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## Crew Rest Program

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### **Overview**

Delta provides flight attendants on intercontinental flights an opportunity to rest and take a break in-flight from customers and their onboard, non-safety duties. This is crew rest.

While not required by the Federal Aviation Administration (FAA), crew rest is a benefit provided flight attendants working on intercontinental flights with a block time of 7 hours 50 minutes and greater. Crew rest is also provided on intercontinental flights with a continuous flight number through an intermediate stop where the total block time of the two segments combined is 7 hours 50 minutes or greater or where the total duty period is 11 hours or greater. A duty period is a period of time beginning at the scheduled or actual report time (whichever is later) and ending at the time released in base or to a layover for a rest period.

Designated crew rest facilities have been created and made available to flight attendants on aircraft assigned to intercontinental flights eligible for crew rest. These designated facilities are “hard” blocked for crew use only and customers may not be assigned to these seats.

### **Crew rest facility standards**

Minimum standards for crew rest facilities have been established for overhead and main deck locations. Overhead facilities are available on the B777. Main deck facilities are available on the B757 and B767. These standards are expected to be implemented on all designated aircraft types by mid-2008.

#### **Overhead facility standards**

- Exclusively for flight attendant use.
- Within the facility, at least one hard-walled and curtained private bunk per two crew members.
- Interior bunk height no less than 34” from the top of the mattress to the interior ceiling.
- Interior bunk length of no less than 78”.
- Interior bunk width of no less than 29”.
- Individual reading light in each bunk.
- Individual air vents in each bunk.
- Vanity mirror in each bunk.
- Closet for general storage in the common area.

#### **Main deck facility standards (B767 aircraft)**

- Four enhanced economy seats.
- 10” recline for each seat.
- 45” pitch for each seat.
- Leg rest for each seat.

- Fully enclosing privacy curtains around all seats (noise dampening as required by location).

**Main deck facility standards (B757 ETOPS aircraft)**

- Three enhanced economy seats.
- 7" recline for each seat.
- 43" pitch for each seat.
- Leg rest for each seat.
- Fully enclosing privacy curtains around all seats (noise dampening as required by location).

The rest seats may be grouped together or may be divided into two groups depending on cabin layouts. One pillow and one blanket of premium cabin standard (depending on market operated) will be provided to each flight attendant for their crew rest break.

**Main deck crew rest seat allocation**

Aircraft with crew rest seats on the main deck, the following seats are currently allocated for crew use:

- B767-300ER (76L, unmodified): 40F, 40G, 41F, 41G
- B767-300ER (76L, modified): four seats located across from mid-galley
- B767-300ER (76G): 39F, 39G, 40F, 40G
- B767-400ER (764): 7E, 10F, 10G, 11F, 11G
- B767-400ER (76C): 43F, 43G, 44F, 44G

Following completion of the flight attendant crew rest upgrades, rest seat locations will change on BusinessElite-configured B767 aircraft.

**Crew Rest in the BusinessElite Cabin**

On B76C aircraft only, and at the Captain's discretion, one flight attendant may rest in the BusinessElite cabin in the seat next to the pilot rest seat on flights where flight deck crew rest is authorized (8+ block hours). The following must be observed and the Flight Leader will be accountable for crew compliance and obtaining the Captain's permission to use the BE seat:

- The Captain must provide permission for use of the BusinessElite seat next to the pilot rest seat.
- Only the BusinessElite seat immediately next to the pilot rest seat may be used by flight attendants for rest breaks. No other BusinessElite seat may be used at any time for flight attendant rest.
- The BusinessElite seat will not be hard blocked for flight attendant rest. Revenue and non-revenue customers may be assigned the seat and must never be asked to relocate for the purpose of crew rest. Flight attendants must never encourage gate agents to keep the seat or any other seats open for flight attendant crew rest.
- The BusinessElite seat will not be curtained, and makeshift curtains such as blankets, galley curtains, etc. must never be created onboard.

- The Flight Leader will determine if the BusinessElite seat is available for flight attendant rest after boarding is finished. The Flight Leader will offer the seat in seniority order to “line holding” flight attendants first, then in seniority order to “non-line holding” flight attendants.
- Flight attendant rest breaks in the BusinessElite seat will occur simultaneously with other flight attendant rest breaks.

