



Crew Scheduling Manual

R0 (01/23/26)

00.01 — Record of Revisions

After inserting each revision, record the Revision Date, the Date Posted, and your initials next to the appropriate revision number.

REVISION NUMBER	REVISION DATE	DATE POSTED	POSTED BY
0	07/30/04	07/30/04	Tech Pubs
1	01/07/08	01/07/08	Tech Pubs
2	03/10/09	03/10/09	Tech Pubs
3	03/11/09	03/11/09	Tech Pubs
4	08/14/09	08/14/09	Tech Pubs
5	08/17/10	08/17/10	Tech Pubs
6	10/15/10	10/18/10	Tech Pubs
7	12/23/10	12/23/10	Tech Pubs
8	03/01/11	03/02/11	Tech Pubs
9	01/31/12	01/31/12	Tech Pubs
10	08/21/13	08/21/13	Tech Pubs
11	01/04/14	01/04/14	Tech Pubs
12	02/05/16	02/05/16	Tech Pubs
13	09/13/16	09/13/16	Tech Pubs
14	03/27/17	03/27/17	Tech Pubs
15	09/27/18	09/27/18	Tech Pubs
16	09/04/19	09/04/19	Tech Pubs
17	07/02/21	07/02/21	Tech Pubs
18	09/26/22	09/26/22	Tech Pubs
19	06/16/23	06/16/23	Tech Pubs
20	12/31/24	12/31/24	Tech Pubs

REVISION NUMBER	REVISION DATE	DATE POSTED	POSTED BY
21	10/14/25	10/14/25	Tech Pubs
This manual has been converted into the new Content Management System and the revision numbers will start over beginning with zero.			
0	01/23/26	01/23/26	Tech Pubs

00.02 — Record of Bulletins

This manual has been converted into the new Content Management System and Temporary Revisions will now be called Bulletins.

BULLETIN NUMBER	BULLETIN DATE	DATE POSTED	POSTED BY	DATE REMOVED	REMOVED BY

00.03 — List of Effective Sections

Front Matter			
Section	Pages	Status	Revision
00.01 – Record of Revisions	1-2		R0 (01/23/26)
00.02 – Record of Bulletins	1-1		R0 (01/23/26)
00.03 – List of Effective Sections	1-7		R0 (01/23/26)
00.04 – List of Effective Bulletins	1-1		R0 (01/23/26)
00.05 – Table of Contents	1-4		R0 (01/23/26)

10 – General			
Section	Pages	Status	Revision
10 – General	1-5	N	R0 (01/23/26)
10.05 – Introduction	1-5	N	R0 (01/23/26)
10.05.1 – Purpose	1-1	N	R0 (01/23/26)
10.05.2 – Organizational Philosophy	1-1	N	R0 (01/23/26)
10.05.3 – Responsibility/Authority	1-1	N	R0 (01/23/26)
10.05.4 – Applicable Operations Specifications	2-2	N	R0 (01/23/26)
10.05.5 – Restrictions	2-2	N	R0 (01/23/26)
10.05.6 – Crew Scheduling Department Organizational Chart	2-2	N	R0 (01/23/26)
10.05.7 – Managers, Crew Scheduling Operations	2-3	N	R0 (01/23/26)
10.05.7.1 – Duties and Responsibilities	2-3	N	R0 (01/23/26)
10.05.8 – Supervisors, Crew Scheduling Operations	3-3	N	R0 (01/23/26)
10.05.8.1 – Duties and Responsibilities	3-3	N	R0 (01/23/26)
10.05.9 – Crew Coordinators, Crew Scheduling Operations	3-4	N	R0 (01/23/26)
10.05.9.1 – Duties and Responsibilities	3-4	N	R0 (01/23/26)
10.05.10 – Crew Schedulers (Pilot and Flight Attendant)	4-4	N	R0 (01/23/26)
10.05.10.1 – Duties and Responsibilities	4-4	N	R0 (01/23/26)
10.05.11 – Telephone Recordings	4-4	N	R0 (01/23/26)
10.05.12 – Confidentiality	5-5	N	R0 (01/23/26)

20 – Code of Federal Regulations			
Section	Pages	Status	Revision
20 – Code of Federal Regulations	1–8	N	R0 (01/23/26)
20.05 – Pilot CFRs	1–6	N	R0 (01/23/26)
20.05.1 – Passenger Operations	1–5	N	R0 (01/23/26)
20.05.1.1 – Acclimated	1–1	N	R0 (01/23/26)
20.05.1.2 – Fatigue	1–1	N	R0 (01/23/26)
20.05.1.3 – Flight Time	1–1	N	R0 (01/23/26)
20.05.1.4 – Flight Duty Period	2–4	N	R0 (01/23/26)
20.05.1.4.1 – Included as FDP	2–2	N	R0 (01/23/26)
20.05.1.4.2 – Not Included as FDP	2–4	N	R0 (01/23/26)
20.05.1.5 – Cumulative Flight Time and FDP Limits	4–4	N	R0 (01/23/26)
20.05.1.6 – Crew Rest	4–5	N	R0 (01/23/26)
20.05.1.6.1 – Included as rest	5–5	N	R0 (01/23/26)
20.05.1.6.2 – Not Included as Rest	5–5	N	R0 (01/23/26)
20.05.1.7 – Split Duty	5–5	N	R0 (01/23/26)
20.05.1.8 – Consecutive Nighttime Operations	5–5	N	R0 (01/23/26)
20.05.1.9 – Augmented Operations	5–5	N	R0 (01/23/26)
20.05.2 – The Fair Treatment of Experienced Pilots Act	6–6	N	R0 (01/23/26)
20.10 – Flight Attendant CFRs	7–8	N	R0 (01/23/26)
20.10.1 – Duty Time	7–7	N	R0 (01/23/26)
20.10.2 – Crew Rest	8–8	N	R0 (01/23/26)
20.10.2.1 – Included as Rest	8–8	N	R0 (01/23/26)
20.10.2.2 – Not Included as Rest	8–8	N	R0 (01/23/26)

30 – Union Agreements			
Section	Pages	Status	Revision
30 – Union Agreements	1–5	N	R0 (01/23/26)
30.05 – ALPA Agreement	1–2	N	R0 (01/23/26)
30.05.1 – Introduction	1–1	N	R0 (01/23/26)
30.05.2 – ALPA Section 3	1–1	N	R0 (01/23/26)
30.05.3 – ALPA Sections 12 & 25	1–2	N	R0 (01/23/26)
30.05.4 – Letters of Agreement (LOA)	2–2	N	R0 (01/23/26)

30 – Union Agreements			
Section	Pages	Status	Revision
30.10 – AFA Agreement	3–5	N	R0 (01/23/26)
30.10.1 – Introduction	3–3	N	R0 (01/23/26)
30.10.2 – FAC Article 4 - Hours of Service and Crew Legality	3–4	N	R0 (01/23/26)
30.10.3 – AFA Article 5 - Crew Planning and Crew Scheduling	4–5	N	R0 (01/23/26)
30.10.4 – AFA Article 6 - Reserve Flight Attendants	5–5	N	R0 (01/23/26)

40 – Crew Management System			
Section	Pages	Status	Revision
40 – Crew Management System	1–16	N	R0 (01/23/26)
40.05 – CrewTrac	1–14	N	R0 (01/23/26)
40.05.1 – Introduction	1–1	N	R0 (01/23/26)
40.05.2 – Pairings	1–1	N	R0 (01/23/26)
40.05.3 – Pairing Inquire	2–2	N	R0 (01/23/26)
40.05.4 – Pairing Modify	2–4	N	R0 (01/23/26)
40.05.4.1 – Inserting Open Segments	4–4	N	R0 (01/23/26)
40.05.5 – Pairing Build	4–6	N	R0 (01/23/26)
40.05.5.1 – Build a Pairing (Pilot)	4–5	N	R0 (01/23/26)
40.05.5.2 – Build a Pairing (Flight Attendant)	5–6	N	R0 (01/23/26)
40.05.6 – Pairing Cancel	6–7	N	R0 (01/23/26)
40.05.7 – Reports	7–7	N	R0 (01/23/26)
40.05.8 – Crew Exception Report	7–7	N	R0 (01/23/26)
40.05.9 – Pairing Exception Report	7–7	N	R0 (01/23/26)
40.05.10 – ELP Crew Rules Tool	8–8	N	R0 (01/23/26)
40.05.11 – Flight Duty Period Extension Report	9–9	N	R0 (01/23/26)
40.05.12 – Legality Monitoring - Point Crew Scheduler Role and Responsibilities	9–9	N	R0 (01/23/26)
40.05.13 – Exception Report Processing/Handling	9–12	N	R0 (01/23/26)
40.05.14 – Open Segments Report	12–12	N	R0 (01/23/26)
40.05.15 – Open Time Report	12–12	N	R0 (01/23/26)
40.05.16 – Absences and Other Time Report	13–13	N	R0 (01/23/26)

40 – Crew Management System			
Section	Pages	Status	Revision
40.05.17 – Reserve Availability Report	13–13	N	R0 (01/23/26)
40.05.18 – Misc. Reports	13–14	N	R0 (01/23/26)
40.05.18.1 – Airport Move-up	13–13	N	R0 (01/23/26)
40.05.18.2 – Crew Boards	13–13	N	R0 (01/23/26)
40.05.18.3 – Draft List	13–13	N	R0 (01/23/26)
40.05.18.4 – Not Notified	13–14	N	R0 (01/23/26)
40.05.18.5 – Not Checked In	14–14	N	R0 (01/23/26)
40.05.18.6 – Unposted Pairings	14–14	N	R0 (01/23/26)
40.05.18.7 – Deadhead	14–14	N	R0 (01/23/26)
40.05.18.8 – Transaction History	14–14	N	R0 (01/23/26)
40.05.18.9 – Transaction Codes	14–14	N	R0 (01/23/26)
40.10 – Frontier Airlines - Crew Legality Checklist	15–16	N	R0 (01/23/26)
40.10.1 – Crew Exception Processing	15–15	N	R0 (01/23/26)
40.10.2 – Pairing Exception Processing	15–16	N	R0 (01/23/26)
40.10.3 – Supervisor Sign Off	16–16	N	R0 (01/23/26)

50 – Reserve Assignments			
Section	Pages	Status	Revision
50 – Reserve Assignments	1–7	N	R0 (01/23/26)
50.05 – Introduction	1–1	N	R0 (01/23/26)
50.10 – Pilots	2–4	N	R0 (01/23/26)
50.10.1 – Pilot Reserve Assignments	2–2	N	R0 (01/23/26)
50.10.2 – Pilot Aggressive Reserve	2–2	N	R0 (01/23/26)
50.10.2.1 – Open Duty Periods	2–2	N	R0 (01/23/26)
50.10.2.2 – Eligible Bidders	2–2	N	R0 (01/23/26)
50.10.3 – Pilot Flow Sheet and Assignments	2–3	N	R0 (01/23/26)
50.10.4 – Pilot Reserve Codes and RDPs	3–4	N	R0 (01/23/26)
50.10.4.1 – Long Call Reserve (RSL)	3–3	N	R0 (01/23/26)
50.10.4.2 – 'A' RDP (RSA)	3–3	N	R0 (01/23/26)
50.10.4.3 – 'B' RDP (RSB)	3–3	N	R0 (01/23/26)
50.10.4.4 – 'C' RDP (RSC)	3–4	N	R0 (01/23/26)

50 – Reserve Assignments			
Section	Pages	Status	Revision
50.10.4.5 – 'D' RDP (RSD)	4-4	N	R0 (01/23/26)
50.10.4.6 – 'E' RDP (RSE)	4-4	N	R0 (01/23/26)
50.10.5 – Pilot Reserve Notifications	4-4	N	R0 (01/23/26)
50.20 – Flight Attendants	5-7	N	R0 (01/23/26)
50.20.1 – Flight Attendant Reserve Assignments	5-5	N	R0 (01/23/26)
50.20.2 – Flight Attendant Aggressive Reserve	5-6	N	R0 (01/23/26)
50.20.2.1 – Open Duty Periods/Ready Reserve Shifts/ Reserve No Fly	5-5	N	R0 (01/23/26)
50.20.2.2 – Eligible Bidders	5-5	N	R0 (01/23/26)
50.20.2.3 – Restrictions	5-6	N	R0 (01/23/26)
50.20.3 – Flight Attendant Flow Sheet and Assignments	6-6	N	R0 (01/23/26)
50.20.4 – Flight Attendant Reserve Codes	6-7	N	R0 (01/23/26)
50.20.4.1 – Home Reserves (REA, REB, RSV), Mixed Line Home Reserves (RSN), and Reserve Inbound (RIN)	6-6	N	R0 (01/23/26)
50.20.4.2 – AM Ready Reserve (RSA)	6-7	N	R0 (01/23/26)
50.20.4.3 – Mid-day Ready Reserve (RSB)	7-7	N	R0 (01/23/26)
50.20.4.4 – PM Ready Reserve (RSC)	7-7	N	R0 (01/23/26)
50.20.4.5 – Night Ready Reserve (RSD)	7-7	N	R0 (01/23/26)
50.20.5 – Flight Attendant Reserve Notifications	7-7	N	R0 (01/23/26)

60 – Aircraft Management System			
Section	Pages	Status	Revision
60 – Aircraft Management System	1-2	N	R0 (01/23/26)
60.05 – Movement Control Plot	1-2	N	R0 (01/23/26)
60.05.1 – Introduction	1-1	N	R0 (01/23/26)
60.05.2 – Login and Settings	1-1	N	R0 (01/23/26)
60.05.3 – Flight Information Tabs	1-1	N	R0 (01/23/26)
60.05.4 – Advanced Passenger Information System (APIS)	1-2	N	R0 (01/23/26)
60.05.5 – Delay Tracking and Crew Impact	2-2	N	R0 (01/23/26)

70 – Passenger Booking System			
Section	Pages	Status	Revision
70 – Passenger Booking System	1–3	N	R0 (01/23/26)
70.05 – Navitaire	1–3	N	R0 (01/23/26)
70.05.1 – Introduction	1–1	N	R0 (01/23/26)
70.05.2 – Booking a New Domestic Deadhead Reservation	1–2	N	R0 (01/23/26)
70.05.3 – Booking a New International Deadhead Reservation	2–3	N	R0 (01/23/26)
70.05.4 – Finding an Existing Deadhead Reservation	3–3	N	R0 (01/23/26)
70.05.5 – Canceling an Existing Deadhead Reservation	3–3	N	R0 (01/23/26)

80 – General Administration			
Section	Pages	Status	Revision
80 – General Administration	1–2	N	R0 (01/23/26)
80.05 – Crew Scheduling Administration	1–2	N	R0 (01/23/26)
80.05.1 – Crew Hotel/Transportation Listing/Spreadsheet	1–1	N	R0 (01/23/26)
80.05.2 – Booking Additional Hotel Rooms	1–1	N	R0 (01/23/26)
80.05.3 – Crew Transportation	1–1	N	R0 (01/23/26)
80.05.4 – Replacement of Pilot Airman Certification	1–2	N	R0 (01/23/26)

90 – Department Guidelines			
Section	Pages	Status	Revision
90 – Department Guidelines	1–6	N	R0 (01/23/26)
90.05 – Policy and Procedures	1–6	N	R0 (01/23/26)
90.05.1 – Introduction	1–1	N	R0 (01/23/26)
90.05.2 – Non-Exempt Employees - Crew Coordinators/ Crew Schedulers	1–1	N	R0 (01/23/26)
90.05.3 – Dependability	1–1	N	R0 (01/23/26)
90.05.4 – Staffing	1–1	N	R0 (01/23/26)
90.05.5 – Training	1–2	N	R0 (01/23/26)
90.05.6 – Trades	2–2	N	R0 (01/23/26)
90.05.7 – Overtime	2–3	N	R0 (01/23/26)
90.05.8 – Departmental/Company Bidding Seniority	3–3	N	R0 (01/23/26)
90.05.9 – Schedules	3–4	N	R0 (01/23/26)

90 – Department Guidelines			
Section	Pages	Status	Revision
90.05.9.1 – Schedule Transition (Hourly Employees Only)	3-4	N	R0 (01/23/26)
90.05.10 – Vacation Process	4-5	N	R0 (01/23/26)
90.05.11 – Reduction in Force	6-6	N	R0 (01/23/26)

100 – Appendix			
Section	Pages	Status	Revision
100 – Appendix	1-24	N	R0 (01/23/26)
100.05 – Pilot CFRs	1-9	N	R0 (01/23/26)
100.05.1 – Pilot CFRs (SRRs)	1-9	N	R0 (01/23/26)
100.10 – FA CFRs	10-12	N	R0 (01/23/26)
100.10.1 – Flight Attendant CFRs (SRRs)	10-12	N	R0 (01/23/26)
100.20 – CrewTrac Error Codes	13-20	N	R0 (01/23/26)
100.30 – CrewTrac Transaction Codes	21-24	N	R0 (01/23/26)

00.04 — List of Effective Bulletins

As bulletins are issued, a new printed List of Effective Bulletins will be supplied. Retain this section in order to maintain manual currency as shown on the List of Effective Sections.

Bulletin #	Date	Page Number

00.05 — Table of Contents

Section	Subject	Page
00.01	Record of Revisions.....	1
00.02	Record of Bulletins.....	1
00.03	List of Effective Sections.....	1
00.04	List of Effective Bulletins.....	1
10	General.....	1
10.05	Introduction.....	1
10.05.1	Purpose.....	1
10.05.2	Organizational Philosophy.....	1
10.05.3	Responsibility/Authority.....	1
10.05.4	Applicable Operations Specifications.....	2
10.05.5	Restrictions.....	2
10.05.6	Crew Scheduling Department Organizational Chart.....	2
10.05.7	Managers, Crew Scheduling Operations.....	2
10.05.7.1	Duties and Responsibilities.....	2
10.05.8	Supervisors, Crew Scheduling Operations.....	3
10.05.8.1	Duties and Responsibilities.....	3
10.05.9	Crew Coordinators, Crew Scheduling Operations.....	3
10.05.9.1	Duties and Responsibilities.....	3
10.05.10	Crew Schedulers (Pilot and Flight Attendant).....	4
10.05.10.1	Duties and Responsibilities.....	4
10.05.11	Telephone Recordings.....	4
10.05.12	Confidentiality.....	5
20	Code of Federal Regulations.....	1
20.05	Pilot CFRs.....	1
20.05.1	Passenger Operations.....	1
20.05.1.1	Acclimated.....	1
20.05.1.2	Fatigue.....	1
20.05.1.3	Flight Time.....	1
20.05.1.4	Flight Duty Period.....	2
20.05.1.4.1	Included as FDP.....	2
20.05.1.4.2	Not Included as FDP.....	2
20.05.1.5	Cumulative Flight Time and FDP Limits.....	4
20.05.1.6	Crew Rest.....	4
20.05.1.6.1	Included as rest.....	5
20.05.1.6.2	Not Included as Rest.....	5
20.05.1.7	Split Duty.....	5
20.05.1.8	Consecutive Nighttime Operations.....	5
20.05.1.9	Agmented Operations.....	5
20.05.2	The Fair Treatment of Experienced Pilots Act.....	6
20.10	Flight Attendant CFRs.....	7
20.10.1	Duty Time.....	7
20.10.2	Crew Rest.....	8

20.10.2.1	Included as Rest.....	8
20.10.2.2	Not Included as Rest.....	8
30	Union Agreements.....	1
30.05	ALPA Agreement.....	1
30.05.1	Introduction.....	1
30.05.2	ALPA Section 3.....	1
30.05.3	ALPA Sections 12 & 25.....	1
30.05.4	Letters of Agreement (LOA).....	2
30.10	AFA Agreement.....	3
30.10.1	Introduction.....	3
30.10.2	FAC Article 4 - Hours of Service and Crew Legality.....	3
30.10.3	AFA Article 5 - Crew Planning and Crew Scheduling.....	4
30.10.4	AFA Article 6 - Reserve Flight Attendants.....	5
40	Crew Management System.....	1
40.05	CrewTrac.....	1
40.05.1	Introduction.....	1
40.05.2	Pairings.....	1
40.05.3	Pairing Inquire.....	2
40.05.4	Pairing Modify.....	2
40.05.4.1	Inserting Open Segments.....	4
40.05.5	Pairing Build.....	4
40.05.5.1	Build a Pairing (Pilot).....	4
40.05.5.2	Build a Pairing (Flight Attendant).....	5
40.05.6	Pairing Cancel.....	6
40.05.7	Reports.....	7
40.05.8	Crew Exception Report.....	7
40.05.9	Pairing Exception Report.....	7
40.05.10	ELP Crew Rules Tool.....	8
40.05.11	Flight Duty Period Extension Report.....	9
40.05.12	Legality Monitoring - Point Crew Scheduler Role and Responsibilities.....	9
40.05.13	Exception Report Processing/Handling.....	9
40.05.14	Open Segments Report.....	12
40.05.15	Open Time Report.....	12
40.05.16	Absences and Other Time Report.....	13
40.05.17	Reserve Availability Report.....	13
40.05.18	Misc. Reports.....	13
40.05.18.1	Airport Move-up.....	13
40.05.18.2	Crew Boards.....	13
40.05.18.3	Draft List.....	13
40.05.18.4	Not Notified.....	13
40.05.18.5	Not Checked In.....	14
40.05.18.6	Unposted Pairings.....	14
40.05.18.7	Deadhead.....	14
40.05.18.8	Transaction History.....	14

