

Flight Attendant Specific – Policies & Procedures

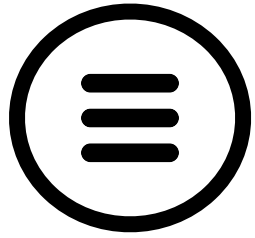
CREW SCHEDULER AND SCHEDULING RULES



Agenda

- > Review of scheduling definitions
- > Reading a Pairing
- > Crew Scheduler





Reading a Pairing

As a flight attendant you will receive your schedule a month in advance. This schedule will be made up of ‘pairings’ or various collections of flights over your working days.

This lesson helps us to *read* a pairing by extracting the information we need as flight attendants. This lesson helps us understand what we need to know, why we need to know it and where this information can be found.



GDO

Guaranteed Day Off

Minimum of 10/month

Must be re-issued if
drafted to work on GDO

Grey Day

Not a Guaranteed Day Off

No assigned flights

Not obligated to answer calls
from Crew Scheduling but
must work assignment if you
do answer call

Draft

A cold call for last minute
coverage

Must accept assignment if
call is answered

Not obligated to answer
call

Time and a half



Block/Schedule

Your timetable for the month showing all GDOs, grey days, and assigned pairings or reserve shifts.



Pairing vs. Leg

A pairing is a collection of flights assigned to a crew member over a predetermined number of days.

A leg is an individual flight. A pairing is usually composed of multiple legs.



MMG

The minimum monthly guarantee represents the minimum number of hours a full-time flight attendant is paid for regardless of whether they fly these hours or not.



TAFB

The total TIME AWAY FROM BASE from the report time on the first day of the pairing to the release (D-END) time on the last day. Used to calculate per diem.

TBLK

The total number of BLOCK hours for the entire pairing. This represents the flight time and is used when calculating hourly wage.



DUTY

The total time you are considered 'at work' on any given day.
Calculated to ensure crew members adhere to Transport
Canada limitations on the length of a their work day.
Calculated as the time between report and release on any
day of a pairing.



LAYOVER

An extended period of time spent in a given city requiring a hotel for rest purposes. Layovers range in length from 9 hours to 48+ hours depending on an airline's schedule.



REPT

The report time on each day of a pairing. At the beginning this may appear as BSE REPT, or the time you report to your base on the first day. After this, the REPT time indicates the time your pairing begins each day.

D-END

This reflects the time you finish your duty day one each individual day of a pairing. The D-END at the very end of a pairing will be used in conjunction with BSE REPT to calculate TAFB.



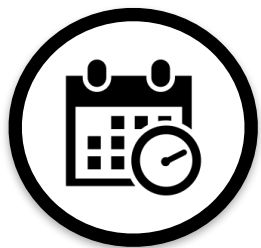
BLKT

The total amount of time of a given flight representing the number of hours you will be paid. Each flight leg will have an associated Block Time (BLKT).

GRNT

This is the amount of time you spend on the ground between flights. This is not your layover time but rather the time between two consecutive legs in a given day.





Pairings

Departure and
Arrival Airports

Departure/Arrival
and Flight Durations

Layover City

FLTNO	DPS-ARS	DEPL	ARRL	BLKT	GRNT	OAEQ	TBLK	TDUTY	LAYOVER
201	SFO-LAX	0710	0830	0120	0045	319			
205	LAX-SEA	0915	1200	0245		319	0405	0605	SEA 2135
215L REPT: 0950L									
401	SEA-LAX	1050	1320	0230			0230	0345	LAX 1750
335L REPT: 0725L									
680	LAX-SFO	0825	0950	0125	0220				
681	SFO-LAS	1210	1350	0140	0045	319			
682	LAS-JFK	1435	2229	0454		319	0759	1219	JFK 1146
244L REPT: 1030L									
501	JFK-LAX	1130	1500	0630	0100				
209	LAX-SFO	1600	1715	0115		319	0745	1000	



