



Carmen Crew Requests

Carmen Crew Requests makes it possible to take crew preferences into account when creating rosters. The product option includes management of crew requests in the roster optimizer, analysis reports and the internet request entry system, InterBids.

The most important outcome from introducing crew requests is that the majority of the crew community will feel that they can influence their rosters. The Carmen Crew Requests option supports a variety of request models. The different models can be combined into a tailor-made process that supports the individual operator's precise requirements.

Individual priority

It is possible for the crew member to rate requests differently. Free weekends can be a top priority for one person, while early checkouts or specific layover stations are more important for others.

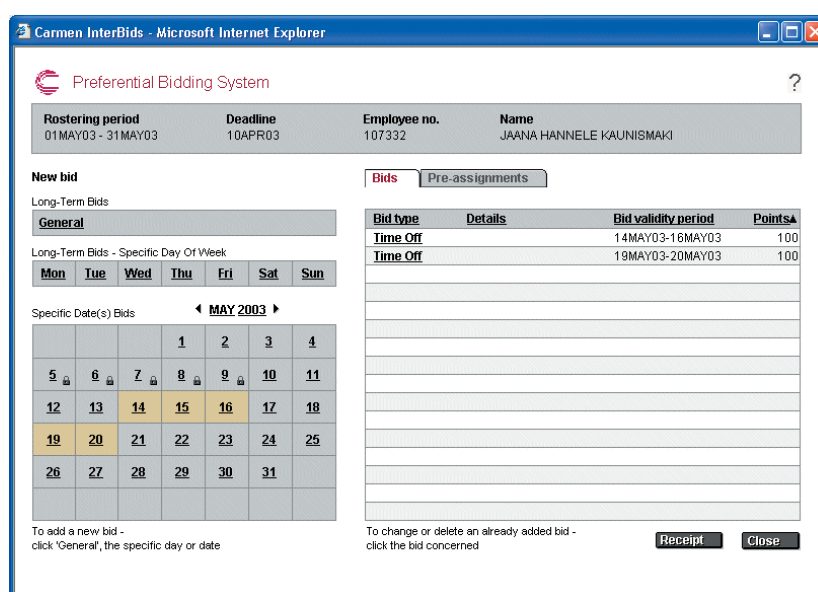
Dream rosters

It is possible to create a dream roster, where all crew members are treated as being the most senior. In such a roster a very popular flight can be planned with a big surplus of pilots. This is irrelevant for production planning, however, it is useful to show the individual crew member what is realistic or even possible to obtain. This has proved to be a good way of managing expectations.

Cost and process control

To remain in control of the total costs and stability it is possible to define exactly how much more expensive the solution may be (in terms of higher cost or lower stability) in order to increase the number of granted requests.

Since all request types and analysis reports support the Carmen Rave language it is possible for the client to adjust how requests are interpreted and to introduce new request types. Given that both the available set of requests and the entire request process may change over time, it is important that the client is able to adjust the system.



The crew request entry system, InterBids, currently showing two general requests (check-in after 10:00 and short pairings) and one dated request (time off November 11-12).

InterBids

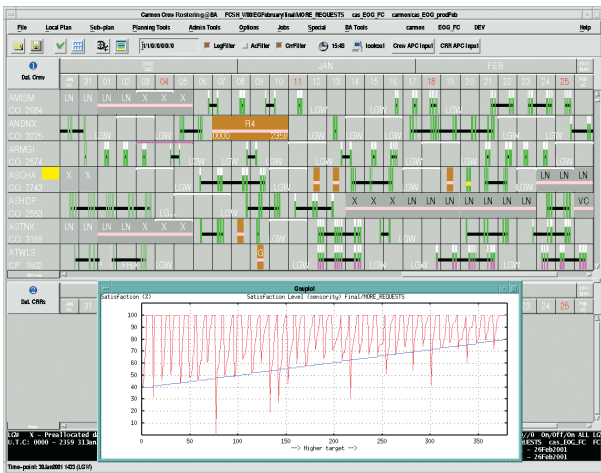
The Internet crew request entry system allows requests to be entered from any location.

It is possible to enter requests for basic roster properties such as: specific destination or late checkouts on Wednesdays, a weekend off and also for more complex requests like, "Give me a pairing with a check in after 9:00, if it has a layover in Göteborg that is at least 14 hours long". The exact set of available requests depends on the individual client's requirements and regulations.

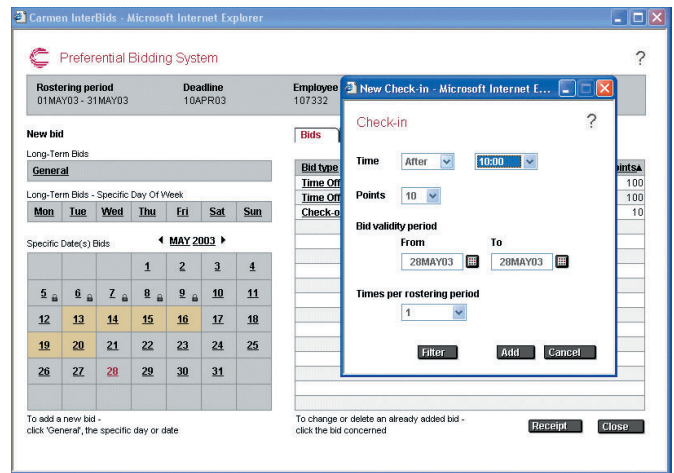
InterBids provides a filtering mechanism for available pairings, a view of pre-planned roster activities, request printouts and many more additional features.

Technical information

- Supports Carmen Rave and Carmen's report generator
- Flat file request import format
- InterBids with Oracle crew request database
- InterBids is supported both for Windows and Unix platforms



Carmen Crew Rostering showing a roster with granted crew requests (white marker means granted request).



Adding a crew request.

Questions & Answers

How can you manage crew expectations?

The most vital way of managing expectations is not to promise what you cannot deliver. The introduction of a crew request system will not automatically mean that everyone can completely design their own roster. All flights still have to be carried out, and some destinations or pairings may be more attractive than others. However, it is possible to indicate for the crew member what is realistic, and to show how the entered requests can be combined. This is done by producing a dream roster that displays what the roster would look like if the crew member's entire requests are granted.

The dream roster can also include fairness criteria. For example, if free weekends are very popular, the dream roster can be set to only grant a few free weekends per roster. This will indicate to the crew member that it is not realistic to expect all weekends free. The dream roster can be delivered with the real roster, or it can be accessed directly on the internet.

Does Carmen Crew Requests work for cabin crew as well?

We have Carmen Crew Requests in production for both cabin and cockpit crew. On average, the main difference seems to be that cabin and cockpit crew ask for slightly different request

types. For cabin crew it is often important to be able to exactly specify what kind of working content is preferred (e.g. "I only want flights to XXX airport if I can have very few legs in that pairing and will be able to check out early"). Another factor is that some cabin crew are less familiar with computers than cockpit crew, which has increased the need for the crew request entry system to be user-friendly.

We already have a crew request entry system, that our crew members are used to. Can we still use that?

Carmen InterBids is offered as a possibility for clients that don't have, or do not wish to develop, their own crew request entry system. However, Carmen Crew Rostering and Carmen Roster Maintenance can also produce rosters with individual crew preferences, even if the crew requests come from another request entry system.

If you have any questions about Carmen Crew Requests functionality, please contact us at carmen@carmensystems.com



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