40.05.18.9	Transaction Codes.....	14
40.10	Frontier Airlines - Crew Legality Checklist.....	15
40.10.1	Crew Exception Processing.....	15
40.10.2	Pairing Exception Processing.....	15
40.10.3	Supervisor Sign Off.....	16
50	Reserve Assignments.....	1
50.05	Introduction.....	1
50.10	Pilots.....	2
50.10.1	Pilot Reserve Assignments.....	2
50.10.2	Pilot Aggressive Reserve.....	2
50.10.2.1	Open Duty Periods.....	2
50.10.2.2	Eligible Bidders.....	2
50.10.3	Pilot Flow Sheet and Assignments.....	2
50.10.4	Pilot Reserve Codes and RDPs.....	3
50.10.4.1	Long Call Reserve (RSL).....	3
50.10.4.2	'A' RDP (RSA).....	3
50.10.4.3	'B' RDP (RSB).....	3
50.10.4.4	'C' RDP (RSC).....	3
50.10.4.5	'D' RDP (RSD).....	4
50.10.4.6	'E' RDP (RSE).....	4
50.10.5	Pilot Reserve Notifications.....	4
50.20	Flight Attendants.....	5
50.20.1	Flight Attendant Reserve Assignments.....	5
50.20.2	Flight Attendant Aggressive Reserve.....	5
50.20.2.1	Open Duty Periods/Ready Reserve Shifts/Reserve No Fly.....	5
50.20.2.2	Eligible Bidders.....	5
50.20.2.3	Restrictions.....	5
50.20.3	Flight Attendant Flow Sheet and Assignments.....	6
50.20.4	Flight Attendant Reserve Codes.....	6
50.20.4.1	Home Reserves (REA, REB, RSV), Mixed Line Home Reserves (RSN), and Reserve Inbound (RIN).....	6
50.20.4.2	AM Ready Reserve (RSA).....	6
50.20.4.3	Mid-day Ready Reserve (RSB).....	7
50.20.4.4	PM Ready Reserve (RSC).....	7
50.20.4.5	Night Ready Reserve (RSD).....	7
50.20.5	Flight Attendant Reserve Notifications.....	7
60	Aircraft Management System.....	1
60.05	Movement Control Plot.....	1
60.05.1	Introduction.....	1
60.05.2	Login and Settings.....	1
60.05.3	Flight Information Tabs.....	1
60.05.4	Advanced Passenger Information System (APIS).....	1
60.05.5	Delay Tracking and Crew Impact.....	2
70	Passenger Booking System.....	1

70.05	Navitaire.....	1
70.05.1	Introduction.....	1
70.05.2	Booking a New Domestic Deadhead Reservation.....	1
70.05.3	Booking a New International Deadhead Reservation.....	2
70.05.4	Finding an Existing Deadhead Reservation.....	3
70.05.5	Canceling an Existing Deadhead Reservation.....	3
80	General Administration.....	1
80.05	Crew Scheduling Administration.....	1
80.05.1	Crew Hotel/Transportation Listing/Spreadsheet.....	1
80.05.2	Booking Additional Hotel Rooms.....	1
80.05.3	Crew Transportation.....	1
80.05.4	Replacement of Pilot Airman Certification.....	1
90	Department Guidelines.....	1
90.05	Policy and Procedures.....	1
90.05.1	Introduction.....	1
90.05.2	Non-Exempt Employees - Crew Coordinators/Crew Schedulers.....	1
90.05.3	Dependability.....	1
90.05.4	Staffing.....	1
90.05.5	Training.....	1
90.05.6	Trades.....	2
90.05.7	Overtime.....	2
90.05.8	Departmental/Company Bidding Seniority.....	3
90.05.9	Schedules.....	3
90.05.9.1	Schedule Transition (Hourly Employees Only).....	3
90.05.10	Vacation Process.....	4
90.05.11	Reduction in Force.....	6
100	Appendix.....	1
100.05	Pilot CFRs.....	1
100.05.1	Pilot CFRs (SRRs).....	1
100.10	FA CFRs.....	10
100.10.1	Flight Attendant CFRs (SRRs).....	10
100.20	CrewTrac Error Codes.....	13
100.30	CrewTrac Transaction Codes.....	21

10 — General

10.05 — Introduction

10.05.1 — Purpose

This manual provides operational/administrative guidance to Frontier Airlines Crew Schedulers to better enable them to perform their duties. The Crew Scheduling Manual has been prepared in order to establish policies and procedures for guidance of Crew Scheduling personnel to ensure that company and crew members adhere to regulations and company policies.

Issues that are not explicitly covered within this document or the Frontier Airlines Employee Handbook shall be decided at the sole discretion of the Crew Resources Management personnel, on a case-by-case basis.

10.05.2 — Organizational Philosophy

Frontier Airlines is proud of the values established to help guide our employees through their employment with the company.

SAFETY

People are priceless

RESPECT

A coworker is a neighbor,

A customer is a guest

TRUST

We're only as good as our word

COLLABORATION

We're in this together

VALUE

We don't charge for the extra mile

PASSION

This smile is real

10.05.3 — Responsibility/Authority

The Sr. Director, Crew Resources is responsible for and has authority to make changes to the contents of this manual, including policies and procedures. The Sr. Director, Crew Resources reports directly to Director of Operations. Any changes to company policy or changes to other departmental manuals that directly interface with this manual (e.g., FOM Vol. I) will be mirrored through revisions in this document.

Each individual or department holding a Crew Scheduling Manual is required by company policy to maintain the manual in a current condition at all times. Scheduling personnel are required to have a working knowledge of this manual and have it easily accessible while performing their duties. This manual must be returned to the company upon request, job transfer, or termination of employment.

10.05.4 – Applicable Operations Specifications

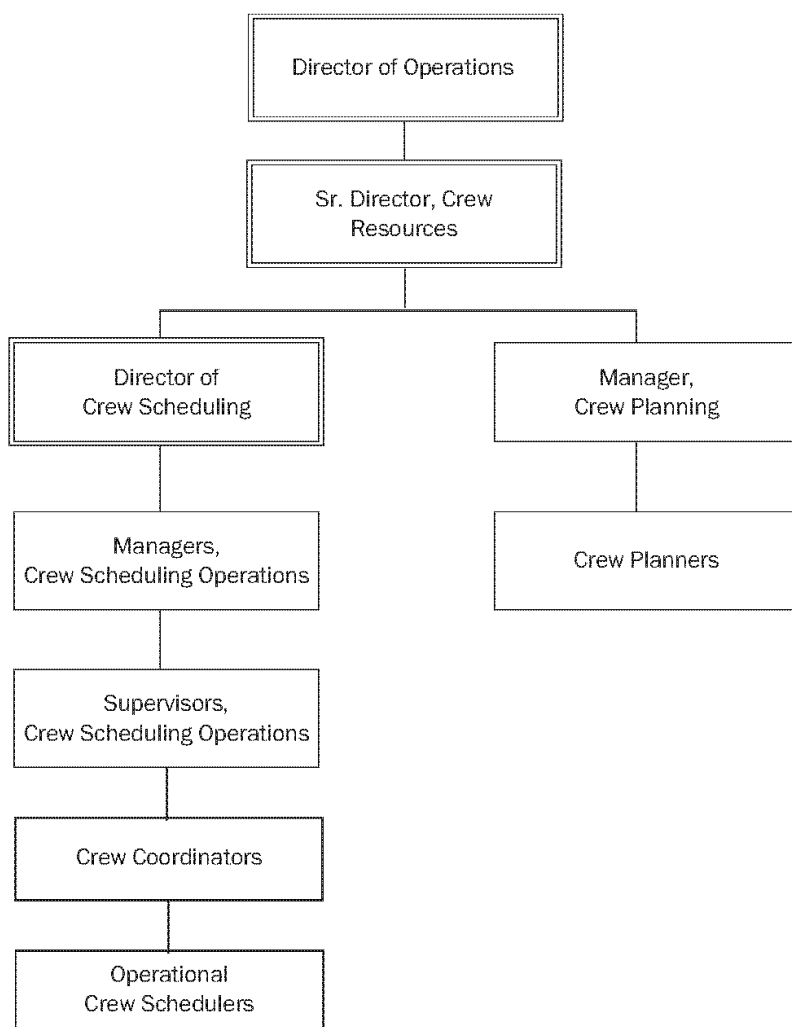
14 CFR 119.43(b)(1)(2)

Compliance with Operations Specifications (OpsSpecs) is mandatory. OpsSpecs may be incorporated in the Crew Scheduling Manual, as required by regulation, as either excerpted text (noted as such) or by reference. Compliance with OpsSpecs referenced by either means is mandatory.

10.05.5 – Restrictions

This manual was created for the exclusive use of Frontier Airlines, Inc. personnel. It may not be reproduced in any form or made accessible to or used in any other flight operations or other commercial enterprise by any person, agency, or corporation without the expressed, written consent of Frontier Airlines, Inc.

10.05.6 – Crew Scheduling Department Organizational Chart



10.05.7 – Managers, Crew Scheduling Operations

10.05.7.1 – Duties and Responsibilities

- Manage staff of Crew Scheduling Supervisors, Crew Coordinators, and Crew Schedulers.

- Performs hiring, counseling, training, performance management and termination activities.
- Coordinate with software vendors and other departments within the Company to support operational reliability.
- Provide functional expertise to drive continuous process improvement within the Crew Scheduling department.
- Provide research and analysis related to Pilot and Flight Attendant staffing and productivity, CFR compliance, work rules, and software requirements.

10.05.8 – Supervisors, Crew Scheduling Operations

10.05.8.1 – Duties and Responsibilities

- Identify opportunities for process/policy improvement. Determine and pursue action essential to effecting change and a desired outcome.
- Provide troubleshooting assistance and training support to Crew Schedulers.
- Assume overall responsibility for crew scheduling operation in the absence of Crew Resources management.
- Coordinate with other departments within the Company as needed to provide operational and administrative support.
- Provide counseling and performance management to crew schedulers. Ensure necessary documentation is provided and maintained.
- Work to resolve scheduling discrepancies and crewmember complaints elevated from the crew scheduler level.
- Ensure adequate staffing levels for crew scheduling desks at all times. Anticipate and provide additional staffing during periods of irregular operations, or other circumstances that require additional support.
- Perform other duties assigned by the Managers of Crew Scheduling as requested.

10.05.9 – Crew Coordinators, Crew Scheduling Operations

10.05.9.1 – Duties and Responsibilities

- Verify daily assignments and schedule/reassign flight crew members as necessary due to schedule changes, sickness or to prevent legality issues and notify replacement crew members of assignments.
- Assist with critical operational decisions, work closely with the Supervisor on duty as well as the SOC Manager.
- Provide troubleshooting assistance and support to Crew Schedulers.
- Proactively forecast legality and schedule issues and put back up plans in place.
- Assign uncovered flying in accordance with federal regulations, contract rules, crewmember qualifications and established company policy and procedure.

- Effectively communicate with crew members regarding federal regulations, CBA compliance, reassignments and accommodations.
- Assist with monthly administrative processes.
- Perform other duties assigned by the Supervisor and/or Managers of Crew Scheduling as requested.

10.05.10 – Crew Schedulers (Pilot and Flight Attendant)

10.05.10.1 – Duties and Responsibilities

- Verify daily assignments and schedule/reassign flight crew members as necessary due to illegality, schedule change, or sickness and notify replacement crew members of assignments for respective work group, Pilot or Flight Attendant.
- Coordinate schedules with Dispatch, Flight Operations, Inflight, and Flight Crew Training departments to ensure flight crew coverage for respective work group, Pilot or Flight Attendant.
- Arrange for crew accommodations and transportation in case of irregular operations for respective work group, Pilot or Flight Attendant.
- Maintain daily crew assignments, legality checks, and check-in records. Document and resolve any pending legality problems for respective work group, Pilot or Flight Attendant.
- Monitor all flight crew members on-duty and away from base. Provide scheduling-related support to those crew members as needed for respective work group, Pilot or Flight Attendant.
- Maintain surveillance of each scheduled trip and reassign crews according to their qualifications, applicable contractual restrictions, governmental requirements, and most economical reschedules for respective work group, Pilot or Flight Attendant.
- Work directly with In Flight Services and Flight Operations Management to ensure operational compliance and provide crewmember support.
- Perform other duties assigned by the Crew Scheduling Supervisor and/or Managers of Crew Scheduling as requested.

10.05.11 – Telephone Recordings

The ALPA Agreement and AFA Agreement require that all calls between crew scheduling and crewmembers be recorded. Compliance with this policy is mandatory. Recordings are kept for a minimum of sixty (60) days.

Access to recorded conversations is limited to Inflight, Flight Ops and Crew Scheduling Management. In the event of a dispute, a crewmember may submit a written request to the company to review any applicable telephone recordings. The review will be conducted in the presence of the crewmember or their representative, Flight Ops management, Inflight management, and Crew Scheduling management.

Crew Scheduling Management may perform random phone call checks to ensure proper phone etiquette and consistency between scheduling and crewmembers.

All phone calls regarding scheduling matters must be made over the Crew Scheduling recorded phone lines. No calls may be made on personal cell phones or other non crew scheduling phones to crewmembers regarding scheduling matters.

10.05.12 – Confidentiality

Under NO circumstances are crew schedulers to give out crewmember information, or transfer crewmember calls to other crews. The only people authorized to receive or request personal information are those in management. Check Airman and Inflight Support Coaches are also authorized to request and receive crewmember information.

20 – Code of Federal Regulations

20.05 – Pilot CFRs

20.05.1 – Passenger Operations

All passenger operations whether previously known as domestic, supplemental, flag or mixed shall operate under the same limitations for flight time, flight duty time, and rest. The company recognizes several differences between part 117 and the Pilot CBA and will proceed following the more restrictive of the two.

20.05.1.1 – Acclimated

Frontier Airlines does not operate outside a 60 degree longitude theater therefore all pilots will be acclimated to their bid-awarded home base. Pilots who operate pairings beginning and ending in a base other than their awarded base will still be considered acclimated to their bid awarded base. At such time that Frontier Airlines begins operations outside a 60 degree longitude window, the company will modify this policy to accommodate the new operations. **§117.3**

20.05.1.2 – Fatigue

Frontier Airlines will remove a Pilot from a flight duty period if the Pilot has reported for that flight duty period too fatigued to safely perform his or her assigned duties. The Pilot will be assigned to rest for a minimum of 10 hours and then be re-evaluated to determine whether that Pilot can safely perform assigned duties. **§117.5**

If a Pilot reports that during a flight duty period he or she is too fatigued to safely continue the assigned flight duty period, that Pilot will be removed from duty and assigned to rest for a minimum of 10 hours. **§117.5**

20.05.1.3 – Flight Time

Flight time limits will be determined by Table A found at the end of part 117. The report time will be the Pilot's acclimated report time. Frontier Airlines will not schedule a Pilot in excess of the applicable limit for any passenger flight. At no time may any Pilot be projected to exceed the flight time limits described in Table A. The only occasion in which a Pilot shall be allowed to exceed the flight time limits described in Table A will be if unforeseen operational issues arise after takeoff that require the Pilot to exceed the limit in order to safely land the aircraft. **§117.11**

Time of Report (Acclimated)	Maximum Flight Time (Hours)
0000–0459	8
0500–1959	9
2000–2359	8

20.05.1.4 – Flight Duty Period

A Flight Duty Period (FDP) is any activity a flightcrew member performs that is required by the company. FDP limits will be determined by report time and number of segments in conjunction with Table B found at the end of part 117. The report time will be the Pilot's acclimated report time. A Pilot's FDP begins at report time for the day and ends when the last flight operated blocks in or after all tasks required by the company are completed whichever is later. **§117.13**

20.05.1.4.1 – Included as FDP

- Time between report and departure
- Flight Time
- Aircraft ground repositions
- Gate returns
- Air returns
- Diversions
- **Deadheads:** Deadheads (both in-flight and on-ground) only count as part of the FDP if they occur before or between operated flights for the day. Any deadheading after the completion of all operated flights for the day shall not be counted as part of a Pilot's FDP. A day that consists of only deadheads shall not be counted as part of a Pilot's FDP. **§117.25(g)**

20.05.1.4.2 – Not Included as FDP

- **Debrief time:** 15 minutes after block-in of domestic flights or 30 minutes after block-in of international flights
- Rest
- Duties not required by the company.

Segments. Any pre-planned flight which the Pilot is actually operating shall be considered a flight segment for the purposes of determining the FDP limit according to Table B. Gate returns, air returns, diversions, and ground repositions shall not count as additional segments for the purposes of determining the applicable FDP limit for the day but shall count as part of the total FDP for the day. Deadheads shall not count as segments at any time but shall be considered as FDP time for the day if they occur before or between operated flights.

Operational Delays. Operational delays are due to circumstances beyond the control of Frontier Airlines. Delays or diversions due to weather, mechanical problems, medical emergencies, air-turn-backs, deicing, and similar situations are considered to be beyond the control of Frontier Airlines. Unforeseen operational delays may extend a Pilot's FDP pre-takeoff up to 2 hours beyond the FDP limit described in Table B.

FDP Extensions. A Pilot's FDP may be extended up to 2 hours due to unforeseen operational issues. An extension requires both the Pilot-In-Command and the Pilot to be extended (if they are not the same person) accept the extension. An extension from 31 minutes to 2 hours requires that the Pilot to be extended has not been extended more than 30 minutes in the past 168 hours without an intervening 30 hour rest opportunity. A Pilot who has been extended greater than 30 minutes must have a 30 hour rest opportunity before that Pilot may be extended more than 30 minutes again. Any extensions in FDP must be reported to the FAA within 10 days of the extension accompanied by both reasons for the extension and proactive solutions for preventing it in the future. **§117.19**

If unforeseen operational circumstances arise after takeoff, the Pilot-in-Command and the company may extend maximum flight duty periods specified in the table below to the extent necessary to safely land the aircraft at the next destination airport or alternate airport, as appropriate.

Scheduled Start Time (Acclimated Time)	Maximum flight duty period (hours) for lineholders based on number of flight segments						
	1	2	3	4	5	6	7+
0000-0359.....	9	9	9	9	9	9	9
0400-0456.....	10	10	10	10	9	9	9
0500-0559.....	12	12	12	12	11.5	11	10.5
0600-0659.....	13	13	12	12	11.5	11	10.5
0700-1159.....	14	14	13	13	12.5	12	11.5
1200-1259.....	13	13	13	13	12.5	12	11.5
1300-1659.....	12	12	12	12	11.5	11	10.5
1700-2159.....	12	12	11	11	10	9	9
2200-2259.....	11	11	10	10	9	9	9
2300-2359.....	10	10	10	9	9	9	9

Reserve. Reserve status and assigning trips to reserves are outlined in part 117.21. Short call reserve periods are referred to as Reserve Availability Periods (RAP). Per the FAR, a single RAP may not exceed a scheduled for 14 continuous hours however per FAPA 5.S.2.a-e, RAPs shall not be scheduled for greater than 10.5 hours. A Pilot's scheduled combination of RAP and FDP shall not exceed the applicable FDP limit for the assigned FDP period plus 4 hours or a total of 16 hours, whichever is less. The CBA restricts reserve assignments to 14 hours total. **§117.21**

WOCL Reserve Assignments. The Window of Circadian Low is defined as 0200-0559 local time. Assignments that infringe on the WOCL require a 12 hour call out for Long-Call reserves and 12.5 hour call out for Medium-Call reserves due to the .5 hour call back prescribed in the CBA. There is no restriction beyond the normal for a short call reserve assigned a trip that infringes on the WOCL. **§117.21(d)**

	Response Time	Required Normal Call-Out	Required WOCL Call-Out
Short Call	10 Minutes	2 Hours to Departure	2 Hours to Departure
Long Call	2 Hours	12 Hours to Report	12 Hours to Report

20.05.1.5 – Cumulative Flight Time and FDP Limits

Frontier Airlines will not allow a Pilot to exceed the cumulative limits described in part 117.23. Flight time shall not exceed 100 hours in any 672 consecutive hours or 1000 hours in any 365 consecutive calendar days. A Pilot's cumulative FDP shall not exceed 60 FDP hours in any 168 consecutive hours or 190 FDP hours in any 672 consecutive hours. The only occasion in which a Pilot shall be allowed to exceed the cumulative limits described in 117.23 will be if unforeseen operational issues arise after takeoff that require the Pilot to exceed the limit in order to safely land the aircraft. **§117.23**

	Flight Time	Flight Duty Time
365 Consecutive Calendar Days	1000 Hours	---
672 Consecutive Hours (28 Days)	100 Hours	190 Hours
168 Consecutive Hours (7 Days)	---	60 Hours

20.05.1.6 – Crew Rest

No Pilot will be assigned to any duty (including flight/reserve duty, training activities, or management duties) during any required rest period.

