

# Reserve Trip Quick Reference

- 1) **Voice Response System:** 1-866-612-0001. This is a multi-functional system. You will be notified of trip assignments, scheduled rest, and any changes to your schedule from the system. You will make your 2 1/2 to 8 hour call from the system. This system can also be used to request day trades, releases, preferences, on duty 1400 to 1400, and other schedule adjustments. You can check your position on the reserve list for the current day and the following day. All calls are logged in your audit trail. Remember if you need clarification of an assignment, then contact Scheduling. (Section 7.9.)
- 2) **2 1/2 to 8 Hour Report Call:** When you are assigned a trip you are required to check in for your trip via the voice response system. You must check in no less than 2 1/2 hours and no more than 8 hours before departure. If you fail to make your check in call, your trip may be reassigned and you are subject to disciplinary action. You must wait until you hear “goodbye” before hanging up or your call will not be considered complete. Suggestion: Make it 3 to 8, and you will never be late. (Section 6.16.)
- 3) **Base Check-In:** You must check-in at base 1 hour before departure for a domestic flight (even DH segments) and 1 1/2 hours before departure on an international flight. Remember you must wait until you hear “goodbye” before hanging up, or your call will not be considered complete.
- 4) **Passenger Boarding Times:** You are required to be onboard the aircraft at least 10 minutes prior to boarding if you are starting a trip at base/layovers, unless delayed by the previous inbound flight. You must be onboard 15 minutes prior to boarding time to be included in bidding. At layover, be at the airport (“curbside,”) one hour prior to departure. Boarding times vary by aircraft type. Please consult your FA Manual for boarding times.
- 5) **Reserve Report Procedures:** (Section 6.17)
  - A. A reserve flight attendant who is given at least 2 hours of notice prior to the required report time shall be required to report at the designated location no later than the required report time.
  - B. A reserve flight attendant who is given at least two hours (2:00) but less than three hours (3:00) notice prior to scheduled departure must make every effort to report at the required report time and shall be required to report in time for scheduled departure.

- C. A reserve flight attendant who is given less than two hours (2:00) notice prior to scheduled departure time must make every effort to report at the required report time and make every effort to report in time for scheduled departure. He/she may elect to proceed directly to the departure gate without reporting at the Inflight Services Office.
- 6) **Contact Requirements:**
- A. *While on call*, you have 20 minutes to respond to Scheduling from the 1st call from Scheduling. You must be within a 100 mile radius of your base. You are only required to answer your phone while on-call. If you are on your 12 or 9 hour rest option at base, you are not required to answer your phone. KEEP IN MIND THAT IF SCHEDULING CALLS YOU ON DAYS OFF, AND YOU ANSWER YOUR PHONE, THEY CAN ASSIGN YOU A TRIP. (Section 7.9. & 6.21.)
- B. On a layover you must be “*reasonably available*,” but you are not required to carry a cell phone while on trips.
- 7) **Scheduling/Notification:** Crew Scheduling must identify themselves before asking for you. If you get the automatic out dialer notification system, you are only notified if you press the buttons for the option to be notified.
- 8) **Maintain Contacts:** You are required to maintain your contact information in ACCESS and with Crew Scheduling, if there is a change. You only need one working phone contact for Scheduling.
- 9) **Passport:** If you have to send your passport for renewal, inform your manager and Crew Scheduling. Submit a business expense form to be reimbursed for the cost. Update Scheduling and your manager when you get your passport/visa back. You cannot travel without a VALID passport (if it expires). You can only fly a domestic trip while your passport is away for processing, but is still valid. If you allow your passport to expire before renewing it, you may be Withdrawn From Service with no pay for all flying. (Section 4.7)
- 10) **24 in 7:** You must have 24 hours off every 7 days, per the FAA. This is why you cannot bid for more than 6 consecutive days on-call. The 24 hours off may be started at any time of the day or night and can be given while on a layover, but you must be given “advance notice” of the rest day. (i.e. in the original pattern assignment) (Section 5.3.4.b)

*Example:*

*You are on call from the 1<sup>st</sup> thru the 6<sup>th</sup>, but are given pattern # 80 on the 5<sup>th</sup>, which flies you into your 7<sup>th</sup> day on call. Your 24 in 7 rest requirement is satisfied because you have a 24 hour layover on the 6<sup>th</sup> in AMS and you were notified **BEFORE** the pattern started.*

