

Work Rules Glossary

GLOSSARY OF TERMS

- A -

Abort:

To terminate or discontinue an operation or procedure before its completion, such as take-off or landing.

ACARS:

Acronym which stands for Aircraft Communication and Reporting System. ACARS is an automated system on board that sends and receives relevant aircraft information.

Access Day (ADAY):

A ready status day, scheduled in blocks of three, on which a flight attendant is available to the company by phone or pager to be assigned an open trip or standby duty, or on which the flight attendant may preference a trip from open time positions remaining open in the 2 calendar days before the date of operation, and on the day of operation.

Active Log:

Current actual flying log created as rotation is flown with final update approximately six days after the pairing returns to base. Available for viewing after final update is complete.

Actual Flight Time (Block to Block):

Period of time beginning when aircraft first moves from the blocks under its own power or under tow for the purpose of flight, until the time the aircraft comes to a rest at an unloading point. Scheduled flight time (block to block) is the flight time published by the company.

ADAY: See Access Day.

Airport Customer Service (ACS):

Department which includes gate agents, ticket agents, and ramp personnel. These personnel are responsible for passenger check-in and ticketing at the flight departure gate and front terminal. They also interact with all employees involved in ensuring on-time aircraft boarding and departure, including Flight Attendants.

Airport Release:

Prior to leaving the airport, an Access Day holder must obtain a release through the Automated Crew Scheduling telephone system. This must be completed as soon as possible after block-in, but within one hour after block-in time or the end of a non-fly duty period.

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Airport Standby Duty:

Assignment which requires a flight attendant to be physically present at the airport for a specified period of time and available for any trip assignment required by the operation.

All-Nighter:

A pairing consisting of a single duty period with report between 1500 and 0100 local base time, and release early the following morning, normally between 0500 and 0800 local time, but not limited to those hours.

AFP – Alternate Flying Program

Virtual bases such as SFO, FLL, etc. with no management personnel on-site. Flight attendants must qualify to bid an AFP base. See IFS portal for program details.

ATC:

Acronym for Air Traffic Control. Often used in conjunction with delays to describe flight delays related to Air Traffic Control system or spacing required between aircraft during weather situations.

ASM:

An ASM is an acronym for available seat mile, or one airplane seat flown one mile for passenger revenue.

AVL:

Schedule code which indicates a flight attendant is on a period of availability for pay protection.

AVL (Availability) Notification Period:

The duration or time period for which flight attendants on availability for pay protection must be available for phone contact and notification of their alternate trip assignments.

Award/Assignment:

There are two methods in which a flight attendant receives trips and ADAYs on her/his schedule. The first, occurs when a flight attendant is awarded a trip or ADAY block in seniority order which was requested in his/her submitted bid preferences. The second occurs when a position not bid will be assigned by the CBS or by Scheduling to a junior flight attendant qualified for the position, based on operational needs and schedule legalities.

- B -

Back-end Spillover:

The second portion of a transition rotation that exists in the terminating (second) bid period.

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Back Side of the Clock:

Used to identify a duty period starting between 2000 and 2359 and flying until the next morning around 0500.

Base (Domicile):

A geographical area designated by the company where flight attendants are based. The airport(s) from which a flight attendant normally originates his/her work hours for Delta.

Base Staffing:

The number of flight attendants on active duty in a base, or the minimum number of flight attendants required for a base. Base staffing is determined by the number of planned hours (trip positions) and the access day requirements for each base.

Base Transfers Process:

Base transfers are awarded monthly based on flight attendant system seniority. Base transfers are posted in the resource center no later than the first of the month before the month of the transfer. Flight attendants must complete their schedules in the original base before being released to the new base.

Bid Assist:

Flight Attendants specially trained to assist other flight attendants in bidding with CBS.

Bid Period:

For monthly schedules the bid period will usually be a 30-31 day period which may or may not be a calendar month. For special programs, e.g. international program, AFP, etc. the specified time for a bid will be published and may be other than one month, i.e. one year, six months, five years, etc.

Blended Pay:

Blended pay combines hourly base pay and hourly flight pay. It is a standard pay rate for all hours flown, based on length of service. The blended pay structure allows the company to remove the former monthly and quarterly maximums, enabling flight attendants to fly as high or as low as their base seniority allows.

Block-In:

The time at the end of the flight when an aircraft stops at an unloading point. Scheduled block-in is the time published by the company.

