Worker



CUSTOMIZE SAVED PED		1 / 17
Head	< Drawable #1 (of 46) >	
Mask / Facial Hair	< Drawable #1 (of 198) >	
Hair Style / Color	< Drawable #20 (of 77) >	
Hands / Upper Body	< Drawable #172 (of 197) >	
Legs / Pants	< Drawable #28 (of 144) >	
Bags / Parachutes	< Drawable #1 (of 100) >	
Shoes	< Drawable #26 (of 102) >	
Neck / Scarfs	< Drawable #9 (of 152) >	
Shirt / Accessory	< Drawable #60 (of 189) >	
Body Armor / Accessory 2	< Drawable #1 (of 57) >	
Badges / Logos	< Drawable #1 (of 130) >	
Shirt Overlay / Jackets	< Drawable #147 (of 393) >	
Hats / Helmets	< Prop #147 (of 165) >	
Glasses	< Prop #1 (of 41) >	
Misc	< Prop #1 (of 42) >	
Watches	< Prop #1 (of 42) >	
Bracelets	< Prop #1 (of 10) >	

### 8.2. Default Peds

**Ground Ops Worker:** F3 -> Player Related Options -> Player Appearance ->

Spawn Peds -> Other Peds -> hit space and type in **"airworker"**



**Firefighter:** F3 -> Player Related Options -> Player Appearance ->

Spawn Peds -> Other Peds -> hit space and type in **"fireman"**



**Paramedic:** F3 -> Player Related Options -> Player Appearance ->

Spawn Peds -> Other Peds -> hit space and type in **"paramedic"**



**Construction Worker:** F3 -> Player Related Options -> Player Appearance ->

Spawn Peds -> Other Peds -> hit space and type in **"construct"**

