



Delta Irregular Operations (IROPS) Roll Call User Guide

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[Introduction to Roll Call](#)

Roll Call is an efficient tool that can allow two-way communication between Delta crewmembers and Crew Scheduling, Crew Tracking and Hotel Accommodations. The new Roll Call interface can send an email to Crew Scheduling, Crew Tracking or Hotel Accommodations when a crewmember has a need based upon the crewmember's responses to questions that appear when the crewmember logs-in to iCrew or iCrew Mobile during an IROP. (The exact Roll Call questions are presented later in this User Guide.)

The Roll Call interface is designed to help crewmembers receive the assistance they need during an IROP event by providing an additional communication channel when previously, crews experienced telephone response delays or no response at all.

The ultimate aim of Roll Call is to provide crewmembers with another tool to communicate with the company during IROPS and expedite Delta's return to normal flight operations. It is important to manage your expectations with regard to the Roll Call interface as not all circumstances related to an IROPS event can be foreseen. Also, keep in mind that as more automation becomes available, we will continue to improve the Roll Call interface; this is only the second phase of a longer-term solution. In fact, the Roll Call interface is but one piece of a complex puzzle of many improvements that aim to mitigate disruptions to Delta's flight operations, provide better service to Delta crewmembers and improve customer service while expediting the Company's return to normal flight operations.

Purpose of the Roll Call User Guide

This User Guide is designed to provide general information about Roll Call and guidance on how the program will be used. You will find graphical depictions of the screens you can expect to see when using the system. This document will be available in the Secure Content Locker and on the DeltaNet PBS and iCrew Resources Library web page as well as the Electronic Flight Bag (EFB) page on DeltaNet.

Accessing the Roll Call Interface

The Roll Call interface will not be active at all times. Expect Roll Call to be turned-on when the OCC determines its phone systems may become over-saturated during an IROP and additional support personnel are available to support Roll Call.

When the Roll Call interface is turned-on, it will be announced via all available Delta communication channels (i.e., Delta Vision screens in pilot lounges, Critical Ops email updates and DeltaNet). When a crewmember logs into iCrew or iCrew mobile when Roll Call is activated, the Roll Call question screens appear. Specifically, crews will be presented with various questions and prompted to make selections from a list of answers. If a "need" is identified as the questions are answered, the need request will be routed via email to the most appropriate department who can address that need (i.e., Crew Scheduling, Crew Tracking or Hotel Accommodations). Not all responses will generate a "confirmation screen." A confirmation screen only appears when an e-mail is sent on behalf of the crewmember that has a need. If no need is identified, the last Roll-Call question response takes the crewmember directly into iCrew.

A series of Roll Call screenshots follow to display what a crewmember can expect to see during an IROP when Roll Call has been activated.

Basic Roll Call Questions and Screen-Shots

- **Where are you right now?**
- **Have you started your rotation?**
- **What do you need?**

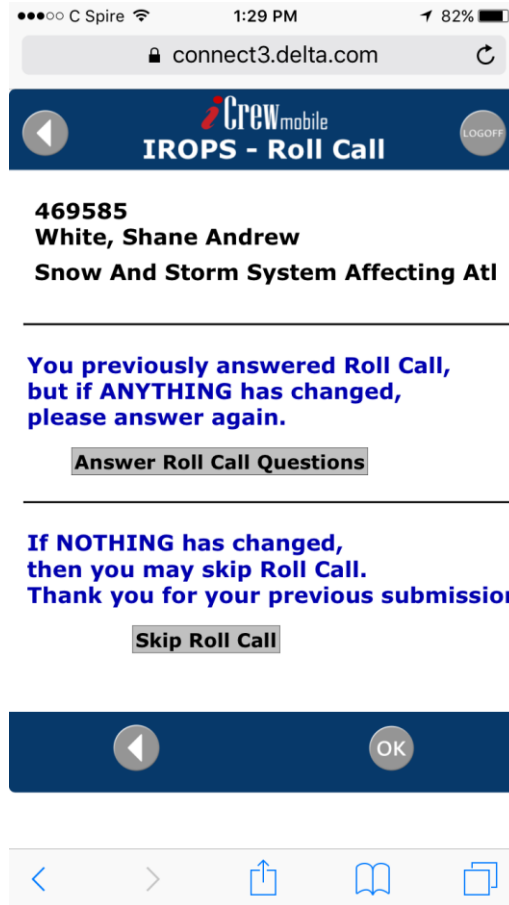
The above questions are designed to facilitate routing an e-mail to the appropriate stakeholder when necessary.