All pilots shall be scheduled with a minimum of 10 consecutive hours for the overnight rest period. This amount may not be reduced under any circumstance. It will be both the Pilot's and the company's responsibility to ensure that the minimum rest requirement is met each night. The beginning of crew rest is dependent on the inbound flight:

- Domestic flight: block-in + 15 minutes
- International flights: block-in + 30 minutes

Crew rest for both domestic and international flights ends at report time (scheduled or adjusted, whichever is later). This 10 hour rest period must also include 8 hours of uninterrupted sleep opportunity. If a Pilot on a minimum rest overnight believes that their 8 hours has been interrupted, it is the Pilot's responsibility to notify Crew Scheduling and inform them of the interruption and advise them when they feel they will be fit to report. **§117.25**

Before beginning any reserve or flight duty period a Pilot will be given at least 30 consecutive hours free from all duty within the past 168 consecutive hour period.

If a crewmember engaged in deadhead transportation exceeds the applicable flight duty period in the table under FDP Extensions, the Pilot must be given a rest period equal to the length of the deadhead transportation, but not less than 10 hours, before beginning a flight duty period.

20.05.1.6.1 — Included as rest

- Transportation to and from the hotel, local in character, is included as rest on layovers (maximum of 30 minutes from the beginning of crew rest until check in at the hotel, or 30 minutes from departure from the hotel to report time). If transportation to or from a hotel exceeds 30 minutes (for any reason) when entering or exiting a required rest period, then the additional time above 30 minutes will be added as duty time to the nearest duty period. Report time will only be adjusted if the crew is on minimum rest, or the additional time will result in the crew not receiving minimum rest.
- All transportation required to report for duty at a crewmember's domicile is included as rest.

20.05.1.6.2 — Not Included as Rest

- **Debrief time:** 15 minutes after block-in of domestic flights or 30 minutes after block-in of international flights.
- Transportation other than to and from hotels
- Any Reserve Availability Period
- Deadheads

20.05.1.7 — Split Duty

Split duty overnights are replacing Continuous-Duty-Overnights, Stand-Ups and High-Speeds. Split Duty overnights must meet the following restrictions:

- The rest opportunity provided is between 2200 and 0500 local time.
- The time spent on rest is at least 3 hours measured from the time the flight crew member reaches a suitable accommodation.
- The rest opportunity is scheduled after the completion of the first operated leg.
- The rest opportunity actually provided may not be less than was scheduled.
- The combined time of FDP and rest opportunity may not exceed 14 hours.

If all of these provisions are met, the rest opportunity provided does not count as part of the flight crew member's FDP cumulative or otherwise. **§117.15**

20.05.1.8 — Consecutive Nighttime Operations

The Company will not schedule any Pilot more than 5 consecutive FDPs that infringe on the WOCL as long as the assigned trips meet the requirements of a Split Duty Overnight. If the FDP infringes on the WOCL does not meet all the requirements of a Split Duty Overnight the company may not schedule any Pilot for more than 3 FDPs that infringe on the WOCL. **§117.27**

20.05.1.9 — Augmented Operations

At this time Frontier Airlines does not currently nor plan to augment flight crews. At such time that the company decides to augment flight crews, the company will develop new procedures involving this practice. **§117.17**

20.05.2 – The Fair Treatment of Experienced Pilots Act

Public Law 110–135

This act, also known as “The Age 65 Law”, supersedes the previous limit of 60 years of age for pilot operating under Title 14 of the Code of Federal Regulations (14CFR) part 121. Those pilots may continue until the age of 65, as specified in the act. Key provisions of this act include the following:

- As of 12/13/07, SRR 121.383(c), specifying age 60, ceased to be effective
- A Pilot age 60+ acting as Pilot in Command (PIC) in international operations must be paired with a Pilot under age 60.
- In Domestic operations, both pilots may be age 60+.
- The Act permits the continued employment of a Pilot who reached age 60 on or after 12/13/07.
- The Act permits the employment as a new-hire a Pilot who reached age 60 before 12/13/07.

20.10 – Flight Attendant CFRs

20.10.1 – Duty Time

SRRs

121.467(a); 121.467(b); 121.467(1–14)

Operations Specifications A003

Compliance with any Operations Specifications is mandatory.

No certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant to a scheduled to a duty period of more than 14 hours.

A certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant to a scheduled duty period of more than 14 hours, but no more than 16 hours, if the certificate holder has assigned to the flight or flights in that duty period at least one Flight Attendant in addition to the minimum Flight Attendant complement required for the flight or flights in that duty period under the certificate holder's operations specifications. 121.467(b)(4)

A certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant to a scheduled duty period of more than 16 hours, but no more than 18 hours, if the certificate holder has assigned to the flight or flights in that duty period at least two Flight Attendants in addition to the minimum Flight Attendant complement required for the flight or flights in that duty period under the certificate holder's operations specifications. 121.467(b)(5)

A certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant to a scheduled duty period of more than 18 hours, but no more than 20 hours, if the scheduled duty period includes one or more flights that land or take off outside the 48 contiguous states and the District of Columbia, and if the certificate holder has assigned to the flight or flights in that duty period at least three Flight Attendants in addition to the minimum Flight Attendant complement required for the flight or flights in that duty period under the domestic certificate holder's operations specification. 121.467(b)(6)

It is Frontier's company policy that a Flight Attendant is not assigned to a duty period greater than 13:30 hours for a standard (non-CDO) duty period, 14 hours for a CDO duty period, 14 hours for an International duty period and 12:30 hours for a red eye duty period. Irregular operations may cause the duty period to be extended beyond scheduled hours, but the duty period shall not exceed 16 hours. Per Frontier's company policy, a duty period may exceed 16 hours if a Flight Attendant at her/his sole option voluntarily exceeds this limitation.

A Flight Attendant is not considered to be scheduled on duty in excess of duty period limitations if the flights to which the Flight Attendant is assigned are scheduled and normally terminate within the limitations but due to circumstances beyond the control of the company, such as adverse weather condition, are not at the time of departure expected to reach their destination within the scheduled time. 121.467(14)

A Flight Attendant who reports for duty but whose flight has been cancelled will be considered on duty for legality purposes. The Flight Attendant will be subject to duty time limitations or may be released to rest.

A duty period is defined as the period of time from initial report time to final release time.

All time limitations for legality purposes shall be reflected in the Flight Attendant's home domicile time zone.

20.10.2 – Crew Rest

SRRs

121.467(a); 121.467(b); 121.467(1–14)

Operations Specifications: A003

Compliance with any Operations Specifications is mandatory.

Frontier may not assign and no crewmember may accept assignment to duty (flight duty, ground school, simulator, etc.) with Frontier during any required rest period. The beginning of crew rest is dependent upon the following:

- Domestic flights: Block-in +30 minutes
- International flights: Block-in +30 minutes

Crew rest for both U.S. and International flights ends at report time (scheduled or adjusted). If a report time is adjusted from the original schedule, based on a legal rest period, the crew may not depart the gate in accordance with normal procedures; there are no additional restrictions.

A Flight Attendant scheduled for a duty period of 14 hours or less must be given a scheduled rest period of at least 10 consecutive hours. This rest may not be reduced to less than 10 consecutive hours. 121.467(b2-3).

20.10.2.1 – Included as Rest

- Transportation to and from a hotel, local in character, is included as rest on layovers (maximum of 30 minutes from the beginning of crew rest until check in at the hotel, or 30 minutes from departure from the hotel to report time). If transportation to or from a hotel exceeds 30 minutes (for any reason) when entering or exiting a required rest period, then the additional time above 30 minutes will be added as duty time to the nearest duty period. Report time will only be adjusted if the crew is on minimum reduced rest, or the additional time will result in the crew not receiving minimum reduced rest.
- All transportation required to report for duty at a crewmember's domicile is included as rest.

20.10.2.2 – Not Included as Rest

- Transportation other than to and from hotels;
- Any Ready Reserve Duty Period;
- **Deadhead:** If the deadhead is at the beginning of a sequence then rest ends at the report time for duty. If the deadhead is at the end of a sequence then rest begins at block in +30 minutes.

Please see the AFA Agreement Article 4 - Hours of Service and Crew Legality for additional information on work rules related to Flight Attendant duty and rest limitations.

Note

A Flight Attendant is not subject to flight time limitations.

30 — Union Agreements

30.05 — ALPA Agreement

30.05.1 — Introduction

All Pilot work rules at Frontier Airlines are governed by the Air Line Pilots Association (ALPA) Agreement. The ALPA Agreement is an authorized collective bargaining agreement (CBA) pursuant to the terms of the Railway Labor Act. The company and the Pilot are jointly responsible to ensure that all Federal Aviation Regulations as well as all contractual scheduling limitations are adhered to. The ALPA Agreement is separated into 31 sections. This section will identify which sections correspond to the duties of a Crew Scheduler and give a brief overview of what is contained in the section. The actual ALPA Agreement may be inserted in this section to allow for quick access to the document. The ALPA agreement must remain up to date with all revisions and Letters of Agreements (LOAs).

30.05.2 — ALPA Section 3

Section 3 of the ALPA Agreement deals with the compensation of Pilots. All pay and compensation related issues are contained within Section 4. Generally, all pay inquiries from a Pilot need to be directed to the Pilot Payroll Analyst. Several items in Section 3 give guidance to how certain events should be paid. Below is an overview of issues that impact Crew Scheduler duties.

- Pilot pay credit is based on the greater of scheduled block, actual block, or the minimum pay credit. (3.F.)
- The Company may flag individual Sequences for additional Incentive Pay (INC). (3.F.)
- Sequences picked up by Pilots via the Premium Add Folder (PAF) shall be multiplied by 1.5. (3.I.)
- Pay credits for scheduled deadheads shall be paid at 100%. (3.E.2.)
- All sequences built or modified by the company for company purposes shall receive 1 hour of pay credit for each 3.5 hours for the greater of the scheduled or actual time away from base (TAFB). This is referred to as trip rig. (4.G.2.a.)
- For continuous duty overnights (CDO), Pilots shall be pay credited 6 hours per duty period or actual block hours, whichever is greater. (3.E.5.)
- Pilots will be pay credited for the greater of an original or rescheduled sequence. (3.F.)
- If a flight is canceled, pilots are pay credited for those scheduled pay credits. If a Pilot adds pay credits over the same duty days as the cancellation, the Pilot shall be pay credited for the greater of the 2 sequences. (3.E.3.)
- Should a Pilot perform a taxi event, they are pay credited for 18 minutes of credit time per event. (3.N.)

30.05.3 — ALPA Sections 12 & 25

Sections 12 & 25 of the ALPA Agreement is the scheduling section of the CBA. All work, pairing, open time, reserve, etc. rules are contained within Sections 12 & 25. Below is an overview of issues that impact Crew Scheduler duties on a day to day basis.

- All company-initiated changes and transaction conflict adjustments to a Pilot's schedule and/or reserve assignments require positive telephone contact with the Pilot or electronic self notification. (25.A.4.)
- Pilots shall not be scheduled to be on duty for more than 14 hours. (12.D.1.)
- Except for CDOs, if any portion of a duty period occurs between 0059-0430 LT, the duty period shall not be scheduled for greater than 10:30. The actual duty period shall not be greater than 12 hours. (12.D.1.)
- If a Pilot is on duty through 0400 local time, the Pilot shall be released for legal rest at the termination of such flight. (12.D.3.)
- Pilots must be scheduled at least one calendar day free of any company duty, in domicile, during any 7 day period. The Pilot may choose to waive the requirement for this to occur in domicile and/or as a calendar day. (12.E.2.)
- Rules governing legality issues and means for correction. (25.M.)
- Rules governing reassignment, reschedule, and reroute parameters. (25.P.)
- Rules governing reserves. (25.R.)
- Declared irregular operations provisions. (25.Y.)

30.05.4 – Letters of Agreement (LOA)

Letters of agreement, or side letters, are agreements or interpretations of issues that are not addressed in the main body of the CBA. These letters are mutually agreed upon by both the Association and the Company and become part of the CBA. All LOAs can be found in the back of the CBA and are in order of the date of signing. All LOAs are binding and must be adhered to as if the language was in the main body of the CBA.

30.10 – AFA Agreement

30.10.1 – Introduction

All Flight Attendant work rules at Frontier Airlines are governed by the AFA Collective Bargaining Agreement (CBA). The AFA Agreement is an authorized collective bargaining agreement (CBA) between Frontier Airlines, Inc. and the Association of Flight Attendants-CWA, AFL-CIO. The AFA CBA was entered into pursuant to the terms of the Railway Labor Act, as amended.

The AFA CBA is separated into 27 Articles. This section of the manual will identify which Articles correspond to the duties of a Crew Scheduler and give a brief overview of what is contained in the Article. The actual AFA Agreement may be inserted in this section to allow for quick access to the document. The AFA Agreement must remain up to date with all revisions and Letters of Agreement (LOAs).

30.10.2 – FAC Article 4 - Hours of Service and Crew Legality

Article 4 of the AFA Agreement contains work rules related to the scheduling limitations of Frontier Flight Attendants. There are several key sections within this Article that are critical to crew scheduling functions.

Article 4, Section D of the AFA Agreement deals with the Flight Attendant's report time limitations. Below is an overview of issues that impact Crew Scheduler duties on a day to day basis.

- Report time is not scheduled less than 60 minutes prior to departure in domicile.
- In domestic layover station, report time to the gate is not less than 50 minutes prior to departure.
- Report time may be adjusted to allow for adequate crew rest in a layover station per Flight Time Limitations. At no time will a reduced report time infringe upon the rest period required by CFRs.
- A Flight Attendant will be given a Tardy (TDY) for checking in after report time but less than 15 minutes after report time. In the case of a late show TDY, the Flight Attendant will remain scheduled to work the trip.
- A Flight Attendant will be given a No Show (NSO) for checking in 15 minutes or more after trip report time and not flying the trip.
- A Flight Attendant will be given a Tardy (TDY) for checking in 15 minutes or more after trip report time and flying the trip.

Article 4, Section B of the AFA Agreement deals with the Flight Attendant's duty period. Crew legality as defined by the CFRs is the shared responsibility between the Flight Attendant and the Company. Below is an overview of issues that impact Crew Scheduler duties on a day to day basis.

- A Flight Attendant will not be scheduled for more than 14 hours on duty for regularly scheduled flying.
- For domestic and international flights, a Flight Attendant's duty period ends 30 minutes after scheduled block-in or actual block-in, whichever is greater.
- Flight Attendants must be scheduled to receive a full calendar day off in domicile in a consecutive seven-day period. This may not be waived by the Flight Attendant. A rest period beginning no later than 0200 to the following midnight due to irregular operations will meet the 1 calendar day requirement. This does not replace the 24-hour CFR requirement.

- Flight Attendant rest shall be as follows:
 - a. Rest period - duration
 - i. In Base
 - Scheduled: No less than eleven hours (11:00)
 - Actual: No less than ten hours (10:00)
 - Reserve returning to base after a red-eye: no less than twelve hours (12:00)
 - ii. Out of Base
 - A Flight Attendant will not be scheduled for or actually receive less than ten hours (10:00) of rest outside base.
 - b. Minimum Rest Periods
 - iii. Less than sixteen hours (16:00) of actual duty: No less than ten (10) hours.
 - iv. Between sixteen hours (16:00) and seventeen hours (17:00) of actual duty: thirteen hours (13:00) or more.
 - v. More than seventeen hours (17:00) of actual duty: fifteen hours (15:00) or more.

Actual Duty	Scheduled Base Rest	Minimum Base Rest	Minimum Layover Rest
14:00-16:00 or less	11:00	10:00	10:00
16:00-17:00 or less	N/A	13:00	13:00
>17:00	N/A	15:00	15:00

30.10.3 – AFA Article 5 - Crew Planning and Crew Scheduling

Article 5 of the AFA Agreement deals with schedule administration processes and the roles Crew Scheduling and Crew Planning play in these processes. Below is an overview of issues that impact Crew Scheduler duties on a day to day basis.

- In the event that the Company cancels or revises a flight schedule for operational or marketing purposes, the Flight Attendant will be subject to reassignment per "Reschedule" or "Reroute" parameters.
- A Flight Attendant reassigned from their regularly scheduled assignment shall receive the greater of the original scheduled assignment or actual reassignment for flight time pay and credit.
- "Reschedule" is defined as a change to a trip prior to 1800 (base local time) the day before an initial trip report. Initial trip report is defined as the day and report time for the first day of a single or multiday trip. A Flight Attendant's availability will begin one hour prior to original trip report and will end no more than three hours after original scheduled trip release time, not to exceed duty limitations.

- "Reroute" is defined as a change to a trip after 1800 the day prior to initial trip report. A Flight Attendant's availability will end no more than two hours after the original scheduled trip release time.
- If the entire trip is cancelled, the Flight Attendant will be placed on Available to Assign (AVA) status for the duration of the original trip from report to release. Assignment will be based on "Reroute" or "Reschedule" parameters, whichever is applicable. All Flight Attendants on AVA status will be available for assignment in a junior to senior order, after number of days and time available are considered.

30.10.4 – AFA Article 6 - Reserve Flight Attendants

Article 6 of the AFA Agreement deals with the work rules and procedures of reserve Flight Attendants. Below is an overview of issues that impact Crew Scheduler duties on a day to day basis.

- A reserve is on call and available for notification of an assignment during her/his reserve shift. The reserve shifts are as follows:
 - Shift A: 0001-1300 Base Local Time
 - Shift B: 1100-2400 Base Local Time
 - Shift C: 0001-2359 Base Local Time
- A reserve Flight Attendant must be able to report to the crew lounge or the aircraft, as assigned by Crew Scheduling, within 2 hours (3 hours for a co-domicile) of positive contact or electronic self-notification, if applicable.

Reserve assignments will be made with, but not limited to, consideration of accrued bid period credit days of availability and reserve shift type. Also considered will be the number of ready reserve shifts previously assigned in the month and the time a reserve will be legal. This credit calculation will not include any trip trades or open time that have been picked up on a reserves days off. However, the credit time will include accrued bid period paid days off such as vacation (VAC), sick (SRV), funeral (FNR), jury (JUR), company business (COM), union business (UNI), Association Scheduling Committee (ASC), recurrent training (RGS) or other scheduled training.

In the event the Flight Attendant does not answer the phone during their reserve shift, crew scheduling will attempt to leave them a message. They must respond to Crew Scheduling within 15 minutes from the time of crew scheduling's call. A Flight Attendant who fails to respond within 15 minutes will be listed as Unable to Contact (UTC).

A reserve Flight Attendant completing a reserve assignment will contact Crew Scheduling before leaving the airport for release or reassignment.

Ready reserve shifts generally will be scheduled for 6 hours and may be adjusted to 8 hours as required by operational or staffing needs. Shift start and end times may be adjusted to accommodate weekly, monthly or seasonal flight schedule changes.

Ready reserve shifts will be paid at a 1-for-2 value (1 flight hour for 2 hours on RR) based on the length of ready reserve duty. If a ready reserve is released early or extended, the credit for the shift will reflect the change. If a ready reserve is given a trip while sitting an airport shift, the release time and shift credit will be adjusted to reflect an updated 1-for-2 credit and an end time of 0:01 minute prior to the report of the trip assignment. Trip credit will also apply. The ready reserve will always receive credit for the shift based on actual time.

