



# 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.

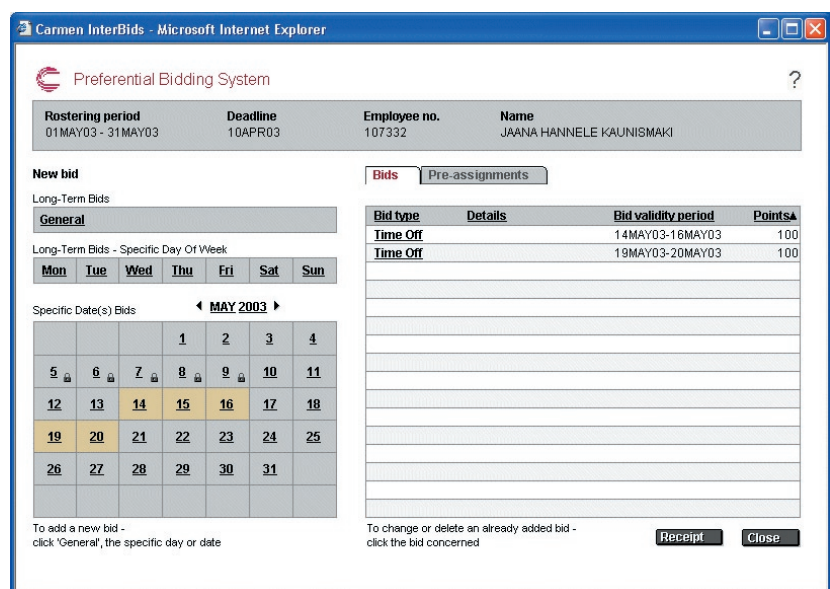
## Dream rosters

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 trip can be planned with a big surplus of drivers. 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, costs 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

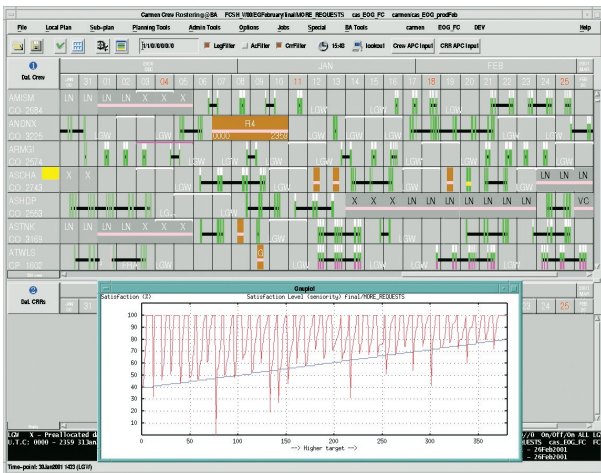
The Internet crew request entry system allows requests to be entered from any location.

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 production still has 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.

## Can the cost of crew requests be controlled?

It is possible for an individual client to define exactly what potential cost increase or stability decrease is acceptable to receive an even higher ratio of granted crew requests. It is not allowed to increase the total cost or reduce the overall stability of the solution in order to grant more crew requests.

## How does the system prioritize between crew members?

The crew requests system is able to prioritize between crew members based on seniority, fairness, granted crew requests in previous planning periods or through any combination of the above criteria.

*If you have any questions about Carmen Crew Requests functionality, please contact us at [carmen@carmensystems.com](mailto:carmen@carmensystems.com)*



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