

# Association of Flight Attendants – Horizon Air

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

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# Reserve Guide

## **General**

AFA has 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 discrepancies arise, be sure to refer back to the contract for official wording and not to this guide. Your contract is able to be viewed at: [afahorizon.org](http://afahorizon.org)

## **Reserve Bidding**

When bidding, you will bid for either long-call, short-call, or airport reserve:

- Long-call reserve lines will contain 24-hour reserve availability periods. Long Call Reserve is in our Contract, but currently unavailable
- Short-call reserve lines will contain 14-hour reserve availability periods as designated on the Information page of NavBlue, or in an email from the Company. Times may vary by base.
- Airport reserve lines will contain seven-hour reserve availability periods as designated on the Information page of NavBlue, or in an email from the Company. Times may vary by base.

## **Important things to keep in mind while on a RAP or on duty**

**Reserve Period Notification:** Reserve flight attendants are subject to call at the published time at the beginning of their reserve block (7.B.2). Reserve flight attendants may self-notify in eCrew of any changes to their line the night before their 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 changes to it. It is important that you look over your entire schedule as you are prompted to accept all changes throughout the bid.
- When self-notifying, you must still remain contactable during your reserve period, as Crew Scheduling may need to change your schedule.
- Crew Scheduling may not change the reserve availability period on the first day of your block. If you are a CDO home reserve, your reserve availability period will not be changed (7.H.1). Courtesy calls from Crew Scheduling the day before your reserve block begins, are just that, a courtesy. You are not required to answer them or return them.
- Crew Scheduling may not assign you a trip from open time more than 24 hours prior to the check-in time of the trip. However, if the trip starts within your call out time from home (that is, the first 90 minutes or two hours, depending on base, of your reserve availability period, they can assign the trip within 24 hours from the start of your reserve availability period (7.F.3.e).

**Contactability:**

When on short-call and airport reserve duty, flight attendants must remain contactable. Flight attendants must respond within ten minutes to any pages (60 minutes for long-call Reserve) or voicemails left by Crew Scheduling. If a flight attendant was notified to call Crew Scheduling while en-route, they must respond within ten minutes of landing.

- Flight Attendants may either call Crew Scheduling or self-notify thru eCrew.

**Debriefing Period:** This is the period of time in which you are still contactable by Crew Scheduling after you have finished your last leg. If you worked the last leg, it is 15 minutes (30 minutes if you landed at a station where you are required to clear customs). If you were deadheaded, it is five minutes (5.F).

**Rest Requirements:**

- A Flight Attendant must be scheduled with a minimum of ten hours rest from release time until the next report time. The ten hours of rest must include eight hours of uninterrupted sleep opportunity (7.J.2.c).
- A Reserve who receives an assignment must be given at least one rest period in domicile for every five consecutive days. A flight attendant may choose to waive this requirement (7.J.5).

**Fitness for Duty:** If for any reason you become no longer fit for duty, you must notify Crew Scheduling immediately. If you are fatigued, file a fatigue report within three days (26.2). To file a fatigue report, log into your IMD and click the Fatigue Reporting Link.

**Last Day of your Block:** The Company will honor requests to wave the remaining period of reserve beginning three hours before the end of the flight attendant's reserve availability period on the last day of their block (7.B.4).

**Credit Sort List:** The credit sort for reserves is available in eCrew. When hired, all flight attendants are assigned a 4-digit seniority number that is different from your employee number. eCrew will show you your current reserve type, first and last out requests, the period of time in which you are available, whether you have been assigned a trip, and the number of days you have available. This list should be available in real time (or close to). 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 your applicable call-out period (90 minutes/2 hours).

**Crew Statements:** Your trip key may vary from your actual earned credits while on reserve status. You may find your actual pay credits in the Crew Pay section of the Inflight tab toward the bottom of the OYH page. If you believe that any information is not accurate, please click on pay questions in the column on the left-hand side of the crew pay page.

**Grievances:** If you believe that the contract has been violated, please contact a grievance representative (listed at the end of this guide) or file a grievance online at [www.afahorizon.org](http://www.afahorizon.org). The grievance process helps resolve contractual disputes and may 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 worksheet to the Company. You may always contact a reserve representative or an inflight supervisor if you have a question regarding what Crew Scheduling may or may not do. This guide is a great resource for information, but if there are any discrepancies, please refer to the actual contract language.