- 11) **35 in 7:** If you have selected the 35 in 7 option in your initial bid, then you are electing to only fly 35 domestic hard fly hours in 7 days. 35 in 7 does not apply to International flying and Reserves can be forced over 35 in 7, but ONLY IN REVERSE SENIORITY ORDER. You must complete a pattern if it goes over 35 in 7 due to events beyond the company's control (weather, ATC delays, etc.) (Section 7.3 and 5.3)
- 12) **On Duty Limitations:** (Section 5.5-5.6)

ON-DUTY LIMITATIONS - REF 5.5 - 5.6		
On-duty Begins	Scheduled On-Duty Max	Actual Max
0501 -2159	13:00	14:00
2200-0500	12:00	13:00
1900-2400	14:00	15:00
High Value Turn	13:00	14:00
High Density	14:00	15:00
Non-Extend Duty	13:00	15:00
Extended Duty	20:00	Greater of either 18:00 or the scheduled duty period plus three hours

- 13) **Minimum Rest: Domestic (Section 5.7) and International (Section 5.19)**

Domestic	Layover Rest	Base Rest
Scheduled Flight time less than 8:00 hours	9:00 hours skd/actual release to report	12:00 hours skd 9:00 hr skd option: or 9:00 actual
Scheduled flight of 8:01 or greater, but less than 9:00 hours	10:00 hours skd/actual release to report	12:00 hours skd 9:00 hours Skd option: or 9:00 actual
Scheduled flight time equal to or greater than 9:00 hours	11:00 skd/actual release to report	12:00 hours skd 9:00 hours Skd option: or 9:00 actual
High Value Turn (HVT)	Not Applicable	12:00 hours skd/actual
High Density Turn (HDT)	Not Applicable	14:00 hours skd/actual

Minimum Required Rest Following International On-Duty Period	
International	11:30 skd/11:30 actual (layover) 12:00 skd/11:30 option or actual (base)
Non-Extended Duty Flights	15:45 scheduled/actual
Extended Duty Flight	Skd on duty 16:00 or less, no less than 15:45, release to report Skd on duty 16:00 to 18:01, no less than 20:00 skd/18:00 actual rest period Skd on duty over 18:00, no less than 24:00
Asia Inter-Port	11:30 scheduled/11:30 actual
Asia Inter-Port Select	11:30 scheduled/actual (following) 9:30 scheduled/actual (during)

- 14) **Review of Crew Orders:** If at anytime you feel that your work rules are being violated, ask for a "Review of Crew Orders." If you still don't agree with Scheduling, do not argue with them. Write down the name of the scheduler and the time, then report it to the union. If the work rules have been violated, the union will file a grievance and the Review of Crew Orders may trigger penalty pay if Scheduling is found in violation.

*Remember, you must ask for a Review of Crew Orders to receive penalty pay. (Section 6.17)*

15) **Rescheduling:** You can be rescheduled into your days off. Know the limitations on assigning flying into a GDO. Know your duty limitations, your 35 in 7 status, and your rest parameters. Carry Reserve (Section 7) and (Hours of Service (Section 5,) and Scheduling (Section 6) of the contract at all times. If you have questions about the Order of Assignment for Rescheduling, do NOT refuse the trip, but ask for a “Review of Crew Orders” and report any suspected violations to your AFA-CWA local office.

16) **Rescheduling Preference:** This option is found in Centry under “Schedule Adjustments.” You must put into the computer a “Y” or “N” indicating your rescheduling preference. If you want to be rescheduled, you can request this with a “Y” indicator and even input preferences. Your request will remain in place until you change it in the computer. If you are needed for the operation, regardless of preference, you will be rescheduled.

*Example:*

*If you and another reserve are both available to be rescheduled for a trip and you have put in the computer not to be rescheduled and the other reserve has put yes to rescheduling or nothing at all, then the reserve who wants to be rescheduled/ did not put in an option should receive the trip. Remember, legalities can play a role in who receives the trip.*

17) **PDO/GDO Violation and Returning Days Off:** Always be packed for an overnight trip. Scheduling may add on to your trip and fly you into your days off. Ask for your days back IMMEDIATELY. You may elect to attach the replacement days to the beginning or end of subsequent series of off-duty periods. You may request alternate replacement days, but this is dependent upon the needs of the operation. If there are no more days left for the month, they must return them to you in the following month. If you are a line holder in the following month, they must give you 4:15 in pay or in credit to your flight bank. With a PDO violation, you can elect to be released for the rest of the day OR get a PDO returned. With a GDO, the GDO must be returned AND you should be released at base. Scheduling cannot assign you a trip into a GDO from your base. You can only be rescheduled into a GDO for reasons outside of the control of the company. Remember, if this happens to you to you; ask for a Review of Crew Orders. (Section 7.13-7.14)

