## Company Overview

<table>
<thead>
<tr>
<th>Regional Airline</th>
<th>Part 121 Scheduled Air Carrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 CRJ-200’s</td>
<td>~80 flights in a given shift</td>
</tr>
<tr>
<td>2 hubs</td>
<td>Nashville (KBNA) &amp; Jacksonville (KJAX)</td>
</tr>
<tr>
<td>14 spoke airports</td>
<td>ATL, MEM, TYS, SDF, BHM, PNS, MCO, MIA, CLT, RDU, CAE, TLH, TPA, SAV</td>
</tr>
</tbody>
</table>
Our Vision

• **Getting There**
  – We are an airline dedicated to safety, efficiency, and high customer satisfaction.
Our Values

- Responsibility
- Respect
- Appearance
- Teamwork
- Professionalism
- Efficiency
- Problem Solving
Benefits

• Professionally develop yourselves for promotion and advancement opportunities in the company.

• Apply the skills you learned in a dynamic work environment.
Corporate Structure

• CEO

• Board of Directors

• Administration

• Flight Positions
Your Role
Corporate Structure: Flight Positions

- Flight Operations Coordinator
- Flight Operations Data
  - Tracking: Schedule Management
  - Planning: Fuel, Passenger, Revenue Management
- Crew Scheduling
- Pilot Crew
- Weather & Forecasting
- Maintenance Planning & Scheduling
- Ramp Tower Coordinator
Universal E-Lines Workspace
Communications & Technology

Headsets via Skype
Text/ACARS
Verbal

Dual screen workstations
55” information displays
Aircraft tracking, routing
Organizational Goals

• Ensure that no aircraft errors result in the loss of human life.
• Have minimal delays.
• Provide as much profit for the airline as possible.
• Maintain the professional image of Universal E-lines.
Performance Review

• Financial
  – Total revenue
  – Lost revenue
• Time
  – Delays
• Cargo
  – Lost baggage
  – Baggage removed

• Customer Satisfaction
• Safety
• Adherence to FAA regulations
• Communication & Teamwork (CRM)
Questions?