



IROP GO GUIDE



CONTACT & SUPPORT 2

ROTATION CHANGES 7

WHAT IS MY OPTION OFF POINT? 10

HOTELS & GROUND TRANSPORTATION 14

SEVERE OPS & MANDATORY AVAILABILITY 15

PAY WORK RULES QUICK REFERENCE 19

PUBLISHED Q4 2023

Helping you navigate irregular operations (IROPs) with the knowledge and resources you need to know

All airlines and all workgroups can be impacted by IROPs. When IROPs happen, use this guide as a quick reference for info and support, and look for ongoing updates in IFS channels for the latest details.

CONTACT & SUPPORT

Here's a quick look at your first point of contact for common issues during an IROP:



Note: Review the ops updates on the Crew Assist banners before starting a chat.

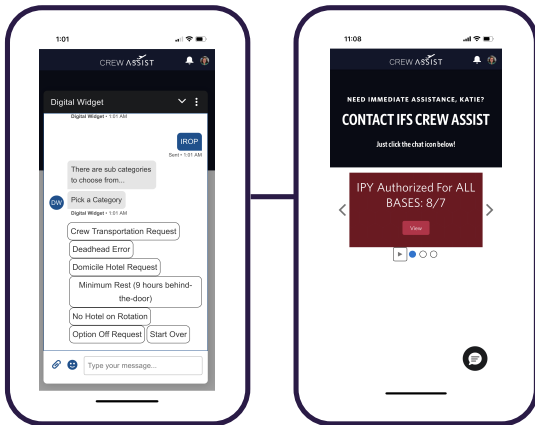
* MiCrew Option Off button available on trip details where each FA can quickly request Option Off from Crew Tracking



Watch for a
CNO Notification

I'm waiting for an **update**
to my rotation

IFS Crew Assist will activate an IROP category and you will select the topic based on your situation.



Remember to only use one support channel for help.

Be sure to check for regular updates (*on the IFS Portal, on the Crew Assist banner, in your Delta email and in myIFS Trip on SkyHub*) containing need-to-know information such as:

- IPY and commuter updates
- activation of the self-booking tools for hotels and transportation
- support contacts
- activation of the Crew Assist IROP queue
- weather/situational updates
- deviations from deadhead
- severe operations
- and more



The Purser/ Flight Leader (or designated flight attendant) should contact **ONE** IFS support channel on behalf of the entire crew.

DID YOU KNOW?

You can opt in to receive IROP text messages that include the same important info to opt-in for IROP text updates.

IROP Go Guide – FCAP

If you're having commuting issues due to road conditions, flight availability, public transportation disruptions or other difficulties, the Flight Attendant Commuter Assistance Policy (FCAP) is designed to assist you with commuting to work.

FCAP applies to ground and air commutes.

Contact Crew Assist to use FCAP and refer to the FCAP policy for details. Use the following category click path: Crew Support > FCAP > Air/Ground



NOTE: Always look for rotation updates via CNO and acknowledge those notifications when you receive them.

CRITICAL STAFFING

PICKING UP TRIPS WITH **IPY**



When staffing levels are or are projected to be critical, Scheduling may authorize IPY (*incentive pay*). IPY applies to pick-ups from Open Time (*for designated bases on the dates/times specified*), which helps Scheduling cover open positions and prevents additional delays and cancellations. IPY details, including applicable bases and dates, will be communicated on the iCrew broadcast screen, in IROP updates on the IFS Portal and SkyHub and via IROP alert texts. Pick-ups for IPY are done through the normal pick-up process in Day of Ops.



[See Work Rules Section 2.P](#)

ROTATION CHANGES



To help recover the operation and prevent cancellations, Crew Tracking may **reroute** you. A reroute is a change that results in different flight legs other than what's included in your scheduled rotation. Reroutes typically occur after the departure of your first leg, unless:

- It's the first leg of your trip that's cancelled or delayed.
- It's a Transoceanic Crew Swap involving an unaffected crew to prevent a cancellation.



[See Work Rules Section 11](#)

NOTE: Crew Tracking will attempt to return you to your base within:

10 HOURS of the originally scheduled return for domestic and international trips

24 HOURS of the originally scheduled return for transoceanic trips

Flight schedules and disruptions in an IROP may impact Crew Tracking's ability to return you to base within these time frames.

NOTE:

Replacement flying must be **scheduled** to release no more than 4 hours past the original trip release time. *(Replacement flying is subject to reroutes.)*



Crew Tracking monitors rotations for operational disruptions and legalities. Their first priority is to repair all disrupted rotations through rerouting crews and creating originations.

If the first leg of your trip is canceled before your report time, Crew Tracking can assign replacement flying. The rotation can be updated to contain no flight segments from the original trip - this is replacement flying.

