

January 16, 2012

We boarded the flight (4117). I returned to ops. The a/c needed deiced and Dave stayed outside to handle that. Nikki + I were in ops. Shortly after, CT came into ops to man the radio in case the crew called in for the deice start time. I heard the F/A call in on the radio approximately 3 minutes later saying that it felt like they just ran over something. Dave then called us from the gate and told us that the plane hit the deice truck. I immediately called Dispatch, then Kim. Nikki went to the gate. Dave + CT departed. Nikki started rebooking passengers.

 1/16/12