



2018 RESERVE SURVIVAL GUIDE (*pm-CAL*)

July 13, 2012 – December 31, 2014 Contract

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



Provided by the MEC Reserve Committee

Matthew Stegehuis, MEC Reserve Chairperson
Rene Trujillo, MEC Reserve Vice-Chairperson

Foreword

We are pleased to provide you with this pm-CAL Reserve Survival Guide, to use as a reference while serving Reserve. This guide is based on the pm-CAL Agreement dated July 13, 2012 – December 31, 2014, and also includes provisions of the JCBA that have been implemented as of the publishing date of this document.

As we progress toward common CMS, there may be additional sections of the JCBA implemented that will impact aspects of Reserve. While we will work to keep this guide as current as possible, it is always best to refer to the One United updates on Flying Together and unitedafa.org for the most recent implementation information.

Fly safe!

The MEC Reserve Committee:

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BIDDING AND RESERVE MOVE-UP

Reserve Lines and Bidding (5.I.2-3.)

A “Reserve Line” is defined as a planned sequence of scheduled days of availability and days scheduled to be free from availability. Reserve bid lines may include, but are not limited to Airport Alert Duty and Charter Reserve (5.A.3.).

In the bid packet, Reserve lines are designated in the 900 range, beginning with line number 901. When considering a Reserve line in the bid packet:

- Days of availability are designated with **R**.
- Days free from availability that are *immovable* are designated with **X**.
- An asterisk (*) designates days off that may be “rolled” by the Company due to operational requirements.

LINE 901	"B"	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
RESERVE	Off 10	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU
		R	R	*	*	R	R	R	R	R	*	*	R	R	R	R	R	*	*	R	R	R	R	R	X	X	X	X	R	R	R	R	R

LINE 902	"I"	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
RESERVE	Off 10	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU
		R	R	R	*	*	R	R	R	R	R	X	X	X	X	R	R	R	*	*	R	R	R	R	R	R	R	R	R	R	R	R	R

LINE 903		30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
RESERVE	Off 10	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU
		R	R	R	R	*	*	R	R	R	R	R	X	X	X	X	R	R	R	*	*	R	R	R	R	R	R	R	R	R	R	R	R

LINE 904		30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
RESERVE	Off 10	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU
		R	R	R	R	*	*	R	R	R	R	R	X	X	X	X	R	R	R	*	*	R	R	R	R	R	R	R	R	R	R	R	R

Certain Reserve lines will be designated as Call-Out lines, and can be identified by an alphabetic letter that follows the line number, and corresponds to specific notification periods contained in the monthly bid packet. See example below:

RESERVE CALL-OUT TIMES			
B. 0300 - 0700	1300 - 1700	F. 0900 - 1700	J. 1400 - 2200
C. 0400 - 0800	1500 - 1900	G. 1100 - 1900	K. 1300 - 2100
D. 0500 - 0900	1700 - 2100	H. 1500 - 2300	L. 1200 - 2000
E. 0700 - 1100	1800 - 2200	I. 0600 - 1400	

Section 5.I.3.c. of the Agreement requires that a minimum of fifty percent (50%) of the Reserve lines in each base are built as Call-Out Reserve lines.

Reserve lines designated for ISM qualified Flight Attendants are included in the bid packet for International bases. They will be the first set of Reserve lines listed, and are labeled “ISM.”

Minimum Days Off (5.1.2.)

- *Regular Reserve lines* will be published with a minimum of ten (10) days off.
- *ISM Reserve lines* will be published with a minimum of twelve (12) days off.

The Reserve Guarantee is established at 83 hours for Flight Attendants serving Reserve for a full schedule month with the minimum days off.

Where staffing allows, some Reserve lines will be built with eleven (11), twelve (12), thirteen (13), fourteen (14) or fifteen (15) days off. On Reserve lines built with more than ten (10) days off, the Reserve guarantee will be reduced by four (4) hours for each day off in addition to ten (10).

A Flight Attendant who is involuntarily assigned to a Reserve line with more than ten (10) days off may, at her/his option, contact crew scheduling to restore Reserve days of availability and corresponding guarantee. This must be accomplished before the start of the new month.

Immovable Days Off (5.1.2.)

One set of four (4) days off on the line will be considered immovable, and cannot be rolled by the company. They are designated with **X** in the bid line. On a Reserve line where more than one four-day-off block exists, the first block on the line will always be the immovable block. If the immovable block is part of a block that is larger than four days, the last four days of the block will be immovable.

Reserves will automatically be released from duty at 1600 local time prior to immovable days off unless prior assignment has been made. In the event the four (4) immovable days are at the end of the larger block of days off, the provision for early release from duty does not apply.

Reserve Move-Up Lines (5.A.10.)

Additional lines may be constructed from vacation drops, month-to-month adjustment and any remaining open time, and will be awarded to Reserves in seniority order. The lines will be constructed to comply with Section 5.A.1., and will be built with days off comparable to those found in the Reserve line.

The company and the Union mutually understand the process that will be used when building Move-Up lines to be as follows:

Reserve Move-Up Protocol

The crew desk realizes the importance of Reserve Move-Up lines to the Flight Attendants and the company. The information on Move-Up lines can be found in the Contract in Section 5.A.10. Per the Contract, between the first and fifth of the bid month additional lines may be constructed from vacation drops, month-to-month adjustment and any remaining open time. The crew desk will publish the Move-Up list in CCS 48-hours prior (or sooner) to the first day of the bid month. When constructing the Move-Up lines, the crew desk will generally follow these guidelines:



1. The company will identify the top 15% of the Reserve population for each base.
 - This percentage is simply a target, as there are several factors that could prevent the crew desk from building this number of Move-Up lines, such as weather, operational considerations, irregular operations, insufficient open time and special qualifications. In addition, there are periods where additional Move-Up lines can be constructed.
2. Move-up lines are constructed during the 1st through the 5th days of the bid month.
3. Flight Attendants must plan to build lines to the awarded Reserve line credit, unless otherwise directed.
4. Flight Attendants may be required to cover each day of on Reserve.
 - If a Flight Attendant is scheduled to work weekends and holidays, these days must also be covered.
 - The company is not contractually obligated to honor any days off that are a result of a trade.
 - In some cases, based on trip availability (open time), a Flight Attendant may be required to surrender days off in order to meet minimum line value if the Flight Attendant wants a Move-Up line.
5. Training hours do not count toward your monthly minimum.
6. Any sick days taken in the current month will reduce the line value by 4 hours.
7. AAU and trip hours already flown in the month will count toward the line value.
8. Flight Attendants who sit Reserve unassigned will be credited 4 hours for each Reserve day prior to being released to their Move-Up line.
9. Once the decision is made to build a Move-Up line, the crew desk will call all numbers listed and leave a message. If the Flight Attendant is unavailable, the crew desk will wait approximately 20 minutes before building the Move-Up line and moving to the next Flight Attendant in seniority order.
10. If a Flight Attendant is unavailable due to flying, or down line and not reachable, scheduling will build the line and move to the next Flight Attendant.
11. Towards the end of the process, the crew desk will not be able to contact each Flight Attendant concerning their Move-Up line. However, please remember that each Flight Attendant who receives a Move-Up line can elect to accept or decline the line.
12. The crew desk will attempt to update the Reserve Move-Up list in CCS once a day for each base.
13. If the crew desk is able to construct additional Move-Up lines, the target percentage will be increased.

Crew Desk Move-Up Line Suggestions

- Flight Attendants should have multiple trips picked out covering the days they need to cover, in the case their first choice is no longer in open time.
- Please have enough trips and hours to reach minimum that is required for the Move-Up.
- If dates are given by scheduling that are “must cover” days, the Flight Attendant must cover those days. (Flight Attendants are free to try to trade trips after they have been released to their line.)

