



Continental

AGIFORS 2001

CORPORATE SUMMARY

Continental Airlines is headquartered in Houston, Texas
Corporate Address: 1600 Smith St. Houston, TX. 70004
55,500 Employees System-wide
5th Largest Airline in U.S. serving 133 domestic markets and 92 international markets

FLIGHT OPERATIONS SUMMARY

FLEET SIZE - CAL		FLEET SIZE - CMI		TOTAL CAL = 365
757-200	65	737-800	10	TOTAL CMI = 010
737-500	66			TOTAL ALL = 375
737-700	36			
737-800	48			
757-200	41			
777-200	16			
DC10-30	17			
MD80	65			

CREW POPULATION
5,080 PILOTS 9,500 FLIGHT ATTENDANTS

TOTAL DAILY DEPARTURES
1,370

PILOT BASES
IAH, EWR, CLE, HNL, GUM

FLIGHT ATTENDANT BASES
IAH, EWR, CLE, LAX, GUM

SYSTEMS REVIEW

CREW PLANNING

AOS pairing optimization software, running on a PC network, provides our pairing solutions. SBS Pairs and Lines are run on an IBM RS/6000 UNIX system, and provide bidline generation and administration support. This network supports SNA communication to Continental's Crew Management System, and X.25 communication to CompuServe.

CREW TRAINING RECORDS

The Continental Pilot Training Records system is a client server system deployed on a Pyramid Nile server with dial up PC access. The system has online access to flight information in terms of landings, actual block, and navigation equipment, and provides real time error checking.



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SYSTEMS REVIEW (cont'd)

CREW MANAGEMENT

The Continental Crew Management system 'COSMOS' is an on-line system running in an MVS/IMS mainframe environment, and is written in COBOL. COSMOS provides bidding, daily scheduling, downline operational control and payroll functions. Automated crew functions, available via PC or voice response, include bidding, check-in, trip trade, crew acknowledgment, pay claims, and pay registers. Crewmember functions are handled via the Crew Communication System (CCS). CCS is a web based application, accessed by the Intranet and Internet, which provides integrated crew information on all aspects of their daily needs, including staffing, scheduling, training, qualifications, pay, benefits, reservations, base communications and corporate communications.

Crewmember access is provided through airport station PCs, while home access is provided through VRU (Perephonics/Spanlink), and through the Internet.

Crew Recovery is accomplished with an automated graphical decision support system developed by EDS and Caleb Technologies. The system generates optimal crew re-scheduling alternatives, taking crewmember legalities and qualifications into consideration, and is based upon user input parameters. The user-selected solution is implemented in COSMOS, and available to all crewmembers. The system provides what-if capabilities used to evaluate operational proposals.

2000 MAJOR ACCOMPLISHMENTS:

- ❖ Continued Development of COMS – the Crew Operational Management System..
- ❖ Enhancement of the Crew Communication System.
- ❖ Implementation of Flight Attendant Contract Changes, ratified April 2000. Major enhancements to reserve functionality and Voice response functionality.
- ❖ Crew Information incorporated in CO's Data Warehouse. CO has developed a data warehouse for corporate information, cutting across all divisions. We have currently developed feeds for pilot crew related information, including staffing, scheduling and pay. We are currently mapping payroll system information, and plan to incorporate flight attendant information once this effort is completed.

2001 CURRENT PROJECTS

- ❖ Replacement of current LINES product. The project scope and direction has been defined, and we are working through the specifications and timeline for funding.
- ❖ Internet CBT. We are exploring options to provide CBT classes via the Internet. We currently provide text based tests via the internet for Global Contrails, and will introduce ASR in the July'2001 timeframe.



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2001 CURRENT PROJECTS (cont'd)

- ❖ Development of a comprehensive Manpower Planning client server application, in partnership with CALEB Technologies. The system will optimize crew, instructor and facilities requirements in accomplishing fleet plan training, and provide day to day administration support. The project start-up was November, 1999 with a 15-month timeline.
Optimization modules include:
 - Pilot and Flight Attendant Fleet Optimization
 - Pilot Training Optimization
 - Flight Attendant Monthly Staffing Optimization Administration modules include:
 - Pilot and Flight Attendant Staffing Administration
 - Pilot and Flight Attendant Vacation Administration
 - Pilot and Flight Attendant Seniority Administration
 - Pilot and Flight Attendant Training Administration
- ❖ Replacement of Pilot Training Records System. This project will platform pilot training records and qualifications on a client server platform, with a rules based engine. The project is scheduled for UAT 4th Q'2001.
- ❖ Payroll Migration. CO's crew pay information resides on the mainframe. The programs are difficult to maintain, and require major work during contract changes. We are evaluating the current system environment and presentation layer, with plans to develop a recommendation for future direction by 2002.