

Horizon Air Reserve Guide



Quick Guide

AFA and the Inflight Training Department have put together this guide to help you understand some of the details of being on reserve as well as provide some examples. Please remember that this is only a guide. It is important for you to read the actual language in the Reserve section (Article 7) of the contract.

If any issues arise be sure to refer to the official contract language. Our contract is available at afahorizon.org and in Comply365 (My Publications > Inflight > Inflight Reference > AFA > AFA Contract 2019-2024).

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What is Reserve?

Reserve is a scheduling assignment where the Flight Attendant does not have an assigned trip on their schedule but is on-call and available for crew scheduling to cover any last-minute sick calls or unforeseen changes. A Reserve schedule has typically between two and five days in a block. Once a reserve starts flying in a block, they can be extended through each other day of the block without returning home.

This schedule allows the company to have Flight Attendants on reserve at their domiciles in case there are flights that need to be suddenly covered due to weather, call outs, maintenance delays, etc. It is *vitally important* that Reserve Flight Attendants are *in domicile* during their Reserve Availability Period (RAP).

Reserve Availability Period (RAP)

RAP is the time that you are available and contactable by Crew Scheduling for an assignment. This time is not considered part of duty, and it is your responsibility to ensure you are getting rest during this time. Remember that you must be in domicile and within at least 2 hours travel from the airport.

RAP Response Time

During your Home RAP you are required to answer any calls from CS, return a missed call from CS, or self-notify within 15 minutes of when CS contacts you. When on APSB you have five (5) minutes to respond. Failure to call back, answer, or self-notify will result in an occurrence called a UTC, Unable To Contact.

Reserve Codes

Crew Scheduling typically uses a 3 or 4-letter code to designate your reserve days in PBS and eCrew. It follows this pattern: Base Initial/Time/Type.

Base Initial/Time Frame/Type examples:

Portland AM Home = PAH

Everett (PAE) PM Home = EPH

Seattle Airport Standby = SASB

Medford Extended-Day Reserve = MED

Types of Reserve

There are 2 types of reserve at Horizon: Home Reserve and Extended-Day Reserve.

AM/PM Home Reserve

All Reserves are scheduled for either AM or PM Home Reserve which is bid for in PBS (Preferential Bidding System). PBS will refer to these as Short-Call Reserve. Home Reserve and Short-Call Reserve are synonymous.

On your schedule you will see a code starting with your domicile letter, then either an A or P for AM or PM, and then an H for home reserve. So, GAH would be GEG AM Home reserve. PPH is Portland PM Home Reserve, etc. Paine Field AM Home reserve would be listed as EAH.

Each AM/PM Home Reserve RAP contactability period is 14 hours long. This is the time that you are waiting to hear if you're needed to work. Time spent contactable on Home Reserve is not considered duty. Your check-in time at the airport is the start of your duty period.

Extended Day Reserve

No more than twice a month, CS can reassign you from AM/PM Reserve to Extended-Day Reserve, which is a 24-hour availability period of reserve. You will see this change noted as ED for Extended Day in eCrew. (It is referred to as ER in the contract.)

This extended availability helps Crew Scheduling cover the operation when the timing wouldn't otherwise allow for it. An AM Home Reserve could be converted during their normal RAP to Extended Reserve and then continue to be available until 23:59 that day. A PM Home Reserve that would normally end contactability at 23:59 may be converted to Extended Reserve for the next reserve day. Their RAP would then continue their contactability into the next day through 00:00 until 23:59.

Crew Scheduling may contact a Reserve on a day off to convert them to ER status between the hours of 2000 and 2300 local domicile time the night prior to the reserve availability period. On your days off you are not required to answer the phone. A Reserve may not be contacted on a vacation day for ER conversion.

If no assignment is given while on Extended Reserve, one credit hour above guarantee will be paid. As stated above, CS may not schedule you for Extended Reserve more than twice a month.

If there are days in the month that you would *prefer* to be converted to Extended Reserve, you may call CS and request that noted on your schedule. This does *not guarantee* that you will be on ED that day. If CS needs an Extended Reserve conversion that day, they will assign legal FAs who have made that preference first.

Reserve Hours

All flying and APSB time on reserve (assigned by CS or self-assigned) counts towards Reserve Hours Flown each bid month. Any FA who has more than 85 Reserve Hours flown will receive 150% pay for all such credit hours over 85.