## **Home Reserve – Short and Long Call**

### **Short-Call Reserve:**

Short-call reserve lines will contain 14-hour reserve availability periods as designated on the Information page of NavBlue, or in the email from the Company. Times may vary by base.

- A short-call reserve will be subject to call on the first day of their block at the time specified in their bid line. The Company may not change your reserve availability period on the first day, however, they may change it on the days following as long as they notify you before the end of your reserve availability period the day prior (7.B.2). CDO home reserve availability periods may not be changed on any day of the block (7.H.1).

- Short call reserves are required to report for duty within two hours of call out if based in Portland or Seattle or 1.5 hours (90 minutes) if based in Boise, Medford, Spokane. (7.E.1).
- A reserve's duty begins at the time she/he checks in for assignment at the airport (7.F.4).
- A short-call reserve's trip or assignment may be changed, so it is important to remain contactable while on duty. However, you are not required to be contactable during the period before two-hour (PDX and SEA)/90 minute (BOI/GEG/MFR) check-in (7.E.1.b).
- The Company may assign a short-call reserve to airport reserve as a short term assignment to cover for an airport reserve flight attendant who has been called out or if they anticipate a need for additional airport reserves due to irregular operations. (Example: an increased need due to inclement weather) (7.G.3&4).
- If a short-call flight attendant is assigned a trip that later cancels before they report, they will be returned to short-call reserve status and subject to further assignment (7.F.5.a).
- If a short-call flight attendant is assigned a trip that cancels after they report, they will either be given another assignment or returned to reserve status and will receive a minimum of two credit hours for that day (7.F.5.b).

**Release following Assignment for Short Call Reserves:** When returning from a trip, unless you have been notified of changes to your schedule before the last leg of your trip departs (door closure), you will be released into rest and not be contactable until your next reserve availability period. Crew Scheduling may contact you during your debriefing period, but only to notify you of changes to your schedule for the following day (7.I.1.a&b)

- If your only flight assignment on your last day is a deadhead, you are required to check your schedule in eCrew within your debriefing period or as soon as practical (7.I.1.c)

#### **Order of Assignment for Short Call Reserves:**

- Preferences for first out or last out must be requested at least 48 hours prior to the start of the reserve block. You can request this by calling Crew Scheduling (7.F.1).
- Reserve Assignments will be made in the following order (7.F.3):
  1. Number of days of availability within the applicable reserve period  
*Example: A four-day trip with an AM show time would first be assigned to an RA flight attendant with four days availability, a three-day PM trip would be assigned to a flight attendant with three RP days, etc.*
  2. If there are no reserves with the same number of days of availability as the trip assignment, Crew Scheduling will assign the trip to a reserve with a greater number of days in ascending order.  
*Example: If a two-day trip becomes available for assignment, but there are no reserves with two days of availability, Crew Scheduling would then look at assigning a trip to a reserve with three days of availability, then four days, etc.*

3. If there are no reserves available with the same or greater number of days of availability, Crew Scheduling may consider breaking up the trip. The broken trip is still subject to the same number-of-days criteria.
- First out requests are honored by seniority if there are more than two flight attendants with equal days of availability
  - If no flight attendants have requested first out, or if all first out requests have been assigned a trip, then Crew Scheduling will assign the trip to the flight attendant with the lowest amount of credit hours who has not preferenced last out.
  - Last out requests will be honored from most senior to least senior flight attendant with equal number days of availability.
  - An assignment is considered appropriately awarded 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 or to AFA. (7.f.3.c). 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.

### **Long-Call Reserve: Currently Unavailable**

### **CDO Reserve Assignments: Currently Unavailable**

### **Airport Reserve Assignments**

#### **Airport Reserve:**

- The purpose of Airport Reserve is to have a flight attendant available in case there is a last-minute sick call, an irregular operation or other reason that does not provide sufficient time to call out a short-call reserve (7.G.1).
- Airport reserves lines will be published with seven-hour reserve availability periods. These periods will be either AM, PM, or CDO (if available). Please refer to the specific times listed in the Airport Reserve Bidding email from the Company, as the times vary slightly by base (7.G.5).
- An Airport Reserve's duty period begins at the time he/she checks-in at the airport (7.G.6).
- If a flight attendant is assigned to sit reserve duty at another base, their duty shall begin when they check-in for their deadhead to that base. If no assignment is given, the flight attendant shall be deadheaded back to their domicile within one hour of the time their reserve availability period is scheduled to end and shall not be available for assignment for the remainder of the day (7.G.7).
- A reserve assignment must be scheduled to depart within one hour of the reserve's reserve availability period. *For example: If an airport reserve flight attendant's duty is scheduled to end at 1830, they may not be scheduled to work a flight that is scheduled to depart after 1930. (7.G.9).*