As previously stated, after the OCC determines it is necessary to activate Roll Call, a crewmember attempting to login to iCrew from a mobile platform will see the screen below. (Note: Using Roll Call on a desktop computer allows a crewmember to input the same responses but the screens look slightly different than on your mobile device.)

Begin by logging on to iCrew by entering your six digit employee number and password and then pressing “Login.”

The screenshot shows a mobile browser interface. At the top, the status bar displays "Back to DeltaNet", "1:48 PM", and "79%". The address bar shows "connect3.delta.com". Below the address bar is a dark blue header with the "iCrew mobile Login" logo and a "LOGOFF" button. The main content area contains two input fields: "Employee Number:" with the value "469585" and "Password:" with masked characters. A blue "Login" button is positioned below the password field. At the bottom of the screen, a mobile navigation bar includes back, forward, share, bookmark, and tabs icons.

Next, you will be presented with the Roll Call questions. If you previously answered the Roll Call questions, you will be prompted to either select "Answer Roll Call Questions" or "Skip Roll Call." If it is your first time logging onto iCrew since IROP or if you need something to be resolved, click "Answer Roll Call Questions."



This screen defaults to your iCrew data which Delta has on file to save you time. First, if changes are needed, enter your phone number, nearest airport, and email. Then, click on one of the answers to the "Where are you right now" question and click the OK button. In this example, the crewmember checked that he is at home then clicked "OK."

The screenshot shows a mobile browser interface for the Delta iCrew app. At the top, the status bar shows 'C Spire' with signal strength, '1:30 PM', and '82%' battery. The address bar displays 'connect3.delta.com'. Below the address bar is a dark blue header with a back arrow on the left, the 'Crewmobile' logo in the center, and a 'LOGOFF' button on the right. The main content area displays the following information: '469585 White, Shane Andrew', 'Rotation:', 'Phone: 6784801111', 'Current/Nearest Airport: ATL', and 'Email: TEST.PILOT@GMAIL.COM'. Below this is the question 'Where are you right now?' followed by the instruction 'Select only one answer'. There are six radio button options: 'At airport', 'At hotel', 'In transit to airport', 'At home' (which is selected), 'On a flight', and 'Other'. At the bottom of the form is a dark blue bar with a back arrow on the left and an 'OK' button on the right. Below this bar is a standard mobile browser navigation bar with back, forward, home, and tabs icons.

After answering the “where are you right now” question, the next question will be “what do you need?” In this example, the crewmember answered that his location didn’t match his rotation and clicked the “OK” button:

469585 White, Shane Andrew
Rotation:
Phone: 6784801111
Current/Nearest Airport: ATL
Email: TEST.PILOT@GMAIL.COM

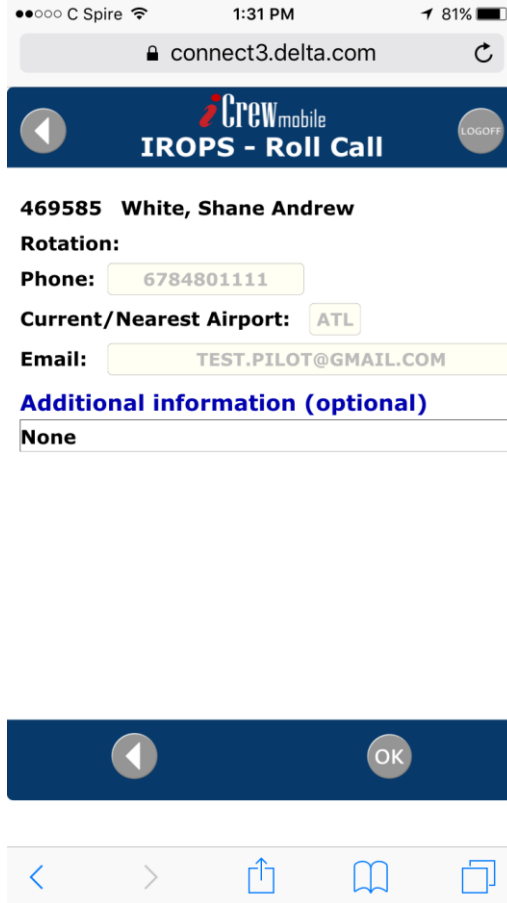
What do you need?