Other Move-Up Line Considerations

- If Move-Up lines are built for Flight Attendants over and above the initially prepared list of the top 15% of the Reserve population, the Move-Up list will be updated to include these Flight Attendants once they have been built.
- Every effort will be made to allow Flight Attendants to maintain days off comparable to those in the Reserve line. Keep in mind, as the Move-Up building period progresses, it may not be possible to honor certain days off based upon the open time trips that remain available. In addition, days with an exceptionally high number of open trips may be designated as “must-cover”.

NOTE: A Flight Attendant has the right to keep their Reserve line (and associated days off) in lieu of accepting a Move-up line in which they would be required to cover days off held in the Reserve line. In this case, please notify scheduling of your intent so they can move on to the next Reserve on the Move-Up list.

- COBUS Flight Attendants currently assist in the building of Move-Up lines. Although the COBUS Flight Attendants assist in Move-Up line building, only supervisory personnel are able to adjust pay files. (The Move-Up line building process will eventually transition to the FAST team.)

Move-Up Pay Guarantee

- General Calculation
If a Reserve Flight Attendant receives a Move-Up line, they will be credited four (4:00) hours for each Reserve day (does not include days off), unless they have flown a trip. To calculate the pay guarantee, subtract 4:00 for each day on Reserve (unless value of trip was greater) and add pay guarantee of trips picked up as a Lineholder = Total Pay Guarantee.
- Absence While on Reserve Status
If a Reserve Flight Attendant receives a Move-Up line and has an absence while on Reserve status, the pay guarantee will be calculated as follows: 4:00 for each day on Reserve status (unless trip; see above rule) – 4:00 for each absence day + value of trips picked up as a Lineholder = Total Pay Guarantee.
- Carry-Over Trip from Lineholder Month
If a Reserve Flight Attendant receives a Move-Up line, and was a Lineholder carrying into the month, the following calculation applies: value of trip (or 4:00 per day, whichever is greater) for portion as a Lineholder + 4:00 per day on Reserve status (see above rule) + value of trips picked up as a Lineholder from Move-Up = Total Pay Guarantee.
- Sick Call While on Reserve Status
If a Reserve Flight Attendant receives a Move-Up line and calls in sick for all time assigned as a Reserve, pay guarantee would only be calculated based on trips picked up as a Lineholder with Move-Up line.



Points to Remember When Trading Reserve Days Off (5.I.7.a. and e.)

- A Reserve Flight Attendant may trade a day off with another Reserve Flight Attendant as long as it is within their own base. Trades may take place anytime during the month, however the request must be made at least one (1) calendar day, based on Central Time, prior to the day being traded.
- Throughout the month, a Reserve Flight Attendant may do unlimited trading with the Reserve availability pool, provided there is sufficient Reserve coverage.
- When Call-out Reserves trade days, only the first four (4) days will remain the originally awarded call-out status. Any additional days traded, beyond the four (4) allotted days, will become Ready Reserve days.
- Scheduling will determine Reserve coverage for the pool.
- If a Reserve elects to trade any immovable day off, they will forfeit the immovable status of the day off.

Creating a Day Off Trade Advertisement

Once your new month's schedule has been loaded in CCS, you will be able to create an advertisement for a day off trade:

1. Click the Reserve tab
2. Select "Day Off Advertisement" from the drop down menu, then select "Advertise."
3. Follow the directions listed on the bottom of the page. You can choose to leave information in the comment section once you have selected the day you would like off. It is always a good idea to put your contact information in this area.

Crew Connection System

Bidding > Reports > Trading > Schedule > **Reserve** > Other > Help > Logoff

Reserve Days Off Advertise

July 2017

Sat	Sun	Mon	Tue	Wed	Thu	Fri
						7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Next Month

To create an advertisement, click the DAY ON you want to have off.
To review an existing advertisement, click on "DAY WANT OFF".

Day On
Day Want Off
Day Have Off
TPDR absence

Logoff Menu

Reserve
Day Off Trade w/Emp
Day Off Trade w/Pool
Day Off Advertisements
Pickup Airport Alert
Pickup Open Time
Reserve Availability
Reserve Preference
Reserve Trip Advertisements

Advertise
Lookup



Searching Day Off Advertisements and Completing a Mutual Trade

You may want to search the Day Off Advertisements that were created and posted by the other Reserves at your base location to see if anyone is offering to trade for the days you are hoping to get off. If an advertisement is found that works, you can also complete the trade from this screen:

Refer to the bid packet calendar page for the specific time Mutual Trades may be processed.

1. Select the Reserve tab
2. Select “Day Off Advertisements”, then select “Lookup”
3. Select the date(s) you would like to have off.
4. Select view by “Day(s) have off”
5. Click “Retrieve Advertisement”. Advertisements for the selected dates will be displayed. Dates in bold indicate matching trade requests.
6. Select a matching request date (in bold).
7. A verification screen will be displayed. Click “Submit”.
8. If legal, a confirmation screen will be displayed.

NOTE: Reserve trades must adhere to the 24-in-7 rest requirement (FAR 121.467).




Directly Completing a Mutual Day Off Trade

If it is not necessary to search Reserve Day Off Advertisements because you have already agreed upon a day off trade with another Flight Attendant, the trade may be completed directly by entering the other person's employee number:

Refer to the bid packet calendar page for the specific time Mutual Trades may be processed.

1. Under the Reserve tab, select “Day Off Trade w/ Emp”
2. Enter the employee number of the Flight Attendant with whom you would like to trade, and select the correct month.
3. Click - Retrieve
4. Select the days off for each Flight Attendant that will be traded.
5. Click Update.
6. A confirmation screen will be displayed if successful.

NOTE: Reserve trades must adhere to the 24-in-7 rest requirement (FAR 121.467).



Crew Communication System
 Rev Day Off Trade With FA

Bidding ▶ Reports ▶ Trading ▶ Schedule ▶ Reserve ▶ Other ▶ Help ▶ Logout

Employee to Trade With
 U302118
 Retrieve

Bid Period
 Feb 2018

Update

Day Off Trade w/Emp
 Day Off Trade w/Pool
 Day Off Advertisements
 Pickup Airport Alert
 Pickup Open Time
 Reserve Availability
 Reserve Preference
 Reserve Trip Advertisements

Date	U158882 day(s) off to trade	U302118 day(s) off to pick-up
Tue Jan 30		
Wed Jan 31		
Thu Feb 01		
Fri Feb 02		
Sat Feb 03		
Sun Feb 04		
Mon Feb 05		
Tue Feb 06		
Wed Feb 07		
Thu Feb 08		
Fri Feb 09		
Sat Feb 10		
Sun Feb 11		
Mon Feb 12		
Tue Feb 13		
Wed Feb 14		
Thu Feb 15		
Fri Feb 16		
Sat Feb 17		
Sun Feb 18		
Mon Feb 19		
Tue Feb 20		
Wed Feb 21		
Thu Feb 22		
Fri Feb 23		
Sat Feb 24		
Sun Feb 25		
Mon Feb 26		
Tue Feb 27		
Wed Feb 28		
Thu Mar 01		

Update

Trading Days Off with the Reserve Pool

In addition to Flight Attendant mutual trades, Reserves may also trade days off with the Flight Attendant Pool. The Pool Display reflects the minimum number of Reserves that the company has determined will be necessary for each day of the month, the actual number of Reserves available on each day of the month, and the net number of available Reserves for each day when compared to the current open pairings operating throughout the month.

To review the pool display:

1. Select the Trading tab.
2. Select "Pool Display"
3. In the **Bid Period** box, input the month and year (MMYY).
4. In the **Base** box, input the base.
5. In the **Class** box, enter "F".
6. Leave the **Equip** box blank.
7. In the **Pos** box enter "FA".
8. Hit Enter.