Block-to-Block:

Period of time beginning when aircraft first moves from the blocks under its own power or under tow for the purpose of flight, until the time the aircraft comes to a rest at an unloading point. Also sometimes called "actual flight time". Scheduled flight time (block to block) is the flight time published by the company.

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- C -

Cabin Jumpseat Authorization (CJA):

Authorization to travel using an available non F.A.A. -required cabin jumpseat.

Calendar day:

A day from 0001 to 2400 in your local base time.

CALL:

Schedule code indicating a requirement to contact Scheduling.

Closed Day:

When open trip and standby positions, plus a buffer for anticipated daily operational needs, approximate the number of ADAY holders for the date closed. This process is managed by the trip balancer and Scheduling management to protect a reasonable number of positions for flight attendants holding Access Days. Pick-ups and swaps that would further reduce available positions for ADAY flying will be denied.

CBS: See *Customized Bidding System*

Charter Flight:

A flight segment which is created when a group or individual leases a Delta aircraft for a special purpose.

Code Share:

A U.S. Department of Transportation approved marketing and operating arrangement between Delta and partner airline(s) which have underlying route authority. Each carrier has authorization to sell seats, either a specified number or variable number depending upon agreement, on the other carrier.

Company-committed: See *LOD commitment*.

Company Convenience Leave of Absence (PLOC):

An unpaid 30/31 day leave of absence offered by the company on a seniority basis when an overstaffing situation exists. Benefits are not provided.

Company Transfer:

Delta employee who transfers into another department. In general for In-Flight Service this usually means an employee who transferred into the flight attendant position from another department.

Complementing Bid:

In the CBS, a preference bid which backs up another preference, which reinforces the possibility of a being awarded both preferences.

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Conflicting Bid:

In the CBS, a preference which competes with other preferences. When one is granted, the other may not be granted.

Connectivity:

Refers to the inter-processor communications facilities (software) that are required to exchange data between the ACP and MVS operating systems. The Crew Scheduling Reroute Subsystem resides in the ACP environment and the DBMS Flight Attendant Subsystem resides in the MVS environment. Connectivity is required to provide a communications path for the information that is passed and shared by these subsystems.

Conversion Date:

The effective date of a new category for a given flight attendant (e.g. Flight Leader, language, change of domicile).

Co-Terminal Base:

Multi-airport base from which flight attendant may bid or be assigned to fly from/to more than one airport.

LAX base: LAX, SNA, ONT

NYC base: JFK, LGA, EWR

Credit Rigs:

Guaranteed flight credit to adjust or provide adequate compensation for specific situations, such as a daily duty period average or trips that have low flight time, but high time away from base.

Crew Compensation Pay:

Additional pay per flight hour for any flight segment operated below staffing guidelines. Also called short-staffing pay.

CSUP:

Schedule code indicator for a flight attendant to contact her/his Field Service Manager.

Customized Bidding System (CBS):

A preference-based bidding system which affords flight attendants greater scheduling flexibility by allowing individual flight attendants to build their schedules by indicating and prioritizing their own off time and flying preferences, which replaces full-month line of time bids.

- D -

Daily Operations:

The normal day-to-day operation of flights or the disruption of flight operations resulting from weather, mechanical, or ATC delays.

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Deadhead Flight:

Flight segment within a crew member's pairing used to position the flight attendant to/from a flight assignment or training. The deadheading flight attendant is not part of the working crew. *See also Scheduled Deadhead and Non-Scheduled Deadhead.*

Disruption:

Before departure of a trip a rerouted or cancelled segment disrupts a pairing and positions it for possible replacement flying. After departure of a trip, a disruption positions a trip for a reroute, but not replacement flying.

Diversion:

Unscheduled landing at an airport other than the original destination due to situations occurring once enroute such as weather, maintenance, medical emergency, need for fuel, etc.

Domestic (North American):

For the purpose of determining the number of block hour limitations, all flying solely between points in the 48 contiguous United States and the District of Columbia.

Domicile:

A geographic area designated by the company where flight attendants are based. The airport(s) from which a flight attendant normally originates his/her work for Delta.

Double Deadhead:

Repositioning of more than one crew through deadheading to cover open flight segments and/or to return a crew to domicile.

Drafting Coverage Procedures:

Trip coverage procedures used to cover open time positions when routine trip coverage procedures have been exhausted or when staffing is insufficient to cover required positions. Trips assigned using this process have specified, additional pay guidelines.

Draft Pay:

Refers to additional pay applied to trips assigned during the drafting coverage process. Additional pay is 4 hours per trip.