When a Reserve FA picks up a Trip up on days off these hours do not count toward Reserve Hours and are paid above guarantee. When a Reserve FA picks up Reserve Day/s on their day/s off, any flying *will* contribute towards Reserve Hours Flown and will be paid above guarantee. If no flying is assigned on the reserve day picked up on a day off the FA will receive 4.17 Reserve Hour credits above guarantee.

Report Time

Your eCrew will show a report time for each duty day of the trip. On the first day of the trip you will need to check-in for the trip through eCrew. Subsequent days (after RONS) will show the time the crew is expected to be at the gate. This does not supersede the requirement to be on the aircraft by D40/D30.

Report time at the start of a trip is *typically* one hour prior to departure. However, depending on when CS is aware of a change, the departure time may be shorter than one hour.

Your report time will never be less than two hours. There are times CS may give less notice to report in which case you should make every effort to report within that time frame. There is no penalty for failure to make the departure or check-in time for an assignment given with a reduced notice period of less than two hours. Please be safe as you attempt to report earlier if asked, and remember that if you are not able to report early you are not penalized. As always, if you are running late or later than expected, call CS when safe to do so to keep them updated.

You must sync, comply with any FAIFs and FAM Revisions, and sync again as these files are required to be read after check in of the start time of your assigned trip and/or Airport Reserve shift.

While there are other apps that may show report times (like Block2Block or AIMS), only eCrew or speaking with Crew Scheduling directly is the official source of your schedule.

Reserve Period Notification

Reserve flight attendants are subject to being called at the published time their reserve block begins through the last minute scheduled. For a RAP of 0300 to 1700, you could be called at 0300 all the way up until 1659.

You may self-notify changes in eCrew before your reserve block begins, however this is optional, and scheduling cannot require you to do so.

Please keep these things in mind:

When self-notifying in eCrew, all changes to your schedule will be denoted with a red letter “N” on the date that has the change. You may select “Confirm selected change” to acknowledge changes for one day at a time or select “Confirm All Changes” to acknowledge all changes within the month. It is important that you look over your entire schedule if you make this “Confirm All Changes” selection. If you notify for a report that starts at the beginning of your RAP, you are acknowledging that your 2 hour call out will happen before the start of your RAP.

Crew Scheduling may not change the reserve availability period on the first day of your block (except as noted above *See Extended Reserve*). Courtesy calls from Crew Scheduling the day before your reserve block begins, are just that—a courtesy. You are not required to answer any calls or return their calls. If you do answer, or self-notify, then you are responsible for the trip they assign you.

On Home or Extended Reserve, you may be assigned a trip, or Airport Standby. Either way you will report for duty at the airport and check-in through eCrew.

CS cannot change your RAP from AM to PM or from PM to AM on the first day of the block

Contactability

While on Reserve, flight attendants must remain contactable during their Reserve Availability Period (RAP). Flight Attendants can respond by answering calls from Crew Scheduling, calling Crew Scheduling back, or self-notify through eCrew within 15 minutes.

FAs who have Self-Assigned a trip through eCrew are still contactable during their RAP. Commuters must be in domicile at the start of their RAP even if they self-assign a trip. CS can make changes at any time.

Not Contactable

There are times when a FA with a reserve line is **not contactable** by Crew Scheduling. This includes days on vacation, scheduled days off, 10 hours following release from duty, RONS after debriefing period, and two hours prior to report time from home reserve. There may be times that Crew Scheduling may reach out during these time frames. Please remember you are not required to answer any calls during the above time frames. Your vacation days, sick times and rest periods as well as your travel time to the airport are critical times for you that should not be interrupted.

Crew Scheduling

The department that is a resource for scheduling and overnights. They help cover sick calls, maintenance delays, crew legalities, and many other irregularities. Call them when you are running late or anything else that might affect your schedule. There are typically only three Crew Schedulers working at a time, so please have only one member of the crew reach out if an irregularity is affecting the whole crew.

The number to reach Crew Scheduling is **800-821-0786**; Choose 1 for Crew Scheduling and then “for today’s operation only for Flight Attendants press 2”. If your issue does not have an impact on today’s operation, choose 3 instead.

Any contact with Crew Scheduling, or self-notification is an acknowledgement of the change to your schedule, and you are responsible for that trip unless otherwise notified. Even after being assigned (or self-assigned) a trip, your schedule may still change, so it is important to stay contactable during your RAP.