FA Pool Display

Base: ORD 3 Position ALL 2

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						AVAIL RESV : 000 OPEN PRNG : 000 NET RESV : 000 MIN LVL : 090 RST IND : TOT : -90
December 31 AVAIL RESV : 003 OPEN PRNG : 000 NET RESV : 003 MIN LVL : 090 RST IND : TOT : -87	01 AVAIL RESV : 008 OPEN PRNG : 000 NET RESV : 008 MIN LVL : 090 RST IND : TOT : -82	02 AVAIL RESV : 000 OPEN PRNG : 000 NET RESV : 000 MIN LVL : 090 RST IND : TOT : -90	03 AVAIL RESV : 014 OPEN PRNG : 000 NET RESV : 014 MIN LVL : 065 RST IND : TOT : -51	04 AVAIL RESV : 002 OPEN PRNG : 000 NET RESV : 002 MIN LVL : 065 RST IND : TOT : -63	05 AVAIL RESV : 002 OPEN PRNG : 000 NET RESV : 002 MIN LVL : 080 RST IND : TOT : -78	06 AVAIL RESV : 004 OPEN PRNG : 000 NET RESV : 004 MIN LVL : 080 RST IND : TOT : -76
07 AVAIL RESV : 000 OPEN PRNG : 000 NET RESV : 000 MIN LVL : 080 RST IND : TOT : -60	08 AVAIL RESV : 007 OPEN PRNG : 000 NET RESV : 007 MIN LVL : 065 RST IND : TOT : -58	09 AVAIL RESV : 007 OPEN PRNG : 000 NET RESV : 007 MIN LVL : 065 RST IND : TOT : -58	10 AVAIL RESV : 031 OPEN PRNG : 000 NET RESV : 031 MIN LVL : 065 RST IND : TOT : -34	11 AVAIL RESV : 045 OPEN PRNG : 000 NET RESV : 045 MIN LVL : 065 RST IND : TOT : -20	12 AVAIL RESV : 039 OPEN PRNG : 000 NET RESV : 039 MIN LVL : 080 RST IND : TOT : -51	13 AVAIL RESV : 034 OPEN PRNG : 000 NET RESV : 034 MIN LVL : 080 RST IND : TOT : -56
14 AVAIL RESV : 027 OPEN PRNG : 000 NET RESV : 027 MIN LVL : 080 RST IND : TOT : -53	15 AVAIL RESV : 019 OPEN PRNG : 007 NET RESV : 012 MIN LVL : 065 RST IND : TOT : -53	16 AVAIL RESV : 049 OPEN PRNG : 007 NET RESV : 042 MIN LVL : 065 RST IND : TOT : -33	17 AVAIL RESV : 066 OPEN PRNG : 002 NET RESV : 064 MIN LVL : 065 RST IND : TOT : -1	18 AVAIL RESV : 075 OPEN PRNG : 002 NET RESV : 073 MIN LVL : 065 RST IND : TOT : 8	19 AVAIL RESV : 080 OPEN PRNG : 001 NET RESV : 079 MIN LVL : 080 RST IND : TOT : -1	20 AVAIL RESV : 079 OPEN PRNG : 001 NET RESV : 078 MIN LVL : 080 RST IND : TOT : -2
21 AVAIL RESV : 085 OPEN PRNG : 002 NET RESV : 083 MIN LVL : 065 RST IND : TOT : 3	22 AVAIL RESV : 088 OPEN PRNG : 005 NET RESV : 083 MIN LVL : 065 RST IND : TOT : 18	23 AVAIL RESV : 075 OPEN PRNG : 001 NET RESV : 074 MIN LVL : 065 RST IND : TOT : 9	24 AVAIL RESV : 076 OPEN PRNG : 000 NET RESV : 076 MIN LVL : 065 RST IND : TOT : 11	25 AVAIL RESV : 071 OPEN PRNG : 001 NET RESV : 070 MIN LVL : 065 RST IND : TOT : 5	26 AVAIL RESV : 080 OPEN PRNG : 002 NET RESV : 078 MIN LVL : 075 RST IND : TOT : 3	27 AVAIL RESV : 097 OPEN PRNG : 000 NET RESV : 097 MIN LVL : 125 RST IND : TOT : -28
28 AVAIL RESV : 101 OPEN PRNG : 000 NET RESV : 101 MIN LVL : 125 RST IND : TOT : -24	29 AVAIL RESV : 120 OPEN PRNG : 000 NET RESV : 120 MIN LVL : 125 RST IND : TOT : -5					

Logoff Menu

View: Desktop | Mobile

If the **NET RESV** column is greater than the **MIN LVL** column, you will be able to trade that day with the pool.

Follow these steps to trade the day:

1. Select the Reserve tab.
2. Select "Day Off Trade w/ Pool"
3. Select the Bid Period
4. Click "Retrieve"
5. Select the days off to be traded between the Reserve and the Pool
6. Click "Update"
7. If successful, a confirmation screen will be displayed. If unsuccessful, an error message will appear.

Bidding Reports Trading Schedule Reserve Other Help Logoff

Day Off Trade w/End
Day Off Trade w/Pool
Day Off Advertisements
Pickup Airport Alert
Pickup Open Time
Reserve Availability
Reserve Preference
Reserve Trip Advertisements

Rev Day Off Trade With Pool

Bid Period
Jul 2017
Retrieve

Update

Date	U158882 day(s) off to trade	Day(s) to pick up
Sun Jul 02		
Mon Jul 03		
Tue Jul 04		
Wed Jul 05		<input type="checkbox"/>
Thu Jul 06		<input type="checkbox"/>
Fri Jul 07		
Sat Jul 08		
Sun Jul 09		<input type="checkbox"/>
Mon Jul 10		
Tue Jul 11		<input type="checkbox"/>
Wed Jul 12		<input type="checkbox"/>
Thu Jul 13		<input type="checkbox"/>
Fri Jul 14		<input type="checkbox"/>
Sat Jul 15		<input type="checkbox"/>
Sun Jul 16		<input type="checkbox"/>
Mon Jul 17		<input type="checkbox"/>
Tue Jul 18		<input type="checkbox"/>
Wed Jul 19		<input type="checkbox"/>
Thu Jul 20		<input type="checkbox"/>
Fri Jul 21		<input type="checkbox"/>
Sat Jul 22		<input type="checkbox"/>
Sun Jul 23		<input type="checkbox"/>
Mon Jul 24		<input type="checkbox"/>
Tue Jul 25		<input type="checkbox"/>
Wed Jul 26		<input type="checkbox"/>
Thu Jul 27		<input type="checkbox"/>
Fri Jul 28		<input type="checkbox"/>
Sat Jul 29		<input type="checkbox"/>
Sun Jul 30		<input type="checkbox"/>

Update

Understanding the Reserve Pool Display

When looking at the Reserve Pool Display, it can sometimes be confusing when the number of open trips for the day ("OPEN PRNG") does not appear to coincide with the number of available Reserves ("AVAIL RESV") when determining the net number of available Reserves for that day ("NET RESV"). To clarify this calculation, here is an explanation of how these numbers impact each other in the Reserve Pool Display:

1. First, the actual number of available Reserves ("AVAIL RESV") is determined, where a multi-day Reserve is counted as one (1) in the Reserve Pool number on each of the days they are available.
2. Next, the current open trips ("OPEN PRNG") are considered in order to determine the net number of available Reserves ("NET RESV") for each day. This is calculated by examining the length of each open trip, and subtracting one (1) available Reserve from each day during which the trip is scheduled to operate. (This is because Reserves eventually assigned to cover these trips will no longer be available for any of those days.) Let's look at an example:

Let's say that these are the current "NET RESV" numbers on the 27th-29th:

	27 th	28 th	29 th
"NET RESV" Number	26	32	41

Now let's say that a 3-day trip becomes open for the 27th. Here's how the "NET RESV" numbers would be affected for each day:

	27 th	28 th	29 th
Starting "NET RESV" Number	26	32	41
	New 3-day	-1	-1
New "NET RESV" Number	25	31	40

Now a 1-day trip becomes open for the 27th:

	27 th	28 th	29 th
Starting "NET RESV" Number	25	31	40
	New 1-day	-1	N/A
New "NET RESV" Number	24	31	40

And finally, a 2-day trip becomes open for the 27th:

	27 th	28 th	29 th
Starting "NET RESV" Number	24	31	40
	New 2-day	-1	N/A
New "NET RESV" Number	23	30	40

As you can see, even though no additional trips have opened for the 28th or 29th, the "NET RESV" numbers on those days were affected when multi-day trips opened for the 27th.