- An airport reserve that is assigned a trip will be removed and will be deadheaded back to her/his domicile after the first time she/he passes through a domicile as long as there is a legal, short-call reserve to replace her/him. (7.G.2) The exceptions include:
  - An assignment that involves only a round trip between domiciles. In this case, the airport reserve will work the entire assignment. (Example: PDX-SEA-PDX or GEG-SEA-GEG)
  - An assignment that begins with a domicile-to-domicile leg (Example: PDX-SEA). In this case, an airport reserve will be replaced the second time through a base and deadheaded back to their domicile.
- An airport reserve assignment may be changed, so it is important to always remain contactable while on duty (7.F.5).
- An airport reserve may be used to perform the pre-flight duties of another flight attendant who asks to be relieved between flights. The relief time is generally 15 minutes, unless otherwise agreed upon by both flight attendants (the duties performed may include, but are not limited to: deplaning, grooming, performing pre-flight checks, and boarding passengers) (7.K).
- If an airport reserve is not given an assignment within their reserve availability period, they will be checked out automatically and will be free from duty for the remainder of the calendar day (7.G.8).

### **Release Following Assignment for Airport Reserves:**

#### **Single Day Trips**

- You may be returned to further reserve duty if your combined airport reserve assignment and duty assignment combined are less than ten hours. If you are not notified of additional flying before your last leg or if you have not been returned to airport duty, Crew Scheduling may contact you during your debriefing period, but only to notify you of changes to your schedule for the next day (7.1.2.b).

#### **Multi-Day Trips:**

- Unless you have been notified of changes to your schedule before the last leg of the trip departs (door closure), you will be released into rest and not be contactable until your next reserve availability period. Crew Scheduling may contact you during your debriefing period, but only to notify you of changes to your schedule for the following day (7.1.2.b).
- If the only flight duty performed on the last day of your assignment was a deadhead, you may be required to finish out the remainder of your reserve availability period at the airport. Your seven hours of RAP is measured from your report time for that day. You must remain contactable as you may be given another assignment during this time.
- If another assignment is not given, you will be automatically checked out after your seven hours of Airport Reserve duty and will not need to be contactable until your next reserve availability period (7.1.2.a.2).

**Order of Assignment for Airport Reserves:**

Trips will be assigned to the airport reserve who has the lowest credit to date in the bid period, who is legal for the assignment and who has enough remaining days of availability to cover the trip (7.G.10).

**Vacation & Reserve Trading**

**Vacation:** Vacation weeks shall start on Monday and end on the following Sunday.

**Trading Reserve Days:** Reserve flight attendants may trade reserve days; however there are a few limitations to keep in mind:

- Reserves may not trade away their entire bidline (6.J.1.e)
- Reserves may trade one or two complete reserve blocks provided it does not result in either flight attendant working seven or more consecutive days (6.J.1.c)
- Reserve line holders may not give away any portion of their schedules, but they may trade partial blocks of reserve with other reserves as long as it does not result in any loss to the Company to cover available trips. This means that your trade request may be denied if, as a result, the Company loses a reserve flight attendant for a day, or if it causes the Company to lose the ability to overnight a flight attendant (6.J.1.c).

**Example:**

F/A "A" may trade her/his first two R Days of:

O R R R R R R O O O

for the last two days of F/A "B"s R days of:

O O O R R R R R R O.

F/A "A" now has

O O O R R R R R R O

F/A "B" now has

O R R R R R R O O O

**FDP Calculation for Short-Call Reserves:**

Maximum Flight Duty Period Limits for Unaugmented Operations

Scheduled Time of Start (Acclimated Time)	Maximum Flight Duty Period (hours) For Lineholders Based on Number of Flight Segments						
	1	2	3	4	5	6	7+
0000-0359	9	9	9	9	9	9	9
0400-0459	10	10	10	10	9	9	9
0500-0559	12	12	12	12	11.5	11	10.5
0600-0659	13	13	12	12	11.5	11	10.5
0700-1159	14	14	13	13	12.5	12	11.5
1200-1259	13	13	13	13	12.5	12	11.5
1300-1659	12	12	12	12	11.5	11	10.5
1700-2159	12	12	11	11	10	9	9
2200-2259	11	11	10	10	9	9	9
2300-2359	10	10	10	9	9	9	9