Select only one answer

- I do not need anything
- My location does not match my rotation
- I am below minimum rest
- I am delayed reporting to airport
- I need to be checked in for my flight
- I need positive space travel to work
- I need positive space travel to training
- Hotel reservation
- Transportation
- I am available for duty

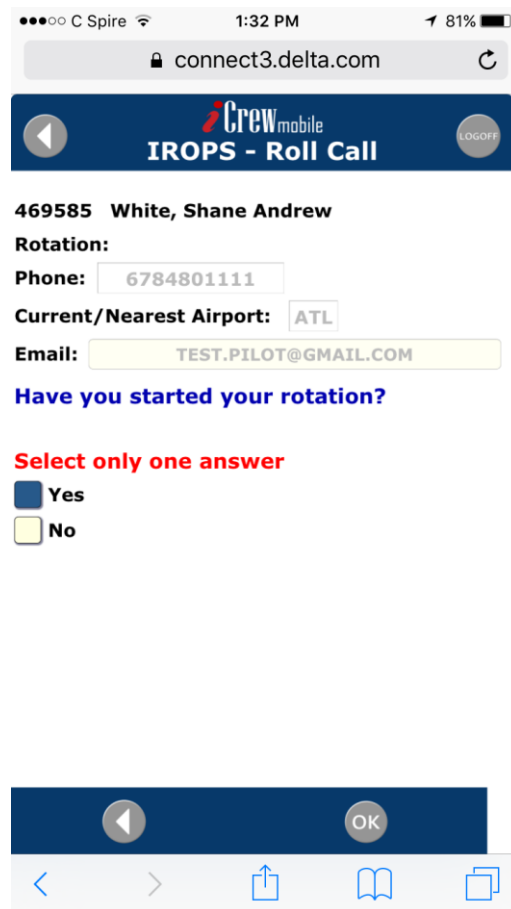
OK

Following the “what do you need question” and based on the pilot’s response to that question, an optional “additional information” page pops up. In this example, the pilot answered “None.”

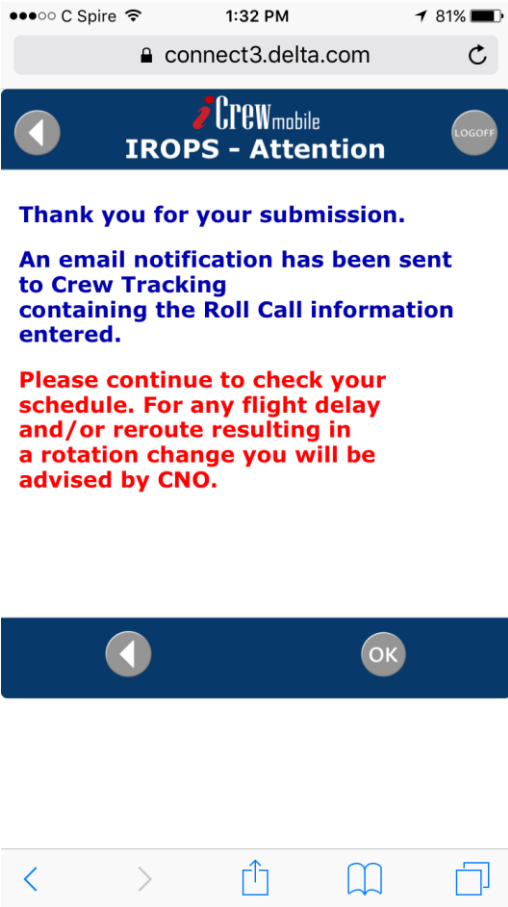


The pilot will next be asked whether or not he has started his rotation. This question helps route an e-mail to either Crew Scheduling or Crew Tracking, as appropriate. *(Note: After initial sign-in, flight crews are managed by Crew Tracking. If the crewmember has not signed in for the initial leg of the rotation, Crew Scheduling manages the crew.)*

This pilot answered "yes" that he had started his rotation and then clicked "OK."