RESERVE ASSIGNMENTS AND TRIP PICK-UP

Preferences (5.1.5.)

Reserves will be provided an opportunity to express certain preferences, which will be considered when applying the criteria listed in Section 5.1.4. of the Agreement. Using the Reserve Preference screen, Flight Attendants may preference the following:

1. Airport Alert
2. Minimum flying
3. No Preference
4. Maximum flying

Keep in mind that by selecting the option to fly more hours you are indicating a willingness to be turned upon completion of a flight assignment and to have days off rolled first to increase your flying time. If insufficient Reserve coverage exists all Reserves are subject to being reassigned (turned or rolled).

Reserve Preferences may be expressed within CCS in the following manner:

1. Select Reserve Preference from the Reserve tab.
2. Select the month, then click Retrieve.
3. Select the desired preference for each day of availability.
4. Click Update. An acknowledgement screen will be displayed.

Crew Communication System

FA Reserve Preference

Feb 2018 Retrieve

Update

Date	Available Period	RTF/AAA/RNP/RMF
Tue Jan 30	ON	Request Minimum Fly
Wed Jan 31	ON	Request Minimum Fly
Thu Feb 01		
Fri Feb 02	ON	Airport Alert
Sat Feb 03		
Sun Feb 04		
Mon Feb 05	ON	Request To Fly
Tue Feb 06	ON	Request To Fly
Wed Feb 07	ON	Request To Fly
Thu Feb 08	ON	Request To Fly
Fri Feb 09	ON	Request To Fly
Sat Feb 10		
Sun Feb 11		
Mon Feb 12	ON	Request No Preference
Tue Feb 13	ON	Request No Preference
Wed Feb 14	ON	Request No Preference
Thu Feb 15	ON	Airport Alert
Fri Feb 16	ON	Airport Alert
Sat Feb 17		
Sun Feb 18		
Mon Feb 19	ON	Airport Alert
Tue Feb 20	ON	Request No Preference
Wed Feb 21	ON	Request No Preference
Thu Feb 22	ON	Request No Preference
Fri Feb 23		
Sat Feb 24		
Sun Feb 25		
Mon Feb 26		
Tue Feb 27	ON	Request No Preference
Wed Feb 28	ON	Request No Preference
Thu Feb 01	ON	Request To Fly

Update

Reserve Other Help Logoff

- Day Off Trade w/Emp
- Day Off Trade w/Pool
- Day Off Advertisements
- Pickup Airport Alert
- Pickup Open Time
- Reserve Availability
- Reserve Preference**
- Reserve Trip Advertisements

Flight Assignment Considerations (5.I.4.)

Reserve Flight Attendants will be given flight assignments after consideration of all of the following in this order of importance:

1. Prevent flying into a scheduled day off
2. Need for foreign language speaker qualification
3. Maximize utilization of available duty periods
4. The more limited availability of Call-out Reserves
5. Assignment on a first-in, first-out (FIFO) basis,
6. FIFO list (also known as the Reserve Availability List) will be available for Flight Attendant viewing on CCS. (See image below.)
7. Equalization of duty periods assigned (leveling)

Seniority Number	Employee Number	Employee Name	Reserve Type	Available Date Time	Previous Schedule	End Date time	Next Schedule	Start Date	Available Day	Line Value
23581	U346793	D SHRIDER		19/0001	/	/	OFFT	/21	02	2050
22913	U344373	M SUMNEY		19/0001	O5027 /11	11/1106	OFFT	/24	05	6114
22181	U341992	T GILKEY		19/0001	O5600 /11	14/1834	OFF	/22	03	7509
23009	U343490	J DAREY	F	19/0900	O6492 /12	15/0512	IOFF	/23	04	7121
23003	U344697	O MEDINA		19/0001	AAA /15	15/2200	OR001	/22	03	5850
23649	U346953	E SINGER		19/0001	OR001 /15	16/1030	OFFT	/22	03	3717
21987	U341481	A MCDOWELL		19/0001	A11 /16	16/1101	IOFF	/22	03	5153
22759	U343536	V MEJIA		19/0001	OSLAXA/15	16/1246	OFF	/21	02	3717
23032	U344971	C SCHNACKENBERG		19/0001	O5278A/15	16/2008	OFFT	/23	04	6443
23644	U346967	L VASQUEZ		19/0001	O6217 /15	16/2017	OFFT	/20	01	5818
22149	U341870	A WALLACE	C	19/0400	O5675 /14	17/0100	OFF	/25	06	2601

Additional Flight Assignment Considerations at the End of the Month

At the end of the month, when some of the available Reserves are transitioning to Lineholder status in the new month, there are some additional considerations related to the order of assignment.

In addition to the assignment considerations listed in Section 5.I.4. of the Agreement, scheduling will assign carry-over trips in a manner that that is “least disruptive to the operation.” In other words, the priority will be to assign Reserves in such a way that it will not create further legality issues or additional open time in the new month. To accomplish this, these carry-over trips will be assigned in consideration of the following priority order:

1. To a Reserve who is legal and available for the required number of duty days.
2. To a Reserve who is going into “rollable” days off in the new month, which shall be restored in accordance with Section 5.I.24. of the pm-CAL Agreement.
3. To a Reserve who is going into Lineholder days off in the new month, and who will still be legal to fly their first scheduled Lineholder trip. (***NOTE: Lineholder days off lost in the new month due to a carry-over trip will only be restored if it reduces the Flight Attendant’s days off below the applicable minimum (5.I.20.)***)

Reserve Trip Pick-Up (5.I.10.)

This provision of the Contract allows Reserves some control over both the days they fly, as well as where they fly. The Reserve pick-up window is open every day from **1500-1800 Central Time**. It is possible for Reserves to pick-up trips under the following conditions:

- A Reserve coming from a day(s) off (including vacation days, personal drop days, personal leaves of absence and twenty-four (24) hour breaks)
 - Please see the section on Moving Between Reserve and Lineholder Status (pg. 23) for special Reserve Trip Pick-Up procedures on the first day of the new month when coming from Lineholder status in the old month.
- A Reserve that is unassigned after completing an Airport Alert assignment that terminates prior to or during the Reserve Pick-Up Window.
 - If the Airport Alert assignment terminates after the Reserve Pick-Up Window closes at 1800 Central Time, the Reserve may call crew scheduling within 30 minutes of release to pick-up a trip for the following day.

NOTE: In any case, in order to pick up a trip, a Reserve must be below 65 hours.

Golden Pairings vs. Non-Golden Pairings (5.I.10.a. and b.)

Initially, the trips (or Airport Alert assignments) that will be available for Reserve pick-up will be those that depart at or before 1100 local time the following day. These trips are considered "Golden Trips" in that Lineholders cannot displace (or "bump") the Reserve. Therefore, when picking up a trip in this manner, the Reserve will be released to check-in (5.I.10.a.2.).

If there are no Golden Trips available, Reserves may then pick up *any trip in open time that departs the next day*. These trips are considered "*Non-Golden Trips*" in that a Lineholder may subsequently displace (or "bump") the Reserve.

Important Things to Remember When Picking-up Non-Golden Assignments:

- A Reserve can be displaced or "bumped" by a senior Lineholder based in the same domicile up to 12 hours prior to check-in.
- A Reserve is required to verify the assignment during assignment window
- When a Reserve is subsequently "bumped" prior to the 1800 assignment window they are allowed to pick-up another assignment that satisfies the parameters in Section 5.I.4.

