



NWA-AFA

# **Flight Attendant Resource Guide**

Association of Flight Attendants-CWA, AFL-CIO  
NWA Master Executive Council



# NWA-AFA Contacts

REMEMBER: Most AFA Reps Also Fly the Line!

## **LEC 91 NYC . . . . . lec91@nwaafa.org**

Joshua Zivick, President . . . . . 347.419.4219

*jzivick@nwaafa.org*

James Lucas, Vice President . . . . . 551.689.3284

*jluucas@nwaafa.org*

Sherry Eubanks, Secretary . . . . . 501.246.1100

*seubanks@nwaafa.org*

Jon Blaeser, Council Representative . . . . . 646.280.9578

*jblaeser@nwaafa.org*

## **LEC 92 BOS . . . . . lec92@nwaafa.org**

Jacob Easter, President . . . . . 617.538.4311

*jeaster@nwaafa.org*

Dustin Dudley, Vice President/Secretary . . . . . 617.697.9549

*ddudley@nwaafa.org*

David Thompson, Council Representative . . . . . 617.538.0641

*dthompson@nwaafa.org*

## **LEC 93 MEM . . . . . lec93@nwaafa.org**

Shawn Fivecoat, President . . . . . 901.326.1348

*sfivecoat@nwaafa.org*

Gavin Allan, Vice President . . . . . 901.412.1741

*gallan@nwaafa.org*

Brenda McAden, Secretary . . . . . 901.389.7425

*bmcaden@nwaafa.org*

Lucy Green, Council Representative . . . . . 901.210.0649

*lgreen@nwaafa.org*

## **LEC 94 DTW . . . . . lec94@nwaafa.org**

**. . . . . Office 734.532.8404**

Diana Mitcham, President . . . . . ext. 6  
*dmitcham@nwaafa.org*

John O'Donnell, Vice President . . . . . ext. 7  
*jodonnell@nwaafa.org*

Anthony Hytche, Secretary. . . . . ext. 8  
*ahytche@nwaafa.org*

Jeff Martoia, Council Representative . . . . . ext. 4  
*jmartoia@nwaafa.org*

Kevin Boston, Council Representative . . . . . ext. 5  
*kboston@nwaafa.org*

**LEC 95 MSP . . . . . lec95@nwaafa.org**  
**. . . . . Office 952.241.4100**

Bruce Retrum, President . . . . . 952.241.4127  
*bretrum@nwaafa.org*

Maggie Gray, Secretary & Acting Vice President . . . . 952.241.4125  
*mgray@nwaafa.org*

Laurie Gandrud, Council Representative . . . . . 952.241.4126  
*lgandrud@nwaafa.org*

Katie Martin, Council Representative . . . . . 952.241.4129  
*kmartin@nwaafa.org*

Jarrod Anderson, Acting Council Representative . . . . 952.241.4128

**LEC 96 SEA . . . . . lec96@nwaafa.org**

Jay Hong, President. . . . . 206.304.2489  
*jhong@nwaafa.org*

Scott Woll, Vice President (Acting Secretary) . . . . . 253.218.7524  
*swoll@nwaafa.org*

Jeanne Elliott, Council Representative . . . . . 425.647.6455  
*jelliott@nwaafa.org*

**LEC 97 SFO . . . . . lec97@nwaafa.org**

Brett Clark, President. . . . . 707.364.5538  
*bclark@nwaafa.org*

Pamela Lopez-Lewis, Vice President . . . . . 650.454.4261  
*plopezlewis@nwaafa.org*

