

## MARTINAIR

### Background

Based in Amsterdam, Holland Martinair was started more than 40 years ago as Martin's Air Charter by Martin Schröder, Martinair, or the MAC as it is still known to old hands, has seen a steady growth over the years.

Developing a three-pronged strategy which entails servicing the **leisure passenger market, the cargo market and sub-charters for other carriers** Martinair has created a stable base for the future. For this purpose a mixed fleet of passenger, freighter and convertible aircraft is in use. The advantage of the convertibles being that any ups and downs in a particular market-segment can be quickly anticipated by converting aircraft from passenger to freighter configuration or vice-versa.

The present fleet consists of:

Boeing	747-200C	2x
Boeing	747-200F	1x
Boeing	MD-11CF	4x
Boeing	MD-11F	2x
Boeing	767-300ER	6x
Boeing	757-200ER	1x

Concentration areas of the passenger market are Europe, Northern America, Central America and the Caribbean.

The cargo market is found in North, Central and South America, East and Southern Africa and the Middle and Far East including Australia.

At the moment the main shareholders are KLM and Nedlloyd Shipping Company.

### Crew Situation

#### Numbers of Flight Crew:

**Total**                      **410**

#### Numbers of Cabin Crew:

Numbers of cabin crew are dependant on seasonal influences created by the leisure market with a peak in July/August.

**Total**                      **900**

Included in these numbers of crew members are fulltime and parttime contracts.

## Crew Scheduling

### The past

Over the years Martinair has developed a basic rule-set of crew scheduling which we believe is quite unique in the world.

As we operated in an ever changing market in which quick response was one of the key-words to success, flexibility was and still is essential. Our credo was that we could respond to a flight request within 2.5 hours. This of course asked a lot of our crew members as well as of our schedulers. The result was that ever changing rosters and especially changing days-off were a burden of discontent.

The question was: **How to create a measure of stability for crew members and at the same time retain our flexibility?**

To this end some bright heads, both crew and schedulers, got together and came up with a basic rule-set which in an adapted form is still in use today.

### The present

*Martinair Basic Scheduling Rules:*

- *Weekly days-off are based on an average of 64 hours off per week;*
- *A fixed number of available working days is followed by a fixed number of days-off;*
- *Within the rules of the Industrial Agreements and of course the legal limits any type of duty may be scheduled in a working period;*
- *Assigned duties may be changed without notice up to one day before reporting;*
- *Days-off may not be violated unless in very exceptional circumstances;*
- *To prevent any unnecessary encroachment of duty into days-off the crew member will receive extra compensation in time;*
- *Crew members are urged to conduct all personal matters in their days-off;*
- *Fixed Flight crew roster:  
11 available working days / 7 days-off;*

*Fixed Cabin crew roster:*

*9 available working days / 5.5 days-off;*

*Some variants of this system are in use for various contract types.*

The result is that crew members know for months (or even years) ahead what their days-off will be while the company has retained a large degree of scheduling flexibility.

To facilitate its crew scheduling operation Martinair has switched over from the old "by hand" method to a partly automated system called Crew Flight Management System (CFMS). This is at the moment used mainly as a flight and crew management system as follows:

- Record and check currencies and recencies;
- Check pairings and rosters against legal and industrial constraints;
- Facilitate crew check-in;
- Provide crew members with flight information;
- Record flight and duty hours;

- Generate management reports.

Furthermore it is coupled to a Voice Response system for the benefit of crew members on call, latest flight information and information to their partners when they are delayed.

### The future

To prepare for the future Martinair recently convened a study group to pave the way.

Some of the questions that will have to be answered are:

- Is our basic rule set of fixed working and days-off too rigid?
- What other basic crew scheduling methodology is available?
- How could this be adapted to the mixed type of passenger and cargo operation of Martinair?
- Can a fully automated scheduling system be of use to us or will our operation always require a large measure of human input?

These are the questions that we would like to put to this forum. We would welcome your ideas, suggestion, experiences and any debate with us on these matters.