Crew Scheduling Assignments

While on Home Reserve CS can assign you a trip, to sit on Airport Standby, a change to Extended Day Reserve, or make you aware of changes happening the next day. CS will include the flight number, the initial destination, and the report time for your assignment. Remember, any conversation with CS is considered notification and a complete understanding of your assignment.

CS may also call you to advise of a scheduling change.

While on any call with CS, be sure you understand the report time and feel free to ask questions and call them back, or check eCrew if you are unsure about the assignment.

CS *may* contact you while you are on duty. As a cell phone is not required by the company, they can use other resources like pilots, gate agents, airport announcements and hotel phones. While on duty, you are responsible for getting back to them once notified. Please reference FAM 3.2.2 Company Issued Inflight Mobile Device

- *Flight Attendants shall comply with all FAA regulations for using and securing PEDs*
- *Airplane mode shall be enabled by L1/forward passenger door closure*

All FAs on duty (scheduled line holders or scheduled reserve FAs) may have schedule changes based upon operational necessity.

Self-notification/Acknowledge

In eCrew you may see changes to your schedule. You have the option to self-notify. If you self-notify on eCrew, CS will be alerted that you have seen and accepted the changes to the assignment. CS will not reach out to you to confirm these changes or your assignment. If you choose not to self-notify, expect a call from CS to assign you a trip or advise of changes to your line.

You may see changes to your schedule before your RAP. It is your decision to self-notify, or not, for that

assignment. Know that if you self-notify, that is now your report time and this *may* be outside of your original RAP. This will not change your contactability time.

You may acknowledge changes for a specific day, or all changes within the month, depending on which button you select.

Trip Assignments

2 hour call out

An FA on Home or Extended reserve will have two hours to report to the airport when called by Crew Scheduling. Often CS will call about an immediate need and the report time will be two hours immediately following the call. Other times CS will give advance notice of a report with more than two hours to report. Regardless, the FA does not need to be contactable in the two hours *prior to report time*.

If an FA self-notifies for a trip, they are not required to be contactable in the two hours prior to report, but the time *may* be less than two hours from the start of their RAP to their report time.

Additionally, CS may ask an FA to report within two hours, but it is not required. The FA is contractually protected if it takes them the full two hours to report. Please be clear with CS on your timing expectations and take the full two hours if needed. As mentioned above there is no penalty if you are unable to report in less than two hours.

Airport Standby (APSB)

The purpose of Airport Standby is to have a flight attendant available at the airport in case there is a last-minute sick call, irregular operations, or another reason that does not provide sufficient time to call out a home reserve.

All domiciles may have the option of APSB. All APSB shifts available will be placed into Open Time for self-assignment. If any shifts remain uncovered or more APSBs are needed, they will be assigned by CS to a Home Reserve.

Flight Attendants reporting for APSB assignment shall be in the airport no later than the start of the airport reserve assignment. When reporting for APSB, Flight Attendants shall be in uniform. Additionally, you must read and comply with all FAIFs and FAM revision packages. You should also check your Company-provided mailbox and work email and respond to Company communication, if applicable.

A trip assigned during airport standby must be scheduled to depart within one hour of the end of the APSB RAP. For example: If a Flight Attendant's APSB duty is scheduled to end at 18:30, they cannot be scheduled to work a flight that is scheduled to depart after 19:30. If a flight becomes delayed past the one-hour limit AND *the delay is known at the time of assignment*, that flight is not legal to be assigned to the APSB FA. However, if the delay occurs after the assignment is made, the APSB FA is expected to work the flight.

An airport standby assignment may be changed, so it is important to always remain contactable while on duty.

An airport standby may be used to perform flight duties of another flight attendant who asks to be relieved between flights. The duties performed may include, but are not limited to: deplaning, performing pre-flight checks, and boarding passengers. An airport standby may also be asked by crew scheduling to stand in for boarding while awaiting delayed crew. (Always bring your roller bag to hold bin space for the working crew, and in case you are assigned to work the flight.)

If an airport standby is not given an assignment within their APSB period, they will be checked out automatically and will be free from duty or RAP for the remainder of the calendar day.

Trips will be assigned to an airport standby based on who has the lowest credit to date in the current bid period, who is legal for the assignment, and who has enough remaining days of availability to cover the trip.

