



Airline Terminology and Abbreviations

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Terminology

Airline terminology contains a variety of phrases, abbreviations and some words that are unique to the aviation industry. Effective and concise communications are essential, especially during irregular or emergency situations. Listed are many of the most commonly used words when you communicate with others in aviation:

ABORTED TAKEOFF – Stopping the aircraft on the runway during takeoff due to a technical issues or the runway becoming blocked.

ABP – Able Bodied Person; someone who can help during an evacuation. Must be given a special briefing.

ACTIVE RUNWAY – Runway being utilized for departing and arriving aircraft.

ADDITIONAL CREW MEMBER (ACM)/JUMPSEAT RIDER – Any person, other than a working crewmember, who is qualified and authorized to ride on the jumpseat which is a seat in the flight deck or cabin for crew members only.

AFT – towards the rear of the aircraft.

AILERONS – Moveable aircraft control surfaces located near the end of the wing which are used to make an aircraft bank or roll.

AIR CREW – Crewmember who has been assigned to operate a flight.

AIRFOIL – Any surface designed to provide lift from the air through which it moves, including wings, control surfaces and propeller blades.

AIRSPEED – The speed of an aircraft relative to the air.

AIR TRAFFIC CONTROL (ATC) – The system of ground-based facilities that coordinates the movement of aircraft by tracking their progress using radar and communicating with pilots via radio.

AIR TRAFFIC CONTROLLER – A person who communicates with a pilot, usually by radio, directing the movement of aircraft, especially close to an airport.

ALTITUDE – Aircraft height as measured from sea level.

APPROACH – The phase of flight in which an aircraft has started its descent toward its destination airport.

APU – Auxiliary Power Unit – a non-thrust producing jet engine in the tail cone used to provide power to the aircraft while on the ground.

ARM – To ready a piece of aircraft equipment for use (e.g. arming doors for departure by placing the girt bar into floor brackets).

ASSIST SPACE – A defined area at each emergency door allocated for cabin crew to stand in for the purpose of evacuating passengers without causing an obstruction of the exit.

ATA – Actual Time of Arrival.

ATC – Air Traffic Control - the agency that controls and monitors air traffic.

ATD – Actual Time of Departure.

ATTITUDE – The position of an aircraft in relation to the earth's horizon.

AUTOPILOT – Short for “automatic pilot,” this is a control system that keeps an aircraft on a set course or speed so that the pilot does not have to steer or add power to the aircraft. Autopilots are most often used during the level, cruising portion of a flight.

BANK – Turning of the aircraft (eg. Airplane is banking “turning” left/right).

BELLY – The underside of the aircraft.

BID HOLDER – A flight attendant awarded a line of flying for a particular month.

BID SHEET – A form used to bid on a line of flying for a particular month.

BLOCK-IN – The time an aircraft stops at its designated parking position at the destination airport. Chocks are placed on the wheels to restrict aircraft movement; performed after engines have been shut down.

BLOCK-OUT – Aircraft initial movement. Chocks are removed in preparation for taxi.

BLOCK TO BLOCK TIME – Actual time from when the chocks are removed from the aircraft wheels prior to pushback/taxi, to the time when the chocks are returned under the wheels, reaching its final parking position.

BOARDING – The process of passengers leaving the terminal building and entering the aircraft.

BOARDING STAIRS – The steps used by the passengers to board/deplane the aircraft. They may be permanently affixed to the aircraft, or portable.

BRACE POSITION – A position flight attendants put themselves in during takeoff and landing. It's also done by all passengers and flight attendants during an emergency landing to help minimize injuries from forced body movements.

BRIEFING – A short meeting of the crewmembers at the beginning of the flight, prior to passenger boarding, to discuss any operational concerns for the flight.

BULKHEAD – A dividing wall/partition in the cabin.

CABIN – Inside (interior) of the aircraft.

CABIN PRESSURIZATION – The air pressure maintained within the aircraft which allows the occupants to breathe normally; usually pressurized to 5,000 feet msl.

CABIN SAFETY INSPECTOR (CSI) – Federal Aviation Administration official who specifically deals with flight attendants and Procedures within the cabin.

CAPTAIN – Most senior ranking crew member; has full authority over the flight. Sits in flight deck in left seat. Has 4 stripes on their shoulders.