Drafting, at end of rotation:

Additional flying added to the end of a rotation flown by an Access Day holder or tripholder. Drafting Pay applies to the drafting of tripholders, and to ADAY holders only when the ADAY holder is flown into an off day. Also applies to 'piggybacking' trips into off time.

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Drafting, for rotation:

Assignment of flight attendants to staff uncovered flying. Drafting includes reverse order on the seniority list, same-day drafting off the daily trip check-in sheet, and the assignment of inbound crew members as necessary. Drafting Pay applies to the drafting of tripholders, and to ADAY holders when the ADAY holder is flown into an off day. The code DRFT is applied to the schedule.

Dual Qualification:

Flight attendant holding a qualification in more than one language of destination, or in both leadership and language.

Dupe Number (#):

For each mid-rotation removal or split to add standby time, FACTS time, or legs not operated by all crew members on the original rotation, the position involved is split off from the other positions to create a separate rotation. The new rotations are referred to as 'dupes' and retain the original pairing number, but are also being assigned a 'dupe number' (e.g. a mid-rotation removal on 1300 creates 1300-01 and 1300-02).

Duty Director:

Position in the Operations Control Center designated to be in charge of Delta's entire daily operation and direct all operational elements of the OCC.

Duty Day:

The scheduled or actual length of duty on a pairing from sign-in to a release in base or to layover; the standard hours on duty of an ADAY holder in a specific base, e.g. 0001-2400, or 0100-0059.

Duty Period:

The period of time from scheduled or actual report time (whichever is later) to release in base or on a layover for a minimum required rest period.

- E -

Early Report:

A rotation in which the flight attendant is scheduled to check in before midnight, but the first leg is not scheduled to depart until after midnight. This type of trip is indicated on the schedule by the symbol '<' on the first day of the trip before the pairing number.

Emergency Leave of Absence (ELOA):

Three days of paid leave (within a 5 day period) provided to an employee who is unable to be at work due to a death in the immediate family.

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Escalation (ESC):

When a flight attendant moves from a non-leadership position to a leadership position on the same pairing, either by request or assignment.

Existing Bid:

A preference or bid that has already been entered and is still active.

Extra Section:

A flight which is not regularly scheduled flight but is operated to provide additional service.

- F -

Failure to be Available (FTA):

Infraction by a flight attendant who was required to be available for phone contact and who fails to answer a call from Scheduling or contact Scheduling within 20 minutes of being paged. Also applies to an ADAY holder who fails to obtain an airport release.

Failure to Cover Assignment (FTC):

Infraction by a flight attendant who fails to report prior to departure for a scheduled assignment (including training).

F.A.I.M.:

Acronym for Flight Attendant Information Management in DBMS.

F.A.I.R. (Flight Attendant Information Reference):

Acronym for Flight Attendant Information Reference pages within F.A.I.M. in DBMS which list information concerning closed days, open time running, bid sheet data, including changes and corrections, base transfers/international slots, training, etc.

F.A.R.(s):

Acronym for Federal Aviation Regulation(s) which govern airline matters as set by the Federal Aviation Administration (FAA) and Department of Transportation. F.A.R. 121.467 outlines flight attendant duty time limitations and rest requirements.

Ferry Flight:

A nonrevenue flight for the purpose of positioning an aircraft. Ferry flights are considered deadhead flights for pay purposes.

File Maintenance:

Process (programs) which update flight attendant data on a daily and/or monthly basis per requirements established. Files updated daily include: personnel, qualification(s), open time pickup requests, domicile, equipment, schedules, reroute, open time, international, flight time and completed

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rotations. Monthly maintenance includes schedule and log data to be placed into history. It also deletes obsolete data as follows:

- For 3rd previous month: bid data, open time history, manual log history
- For 4th previous month: schedules and schedule history, logs, and bid award status initial.

Filter:

A function of the CBS which identifies and displays all rotations which match a specific preference.

Flag Stop:

Unscheduled stop of a flight at an intermediate station normally for passenger protection or fuel.

Flight Advisory Message (FAM):

Message issued by Flight Control to update the status of a flight (includes delays, cancellations, equipment changes, diversions, etc.).

Flight Attendant Comment Tracking System (F.A.C.T.S.):

Used primarily by, but not limited to, OBL-qualified flight attendants to enter information about a flight. Comments are then reviewed and trended to identify service, vendor, or process activities needing possible attention.

Flight Attendant Pay Log:

A record (log) containing all the information necessary to accurately pay a flight attendant for a given rotation he/she has flown, including any applicable premium pay (i.e., leadership, language, international).

