

## CREW ACCESS

<b>CO</b>
<ul style="list-style-type: none"><li>• 8000 Flight Attendants</li><li>• 100,000 pairings per month traded</li><li>• Processing over 300,000 pairings</li></ul>
<b>CCS</b>
<ul style="list-style-type: none"><li>• Web interface to main frame</li><li>• Voice Response</li><li>• Do not provide ISP's Laptops</li><li>• Provide channel real time</li><li>• Bid packages, results, trip trades</li><li>• Paraphonix, Span Line (Lucent)</li><li>• Advertise trade pairings</li></ul>
<b>TUNIS Air – North Africa</b>
<ul style="list-style-type: none"><li>• Problem for maintenance on Laptops and Cellular Phones</li><li>• Access through Crew Scheduling in future.</li><li>• SBS, Maestro, CMS</li><li>• Internet Access</li></ul>
<b>Jet Blue – NYC</b>
<ul style="list-style-type: none"><li>• Electronic signature system for dispatch release</li><li>• FA – Flight Attendant manual</li><li>• Laptop support<ul style="list-style-type: none"><li>• Replace if broken</li><li>• Lose it – replace it</li><li>• IT staff supports</li><li>• VPN – Virtual Private Network</li><li>• Airport terminal</li><li>• Internet sign or – can view pairings and print</li></ul></li><li>• David Bornaman suite of products</li><li>• Internet web site</li><li>• No reservations on Web</li><li>• Positive check in</li><li>• Airport alerts</li><li>• Flight Attendant Late</li></ul>
<b>LAN Chile</b>
<ul style="list-style-type: none"><li>• Interactive voice response</li><li>• Internet to see roster</li><li>• Prototype of</li><li>• Might give pilots Laptop</li><li>• Crew pays for own ISP</li><li>• Public terminal for use</li></ul>
<b>UPS</b>
<ul style="list-style-type: none"><li>• Positive check in – FAA took it away</li><li>• Mandatory check in interrupted rest, had to start rest over again.</li><li>• Web hits up / Voice calls going down</li><li>• Intra/Internet access</li><li>• Paperless environment / no one wants to buy the computers</li><li>• 70 IT people support airline</li><li>• Trouble with supporting 4 different languages</li><li>• More on Web</li></ul>
<b>KLM</b>
<ul style="list-style-type: none"><li>• Internet – publish schedules, also by mail</li><li>• PBS by internet</li><li>• Don't provide computers / Public workstations</li></ul>

<ul style="list-style-type: none"> <li>• Gave cellular phones to short haul pilots</li> </ul>
<b>Air Canada</b>
<ul style="list-style-type: none"> <li>• Project delayed to give computers and ISP to all employees.</li> <li>• Bidding for PBS on Internet</li> <li>• Not much Web access</li> <li>• Discussion about bidding on-line due to paper usage</li> </ul>
<b>Lufthansa</b>
<ul style="list-style-type: none"> <li>• Web not available</li> <li>• All applications have browser capability</li> <li>• Access to legacy system</li> <li>• Want to change processes</li> <li>• Help desk for crewmembers 6:00 a.m. – 9:00 p.m. for access to programs, Home, Base, Remote.</li> <li>• Sept. 2000 – created IT organization in Flt. Ops.</li> </ul>
<b>British Airways – Martin Treyer</b>
<ul style="list-style-type: none"> <li>• GTW – Electronic</li> <li>• Heathrow – paper</li> <li>• Negotiating contract – don't intent to buy laptops</li> <li>• Heathrow problem – old SBS track – need new</li> <li>• Just bought SBS Maestro upgrade</li> <li>• Paraphonix – screen scrapes off SBS track</li> <li>• Flight Attendant use voice a lot</li> <li>• Working with Carmen to go electronic with Bid Packets</li> </ul>
<b>FIN Air</b>
<ul style="list-style-type: none"> <li>• 600 Pilots all on paper</li> <li>• 1 year ago developed own software</li> <li>• E-mail and Internet access</li> <li>• List all flights in system.</li> <li>• Trouble shooting help desk. Questions go to crew help desk.</li> <li>• 8:00 a.m. – 4:00 p.m. Monday – Friday</li> <li>• Trip trades – manually started 1 year ago.</li> </ul>
<b>Euro Wings</b>
<ul style="list-style-type: none"> <li>• Some Internet – Flywings.com</li> <li>• Crew bases</li> <li>• E-mail address changes – entered manually.</li> <li>• Provide crew rosters.</li> </ul>
<b>ASA</b>
<ul style="list-style-type: none"> <li>• 2000 crewmembers</li> <li>• No automated crew access</li> <li>• On-line bidding system in process</li> <li>• No voice response</li> <li>• Telephonic</li> <li>• No on board communication system.</li> </ul>
<b>Air France</b>
<ul style="list-style-type: none"> <li>• Internet – crew replacement</li> <li>• Send telegrams when changes made to roster.</li> <li>• Post office takes care of telegram within one day.</li> <li>• All Captains have cellular phones.</li> <li>• Crew has schedule 1 month in advance.</li> </ul>
<b>US Airway</b>
<ul style="list-style-type: none"> <li>• All bidding through Internet by CompuCom into main frame.</li> <li>• No plans for PC's / volunteer for own purchase</li> <li>• No plans to rid of bid packets (paper)</li> </ul>
<b>NWA</b>
<ul style="list-style-type: none"> <li>• Intra/Internet access</li> </ul>

- Atlas allows crew to both jumpseats
- Look at open time
- By fall, entire access to all employees for Non-Rev booking.