40 – Crew Management System

40.05 – CrewTrac

40.05.1 – Introduction

Sabre CrewTrac is the crew management system used by the Crew Resources department at Frontier Airlines. CrewTrac is a Windows-based program that is designed to automate all aspects of crew resource management. The system tracks the location of every crewmember in the system, the legalities, schedule, open trips, and many other functions used by crew resources personnel on a daily basis.

CrewTrac is a transaction code-based program. Every crewmember transaction is tracked by assigning every action a particular code. Transaction codes will be covered in more detail later in this section.

40.05.2 – Pairings

A pairing is a sequence of flight segments that have been combined and assigned to Flight Attendants or pilots to operate during any given set of days. “Pairing,” “Trip,” and “Sequence” may be used interchangeably and are maintained by schedulers as a primary job function.

All pairings will begin with a letter indicating the base of the pairing and will be followed by a sequence of four numbers. Pairing numbers that begin with a 3 are specific to pilots and those that begin with a 4 are specific to Flight Attendants. Any pairing that has been modified in any way will end with a letter.

Example:



In the CrewTrac Tool Bar Menu, under the heading “Pairings,” options include:

- Inquire - Used to view a specific pairing number on a specific date
- Modify - Used to change/delete/add flight segments to any pairing number
- Build - Used to create a new pairing
- Cancel - Used to eliminate a pairing

40.05.3 – Pairing Inquire

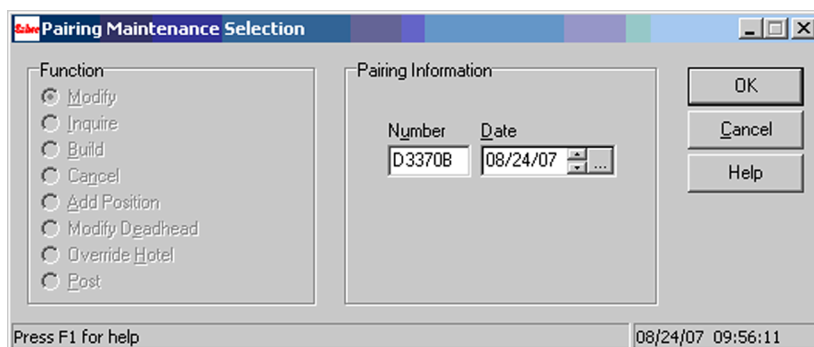
1. To Inquire a pairing, select Inquire under the Pairings heading in the CrewTrac Menu. A new window will appear with empty fields.

2. Enter the pairing number and the date the pairing is to start in the appropriate fields. The system is set to select the Active selection by default. If the pairing is no longer active, or not the latest version of the pairing, select the Inactive toggle. Pairings can also be inquired by double clicking on the appropriate pairing in the crewmember's master schedule. Once the pairing is open, the following information can be obtained from within the pairing:

- Segments operated
- Duty time limits
- Credit hours
- Block hours
- Total pay for trip
- Time away from base
- Hotel information
- Rest requirements
- Layover/Rest times & cities
- Report/Release times
- Flight crew for each segment
- Flight departure times
- Flight delay times or estimated times

40.05.4 – Pairing Modify

1. To Modify a pairing, select Modify under the Pairings heading in the CrewTrac Menu. A new window will appear with empty fields. When modifying and building pairings, it may be necessary to insert an "NTR" code depending on the type of transaction. The NTR code stands for "No Trip Rig," and is used to eliminate trip rig and minimum duty pay.



2. Enter the pairing number and the date the pairing is to start in the appropriate fields. Pairings can also be modified by right clicking on the appropriate pairing in the crewmember's master schedule and selecting Modify from the list.
3. Prior to modifying a pairing, determine where in the pairing it should be split:
 - **If the trip has begun**, the latter part of the pairing that has not been flown yet should be removed. By doing this, the credit time remains correct after the flight leg has departed.
 - **If the trip has not begun** and the portion of the trip that is to be dropped is at the beginning of the sequence and operates into the second day, the latter part of the pairing should be removed. By doing this, the new pairing will be built from the open segments on the correct report date.
 - **When modifying trips from Flica requests:** If the trip has not begun and the portion of the trip that is to be dropped is at the beginning of the sequence and only operates on the first day of the pairing, the flight legs on that date should be removed. The report time of the original pairing should be adjusted to 1 hour prior to flight time. In operational situations this may differ depending on individual crew member rest requirements.
 - **Whether the trip has or has not begun** and the portion of the trip that is to be dropped is at the end of the sequence, those flight legs should be removed. The release time of the original sequence will automatically be updated.
4. After determining where to split a pairing, follow the steps below to remove flight segments:
 - a. Click on "Pairings" on the CrewTrac Tool Bar Menu.
 - b. Select "MODIFY" from the drop down menu.
 - c. In the "Pairing Maintenance Selection" screen, enter the pairing number including the "D" and the date the pairing begins.
Example: D4215
 - d. In the "Modify" screen, arrow down to flight segment that is to be removed and enter Ctrl + D to delete each highlighted segment.
 - e. Enter Alt + I to initialize the modification.
 - f. Enter Alt + M to finalize the modification.
 - g. In the "Pairing Comments" screen, enter a brief description of the modification that was made, including the original pairing number.
 - h. Tab to/ Click on "OK".

- i. Escape out of the last window.

40.05.4.1 – Inserting Open Segments

1. Click on “Pairings” on the CrewTrac Tool Bar Menu.
2. Select “MODIFY” from the drop down menu.
3. In the “Pairing Maintenance Selection” screen, enter the pairing number including the “D” and the date the pairing begins.

Example: D4819

4. To insert open segments after a flight segment in the pairing displayed in the “Modify” screen, highlight the segment the new segments will be inserted after and enter Ctrl + A.
5. To insert open segments before flight segment in the pairing displayed, highlight the segment the new segments will be inserted before and enter Ctrl + B.

Follow the steps in **Pairing Build** to insert the open segments into the original pairing.

40.05.5 – Pairing Build

Pairing Build will take open segments and combine them into a new pairing. The system will check for legalities and continuity. The procedure for building Pilot and Flight Attendant pairings is different due to the nature of the CrewTrac system.

40.05.5.1 – Build a Pairing (Pilot)

1. Click “Pairings” on the CrewTrac Tool Bar Menu.
2. Select “BUILD” from the drop down menu.

3. According to the position being built, in the “Pairing Maintenance Selection” box enter:
 - a. DEN in the box labeled “Base”
 - b. 319 in the box labeled “Equipment”
 - c. The date on which the sequence begins
 - d. The number 1 in the box labeled “CA” and/or “FO”
4. Tab to or click “OK.”
5. All Positions will be added as published, OK? Click “Yes.”
6. After the “Build” screen appears, enter Ctrl + S to view open segments.
7. The box labeled “From” will automatically fill with date that was entered originally. If the dates of the open segments being used to create a pairing extend past the begin date, enter the end date in the box labeled “To.”
8. Click “GENERATE” or enter Alt + G.
9. After the list of open segments is displayed for the indicated range of dates, check the boxes next to the segments that will be used to build that particular pairing.
10. Click “SELECT” or enter Alt + S.
11. In the “Build” screen, click “EVALUATE” or enter Alt + U.
12. In the “Pairing Exceptions Confirmation” Screen, click “CONFIRM BUILD” or enter Alt + B.

Note

When modifying and building Pilot pairings, it may be necessary to insert an “NTR” code depending on the type of transaction. The NTR code stands for “No Trip Rig,” and is used when a Pilot should not be paid a trip rig pursuant to Section 4.G.2.a of the FAPA agreement.

13. In the “Pairing Comments” screen, enter comments indicating the original pairing number from the bid pack. If there is not an original pairing number, enter comments explaining the reason for the new pairing.
14. Click "OK."

40.05.5.2 – Build a Pairing (Flight Attendant)

1. Click “Pairings” on the CrewTrac Tool Bar Menu.
2. Select “BUILD” from the drop down menu.
3. Depending on the position being built, in the “Pairing Maintenance Selection” box enter:
 - a. DEN in the box labeled “Base”
 - b. 4FA in the box labeled “Equipment”
 - c. The date in which the sequence begins

- d. The number 1 in the box labeled “FA” and/or “FB” and/or “FC” and/or “FD”
4. Click “OK.”
5. After the “Build” screen appears, enter Ctrl + S to view open segments.
6. The box labeled “From” will automatically fill with date that was entered originally. If the dates of the open segments being used to create a pairing extend past the begin date, enter the end date in the box labeled “To.”
7. Click “GENERATE” or enter Alt + G.
8. After the list of open segments is displayed for the indicated range of dates, check the boxes next to the segments that will be used to build that particular pairing.
9. Click “SELECT” or enter Alt + S.
10. In the “Build” screen, click “EVALUATE” or enter Alt + U.
11. In the “Pairing Exceptions Confirmation” Screen, click “CONFIRM BUILD” or enter Alt + B.
12. In the “Pairing Comments” screen, enter comments indicating the original pairing number. If there is not an original pairing, enter comments indicating the reason for the new pairing.

40.05.6 – Pairing Cancel

1. To Cancel a pairing, select Cancel under the Pairings heading in the CrewTrac Menu. A new window will appear with empty fields. Canceling a pairing will break it apart and leave each flight segment open.

2. Enter the pairing number and the date the pairing is to start in the appropriate fields. Pairings can also be cancelled by right clicking on the appropriate pairing in the crewmember's master schedule and selecting Cancel from the list.
 - a. If the “Cancel Pairing; Multiple Versions” screen appears, select the open position that is to be cancelled and click “OK.”
 - b. Verify that the pairing that appears in the “Cancel” screen is indeed the sequence that is to be cancelled and click “CANCEL PAIRING” or enter Alt + I.

- c. In the “Confirm Cancel” screen select “Yes.”
- d. In the “Pairing Comments” screen, enter the reason the pairing is being cancelled and click “OK.”

40.05.7 – Reports

CrewTrac has various reporting capabilities that enable the user to gather different types of data depending on what is needed. All reports in CrewTrac can be found under the “Reports” heading on the Menu bar. The crew legality reports are described in this section.

40.05.8 – Crew Exception Report

The Crew Exception Report is a type of crew legality interface between the schedulers and CrewTrac. This report lists any crewmembers that have legality violations and/or warnings. To access the report, select Crew Exceptions from the Reports menu. There are two different formats to the Crew Exception Report; online and printable. The online version is useful for quick viewing and spot checking. The printable version is better for reconciling and documenting warnings for the reviews required by the Crew Legality Checklist. The Crew Exception Report is sorted by violation severity, with the most critical violations at the top of the report. Violation and warning severity is ranked from one to four, with three and four being Critical violations, and one and two being informational warnings.

<u>Number</u>	<u>Severity</u>
1	Warning
2	Overridable
3	Critical
4	Critical-password overridable

40.05.9 – Pairing Exception Report

The Pairing Exceptions Report also flags violations and potential violations, but this report looks at the pairing instead of the individual crew member. To display the report, select Pairing Exceptions from the Reports menu. Choose the desired date field, crewmember type, and domicile.

Depending on the description of the exception, it is often unnecessary to pull up each listing. If the cause of the exception cannot be determined, inquire the pairing and click the Exceptions button to identify where in the sequence the violation or potential violation occurs. Sometimes, if the reference is the last line, the flag may be referring to an adjacent sequence, so the scheduler will need to pull up the individual crewmembers schedule to investigate further.

The Crew Legality Checklist only requires the scheduler to display and verify these pairing exceptions, but not print the report.

40.05.10 – ELP Crew Rules Tool

In addition to the above CrewTrac Reports, Frontier has an ELP Crew Rules Tool which is a report that directly lays on top of CrewTrac, extracting and displaying information such as Emp Num, PS, Pairing, FDP Start Time, Rem FDP Limit, Rem FDP Cumulative. Limit 168Hr, Can Be EXT, Rem Flt Limit, Rem Flt Cumulative. Limit 672Hr, Hours in 365 Days, and Sch RSV Time. While this is not a comprehensive list of all that ELP reads, these are the items that the Crew Scheduling Team will track and monitor every hour at minimum. Should an issue arise on the ELP report, the Crew Coordinator should immediately address the issue with any mitigation necessary and communicate with the SOC Manager and Scheduling Team as appropriate.

The ELP Crew Rules Tool contains a 117 report for Pilot legality tracking, and a 121 report for Flight Attendant legality tracking.

40.05.11 – Flight Duty Period Extension Report

The Duty Period Extension report monitors pilots who have exceeded their daily applicable FDP limits. The scheduler designated to run this report will run it for the day after the last flight has blocked in for the night. This report will display who was extended and for how long. Crew Scheduling will then provide the Sr. Director, Crew Resources with the following information:

- Pilot's Employee Number
- Pilot's Name
- Date of Extension
- Amount Extended
- Reason for Extension

The Sr. Director, Crew Resources will then forward this information to the Director of Operations and the Director of Safety. The Director of Operations (or Director of Safety in his absence) will submit this information to the FAA within 10 days of the occurrence.

40.05.12 – Legality Monitoring - Point Crew Scheduler Role and Responsibilities

The Flight Attendant support and Pilot support Schedulers will have responsibility to generate, print, and process Crew Exception reports three times a day at 0400, 1400, and 0000. The Crew Coordinator is also responsible for generating and processing Pairing Exception reports no less than once every 2 hours. While completion of these tasks is required once every 2 hours, as a goal, Schedulers and Coordinators will attempt to generate and review these reports once per hour. The Crew Coordinator may delegate this task to another Scheduler on duty but remains responsible to ensure that these tasks are completed no less than once every 2 hours.

The Crew Coordinator is responsible for completing the Crew Legality Checklist during the duration of their shift verifying completion of these critical tasks. One Crew Legality Checklist will be completed per calendar day. The Crew Coordinator for the PM shift will begin a new Crew Legality Checklist for the following day. At the completion of the shift, the Crew Coordinator will turn over the checklist to the new Crew Coordinator for the subsequent shift.

The Crew Legality Checklist is included in this CSCM as [40.10 – Frontier Airlines - Crew Legality Checklist](#). For additional instructions on completing the Crew Legality Checklist, see [40.10 Frontier Airlines – Crew Legality Checklist](#).

40.05.13 – Exception Report Processing/Handling

The designated Scheduler, who actually processes the exception report - is required to sign off on the Crew Legality Checklist each time that the checklist requires a legality report to be generated. In addition, Crew Scheduling Supervisors are required to verify and initial all printed legality reports run to ensure that the processing and handling of level 3 and 4 critical violations is complete and compliant with CFRs and company policy. Supervisors are also required to initial the Crew Legality Checklist ensuring that all checklist items have been completed during their shift.

Along with the automated features of CrewTrac in regards to legality compliance, the Crew Legality Checklist and the processes in this section serve as a manual back-up to ensure that all CFRs are being adhered to.

In addition to signing off on the Crew Legality Checklist as outlined above, the Scheduler who processes a printed exception report is also required to provide documentation on that printed report. On the printed reports, it is necessary to initial **every** level 3 critical violation warning, and to also write a short explanation as to what action was taken to prevent the violation. This explanation should be provided next to the listed violation on the report.

Example: If a Weekly Max appears on the report for the following day and flying must be removed to make the crewmember legal, please initial the violation, and write a comment next to it such as “Fixed, removed SAN turn 8/9.”

In cases where several violations are flagged for the same reason, it will not be acceptable to use brackets to describe the violations.

Example:

Not Acceptable – brackets are being used to describe the violation.

4125-4 FA Minimum Rest Required	01/04/11	12877 CORTEZ		Inbound Reserve s
4125-4 FA Minimum Rest Required	01/04/11	18347 KOLEGA		
4125-4 FA Minimum Rest Required	01/04/11	13191 DRENNEN		
4125-4 FA Minimum Rest Required	01/04/11	15208 PENN		
4125-4 FA Minimum Rest Required	01/04/11	11572 BOWMAN		
4125-4 FA Minimum Rest Required	01/04/11	12944 METTEE		

Acceptable – each violation is accompanied by an explanation. Also, the scheduler needs to initial each violation.

4125-4 FA Minimum Rest Required	01/04/11	12877 CORTEZ	I/B Reserve, No Rest Violations
4125-4 FA Minimum Rest Required	01/04/11	18347 KOLEGA	I/B Reserve, No Rest Violations
4125-4 FA Minimum Rest Required	01/04/11	13191 DRENNEN	I/B Reserve, No Rest Violations
4125-4 FA Minimum Rest Required	01/04/11	15208 PENN	I/B Reserve, No Rest Violations
4125-4 FA Minimum Rest Required	01/04/11	11572 BOWMAN	Rest Violation, Lineholder
4125-4 FA Minimum Rest Required	01/04/11	12944 METTEE	I/B Reserve, No Rest Violations

Pay close attention to violations that are flagged as 4125 – 4 FA Minimum Rest Required. Due to the way that Crew Trac monitors inbound reserves, they will flag for FA Minimum Rest along with true rest violations.

4125 will flag for any of the following:

- A rest violation at an outstation (lineholder or reserve)
- The Flight Attendant is an inbound reserve
- A rest violation at an outstation AND the Flight Attendant is an inbound reserve

If a critical violation shows up, but the crew needs to block in, or there is a need to delay processing the violation for another reason, the scheduler documents that as well with initials and explanation. Any issues that need to be handled on the next shift are verbally turned over to the next shift during the daily transition period.

Checking these reports for warning buffers can prevent violations from occurring. Buffers for part 117 are designated as 7000 series numbers. All of these buffers will need to be monitored to prevent cumulative limit violations.

Example: Exceptions 2705 "Within CFR rest buffer" and 7254 "Min Rest Buffer" help determine which crewmembers and pairings are within 30 minutes of becoming reduced rest. This tool can identify and flag potential issues for follow-up.

Once the crewmember blocks in, the crewmember and pairing can then be re-evaluated, and report times can be adjusted to show for normal rest if they end up over blocking and are in a reduced rest situation as a result. Fewer reduced rest pairings mean fewer compensatory rest issues down line. A good general rule would be if less than a 15 minute adjust would get the crewmember to normal rest, go ahead and make the change and notify the crewmember. Should more than 15 minutes be needed, please get a supervisor involved to see if the reduced briefing time would adversely affect the ability to get the flight out on time. Sometimes it may be necessary to go ahead and plan to delay the flight slightly to show for normal rest if irregular operations are expected the next day, and having the crew on normal rest will prevent potential issues.

When these buffer warnings appear on the printed report, note the crew's block-in time so adjustments can be made to the pairing if necessary. Any issues that will need to be handled on the next shift need to be verbally turned over to the next shift during the daily transition period.

Schedulers will add information to the crewmembers' master schedules regarding legality issues. This will help in documenting all issues and also help other schedulers track down information.

One of the most critical roles in Crew Scheduling is to monitor and ensure crew legalities. Legalities related to crew qualifications originate in our CrewQual system. CrewQual feeds this information to CrewTrac and ELP displays the information read from CrewTrac. So, a crew member who loses their qualification due to not completing recurrent training or submitting a valid Medical within the time frame required by applicable Federal regulations will flag accordingly in CrewTrac. It is important to understand that you are not allowed to override these legality warnings and let a de-qualified crew member fly as a required crew member.

The only exception to this would be a case where you receive written direction from the Manager of Daily Flight Operations Training, Manager of Future Flight Operations Training, Director of Flight Operations Training, or the Director of Flight Standards authorizing an override. These individuals will only provide such authorization in a case where they have validated that the crewmember is fully qualified to fly.

^{VDRP}Any Pilot showing dequal that we have not received an exemption for and is not part of our part 91 repo team will be removed from their upcoming assignment as of 1000 LDT two days prior to trip report/RSV.

- 1000 LDT 2 Days Prior to trip report or reserve: Pilot Support/Coordinator will remove Pilots reflecting dequal on their schedule in advance by identifying these Pilots via Crew Exceptions.
- 1200MT Two Days Prior: Pilot Support/Coordinator will verify no dequals flagging for next two days.^{VDRP}

40.05.14 – Open Segments Report

Open segments are individual flight legs that are not built into a pairing. Most scheduled flight segments are built into pairings. The only exceptions are marketing changes, charters, check flights, and any other situations that would require more information or a specific time frame for building the legs into a complete trip. The Open Segments Report captures which segments are open and need to be built into a pairing.

Open Segments Reports are run online or in a printable version. Schedulers generate the report to include the current bid month and the following month, if it is built.

If open segments are found, schedulers need to research their origins to determine if the segments should be built into a pairing. Schedulers should first communicate with each other to determine if open segments exist because of current pairing modifications. If not, conduct a Flight Locator by Pairing search.