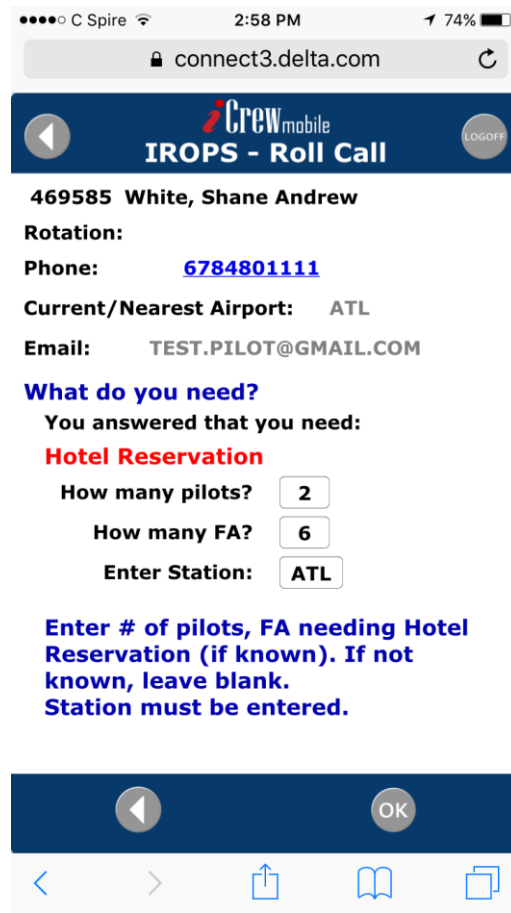


Finally, the crewmember *may* receive a pop-up that acknowledges the crewmember's Roll Call submission. Again, please note that no confirmation is received if the question responses did not indicate a need where an e-mail was sent on the crewmember's behalf.

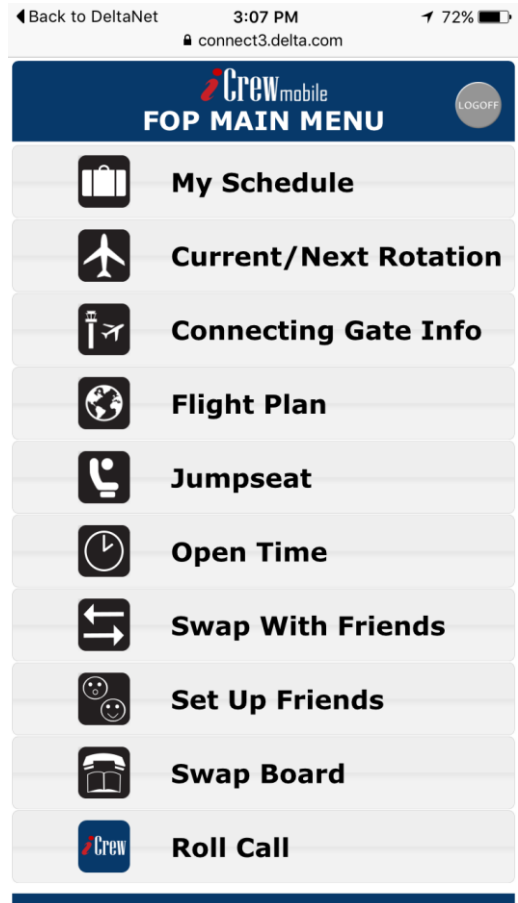
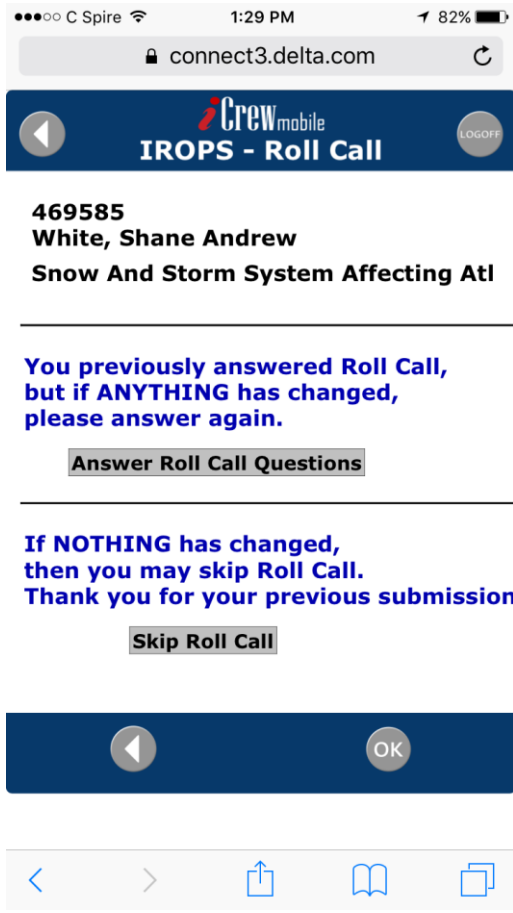


If a crewmember has more than one need, he will need to log-out of iCrew and then log back in to generate another series of Roll-Call questions.