Flight Control:

The flight dispatch positions, located within the OCC, responsible for all decisions relating to the operation of a flight.

Flight Delay Message (F.D.M.):

Primarily used by ACS to update departure times when there is a known delay of 45 minutes or less.

Flight Leader:

The lead flight attendant on a pairing or flight. The Flight Leader is responsible for crew coordination, communication among crew and between other employee groups (pilots/agents), upholding Delta's service standards, implementing established serving procedures, and ensuring compliance with F.A.R.'s and In-Flight policies for the safety and comfort of Delta customers.

Flight Leader Assignments:

The assignment of unbid Leader positions to qualified flight attendants in reverse seniority order.

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Flight Leg (Segment):

One occurrence of a plane taking off from one city and landing in another. (block to block)

Flight Pay:

Pay for each credit hour, or portion thereof, flown in excess of 45 hours.

Flight Pay Rate:

Rate (based on seniority) used to calculate the monetary value of accumulated flight time credited in excess of forty-five (45) hours.

Flight Status:

Designates whether a flight attendant is eligible to fly (on the payroll).

Flight Time Log:

A complete record of relevant information for a given rotation that has been flown. This information includes, but is not limited to: flight attendants assigned to the rotation and guarantee details, flight times and pay credits earned, and expenses as broken down by duty period. Totals on all the data is accumulated and listed for the rotation.

Flight Time Log Exception:

A record created when a situation for a rotation fails an audit and Scheduling must review to ensure proper pay.

Front-end Spillover:

The front (first) portion of a transition pairing that exists in the originating bid period.

FTI: See *Inability to Cover Assignment*.

Full Pay Benefits:

Benefits for which a flight attendant on full-time duty is eligible.

- G -

Guarantee:

Used to indicate one of two situations.

- (1) Minimum guaranteed flight pay credit(s) to provide adequate compensation for specific situations, such as trips that have low flight time, but high time away from base. Usually referred to as "credit rigs".
- (2) Individual pairing guarantee ensuring pay credit for scheduled or actual flight time, whichever is greater. Usually referred to as trip guarantee and most often associated with pay protection situations.

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GUAR:

Acronym used to indicate pairing is paid the greater of the rotation flown or the scheduled rotation.

- H -**Holding Pay:**

Pay for flights delayed at the gate for one hour or more past scheduled departure time with passengers on board.

Home Base:

The base (domicile) to which a flight attendant is assigned.

- I -**Illegal:**

Status of a flight attendant who may not operate a flight because training qualifications are not up to date or FAR legalities for rest are not met.

Illegal Preference, Illegal Bid:

A request which is impossible to grant, for example, a preference for a language position for which the flight attendant is not qualified, for a pairing requiring a visa or aircraft qualification not possessed by the flight attendant, or specifying a co-terminal which does not exist in the base. Note: *No warning will be given by the CBS when illegal bids are submitted.*

Immediate Family:

For the purpose of emergency leave of absence (ELOA), immediate family includes employee's spouse, children, parents, parents-in-law, grandparents, grandparents-in-law, brothers/sisters, brother/sisters-in-law, and wholly dependent relatives residing in the employee's house-hold. NOTE: Stepparents are included if you lived in your stepparents' household on a permanent, full-time basis year round, in a normal parent-child relationship with your stepparent prior to your 18th birthday.

Inability to Cover Assignment (FTI):

Infraction by a flight attendant who Delta determines is unable to cover a scheduled assignment (including training) due to circumstances beyond her/his control (i.e., snow/ice, accident).

Inactive Log:

A record for a flight attendant who did not fly, but for whom pay is due; such as sick leave or vacation. The log can cover just a few minutes or an entire month.

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Insufficient Bid or No Bid:

If a flight attendant fails to bid, or bids an insufficient number of preferences, the flight attendant will be awarded a schedule based on any "until further notice" bids previously entered in the CBS system. If no bids are entered, the CBS will attempt to award a schedule with a medium line value and regular position, however, assignment to Flight Leader or LOD trips is possible.

International Flying:

All flying between points in the 48 contiguous United States, inclusive of the District of Columbia and points in Alaska, Bermuda, Canada, the Caribbean, Central/South America, Hawaii, and Mexico. (Certain South American destinations such as Rio de Janeiro, Sao Paulo, Santiago, and Buenos Aires; and long-haul Hawaiian segments such as ATL-HNL and CVG-HNL qualify as **Transoceanic**. See *Transoceanic*.)