CARRY ON BAGGAGE – Small personal items passengers carry in the cabin of the aircraft during flight. FAA limits two bags per passenger, one carry-on bag, and one personal item.

CATERING – The people who provide food and beverages for the passengers and crew.

CHARTER FLIGHTS – A flight sold and operated through a group or tour agent according to their terms and schedule.

CHECK FLIGHT – A flight on which personnel are tested/evaluated regarding job performance and procedure execution.

CHECK-IN TIME – The time a flight attendant is required to report for duty.

CHOCKS – Wooden, metal or rubber blocks placed in front and behind aircraft or equipment wheels to keep them from rolling.

CIRCUIT BREAKER – Switch that monitors the flow of electricity. In an electrical overload or overheat situation, the switch will respond by cutting the flow of electricity to the utility.

CITY CODE – The three-letter abbreviations by which each airport is identified. For example: JFK – John F Kennedy international airport.

CITY PAIR – Departure and arrival cities.

CIVIL AVIATION AUTHORITY (CAA) – The governing body for aviation in different countries. Many countries have their own CAA.

COCKPIT – Most forward part of the aircraft where the pilots sit and fly the aircraft.

COCKPIT VOICE RECORDER – An audio system that records all the sounds made in the cockpit.

COMAIL – **Company Mail** being transported by company aircraft.

COMAT – **Company Material**.

COMMERCIAL – Traveling on another airline to position for operating a flight, or to return home.

COMPLIANCE CHECK – Verification that passengers are adhering to safety regulations.

COMPLAINT RESOLUTION OFFICER or OFFICIAL (CRO) – A company individual specially trained and knowledgeable of DOT382, FAR 121.585 and specific company policies and procedures regarding these regulations.

CONFIGURATION – The arrangement and number of seats on an aircraft.

CONTROL SURFACES – Moveable parts of the aircraft's wing and tail (or empennage) that are used to make an aircraft climb, descend or turn.

CONTROL TOWER – The tall building on the airport from which ATC can oversee and monitor all airport/aircraft movement.

COPILOT – Also referred to as “first officer”, who sits in the right seat of the cockpit assisting the captain.

CREW – Consists of PIC, First Officer, and required number of flight attendants.

CREWMEMBER – A member of the working crew for a specific flight.

CREW CHANGE – When a new crew is required to take over from the working crew due to operational requirements.

CREW REST – Time designated between flights for crewmembers to rest.

CREW SCHEDULING – The department which ensures that all flights are covered with the required crewmembers. Also handles rostering and crew alerts.

CRITICAL PHASE OF FLIGHT – All aircraft movement during taxi, takeoff, landing, and all flight operations below 10,000 feet, except cruise flight at or below 10,000 feet (It's rare for airline operations to cruise at 10,000 feet).

CROSS CHECK – Verify that the doors in your area of responsibility are armed or disarmed.

CROSSWINDS – Any wind that blows across the intended course of an aircraft, causing it to drift off course.

DANGEROUS GOODS – Any material or substance which has been determined by the US Department of Transportation to be capable of posing an unreasonable risk to health, safety and property, when transported in commerce.

DEADHEAD CREW – Company employee flying as a passenger on company aircraft, positioning for or returning from a flight assignment.

DECOMPRESSION – When the cabin pressurization system has failed or the aircraft structure has been compromised, and the atmosphere inside the aircraft equals the air outside the aircraft.

DE-ICE – Removing ice from the wings with warm air from the engines, by inflation of boots on the leading edge of aircraft surfaces, or by chemical means.

DELAY – Occurs when a flight operates behind schedule

DEMO – Abbreviated term for the safety/emergency demonstration given by flight attendants to passengers prior to departure or during an emergency.

DEMO KIT – A bag containing items needed for performing the safety demonstration.

DEPARTMENT OF TRANSPORTATION (DOT) – The government agency that governs economic concerns of the transportation industry.

DEPLANE – Passengers leaving the aircraft to enter the terminal building.

DEPLOY – Term used to explain the process when an emergency slide is extended.

DESCENT – The movement of an aircraft from a higher to lower altitude.

DIRECT FLIGHT – A flight which goes from point A to point C with a an intermediate stop at point B to pick up passengers, and passengers already on board do not change planes or deplane.

DISARM – The process of making a piece of emergency equipment inactive, specifically the emergency exits.