Neil Cabael, Secretary . . . . . 415.613.2475  
*ncabael@nwaafa.org*

**LEC 98 LAX . . . . . lec98@nwaafa.org**

Les Meeks, President. . . . . 213.453.3688

*lmeeks@nwaafa.org*

Kaki Androsiuk, Vice President. . . . . 602.300.7989

*kandrosiuk@nwaafa.org*

Elisabeth Joyce, Secretary . . . . . 949.374.8675

*ejoyce@nwaafa.org*

DeJur Jones, Council Representative. . . . . 323.295.0711

*djones@nwaafa.org*

**LEC 99 HNL . . . . . lec99@nwaafa.org**

Dave Tadlock, President. . . . . 808.223.0610

*dtadlock@nwaafa.org*

Michelle Foley, Secretary (Acting VP) . . . . . 808.542.6241

*mfoley@nwaafa.org*

Howie Mulvaney, Council Representative . . . . . 808.782.7773

*hmulvaney@nwaafa.org*

**NWA-AFA Master Executive Council . . . . . mec@nwaafa.org**

**. . . . . Office 952.241.4100**

Janette Rook, President. . . . . 952.241.4102

*jrook@nwaafa.org*

Daniel Grey, Vice President . . . . . 952.241.4101

*dgrey@nwaafa.org*

Lynn Bible, Secretary-Treasurer . . . . . 952.241.4103

*lbible@nwaafa.org*

**AFA International Membership Services Contacts:**

Dues, Leaves, Membership Applications and More

1-800-424-2401, Ext 707

*<http://www.afanet.org/membership/>*

AFA Election and Voting Information

*<http://www.afanet.org/elections/>*

**AFA International Employee Assistance  
Program/Professional Standards (EAP)**

800.424.2406

**AFA International Air Safety, Health and Security Department**

*<http://ashsd.afacwa.org/>*

# DELTA Contacts

Crew Scheduling . . . . .	866.612.0001
Scheduling Duty Manager . . . . .	800.346.6519
Crew Coordinator (Downline Rescheduling) . . . . .	800.441.4711
PBS Central . . . . .	<i>pbshelp@delta.com</i>
PBS Support Desk/PBS Advisor (from 7-13th & 16-22nd) . . . . .	866.612-0001
Vacation Open Board Help Desk (from 4-6th) . . . . .	<i>IFVACHLP@NWA.com</i> or 866.208.3630
Travelnet (Pass Bureau/Non Rev Travel/Interline Travel). . . . .	800.MY DELTA
Jumpseat (up to 10.5 day advance booking) . . . . .	866.612.0001
Reciprocal Jumpseat/Cabin Seat Programs ("Flowback") . . . . .	.DELTANET
Fidelity 401(K) Delta Service Center at Fidelity . . . . .	800.554.0262
Benefits/Health Plans. . . . .	<i>esc@delta.com</i> or 800.MY.DELTA
PMNW Hotel Desk . . . . .	800.235.5161
ESIS (OJI Reporting) – also report OJIs to base management . . . . .	800-642-4462
Sedgwick (FMLA). . . . .	877.67.DELTA
Payroll . . . . .	<i>Payroll.ATL831@delta.com</i> or 800.MY.DELTA
PMNW Computer Help Desk . . . . .	800.328.2283
PMDL Computer Help Desk . . . . .	888-714-0529
PMNW Training. . . . .	<i>IFTRAIN@delta.com</i> or 866.612.0001
Training Rescheduling, Travel or Hotel Questions . . . . .	<i>ARTADM@delta.com</i> and 866.612.0001
Lion Uniform Group. . . . .	<i>www.lionuniformgroup.com/delta/</i> or 800.921.1317

**(When in doubt, visit DELTANET or call 800.MY.DELTA)**

# PMNW Inflight Services

DTW . . . . .	.734.247-2529
MSP . . . . .	.612.726.3386
SEA. . . . .	.206.433.3715
SFO . . . . .	.650.877.5069
LAX. . . . .	.310.417.7539
HNL . . . . .	.808.831.4233
EWR . . . . .	.973.961.2828
JFK. . . . .	.718.704.2544
LGA . . . . .	.718.565.3980 or 718.565.3849
BOS . . . . .	.617.568.2150
MEM . . . . .	.901.922.8425
AMS . . . . .	.31.206.493.300
NRT . . . . .	.81.476.32.4966

# Check-In

- **Report and sign in prior to departure no later than:**

Domestic/North America

(Canada, Caribbean, Mexico) . . . . . 1 hour\*

TATL/India/TPAC/Interport/Hawaii to/

from mainland . . . . . 1.5 hours\*

Interport and Hawaii to/from mainland, report time 75 minutes  
when operating 757, domestic B747, B777, A330 = report time  
75 minutes.

