

Who do I contact?

Last Modified on 02/26/2026 3:29 pm MST

AFA Scheduling Council:

- Any bidding and award questions
 - ATL – schedulingatl@afafrontier.org
 - CHI (ORD/MDW) – schedulingchi@afafrontier.org
 - CLE – schedulingcle@afafrontier.org
 - CVG- schedulingcvg@afafrontier.org
 - DEN – schedulingden@afafrontier.org
 - DFW – schedulingdfw@afafrontier.org
 - LAS – schedulinglas@afafrontier.org
 - MCO – schedulingmco@afafrontier.org
 - MIA/FLL – schedulingmia@afafrontier.org
 - PHX – schedulingphx@afafrontier.org
 - SJU- schedulingnju@afafrontier.org
 - TPA – schedulingtpa@afafrontier.org
 - TTN/PHL - schedulingttn@afafrontier.org

Benefits: F9Benefits@flyfrontier.com

- Short Term Disability
- Long Term Disability
- COBRA
- Benefit Premiums

Crew Scheduling: (720) 374-4540

- FLICA
 - FA Premium Add
 - FA Daily Opentime Live
 - FA Daily Opentime Split
 - FA Trip Trades-Whole
 - FA Trip Trades-Split
 - FA Aggressive Reserve
- Any changes to schedule after awards (18th)
- Returning to Work schedule for a bid already awarded
- Deviations from deadheads via phone call
- CrewTrac password resets

Crew Planning: FACrewPlanning@flyfrontier.com

- FLICA
 - Base Prefbid Eligibility
 - Reserve Prefbid Eligibility
 - FA Vacation Slide Request
 - FA Base Swap
 - FA Vacation Opentime
- Incorrect Contact information in FLICA
- Bid Packages
- Seniority list

Crew Staffing: CrewStaffing@flyfrontier.com

- Annual Vacation
- System Bid Awards

Hotels: Hotels@MECF9.org

- Issues with hotels

Inflight Dependability: f9opsinfltdependability@flyfrontier.com

- Emergency Drops
- Commuter Claus coding
- Tardy Coding
- No Shows
- Sick Coding
- Bereavement Leave
- Jury duty
- Personal leave

Inflight Supervisors: Refer to inflight leadership FACT online contact list

- Lost and found items (duty phone)

Inflight Training Scheduling: InflightTrainingAdministration@flyfrontier.com

- IOE trips
- RGS eligibility
- Qualification Questions
- FLICA
 - FA RGS Trades and Swaps

IT Helpdesk: HelpDesk@FlyFrontier.com or (720)374-4400

- Windows password resets

Leave of Absence: LOA@flyfrontier.com

- Paperwork associated with leaves (FMLA, MED, OJI, MAT)
- Fitness for Duty Paperwork
- Returning from continuous leave questions/concerns about KCM being activated

Payroll: F9FAPayroll@flyfrontier.com

- Vacation Accruals
- Pay credits associated with trips
- W2
- Tax questions
- Direct Deposit
- Payroll related questions not related to schedules

On the Job Injuries: OJIFrontier@FlyFrontier.com

- Questions about OJI
- Submitting Paperwork

Travel: F9Pass@flyFrontier.com

- Travel Assistance on LOA/reactivation in ID90
- MyTravel accounts or returning from continuous leave

Uniforms: Uniforms@flyFrontier.com

- Assistance with uniform orders while on LOA status