The time you spend at the airport, sitting APSB may not be more than 5 hours. You will be paid for the time you sit on stand-by, as well as trip credit for any trip Crew Scheduling assigns to you. Pay for sitting on APSB is calculated at 0.1 credits every 6 minutes (1 credit for 60 minutes).

CS can assign you four (4) days of APSB each month. Any additional days assigned will be at 150% pay for the time sat on APSB as well as the duty for that day. Any self-assigned APSB days do not count towards this limit.

Once called to APSB: You will still show on the Credit sort list as a reserve however, APSB is considered duty and you may be rescheduled. Any rescheduling after you have started your trip may include duty up to 14 hours.

Rules Once You've Been Assigned

Contactability

A reserve's schedule while flying on reserve days may be changed at any time. Crew Scheduling will attempt to notify you via various methods (phone, ACARS, personal contact by a gate agent, etc.) Further, you **MUST** check eCrew during your debrief period upon the end of your scheduled trip. If you are contacted, you are expected to call back or self-notify.

Hours of Service/Duty Limitations

Duty time starts at airport check-in. Duty time is set for 12 hours for a scheduled trip and may extend up to 14 hours if the trip is rescheduled after check-in. Your duty time ends at the end of the debrief period, at which time you are released into rest at your domicile or on a RON.

This means you can sit for 10 hours on home reserve, get called in for a trip, have your two-hour commute to the airport, then start a 12-hour duty day. You may then be additionally rescheduled into a

14-hour duty day. You cannot be scheduled to work for more than five (5) legs in one duty period or six (6) legs, if one of the flights is a deadhead.

16 Hour Limitations

There are exceptions to the above where a FA *may* continue flying beyond 14 hours, but only if it is to accommodate a DH to a place of rest. The place of rest can be your domicile or a RON. When this happens, your duty period cannot exceed 16 hours. Additionally, at the FA's option, they can work (not DH) beyond 14 hours if it is the *last day*, and thus last leg, of the trip. This extension can only be made if the Flight Attendant agrees to work these additional hours. . The FA will be paid 2x the hourly rate based upon block hours of the flight above guarantee and in addition to the credit value of the trip as calculated by the RIG. (See [RIG](#))

Rest Requirements

A Flight Attendant must be scheduled with and provided with a minimum of ten hours rest from release time until the next report time. The ten hours of rest must include eight hours at the hotel. CS can make *one call* that is not considered interrupting rest. A second call will re-start your rest period. However, if *you* call Crew Scheduling, this is not considered an interruption of rest no matter how many times you call.

If your rest is interrupted on a layover, it is your responsibility to first try and resolve the issue with the front desk if possible. Please also submit a hotel report on the *My Crew Care* app. Please review contract language Article 26.M for Fatigue information.

Debriefing Period

This is the period after you have finished your last leg for the day. If you worked the last leg, the period is 15 minutes long (30 minutes following an international leg). If your last leg was a deadhead, the period is 5 minutes. Your debrief period starts when the brake is set at the gate. You are contactable during your debrief period and your rest or release from duty begins at the end of the debrief period. Reserve Flight Attendants must check e-Crew during the Debrief period of their last scheduled flight of the trip as a "check-out".

Release from Duty – Last scheduled leg ("Checking Out")

A Reserve FA *must* check eCrew at the end of their assigned trip in case additional flying is added to their schedule. Checking eCrew should occur during your debrief period, prior to leaving security. Failure to do so can result in a UTC occurrence. Please reference the FAM 3.2.2 "*Flight Attendants shall comply with all FAA regulations for using and securing PEDs.*"

Make sure you are logging directly into the eCrew site, not via a 3rd party application. If no changes are seen, then you are free to go home. If there are changes, notify and head to your next assignment.

Operationally Impacted Minimum Days Off

Please see our reserve settlement agreement at:

https://afahorizon.org/system/files/2024-08/settlement_agreement_6-99-2-20-21_reserve_sch_into_day_off_1.pdf

Trip Assignments While on Reserve

Reserve Credit Sort List

In eCrew the credit sort list shows the reserves that are available in any given base. The list uses your 5-digit employee number or your 7-digit PeopleSoft number, as applicable, and your name. eCrew will show your current reserve type, any first and last out requests, the period in which you are available, whether you have been assigned a trip that day, and the number of days remaining in your current reserve block. This list should be available in real time (or within 15 minutes). Contact union leadership and/or supervisors if the list is not updated.