\*REMEMBER

- DH check in times are same as regular patterns
- Charter check in times may vary per the contract

# Quick Reference Time Zone Calculator

*Assuming Current Position Eastern (ET)*

Eastern (DTW, BOS, NYC) . . . . .	.0
Central (MSP, MEM) . . . . .	-1
Mountain (DEN). . . . .	-2
Pacific (LAX, SFO) . . . . .	-3
ANC . . . . .	-4
HNL . . . . .	-5
London . . . . .	+5
Paris . . . . .	+6
Frankfurt . . . . .	+6
Mumbai, India . . . . .	+10:30
Beijing . . . . .	+12
Tokyo . . . . .	+13

## 24-Hour Clock

00:00 . . . . Midnight (12 am)	12:00 . . . . 12:00 pm
01:00 . . . . 1:00 am	13:00 . . . . 1:00 pm
02:00 . . . . 2:00 am	14:00 . . . . 2:00 pm
03:00 . . . . 3:00 am	15:00 . . . . 3:00 pm
04:00 . . . . 4:00 am	16:00 . . . . 4:00 pm
05:00 . . . . 5:00 am	17:00 . . . . 5:00 pm
06:00 . . . . 6:00 am	18:00 . . . . 6:00 pm
07:00 . . . . 7:00 am	19:00 . . . . 7:00 pm
08:00 . . . . 8:00 am	20:00 . . . . 8:00 pm
09:00 . . . . 9:00 am	21:00 . . . . 9:00 pm
10:00 . . . . 10:00 am	22:00 . . . . 10:00 pm
11:00 . . . . 11:00 am	23:00 . . . . 11:00 pm

# Web Resources

Northwest AFA-CWA Master Executive Council Website

[www.nwaafa.org](http://www.nwaafa.org)

NWA AFA MEC eNews/Hotline Message

[www.nwaafa.org](http://www.nwaafa.org) and 888.3.NWA.AFA (888.369.2232)

AFA-CWA International . . . . .	<a href="http://www.afanet.org">www.afanet.org</a>
Council 91 NYC Website . . . . .	<a href="http://www.afa91.org">www.afa91.org</a>
Council 92 BOS Website . . . . .	<a href="http://www.afa92.org">www.afa92.org</a>
Council 93 MEM Website. . . . .	<a href="http://www.afa93.org">www.afa93.org</a>
Council 94 DTW Website. . . . .	<a href="http://www.afa94.org">www.afa94.org</a>
Council 95 MSP Website . . . . .	<a href="http://www.afa95.org">www.afa95.org</a>
Council 96 SEA Website . . . . .	<a href="http://www.afa96.org">www.afa96.org</a>
Council 97 SFO Website . . . . .	<a href="http://www.afa97.org">www.afa97.org</a>
Council 98 LAX Website . . . . .	<a href="http://www.afacouncil98.org">www.afacouncil98.org</a>
Council 99 HNL Website . . . . .	<a href="http://www.afacouncil99.org">www.afacouncil99.org</a>
Delta Flight Attendants AFA Campaign . . . . .	<a href="http://www.DeltaAFA.org">www.DeltaAFA.org</a>
Wings Financial Credit Union . . . . .	<a href="http://www.wingsfinancial.com">www.wingsfinancial.com</a>
Stop Over Store . . . . .	<a href="http://www.stopoverstore.com">www.stopoverstore.com</a>
Delta Air Lines . . . . .	<a href="http://www.delta.com">www.delta.com</a>
Deltanet Extranet . . . . .	<a href="http://dlnet.delta.com/">http://dlnet.delta.com/</a>
NWA Atlas . . . . .	<a href="https://home.nwapeople.nwa.com/atlas">https://home.nwapeople.nwa.com/atlas</a>
NWA Radar. . . . .	<a href="https://home.nwapeople.nwa.com">https://home.nwapeople.nwa.com</a>
United Healthcare . . . . .	<a href="http://www.myhealthcareview.com">www.myhealthcareview.com</a>
Delta Dental . . . . .	<a href="http://www.deltadentalmn.org/dal/">www.deltadentalmn.org/dal/</a>
401K Fidelity NetBenefits (effective July, 2010) . . . . .	<a href="http://www.netbenefits.com">www.netbenefits.com</a>
Federal Aviation Administration . . . . .	<a href="http://www.faa.gov">www.faa.gov</a>
Federal Aviation Regulations, etc. . . . .	<a href="http://www.airweb.faa.gov">www.airweb.faa.gov</a>
National Mediation Board. . . . .	<a href="http://www.nmb.gov">www.nmb.gov</a>
Department of Transportation . . . . .	<a href="http://www.dot.gov">www.dot.gov</a>
Department of Labor . . . . .	<a href="http://www.dol.gov">www.dol.gov</a>