International Program:

A program with a specific number of slots for which flight attendants bid to fly transoceanic pairings.

- J -

Jetway Trade:

A one-way swap between flight attendants from the same base for a portion of a trip. Segment swaps are limited to splits within base cities, and may not be combined by the receiving flight attendant with an existing duty period. No more than one split per rotation is allowed.

- K -

K-Line/K-Position:

Letter indicator for a variable staffer position.

- L -

Language of Destination (LOD) Commitment:

Flight attendants hired for their language skills are committed to the LOD program for a two-year period from date of hire. Flight attendants whose language tuition is reimbursed by the company are committed to the LOD program for one year.

Language of Designation (LOD) Program:

Program established to ensure foreign language-qualified flight attendants are assigned to designated flights with non-English speaking destinations.

Language-qualified:

Flight attendant who is recognized by Delta as a qualified speaker of a language(s) of destination.

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Late Notification of Illness:

Calling in less than three hours prior to scheduled report time. Flight attendant may be subject to Administrative Action for late notification.

Late Report:

Authorized reduction of the normal one hour report time to thirty (:30) minutes by Crew Tracking to restore required minimum rest on a layover. Does not affect pay.

Layover:

A period of rest during mid-rotation when a flight attendant is released from duty.

Leg: See Segment.

Legal Break:

The minimum scheduled rest period from scheduled release to scheduled report time.

Load Factor Control:

Load factor control in Scheduling Operations Support monitors the flights authorized for additional flight attendant staffing and covers segments as needed. Scheduling personnel working Load Factors utilize an optimizer and/or manually create load factor pairings.

Load Factor Flight(s):

A flight segment is designated as a load factor segment as determined by service requirements, aircraft type, and customer load. A load factor flight is a designated load factor segment reaching the preset customer reservation total requiring the assignment of an additional flight attendant. The threshold (number) of customers which would warrant load factor staffing for each designated flight is indicated in the monthly bid packet. Approximately 10% of the booked customer count are considered as "no-show" in determining load factor coverage.

Load Factor Pairings:

A series of flight segments consisting of required load factor flight segments, routing legs, or deadhead legs. Load factors pairings are placed in open time no more than 5 days in advance. Load factor pairings will be covered using active pick-up requests and ADAY holder preferences or assignments. You may not swap a regular pairing for a load factor pairing in open time. However, you may swap a load factor pairing for a regular pairing.

LOD Assignments:

The assignment of unbid LOD positions to qualified flight attendants in reverse seniority order, respecting preferences to the extent possible.

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Log:

A record designed to keep track of specific information to be used in scheduling and/or payment of flight attendants.

Long-term Preference:

A set of preferences including report time, release time, day of the week off, etc., used to indicate a continuing preference for a type of flying or off time.

- M -

Managed Time Out:

Approved removal from a trip or a portion of a trip due to a personal emergency or a compelling or problematic circumstances that occur within 24 hours of scheduled report.

MAVL:

Schedule code indicating flight attendant is required to be on mandatory availability when severe irregular operations has been declared because she/he has lost time.

Mid-Rotation Removal:

Mid-rotation removal occurs when a flight attendant requires being relieved of his/her duty and does not finish flying that rotation. A mid-rotation removal may occur for various reasons, but is usually the result of a sick or injured flight attendant.

Minimum Rest:

The amount of time necessary before a flight attendant is eligible to begin another duty period.

Minimum Staffing:

The minimum number of qualified flight attendants required by the FAA to legally operate a particular aircraft type.

Minutes Under Schedule:

The time difference between the actual flight time of a rotation and scheduled flight time of a rotation when the actual is less. These minutes under schedule are reflected in the pairing display and are guaranteed by rotation.

Monthly Bid Award:

The process of awarding pairings, ADAY blocks, and days off in base seniority order within the appropriate categories of qualifications.

Monthly Improvement/Pick-up Vacation Bid:

Process by which a flight attendant can bid to pick up or to improve a vacation already awarded. Bids processed in seniority order including both pick-up and improvement requests once a month on the 7th.

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Move Up (M/U):

A move-up is a last minute swap to move from a position on one pairing to a specialty qualification, higher premium pay position or recognized higher category on a different pairing in open time one calendar day or less in advance of the scheduled departure of the requested pairing. See *Schedule Changes, Move-Up Chart* for allowable move-ups.

Move Up-Out-of-Base:

Exception allowing an LOD-qualified flight attendant to move-up from a non-LOD position to an open LOD position on a pairing in another base.