DISPATCH (May also be known as SYSTEM OPERATIONS CONTROL (SOC)) – This department is charged with the responsibility of dispatching flights, determining the suitability of operational facilities and the safe operation of each flight.

DITCHING – An emergency landing on water due to a mechanical/structural emergency.

DIVERSION – When an aircraft doesn't land at its intended destination. May be due to medical emergency, bad weather, etc.

DOMESTIC – A flight within the US, Alaska and Hawaii are considered domestic flights, however special authorization and systems on board the aircraft are required.

DOMICILE – A crewmember's assigned base station where they their flight patterns start and end.

DON – To put on.

DUTY TIME – The period of elapsed time between reporting for an assignment involving flight time and release from that assignment by the domestic, flag, or supplemental air carrier or commercial operator. The time is calculated using either Coordinated Universal Time or local time to reflect the total elapsed time.

EGRESS – To go out or exit.

ELEVATOR – The control surface located on the horizontal tail of an aircraft that, when moved by the pilot, makes the airplane climb or descend.

EMPENNAGE – Tail section of the aircraft comprising of the rudder and horizontal stabilizer.

ENROUTE – On or along the way to a destination.

EQUIPMENT – Refers to the aircraft type (A320, B737, B787, etc.).

ESCORT – A person traveling with a handicapped or impaired individual.

ESTIMATED TIME OF ARRIVAL (ETA) – The time that an aircraft/flight is estimated to arrive at a specific station.

ESTIMATED TIME OF DEPARTURE (ETD) – The time that an aircraft/flight is estimated to departure at a specific station.

EVACUATION – Deplaning/egress of passengers and crew from the aircraft due to an emergency (e.g. bomb threat, on-board fire).

EVACUATION SLIDE – An inflatable slide mounted on the inside of the aircraft doors for the use of all people on board in an emergency.

EXIT SEATS – Seats from which a passenger can go directly to an exit without first stepping into the main aisle or around an obstacle.

F/A INFORMATION FILE – Contains pertinent information and must be read before each scheduled trip.

F/A JUMPSEAT – Retractable seat in the cabin where the flight attendant sits for takeoff and landing.

FAA FEDERAL AVIATION ADMINISTRATION – The government agency which regulates airlines and/or aircraft safety and emergency procedures.

FERRY FLIGHT – A flight with no passengers or cargo on board which is made to position an aircraft for a flight or to get at its home base.

FIRST OFFICER (F/O) – Second in command to the Captain. The First Officer sits in the right seat of the flight deck. Has 3 stripes on their shoulders.

FLEET – Total airplanes operated by a single company. This includes all makes and models of aircraft.

FLIGHT ATTENDANT (F/A) – A qualified individual assigned by the company to perform all duties required by the FAA in the cabin of the aircraft.

FLAPS – Devices located on the trailing edge of the wing that can be extended to increase lift during takeoff and landing.

FLIGHT ATTENDANT – A person whose job is to help ensure the safety and comfort of aircraft passengers by providing meals, beverages and instructions on what to do in case of an emergency.

FLIGHT CONTROLS – The devices used by the pilot in the operation of the aircraft (e.g. yoke, thrust levers, rudder pedals).

FLIGHT CREWMEMBER – Any crewmember whose primary duty station is the cockpit.

FLIGHT DATA RECORDER – A system that records the airspeed, altitude, heading and other operating characteristics of an aircraft in flight. Commonly known as the “black box” used for determining why a plane crashed.

FLIGHT DECK – Another name for cockpit. The pilot's compartment containing all the controls and navigation equipment with which to fly to aircraft.

FLIGHT PLAN – Information obtained by the Captain prior to every flight which includes the aircraft's route of flight, altitude, required fuel, and alternate airports.

FLIGHT TIME – The time it takes to go from one place to another by air. From take-off to landing, and does not include taxi time.

FLOTATION DEVICE – A device to provide support in the water.(e.g. lifevest or seat cushion).

FIRST OFFICER (F/O) – First Officer is the second in command of the aircraft.

FUSELAGE – The main structure/body of the aircraft.

FWD – Forward.

GALLEY – Service supply area of the aircraft.

GATE – The area of the terminal building where passengers gather before boarding an aircraft.

GATE CHECK TAGS – Tags that are placed on security screened items to allow them to be re-claimed at the arrival gate. Application is limited to items such as strollers, wheelchairs, etc.