Picking Up a Trip as a Reserve (5.I.10.)

The Reserve pick-up window is open every day from **1500-1800 Central Time**. Trips may be picked up either by phone with crew scheduling or via CCS:

1. Log into CCS.
2. Click on the Reserve tab
3. Select "Pick-up Open Time." A list of available "Golden Pairings" will be displayed. Once all the Golden pairings have been picked up, the *non-golden* pairings will then become available for Reserve pick-up.
4. Once you locate a pairing that you would like to pick-up, select the button next to the pairing.
5. Click "Pick Up"
6. The next screen will display whether or not the trip pick-up was successful.

Reserve Pickup Open Time

Golden open time pairing listing

Sort First By: Position Desc

Sort Next By: Report Time Desc

* Pairings cannot be picked due to TPDR absence.

Pickup

Pairing Number	Pairing Date	Report Time	End Time	Position	Days	Block Time	Mixed Equip	Drop Date
<input type="radio"/> H5499	060717	0621	0827	FA01	03	1052	E	20170703@2301
<input type="radio"/> H1037	060717	0649	0915	FA01	05	2146	E	20170628@0921
<input type="radio"/> H1331	060717	0813	1049	FA01	06	3224	E	20170702@0812
<input type="radio"/> H5499A	060717	0621	0827	FA02	03	0917	E	20170629@0807
<input type="radio"/> H1037	060717	0649	0915	FA02	05	2146	E	20170628@0904
<input type="radio"/> H1037	060717	0649	0915	FA03	05	2146	E	20170705@0851
<input type="radio"/> H5499	060717	0621	0827	FA01	03	1052	E	20170704@1208

Pickup

Logoff Menu

NOTE: Trip pick-up can be denied if incompatible with the Reserve's number of duty days or when a Reserve is at or above sixty-five (65) credit hours in a month. (See section 5.1.37 Leveling of Reserves)

If a Reserve does not get their first selection, they may repeat the pick-up request process an unlimited number of times during the pick-up window.

Once you have successfully completed the pick-up process, please *check your Master Schedule* to ensure that the trip is on your Reserve schedule.

Picking Up Airport Alert

1. After logging into CCS, Click on the Reserve tab
2. Click on "Pick-Up Airport Alert." A list of open Airport Alert assignment times will appear. It will tell you the start time of the Airport Alert and the minimum amount of days you need to be available in order to pick it up.
3. Click on the desired time
4. Click "Pick Up Selection"
5. The next screen will display whether or not the Airport Alert pick-up request was successful.

Airport Alert

Airport Alerts - DEN Jul 06 2017

Position = FA

Select	Start Time	Terminal	Min Avail Days
<input type="radio"/>	05:00:00	C	2
<input type="radio"/>	07:00:00	C	4
<input type="radio"/>	08:00:00	C	4
<input checked="" type="radio"/>	10:00:00	C	3

Pickup Selection

Logoff Menu

NOTE: Airport Alert assignments that do not fall on the hour may only be requested for pick-up by placing a call to Scheduling. These requests will be granted at scheduling's discretion.

Reserve Temporary Duty (RTD) Pairings

There may be times when certain base locations experience insufficient Reserve coverage relative to the amount of open time that exists. In these instances, scheduling has the ability to relocate coverage from other bases by building Reserve Temporary Duty (RTD) pairings.

The company and the Union mutually understand the following procedures for the creation and assignment of RTD Pairings:

Reserve Temporary Duty (RTD)

Trips will be constructed as follows:

1. *Only one Airport Alert assignment may be served per duty day.*
2. *Open time that can be relocated to another base with sufficient Reserve coverage will be constructed and placed into open time for available pick-up by the Reserve pick-up window (when possible) and available per Section 5.I.*
3. *Reserve Temporary Duty Pairings:*
 - *Every attempt will be made to build any necessary RTD pairings and place into open time for pick-up prior to the Reserve pick-up window.*
 - *Flight Attendant will be permitted to pick-up open time at their home base after completion of an Airport Alert assignment in accordance with Section 5.I.10.a.*
 - *RTD pairings will be constructed and placed into open time containing both outbound and return confirmed DH flight segments and hotel accommodations, subject to reassignment per Section 5.I. Flight Attendants need to contact the crew desk upon arrival for possible reassignment and/or to agree on time of contact the following day.*
 - *RTD pairings shall include Per Diem from check-in until debrief at their home base.*
 - *For purposes of determining whether Airport Alert assignments can be extended an additional 2 hours, the RTD's geographic location will be considered the base where they are sitting – not their home base.*

Flight Attendants who live in a RTD location, shall be permitted to volunteer for assignment in that location. They shall receive pay for any outbound and return DH as if the segments had actually been flown, and shall receive per diem from scheduled check-in in their base until scheduled return to their base but shall not be required to actually travel to/from their base to the Reserve Temporary Duty location.

Additional RTD Information

- Out-of-base Reserves on RTD pairings do not appear on local availability lists because they are technically on a pairing, with a scheduled return.
- Schedulers have the ability to see all out-of-base Reserves who are available, and any out-of-base Reserves should be assigned *along with* any in-base Reserves in consideration of the number of days they are available, their duty day limitations, and the priority of not rolling days off.

RESERVE RESPONSIBILITIES AT HOME AND ON THE ROAD

Passport Requirement (5.I.21.)

Flight Attendants are required to carry their passport during any trip assignment or Airport Alert except in those circumstances where their passport has been surrendered for renewal or to obtain necessary working crew visas (JCBA 3.V.4.).

Notice of Assignment (5.I.6.)

Although more notice may be given, Reserves must be able to report for duty within three (3) hours of the first call from crew scheduling that occurs after the completion of crew rest. Scheduling will attempt to contact the Reserve at each phone number on file at least two (2) times in a twenty (20) minute period. The Reserve must respond to notifications within twenty (20) minutes!

NOTE: Reserve Call-Out time was increased to three (3:00) hours effective with a Letter of Agreement dated October 21, 2015.

Contact Numbers (5.I.6.)

Reserve Flight Attendants must keep scheduling advised of phone numbers where they can be reached while on Reserve duty. Contact numbers may be updated by calling crew scheduling, or via CCS:

1. Login into CCS.
2. Under the Bidding tab, select "Monthly Line Bid."
3. Contact Numbers will be listed under "Contact #'s"
4. Click on numbers displayed, or if none, click on "No Numbers on File."
5. Update contact information in box that appears - Employee Phone Numbers.
6. Click "Save."
7. Window should display "Save Successful."

Ready Reserve (5.I.3.a.)

Ready Reserves must be available to be contacted for assignment on a twenty-four (24) hour basis during their days of availability.

Call-Out Reserve (5.I.3.b.,d.)

Call-Out Reserves must be available to be contacted for assignment only during assigned notification periods contained in the monthly bid packet. See example below:

RESERVE CALL-OUT TIMES			
B. 0300 - 0700	1300 - 1700	F. 0900 - 1700	J. 1400 - 2200
C. 0400 - 0800	1500 - 1900	G. 1100 - 1900	K. 1300 - 2100
D. 0500 - 0900	1700 - 2100	H. 1500 - 2300	L. 1200 - 2000
E. 0700 - 1100	1800 - 2200	I. 0600 - 1400	

- Assigned notification periods may not exceed eight (8) hours or number more than two (2) in a calendar day.
- Scheduling may change the assigned notification period(s) a maximum of three (3) times in a bid period. (These changes must still adhere to the eight (8) hour per calendar day maximum.)
- Scheduling may attempt to contact Call-out Reserves outside of assigned notification periods. If contact is made, even outside the assigned period, the Flight Attendant must accept the assignment.
 - **Remember:** *Call-Out Reserves are not required to be phone available outside of assigned notification periods!*
- Call-out Reserves may be converted to Ready Reserve status a maximum of three (3) days per bid period.
- For the first three (3) days of each bid period, and during certain holiday periods (listed below), all Reserves will be on Ready Reserve status.
 - Fourth of July: July 1 to July 7.
 - Thanksgiving: From 3 days prior until 3 days after Thanksgiving Day.
 - Christmas and New Year: December 21 to January 4.