If the entire rotation cancels before your report time, normal pay protection options will be offered.

- If the replacement flying has a sign in more than 15 minutes earlier than the original, you can either work the trip or choose pay protection. *(Availability or priority pick-up - see [Work Rules Section 3.B](#) for details)*
- If necessary, Crew Tracking can assign a new departure of no less than 30 minutes after your original report time. In that case, you must take the replacement trip *(no pay protection options are available).*

What about piggybacking?

Based on operational need, Scheduling sometimes assigns **A-Day holders** additional flight segments when they arrive back in base. This is piggyback flying and is not considered a reroute. Learn more about piggybacking in [Section 6.I and 6.J of the Work Rules](#).

DID YOU KNOW?

Following a layover, your duty day begins 1 hour prior to your scheduled departure time for domestic trips (75 minutes prior for international and 90 minutes prior for transoceanic).



WHAT IS MY OPTION OFF POINT?

When delays occur, you may reach your option off point, or the point at which you're no longer required to remain on duty. *(If you choose to fly your last leg and your actual duty day is projected to exceed your option off point **when that leg blocks out**, you will receive OCC4 pay.)*



[See Work Rules](#)
[Section 1.H, 1.I and Section 2.L.2](#)

YOUR TRIP TYPE	SCHEDULED DUTY PERIOD	YOUR OPTION OFF POINT
Multi Day (<i>Domestic, Intra-Theatre & Non-Transoceanic International</i>)	13:00	15:01
Single Duty Period (<i>Domestic & Non-Transoceanic International</i>)	14:00	Greater of 15:01 or Scheduled + 2:01
International > 14:00 (<i>exception markets</i>)	16:00	Scheduled + 2:01
Transoceanic	16:00	Greater of 16:01 or Scheduled + 3:01
Transoceanic w/ block > 12:00	Block + report + release	Scheduled + 3:01

Remember that for duty period rescheduling purposes, the duty and flight time calculations are based on the actual flight time for completed segments; the projected flight time for segments on delay or in progress, and the scheduled times for segments not yet flown.

- **On duty** - Begins at scheduled or actual report time (*whichever is later*) until released for a minimum rest period.
- **15 minutes passenger deplaning time** - Included in duty periods that end in a working segment.
- **Airport standby time** - considered duty time (*subsequent flight assignments must adhere to Delta and F.A.R scheduled duty time maximums inclusive of that standby time*).

For more on domestic, international, intra-theatre and transoceanic duty limits, see [Work Rules Sections 1.E and 1.I.](#)

NOTE:

When needed, use the MiCrew Option Off button or the Option Off category via Crew Assist to submit your request.

DID YOU KNOW?

Option off limits vary by trip type.

YOUR REST



9:00 BEHIND THE DOOR – Late getting to your hotel? Delta Work Rules provide a guaranteed 9:00 behind the door rest.

- Upon arrival at your hotel late, the Flight Leader should contact Crew Assist to request the 9:00 rest.
- Your 9:00 behind the door starts when you arrive at the hotel, unless there's a delay in getting, your room(s). If that's the case, the Flight Leader should notify Crew Assist, and the 9:00 rest will be calculated using the time the last flight attendant on the crew receives a room key.



[See Work Rules Section 1.M](#)

For quick reference, Delta's layover rest requirements are below. Note that all rest requirements are from release to report.

TRIP TYPE	MINIMUM SCHEDULED	MINIMUM ACTUAL
Domestic, Intra Theatre & International	10:00	10:00
Transoceanic ≤ 14:00 Duty	13:00	11:00
Transoceanic > 14:00 Duty	18:00	14:00
ULR	24:00	20:00

NOTE: Select the Minimum Rest (9 hours behind-the-door) category in Crew Assist to submit your rest request.



[See Work Rules section 1.K for more information on layover rest.](#)



HOTELS & GROUND TRANSPORTATION



Waiting 20 minutes or more for your ride to the hotel? Call the hotel/transportation service, and if there's additional wait time expected you can secure your own transportation and submit the expense via Concur for reimbursement.



Has your report time changed? If the pre-arranged crew transportation can't be adjusted, grab a ride, taxi or rideshare to the airport and submit it for reimbursement through Concur.

NOTE: Self-booking options may be authorized as needed, enabling you to book a room and ride – both of which are charged directly to Delta. When authorized, details will be included in IROP communications.

In some cases, blanket transportation may be authorized in select cities, allowing you to contact the transportation company listed on your rotation directly to arrange a pick-up.



[See Work Rules Section 13](#)

SEVERE OPERATIONS & MANDATORY AVAILABILITY

When an IROP creates an extreme operational impact, Severe Operations may be declared to maintain the operation. If this happens, flight attendants will be alerted via email on the IFS Portal, on the Crew Assist banner and the iCrew broadcast screen. Severe Operations may make it necessary to deviate from our daily operational policies, including implementing Availability, which requires you to be available to Scheduling for assignment if your trip cancels.