GATE SERVICE – Snacks and beverages provided for customers in the gate area when there is an irregular operation.

GIRT BAR – Metal bar which connects the evacuation slide to brackets on the door sill when the aircraft door is armed.

GROUND HOLD – The flight that is waiting. It may be holding on the ground for a gate or holding for takeoff clearance.

GROUND POWER UNIT (GPU) – Ground support equipment used to supply power to the aircraft while parked (lights, heat, air conditioning, etc.) to the aircraft.

GROUND SPEED – The speed of an aircraft measured by the distance it travels over the ground.

GROUND SECURITY COORDINATOR (GSC) – Employee charged with overall responsibility of security related issues while the aircraft is on the ground.

HANGAR – A building where aircraft is housed.

HAZARDOUS MATERIALS (HAZMAT) – See Dangerous Goods.

HEADWIND – A wind blowing against the direction of travel, reducing the ground speed and distance traveled of an airplane.

HOLDING PATTERN – a predetermined maneuver that keeps an aircraft within a specific air space while waiting for clearance to continue the approach to descend toward the airport.

HORIZONTAL STABILIZER – Works together with the elevator to pitch the aircraft nose up or nose down.

HUB – An airport where a large percentage of an airline's flights connect.

HYPOXIA – An oxygen deficiency in the blood cells and body tissue.

INBOARD – A point given as measured closest to the center of the aircraft or aisle.

INBOUND – The aircraft, flight crew, or anyone else arriving at a station.

INCAPACITATED – Unable to function.

INCOMING CREW – The crew from an incoming flight.

INFANT – Passenger less than 2 years of age.

INFLIGHT INSTRUCTOR – An FA that performs initial, recurrent, and other ground school instruction, providing coaching and guidance.

INFLIGHT SECURITY COORDINATOR (ISC) – The Captain of the flight who is charged with the overall responsibility of security related issues while the aircraft is in flight.

INFLIGHT TRAINER – An FA that performs the IOE training of a new hire.

INITIAL OPERATING EXPERIENCE (IOE) – Training flight time required by the Federal Aviation Administration after successful completion of all classroom training. The time an FA trainee will fly under the supervision of an inflight trainer.

INOP—Inoperative, unusable.

INSIDIOUS DECOMPRESSION – Gradual aircraft pressure loss, unbeknown to its occupants.

INSTRUMENT PANEL – The section of the cockpit located in front of the pilot that houses all the instruments, gauges and indicators that tell the pilot important information, such as airspeed, altitude and heading.

INTERMEDIATE STOP – A stop at a city between the originating and termination points of a flight.

INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA) – The trade association of air carriers involved in international air commerce.

INTERPHONE – The communication system used by the crew to communicate with each other – cabin to cabin, cabin to cockpit, cockpit to cabin.

IRREGULAR OPS (IROP) – Any event causing the flight schedule to be disrupted.

ITINERARY – Generally referring to the complete travel plan of a customer, including flight number and airport stops and destination.

JET BLAST – The air blast created by an operating jet engine.

JETWAY – A retractable enclosed walkway which connects the door of the aircraft to the terminal building.

JUMPSEAT – Seat designated for Flight Attendants. They are occupied by FAs during taxi, take-off, turbulence and landing.

LANDING GEAR The wheels and associated components on which the aircraft lands, also known as undercarriage.

LAP CHILD (LC) – A child who has not yet reached their 2nd birthday, who is not included in the count of the total customers onboard the aircraft.

LAV – Lavatory (toilet).

LAYOVER – A point, enroute, on a flight where the crew spends time on the ground or attains rest between flight assignments.

LEADING EDGE – The forward edge of the wing.

LEG – The segment of flight between two stations. A flight from Paris – Rome – Athens has two legs. Leg 1: Paris – Rome, Leg 2: Rome – Athens.

LIFT – The aerodynamic force that keeps an aircraft in the air.

LOGBOOK – A book that contains a record of flights made by a pilot or maintenance procedures performed on an aircraft during its lifetime.

MANIFEST – An itemized list of passengers or cargo.

MAIN CABIN DOOR (MCD) – The aircraft door primarily used for passenger boarding and deplaning.

MAINTENANCE TECHNICIAN – A person who is trained and certified to maintain or repair an aircraft.