Reserve Assignment Process (5.I.11.)

Crew scheduling will typically assign trips for all bases between **1800 and 2000 Central Time (CT)**. Every effort will be made to have assignments for all trips and Airport Alert positions (or at least those that begin before 1200 on the following day) completed in this timeframe. However, there may be operational circumstances in which this may not be possible.

Acknowledging Call-Out Assignment (5.I.12.)

All Call-Out Reserves, regardless of base, not previously given an assignment for the following day are **required** to check CCS or call the assignment VRS between **2000 and 2400 CT** on the evening before any duty day to acknowledge their assignment for the following day.

The Reserve will acknowledge one of the following:

1. Confirm a trip assignment or airport alert for the following day.
 - If no assignment is provided, the Reserve shall be considered released until her/his Call-Out period(s) on the following day, once the current day Reserve assignment has been completed.
2. Confirm the times of their Call-Out responsibilities for the following day if no assignment has been provided.
3. Confirm that their status has not been changed to Ready Reserve.

Note: Call-Out Reserves can be converted up to 3 days per month (5.I.3.b.2.).

Here is an example of the Acknowledgement screen in CCS:

Priority Messages

- * Reserve Acknowledgement
Jul 06 17 2057 CT

Read Your Message

Title: Reserve Acknowledgement
Sender: CCS5157
Date: Jul 06 17 2057 CT

Reserve Acknowledgement

Assignment Date	Assignment Start Time	Assignment
Jul 07 2017	08:24 AM	K5051

Pairing Number	Position/Quantity	Duration	Frequency
K5051	FA01 FM01	Jul 07 17 to Jul 07 17	5

Acknowledge & Save Acknowledge & Delete

Logoff

View: Desktop | Mobile

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Failing to Acknowledge Call-Out Assignment (5.I.12.d.)

If a Call-Out Reserve fails to acknowledge their Call-Out line between **2000 and 2400 CT** prior to the day of duty they will be converted to Ready Reserve status for the remainder of the Reserve Flight Attendants block of Reserve days.

- An exception to this provision is if the Reserve Flight Attendant is currently on flight duty (“in-motion”), in which case the Reserve must promptly call scheduling upon block-in of that assignment.
- If converted due to a failure to acknowledge, the conversion shall not be considered as part of the 3-times-per-month limitation set forth in Section 5.I.3.b.2.

Acknowledging Ready Reserve (5.I.13.)

Ready Reserves, regardless of base, ***must*** acknowledge any assignments between **2000 and 2400 CT**, including Airport Alert. All Ready Reserves will remain Ready Reserves, and are subject to reassignment, even if an assignment has been acknowledged.

Daily Timeline of Reserve Actions (5.I.10-13.)

Contractually, all times related to the following Reserve actions are set to **Central Time**.

Reserve Action	Pacific Time	Mountain Time	Central Time	Eastern Time
Trip Pick-Up Window	1300-1600	1400-1700	1500-1800	1600-1900
Assignment Process	1600-1800	1700-1900	1800-2000	1900-2100
Acknowledgement Window	1800-2200	1900-2300	2000-2400	2100-0100

Assignment Information (5.I.17.)

When receiving an assignment, it will contain the pairing number, check-in time, the time and date that the pairing ends and the open position(s) on the pairing. If the pairing was built outside of the bid packet the company will make the details of the pairing available, including the layover point, length of layover, length of duty day and scheduled time to return to your base.

Release to Check-In (5.I.18.)

Whenever possible, a Reserve Flight Attendant who has been given a trip or Airport Alert assignment will be released to the designated reporting time of such assignment ("Check-in time"). When scheduling gives you an assignment, ***always ask*** to be released to your check-in time and keep a record of the scheduler's name, as well as the date and time of the conversation.

NOTE: You are not considered released to Check-in unless verbally told as such by crew scheduling, and therefore must remain phone available in the event scheduling attempts to contact you. *Reserves who have picked up Golden Pairings during the Reserve pick-up window are automatically released to check-in (5.I.10.a.2.).*

Reserve Displaced by a Lineholder (5.G.5.a.10-12.)

As a Reserve, it is possible that you may be displaced (or "bumped") from your trip assignment up to twelve hours (12:00) prior to check-in by a Lineholder under certain circumstances, and depending on how the trip was awarded:

How Trip Is Awarded	Type of Trip	Possible Bump
Reserve Pick-Up	Golden Pairing	Cannot be bumped
Reserve Pick-Up	Non-Golden Pairing	Senior in-base Lineholder
Pairings Assigned by Crew Scheduling	Golden / Non-Golden Pairing	Senior Lineholder, regardless of base

- Reserve FLS's may only be displaced by senior FLS Lineholders having the same primary language qualification.
- Reserve ISM's may only be displaced by senior ISM Lineholders.

If you have reported to the airport and are notified upon arrival that you have been displaced, you can be reassigned. However, if you are not reassigned you will receive two hours of pay (2:00) and credit (5.I.23.). (See also: "Show-No-Go Pay") A Reserve's duty period will commence at the time the Reserve was scheduled to report to the airport, or the time that they actually report.

Seniority Option (5.G.6.)

Not to be confused with displacement (or "bumping"), under the following circumstance, a Reserve may be opted out of their assigned *work position* by a more senior **Lineholder** (also known as "Senior Opting"):

- Only if the Lineholder is a more senior Flight Attendant. (Reserves may not senior opt other Reserves.)
- Only the open bid position is available for senior option.
- The Reserve may only be opted out of a position once, and the seniority option can occur only at the beginning of a pairing and before preflight duties begin (aircraft check-in).
- Reserve Flight Attendants assigned to a load position which is a different pairing number shall not be opted out of the position, unless the pairings contain identical flight segments.
- Reserve Foreign Language Base (FLB) Reserves may only be opted by FLB line-holders having the same primary language qualification.
- FLBs may not senior opt non-language speaker positions. Non- speaker Reserve Flight Attendants assigned to a Foreign Language Speaker (FLS) position may be opted by a more senior Lineholder.

- If a more senior Flight Attendant opts for the open bid position, the Reserve Flight Attendant assumes the position vacated by the more senior Flight Attendant.

Airport Alert (5.I.8.9.)

When a Reserve Flight Attendant receives an Airport Alert assignment, it is initially four (4) hours in duration. The Airport Alert period may be extended an additional two (2) hours *only if there are no Reserves available for your geographic domicile who would be eligible for a multi-day trip.*

A trip assignment must be given within the 6 hour alert period, or the Reserve will be released to crew rest, 24 hour break, or to their day(s) off.

Assigned From Airport Alert (5.I.14.)

When assigned a trip from Airport Alert the trip cannot leave more than two hours after the end of the Airport Alert assignment without the Reserve Flight Attendants agreement. The only time the trip can leave beyond the two (2) hour time frame is if insufficient Reserve coverage exists.

Helpful Hint: While sitting Airport Alert and all the flights have departed for the day, a Reserve may call scheduling and ask to be released. It is at the discretion of crew scheduling personnel to determine if they have sufficient coverage to release you early.

Reserve Contact While on Airport Alert

Company Policy provides Reserves may be in the terminal as well as the crew room while on Airport Alert Status. You must call scheduling via the crew room phone to inform them whether you would prefer to be contacted via your cell phone or the crew room phone. Keep in mind that you must be available via the contact number that you provide to scheduling. If you fail to answer your phone and do not return the call while on Airport Alert, it will result in a missed trip (MT).

