



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 official contract language and not to this guide. Our contract is available at afahorizon.org and in Comply365 (My Publications >Inflight > Inflight Reference > AFA > Tentative Agreement).

<https://afahorizon.org/wp-content/uploads/2020/04/TA-Draft-4-13-20.pdf>

Important Contact Information

- Crew Scheduling (800) 821-0786
- Inflight Supervisor's Offices:
- 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 your Local Executive Council President and/or local Grievance Committee Rep.

MEC Reserve Chair:

Jamie Moore (SEA) Email: jamiemoore@afahorizon.org

LEC 16 Reserve Reps:

- Melody Ybarra (SEA)..... (253) 797-5552
- Nikolas Hoback (SEA)..... (407) 758-2343

LEC 17 Reserve Reps:

Diana Alcorn (MFR)..... (541) 826-9631
 Molly McCloskey (PDX)..... (510) 862-2116
 Terah Brice (PDX) (360) 562-5082
 Trinity Kiel (PDX)..... (503) 551-1132

If you believe the Collective Bargaining Agreement (contract) has been violated, or if you have a question regarding the grievance process, please complete the Reporting /Grievance filing on www.afahorizon.org.

Reserve Bidding: When bidding, you will bid for either am or pm reserve. AM/ PM Reserve lines will contain 14-hour reserve availability periods as designated on the front page of the bid packet. Times may vary by bid and by domicile.

Reserve Period Notification: Reserve flight attendants are subject to call at the published time at the beginning of their reserve block. 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.
- Crew Scheduling may not change the reserve availability period on the first day of your block. 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.

Contactability: When sitting an AM/PM reserve availability period, flight attendants must remain contactable. Flight attendants must respond within fifteen minutes to any pages or voicemails left by Crew Scheduling. Flight Attendants can 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, your de-brief period. If you worked the last leg, it is 15 minutes (30 minutes if you landed at station where you are required to clear customs). If you deadheaded, it is five minutes. Your debrief time is measured from block in at the gate.

Rest Requirements:

- A Flight Attendant must be scheduled with and provided 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.

Reserve 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, Extended Day requests and 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 two-hour call-out period.

Crew Statements: Your trip key in eCrew may vary from your final earned credits while on reserve status. You can find your actual pay credits in the Inflight section of OnYourHorizon under Crew Statements. If you believe that any information is not accurate, please go to crew pay questions in the column on the left-hand side.

Grievances: If you believe that the contract has been violated, please contact a reserve rep or file a grievance online at www.afaorizon.org. The grievance process is an administrative process that helps resolve contractual disputes and 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 or an inflight supervisor 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.

Hours of Service/Duty Time

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 rescheduled after check in. (Please note that going to a place of rest is the end of your duty time, even if you're not home at your domicile). This means you can sit for 10 hours on home reserve, get called in and have your two-hour commute time, then start a 12-hour duty day.

AM/PM Reserve

All Reserve is either AM or PM and is bid for in PBS. PBS will refer to these as Short-Call Reserve. AM/PM Reserve and Short-Call Reserve are synonymous.

ER Reserve

Twice a month you can be reassigned from AM/PM Reserve to Extended-Day Reserve (or ER) which is a 24-hour availability period of reserve. As mentioned above your *duty time* does not start until check-in. If not used on ER, one credit hour above guarantee will

be paid. They CAN NOT schedule you for ER more than twice a month. You will be able to set a preference for what day(s) you would like to have ER just like the First Out/Last Out preferences.

Airport Standby (APSB)

The purpose of Airport Standby 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 reserve.

- All domiciles will have the option of APSB, and it will either be assigned by CS from AM/PM Reserve or self-assigned, one day at a time the day prior. APSB is 5 hours long, and you are paid for the time you sit as well as any trips they assign to you. They can only assign you 4 days of APSB per month.
- There are three possible airport standby shifts AM, MID and PM. These shifts will vary by domicile, by bid as needed.
- A trip assigned during airport standby must be scheduled to depart within one hour of the end of the APSB period-. For example: If an airport standby flight attendant's duty is scheduled to end at 1830, they cannot be scheduled to work a flight that is scheduled to depart after 1930.
- 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, grooming, performing pre-flight checks, and boarding passengers.
- An airport standby may be asked by crew scheduling to stand in for boarding while awaiting delayed crew.
- If an airport standby is not given an assignment within their ABSP period, they will be checked out automatically and will be free from duty for the remainder of the calendar day.
- Trips will be assigned to the airport standby 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

Order of Assignment for AM/PM Reserves:

- Preferences for first out or last will be made by contacting crew scheduling until we have this process automated.
- 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 assigned as long as 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.

Self-Assign

Each day prior to a day of reserve, between 10 am and 2 pm, you will be able to self-assign a trip so long as the trip matches exactly the days you have left in your Reserve Availability Period and departs within the window of your reserve availability. On ER you cannot self-assign.

Release from Duty

A FA on a Reserve day (self-assigned, ER, APSB, or normal assigned) *MUST* check eCrew at the end of their trip (working domestic flight: 15 min; working international flight: 30 min; DH: 5 min) to see if more flying has been added before leaving security. Failure to do so can result in a UTC occurrence.

Pay

Minimum guarantee is 75 credits/month. If you are called out as a reserve, or self-assign on your reserve days, the block hours that you fly will be increased by of \$2.50 per credit hour earned

If a trip is canceled and you are released after checking in (Remember you are NOT contactable during your 2-hour call out time) you will receive 3.0 credits. This is called **Show/No-Go pay**.

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

- Are assigned APSB prior to 04:29 am.
- Are assigned APSB for a 5th* day (or more).
- Pick up a trip on your day off and premium pay trips are later offered on that day or all days the premium pay is offered.
- Are called out or self-assign as a reserve over 85 credits in a bid month.

Crew Scheduling response time

You have a 15-minute call-back time from when CS calls to notify you of an assignment when on AM/PM Reserve. When on APSB you now have five (5) minutes to call back.

Reserve Codes

The first letter is your base, then the appropriate code. The only options are Airport Standby, Home Reserve, or Extended-Day Reserve. Please note the airport stand by code is a four-letter acronym and when called in to sit airport this is considered a trip.

Base Initial/Time Frame/Type examples:

Portland AM Home = PAH

Seattle PM Home = SPH

Spokane Airport Standby = GASB

Medford Extended-Day Reserve = MER

Max Legs

Five legs per day maximum, six with a DH. This protection also covers FAs on Reserve.