T35DB : 21DEC

ONLY ON THU

BSE REPT: 0535L

Operates: Dec 7-Dec 21

Base Report Time

Base/Equip: YYZ/73G FA03

DY	DD	DH	C	FLTNO	DPS-ARS	DEPL	ARRL	BLKT	GRNT	OA	TBLK	TDHD	TCRD	TDUTY/FDP	LAYOVER
TH	21			1200	YYZ-LGA	0705	0842	0137	0058						
TH	21			1205	LGA-YYZ	0940	1121	0141	0104						
TH	21			1206	YYZ-LGA	1225	1357	0132			0450		0450	0837/0822	LGA 1458
D-END: 1412L REPT: 0510L								HOLIDAY INN LAGUARDIA AIR			1-718-6512100				
FR	22			1201	LGA-YYZ	0610	0745	0135	0200						
FR	22	DH		1228	YYZ-MCO	0945	1241	0000			0135		0135	0746/0235	MCO 1904
D-END: 1256L REPT: 0800L								SPRINGHILL STES MARRIOTT			14078165533				
SA	23			1089	MCO-YUL	0900	1202	0302			0302		0302	0417/0402	YUL 1813
D-END: 1217L REPT: 0630L								HOLIDAY INN POINT CLAIRE			1-514-697-7110				
SU	24			1054	YUL-FLL	0800	1155	0355	0050						
SU	24			1233	FLL-YYZ	1245	1552	0307			0702		0702	0937/0922	
D-END: 1607L T.A.F.B.: 8232															
Total: 1629 0000											1629	3017/2421			

Example of Block and Ground Times

Layover Location and Length

Time Away from Base for Per Diem

Day End Time on the Last Day

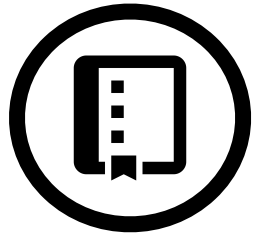


READING A PAIRING ACTIVITY

> **Analyze the pairing provided and answer these questions:**

- 1. Where and how long are the layovers?**
- 2. How long are you away from base?**
- 3. What time do you report for duty on the first day?**
- 4. How many days is this pairing?**
- 5. How many hours total are you paid?**
- 6. If I received \$3.25 per diem for every hour I am away from base, how much would I make?**

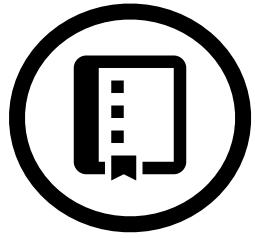




Bidding

- > A “bid” is a request to work certain flights, days and to have specific days off.
- > At most airlines, you are given the opportunity to request the type of flights you want to operate, and the days you want (or don’t want!) to work.
- > Some airlines choose to assign pairings in order of seniority.
- > This is more commonly known as “preferential bidding”.

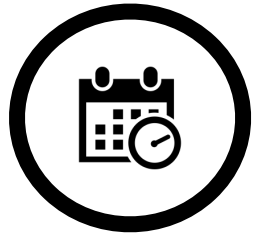




Bidding Considerations

- > There are rules that are in place which a computer recognizes as it builds a monthly block or work. It takes into consideration restrictions such as Crew rest, training dates and carry-overs from the previous month.
- > Following every pairing, there is an established amount of time that you must have off to rest. You can't therefore bid for a flight that interrupts that rest.

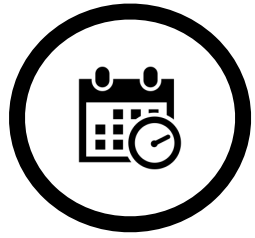




Crew Schedulers

- > Ensure Crew report on time for their flight.
- > Monitor book offs and ensure flights are staffed the day prior.
- > Ensure Crew are legal to fly.
- > Track flight delays and cancellations, and reassign Crewmembers to alternate flights, if necessary.
- > Call out Reserves when there are last minute book offs or changes due to mechanical delays.

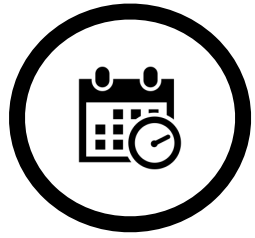




Crew Schedulers

- > Crew Schedulers work 24/7. Shifts are typically 12 hours long, two day shifts followed by two nights and then four days off. They manage, track and reassign Crewmembers on a day-to-day basis.

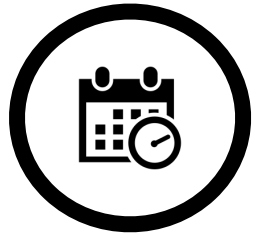




Crew Planners

- > Developing monthly schedules for both Cabin and Flight Deck Crew.
- > Ensuring all Crew are scheduled to be used as cost-effectively as possible.
- > Creating the Crew blocks anywhere from one month to three months in advance.

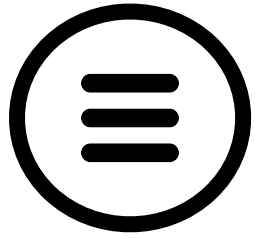




Crew Planners

- > Crew Planners must follow the contract, ensure all Transport Canada regulations are met and stick to the deadline.
- > Although a computer program is used to do all the work of putting the schedules together, the Planner must do a final overview. They must ensure that all legal parameters have been met before the blocks are issued to the Crew.
- > They add/delete flights into the program, input training requirement and document any changes to staff status.





Practice!

Read the pairing you are provided and answer the questions on the worksheet provided! You are welcome to use your lecture notes to help finish the worksheet!