**Overhead flight attendant crew rest standards**

The following standards must be adhered to at all times that crew rest is authorized and taken by flight attendants. The Flight Leader will be accountable for compliance by the crew.

- The crew rest bunk with the cabin interphone must always be occupied by the Flight Leader or the Service Leader.
- Following a rest break, flight attendants are responsible for removing disposable sheeting, used blankets and pillows and place them in the common area for retrieval by cabin cleaners. Any food and beverage must be disposed of in a waste receptacle on the main deck.
- Following rest breaks, all flight attendants are responsible for ensuring all bunk privacy curtains are neatly tied back/secured before landing.
- Any interior discrepancy in the overhead crew rest facility should be recorded in the CDL.
- Jump seat riders may use the facility at the Flight Leader’s discretion while not in use by the working crew.
- Customers, including deadheading crew members and NRSAs, may not enter the overhead crew rest facility.

**Main deck flight attendant crew rest standards**

The following standards must be adhered to at all times that crew rest is authorized and taken by flight attendants. The Flight Leader will be accountable for compliance by the crew.

- Only allocated seats may be used for crew rest.
- Pilots aren’t authorized to change crew rest locations for flight attendants.
- Fasten Seat Belt and No Smoking signs may not be blocked during crew rest.
- Headrest covers on BE-configured aircraft should be retrieved from their pouch in the overhead bin and installed before customer boarding. Missing headrest covers should be recorded in the CDL.
- Only authorized crew rest curtains may be used to enclose the crew rest seats. The appearance and method of securing the crew rest curtains must never be altered. On aircraft where crew rest curtains are either not installed or missing due to improper stowage or disrepair, crew rest breaks must be executed without the missing curtain. Missing crew rest curtains should be recorded in the CDL.
- Following service completion and just before initiation of crew rest breaks, on BE-configured aircraft the small cross-curtain should be retrieved from its pouch in the overhead bin and installed.
- The last flight attendant leaving the facility is responsible for taking down the cross-curtain, folding and stowing it in its pouch in the overhead bin. Likewise, the four headrest covers must be removed from the seats and stowed.
- Flight attendants are collectively responsible for leaving the crew rest facility neat with blankets folded, water bottles removed, etc.
- Customers may occupy crew rest seats after crew rest breaks are complete.
- Jump seat riders may use the crew rest seats at the Flight Leader’s discretion while not in use by the working crew.

**Additional crew rest standards**

The following additional standards must be adhered to at all times that crew rest is authorized and taken by flight attendants. The Flight Leader will be accountable for compliance by the crew.

- Crew rest breaks are signed up for during the pre-flight briefing in the same order cabin positions are selected.
- A maximum of four flight attendants may rest at a time on the B767-300ER.
- A maximum of five flight attendants may rest at a time on the B767C if the BusinessElite seat next to the flight deck rest seat is available and the Captain provides permission for use of the seat. If the BusinessElite seat is not available, a maximum of four flight attendants at a time may rest.
- A maximum of six flight attendants may rest at a time on aircraft with overhead crew rest facilities.
- The length of crew rest breaks is determined by available time between services divided by the number of crew rest breaks required based on total number of flight attendants and available rest seats (e.g. 2 or 3 breaks).
- The Flight Leader will be responsible for establishing the length of the crew rest breaks following completion of service delivery, galley clean up and shut down.
- Flight attendants should enter and exit any crew rest facility as discreetly as possible.
- For breaks in main deck facilities, flight attendants must not significantly alter the wearing of their uniform
- For breaks in overhead facilities, flight attendants may change out of their uniform to more comfortable clothing. However, flight attendants may never appear in the customer cabin out of uniform.
- Flight attendants are responsible for exiting crew rest in a timely fashion to complete personal grooming etc. before the next crew rest break or before the next service. Service delivery must be initiated promptly at the time indicated by the Flight Leader.
- During crew rest breaks, flight attendants are free to sleep or conduct personal pastimes as desired.

**Minimum cabin coverage during crew rest**

All cabins must be covered with a minimum of two flight attendants in each cabin (except one in each cabin on B757) during crew rest breaks. If a cabin isn't sufficiently covered due to crew rest breaks, flight attendants must shift to the uncovered cabin until the crew rest breaks are completed.

**End of Section**