1. On the CrewTrac menu, go to the Pairings menu.
2. Highlight Flight Locator.
3. Select by Pairing.
4. Enter the flight number and date for the open segment.

40.05.15 – Open Time Report

Open time consists of pairings that have not been assigned to a crewmember. Schedulers run an Open Time Report to capture what pairings are open on a particular day or days. Like the Open Segments Report, the Open Time Report is available in online and printable format.

Online reports are generated throughout the day. The printable version of the report is used when assigning reserves to open time for the following day.

If open time is found for the current day, schedulers must communicate with each other to determine if the open time exists because of pairing modifications. If not, the open trips will need to be reviewed and assigned to the appropriate reserve crewmember or placed back on the original crewmember if dropped in error.

40.05.16 – Absences and Other Time Report

The Absences and Other Time Report (A/O) is used operationally for various purposes. It is used daily to supplement the reserve availability reports to find certain transaction codes that do not show up on the reserve availability report but are necessary to complete the assignments. This report is designed so that any transaction or absence code that is entered will be searched for and displayed on the report.

For supplementing the reserve availability reports, the A/O report is pulled daily for pilots to find those that have been displaced by training (D/P), removed for legalities (N/L), removed from flying but still available to assign (AVA); removed from flying and pay protected (PAY), and for any reserve pilots that have been listed as want to fly (WTF). For Flight Attendants, the report is pulled for pay protections (PAY) and those removed as not legal (N/L).

40.05.17 – Reserve Availability Report

The Reserve Availability Report (RAR) is used to determine reserve staffing availability. This report will display all available reserves for the specified positions or all positions and/or the time frame defined when pulling the report. The RAR is covered in more detail under the reserve assignments section of this manual.

40.05.18 – Misc. Reports

40.05.18.1 – Airport Move-up

The Airport Move-up Report (APMU) is used during irregular operations or when swapping crews to avoid delays. Generally, the printable version of the report is pulled.

Example: A mechanical delay in an outstation delays a flight into Denver. The APMU identifies a crew that could be moved up to take the connecting flight from the original crew. In turn, the original crew could take the later flight.

40.05.18.2 – Crew Boards

Crew Boards is a printable version of all crewmember schedules for a particular period of time and is used as a manual backup to the automated controls contained in CrewTrac. If the CrewTrac system malfunctions, this saved report can be used to identify who/where/when a crew member is flying, and can also be used for crewmember legality tracking.

40.05.18.3 – Draft List

The Draft List is better known as the Junior Assign List. This report lists all crewmembers in reverse seniority order and aids in the Junior Assignment process. This report is also used as a saved file for phone contacts in the event of system failure.

40.05.18.4 – Not Notified

The Not Notified report lists all crew members that are not advised of a schedule change. Operationally, the Not Notified report is pulled at least every half hour.

When an adjustment to a crewmember's schedule is made or a call to a crewmember is made regarding a "not notified," the scheduler must enter a comment on the date of the adjustment. The scheduler does not have to include the time or their name, which is automatically listed on the comment. However, the scheduler should include what numbers they called and the result.

Example: "LMTC all numbers," OR "LMTC cell," "home out of service," OR "called numbers listed, no machine or response."

The Crew Scheduler must leave a comment on the master schedule EVERY time they call. This will be the official record for Crew Scheduling in the event of a dispute (for example, when a crewmember claims that they were not notified of a change, cancellation, transition adjustment).

40.05.18.5 – Not Checked In

CrewTrac allows crew members to check in via computer at their domicile. If for some reason a crewmember fails to check in, there is an indicator light on the CrewTrac menu that alerts crew scheduling to check this report. Once the report is pulled, the crewmember that is not checked in can be identified and followed up on.

40.05.18.6 – Unposted Pairings

From time to time, temporary system outages may cause the reporting connection from the FliteTrac Plot to not report all flight times to the CrewTrac system. The Unposted Pairing Report is used daily to ensure that all times are current in all pairings.

40.05.18.7 – Deadhead

The Deadhead Report lists all flights that have crewmembers deadheading. This report is generated daily to reconcile which flights have corresponding Sabre reservations.

40.05.18.8 – Transaction History

All transactions to a crewmember's schedule are tracked through the Transaction History. The history button on the bottom of each schedule in CrewTrac allows crew schedulers access to the transaction history. All changes to a master schedule are found in this report.

40.05.18.9 – Transaction Codes

Every transaction that is made in CrewTrac is done through various transaction codes that can be tracked and reported. A complete list of transaction codes can be found in the Appendix.

40.10 – Frontier Airlines - Crew Legality Checklist

Date: _____

Fill in date for new checklist and print checklist (To be completed by the Crew Coordinator for the following calendar day).

40.10.1 – Crew Exception Processing

Three times per day at 0400, 1400, and 0000, generate, print, and process the Crew Exception report from CrewTrac for 2 days, beginning with the current date.

- To be completed by Pilot & Flight Attendant Support Schedulers unless delegated to another Coordinator/Scheduler.
- Reconcile any crewmember schedule that requires adjustment for legality purposes and attempt to contact for notification.
- On the printed reports, it is necessary to initial every critical violation, and to also write a short explanation as to what action was taken next to the listed violation on the report.
- Evaluate crewmember schedules with 2705 exception warnings (within FAR rest Buffer) to clear the exception.
- File the printed reports.
- Coordinator/Scheduler who completed the evaluation must Initial next to the time that the exception processing was completed:

_____ 0000 _____ 0400 _____ 1400

40.10.2 – Pairing Exception Processing

At least once per every two hours (but preferably at the 1 hour interval indicated below) generate and process Pairing Exception report from CrewTrac for 2 days, beginning with current date.

- To be completed by Crew Coordinator unless delegated to another Scheduler.
- Reconcile any crewmember schedule that requires adjustment for legality purposes and attempt to contact for notification.
- Pairing exception report does not need to be printed or filed.
- Coordinator/Scheduler who completed the evaluation must Initial next to the time that the exception processing was completed:

_____	003	_____	013	_____	023	_____	033	_____	043	_____	053	_____	063	_____	073
	0		0		0		0		0		0		0		0
_____	083	_____	093	_____	103	_____	113	_____	123	_____	133	_____	143	_____	153
	0		0		0		0		0		0		0		0

____ 163 ____ 173 ____ 183 ____ 193 ____ 203 ____ 213 ____ 223 ____ 233
 0 0 0 0 0 0 0 0 0

40.10.3 – Supervisor Sign Off

Each Supervisor must sign off at the end of their shift to validate that exceptions were appropriately processed and documented during the shift:

Supervisor initials: ____ shift started at: ____ and shift ended at: ____

Supervisor initials: ____ shift started at: ____ and shift ended at: ____

Supervisor initials: ____ shift started at: ____ and shift ended at: ____

Supervisor initials: ____ shift started at: ____ and shift ended at: ____

50 – Reserve Assignments

50.05 – Introduction

This section will introduce the processes and procedures for Crew Scheduling personnel in assigning open trips to reserve crewmembers. Each crewmember division (Flight Ops, Inflight) has its own rules governing the trip assignment process for its respective group that can be found in the ALPA Agreement and the AFA Agreement. Both processes will be covered in this section.

An open duty period, or open time, is a pairing not awarded or assigned to a Pilot. Open time becomes available as a result of a non awarded sequence during the monthly line construction process. An open pairing can also become available during the bid period because of vacation, illness or injury, leaves of absence, resignations, terminations, training, charters, extra sections, monthly open time drops or daily open time drops. A reserve Pilot will have a specific RDP or reserve duty period, in which they will be available at all times to be assigned a trip unless released by Crew Scheduling.

50.10 – Pilots

50.10.1 – Pilot Reserve Assignments

Pilots that are on reserve are those who have bid for a schedule that would allow them to be assigned to open duty periods during specific windows of time.

50.10.2 – Pilot Aggressive Reserve

In accordance with the ALPA Agreement Section 25.U.8., reserve pilots will be allowed a daily bid period for open time available for the following day. This process is called aggressive reserve and is made available to pilots through FLiCA and processed manually. There are specific policies and restrictions detailed in the Pilot Contract and are outlined below:

50.10.2.1 – Open Duty Periods

- Will be made available via FLiCA.
- Will be made available to bid between the hours of 1030 and 1330 Local Time.
- Will be awarded by 1530 Denver Local Time.
- No Fly status shall be made available at the discretion of Crew Scheduling.
- RDPs shall be made available at the discretion of Crew Scheduling.
- Award of sequence will relieve the reserve Pilot from the original RDP (in aggressive bidding only).

50.10.2.2 – Eligible Bidders

- Reserve pilots on reserve for the following day.
- Reserve pilots who are bidding on a sequence that has a report time within their reserve window, however, a sequence that has a report time outside of a reserve window may be awarded with mutual agreement between Scheduling and the Pilot.
- Pilots awarded an assignment, may not decline the assignment later.

50.10.3 – Pilot Flow Sheet and Assignments

After the aggressive reserve process has been completed, the remaining open duty periods will be assigned to reserve pilots based on the provisions found in Section 25.S.2. of the ALPA Agreement. Reserves are assigned primarily by taking into consideration the number of days available for the reserve matching the number of days of the open trip (reserve bucket). If multiple reserves match the availability of the trip, then pilots on Want to Fly (WTF) are considered for the assignment. If there are no WTF pilots in that availability grouping, then the Pilot who was last to fly will be the first Pilot considered. This is known as first in, first out (FIFO). Depending on when a trip is available will determine which group of reserves is to be considered.

Example: If crew scheduling receives a sick call for a trip that reports in 14 hours, a Long Call reserve must first be considered. If no Long Call reserves are available, the trip may then be assigned to a Short Call reserve.

The list of pilots to be considered for an open pairing can be found on the Pilot Flow Sheet. The flow sheet is created daily by pulling a CrewTrac or FLiCA reserve availability report and sorting the information in Excel to the correct assignment order. Long Call reserves will be listed first in number of days available order in ascending order. Short call reserves will be listed next in number of days available order in ascending order. As reserves are used for trips, or become unavailable for other reasons, they will be marked off the flow sheet and deemed unavailable.

50.10.4 – Pilot Reserve Codes and RDPs

All RDP times are subject to change +/- 120 minutes to accommodate marketing changes.

50.10.4.1 – Long Call Reserve (RSL)

- Pilot must be able to report within 12 hours of the initial contact.
- Period shall be from 0000 to 2359.
- Pilot must contact crew scheduling to acknowledge the assignment within 2 hours of initial contact.
- Pilot must be returned to Long Call status upon completion of an assignment unless given a new assignment or moved to Short Call reserve.

50.10.4.2 – 'A' RDP (RSA)

- AM short call reserve window.
- Period shall be from 0500 to 1530.
- The assigned sequence must have a report time of no earlier than 0500 and must not extend beyond 1900 on the first day.
- The duty times on the second and subsequent days of the pairing do not have to be within the assigned RDP.
- May be changed to an RSB.

50.10.4.3 – 'B' RDP (RSB)

- AM short call reserve window.
- Period shall be from 0900 to 1930.
- The assigned sequence must have a report time of no earlier than 0900 and must not extend beyond 2300 on the first day.
- The duty times on the second and subsequent days of the pairing do not have to be within the assigned RDP.
- May be changed to an RSA.

50.10.4.4 – 'C' RDP (RSC)

- MID short call reserve window.
- Period shall be from 1200 to 2230.

- The assigned sequence must have a report time of no earlier than 1200 noon and must not extend beyond 0200 on the first day.
- The duty times on the second and subsequent days of the pairing do have to be within the assigned RDP.
- May be changed to an RSB.

50.10.4.5 – 'D' RDP (RSD)

- PM short call reserve window.
- Period shall be from 1800 to 0100.
- The assigned sequence must have a report time of no earlier than 1800 on the first day.
- For the first duty period of any assignment and the last day of a block of RDPs, the assigned sequence shall not extend beyond 0800 (Except CDOs which can extend until 1000).
- May be changed to an RSE.

50.10.4.6 – 'E' RDP (RSE)

- PM short call reserve window.
- Period shall be from 2000 to 0300.
- The assigned sequence must have a report time of no earlier than 2000.
- For the first duty period of any assignment and the last day of block of RDPs, the assigned sequence shall not extend beyond 1000 (Except CDOs which can extend until 1200).
- May be changed to an RSD.

50.10.5 – Pilot Reserve Notifications

All reserve assignments are considered “not notified” and require the scheduler to achieve positive telephone contact with the Pilot in order for the assignment to be confirmed. Pilot reserves are available to be contacted during the actual reserve period.

50.20 – Flight Attendants

50.20.1 – Flight Attendant Reserve Assignments

Flight Attendants that are on reserve are those who have bid for a schedule that would allow them to be assigned to open duty periods during specific windows of time. An open duty period, or open time, is a pairing not awarded or assigned to a Pilot or flight attendant. Open time becomes available as a result of a non-awarded sequence during the monthly line construction process. An open pairing can also become available during the bid period because of illness or injury, leaves of absence, resignations, terminations, training, charters, extra sections, or daily open time drops. A reserve Pilot or Flight Attendant will have reserve days in which they will be available at all times to be assigned a trip unless released by Crew Scheduling.

One of Crew Scheduling's daily responsibilities is to assign open time to available reserve Pilot or Flight Attendants for the current and following day. Specific process that must be followed to ensure that all open time has been covered within the specifications of ALPA and the AFA Agreement.

50.20.2 – Flight Attendant Aggressive Reserve

In accordance with the AFA Agreement – Article 6, Section C, reserve Flight Attendants will be allowed a daily bid period for open time, ready reserve shift preference and no fly status for the following day. This process is called aggressive reserve and is made available to Flight Attendants through FLiCA and processed manually. There are specific policies and restrictions detailed in the AFA Agreement and are outlined below:

50.20.2.1 – Open Duty Periods/Ready Reserve Shifts/Reserve No Fly

- Period will be made available via FLiCA.
- Period will be made available to bid between the hours of 1300 and 1600 Base Local Time.
- Awards through this process will be considered notified or advised. Approval or denial of requests will be reflected in FLiCA.
- Flight Attendants may choose their ready reserve shift preference by bidding in order which shifts they prefer should they be in line for ready reserve. Should the Flight Attendant be chosen for ready reserve, Crew Scheduling will honor their preferences in seniority order for the first shift preference they are legal for.

50.20.2.2 – Eligible Bidders

- Reserve Flight Attendants on reserve for the following day.
- Reserve Flight Attendants who are bidding on a sequence that exactly matches their number of days available; however, a sequence that does not exactly match the number of days available or is greater than the number of days available may be awarded with mutual agreement between Crew Scheduling and the Flight Attendant.

50.20.2.3 – Restrictions

- Crew Scheduling may deny an aggressive reserve bid if the assignment of the trip will result in a reserve having a projected credit of more than 75 hours for the bid period.
- At Crew Scheduling's discretion, a reserve Flight Attendant may be awarded a trip that is longer than her/his number of days available.

- Aggressive reserve bids must satisfy all duty and rest requirements.
- Once an assignment has been awarded, it cannot be declined.

50.20.3 – Flight Attendant Flow Sheet and Assignments

After the aggressive reserve process has been completed, the remaining open duty periods will be assigned to reserve Flight Attendants based on the provisions found in Article 6 of the AFA Agreement. Reserve assignments will be made with, but not limited to, consideration of accrued bid period credit, days available, and reserve shift type. This credit calculation does not include any trip trades or open time awards that have been picked up on a reserve's days off. The credit time will include accrued bid period paid days off such as vacation (VAC), sick (SRV), funeral (FNR), jury (JUR), personal time off (PTO), perfect attendance day (PAT), company business (COM), and recurrent training (RGS) or other scheduled training.

Example: If crew scheduling receives a sick call for a 3 day trip, all reserves with 3 or more days will be considered. Higher priority is given to 3 day reserves if the credit and reserve shift type between all reserves eligible for the trip is comparable.

The list of Flight Attendants to be considered for an open pairing can be found on the Flight Attendant Flow Sheet. The flow sheet is created daily by pulling a CrewTrac reserve availability report. The reserve availability report is pre-sorted in credit order by number of days available. AVA Flight Attendants (if applicable) will be at the top of the list. Ready reserve Flight Attendants (if assigned) will be next in credit order. At home reserves (RSV) will be listed next. As reserves are used for trips, or become unavailable for other reasons, they will be marked off the flow sheet and deemed unavailable.

50.20.4 – Flight Attendant Reserve Codes

50.20.4.1 – Home Reserves (REA, REB, RSV), Mixed Line Home Reserves (RSN), and Reserve Inbound (RIN)

- Reserve shifts shall be as follows, unless adjusted due to assignments or legalities:
 - Shift A (REA): 0001–2359 Base Local Time
 - Shift B (REB): 1100–2400 Base Local Time
 - Shift C (RSV): 0001–2400 Base Local Time
- FA must contact crew scheduling to acknowledge the assignment within 15 minutes.
- FA must be able to report within 2 hours of the initial contact (3 hours for co-domiciles).
- FA may be assigned open pairings or ready reserve shifts.
- Time on a reserve shift does not count as duty and will not be counted against the maximum duty day limits.

50.20.4.2 – AM Ready Reserve (RSA)

- Period is 6 hours in length during the morning hours. Shift start and end times may be adjusted to accommodate weekly, monthly, and/or seasonal flight schedule changes.
- Period may be adjusted to 8 hours as required by operational or staffing needs.
- FA must be immediately available while on ready reserve.

- Time on ready reserve counts as duty and counts against the maximum duty day limit.

50.20.4.3 – Mid-day Ready Reserve (RSB)

- Period is 6 hours in length during the early afternoon hours. Shift start and end times may be adjusted to accommodate weekly, monthly, and/or seasonal flight schedule changes.
- Period may be adjusted to 8 hours as required by operational or staffing needs.
- FA must be immediately available while on ready reserve.
- Time on ready reserve counts as duty and counts against the maximum duty day limit.

50.20.4.4 – PM Ready Reserve (RSC)

- Period is 6 hours in length during the afternoon/evening hours. Shift start and end times may be adjusted to accommodate weekly, monthly, and/or seasonal flight schedule changes.
- Period may be adjusted to 8 hours as required by operational or staffing needs.
- FA must be immediately available while on ready reserve.
- Time on ready reserve counts as duty and counts against the maximum duty day limit.

50.20.4.5 – Night Ready Reserve (RSD)

- Period is generally 6 hours in length during the late evening/night hours. Shift start and end times may be adjusted to accommodate weekly, monthly, and/or seasonal flight schedule changes.
- Period may be adjusted to 8 hours as required by operational or staffing needs.
- FA must be immediately available for contact while on ready reserve.
- Time on ready reserve counts as duty and counts against the maximum duty day limit.

50.20.5 – Flight Attendant Reserve Notifications

All reserve assignments except in the case of aggressive reserve awards are considered “not notified” and require the scheduler to receive positive telephone contact from the Flight Attendant in order for the assignment to be confirmed. Flight Attendants on a reserve shift status may be contacted any time during that shift. When a reserve Flight Attendant is on a day off and needs to be given an assignment for the next day, Crew Scheduling will attempt to contact the Flight Attendant by phone during the hours of 1400-2300. When a reserve is on a legal rest period and needs to be given a new assignment, Crew Scheduling will attempt to contact the Flight Attendant during the first 2 hours or last 2 hours of the rest period.

60 – Aircraft Management System

60.05 – Movement Control Plot

60.05.1 – Introduction

The Movement Control Plot is a program used by Crew Scheduling to track crewmembers. The program is sorted by aircraft and shows all flights that correspond with each aircraft. The plot is useful in determining if and when a crew is going to misconnect. This section will give the Crew Scheduler an overview of the Movement Control Plot and identify some of the more commonly used aspects of the program.

60.05.2 – Login and Settings

Each Crew Scheduler is provided a unique login for Movement Control. There is also a space for workstation ID which is CT. Once logged in, user interface settings such as font, size, spacing, etc. can be changed in the View menu.

60.05.3 – Flight Information Tabs

Each flight in the plot is represented by a colored box which contains a number inside. By double clicking on a particular flight, the Flight Information window is displayed. The Flight Information window gives the user information such as departure and arrival cities, departure and arrival times, gate numbers, block times, and other Dispatch-related information.

Also in the Flight Information screen are several tabs that when chosen, gives the user additional information related to that tab.