MTO:

Managed Time Out may be used to drop or delay flying when a flight attendant cannot report to work. This is usually due to compelling and problematic circumstances such as airport closures or severe weather, family emergencies, leave for non-ELOA funerals.

Must-Take Vacation:

When a flight attendant has remaining days in her/his vacation year, and there is a shortage of vacation periods available, she/he is subject to being assigned a must-take vacation during a period of time which is available.

- N -

NALT:

Schedule code put on a flight attendant's schedule when no alternate pairing was assigned during an availability period.

NAVL:

Schedule code put on a tripholder's schedule when she/he has met the requirement for pay protection and is off availability.

No Show: See *Failure to Cover Assignment*.

Non-Fly Credit:

Flight time credit given when a flight attendant is on duty, but not actively flying (i.e., airport standby, 1 for 2 credit).

Non-Scheduled Deadhead:

A deadhead segment which part of a reroute and is scheduled after departure of a pairing from a flight attendant's home domicile.

Non-Scheduled Flight:

Any flight not shown in the timetable or monthly bid packet (i.e., publicity flights, unscheduled stops, ferry flights).

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North American Flying:

For the purpose of determining the block hour limitations, all flying solely between points in the 48 contiguous United States and the District of Columbia and any flying included within the same duty period as any flying within the contiguous 48 U.S. to/from points in Canada, Mexico, the Caribbean, Bermuda, Central/South America, and Alaska/Hawaii.

- O -

O.C.C. (Operations Control Center):

Acronym for Operations Control Center, which monitors the status of the operation, maintains regular two-way contact with all stations, forecasts the operational outlook, provides leadership for operational reliability initiatives and centralized information during daily and irregular operations, establishes follow-up and operational check-points, assists in disseminating company safety and security information to stations, and communicates and coordinates emergency response and daily operational decisions. This area consists of Flight Control, Equipment Control, Maintenance Coordination, Crew Tracking, Atlanta Radio, Meteorology, and representatives from all operational areas (In-Flight Service, Flight Operations, Airport Customer Service).

OJI:

Acronym for on-the-job injury.

On-Board Manual:

Manual containing safety and compliance procedures necessary to comply with Federal Aviation Regulations and company policy. Manual must be up-to-date at all times and accessible when performing duties.

One-for-Four (1 for 4) Duty Credit:

A credit rig that pays one hour of pay for every four hours of time away from base (TAFB) on a given rotation.

Open Period for Bidding:

The time during which the computer accepts bids for schedules, program participation, etc.

Open Time:

The pool of open positions by pairing number that have not been assigned to any flight attendant. Obtained on a first-come, first-served basis until two calendar days prior to a day of operation when Scheduling manages the coverage process using flight attendants on availability for pay protection, access day preferences, move-ups, etc.

Optimization (related to loadfactor pairings):

Computer function by which flights exceeding a preset passenger booking level are optimized into pairings for the most efficient coverage.

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OSS:

Acronym for Operations Support System which is the system in which pairings are displayed.

- P -**Pairing:**

A series of flight segments involving one or more duty periods which depart from and return to a particular base (domicile), including deadheading. Also may be called rotation, trip, pattern or sequence.

Pay Anniversary Date:

The date a flight attendant is eligible for annual pay increases.

Pay Log:

A record of pay time for one flight/one pairing, or a record of pay for an inactive status.

Pay Log Exception:

A record created when a situation or condition fails an audit requiring review by scheduling personnel to ensure correct pay.

Pay Period:

A 30-31 day period used to determine base and flight pay credits that usually (but not always) follows the calendar months.

Period of Availability:

The period of time during which a tripholder on pay protection must be available for an alternate assignment.

Personal Leave of Absence (PLOA) - Hardship:

Unpaid leave of absence which may be available under circumstances in hardship situations.

Personal Leave of Absence (PLOA) - Health of the Baby:

Unpaid leave of absence which may be available following maternity leave if employee is unable to return to work due to the health of a new born or for breastfeeding.

Pick-ups:

A request by a flight attendant to add an additional specified pairing(s) to her/his schedule, removing the position (pairing) from open time or from another flight attendant's schedule.

PLOC: See *Company Convenience Leave of Absence*.

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Position:

Each pairing has a specified number of positions to be filled. For each position a flight attendant is required and an alpha character is added to the pairing number to denote a position for that crew member (e.g., 2367A, 2367B, etc.).