### Allowable FDP Calculation:

$$\left( \text{Table B} + 4 \right) = \text{Cannot exceed 16} - \text{Total time on RAP} = \text{Allowable FDP}$$

$$\text{Actual Allowable FDP} = \text{Table B} \quad \text{OR} \quad \text{whichever is less}$$

Allowable FDP Calculation

### Duty and Flight Duty Period (FDP) Limitations:

- Duty and FDP are not the same. A deadhead at the end of a trip is duty but is not FDP.
- A Flight Attendant may not be scheduled for a trip that contains a duty period in excess of Table B (5.A.2.a).
- When rescheduled, A Flight attendant scheduled must meet the requirements of Article 5 (Hours of Service) and Article 6 (Crew Scheduling) A Flight Attendants actual Duty Period will not exceed fourteen (14) hours except that a duty period may be rescheduled up to sixteen (16) hours for a Duty Period to accommodate a deadhead to a place of rest.
- Reserve Flight Attendants will be subject to the same rest, duty, and rescheduling provisions as a lienholder, except that the duty time added to the time spent on reserve prior to duty will not exceed fourteen (14) hours. (Article 7.A)
- To calculate your allowable Flight Duty Period (FDP) on short-call reserve prior to reporting at the airport, you would use the allowable FDP calculation for short-call reserves above. For any day where you are not on short-call reserve prior to reporting, you would only be allowed to work the maximum FDP allowed under Table B.

*Example: If a short-call reserve is assigned a three-day trip, she/he would use the reserve calculation to find her allowable FDP on day one of the trip because she/he sat reserve prior to reporting. On days two and three, she/he already knows her/his report time, therefore she/he does not need to use the reserve calculation.*

### Maximums:

- No more than 30 block hours shall be scheduled in a seven-day period, but can be waived. (5.A.3.a).
- A duty period will contain a maximum of eight legs, no more than seven of which may be working legs. (5.A.2.b).
- A duty Period will not contain more than nine (9) hours of Block Time.

### Important Contact Information

**Crew Scheduling** (800) 821-0786

### **Inflight Supervisor's Offices:**

**BOI** - Please reach out to your assigned Supervisor

**GEG** - Please reach out to your assigned Supervisor

**MFR** - Please reach out to your assigned Supervisor  
**PDX** - (503) 384-3089  
**SEA** - (206) 392-0669

Reserve takes a while to understand. If you ever have any questions, please feel free to contact any one of the following AFA Reserve Reps. For all reserve violations, please make sure to contact the MEC Reserve Chair immediately as there is a very short time frame for filing grievances to the company.

**LEC 16 Reserve Reps:** SEA, BOI, GEG  
Melody Sitarzewski Ybarra (SEA) - (253) 797-5552  
Nikolas Hoback (SEA) - (407) 758-2343

**LEC 17 Reserve Reps:** PDX, MFR  
Diana Wanner (MFR) - (541) 826-9631

If you believe the contract has been violated outside of a reserve grievance, or if you have a general question regarding the grievance process, please feel free to contact any one of the following AFA Grievance Reps:

**MEC Grievance Chair:**

Co-Chairs:  
Kirk Hansen  
Marcella Oswald

**LEC Council 16 Grievance Reps:**  
Jennifer Levkun (SEA) - (360) 731-6794

**LEC Council 17 Grievance Reps:**  
Kirk Hansen, LEC Chair (PDX) - (503) 602-9362  
Email: [kirkhansen@afahorizon.org](mailto:kirkhansen@afahorizon.org)  
Marcela Oswald (PDX)  
Email: [marcelaoswald@afahorizon.org](mailto:marcelaoswald@afahorizon.org)

If you have any questions about how to bid for reserve days on and off, or how to bid for a specific home reserve RAP, please send an email to the Joint PBS Committee or reach out to one of the AFA PBS reps:

**Joint PBS Committee** - [qxfa.joint.pbs.committee@horizonair.com](mailto:qxfa.joint.pbs.committee@horizonair.com)  
Lexie Massey - [lexie.massey@gmail.com](mailto:lexie.massey@gmail.com)  
Claire Wilson (Michaels) - [clairemichaelsafa@gmail.com](mailto:clairemichaelsafa@gmail.com)