Completing an Assignment ("Blocking-In") (5.I.16.)

When a Reserve Flight Attendant completes a trip assignment, Airport Alert or scheduled training they **must** contact scheduling before leaving the airport. This is referred to as "Blocking-in". A Reserve can call scheduling from any phone located within the airport, including their personal cell phone. They are not required to physically go to the crew room to "block-in" from a company phone, however when blocking-in a Reserve can be reassigned and may be required to report to a new assignment or to the crew room. Scheduling must reassign or release the Reserve to crew rest within thirty minutes (:30) of the Reserve making the call to "Block-in".

NOTE: Once a Reserve has been released to crew rest scheduling can only contact a Reserve Flight Attendant during their last hour of crew rest period at their home base.

Working Into Your Day Off (5.I.24.)

A Reserve who has an assignment which carries into his/her day off by four hours (4:00) or more, or past midnight if her/his originally scheduled arrival time was 1900 local time or earlier, the Reserve will have their day off restored in accordance with Section 5.G.3, provided that the Reserve maintains minimum Reserve days off. In the event a Reserve has an assignment that carries into their day off, the Reserve will be given the day off unless the company has to roll their day due to operational requirements.

NOTE: There are special considerations in the case of carry-over trips when a Flight Attendant transitions status (Reserve/Lineholder) from one month to the next:

- Reserve to Lineholder: Lineholder days off in the new month will only be restored as a result of carry-over trips if the Flight Attendant's days off are reduced below the applicable minimum.
- Lineholder to Reserve: All conflicting Reserve days off in the new month will be restored as a result of carry-over trips so that the published amount of days off remain.

Calling to be Released from Phone Availability (5.I.15.)

Reserves may call scheduling once a day to check their status, and/or to request a release from duty. This may be to request a temporary release from phone availability, or to be released into days off if it appears the Reserve will not be needed for the remainder of the day.

Personal Drop (5.G.1.)

Flight Attendants may personal drop a Reserve day of availability subject to operational requirements. Requests will only be accepted the day before report time of the trip pairing and will be granted on a *first-come first-serve basis*, and in consideration of days of availability. A personal drop will reduce the Reserve guarantee by four (4) hours for each Reserve day dropped.

If requesting a personal drop via CCS, the personal drop window begins at **midnight Central Time** on the day prior to the day requested for drop, and ends at 1500 Central Time:

1. Under the Trading Tab, select Personal Drop
2. The date will automatically be selected
3. Select "Yes"
4. Click "Submit"

Moving Between Reserve and Lineholder Status (5.I.20.)

Reserve to Lineholder: When a Reserve Flight Attendant is assigned to Lineholder status for the next bid month, they will remain a Reserve until released by scheduling. This will occur following their required legal rest at the end of the last trip assignment of the bid month in which she/he is a Reserve or the last day of the bid month, whichever is later. This includes trips that carry over from one month to the next. *Lineholder days off in the new month will only be restored as a result of carry-over trips if the Flight Attendant's days off are reduced below the applicable minimum.*

Lineholder to Reserve: When a Lineholder is assigned to Reserve status for the next bid month, she/he will maintain Lineholder status until completion of their Lineholder rest following any trips that began in the Lineholder bid month. This includes trips that carry over from one month to the next. *All conflicting Reserve days off in the new month will be restored as a result of carry-over trips so that the published amount of days off remain.*

- *Special Reserve Trip Pick-Up Procedure on First Day of New Month:* CCS will not allow a Flight Attendant to pick up a trip as a Reserve on the first day of the new month if on the last day of the old month they are a Lineholder on a regular day off. The company and the Union have mutually agreed to a solution whereby a Lineholder in this specific situation may place a call to scheduling, and the scheduler will manually place "OFF" on the last day of the Lineholder month. This will then allow the Flight Attendant to pick up a trip as a Reserve on the first day of the new month using the normal process, as CCS will recognize the "OFF" day and allow the transaction. *(Flight Attendants should ensure this call to scheduling is accomplished in time to participate in the Reserve Pick-Up window which occurs at **1500 Central Time!**)*

Calling in Sick (5.I.22.)

If you are ill and are unable to report for duty, as a Reserve you are required to call scheduling to remove yourself from duty. A separate call will be required for each scheduled Reserve availability day on which you are ill. If it is known in advance that your illness will prevent you from working multiple days, you may call scheduling a minimum of one time for one block of duty days during which it is expected you will be ill. If you will be ill longer than the one block of duty days, you are required to call scheduling to extend your absence for any remaining days that you will be ill.

Making up Lost Days (5.I.19.)

When a Reserve Flight Attendant loses a duty day due to illness, injury, or an emergency drop, the Reserve will be allowed to make-up the lost time on the Reserve's remaining days off within the same month. The day(s) on which the Flight Attendant is returned to duty is subject to mutual agreement between the company and the Reserve. When a lost day is made-up, four (4:00) hours of pay will be returned to the Reserves guarantee.

RESERVE LEGALITIES

Hours of Service and Duty Time (5.B.1. and 8.)

A duty period starts at check-in and includes all flight and deadhead time, as well as any periods between flights (also known as “sit time”), and concludes after a period of debriefing, if required, at your layover point or home domicile. The total of these times determines your total duty time for the day.

Commencement of Duty: Your check-in time prior to departure is calculated based on the location and type of aircraft of the initial segment in the duty period. *(If reporting for a non-flying duty assignment, such as Airport Alert, the check-in and duty time begins at the scheduled start time of the assignment):*

Aircraft	Location	Check-In Time	Deadhead Check-In Time
737 All Series	At Home or Designated Reporting Place: At Layover Point:	1:00 0:45	0:45 0:45
757 All Series	At Home or Designated Reporting Place: At Layover Point:	1:15 1:00	0:45 0:45
767-400	At Home or Designated Reporting Place: At Layover Point:	1:15 1:00	0:45 0:45
777 All Series	At Home or Designated Reporting Place: At Layover Point:	1:15 1:00	0:45 0:45
787 All Series	At Home or Designated Reporting Place: At Layover Point:	1:15 1:00	0:45 0:45

Release from Duty: Your duty period ends following any required debriefing time. This will be considered to have occurred:

- At the end of any non-flying duty assignment (i.e., Airport Alert), or;
- Upon block arrival of a deadhead segment, or;
- Fifteen minutes (:15) after block arrival of a flight not requiring customs clearance, or;
- Thirty minutes (:30) after block arrival of a flight requiring customs clearance, or;
- Actual release if later than the above.

Duty Limitations (5.B.7.) (LOA dated 10/1/2015)

Section 5.B.7. of the Contract provides for the maximum period of time that a Flight Attendant may be *scheduled* on duty, as well as a maximum time in the *actual* operation.

- **Scheduled Duty Time:** The duty time as it appears in a pairing prior to check-in for the duty period.
 - In the case of a trip assigned from Airport Alert, the duty time as it appears at the time originally assigned to the Flight Attendant.
- **Actual Duty Time:** The duty time as occurs in the operation, once the Flight Attendant has checked-in for the duty period.
 - In the case of a trip assigned from Airport Alert, the duty time as it occurs in the operation, once the Flight Attendant has left the domicile.



Again, duty time begins at the prescribed check-in time at the beginning of each duty period, and concludes following any required debriefing time at the end of that duty period. The following chart describes the duty maximums, based upon the type of flying:

MAXIMUM DUTY TIME

Type of Flying	Scheduled Maximum Duty Time	Actual Maximum Duty Time
Within the 48 contiguous United States, or; Between the 48 contiguous United States and Alaska, Canada, Mexico, Central America or the Carribbean.	14:00 hours	16:00 hours
All other trips, except for long-haul non-stop flights described below.	16:00 hours	17:30 hours
Non-stop flight with scheduled flight time of: 12:00 – 17:59 hours	Combination of check-in time, scheduled flight time, and debriefing time.	Scheduled Maximum Duty Time + 3:30 hours. <i>Under no circumstances shall a Flight Attendant be required to remain on duty in excess of 19:00 hours.</i>
Non-stop flight with scheduled flight time of: 18:00 hours or more	Combination of check-in time, scheduled flight time, and debriefing time.	Scheduled Maximum Duty Time + 3:30 hours. <i>Under no circumstances shall a Flight Attendant be required to remain on duty in excess of 23:00 hours.</i>

NOTE: In the case of an irregular operation, Flight Attendants may be required to exceed these duty limitations to deadhead for required rest. The deadhead must begin before the end of the actual duty limitation.