MANIFEST – A document listing customers and/or cargo carried aboard a specific airline flight.

MINIMUM CREW – the minimum number of flight attendants required to be on board an aircraft in order to board passengers and operate a flight. Regulations require 1 flight attendant per 50 seats installed.

MINIMUM EQUIPMENT LIST (MEL) – A list that outlines the equipment the aircraft must fly with in operational condition, as well as what items can be deferred if not working.

MISCONNECT – A customer who was inbound on a flight that was to connect them to another flight, but due to delays, arrived after his connecting flight departures.

MOVEMENT ON THE SURFACE – The movement of an aircraft on the surface of the airport, including pushback, towing and taxi.

NATIONAL TRANSPORTATION SAFETY BOARD (NTSB) – The government agency that investigates & reports reasons for accidents & recommends solutions to the FAA.

NON-REVENUE – Generally refers to employees traveling on Space Available or Positive Space Passes.

NO-FLY LIST – A list of persons compiled by the FAA/TSA who potentially would not be permitted to fly.

NON-STOP FLIGHT – An air carrier flight operated between any two points without scheduled intermediate stops.

NOSE – Front of the aircraft.

NO-SHOW – A full-paying passenger who has booked a seat but does not arrive for the flight.

O₂ – Oxygen.

OFF-LINE STATION – Cities an airline does not normally serve, or those not included in the company's route structure. Charter flights sometimes fly into off-line stations.

OPEN TIME – Any flights available that are not assigned to a crewmember. Crewmembers can request or sign up for Open Time on their days off to fly more and earn more hours.

OPERATIONS (OPS) – The company office at the airport responsible for the loading and working of a flight.

OPERATIONS CONTROL CENTER (OCC) – The department responsible for dispatching an aircraft, which includes providing the flight crew with flight plans and weather reports.

OUTBOARD – Point furthest away from the center of the aircraft.

ORIGINATING FLIGHT – The station/airport where a flight begins.

OUTBOUND CREW – The crew leaving on a flight.

OVERBOOK – The booking and selling of more seats than are actually available on a specific aircraft/flight.

OVERHEAD BIN – Storage location for passenger luggage and belongings. An enclosed compartment in the aircraft located above passenger seats where carry-on items can be placed. Each bin is placarded with the weight limit of the storage area.

PA – Public Address.

PASSENGER (PAX)/CUSTOMER – Any person occupying a passenger seat in the cabin.

PASSENGER SERVICE UNIT (PSU) – Above individual rows of passenger seats. It contains air vents, reading lights, F/A call button, and emergency oxygen.

PER DIEM – Monies allotted crew members to cover meal costs while away from their home base.

PERISHABLES – Items that are subject to spoilage or quality deterioration due to temperature variations while in an air carrier's possession.

PHOTOLUMINESCENT LIGHTING – “Glow-in-the-dark” lighting system on the floor to help guide passengers to exits in a darkened cabin.

PIC – Pilot in Command - (captain).

PLACARDS – Any information sign onboard an aircraft, such as the information signs in the lav that states the penalty for smoking in an aircraft lavatory, and the No Smoking/Fasten Seatbelts signs located above the customers seats.

PLANNED EMERGENCY – Emergency landing with more than 15 minutes for cabin preparation prior to touchdown/impact.

POSITIONING FLIGHT – A non-revenue flight operated for the purpose of positioning a specific aircraft to a location where it is needed.

POSITIVE SPACE PASSENGER – Paying passenger.

PREFLIGHT – The inspection of emergency equipment prior to flight to ensure all equipment is in proper working condition. This is performed immediately after crewmembers board the aircraft.

PRESSURIZATION – A system designed to maintain normal air pressure in an aircraft at higher altitudes, where the air is too thin to allow proper breathing.

PROTECTIVE POSITION – A position taken by flight attendants to protect themselves during an evacuation.

PSI – Pounds per Square Inch.

PURSER – Lead flight attendant in charge of the cabin crew.

PUSHBACK – A term used to describe the procedure where ground equipment moves an aircraft away from the gate.

QUICK TURN – A late arriving flight whose ground turn time is less than the actual scheduled ground time.

RAMP – The area where aircraft park; also called apron or tarmac.

RECURRENT TRAINING – Training required on an annual basis, intended to review regulations, policies, procedures & changes.