[To read more about Severe Ops and Mandatory Availability see Work Rules Section 14.](#)



During Severe Ops, if your trip cancels:

REPORT AS SCHEDULED

Make every effort to report for duty at your scheduled report time as Crew Tracking may need to assign you alternate flying.



[See Work Rules Section 14.B](#)

GET ALTERNATE FLYING ASSIGNMENT

At your home base: Crew Tracking will assign replacement flying or release you to Scheduling for an alternate assignment. You must be released by Scheduling before you can leave the airport. If you lose flight time or your trip cancels, and Scheduling has the ability to reassign you, 'CALL' will appear on your schedule. Because mandatory availability is in effect, all CALL codes will be changed to AVL, and ***you must accept the alternate assignment.*** Scheduling has up to 4 hours, while **you remain at the airport, to assign your alternate trip.** After 4 hours, contact Scheduling to update your schedule and begin your rest.

YOUR RESPONSIBILITIES

The IROP recovery process is a team effort, and you play a crucial role. **Here's what you need do to do:**



STAY INFORMED. Regular updates containing key information on the IROP will be shared on the IFS Portal, in your Delta email, on the Crew Assist banner, on SkyHub (*in myIFS Trip*), and on the iCrew broadcast screen. If you're enrolled in the optional IROP texts, updates will be sent that way too.



BE A CNO HERO. Ensure your CNO preferences are up to date and acknowledge all CNO notifications.



KNOW YOUR WORK RULES. This guide provides an overview of top IROP work rules, but you can always refer to the complete Work Rules on your SkyPro and the IFS Portal for details.



CONNECT FOR SUPPORT. If you've done all of that and still need help, the Purser/Flight Leader or designated flight attendant should act as the single point of contact between crew and support channels. This helps mitigate wait times and keeps queues manageable so our teams can best assist all flight attendants who need help.

PAY WORK RULES QUICK REFERENCE

As Crew Tracking works to repair rotations and recover the operation, schedule changes may lead to you and your crew being drafted, flown into your off time or vacation or you may potentially fly beyond your option off point. In all of those cases, you will receive additional compensation for each, and you'll see one (*or more*) of the pay codes below applied to your rotation in MOTS:

- **RR04** – Applies and pays +4 hours flight pay if you're rerouted/delayed and your trip releases more than 4 hours past your originally scheduled release time. You will receive an additional hour of RR pay for each 4 hour period you are rerouted or delayed into your rest (off time) beyond the initial 4:01 hours. [Work Rules Section 2.L](#)
- **OCC4** – Applies in the following two circumstances:
 - Your actual duty day is equal to, or greater than, your option off point as defined in Section 1.H.
 - Your actual duty day is projected to exceed your option off point when the last leg in the duty period blocks out and the actual duty day plus 'minutes under' on the last segment are greater than the option off point. [Work Rules Section 2.L.2](#)

- **DRFV** – If you're contacted by Scheduling and volunteer to be removed from your current trip to fly a needed position on another trip operating the same day, you'll be paid the greater of either the original trip or the new trip, +6 hours of voluntary draft pay.
[Work Rules Section 2.M and Section 8.F](#)
- **DRFT** – When there are no volunteers to cover a needed position, Scheduling must involuntarily draft to cover the position. Draft procedures depend on the type of draft required (*FAA minimum position, Purser or LOD*). If you're involuntarily drafted, you'll receive +6 hours of draft pay and be paid the greater of either the original trip or the new trip.
[Work Rules section 2.M and Section 8.F](#)
- **AIOD** – Assigned Into Off Day) If you're on A-Days and scheduled into an off day(s), you qualify for +6 hours AIOD for each of the off periods you were flow into (this includes "piggybacking"). You can choose an additional day off in the next bid period in lieu of AIOD pay.
[Work Rules Section 2.L.3 and Section 6M](#)

- **FIVD** – Applies when you're rerouted or delayed to be released into a vacation day. You can leave the vacation day where it is (*and be paid for both what you work and the vacation day*) or opt to move it to the end of that specific vacation week.
[Work Rules Section 2.L.1](#)
- **Hotel Pay** – If you don't receive a hotel room from Delta or are unable to acquire one through self-booking options, which are charged directly to Delta, you are eligible to receive \$200 hotel pay.
[Work Rules section 13.A](#)

NOTE: These codes are viewable in MOTS and MAPS.

Have questions or think there may be a discrepancy with your rotation after you've completed your trip? Submit a [Scheduling Review Request on Deltanet.](#)

GO GUIDE FOR IRREGULAR OPERATIONS