The tabs are:

- **Crew** – Displays all crewmembers assigned to that flight.
- **Dep. Notes** – Gives information and phone numbers for the departure station.
- **Arr. Notes** – Gives information and phone numbers for the arrival station respectively.
- **Passengers** – Gives the number of passengers booked on the flight under the PAX column.

60.05.4 – Advanced Passenger Information System (APIS)

The Advanced Passenger Information System, or APIS, was established for commercial airline and vessel operators. To provide Customs Officials with pre-arrival and departure manifest data on all passengers and crew members. Movement Control Plot automatically sends this data to the appropriate department of Homeland Security Division such as Customs and TSA. If a crewmember change is made within 60 minutes of departure, Crew Scheduling must resubmit the data using the following procedure:

1. Open Movement Control (MC) and locate the flight that requires an updated APIS message to be sent.
2. Right-click on the flight in MC.
3. Verify that the name has been updated by scrolling up to “Information” and then looking at the “Crew” tab. If the new name does not appear, resend the names for the current date using the “Operations Interface” and “Crew Names” functions in CrewTrac.

4. Scroll up to the “Generate APIS Message.”
5. Send the message to the appropriate country, outbound and inbound.
6. If Movement Control is down, generate the information manually per the process on the APIS clipboard at the desk and fax to the appropriate cities.

60.05.5 – Delay Tracking and Crew Impact

Crew Scheduling primarily uses Movement Control Plot and the ELP Crew Rules Tool to proactively ensure crews are not misconnecting because of delays.

Navigate through the days on the plot using the arrows in the upper left corner of the screen. Center the plot by clicking on the triangle in the middle of the arrows. Refresh the screen by clicking on the computer icon in the upper center of the screen.

A flight displayed in light orange means that there has been a delay posted to that flight. By cross-referencing delayed crews in the plot with their schedules in CrewTrac, the scheduler can determine what flights the affected crew operates next, and then take any appropriate action necessary to prevent or reduce a delay. Crew misconnections can also be identified by locating any crew connect lines that are red. Any crews that are projected to misconnect can either be reassigned to other flying, or re-crewed with reserves.

70 – Passenger Booking System

70.05 – Navitaire

70.05.1 – Introduction

Some assignments require crewmembers to deadhead to a particular station in order to position themselves for their next live flight. Company Policy dictates that all deadheading crewmembers have a reservation in Navitaire. Crew Scheduling is responsible for booking all deadheads for crewmembers. This is generally done prior to the beginning of a specific bid period, but Crew Scheduling is also responsible for booking last-minute deadheads due to changes to crewmember's schedules.

70.05.2 – Booking a New Domestic Deadhead Reservation

1. Select the "Retrieve Availability" icon or press "Ctrl+N"
 - a. Enter the Departure city in the "From" box.
 - b. Enter the Arrival city in the "To" box.
 - c. Select the departure date in the "Outbound Flight" section.
 - d. Ensure that "Positive space (A)" is selected from the "Fare Type" drop down box.
 - e. In the "DTY" column change the default "0" to the number of seats needed for the booking.
 - f. Press the "Next" button in the bottom right of the screen.
2. Flight Results" page
 - a. Press the "Priority" Button on the right side of the flight list.
 - b. Select the flight needed and press the spacebar on the keyboard.
 - c. From the window that pops up, select "MUST RIDE DHD, MX, FAA (PA)" from the drop down box, then press "OK."
 - d. Press the "Next" button in the bottom right of the screen.
3. "Reserved Flights" page
 - a. Press the "Next" button in the bottom right of the screen.
4. Passengers" page
 - a. Ensure the "Group" box is checked.
 - If the booking is for a Flight Attendant, enter "TBA" into the name box.
 - If the booking is for a Pilot, enter "TBA PILOT" into the name box.
 - b. Press the "Next" button in the bottom right of the screen.
 - c. Press the "Next" button in the bottom right of the screen again.

5. "Contacts" page
 - a. Enter "Crew Sched" into the "Caller's Name" box.
 - b. Press the "Next" button in the bottom right of the screen.
6. "Seat Assignments" page
 - a. If the booking is for a Flight Attendant, press the "Skip" button in the bottom right of the screen.
 - b. If the booking is for a Pilot, select an aisle or window seat.
7. "Payments" page
 - a. Press the "Next" button in the bottom right of the screen.
8. "Mandatory Comments"
 - a. Press the "Next" button in the bottom right of the screen.
9. "Comments" page
 - a. Press the "Add" button on the right side of the screen.
 - b. Select "Manifest" from the drop down box in the "Add Comment" section.
 - c. Type "DHD CREW MUST RIDE" in the bottom text box.
 - d. Press the "Save" button on the right side of the screen.
 - e. Press the "Next" button in the bottom right of the screen.
10. "End Record" page
 - a. Press the "Next" button in the bottom right of the screen.
11. "Reservation Summary" page
 - a. The record locator is in large, bold print on the left side of the screen. Make note of the locator.
 - b. Press the "Start" button in the bottom right of the screen to begin a new booking.

70.05.3 – Booking a New International Deadhead Reservation

1. Follow steps 1 through 6 in the previous section.
2. Once the "Payments" page is reached:
 - a. Press the "Fees" button on the top of the screen or press "F9" on the keyboard.
3. "Fees" page
 - a. Press the "Add" button on the right side of the screen.
 - b. Select "RFV" in the Fee Code drop down box.

- c. Enter the negative price of the ticket into the Base Amount box. The amount due is in red text on the left side of the screen. The amount entered into the Base Amount box is this number divided by the number of passengers. e.g. If the Amount Due is 65.74 and there are two passengers, the amount entered into the Base Amount box will be -32.87.
 - d. Enter "Crew Sched" in the Comment box.
 - e. Press the "Save" button on the right side of the screen. After this button is pressed, the Amount due on the left side of the screen should be 0.0.
 - f. Press the "End Record" button on the top of the screen or press "F8" on the keyboard.
4. Pick up the previous section's directions at step 8.

70.05.4 – Finding an Existing Deadhead Reservation

1. From any screen, press the "Retrieve Booking" button at the top of the screen or press "F10" on the keyboard.
 - a. If you have the record locator:
 - Enter the record locator into the "Reservation Number" box at the top left of the screen.
 - Press search at the bottom left of the screen.
 - b. If you do not have the record locator:
 - Enter "TBA" into the Last Name box.
 - Enter the date the deadhead occurs.
 - Enter the flight number in the "Flight" box.
 - Press search at the bottom left of the screen.
 - Double-click on the locator if editing is needed.

70.05.5 – Canceling an Existing Deadhead Reservation

1. Once there is a locator number in the top left of the screen, modifications can be made to that reservation.
2. From any screen, click on the "Reserved Flights" button at the top of the screen or "F4" on the keyboard.
 - a. Highlight the flight you want to remove from the reservation.
 - b. Press the "Delete" button on the right side of the screen.
 - c. Select "Yes" to confirm you want to delete the selected flight.
 - d. Press the end record button on the top of the screen or press "F8".
3. Complete the reservation steps as normal but without a flight assigned.

80 – General Administration

80.05 – Crew Scheduling Administration

80.05.1 – Crew Hotel/Transportation Listing/Spreadsheet

The master crew hotel list with contact numbers is located on the company intranet in the Crew Resources folder. All contact information for each hotel is found on this spreadsheet.

80.05.2 – Booking Additional Hotel Rooms

Frontier Airlines contracts with a third party hotel vendor to secure additional crewmember hotel rooms. To book additional hotel rooms, Crew Scheduling will use the vendor's designated website to the requested hotel rooms. If the requested hotel is sold out or other issues prevent the booking of the room, Crew Scheduling will email or phone the hotel vendor directly. This email will include the number of rooms needed, the city in which they are needed, the approximate arrival and departure times of the crew, and the crew names if available. The vendor will source rooms and rates then book the rooms and provide confirmation numbers to Crew Scheduling via email or phone.

80.05.3 – Crew Transportation

Most crew ground transportation is booked and confirmed with the monthly hotel bookings. If additional ground transportation is needed, Crew Scheduling will contact the third party vendor and request the additional transportation. This email will include the pickup and drop off locations, the number of passengers, the names of the passengers, and the approximate time of pickup. The vendor will source providers and rates then book the transportation and provide confirmation numbers to Crew Scheduling via email or phone.

80.05.4 – Replacement of Pilot Airman Certification

If a crew member calls crew scheduling about a missing/lost Airman or Medical Certificates, please advise them they need to make arrangements to obtain the temporary authority to exercise their certificate privileges by going online to the FAA Airman Certification Branch website at http://www.faa.gov/licenses_certificates/airmen_certification/airmen_services/ and completing the following steps:

- Click on Licenses & Certificates at the top of the page.
- Click on Airman Certificates on the left side margin, under "Top Tasks" click on Replace Airman Certificate.
- Click on request a replacement certificate online and either create an account or log in if they already have an account.
- Click on Request Temporary Authority to Exercise Certificate Privileges.

They will receive an email with a downloadable letter of authorization containing all their certificate information, latest medical within minutes that is usable until the expiration date on the letter, usually 60 days.

They can also select Order Replacement Certificates and apply for a new permanent certificate.

They will need their Passport number to enter for the photo ID requirements when prompted during the online process for proof of ID.

While the FAA states they will receive temporary authority within minutes, please ensure the crew member allows themselves enough time for the document to be downloaded or printed. Without their certificates, they **WILL NOT BE ABLE TO FLY** as they will not be in compliance with the FARs.

Additional information on replacement certificates may be found in FAR 61.29 and in [FOM Vol. I](#).

90 – Department Guidelines

90.05 – Policy and Procedures

90.05.1 – Introduction

The Frontier Employee Handbook defines “Exempt” (salaried) and “Non-Exempt” (hourly) employee compensation. Departmental management, including Crew Scheduling supervisors, are considered exempt, salaried employees. Crew Schedulers and Crew Coordinators are considered non-exempt, hourly employees. As such, the methods by which Crew Schedulers and Crew Coordinators may adjust their work schedules and be compensated accordingly must be in compliance with Frontier company policy. This section clarifies how company policy will be administered in the Crew Resources department for both Exempt (salaried) and Non-Exempt (hourly) status employees. Overtime, shift trades, transition, time off the clock (TOC), and holiday compensation will be addressed within this section.

90.05.2 – Non-Exempt Employees - Crew Coordinators/Crew Schedulers

A CS that is eligible to receive overtime will be paid at the rate of one and one-half times the regular hourly rate for actual hours worked in excess of 80 hours during the normal payroll period. If a graveyard shift starts on the last day of a workweek, for payroll purposes the full shift will be considered part of the week in which it starts.

Crew Scheduling management must approve all overtime worked, regardless of the rate of pay, in advance. Working and claiming pay for unauthorized overtime is prohibited. Straight-time will be paid for hours worked in excess of 80 hours during a normal pay period if the number of hours worked is due to shift trades.

Each employee must maintain their full-time employee status in accordance with company policy as stated in the [Employee Handbook](#).

90.05.3 – Dependability

In addition to the dependability policy outlined in the Frontier [Employee Handbook](#), chronic patterns of tardiness and/or abuse of the “grace” period may be grounds for corrective action.

90.05.4 – Staffing

The Sr. Director, Crew Resources will ensure that Crew Scheduling staffing levels provide adequate personnel on duty to administer our crew scheduling processes. During irregular operations, additional staff may be brought in at the discretion of the Sr. Managers and/or Managers of Crew Scheduling. Additionally, the Sr. Director, Crew Resources and the Managers of Crew Scheduling have remote access to crew scheduling software and are available to augment the regular complement of Crew Schedulers.

90.05.5 – Training

Each new crew scheduler will be given 4–6 weeks of training that will include both classroom and on-the-job training. At the end of the training period, the trainee will be given a written test and must receive a passing grade of 80 percent or higher to assume the role of an official crew scheduler. The test will cover the applicable sections in the Pilot and Flight Attendant CBA, depending on which position the trainee is being trained for, current FARs, and department policies and procedures. If the scheduler fails to achieve a passing score on the test, corrective action may be taken up to and including termination.

At least once each year, all crew schedulers will be given a recurrent training class administered by the crew scheduling supervisors. The class will cover the applicable sections in the Pilot and Flight Attendant CBAs, current FARs and department policies and procedures. This training will also include a segment on Fatigue Education and Awareness as prescribed in CFR 117.9(a) for both pilots and Flight Attendants. This segment will be the same FAA approved program delivered to the Flight Operations and Dispatch groups. Record of the scheduler's participation will be kept on file with the Manager of Crew Scheduling for no less than one year from the date of training. Attendance for the training will be paid and considered mandatory. At the completion of recurrent training, the scheduler will be required to pass a recurrent test with a score of 80 percent or higher. Failure to pass the recurrent test will result in a period of additional training. Following the additional training the scheduler will be re-tested. If the scheduler fails to achieve a passing score of 80 percent or higher on the re-test, corrective action may be taken up to and including termination.

90.05.6 – Trades

Crew Coordinators/Crew Schedulers will be allowed to trade shifts with each other provided the following requirements are met:

- Shift trades must be submitted via email to the Crew Scheduling Supervisors.
- Shift trades requests are subject to Crew Scheduling Supervisor approval.
- Trade requests may not be submitted for dates later than six weeks from the date of submission.
- Trade requests not fully submitted by both parties will be discarded after four calendar days.
- A minimum of 8 hours of rest is required between shifts.
- A 24-hour break is required in any rolling 7-day period.
- Partial trades will be allowed provided all rest requirements are met and the shift does not exceed 15 hours.
- The scheduler picking up the shift will be paid the additional time at a straight-time rate. The scheduler dropping the shift will have their hours reduced accordingly for the pay period.
- New hire crew schedulers will not be eligible to participate in shift trades until completion of training and the successful completion of testing.
- When trading shifts, both parties must be fully qualified and trained on the respective crew member work group for the position they are trading for.
- Posted mandatory overtime shifts must be covered prior to a shift trade being approved on the same day. (Does not apply to same day start time trades).
- Emergency trades will be considered on a case-by-case basis.

90.05.7 – Overtime

Crew Coordinators/Crew Schedulers will be allowed to bid in seniority order for posted overtime shifts for each respective work group (Pilot or Flight Attendant).

- The award will generally close one week from original posting or at 12:00 noon 3 days prior to the posted shift, whichever is earlier. Overtime posting and awarding duration guidelines may be subject to change by management due to operational factors on a case-by-case basis. It will be the crew scheduler's responsibility to verify if they have been awarded the shift. OT postings to cover D.A.T. vacation requests for graveyard may be closed earlier due to the unique nature of the shift coverage requirements.
- OT pick-up limitations for length of duty, rest, and consecutive days worked will be the same as those outlined in shift trades.
- If no CS is awarded the full shift as posted, a portion of the shift may be bid upon and will be considered in the OT bid process. The requesting CS that can cover the longest part of the originally posted shift will be awarded the shift.
- Supervisors may be given all or part of a posted OT shift if no scheduler picks up the time. Supervisor OT will be paid at a straight time rate per Frontier policy.
- Unplanned OT shifts or partial OT shifts may be offered due to irregular operations, late sick calls, or other unforeseen circumstances to those already on duty without offering it in seniority order. This includes allowing a supervisor to work OT.
- Unawarded OT shifts may be assigned as mandatory overtime to coordinators/schedulers on a day off in reverse seniority order, or to coordinators/schedulers with existing shifts in reverse seniority order. Mandatory OT limitations for length of duty, rest, and consecutive days worked will be the same as those outlined in shift trades. Once a coordinator/scheduler has worked 2 mandatory OT shifts the same calendar month, they will be skipped for the next mandatory OT shift that calendar month.
- Mandatory overtime shifts may be traded as any other shift.

90.05.8 – Departmental/Company Bidding Seniority

Schedule bidding seniority for all Crew Schedulers will be based on department date of hire.

Yearly vacation bidding for all Crew Scheduling positions will be based upon company date of hire.

90.05.9 – Schedules

Supervisors will normally distribute bids by the 5th of the month prior to the start of the bid. The bid will normally be due by the 10th and awarded the same day.

Schedule bids may include relief lines. Relief lines exist to provide schedule flexibility for vacations, peak demands, resignations, and to cover overtime. Should a bid include a relief line, the parameters of that relief line will be outlined in the initial email sent with the new bid attached. Relief lines will be constructed with 10 hour shifts, and a maximum of 40 hours per week.

The length of hourly and salaried schedules will generally be 8–12 weeks in length, possibly longer. Start and end dates will be based upon hourly payroll periods.

90.05.9.1 – Schedule Transition (Hourly Employees Only)

Employees who have a transition change due to schedule bidding will be paid actual hours worked during the pay period.

A rest period of at least 8 hours will be required between shifts.

If less than 8 hours is scheduled due to a transition conflict, the supervisor will adjust a shift start time to allow for 8 hours rest or more, if mutually agreed upon.

Transition schedules resulting in more than 6 consecutive shifts will be adjusted to allow for 24 hours off. If this results in a loss of weekly hours, the employee will have the option to pick up the additional hours during the same pay period, at straight time, ensuring a 24/7 break is given.

In all transition conflicts, if the employee desires to drop a shift to resolve the conflict and staffing allows, TOC time will be given to accommodate the request.

90.05.10 – Vacation Process

Crew Resources will offer each employee the opportunity to request specific vacation time off. All time off requests will be subject to staffing and operational limitations as determined by departmental management. The following process will be used and applied to the hourly AND salaried positions in Crew Scheduling. All hourly requests must be made via email directly to the Crew Scheduling supervisors. Salaried requests will be made to the manager. All vacation awards will be specific to the work groups that the individual is qualified to be awarded.

1. **Annual Vacation Bidding:** This process will be done in seniority order 1 time per year, based on company seniority. Vacations will be awarded using your projected vacation time for the following year. Fifty-two vacation weeks, each with 1 available position, will normally be posted for bid in November of the year prior. The vacation bid will normally be distributed by 09:00 on November 5th and close at 1200 noon on November 10th. Employees must have accrued a full 40 hours of vacation by the start of that vacation week to be eligible to bid on it. Employees cannot bid on partial weeks in the yearly process, the only exception being a new hire employee that has not yet accrued enough time to bid a full week. Advance TOC may not be used.
2. **Secondary Vacation Bidding:** This process will allow employees to revise their scheduled vacation based upon the vacation weeks available throughout the year. Requests will be awarded in company seniority order.
 - Awarded Vacation weeks may be swapped for different weeks or rescinded in their entirety. No swapping or dropping of partial awarded vacation weeks is allowed.
 - If a vacation week becomes available, it must be posted on the vacation groups list and can be bid on in the Secondary Vacation Bidding process on the 15th of the next month. This will provide all CS the chance to bid on an open week in the current year. All requests for vacation week trades must be submitted by 1200 noon on the 15th of each month. Requests may be submitted for any open week during the remainder of the year.
 - A vacation week can only be bid on if a coordinator/scheduler has 40 hours of vacation time that will have accrued by the time that vacation week begins. The only exception to this is a new hire employee that has not yet accrued enough time to bid a full week. They may bid a full week and subsequently use deferred holiday or personal day time for the balance of the 40 hours if desired.
 - A listing of open vacation weeks will be accessible in the department and maintained by the Crew Scheduling supervisors. This posted list will be considered notification of any group that becomes available for the next bid cycle. No other notification will be provided.

3. **Vacation Slide Requests:** Once the schedule bid is awarded and posted for the period in which the vacation falls, employees will have the opportunity to “slide” the vacation forward or back, up to 3 days. These requests will be processed after 1200 on the 15th for the next bid only. At no time during the annual or secondary process will more than one person be awarded vacation for the same day unless otherwise approved by the manager. Vacation slide requests will be done in company seniority order. If two slides involve the same date, then the scheduler with the most company seniority will be awarded the slide and the second request will be denied.
4. **Day at a Time Vacation and Other Time Off Requests (DAT):** This process will allow individual full OR partial vacation days, personal day, or deferred holiday time off requests for the following month only and will be based on departmental seniority.
 - All advance requests for individual vacation days, deferred holidays, or personal days must be submitted by 1200 on the 15th of each month. Requests received after 1200 on the 15th will be processed in a first-come-first-serve manner based upon operational and staffing needs.
 - DAT requests are available on a monthly basis only, not for the entire bid period.
 - TOC may not be requested in this process.
 - Requests will only be approved for those days on which remaining staffing would be sufficient to support operational and administrative needs.
 - Vacation DAT requests may be made for grave shifts. In those cases, approval will be given only if a second (relief) graveyard shift is already available to cover the absence, another scheduler will company trade to cover the shift OR the shift can be posted and picked up as OT in advance. (See OT posting process.) OT will not be an option to cover deferred holiday requests on grave shifts.
 - A coordinator/scheduler with a relief line may not submit a DAT request in this process. He/she may do so once the relief line is completed on the 17th. Approval will be based on operational needs.