This list should be used only as a tool for your knowledge. Please keep in mind that many things can change within the operation in a short amount of time. Do not rely on the credit-sort list when planning your day, and do not make assumptions based on it. You are always contactable during your RAP, except during the two-hour period prior to your check-in once assigned a duty.

You can find the credit sort list by logging into eCrew and following this flow:

ECrew> External Links > [BASE] Credit Sort List

07/03/2023 - 07/03/2023

Arrival Airport	ID	Name	Standby	From	To	Qualifications	Seniority	Route	Av. Days	Credit
07/03/2023										
SEA	33248		SAH-SEA AM HOME RESERVE	04:43	06:43	SEA E75-FA	3959	YES	1	13:48
SEA	50354		SAH-SEA AM HOME RESERVE	03:00	07:00	SEA E75-FA	4358	YES	1	13:00
SEA	50354		SASB-SEA Airport Standby	07:00	11:00	SEA E75-FA	4358	YES	1	13:00
SEA	46576		SPH-SEA PM HOME RESERVE	10:00	14:40	SEA E75-FA	4266	YES	1	08:00
SEA	44894		SPH-SEA PM HOME RESERVE	10:00	16:50	SEA E75-FA	4201	YES	1	17:33
SEA	46568		SAH-SEA AM HOME RESERVE	03:00	12:50	SEA E75-FA	4323	YES	1	14:05
SEA	42868		SAH-SEA AM HOME RESERVE	03:00	11:00	SEA E75-FA	4170	NO	3	07:18
SEA	42868		SASB-SEA Airport Standby	11:00	16:00	SEA E75-FA	4170	NO	3	07:18
SEA	35396		SPH-SEA PM HOME RESERVE	10:00	17:00	SEA E75-FA	4017	NO	4	05:00
SEA	35396		SASB-SEA Airport Standby	17:00	22:00	SEA E75-FA	4017	NO	4	05:00
SEA	93695		SAH-SEA AM HOME RESERVE	03:00	06:00	SEA E75-FA	4233	NO	4	07:18
SEA	93695		SASB-SEA Airport Standby	06:00	11:00	SEA E75-FA	4233	NO	4	07:18
SEA	46566		SAH-SEA AM HOME RESERVE	03:00	12:00	SEA E75-FA	4277	NO	4	05:00
SEA	46566		SASB-SEA Airport Standby	12:00	17:00	SEA E75-FA	4277	NO	4	05:00
SEA	46596		SPH-SEA PM HOME RESERVE	10:00	18:00	SEA E75-FA	4236	NO	6	05:00
SEA	46596		SASB-SEA Airport Standby	18:00	23:00	SEA E75-FA	4236	NO	6	05:00

Total Records found: 16

Pictured above is the Credit Sort list of Seattle Reserves on June 3, 2023. We removed the names, but you can see that Reserves assigned APSB are listed twice; once for the time they sat on home reserve, and then again for their scheduled APSB.

The 'Available Days' show how many days are left in the current reserve block of that FA's schedule. The reserves with 1-day available show that they are on the last day of their block.

The 'Yes or No' is whether or not they have been assigned a trip. You can see that FA 50354 was on AM Home reserve, then assigned APSB and is now on a trip, while FA 42688 has also been assigned APSB, but not yet assigned a trip.

CS will assign first based on the available days, then by the low time. Low time meaning the FA who has flown the least Reserve Hours in the month. This ensures that the distribution of flying best covers the needs of the operation and is equitable amongst the FAs with availability for the duty.

If you are assigned out of order, your entire trip will be paid at 150% pay. If you feel that you have been incorrectly assigned, you may call CS and discuss the credit totals and why you were assigned (or not assigned) that trip. While there is no automatic check for correct assignment, know that the Schedulers have been trained on the contract and know who should be worked, but mistakes do happen.

PLEASE NOTE: Credits on the right are currently inaccurate, and a grievance has been filed. This total shows total credits worked, including trips picked up on days off, not just reserve credits. If you have questions about credit totals, call CS for a corrected answer.