REISSUE / REROUTE – A rewriting of an existing ticket due to a change in fare, class of service or routing.

RELEASE – Paperwork sent from dispatch to the station that must be given to the Captain to proceed with a flight.

REMAIN OVERNIGHT (RON) – Refers to aircraft and/or flight crews who remain overnight at a city other than their domicile.

REPO FLIGHT – A flight which is repositioning an aircraft to another city to pick up a flight. There are usually no customers on these flights, only crewmembers. Also known as “Ferry Flight”.

RESCHEDULED FLIGHT – A change to a crewmember’s assigned flight or flights due to unforeseen circumstances, ie. cancellations, mechanicals, etc.

RESERVE – Period of time a flight attendant is on call and must be available for flight in the event of an assignment.

RESERVE SCHEDULE OR RESERVE DAYS – A month or day schedule requiring a crewmember to be available on a “stand-by” basis in the event of unforeseen scheduling emergencies.

RESET – Return to a normal position.

REST PERIOD – A period free of all restraint or duty from the certificate holder (your airline).

REVISION – A permanent change to the manual.

TRIP – A trip from one city or airport to another and return to the city or airport of origin made over the same routing.

ROUTE STRUCTURE – Where an airplane normally flies or has flights on a regular basis.

RUDDER – The movable vertical portion of the tail (or empennage) that is used to control the yawing movement of an aircraft.

RUNWAY – Surface area on an airport used for take-off and landing.

SAFETY DEMONSTRATION – Showing passengers the usage of various types of emergency equipment and/or exit locations – must be performed prior to each takeoff.

Baggage that has undergone a security inspection at an airport security checkpoint.

SECURITY SCREENED BAGGAGE – IDENTIFICATION DISPLAY AREA (SIDA) The area of an airport where identification must be displayed at all times.

SCREENED PASSENGER – A customer that has undergone the security screening process at an airport security checkpoint and has been cleared to enter an airport “sterile” area.

SEAT ASSIGNMENT – Specific seats assigned to passengers.

SECURE – To lock up or prepare for locking up.

SKYCAP – A person stationed at airport curbside or in the baggage claim area to provide assistance to customers in the handling and checking of baggage.

SPEED BRAKES – Hinged pieces of metal on the top surface of the wing. They always come up on landing to help the aircraft stop and can be used in the air to help the aircraft slow down.

STANDBY PASSENGER – A customer who does not hold a confirmed seat/reservation on a given flight, but elects to standby in hopes of being accommodated should a no-show situation occur.

STARBOARD – Right side of the aircraft.

STATION – In general, the name given to an airline's airport operation.

STATION MANAGER – A person in charge of all station functions within his/her station.

STERILE AREA – Areas of an airport that are protected by one or more security systems. The area on the secured or screened side of a security checkpoint or security device.

STERILE COCKPIT – From pushback to 10,000 feet during departure, and during descent to the airport of destination, 10,000 feet until block-in. It's a regulation that prohibits crewmembers from performing non-essential duties or communications during critical phases of flight except those required for safe operation of the airplane.

STOW – The act of storing an item brought on board.

SUBSERVICE – When one airline operates a flight for another airline.

SYSTEMS OPERATION CONTROL (SOC) – Also known as DISPATCH. This department is charged with the responsibility of dispatching flights, determining the suitability of operational facilities and the safe operation of each flight.

TAIL – The rear most part of an aircraft fuselage.

TAKEOFF – The point in a flight when the aircraft leaves the ground or runway and becomes airborne.

TARMAC – Surface of the aircraft parking area. Another name for ramp.

TAIL NUMBER – An identification number painted on the outside of the aircraft.

TAILWIND – Wind blowing in the same direction of the flight which increases the ground speed of an airplane.

TAXI – The movement of an aircraft on the ground under its own power.

TAXIING – A/C movements on the ground.

TAXIWAY – A paved strip on the airport that leads from the ramp to the runway.

TERMINAL – The building where passengers arrive and check in for their flights.

TERMINATING STATION – The station/airport where a flight ends.

TEST FLIGHT – A flight to test the performance of an aircraft after certain maintenance procedures have been performed.

THRUST – The forward force acting on an aircraft, provided by the engines.

THRU FLIGHT – A flight with at least one scheduled intermediate stop enroute to its final destination.

