

Quarterly Scheduling Meeting Agenda

Date: Friday, August 15th, 2025, 11:00-13:00 PST

Quarterly Management Meeting: Online via Teams

Attendees: Claire, Miria, Shannon, Diana, Susanne, Trinity, Mick, Wes, Jamie, Grace, Peter, Ed, Heather, Jordan

Last Meeting: March 17th, 2025

Housekeeping/Security – if not calling from Teams, please turn on video or verbally self-identify.

Actions from last meeting:

1. Mick - %QX vs AS/OO in each base – Q2 departures by %
 - ANC: 20/80 QX/AS
 - BOI: 50% QX/37 OO/10%AS
 - GEG: AS 30-35%, OO, 25%, QX 45%
 - MFR – 100% QX
 - PAE – 66/33 to 75/25 QX/AS
 - PDX – 40-45AS/17OO/35QX
 - SEA – 70 AS/10OO/20QX

KEEP FOR FUTURE MEETINGS

2. FA-only Pairing Build Test Runs
 - Pros/Cons of implementation
 - i. Pro – much lower cost for FAs and Pilots, quality of life improvements had much lower synthetic impact
 - ii. Con – Operational Disruption (risk increase delays due to split crews), FA feedback did not like increased swaps and waiting for pilots, different duty restrictions between workgroups.
 - Solution/Future Testing – Mick: [AFA welcome to test whenever, QX not planning to move away from co-pairing.](#)

Crew Scheduling & Network Planning (Mick/Wes)

1. Reserve Outlook – AUG is v healthy with new hires finishing IOE
 - Daily Coverage: no specific concerns or planned PP. Expecting pink drops
 - Sick Call Numbers: trending up in AUG. YTD 26.6/day. July 25/day. AUG 31/day.

- i. AS/OO SK Calls – Per Sara Cook at AS
AS is not seeing as large a spike but overall higher %. ~11-12% at AS vs ~8-10% at QX.
 - FA Crew Cancels: 3 cancels in June (medical, slide), 5 in July (IT outage, fatigue, early AM sk in SFO), 1 August (latenight/early am sk).
- 2. July Premium Pay
 - Days Posted for Premium – 23/31 with PP
 - Trips covered with PP – 43 initial + 11 OT recode
- 3. Pink Drops – Q2 56 total trips, 125 days
 - May – 27 trips
 - June – 19 trips
 - July – 9 trips
 - August – 1 trip so far
- 4. Extra sections – 24 legs in July: 11 turns out of SEA, 1 turn out of PDX
- 5. Lack of Flexibility – while there have been some instances of pink drops, overall feedback is that drops are routinely denied despite the appearance of a robust reserve cohort.
 - Why are reserve thresholds set so high compared to daily reserves assigned out of PBS? In many bases, thresholds are set higher than the base has total reserves. For example, MFR rarely has more than 4 or 5 total reserves, but has the same thresholds set as GEG or PAE who see 8-12 total reserves.
“Rsvs only look good when we have new hires. Otherwise, we don’t plan for a surplus of reserves. Only to cover the operation + margin of sick calls. We just can’t predict sick calls and aim for consistency. Thresholds are set to protect the operation, not ensure equal number of drops in each base.”
800 total drops in the last month, likely at the end of the month. Mix of RSV and trips.
 - Does Inflight see this “all-hands-on deck” model of staffing as sustainable in the long term? “Not a good biz model to have daily excess reserves, we are limited by cost.”
 - How does the company plan to cover winter when summer sick calls are so high? Working on winter plan with management now. Attrition, sick calls, leaves are unpredictable.
 - New Hire reserves are considered in total reserves in eCrew even if not signed off of IOE.

6. Uber Codes – required after 25 min wait for hotel transport. CS will give if crews have waited at least 25 min or if hotel is estimating total wait time will exceed 25 min. If no uber code provided, FA can get own transport
7. Flight Delays – when/how often is Crew Scheduling reaching out with updates? Crew notified if flight is delayed >1hr and it's prior to show-time. We are not calling for every rolling delay while you're on duty. CS tool only shows 1+hr delays and doesn't ping if delay increases. Do attempt to update if CS notices significant delay after crews are on duty. Typically, will contact CA first if crew is known to be together. IRR OPS can be too chaotic to set a rolling delay update schedule. Asking crews to call CS if we have questions/haven't heard anything in a while.
8. Premium Trips missing from Open Time – advertised via text but not showing in eCrew. CS practice is that trip should be in eCrew and marked PP before sending text. CS made aware of trip that wasn't visible that happened to be picked up already. Please send reports if any more are found.
9. SEA-GEG/GEG-SEA – Of the 10 turns/day, AS operates 4 and OO operates 3. Why isn't QX operating more of these, especially the ones assigned to OO? Network considers these a SEA-GEG-SEA turn, but staffing becomes limited if we focus on the shorter routes leaving us unable to cover longer flights. Goal is to aim for longer stage lengths and maximize a/c utilization.
10. PAE base growth (JASON)
 - What is the company plan/intention behind growth here? Likely flat, no immediate plan to grow based on revenue.
 - What consumer base are we targeting? Local, north of SEA fliers, especially leisure travel.
 - What are the plans to up-gauge routes out of PAE to AS? Plans are fluid, but if fares trend down then likelier to need larger AC
 - Are there plans to bring back more routes from PAE to other crew bases? Not at this time
11. SEA base growth (JASON)
 - What is the plan for growth in this base? Minimal due to airport and gate constraints, plus construction. Gaining 2 gates this week.
 - It remains our largest hub yet has only recently regained the same level of credit hours as it held in FEB 2023, the first month of our all E75 fleet. Credit assigned has remained so low that if combined with PAE, it would still be under half of the total flying assigned in Summer 2021 and PAE would account for 35% of that total. Direct result of market constraints for regionals.
12. Overall Growth – total credit hours at Horizon have still not recovered to the levels we operated prior to the Q400 retirement.