Order of Assignment for AM/PM Reserves

- Days of availability
- First Out/No Preference Last Out
- Hours Flown (be sure to check with CS if you believe these hours may be capturing trips flown on days off, see the note on the grievance above)
- Line holders who picked up Reserve days on their Day Off

First Out (FST) / Last Out (LST)

If an FA wants to have a better chance of flying, they may request to be called “First Out”. Similarly, if an FA wants a better chance of staying at home during their RAP, they can request “Last Out” for a better chance of being the last FA called.

If you want to be marked as First (FST) or Last Out (LST), please call CS. Requests must be made before 1400 or 1800 PST the day before you want to be marked FST/LST. You can request FST/LST for an entire block or just one day at a time. You cannot self-assign if you have been marked FST/LST; call CS to have the marker removed if you would like to self-assign a trip.

Between the hours of 1400-1800 PST you are not able to adjust your First and Last out preferences. This is the time when CS has the opportunity to schedule trips for the next day. At 1800 PST all excess trips that are not assigned will be placed back into Open Time.

There is no guarantee that you will be the last/first FA called out. Days of availability or reserve classification supersede the request for both. If more than one FA requests for First Out or Last Out AND have the same credits for the month, the assignment is made in seniority order. If credits are different, then it is in “least” credit order within First Out and then Last Out.

FST/LST assignments still must be within days of availability, the same classification (AM/PM) and the same domicile. For example, if CS needs a three-day reserve to cover a 3-day trip, they will assign it to a 3-day LST before assigning it to a 4-day FST.

An assignment is considered appropriately assigned if it follows the criteria above. If you do not believe that you were appropriately assigned a trip, Crew Scheduling will make available the information it used to make its decision to an interested flight attendant and to AFA upon request. Please keep in mind that Crew Scheduling will do its best to answer your questions, however, depending on the operation, they may not be available right away. If this happens, please submit your questions to an AFA Reserve Representative. If they do give you an answer, but you disagree, file a ticket in the AFA support system.

Self-Assign

The self-assign period runs from 1000-1400 PST every day. During this period, a Reserve with an AM or PM home reserve period the next day may self-assign a trip from Open Time that starts during their reserve period the following day. You may self-assign APSB only if you have five or six days of availability. You cannot self-assign if you have already been assigned ER for the following day. You also may not self-assign if it will cause you to have more than 75 credits.

Trips are eligible for self-assignment if they match the exact number of days remaining in your reserve block and check in during your reserve period that day.

Common Denials when trying to Self-Assign

The trip is out of base

The trip is posted for premium pay

The trip is posted in giveaways (pink/purple trips)

Incorrect days of availability

The trip starts after the following calendar day

The trip does not begin within the originally scheduled RAP

Attempting to self-assign to APSB that is outside original RAP times

Attempting to self-assign to APSB with 4 or fewer days of availability

Attempting to self-assign to a trip with 5 or more days of availability

Sick Calls

If you are feeling unfit to fly and unable to work, call CS as early as you know and at least one hour before your RAP starts. Do not wait until after your RAP starts, even if you feel that you are unlikely to be called out. If you begin to feel sick mid-RAP, call immediately. Do not wait until you are assigned a trip. If you become sick after an assignment has been made, try to call at least an hour before report time.

When you call in sick, it will be only for one reserve day. Remember to call each day you are sick. While you are on probation each block of sick time is considered one occurrence, however you will still need to call out each day. For example if you are sick for the entire block of reserve that is one occurrence. If you return for any day of your block and then call out sick later in the same block, that will be two separate occurrences. This is an opportunity to get well if needed, however please be sure you are fully well and ready to resume your reserve block so you do not have two or three sick calls that are actionable in one block of reserve.

Bidding

You will bid for your schedule each month in NavBlue PBS. You may bid for a pairings line (all scheduled trips) and reserve during the same bid. If you are close to getting a line, it is recommended to submit both a pairing bid *and* a reserve bid.

In your Reserve bid, you may bid for Reserve Type (AM or PM) by creating a Reserve bid and then selecting Set Condition > Set Condition Short Call Type > AM or PM. You may also select any requested days off under the Prefer Off section. AM/ PM Reserve lines will contain 14-hour reserve availability periods. Check the Info page of PBS for the reserve times in your base each month as these vary month-to-month and base-to-base.

The PBS Committee is made up of management employees and union volunteers who can assist with

questions as well as analyze a submitted bid and confer with you about how the system would read your bid and your desired outcome.

