

Airline Review - Delta Air Lines

AGIFORS

Crew Management Study Group

Cancun, Mexico

April 29 - May 4, 2001

- # General Information

Operate 5196 flights daily to 353 cities in 59 countries

F/O Bases - ATL, CVG, DFW, LAX, MCO (Delta Express), NYC, PDX, SLC

I/F Bases - ATL, BOS, CVG, DFW, IAH, LAX, MCO, MIA, MSY, NYC, ORD, PDX, SEA, SLC, BOM

Crew Members: Cockpit 8,900

In-Flight 22,000

Fleet: M11-15, L10-8, 777-7, 767ER-49, 767/400-15, 767-51, 757-121, M90-16, M88-120, 727-73, 737G-9, 737/800-43, 737/200-54, 737/300-17

Total: 598

- General Information (cont.)

- New hires April 2000-March 2001

- Cockpit - 700

- In-Flight - 1300

• **2000-2001 Accomplishments**

General

- e-Crew - new web-enabled home/remote access to crew scheduling programs via Delta's Intranet: 12/00
- PC Wired Workforce Program - 2000 enrollment completed with 60% employee take rate
- In-Flight Service Field Renewal - upgrade of roles, processes and resources of base staff

- **Flight Operations**

- Implemented AQP for entire Delta fleet - 12/00
- Implemented crew reroute optimizer for cockpit - 04/01

Pilot Crew Scheduling:

- Automated Leave - 01/01
- 4A5 Recovery Reserve Rest and Rules Processing - 02/01
- Master pairings to data warehouse - 02/01

Crew Planning:

- Optimizers (DOC & KORBX) ported to new HP Servers, SBS ported to new IBM, all planning applications and data storage moved to reliability center - 02/01

- **Flight Operations (cont.)**

- *Crew Training and Tracking*

- Integrated 2 new aircraft - 737-800, 777 - 12/00
- Changed training year from calendar to Apr to Mar - 3/01
- Established 'legal to fly' task force - 3/01

- **In-Flight Service**
 - FAR enhancements - Phase II
 - Open Time CAP Table enhancements
 - F.A.C.T.S. (f/a comment & tracking system) added catering region assignments + misc. categories
 - Replication of MACSM (meal & catering schedule management) and MOAP (meal ordering & payment) database for e-gate matrix
 - Updates/changes to MOAP invoice data Crew Meals

- **2001 In-progress**
 - **Flight Operations and In-Flight**
 - e-Crew access from crew base computers
 - Crew Meals project
 - Rewrite VRU (voice response) to be implemented in 2 phases:
 - Crew Reroute, Jumpseat: 2nd QTR
 - Crew Scheduling, Crew Bids: 4th QTR
 - Scheduling enhancements to flight attendant OBL (OnBoard Leader) Program
 - PC Wired Workforce Program - 2001 open enrollment
 - In-Flight Service - Data Warehouse
 - Integration of In-Flight into Crew Reroute Optimizer

- **Future Development**
 - **Flight Operations and In-Flight**

- Implementation of new pilot contract

- New PCS (pilot change schedule)*

- Automation SRL bid awards*

- recurrent training scheduling optimization*

- Automation of Flight Training application*

- Integrated schedule development, planning and crew scheduling environment - evaluating several options

- **Future Development (cont.)**
 - **Flight Operations and In-Flight**
 - Migrate flight attendants to Outlook Email System
 - Aircrew Simulation Project
 - Crew Manpower Planning System
 - Integrated Crew Planning System
 - Automate flight attendant Authorized Leave
 - Automate flight attendant trip Move-Ups