THRU PASSENGER – A passenger that is ticketed to travel to a point beyond any intermediate stop to his/her final destination.

TOUCHDOWN – The moment when the wheels of a landing aircraft touch the surface of a runway.

TRAILING EDGE – The aft edge of the wing.

TRANSFER – Flights requiring a change of aircraft at some intermediate point before arriving at the final destination. This change can be either online or interline. Also referred to as “connection.”

TRANSIT PASSENGER – Passenger continuing on a flight from an intermediate stop where passengers deplane or board for the first time.

TRANSIT/TECH STOP – To make an intermediate stop for fuel, passengers, catering, etc., between the originating and terminating airports.

TRANSPORTATION SECURITY ADMINISTRATION (TSA) – A federal agency empowered to oversee security at all airports.

TRIP PAIRING – A series of flights that are grouped together to make up a flying sequence.

TURBULENCE – A weather condition causing a bumpy ride, classified in categories.

TURN – A flight on which an FA leaves and returns to his/her domicile without a layover.

TURN AROUND – Aircraft or flight that is used to operate into a city & originate as a new flight number out of that city.

TWENTY FOUR HOUR CLOCK – The method of time keeping used by airlines as well as the military in order to avoid confusion between a.m. and p.m.

UNACCOMPANIED MINOR (UM) – A child between the ages of 5 and 12 years that is traveling alone.

UNPLANNED EMERGENCY – Without warning; e.g. impact due to LLWS (Low Level Wind Shear), runway excursion or aborted take-off at or below V_1 (decision speed) or rarely V_2 (rotation speed).

UNSERVICEABLE – Not operational.

WALK AROUND – The exterior inspection of the aircraft by a flight crewmember done during preflight and after each landing.

WEIGHT AND BALANCE – The mathematical calculations done to determine if the cargo and/or passengers aboard an aircraft are properly distributed.

WING – The large airfoils that extend out from either side of the middle of an airplane's fuselage to provide the lift needed to fly.

YOKE – The control and steering wheel of an airplane.

ZULU TIME – World time based on the 24 hour clock; all flights are scheduled according to Zulu or "Z" time as determined from the line of longitude through Greenwich, England. Aircraft logbooks and flight times are all completed according to "Z" time. This permits for standardization of time entries, regardless of geographical location.

Abbreviations

Common written abbreviations with definition, used within the airline industry.

A/C – Aircraft

ACAA – Air Carrier Access Act

ACM – Additional Crew Member

AFT – the rear of the airplane

APU – Auxiliary Power Unit

ATA – Air Transport Association

ATC – Air Traffic Control

CAA – Civil Aviation Authority

CB – Circuit Breaker

CCM – Cabin Crew Member

CNX/CXL – Cancel

COMP – Complimentary

CRO – Complaints Resolution Official

CSA – Customer Service Agent

CSI – Cabin Safety Inspector

CSR – Customer Service Representative

DBA – Doing Business As

DEST – Destination

DOT – Department Of Transportation

ETA – Estimated Time of Arrival

ETD – Estimated Time of Departure

EVAC – Evacuation

F/A – Flight Attendant

F/O – First Officer

FAA – Federal Aviation Administration

FAM – Flight Attendant Manual

FLT – Flight

FWD – the front section of the airplane (forward)

GMT – Greenwich Mean Time

GOM – General Operations Manual

GPU – Ground Power Unit

IATA – International Air Transport Association

IAW – In Accordance With

ICAO – International Civil Aviation Organization

INOP – Inoperative (not working)

IOE – Initial Operating Experience

IROP – Irregular Operations

ISC – Inflight Security Coordinator

MAX – Maximum

MEL – Minimum Equipment List - a list that outlines the equipment the aircraft must fly with.

MIN – Minimum

N/A – Not Applicable or Not Authorized

NTSB – National Transportation Safety Board

OPS – Operations

ORIG – Originating

PAX – Passenger

PBE – Protective Breathing Equipment (smoke hood).

PIC – Pilot In Command

PORT – Left hand side of the a/c

PSK – Passenger Service Kit

PSU – Passenger Service Unit (above passenger seats)

PUR – Purser

RES – Reservations

RON – Required Overnight

SEP – Safety and Emergency Procedures

SOP – Standard Operating Procedures

TERM – Termination

TWOV – Transit Without Visa

UM – Unaccompanied Minor