Bidding Rules

Unless waived, the following bidding rules apply:

- Reserve Bid Schedules must have 12 days off in a 30-day month and 13 days off in a 31-day month. (Feb takes a day from Jan and March so that Jan, Feb, and March are all 30-day bid months). During a leap year Feb will be 31 days. This means your line will never contain more than 18 days of work per month.
- Reserve blocks are typically between 3-5 days long and have at least 2 days off in-between blocks.
- Reserve blocks may be built up to 6 days if it crosses from one month to the next.
- There must be at least one block of four (4) days off in a row somewhere in the month

Questions regarding how to bid, reviewing your bid, or other bid related questions can be sent to the Joint PBS Committee.

Trades and Drops

Reserves can trade reserve days with other FAs (Reserves or Line holders). Reserve days can only be traded between FAs within the same base.

Depending on the ability of the company to cover trips, a Reserve FA may be able to drop reserve days. Dropping any reserve day(s) reduces the Minimum Guarantee by 4.17 credits per day dropped.

Compensation

Minimum Guarantee is 75 credits per month. If you fly 0-75 credits in a month, you will receive at least 75 credits. If you fly over 75 credits you will receive actual credits flown.

In addition, if you are called out as a reserve, or self-assign on your reserve days, you will be receiving an additional \$2.50 per block hour flown in addition to the RIG of the trip (See RIG). This will be paid above guarantee.

During all Time Away from Base FAs receive “per diem” at \$2.25 per hour including Airport Standby. Trips or days of reserve picked up on FA’s days off are paid above guarantee.

Crew Pay - Rainmaker for QX

What eCrew shows for your trip credit can sometimes vary from your final earned credits while on reserve status. You can find your actual pay credits in the Inflight section of [TeamAAG](#) under Crew Pay - Rainmaker for QX. If you believe that any information is incorrect, please go to crew pay questions in the column on the right-hand side.

Show/No-Go

After checking in, if a trip is canceled and you are released you will receive 3.0 credits. Remember you are NOT contactable during your 2-hour call out time. CS can call you to let you know the trip is cancelled and put you back on home reserve with no extra pay. If you do not pick up this call and check-in at the airport, you will be eligible for Show/No-Go pay if you are not assigned at the time you check in to other flying and/or APSB.

Premium Pay

You will receive **150% pay** if you:

- Are sitting APSB or working a trip (APSB or flight assignment) on or before 04:29 on the first day of your duty period. You will receive 150% for all hours credited in the duty period, that is, for hours on APSB *and* flight assignments for that duty day.
- Are assigned APSB (excluding self-assigned APSB) for a 5th* or subsequent time in a month. You will receive 150% for all hours credited in the duty period (that is, for hours on APSB *and* flight assignments).
- Pick up a trip on your days off for Premium pay or pick up an open time trip that fits the criteria for Premium pay.

Holding Pay

When guests are onboard, but the flight has not departed you will be paid for the time spent “holding”. Holding pay starts 30 minutes after the anticipated departure time and is paid at \$15/hour. It is prorated to cover every minute you spend holding. This pay is above guarantee and is considered separate from RIG.

RIG

Block, Duty and Trip Time. When a Flight Attendant performs flight Duty, including deadhead to or from flight duty, for the Company, check rides, repositioning flights and ferry flights, she/he shall be credited with the greater of the following on a Trip-by-Trip basis:

25% of your Time Away from Base (TAFB) or
50% of your Duty time or
100% of your block hours or
An average of 4 credits per duty period, or
Four hours for a single duty period trip (“turn” or “day trip”).

TAFB is calculated from when you check-in for your trip (or scheduled start time) until the end of debrief period when released from duty back at your domicile.

Duty time is the time, on each working day, between report time and the end of debrief period into a RON.

Block time is the total actual time flying, from brake release to brake set and is calculated to be the actual block time or scheduled block time, whichever is greater (you won't be penalized for shorter than scheduled flight, and any delays after brake release are calculated as part of block).

The "Average" ensures that a FA receives *at least* four (4) credits per duty period. Days spent on a RON without reporting for "duty" (like on a 30-hour layover) do not count as a duty period for purposes of an "Average" RIG. A three-day trip with flights only on days one and three would be a minimum of 8 credits.

You can check the RIG of how a trip is being paid in eCrew under My Schedule > Pairing Details.