Advance time off requests, including yearly vacation bid, vacation week trades and slides, and DAT requests will be awarded at 1200 on the 15th of the month prior to the bid period in the following order:

1. Annual Vacation Bid
2. Vacation Week Trades
3. Vacation Week slide requests for next bid
4. Individual DAT requests (see #4, DAT requests for grave shift-specific limitations.)

All other time off requests will be awarded on a first-come, first-served basis. These will include:

1. Vacation/DAT days
2. TOC - only after start of shift

90.05.11 – Reduction in Force

When economic conditions require a reduction in force, the criteria to determine which employees will be retained will be based on job performance, work experience, qualifications, knowledge and ability. Operational needs and other relevant factors, including length of service, may be factored. All other issues regarding a reduction in force are governed by the Frontier [Employee Handbook](#).

100 — Appendix

100.05 — Pilot CFRs

100.05.1 — Pilot CFRs (SRRs)

§117.1 Applicability.

- (a) This part prescribes flight and duty limitations and rest requirements for all flightcrew members and certificate holders conducting passenger operations under part 121 of this chapter.
- (b) This part applies to all operations directed by part 121 certificate holders under part 91, other than subpart K, of this chapter if any segment is conducted as a domestic passenger, flag passenger, or supplemental passenger operation.
- (c) This part applies to all flightcrew members when participating in an operation under part 91, other than subpart K of this chapter, on behalf of the part 121 certificate holder if any flight segment is conducted as a domestic passenger, flag passenger, or supplemental passenger operation.
- (d) Notwithstanding paragraphs (a), (b) and (c) of this section, a certificate holder may conduct under part 117 its part 121 operations pursuant to 121.470, 121.480, or 121.500.

§117.3 Definitions.

In addition to the definitions in §§1.1 and 110.2 of this chapter, the following definitions apply to this part. In the event there is a conflict in definitions, the definitions in this part control for purposes of the flight and duty limitations and rest requirements of this part.

Acclimated means a condition in which a flightcrew member has been in a theater for 72 hours or has been given at least 36 consecutive hours free from duty.

Airport/standby reserve means a defined duty period during which a flightcrew member is required by a certificate holder to be at an airport for a possible assignment.

Augmented flightcrew means a flightcrew that has more than the minimum number of flightcrew members required by the airplane type certificate to operate the aircraft to allow a flightcrew member to be replaced by another qualified flightcrew member for in-flight rest.

Calendar day means a 24-hour period from 0000 through 2359 using Coordinated Universal Time or local time.

Certificate holder means a person who holds or is required to hold an air carrier certificate or operating certificate issued under part 119 of this chapter.

Deadhead transportation means transportation of a flightcrew member as a passenger or non-operating flightcrew member, by any mode of transportation, as required by a certificate holder, excluding transportation to or from a suitable accommodation. All time spent in deadhead transportation is duty and is not rest. For purposes of determining the maximum flight duty period in Table B of this part, deadhead transportation is not considered a flight segment.

Duty means any task that a flightcrew member performs as required by the certificate holder, including but not limited to flight duty period, flight duty, pre- and post-flight duties, administrative work, training, deadhead transportation, aircraft positioning on the ground, aircraft loading, and aircraft servicing.

Fatigue means a physiological state of reduced mental or physical performance capability resulting from lack of sleep or increased physical activity that can reduce a flightcrew member's alertness and ability to safely operate an aircraft or perform safety-related duties.

Fatigue Risk Management System (FRMS) means a management system for a certificate holder to use to mitigate the effects of fatigue in its particular operations. It is a data-driven process and a systematic method used to continuously monitor and manage safety risks associated with fatigue-related error.

Fit for duty means physiologically and mentally prepared and capable of performing assigned duties at the highest degree of safety.

Flight Duty Period (FDP) means a period that begins when a flightcrew member is required to report for duty with the intention of conducting a flight, a series of flights, or positioning or ferrying flights, and ends when the aircraft is parked after the last flight and there is no intention for further aircraft movement by the same flightcrew member. A flight duty period includes the duties performed by the flightcrew member on behalf of the certificate holder that occur before a flight segment or between flight segments without a required intervening rest period. Examples of tasks that are part of the flight duty period include deadhead transportation, training conducted in an aircraft or flight simulator, and airport/standby reserve, if the above tasks occur before a flight segment or between flight segments without an intervening required rest period.

Home base means the location designated by a certificate holder where a flightcrew member normally begins and ends his or her duty periods.

Lineholder means a flightcrew member who has an assigned flight duty period and is not acting as a reserve flightcrew member.

Long-call reserve means that, prior to beginning the rest period required by §117.25, the flightcrew member is notified by the certificate holder to report for a flight duty period following the completion of the rest period.

Physiological night's rest means 10 hours of rest that encompasses the hours of 0100 and 0700 at the flightcrew member's home base, unless the individual has acclimated to a different theater. If the flightcrew member has acclimated to a different theater, the rest must encompass the hours of 0100 and 0700 at the acclimated location.

Report time means the time that the certificate holder requires a flightcrew member to report for an assignment.

Reserve availability period means a duty period during which a certificate holder requires a flightcrew member on short call reserve to be available to receive an assignment for a flight duty period.

Reserve flightcrew member means a flightcrew member who a certificate holder requires to be available to receive an assignment for duty.

Rest facility means a bunk or seat accommodation installed in an aircraft that provides a flightcrew member with a sleep opportunity.

Rest period means a continuous period determined prospectively during which the flightcrew member is free from all restraint by the certificate holder, including freedom from present responsibility for work should the occasion arise.

Scheduled means to appoint, assign, or designate for a fixed time.

Short-call reserve means a period of time in which a flightcrew member is assigned to a reserve availability period.

Split duty means a flight duty period that has a scheduled break in duty that is less than a required rest period.

Suitable accommodation means a temperature-controlled facility with sound mitigation and the ability to control light that provides a flightcrew member with the ability to sleep either in a bed, bunk or in a chair that allows for flat or near flat sleeping position. Suitable accommodation only applies to ground facilities and does not apply to aircraft onboard rest facilities.

Theater means a geographical area in which the distance between the flightcrew member's flight duty period departure point and arrival point differs by no more than 60 degrees longitude.

Unforeseen operational circumstance means an unplanned event of insufficient duration to allow for adjustments to schedules, including unforecast weather, equipment malfunction, or air traffic delay that is not reasonably expected.

Window of circadian low means a period of maximum sleepiness that occurs between 0200 and 0559 during a physiological night.

§117.5 Fitness for duty.

- (a) Each flightcrew member must report for any flight duty period rested and prepared to perform his or her assigned duties.
- (b) No certificate holder may assign and no flightcrew member may accept assignment to a flight duty period if the flightcrew member has reported for a flight duty period too fatigued to safely perform his or her assigned duties.
- (c) No certificate holder may permit a flightcrew member to continue a flight duty period if the flightcrew member has reported him or herself too fatigued to continue the assigned flight duty period.
- (d) As part of the Dispatch or flight release, as applicable, each flightcrew member must affirmatively state he or she is fit for duty prior to commencing flight.

§117.7 Fatigue risk management system.

- (a) No certificate holder may exceed any provision of this part unless approved by the FAA under a Fatigue Risk Management System that provides at least an equivalent level of safety against fatigue-related accidents or incidents as the other provisions of this part.
- (b) The Fatigue Risk Management System must include:
 - (1) A fatigue risk management policy.
 - (2) An education and awareness training program.
 - (3) A fatigue reporting system.

- (4) A system for monitoring flightcrew fatigue.
- (5) An incident reporting process.
- (6) A performance evaluation.

§117.9 Fatigue education and awareness training program.

- (a) Each certificate holder must develop and implement an education and awareness training program, approved by the Administrator. This program must provide annual education and awareness training to all employees of the certificate holder responsible for administering the provisions of this rule including flightcrew members, dispatchers, individuals directly involved in the scheduling of flightcrew members, individuals directly involved in operational control, and any employee providing direct management oversight of those areas.
- (b) The fatigue education and awareness training program must be designed to increase awareness of:
 - (1) Fatigue;
 - (2) The effects of fatigue on pilots; and
 - (3) Fatigue countermeasures.
- (c)
 - (1) Each certificate holder must update its fatigue education and awareness training program every two years and submit the update to the Administrator for review and acceptance.
 - (2) Not later than 12 months after the date of submission of the fatigue education and awareness training program required by (c)(1) of this section, the Administrator shall review and accept or reject the update. If the Administrator rejects an update, the Administrator shall provide suggested modifications for resubmission of the update.

Each certificate holder must update its fatigue education and awareness training program every two years and submit the update to the Administrator for review and acceptance.

§117.11 Flight time limitation.

- (a) No certificate holder may schedule and no flightcrew member may accept an assignment or continue an assigned flight duty period if the total flight time:
 - (1) Will exceed the limits specified in Table A of this part if the operation is conducted with the minimum required flightcrew.
 - (2) Will exceed 13 hours if the operation is conducted with a 3-Pilot flightcrew.
 - (3) Will exceed 17 hours if the operation is conducted with a 4-Pilot flightcrew.

- (b) If unforeseen operational circumstances arise after takeoff that are beyond the certificate holder's control, a flightcrew member may exceed the maximum flight time specified in paragraph (a) of this section and the cumulative flight time limits in 117.23(b) to the extent necessary to safely land the aircraft at the next destination airport or alternate, as appropriate.
- (c) Each certificate holder must report to the Administrator within 10 days any flight time that exceeded the maximum flight time limits permitted by this section or §117.23(b). The report must contain a description of the extended flight time limitation and the circumstances surrounding the need for the extension.

§117.13 Flight duty period: Unaugmented operations.

- (a) Except as provided for in §117.15, no certificate holder may assign and no flightcrew member may accept an assignment for an unaugmented flight operation if the scheduled flight duty period will exceed the limits in Table B of this part.
- (b) If the flightcrew member is not acclimated:
 - (1) The maximum flight duty period in Table B of this part is reduced by 30 minutes.
 - (2) The applicable flight duty period is based on the local time at the theater in which the flightcrew member was last acclimated.

§117.15 Flight duty period: Split duty.

For an unaugmented operation only, if a flightcrew member is provided with a rest opportunity (an opportunity to sleep) in a suitable accommodation during his or her flight duty period, the time that the flightcrew member spends in the suitable accommodation is not part of that flightcrew member's flight duty period if all of the following conditions are met:

- (a) The rest opportunity is provided between the hours of 22:00 and 05:00 local time.
- (b) The time spent in the suitable accommodation is at least 3 hours, measured from the time that the flightcrew member reaches the suitable accommodation.
- (c) The rest opportunity is scheduled before the beginning of the flight duty period in which that rest opportunity is taken.
- (d) The rest opportunity that the flightcrew member is actually provided may not be less than the rest opportunity that was scheduled.
- (e) The rest opportunity is not provided until the first segment of the flight duty period has been completed.
- (f) The combined time of the flight duty period and the rest opportunity provided in this section does not exceed 14 hours.

§117.19 Flight duty period extensions.

- (a) For augmented and unaugmented operations, if unforeseen operational circumstances arise prior to takeoff:
 - (1) The Pilot in Command and the certificate holder may extend the maximum flight duty period permitted in Tables B or C of this part up to 2 hours. The Pilot in Command and the certificate holder may also extend the maximum combined flight duty period and reserve availability period limits specified in §117.21(c)(3) and (4) of this part up to 2 hours.
 - (2) An extension in the flight duty period under paragraph (a)(1) of this section of more than 30 minutes may occur only once prior to receiving a rest period described in §117.25(b).
 - (3) A flight duty period cannot be extended under paragraph (a)(1) of this section if it causes a flightcrew member to exceed the cumulative flight duty period limits specified in 117.23(c).
 - (4) Each certificate holder must report to the Administrator within 10 days any flight duty period that exceeded the maximum flight duty period permitted in Tables B or C of this part by more than 30 minutes. The report must contain the following:
 - (i) A description of the extended flight duty period and the circumstances surrounding the need for the extension; and
 - (ii) If the circumstances giving rise to the extension were within the certificate holder's control, the corrective actions that the certificate holder intends to take to minimize the need for future extensions.
 - (5) Each certificate holder must implement the corrective actions reported in paragraph (a)(4) of this section within 30 days from the date of the extended flight duty period.
- (b) For augmented and unaugmented operations, if unforeseen operational circumstances arise after takeoff:
 - (1) The Pilot in Command and the certificate holder may extend maximum flight duty periods specified in Tables B or C of this part to the extent necessary to safely land the aircraft at the next destination airport or alternate airport, as appropriate.
 - (2) An extension of the flight duty period under paragraph (b)(1) of this section of more than 30 minutes may occur only once prior to receiving a rest period described in §117.25(b).
 - (3) An extension taken under paragraph (b) of this section may exceed the cumulative flight duty period limits specified in 117.23(c).
 - (4) Each certificate holder must report to the Administrator within 10 days any flight duty period that either exceeded the cumulative flight duty periods specified in §117.23(c), or exceeded the maximum flight duty period limits permitted by Tables B or C of this part by more than 30 minutes. The report must contain a description of the circumstances surrounding the affected flight duty period.

117.21 Reserve status.

- (a) Unless specifically designated as airport/standby or short-call reserve by the certificate holder, all reserve is considered long-call reserve.
- (b) Any reserve that meets the definition of airport/standby reserve must be designated as airport/standby reserve. For airport/standby reserve, all time spent in a reserve status is part of the flightcrew member's flight duty period.
- (c) For short call reserve:
 - (1) The reserve availability period may not exceed 14 hours.
 - (2) For a flightcrew member who has completed a reserve availability period, no certificate holder may schedule and no flightcrew member may accept an assignment of a reserve availability period unless the flightcrew member receives the required rest in §117.25(e).
 - (3) For an unaugmented operation, the total number of hours a flightcrew member may spend in a flight duty period and a reserve availability period may not exceed the lesser of the maximum applicable flight duty period in Table B of this part plus 4 hours, or 16 hours, as measured from the beginning of the reserve availability period.
 - (4) For an augmented operation, the total number of hours a flightcrew member may spend in a flight duty period and a reserve availability period may not exceed the flight duty period in Table C of this part plus 4 hours, as measured from the beginning of the reserve availability period.
- (d) For long call reserve, if a certificate holder contacts a flightcrew member to assign him or her to a flight duty period that will begin before and operate into the flightcrew member's window of circadian low, the flightcrew member must receive a 12 hour notice of report time from the certificate holder.
- (e) A certificate holder may shift a reserve flightcrew member's reserve status from long-call to short-call only if the flightcrew member receives a rest period as provided in §117.25(e).

§117.23 Cumulative limitations.

- (a) The limitations of this section include all flying by flightcrew members on behalf of any certificate holder or 91K Program Manager during the applicable periods.
- (b) No certificate holder may schedule and no flightcrew member may accept an assignment if the flightcrew member's total flight time will exceed the following:
 - (1) 100 hours in any 672 consecutive hours or
 - (2) 1,000 hours in any 365 consecutive calendar day period.

- (c) No certificate holder may schedule and no flightcrew member may accept an assignment if the flightcrew member's total Flight Duty Period will exceed:
 - (1) 60 flight duty period hours in any 168 consecutive hours; or
 - (2) 190 flight duty period hours in any 672 consecutive hours.

§117.25 Rest period.

- (a) No certificate holder may assign and no flightcrew member may accept assignment to any reserve or duty with the certificate holder during any required rest period.
- (b) Before beginning any reserve or flight duty period a flightcrew member must be given at least 30 consecutive hours free from all duty within the past 168 consecutive hour period.
- (c) If a flightcrew member operating in a new theater has received 36 consecutive hours of rest, that flightcrew member is acclimated and the rest period meets the requirements of paragraph (b) of this section.
- (d) A flightcrew member must be given a minimum of 56 consecutive hours rest upon return to home base if the flightcrew member: (1) Travels more than 60° longitude during a flight duty period or a series of flight duty period, and (2) is away from home base for more than 168 consecutive hours during this travel. The 56 hours of rest specified in this section must encompass three physiological nights' rest based on local time.
- (e) No certificate holder may schedule and no flightcrew member may accept an assignment for any reserve or flight duty period unless the flightcrew member is given a rest period of at least 10 consecutive hours immediately before beginning the reserve or flight duty period measured from the time the flightcrew member is released from duty. The 10 hour rest period must provide the flightcrew member with a minimum of 8 uninterrupted hours of sleep opportunity.
- (f) If a flightcrew member determines that a rest period under paragraph (e) of this section will not provide eight uninterrupted hours of sleep opportunity, the flightcrew member must notify the certificate holder. The flightcrew member cannot report for the assigned flight duty period until he or she receives a rest period specified in paragraph (e) of this section.
- (g) If a flightcrew member engaged in deadhead transportation exceeds the applicable flight duty period in Table B of this part, the flightcrew member must be given a rest period equal to the length of the deadhead transportation but not less than the required rest in paragraph (e) of this section before beginning a flight duty period.

§117.27 Consecutive nighttime operations.

A certificate holder may schedule and a flightcrew member may accept up to five consecutive flight duty periods that infringe on the window of circadian low if the certificate holder provides the flightcrew member with an opportunity to rest in a suitable accommodation during each of the consecutive nighttime flight duty periods. The rest opportunity must be at least 2 hours, measured from the time that the flightcrew member reaches the suitable accommodation, and must comply with the conditions specified in §117.15(a), (c), (d), and (e). Otherwise, no certificate holder may schedule and no flightcrew member may accept more than three consecutive flight duty periods that infringe on the window of circadian low. For purposes of this section, any split duty rest that is provided in accordance with §117.15 counts as part of a flight duty period.

100.10 – FA CFRs

100.10.1 – Flight Attendant CFRs (SRRs)

Sec. 121.467 Flight Attendant duty period limitations and rest requirements: Domestic, flag, and supplemental operations.

- (a) For purposes of this section-

Calendar day means the period of elapsed time, using Coordinated Universal Time or local time, which begins at midnight and ends 24 hours later at the next midnight.

Duty period means the period of elapsed time between reporting for an assignment involving flight time and release from that assignment by the certificate holder conducting domestic, flag, or supplemental operations. The time is calculated using either Coordinated Universal Time or local time to reflect the total elapsed time.

Flight Attendant means an individual, other than a flight crewmember, who is assigned by a certificate holder conducting domestic, flag, or supplemental operations, in accordance with the required minimum crew complement under the certificate holder's operations specifications or in addition to that minimum complement, to duty in an aircraft during flight time and whose duties include but are not necessarily limited to cabin-safety-related responsibilities.

Rest period means the period free of all restraint or duty for a certificate holder conducting domestic, flag, or supplemental operations and free of all responsibility for work or duty should the occasion arise.

- (b) Except as provided in paragraph (c) of this section, a certificate holder conducting domestic, flag, or supplemental operations may assign a duty period to a Flight Attendant only when the applicable duty period limitations and rest requirements of this paragraph are met.
- (1) Except as provided in paragraphs (b)(4), (b)(5), and (b)(6) of this section, no certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant to a scheduled duty period of more than 14 hours.
- (2) A Flight Attendant scheduled for a duty period of 14 hours or less as provided under paragraph (b)(1) of this section must be given a scheduled rest period of at least 10 consecutive hours. This rest period must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.
- (3) The rest period required under paragraph (b)(2) of this section may not be less than 10 consecutive hours.
- (4) A certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant to a scheduled duty period of more than 14 hours, but no more than 16 hours, if the certificate holder has assigned to the flight or flights in that duty period at least one Flight Attendant in addition to the minimum Flight Attendant complement required for the flight or flights in that duty period under the certificate holder's operations specifications.