PPT:

Personal paid time off for scheduled or unscheduled time off. Scheduled PPT may be bid in advance and unscheduled PPT is used for occurrences such as sickness or injury.

Preference:

A bid for a specific rotation or duty type, or for a category of flying, standby, ADAYs, or time off from duty.

Preference, for Access Day Trip or Standby:

A request for specific trips, types of trips, or standby duty periods which are open/become open during the last 2 calendar days prior to a date of operation.

Preference, Monthly Schedule Bid:

An individual bid which indicates desired trips or standby duty, desired time off, and desired types of trips by report time, release time, layover, start date, number of days operating, position, etc.

Premium (skill-based) Pay:

Additional pay per flight hour authorized when a flight attendant is scheduled in the Flight Leader or LOD position.

- Q -

Qualification(s) (QALS):

A code which denotes the successful completion of training and/or testing of a specific skill such as an aircraft equipment type, international training, or cabin leadership. A flight attendant's qualifications are listed in the QALS file.

- R -

Recurrent Training Classes:

Annual training class required to maintain flight attendant qualifications. Flight attendants are automatically assigned the month they must attend (base month) and then may bid for a specific date.

Reduced Rest:

A legal rest period as set forth in F.A.R. 121.467 which is less than the prescribed minimum rest for a specified scheduled duty period length. The reduced rest period may be scheduled in advance or may be a result of change(s) during daily operations. Whenever reduced rest is received, the next rest period has a greater (compensatory) minimum rest requirement.

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Replacement Flying:

New flying assigned by Crew Tracking to replace all of a canceled or disrupted pairing.

Report Time:

The time a flight attendant must be present for an assignment; a pairing, standby duty, or training/meeting.

Report Pay:

Pay authorized when a flight attendant reports for duty at her/his home base and does not fly or receive other flight time pay credit due to pairing changes or cancellations.

Reroute:

A general term indicating change(s) in a pairing. Same as rescheduled.

Reroute Monitor:

This function processes all flight attendant reroute transactions sent from the ACP crew scheduling reroute system through connectivity to the DBMS crew scheduling system. Whenever ACP updates a rotation, the transaction is sent to DBMS in order to apply the update to the DBMS data base.

Reroute Subsystem:

This system in OSS ensures that all flights are covered by pilots and flight attendants adhering to company policies, pilot contracts, and FAA regulations. This system interfaces with the Flight Planning System in order to analyze changes in flight operation, such as delays, cancellations, and equipment changes which affect crew coverage. It also interfaces with the Pilot and Flight Attendant Crew Scheduling System in the DBMS in order to maintain crew member schedules and pay logs.

Rescheduled:

When a change in routing, flight itinerary, flight number (except stubouts) or cancellation occurs resulting in different flight segments than published (scheduled) for the duty period.

Rotation: See *Pairing*.

A master pairing that has been assigned to a specific date. The following terms are frequently used interchangeably even though they may not technically have the same meaning: Rotation, Trip, Pairing, Trip Pairing, Master Pairing, Master Trip Pairing.

RRST:

A schedule code used, when necessary, to break duty and to designate a 24 hour release from duty for a flight attendant to meet the F.A.R. 121.467 rest requirement of 24 hours rest in each 7 day period.

Work Rules Glossary

- S -

Scheduled:

Applying to either flight time or duty time as published without any changes.

Scheduled Deadhead:

A deadhead segment which was scheduled (known) prior to departure from domicile.

Scheduled Flight Time:

The published flight (block) time for all scheduled flights listed in the timetable, and extra sections, used by the company for flight pay purposes.

Segment:

A flight involving a take-off from one airport and landing at another airport.

Severe Irregular Operations:

When a major natural or man-made catastrophic situation occurs which severely affects one or more major hubs, causing massive cancellations or shutdowns. The Sr. Vice President of In-Flight Service (or designee) will announce the situation describing the cause and expected duration.

Ship Number:

A number on the aircraft tail used to track and identify the individual aircraft.

Short-Staffing Pay: See Crew Compensation.

Shuttle: Delta Shuttle

Hourly service between DCA, LGA, and BOS.

Special Assignment (S/A):

An assignment to work for the company in a capacity different from one's normal job responsibilities.

Spillover: See also Transition Pairing.

A pairing which extends beyond the bid period in which it begins and into the next bid period.

SPT:

A PPT code on a schedule indicating Scheduled Personal Time off.

Standby:

A flight attendant on-duty at his/her domicile awaiting potential assignment to a flight. Airport duty which usually lasts for four hours or until the flight attendant receives a flight assignment, but may be longer. Standby flight attendants assist with boarding and preparing flights for departure as assigned by Scheduling or In-Flight field personnel.