Details for Pairing 2173 on 02 Jun 24, A/C: E75															L.Station			
Flight	DEP	ARR	STD	STA	Dep		Est/Act			Block Hrs	RAP Hrs	FDP		FDP Limit	Duty			
					Date	DHD	DEP	ARR	Tail #			Beg	End		Beg	End		
2173	PDX	BIL	1006	1256	Sun02Jun		A1358	A1642	N650QX	01:44						09:06		
2173	BIL	PDX	1336	1435			A1716	A1819	N650QX	02:03						18:34		
Duty Period Totals							00:00				03:47					09:28		
Credits			04:44D			Complement			1FA									
Time Away From Base			09:28															
Required Rest			10:00 hours															
Next Possible Duty			Mon03Jun at 04:34															

On this trip you can see the credits are 4 hours and 44 minutes with a 'D' for duty time indicating what RIG was used. Here are the different RIG calculations for the above trip:

Half of duty is 4:44
 1/4 of TAFB is 2:22
 Block is 3:47
 Average would be 4 hours

Because 4:44 is the greatest of these, the trip is paid out on Duty time.

(An hours/minutes calculator can help with this as the hours are listed in hours: minutes and not decimal notation). *Pro tip: Did you see there was a long delay on this trip? Look at the Scheduled Time vs Actual Time. Scheduled departure was 1336 but actual was 1716. This change affected the credit RIG from A (Average) to D (Duty time). If these flights operated as scheduled, this trip would have been paid 4 credits for the average day RIG.*

Contract Violations

If you believe the company violated a section of the contract please contact a Reserve Rep or file a ticket online at <https://afahorizon.supportsystem.com/>. An AFA Grievance Rep will review your ticket and, if warranted, file a grievance.

Filing grievances is important because doing so could prevent a violation you experienced from occurring again either to you or to one of your fellow flight attendants. You and your grievance rep have

30 days from the time of incident to submit the grievance to the Company. You can always contact a reserve representative if you have a question regarding what Crew Scheduling can or cannot do.

This guide is a great resource for information, but if there are any discrepancies, please refer to the actual contract language. Even if you believe that Crew Scheduling has violated a section of the Collective Bargaining Agreement, you still need to accept the assignment and then grieve. This is known as “fly now, grieve later”.

Note: A probationary FA is represented by the contract and can always request a grievance rep to sit in on any meetings that management requests.

Important Contact Information

Crew Scheduling

Crew Scheduling	800-821-0786
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Crew Scheduling (CS) will be your main contact on reserve. They will be assigning you trips and will be your contact for schedule changes. They do not process self-assignments, trip trades or drops. Those are done in eCrew. They process sick calls, Duty Officer requests, and schedule changes.

Inflight Duty Manager's Offices

PDX	503-384-3090
SEA	206-444-2122
Email	qxinflightups@horizonair.com

This is the best way to get a hold of the Duty Managers if you have questions about policies or need assistance to make a legal trade that isn't working electronically (in eCrew).

The group email goes to all of the Inflight Operations leadership and allows your questions to be answered even when some of them are away from the office.

PBS Committee

PBS Committee	qxfa.joint.pbs.committee@horizonair.com
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The PBS Committee is your contact when working on your bids whether it is for reserve or for a line. They are available to answer questions as well as look at your bid to see if it's what you are wanting to request.

Reserve Committee

Reserve can take a while to understand. If you have any questions, contact any one of the following AFA Reserve Reps.

For all Reserve violations, please make sure to contact your Local Executive Council President and/or local Grievance Committee Representative at afahorizon.org

<u>LEC 16 (BOI, GEG, PAE, SEA)</u>		
Darnell Kebo (Chair SEA)	darnellafahorizon@gmail.com	559-285-5168
Jared Wright (SEA)	jaredwrightafa@gmail.com	469-267-3029
Lane Walthers (SEA)	lwalthers3520@hotmail.com	253-350-0103
<u>LEC 17 (ANC, MFR, PDX)</u>		
Diana Alcorn (MFR)	dianaalcornafa@gmail.com	541-826-9631
Molly McCloskey (Chair PDX)	mollymccloskey@afahorizon.org	510-862-2116
Guy Auken (PDX)	guyauken@me.com	503-799-0155
MEC Reserve Chair		
Jamie Moore (SEA)	jamiemoore@afahorizon.org	360-790-0039