In this example, a crewmember also needed accommodations, so he followed the question path to arrive at this screen where he specified the number of pilots and flight attendants who need accommodations and the location where the accommodations are needed:



After completing all your requests, Roll Call will continue to pop-up if the operation is still in IROP when you sign into iCrew. If you have no further needs, press "Skip Roll Call." This selection will redirect you to the iCrew FOP Main Menu.



The Roll Call Dashboard

A Roll Call Dashboard will be developed that can be activated when Roll-Call is turned on. It will allow crewmembers to see updated information regarding the rate at which the Company is able to respond to inputs to the Roll Call System. Separate notifications will be provided as dashboard functionality becomes available. Initially, the dashboard will only be available on DeltaNet, with a mobile-friendly dashboard accessible through <http://icrewmobile.delta.com> being considered as a desirable “fast-follower.”

What you can expect from Roll Call

After a crewmember has answered the Roll Call Questions, an e-mail will be generated and sent to a Delta manager if the crewmember has a need that is reported when they answer the Roll Call questions. Delta Crew Scheduling, Crew Tracking, Hotel Accommodations or Pilot Support Center personnel will work the e-mail queue and attempt to address the crewmember’s need as expeditiously as possible.

The basic principle of Roll Call is to off-load communication requirements from OCC personnel who are actively solving IROP problems. Roll Call allows communications via your PED or any internet-connected computer that can access iCrew and leverages email to queue up needs for OCC support personnel.

Depending on the need, the OCC personnel may call or e-mail the crewmember or simply fix the problem without notifying the crewmember. Depending on the severity of the IROP, not all crewmember needs may be closed with a direct response from a person. An example of this is a rotation that needs adjusting. Crew Tracking may fix the rotation and allow the Crew Notification System (CNS) to auto-notify the crewmember.

While Roll Call is an enhancement to the existing phone system of communication, Delta is continuing to invest significant resources into providing additional support for crewmembers during an IROP. Other upgrades Delta is making include new OCC phone systems, computer systems, expanding OCC employee “work-from-home” initiatives during IROPs to increase the workforce and help the airline operate during (and recover rapidly after) an IROP event.

Frequently Asked Questions

Q: What type of Flight Operations communications should crews expect?

A: Crewmembers will be notified via the DeltaNet homepage, e-mail and screens in pilot lounges that Roll Call is active. Additionally, crewmembers will see the Roll Call question screens when they log into iCrew.

Q: Will the Surface have this functionality?

A: Yes – if connected to Wi-Fi. Crewmembers can use the <http://icrewmobile.delta.com> address to access iCrew, which will go directly to Roll Call when it is active.

Q: What if your needs change (i.e., you needed transportation and got it, but now need a hotel room)?

A: The crewmember can simply log-out of iCrew and log back in. When Roll Call is active, the question screens will re-appear every time a new log-in occurs. Delta staff working the queues will look for multiple responses from the same crewmember and attempt to make sure they are using the most recent data.

Q: What if “I need a hotel” and “my rotation doesn’t match my location?”

A: Similar to the above, you will need to answer roll call twice. Log in for the hotel need, answer the questions, receive confirmation, log out, and then log back in to complete the “My rotation doesn’t match” questions.

Q: How long should I wait for a response, or how will I be notified when the OCC addresses and/or corrects the Roll Call need that I input?

A: Once the Roll Call dashboard is developed, crewmembers will be able to view average response times for a given need. If you are notified that your need has been resolved, you may receive a phone call, e-mail, or DBMS pop-up message from the employee that resolved your issue.

Q: When should I resubmit my request if I have not yet received a reply?

A: You only need to re-submit a request if your need has changed or you have an additional need. The Roll Call screen will appear every time you log into iCrew when Roll Call is active. If you have a need to log into iCrew, and Roll Call is still active but your need has not changed, simply click "Skip Roll Call" on the first page after iCrew login.

Q: Can I still call the OCC during Roll Call?

A: Yes. However, you may not be able to have your need addressed immediately and may experience extremely long wait-times if staff is task-saturated working issues. That is precisely why Roll Call has been developed – to provide another channel of communication when personnel answering phones are overloaded or the OCC has routed calls to voice-mail only.

Q: How will I be notified when the OCC addresses and/or corrects the Roll Call need that I input?

A: You may or may not be notified, depending on the workload of OCC personnel. You may receive an e-mail, phone-call, or DBMS pop-up message from the employee that resolved your issue but many issues, such as broken rotations being repaired or hotel needs being met, may not result in a direct response to the crewmember.