18) **Deadhead/Deadhead Work/Pattern Positioning:** If you are Scheduled as a “DH,” you must have a passenger seat. If you are “DW” or “PP,” you may have to work the flight to fill the jumpseats and/or if you are needed as minimum crew. Keep in mind, your status can change, so check with the gate agent before boarding. A “PP” works and fills available jumpseats before a “DW,” regardless of seniority. If you work a flight when you are

“DW,” you must notify Scheduling so that the hours count toward your 35 in 7 limitation. (Section 6.50-6.51)

- 19) **Reserve Order of Assignment - SILO:** Beginning May 2008, SILO Reserve Assignment procedures were implemented. The trip of the highest value in each “SILO” is given to the Reserve at the top Reserve Available list in that SILO (i.e. 1 day SILO, 2 Day SILO, etc.) Assignments will match pattern lengths to on-call periods. Ready Reserves and RR Will Fly are assigned first in their SILO. If there are no Reserves in a SILO, the assignment will be made to the Reserve with the lowest hours in the next highest SILO. WF and CF will increase your SILO length. (e.g. RD RD CF CF would put the Reserve in a 2 day SILO and a 4 day SILO.) If no one is “good” for the pattern length, it will be forced into Reserve PDOs in reverse seniority order to the Reserves who would violate the fewest PDO days. (Section 7.D.2.)
- 20) **Automated Short Call:** Reserves wishing to make themselves available for Reserve Assignment with less than the minimum required call out time to two hours will put themselves on “short call list” through the automated VRU system. You can remove yourself before any assignment, if your plans change. (Section 7.D.4)
- 21) **Month End Release:** After a Reserve completes the pattern that projects him/her over the EBLA (currently 87 hrs, but will be 85 hrs. with PBS,) the Reserve may call Scheduling during the rest following the pattern, to be released for the rest of any remaining on call days. Scheduling must grant the request if it is made during the rest period. If a pattern has already been assigned, Scheduling must remove it. You can be rescheduled, however, if you have not yet completed the pattern that projects you over the EBLA. (Section 7.13)
- 22) **Hotel Room Assignments:** If you receive a pattern and there is no hotel assigned, call the Hotel Desk immediately to inquire at (800) 235-5161. Always write down the confirmation number and who you talked with at the desk. Report any problems with your hotel to AFA at [www.afahotels.org](http://www.afahotels.org) and to NWA on Atlas.
- 23) **Ground Time:** You are eligible for Ground Time pay after the first hour on the ground with passengers. The forms for this are in the PSK onboard the aircraft and must be turned in to the All Forms box in the Inflight office.

## Reserve Bidding Quick Reference

- 1) **Reserve Days Off:** You are entitled to 12 days off in a 30 day bid month

and 13 days off in a 31 day bid month. If you have vacation/leave, the number of days off is reduced per the chart on p.7.15-7.16 of the contract. The contract allows a maximum of 6 separate off-duty periods per bid month, excluding vacation/leave. You may trade for more than 6 off duty periods, however.

- 2) **Max Days On-Call:** You may only bid for 6 consecutive days on-call. You may not bid for 2-2 if you have 6 days on-call, since that would put you on call for 7 days and violate FAR 121.467. However, currently SLIC does not read from month to month, so you may be awarded 6 days on call at the end of the first month and 6 at the beginning of the following month. In this case, you must receive a rest day (zz-day) from Scheduling to satisfy the FAR requirement.
- 3) **Single Day Off Option:** You can bid for a single day off option in your SLIC bid. After you receive your schedule, you can also trade in Centry to a single day off to try to group your Reserve days together or off days together.
- 4) **Duplicate Lines:** Duplicate lines are contractual, but PBS should reduce the periodic high percentages of this type of Reserve line. "Dupes" result when SLIC cannot create any more legal lines. The remaining lines are "duplicated" from the last legal line. An **Incomplete Line** is a duplicate line with vacation/leave. Refer to the SLIC Manual for more information. Call Crew Scheduling to select the rest of your days off to complete an Incomplete Reserve Line (as soon as possible after the bid award.)
- 5) **Guaranteed Days Off:** You are entitled to 8 GDOs. You can select these in Centry under Scheduling Adjustments. You must bid for these before the month starts. You must bid for these starting at the end of a group of off days. (Example - you have 10 days off, you can only GDO the last 8, starting with the last day and work forward to bid.) Please refer to the Centry Manual in Atlas for more examples. (Section 7.13)
- 6) **Day Trades and Magnet Days:** You can trade within your own schedule or into "open time" with other reserves. You will not receive a trade if it puts you on-call for more than 6 consecutive days within the bid month. These days may also have percentage restrictions and you may receive them just a few days beforehand or not at all. Please check the Matrix in Access for restricted day information. Magnet and Premium Magnet days will allow Reserves to move RD day from an "excess" day to a "short" day. The number and availability of these are based upon company needs. (Section 7.16-7.18.)
- 7) **2-2 On Call Option and AM/PM On Duty Period:** You can bid to be on call from 2pm-2pm. There are some open time ratios associated with 2-2, this means that at times not everyone who requested 2-2 will be awarded it. You may request for this option in Centry under Scheduling Adjustments. If you are awarded 2-2, then you are on call until 2pm on your day off. The AM/PM On Duty Period Option is scheduled to start May 2008 and will allow the