# NWA AFA-CWA Contract Quick Reference

<b>On-Duty Limitations - Page 5.10 – 5.11</b>		
On-Duty Begins	Scheduled On-Duty Max	Actual Duty 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 Turn	14:00	15:00
Non-Extend Duty	13:00	15:00
Extended Duty Flying	20:00	Greater of either 18:00, or the scheduled duty period + 3 hours

<b>Domestic Minimum Required Rest – Page 5.12</b>		
	Layover Rest	Base Rest
Scheduled flight time of 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	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 hrs	11:00 skd/actual, release to report	12:00 hours skd, 9:00 hrs 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

**Min Required Rest Prior to International On Duty Period – Page 5.26**

International	11:30 scheduled/11:30 actual
Trans-Atlantic	12:00 scheduled/12:00 actual
Trans-Pacific	12:00 scheduled/12:00 actual
Asia Inter-Port	11:30 scheduled/11:30 actual
Asia Inter-Port Select	11:30 scheduled/actual (prior) 9:30 scheduled/actual (during)

**Min Required Rest Following International On Duty Period –  
Page 5.27**

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)

## Walk Time Calculator

(Maximum Duty) – (Scheduled Duty Time) + (Scheduled Departure Time of Last Segment) = Walk Time

## Review of Crew Orders – Page 6.26

If there is a question regarding legalities or rescheduling, *always* ask for a review of crew orders – if it is later proven that you were flown illegally, you are entitled to a rate equal to 1<sup>1</sup>/<sub>2</sub> times your hourly rate of pay for all hours flown illegally.

## Reserve Report Procedures – Page 6.26\*

*\*2 1/2 - 8 Hour Call Requirement Eliminated*

- a. 3:00 hrs to departure: Must make base check-in and boarding time.
- b. More than 2:00 hrs but less than 3:00 to departure: Must attempt to make base check in and must make departure.
- c. Less than 2:00 hrs to departure: Attempt to make base report and departure; may elect to go directly to gate.

## Rest Upon Return to Base – Page 5.11 and 5.23

- 12 hrs skd for bid, reducible to 9 hrs actual, unless HVT/HDT/INTL.
- Extended duty flights: double flight time off when return to base.

## Polling Procedures – Page 5.23 (International Only)

When an international flight is delayed, you shall be polled 2:15 prior to your walk time. You have 2 options: be replaced if walk time occurs, or waive legalities for additional 2:00. Polling process will be repeated every 2:00 until replacement arrives or rescheduling/cancellation occurs.

## Time Available Option – Page 6.48 - 6.53

You may receive a Time Available option when your monthly projection is less than your pattern guarantee. If you select Time Available

(TA), you are required to be available for assignment from 0900 – 1700 on the day(s) your original trip operated. If given a replacement trip, it must be scheduled to return you to base by midnight on the last day the trip originally operated. You are not required to answer your phone outside the 0900 – 1700 TA period. However, if you do answer your phone or log into ACCESS and notify yourself, you may be required to accept a TA assignment that departs outside of those time parameters. You may now elect to sit Time Available following a No Show or Unable to Commute.

### **Category 18/19 Assignments – Page 6.57 and LOA 17**

If you are rescheduled, stay calm and know your legalities. LOA 17 allows required time available when a “Critical Period” is declared to AFA. Under LOA 17, increased compensation applies.

### **Rescheduling – Page 6.58 - 6.62**

If you wish to be bypassed/select parameters for downline rescheduling, submit your request in Centry under “Schedule Adjustments.” The request *does* carry over month-to-month, but must be reset upon return from a leave. *Note:* Rescheduling preferences are subject to operational needs. Single pattern flight attendants are typically rescheduled before breaking a common crew. *Legalities Note:* Keep in mind that when you become illegal to operate a particular flight, you may still be legal for a shorter segment and/or legal to wait for replacement crew.

### **Overprojection Adjustments – Page 6.44**

Any request for an overprojection adjustment must be made within twenty-four hours (24:00) after return to base from the pattern which caused the overprojection. If the pattern to be dropped for legalities (overprojection, 35/7, minimum rest, etc.) departs within 24 hours, call Scheduling directly. All other requests can be entered in Centry.



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