

Winter Ops FAQ & Tips

Flight Attendants,

Winter has hit the Pacific Northwest early, so we'd like to take some time to review some best practices and contract language so you're prepared for the many changes that can occur during irregular operations. Additionally, many of you are now on Reserve for the first time in a long while or this will be your first winter as a Reserve; familiarize yourself with the Reserve-specific language as it can differ from what applies to lineholders.

General Winter Safety

- ❖ Getting to work – Plan your route in advance. If you drive, check local traffic and incident reports (i.e., WSDOT, ODOT, etc.) for any hazards you might encounter. If you take public transit, check to see if your bus(es) and/or train(s) are running on their normal route, a modified/snow route or canceled.
- ❖ What to pack – Pack layers and extras of everything. Just like we advise you should pack for your whole block even if you're only called out for a day or two, pack extra socks, tights, personal items, medication, etc. in case you get stuck somewhere. Pack for the entire operation and not just your scheduled overnight—this means bring your warm coat even though you were assigned an overnight in SAN where it's 75°F. Invest in a pair of compliant (navy or black) gloves that have touch-capability so you can keep your hands warm and operate your IMD while the MCD/L1 is open.
- ❖ Walking on Snow/Ice – Choose shoes or boots for work and overnights that have good traction or look for traction grips that can be stretched over your shoes. Step carefully and avoid areas that appear wet, as they may be icy. Use handrails whenever possible.
 - Use the “Penguin Walk” method to help keep your balance:
 1. Bend slightly forward and walk flat footed.
 2. Keep your center of gravity over your feet as much as possible.
 3. Point your feet out slightly – well, like a penguin.
 4. Shuffle your feet and take short steps.
 5. Watch where you are stepping.
 6. Concentrate on keeping your balance.

Getting to/from the airport

- ❖ Commuter Policy – If you are commuter, remember that you must be in position when your reserve shift begins, not when your assigned or self-assigned trip begins. Consider flying in a little earlier than usual in case of a delayed flight or cancellation. Qualifying commuter flights must be on Alaska or Horizon and have seats open between 24 and 72 hours in advance of their scheduled departure. Your first flight must get you in position no less than 30 minutes prior to the beginning of your shift, and your backup flight must get you in position by the time your shift begins.

- ❖ Inflight Hotline – Inflight Management will activate an Irr Ops Hotline that will run 24/7 during a winter storm or other irregular event. This hotline is designed to be used for non-operational questions such as hotels before/after a trip, questions about an upcoming trip, help with a trip trade, etc. The hotline is a great resource and using it will help alleviate the call volume for Crew Scheduling, meaning they'll have more time to help those of you actively on duty.
- ❖ Getting a Hotel in Domicile – If you're concerned about getting to work safely and/or on time, call the Inflight Hotline to request a hotel in Domicile the night before your trip. This Hotline can also be used to request a hotel after your trip finishes and you're concerned about driving or commuting home. When in doubt, take the hotel. You'll feel better if you're able to get a good night's rest without stressing about getting to work safely or trying to catch a late-night flight home.

During your Trip

- ❖ eCrew vs B2B – eCrew is the official record of your schedule. If there is ever a discrepancy between eCrew and B2B, rely on the information in eCrew.
- ❖ Calling Crew Scheduling – Calls to Crew Scheduling should be limited to day-of necessities whenever possible. Consider self-notifying when possible. If you're with a whole crew, designate a point-of-contact, such as the CA, who will call on everyone's behalf.
- ❖ Fatigue – Delays and trip changes can increase your risk of fatigue. If you are fatigued, notify Crew Scheduling so you can be removed from your trip. After calling out, make sure to submit a fatigue report within 3 days. A common misconception is that fatigue calls are rarely approved however over 98% of reports that are initially denied by management are ultimately approved. If you have any questions or concerns about your fatigue report, reach out to Jennifer Levcun, MEC Fatigue Chair.
- ❖ Minimum Rest – you are entitled to a minimum of 10 hours free from duty and restraint. This cannot be reduced under any circumstances. In addition, you are entitled to 8 hours uninterrupted at the hotel. If anything occurs that delays your arrival to the hotel and receiving your rest, please notify Crew Scheduling so they can adjust your schedule.
- ❖ Delays & Cancellations – while out on your trip, make a habit of tracking your inbound aircraft, especially while on an overnight in case of significant delay or cancellation.
- ❖ Tarmac Delays – during significant weather events, you may find your aircraft sitting on the ramp for a long time. The Tarmac Delay clock starts when the MCD/L1 is closed, so pay close attention to

Know Your Contract

- ❖ Article 5 – Duty Limitations
- ❖ Article 6 – Scheduling
- ❖ Article 7 – Reserve
- ❖ Article 25 – General
 - 25.E Commuter Policy, pg.192-197
- ❖ Article 26 – Safety
 - 26.M Fatigue Review Board, pg. 203-205

Important AFA Contacts

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