Reserve to only be on call only 12 hours per day, with no loss of pay. This will be awarded in Reverse credit order (highest credit to lowest.) (Section 7.2)

- 8) **Reserve Preferences:** Scheduling is required to run preferences for reserve trips off the open board 1 time per day. This happens shortly after SLAP is run. Sometimes they run preferences in the evening as well, if there are 20+ trips on the open board. Look in ACCESS under "Matrix" and in the contract for hour ranges for each day. You can put in a generic request or request specific patterns. You should have your preferences in before 12 pm base local time. Please refer to the Centry Manual for more bidding information. (Section 7.8.)
- 9) **Contingency Fly and Will Fly:** Reserves may opt to fly on their days off with the Contingency Fly or Will Fly Option and this time is included in your Reserve credit hours and NOT paid above your 80 hour pay guarantee. You cannot Will Fly if it puts you on call for more than 6 consecutive days. WF days for Regular Reserves are rostered at the end of the Reserve Available list, while CF does not change your place in the list. A trip can only be assigned that operates from RD into CF days. If no trip is assigned into CF days, the CF days are removed from your line. However, with WF these days remain and Reserve is on call that day. Review the contract (Section 7.15) and the Centry Manual for the more information about these different options.
- 10) **Reserve Increase Adjustment:** Reserves can pick up a pattern from open time in SLAP the day before days off (only patterns flown wholly on his/her days off, that do not interfere in any way with RD obligations.) The pattern will be paid above the Reserve guarantee, but the hours do NOT count toward monthly Reserve max and are isolated from all legalities except FARs. (Section 7.19 and Section 6.22.)
- 11) **Reserve One Way Trades:** Reserves can take OWTs on days off, however these hours do not count toward monthly max for Reserve hours, are isolated from all legalities except FARs, and pay for this trip shall offset any reserve guarantee (example: if you fly 70 hours on Reserve and take a OWT for 10 hours, there will be no additional pay beyond the 80 hr guarantee.) OWTs are not allowed as a carry-out for Reserves, until after the bid result. (Section 6.25)
- 12) **Mutual Trades:** Reserves can trade patterns with another Reserve or Regular line holder, no later than 3 hours prior to departure. This needs to be worked manually by a Scheduler, since a Reserve line is involved in the trade. (Section 6.26)
- 12) **GDO Release:** The contract states that if you are going into a GDO and have not received a trip or been contacted by Crew Scheduling by 15:00 base local time, then you are released into your GDO. Even if you receive no notification of the release, you are still released and need not be available for contact

after 15:00. (Section 7.10)

- 13) Daily/Block Release:** If you put in for a daily or block release and are awarded it, then you will lose 4:15 from your guarantee for each day you receive a release. If Scheduling contacts you and automatically releases you into your days off with a “RM,” then there is no loss of pay. (Section 7.10)
- 14) Early Release:** If you put in for an early release and are awarded it, then you will lose your Reserve guarantee. You will only be paid only for the hours actually flown and credited during the month. (Section 7.10)
- 15) Training:** Training is accomplished on a reserve day. You must bid for a training day that is at the beginning of a group of on call days. Please refer to the Analysis Cover Letter for more information on bidding for training and travel arrangements. (Section 11.4)

***Stay Informed! Stay Involved!  
Know Your Contract!***