- What is the plan to get Horizon back to where we were? **No specific plan. It's an all new plan for the E175 and current and future market. Should be at 50 total a/c next year. More network growth can be looked at after 2026.** Example: 2025's peak (August) is sitting at 31,000 hours of credit while 2021's peak (July) was at nearly 39,000 hours.
 - How many more operational hours are we getting out of the E175 considering our fleet remains at 45 active aircraft and 2 spares? **10.5hrs/day per a/c, or 475 operational hours/day. Q400 typically had more cycling through mtz, so fewer overall in service.**
 - Are there any plans to incorporate Horizon further into the Hawai'ian network? **Not at this time.**
13. Plans to fly to Mexico? **On radar, but no planned date inside the next 6 months. Jason Berry supports. Possible FAA and MTX limitations before routes could start. Constraints with maintenance staffing, but not necessarily due to length of routes. Can be difficult to get MTX available for a road trip.**

Operations (Susanne)

1. Attrition
 - What is the turnover rate at now vs over the winter and previous years? Avg 2025 is 12/month. 24 was 8, 23 was 9. Losing more from initial than in past years. Attrition improved based on local hiring practices. (Past issues of ANC assignments to non locals solved with more local AK hiring)
 - Are we hiring for future growth or to maintain current staffing levels? Maintenance/assigned flying.
 - Pathways Participation – pool of candidates waiting, will depend on AS hiring.
2. New Hire Classes
 - Fall/Winter 2025
 - 35 in SEP
 - 20-25 in OCT
 - 2026 Outlook – would gear up if new routes are approved.
3. Reduced Credit Lines – always popular
 - Q2: increase in total awarded. ANC doesn't bid for as many in general.
4. CLOAs
 - September – 32 awarded/72 requested.
 - No plan for more leaves in fall, but open to option if needed.

- If no flexibility and lots of PP, why offer leaves? Finance has a threshold of “overstaffed”. CLOAs tend to improve sick call rate. Block hours reduced by 1200 from AUG to SEP despite staffing for full summer B.
- 5. SFO Crew Room – do we have further details on why QX has only been given access to a small space outside of security? Has QX Inflight discussed getting us access to the SFO Village again and, if so, what were the results of those discussions? [New Terminal in SFO limits size for AS Village, which has lower capacity limits. No plan to regain access. LAX Village access still available.](#)
- 6. *Aircraft Routing* – aircraft swap before last leg with inbound a/c arriving barely 40min prior to scheduled departure. Ex: BOI-GEG and PDX-GEG (Shannon's schedule). [Can depend since GEG is a mtX base. Routers may also just have to adjust due to operational delays. Jeppesen table is set up for basic turn times, but live routing can vary from published. ACTION: Shannon to send trip keys of affected trips.](#)
- 7. *In-Op Lavatories and Wi-Fi* – why are aircraft with no wi-fi or only 1 lav being used on 2+hr flights instead of being kept on short routes or brought in sooner for mtX? [Routers will typically route around in-op lavs but typically not in-op wifi. Can't always pull the a/c immediately, so a/c must operate its full day to get into position for overnight mtX. 8 currently have no wi-fi, so likely will stay in full operation. Wi-fi not tracked as MEL.](#)

AIMS/eCrew (Sue)

1. Open Tickets – covered by AIMS working group
 - a. Outage –Server error that impacted SAP access.
 - b. Deployment 8/11 caused issues for CS. Deployment rolled back 8/14.
2. Vacation Testing – testing starts next week 8/18-22

Jeppesen (Trinity)

1. Pairing Build Feedback
 - Mid Cons
 - Circadian Swaps
 - Trip Length Distribution
 - Long Sits
 - Legs per Day
 - AM to PM trip balance
 - YYC Min Rest – No min/reduced rest prior to STAR flight. Crews can use Nexus line without membership. **ACTION: Notify crews about nexus lines**
2. Future System Updates – 31.6 system updated now in PROD

NAVBLUE (Johnna)

Johnna going on maternity leave any minute now. Trinity will be covering PBS.
No major system updates.

FLICKA (Ariana) **SKIP**

Rainmaker (Betsy/Carissa)

1. Previous access issues should be resolved. Please notify if issues persist.
2. Upcoming Program Updates **SKIP**
3. Testing **SKIP**
4. Trends in comments/requests by FAs **SKIP**
5. Month over month/Year over Year of FA queries (graph) **SKIP**

Hotels (Mark) **SKIP**

B2B

1. Update on crew photos in-app? [Not at this time but remains on wishlist. Pilots have on iPads, and AS has in B2B, so QX FAs only ones without.](#)

Misc Questions

1. PAE – 55-60 FAs, wondering why our trips go through SEA instead of assigning to SEA. [Limited by gate capacity](#)
2. Pairing Build – NOV25 numbers? [Gets funky with Fall/Holiday split. Thanksgiving Day plan to have all flights done by 1800. Slight increase over September.](#)