Work Rules Glossary

Stand-Up Turn:

An airline term referring to an all-night turnaround.

Station:

A city to which Delta flies.

Status Code:

A two to four letter code that indicates the reason a flight attendant did not fly, or how a rotation was placed on his/her schedule. Specific information on individual status codes can be found in the status code table accessed by the demand code 'SCDS'.

Stubbed Flight (Stubout):

An originated flight which is added due to late arriving equipment. It replaces the originally scheduled through flight using another aircraft. A stubout is not a reroute or reschedule.

Surface Deadhead Pay:

Pay authorized to flight attendants for ground transportation between co-terminals or other stations.

Swap:

Any exchange of pairings, training, meetings, or vacation between flight attendants or with open time. Also called trades.

- T -

TAFB: See *Time Away From Base*.

TASG:

Schedule code indicating flight attendant is on temporary special assignment.

TDOT:

Schedule code for a trip dropped into open time without pay by request of the flight attendant. Also used to drop an ADAY without pay by flight attendant request.

Terminating Leg:

The final leg of a pairing.

Temporary Duty (TDY):

When a flight attendant is assigned temporarily to a different base for trip coverage or standby duty. May require an overnight stay in the base of temporary assignment.

Work Rules Glossary

Time Away From Base (TAFB):

The total elapsed time from the report time of an assignment to the release time of the assignment.

Total Rotation Credit:

Block time plus any applicable credit rig time such as duty period average, 1 for 4 credit time, or 1 for 3.5 credit time.

Trade: See Swap.

Transition Pairing(s):

Pairings with flight time scheduled on the last days of the bid period that change for the purpose of transitioning to the schedule in the new month. These pairings are identified on the bid packet and may be either shortened or extended to have additional days of flying.

Transition Processing:

From month to month, the company may change flight times, alter routes, or cancel flights altogether. Transition (spillover) pairings for one month are built based on the assumption that flights will not change for the next month. When changes do occur, the back end of the associated spillovers are often rendered obsolete. Transition processing recognizes the affected pairings and makes the necessary adjustments to them.

Transoceanic Flying:

Flights between points within the 48 contiguous United States, inclusive of the District of Columbia and points in Europe, Asia, and specified South American destinations. See also *International Flying*.

Trip Coverage:

The process of assigning flight attendants to positions still in open time.

Trip Drop:

Removal of a pairing from a schedule either by flight attendant request or to accommodate a training, meeting or special assignment. Trips dropped by flight attendant request for the purpose of additional time off will not be pay guaranteed. Pay for other trips dropped is specified by the company, e.g., 2:45 per day pay for jury duty, no pay for trips removed for voluntary base transfer, no pay for trips removed for recurrent training assignment.

Trip Trade Balancer:

A function of DBMS which will preserve flying for ADAY flight attendants during open time running and support efficient use of crew resources by balancing the number of open positions with ADAY flight attendants, leaving a buffer to cover operational needs. Allowable open time schedule changes including pick-ups, swaps, and drops, will be guided by the parameters in the Trip Trade Balancer. This function will be managed by Scheduling in cooperation with In-Flight Management and Crew Resources.

Work Rules Glossary

Turnaround:

A pairing consisting of only one duty period.

- U -

Unpaid Maternity Leave of Absence:

An unpaid leave of absence without benefits which may be requested by flight attendants who are pregnant prior to being certified as disabled under the Family-Care Disability and Survivorship Plan.

- V -

Vacation Assignment:

Vacation assigned to a flight attendant who has unbid earned vacation time.

Variable Staffing Flight Attendants:

These flight attendants are positioned to balance staffing. Variable Staffing flight attendants may join a crew at either trip origination or mid-rotation. Their direct supervision during the pairing will be the Flight Leader for the current flight leg.

Variable Staffer Pairing:

Published pairing in the bid packet for a single flight attendant position. The pairing should be covered using normal trip coverage procedures.

VRU:

Acronym for voice response unit which provides automated response to or call direction for telephone calls.

- W -

Waive:

To relinquish. To pass on the application of a specific policy such as Delta rest requirements. F.A.R. duty limitations and rest requirements may not be waived.

- XYZ -

- SYMBOLS -

@	Designates ADAY responsibility concurrent to a trip awarded or assigned on an ADAY.
>	Greater than
<	Less than
=	Greater than or equal to
≤	Less than or equal