- (5) A certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant to a scheduled duty period of more than 16 hours, but no more than 18 hours, if the certificate holder has assigned to the flight or flights in that duty period at least two Flight Attendants in addition to the minimum Flight Attendant complement required for the flight or flights in that duty period under the certificate holder's operations specifications.
- (6) A certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant to a scheduled duty period of more than 18 hours, but no more than 20 hours, if the scheduled duty period includes one or more flights that land or take off outside the 48 contiguous states and the District of Columbia, and if the certificate holder has assigned to the flight or flights in that duty period at least three Flight Attendants in addition to the minimum Flight Attendant complement required for the flight or flights in that duty period under the domestic certificate holder's operations specifications.
- (7) Except as provided in paragraph (b)(8) of this section, a Flight Attendant scheduled to a duty period of more than 14 hours but no more than 20 hours, as provided in paragraphs (b)(4), (b)(5), and (b)(6) of this section, must be given a scheduled rest period of at least 12 consecutive hours. This rest period must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.
- (8) The rest period required under paragraph (b)(7) of this section may be scheduled or reduced to 10 consecutive hours if the Flight Attendant is provided a subsequent rest period of at least 14 consecutive hours; this subsequent rest period must be scheduled to begin no later than 24 hours after the beginning of the reduced rest period and must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.
- (9) Notwithstanding paragraphs (b)(4), (b)(5), and (b)(6) of this section, if a certificate holder conducting domestic, flag, or supplemental operations elects to reduce the rest period to 10 hours as authorized by paragraph (b)(8) of this section, the certificate holder may not schedule a Flight Attendant for a duty period of more than 14 hours during the 24-hour period commencing after the beginning of the reduced rest period.
- (10) No certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant any duty period with the certificate holder unless the Flight Attendant has had at least the minimum rest required under this section.
- (11) No certificate holder conducting domestic, flag, or supplemental operations may assign a Flight Attendant to perform any duty with the certificate holder during any required rest period.
- (12) Time spent in transportation, not local in character, that a certificate holder conducting domestic, flag, or supplemental operations requires of a Flight Attendant and provides to transport the Flight Attendant to an airport at which that Flight Attendant is to serve on a flight as a crewmember, or from an airport at which the Flight Attendant was relieved from duty to return to the Flight Attendant's home station, is not considered part of a rest period.
- (13) Each certificate holder conducting domestic, flag, or supplemental operations must relieve each Flight Attendant engaged in air transportation and each commercial operator must relieve each Flight Attendant engaged in air commerce from all further duty for at least 24 consecutive hours during any 7 consecutive calendar days.

- (14) A Flight Attendant is not considered to be scheduled for duty in excess of duty period limitations if the flights to which the Flight Attendant is assigned are scheduled and normally terminate within the limitations but due to circumstances beyond the control of the certificate holder conducting domestic, flag, or supplemental operations (such as adverse weather conditions) are not at the time of departure expected to reach their destination within the scheduled time. (c) Notwithstanding paragraph (b) of this section, a certificate holder conducting domestic, flag, or supplemental operations may apply the flight crewmember flight time and duty limitations and rest requirements of this part to Flight Attendants for all operations conducted under this part provided that-
- (1) The certificate holder establishes written procedures that-
- (i) Apply to all Flight Attendants used in the certificate holder's operation;
 - (ii) Include the flight crewmember requirements contained in subparts Q, R, or S of this part, as appropriate to the operation being conducted, except that rest facilities on board the aircraft are not required;
 - (iii) Include provisions to add one Flight Attendant to the minimum Flight Attendant complement for each flight crewmember who is in excess of the minimum number required in the aircraft type certificate data sheet and who is assigned to the aircraft under the provisions of subparts Q, R, and S, as applicable, of this part;
 - (iv) Are approved by the Administrator and are described or referenced in the certificate holder's operations specifications; and (2) Whenever the Administrator finds that revisions are necessary for the continued adequacy of the written procedures that are required by paragraph (c)(1) of this section and that had been granted final approval, the certificate holder must, after notification by the Administrator, make any changes in the procedures that are found necessary by the Administrator. Within 30 days after the certificate holder receives such notice, it may file a petition to reconsider the notice with the certificate-holding district office. The filing of a petition to reconsider stays the notice, pending decision by the Administrator. However, if the Administrator finds that an emergency requires immediate action in the interest of safety, the Administrator may, upon a statement of the reasons, require a change effective without stay.

[Amdt. 121-241, 59 FR 42991, Aug. 19, 1994, as amended by Amdt. 121-253, 61 FR 2612, Jan. 26, 1996] Subpart Q--Flight Time Limitations and Rest Requirements: Domestic Operations

Source: Docket No. 23634, 50 FR 29319, July 18, 1985

100.20 – CrewTrac Error Codes

Code#	Description	Severity
100	No Open Time	4 - Critical - password overridable
101	No Pairing Master	3 - Critical
102	Invalid Pairing Drop	4 - Critical - password overridable
103	Must begin on duty day	1 - Warning
104	Removing HARD day off	1 - Warning
105	Conflicting Absence	4 - Critical - password overridable
106	Invalid Absence Day	3 - Critical
107	Invalid Removal	1 - Warning
108	Day Off over Day Off	3 - Critical
109	Conflict w/ Day Off	3 - Critical
110	Conflict w/ Absence	2 - Overridable
111	Conflict w/ Pairing	4- Critical - password overridable
112	Conflict w/ Absence Code	2 - Overridable
113	Invalid Draft Drop	1 - Warning
114	Minimum Days Off	1 - Warning
115	Weekly Buffer Exceeded	1 - Warning
116	Crew Rest Violation after DO	1 - Warning
117	Crew DO Rest Violation	1 - Warning
119	Less than Min Rest @ Base	4 - Critical - password overridable
120	24/7 violation	3 - Critical
121	Invalid other time	3 - Critical
122	No open reserve day	1 - Warning
123	Conflict with Other Time	4 - Critical - password overridable
124	Restricted city violation	3 - Critical
125	Absence rest violation	1 - Warning
126	Conflict w/R Day	3 - Critical
127	Invalid Will to Fly	3 - Critical
128	Invalid Reserve Assign	3 - Critical
129	Monthly Buffer exceeded	2 - Overridable
130	Annual Buffer exceeded	1 - Warning
131	Assign blk hrs > week Buffer	1 - Warning

<u>Code#</u>	<u>Description</u>	<u>Severity</u>
132	Assign blk hrs > month Buffer	4 - Critical - password overridable
133	Assign blk hrs > annual Buffer	1 - Warning
134	Weekly max violation	0 - Informational
135	Assign blk hrs > week Buffer	1 - Warning
136	Monthly max violation	0 - Informational
137	Assign blk hrs > month Buffer	1 - Warning
138	Annual max violation	0 - Informational
139	Assign blk hrs > annual Buffer	1- Warning
140	F/A Rest Violation	3 - Critical
141	F/A Absence Rest Violation	3 - Critical
142	F/A Comp. Rest Violation	1 - Warning
143	F/A 24/7 Violation	3 - Critical
144	F/A Rest Violation	3 - Critical
145	1-in-7 violation (calendar)	4 - Critical - password overridable
146	12-in-24 block hrs violation	3 - Critical
147	20-in-48 w/o 18 hr. crew rest	3 - Critical
148	24-in-72 w/o 18 hr. crew rest	3 - Critical
149	Missing HARD Dayoff	1 - Warning
150	Multiple HARD Dayoff	3 - Critical
151	120hr-in-30day violation	3 - Critical
152	300hr-in-90day violation	3 - Critical
153	ABX Exemption Perform 32/7	4 - Critical - password overridable
154	Crew not qualfd for eqpt/seat	4 - Critical - password overridable
155	Transiting prohibited city	3 - Critical
156	100hr-in-30day violation	3 - Critical
157	350hr-in-90day violation	3 - Critical
158	Max On Duty	1 - Warning
160	Below GDO Count	1 - Warning
161	Below Blank Day Count	1 - Warning
162	international rest in base	2 - Overridable
173	Over max on Duty	3 - Critical

<u>Code#</u>	<u>Description</u>	<u>Severity</u>
175	Exceeds Max Credit	1 - Warning
181	Max Usage Transactions Code	1 - Warning
184	Below Bid Period Min Credit	0 - Informational
190	Dequal exist within Pairing	4 - Critical - password overridable
198	Exceed sked blk hrs in bid pd	1 - Warning
203	Rday conflicts w/NR	3 - Critical
208	Pairing assigned out of base	5 - Critical - Dequalification
209	PRG assigned different eqpt	5 - Critical - Dequalification
210	PRG has different Position	5 - Critical - Dequalification
248	Short Day Sked Duty Exceeded	4 - Critical - password overridable
249	Short Day Est Duty Exceeded	4 - Critical - password overridable
250	Short Day Act Duty Exceeded	4 - Critical - password overridable
251	Sked Rest Between 2 CDO's	4 - Critical - password overridable
252	Actual Rest Between 2 CDO's	4 - Critical - password overridable
253	Rest Before BOTC	4 - Critical - password overridable
254	Rest After BOTC	4 - Critical - password overridable
255	Day off following cdo botc	4 - Critical - password overridable
2007	Invalid Flight number	2 - Overridable
2008	Leg must be other airline dhd	3 - Critical
2009	Flight Inactive (canx flt)	3 - Critical
2010	Leg equip invalid for pairing	3 - Critical
2011	Position not valid for eqpt.	4 - Critical - password overridable
2100	No cities input for deadhead	3 - Critical
2101	Leg not open for positions	2 - Overridable
2102	Time continuity	4 - Critical - password overridable
2103	Base continuity – beginning	4 - Critical - password overridable
2104	Base continuity – end	4 - Critical - password overridable
2105	Minimum Connection violation	1 - Warning
2106	Minimum Connection violation	4 - Critical - password overridable
2107	City continuity	4 - Critical - password overridable
2108	Deadhead code must be entered	3 - Critical

<u>Code#</u>	<u>Description</u>	<u>Severity</u>
2109	Flight not found on schedule	1 - Warning
2120	No agreed seg. time for equip	3 - Critical
2121	No citypair entry found	0 - Informational
2123	No agreed seg. found for dhd	1 - Warning
2124	No LIMO agreed segment found	1 - Warning
2125	No legs in pairing	3 - Critical
2126	Multiple Absence Codes/Drop	3 - Critical
2130	Trans. code not Valid in PRG	3 - Critical
2131	Transaction Code Not Found	4 - Critical - password overridable
2200	Total Block time exceeds max	3 - Critical
2201	No. of duty days exceeds max	4 - Critical - password overridable
2202	Number of days exceeds max	4 - Critical - password overridable
2207	Max Restrictd Cities Exceeded	3 - Critical
2210	Maximum onduty exceeded	3 - Critical
2211	Maximum landings exceeded	3 - Critical
2212	Maximum block time exceeded	3 - Critical
2213	Not allowed to transit base	3 - Critical
2216	Max.Duty Exceeded-Scheduled	4 - Critical - password overridable
2217	Max.Duty Exceeded-Deadhd Only	3 - Critical
2220	Scheduled block over 8 hours	1 - Warning
2221	D/P sked block > contract max	1 - Warning
2222	Duty sked block over 12:00	3 - Critical
2223	Duty sked block over 16:00	3 - Critical
2230	Day->Day Min. Rest Violation	3 - Critical
2231	Day->Ngt Min. Rest Violation	3 - Critical
2232	Ngt->Day Min. Rest Violation	1 - Warning
2233	Ngt->Ngt Min. Rest Violation	1 - Warning
2239	Reserve to Reserve Rest	3 - Critical
2240	Exceed Time away From Base	1 - Warning
2241	Exceed skd blk in 24:00 Intl	1 - Warning
2244	More 2 take offCDO (contract)	4 - Critical - password overridable

<u>Code#</u>	<u>Description</u>	<u>Severity</u>
2245	More 5 takeoff in CDO (contract)	4 - Critical - password overridable
2246	Days off after CDO BOTC	4 - Critical - password overridable
2247	Depart after short layover	4 - Critical - password overridable
2248	More than nn takeoffs	4 - Critical - password overridable
2249	Exceeds Max Cabin Credit	1 - Warning
2700	Groundtime enough for Hotel	1 - Warning
2701	Groundtime < time for Hotel	1 - Warning
2702	Break exist, S/B short layovr	1 - Warning
2703	Short layovr exist, S/B break	3 - Critical
2704	Hotel change possible	0 - Informational
2705	Within FAR rest buffer	2 - Overridable
2706	CR Must Begin Time Warning	1 - Warning
2711	Int'l away rest < 12 hr	0 - Informational
2712	Int'l away rest < 14 hr	0 - Informational
2713	Report time after leg dept	4 - Critical - password overridable
2714	Under Pilot min pos./Company	3 - Critical
2715	Over Pilot Max pos./Company	3 - Critical
2716	Under Cabin Min pos./Company	3 - Critical
2717	Over Cabin Max pos./Company	4 - Critical - password overridable
2718	Under Pilot Min – FAR	3 - Critical
2719	Over Pilot Max pos. – FAR	3 - Critical
2720	Under Cabin Min pos. – FAR	3 - Critical
2721	Over Cabin Max pos. – FAR	3 - Critical
2722	Under Pilot Min pos – Equiv	3 - Critical
2723	Over Pilot Max pos. – Equiv.	3 - Critical
2724	Under Cabin Min pos. – Equiv.	3 - Critical
2725	Over Cabin Max pos. – Equiv.	3 - Critical
2726	Other Equiv. position in use	3 - Critical
3110	>8 hrs flight time	3 - Critical
3111	>9 hrs flight time	3 - Critical
3112	>13 hrs flight time	3 - Critical

<u>Code#</u>	<u>Description</u>	<u>Severity</u>
3113	>17 hrs flight time	3 - Critical
3130	>Max Duty (Schedule)	3 - Critical
3131	>Max Duty (Estimated)	3 - Critical
3132	>Max Duty (Actual)	3 - Critical
3150	Rest Opp outside of 2200–0500	3 - Critical
3151	Suitable accom < 3 hrs	3 - Critical
3152	Act Rest Opp < Sked Rest Opp	3 - Critical
3153	Split Duty > 14 hrs	3 - Critical
3170	>Max Aug Duty (Schedule)	3 - Critical
3171	>Max Aug Duty (Estimated)	3 - Critical
3172	>Max Aug Duty (Actual)	3 - Critical
3190	Duty extension > 2 hours	3 - Critical
3191	Duty ext >30 mins >one time	3 - Critical
3210	Short call reserve >14hrs	3 - Critical
3211	>Max Duty Reserve (Schedule)	3 - Critical
3212	>Max Duty Reserve (Estimated)	3 - Critical
3213	>Max Duty Reserve (Actual)	3 - Critical
3214	>Max Aug Duty Rsv (Schedule)	3 - Critical
3215	>Max Aug Duty Rsv (Estimated)	3 - Critical
3216	>Max Aug Duty Rsv (Actual)	3 - Critical
3217	LongCall prg assigned <12hrs	3 - Critical
3231	>100 FLT HRS IN 672 (Skd/Act)	3 - Critical
3232	>100 flt hrs in 672 (Estimate)	3 - Critical
3233	>1000 flt hrs in 365 days	3 - Critical
3234	>60 duty hrs in 168 (Schedule)	3 - Critical
3235	>60 duty hrs in 168 (Estimate)	3 - Critical
3236	>60 duty hrs in 168 (Actual)	3 - Critical
3237	>190 duty hrs in 672 (Sched)	3 - Critical
3238	>190 duty hrs in 672 (Est)	3 - Critical
3239	>190 duty hrs in 672 (Actual)	3 - Critical
3240	>1000 flt hrs in 365 d. (Est)	3 - Critical

<u>Code#</u>	<u>Description</u>	<u>Severity</u>
3250	No 30 hrs free of duty in 168	3 - Critical
3251	No 30 hrs free of duty in 168	3 - Critical
3252	No 56 hrs rest after 168TAFB	3 - Critical
3253	Need 3 physiological nights	3 - Critical
3254	Reqd rest (Layover away)	3 - Critical
3255	<10 hrs rest (Prqs at base)	3 - Critical
3256	<10hrs rest (Reserve to Prg)	3 - Critical
3257	<10hrs rest (reserve-reserve)	3 - Critical
3258	<10hrs rest (Prg to reserve)	3 - Critical
3259	< DHD rest after (Prg-Prg)	3 - Critical
3260	< DHD rest after (Prg-other)	3 - Critical
3270	>3 nighttime duties	3 - Critical
3271	>5 nighttime duties	3 - Critical
3990	Cannot read city	3 - Critical
3991	Cannot convert time	3 - Critical
4000	Legality Check Bypassed (DATA)	3 - Critical
4004	Green Check not Complete\Eval	3 - Critical
4005	Green on Green Assigned	4 - Critical - password overridable
4006	IOE check not complete	3 - Critical
4007	IOE Pilot with no instructor	3 - Critical
4012	Compensatory Rest Violation	3 - Critical
4116	Weekly max violation	3 - Critical
4117	Monthly max violation	3 - Critical
4118	Annual max violation	3 - Critical
4119	Rest Violation	3 - Critical
4120	Compensatory must begin time	3 - Critical
4121	Over Max. On Duty	3 - Critical
4122	FAR Rest Violation after DO	3 - Critical
4123	DO Rest Violation	3 - Critical
4124	Twice Hours Flown-Intl Rest	3 - Critical
4125	FA Minimum Rest Required	3 - Critical

<u>Code#</u>	<u>Description</u>	<u>Severity</u>
4126	FA Compensatory Rest Required	3 - Critical
4127	Increase # of F/A for Duty Tm	3 - Critical
4128	FA Illegal duty time	3 - Critical
4134	FAA WEEKLY MAX	3 - Critical
4136	FAA MONTHLY MAX	3 - Critical
4138	FAA ANNUAL MAX	3 - Critical
4143	FAA 24/7	3 - Critical
4144	FAA MIN REST VIOLATION	2 - Overridable
4145	Greater than 16:00 Duty/24 hr	4 - Critical - password overridable
4146	FA Rest Must begin Time	3 - Critical
4148	Both Pilots over age 60	3 - Critical
4232	120hr-in-30 days violation	3 - Critical
4233	300hr-in-90 days violation	3 - Critical
4234	100hr-in-30 day violation	4 - Critical - password overridable
4235	350hr-in-90 days violation	4 - Critical - password overridable
7110	Max Flight Hours Buffer	4 - Critical - password overridable
7130	Max FDP duty Buffer	4 - Critical - password overridable

100.30 – CrewTrac Transaction Codes

AVA	Available to be reassigned, after being removed from a sequence
CO1	Mandatory Flight Attendant meeting
COM	Paid company business
D/P	Displaced crewmember
D/Q	Dequalified crewmember
EMR	Emergency drop
FAT	Fatigued crewmember
FAP	FAPA drop (Pilot only)
FLA	Family Leave of Absence
FLS	Family Leave of Absence (Paid with sick time)
FLV	Family Leave of Absence (Paid with vacation)
FNR	Funeral Leave
FNN	Funeral Leave (not paid)
FUR	Furlough
FCO	FAPA drop (Pilot only)
HSK	Half sick day (Pilot only) when a portion of the trip has been flown
JUR	Jury duty
LOA	Leave of absence
M/P	Management displacement, for management flying in place of original crew
MAT	Maternity leave
MED	Medical leave
MIL	Military leave
MLV	Military leave (paid with vacation)
N/L	Not legal to fly, crewmember will not do next assignment due to violations

OJI	On-the-job injury
PAT	Perfect attendance day
PAY	Pay protection for removal of a sequence - not at crewmember's request
PTO	Personal time off
PV1	Pay protection
PY1	Pay protection
REA	Reserve Shift A
REB	Reserve Shift B
RES	Resigned
RIN	Reserve inbound
RSV	Reserve Shift C
RG1	Recurrent ground school
RPP	Removed pending paper
SCV	Vacation pay for sick day
SEC	Security training
SIC	Sick call
SIM	Simulator
SM1	Simulator on day off
SPL	Aircraft acquisition
SUP	Suspension (paid)
SUS	Suspension (not paid)
TG1	Training on Day Off
VAC	VAC1, VAC2, VAC3, VAC4 determine the hours paid for FA vacation

Drop Codes for removal from master schedule:

TRD	Transition drop
TTD	Trip trade – DROP
DRP	Drop
DPA	Pilot Drop Pay loss
LGD	Legality Drop

Add codes:

ADD	Pairings assigned to reserve crewmembers off of reserve status
ADT	Crewmember picks up a trip in Open Time
AWD	Trip awarded from the initial bid award
JRA	Junior Assignment, when assigning a trip to a crewmember on scheduled day off
RS_	RSA, RSB, RSC, RSD, RSE – reserve duty period designations for pilots
RTF	Refusal to fly
UTF	Unable to fly
RSV	Reserve (FA only)
TRG	Training department/instructor
VJA	Voluntary Junior Assign
TTA	Trip trade – ADD
UNA	Unavailable FA
NSO	No-Show FA
RI	RIA, RIB, RIC, RID, RIE – Inbound Reserve Pilots Only

Misc codes:

UPG	Upgrade training
UTC	Unable to contact
TAB	Training on the Airbus
NTR	No trip rig (pilots only)