Legal Rest Periods (Crew Rest) (5.B.9.a-d.)

As Safety Professionals and First Responders, we need to be alert and prepared to respond to any situation that may arise during the course of our duty day. In addition, we want to ensure adequate rest in order to enjoy a quality of life beyond our work day. To this end, there are a number of legal rest provisions that have been negotiated to support these objectives. In addition, Federal Aviation Regulations (FARs) provide guidance on both required legal rest and required augmented staffing based upon the length of the duty day:

MINIMUM CREW REST

		AT HOME BASE DOMICILE		AT A LAYOVER	
Scheduled Duty Period	Additional FAs Required Over FAA Minimums	Scheduled Minimum Crew Rest	Actual Minimum Crew Rest	Scheduled Minimum Crew Rest	Actual Minimum Crew Rest
14:00 hours or less	0	<u>Lineholder:</u> 10:00 hours block-in to block-out. <u>Reserve:</u> 11:00 hours block-in to block-out.	<u>Lineholder:</u> 9:00 hours block-in to block-out. <u>Reserve:</u> 11:00 hours block-in to block-out.	9:00 hours block-in to block-out.	8:45 hours block-in to block-out.
14:01 – 16:00 hours	1	12:00 hours free-from-duty.* *May be scheduled or reduced to 10:00 hours <i>free- from-duty</i> provided the next rest period is 14:00 hours <i>free-from-duty</i> .		12:00 hours free-from-duty.* *May be scheduled or reduced to 10:00 hours <i>free- from-duty</i> provided the next rest period is 14:00 hours <i>free-from-duty</i> .	
16:01 – 18:00 hours	2				
18:01 – 20:00 hours* *Must include one or more flights that land or take off outside the 48 contiguous United States.	3				
Non-stop flight segment of <i>more than 12:00</i> hours on the final day of a trip pairing	N/A	<u>Reserve:</u> 16:00 hours <i>free-from-duty</i> or remainder of calendar day (whichever is greater).		N/A	

Twenty-Four (24) in Seven (7) Limitations (5.A.7) (5.M.2.) (FAR §121.467)

The twenty-four-in-seven (24-in-7) Contractual provision is based on the Federal Aviation Regulation often referred to by the same name (*FAR §121.467 (b) (13)*). Both the Contractual provision and the FAR provide that every Flight Attendant must receive at least twenty-four (24:00) hours free-from-duty in any seven (7) consecutive calendar day period. The Contractual provision differs from the FAR slightly, however, in *where* this rest requirement may be satisfied. Because the Contractual provision is stronger than the requirements of the FAR, the Contractual language prevails:

Flying Status/Type of Trip	Contract 24-hour Rest Must Occur:	FAR 24-hour Rest Must Occur:
Lineholder/Domestic	At Home Domicile	Either at Home Domicile or at Layover Point
Lineholder/International	Either at Home Domicile or at Layover Point	
Reserve/Domestic or Int'l	At Home Domicile*	

* The only exception would be if a Reserve is assigned to an International trip pairing published in the bid packet that does not return the Flight Attendant to her/his domicile during seven (7) consecutive calendar days. In this case, the twenty-four-hour (24:00) rest period may be downline.

Other points:

- The FAR cannot be waived by either Flight Attendants or management. Management must avoid violations of the FAR and, in an instance where a violation occurs, must “self-disclose” any violation(s) to the FAA.
- Measured as any 24 consecutive hours in any 7 calendar days, starting at midnight of the day in which the duty ends.
- The company must look forward and backward in the block of seven days to determine if a “triggering event” has occurred.
- “Triggering event” is described as a Pairing (or report to airport but does not fly) or Airport Alert (AA).
- Standing Reserve alone does not constitute a triggering event, but once an assignment is made; the block of seven calendar days must then include a 24-hour rest.
- Must include report and debriefing times when determining free from duty.
- Training can be added to the end of a block of seven days, but not at the beginning.

Break Day (BRK)

In order to adhere to the 24-in-7 rule, scheduling may assign a Break Day (BRK). A BRK ensures a Reserve Flight Attendant will have 24-hours free-from-duty in a seven (7) consecutive calendar day period. The BRK typically becomes necessary when a Reserve has days of availability scheduled on the last days of one schedule month and first days of a new schedule month.

- The BRK may only be scheduled at the Reserve’s home domicile.
- A BRK may be moved within the Reserve’s schedule based on operational needs, as long as the 24-in-7 rest is satisfied.
- A BRK is considered an assignment, therefore a Reserve must be released to the BRK day by scheduling.
- A BRK may be a full calendar day, or a continuous 24-hour period (i.e., Saturday at 16:00 until Sunday at 16:00).

Contact at Layover Points (5.B.9.e.)

Section 5.B.9.e. of the Contract requires that the company will not interrupt a Flight Attendant’s minimum rest, starting at the conclusion of the duty period, except in emergency circumstances or as provided in Section 5.I.16. of the Contract. Emergency circumstances include notification of operational changes to the Flight Attendant’s schedule and urgent personal situations (e.g., death in the family). (See *Reserve Phone Availability Chart* on page 29.)

Contact at Home (5.I.16.)

Section 5.I.16. of the Contract requires that once released to crew rest at the home base, scheduling may only attempt contacting the Reserve during the last hour of the crew rest period. As a reminder, Reserves are only required to be phone available following the completion of the minimum 11-hour crew rest. (See *Reserve Phone Availability Chart* on page 29.)

NOTE: While calls from the crew desk may often come from a familiar set of telephone numbers, unusual situations occasionally arise. It is important for Flight Attendants to understand that while on Reserve, and when contractually required, the obligation is to be telephone available which includes responding to calls and/or messages from the crew desk which may at times come from unexpected telephone numbers.

RESERVE PHONE AVAILABILITY

Reserve Status	Can Scheduling Call Me?	Am I Required to be Phone Available?	How Much Time Do I Have to Return a Phone Call from Scheduling?
During Crew Rest at Home	YES Contact before the last hour of Crew Rest should be for operational changes, or emergency purposes only.	NO Scheduling may attempt to contact in last hour, Reserve must be available once Crew Rest is completed.	20 Minutes from 1 st contact that follows completion of Crew Rest.
During Crew Rest on Layover	YES	NO (May be calling for a pairing modification or emergency)	N/A
While Serving Ready Reserve	YES	YES	20 minutes from 1 st contact starting at 0001 or that follows completion of Crew Rest.
During Call-Out Period (8-hours continuous or two 4-hour blocks)	YES	YES (Trip assignment can be scheduled to start outside of the call-out window)	20 minutes from 1 st contact within the scheduled Call-Out window period.
Outside of Call-Out Period (Remaining 16 hours of the day)	YES	NO If scheduling makes positive contact, Reserve MUST accept the trip.	N/A
While On Day Off/ Calendar Break Day/ 24-hour Break	YES	NO	N/A

RESERVE TRIP ADVERTISEMENTS

Reserve Trip Advertisements (5.I.26.)


As a Reserve, once assigned to a pairing you are entitled to advertise and trade your entire trip to a Lineholder in exchange for days off. A trip must be advertised and picked-up between fourteen (14) hours and six (6) hours prior to check-in.

Your guarantee will be reduced at a rate of four (4) hours per day. For example: If a Reserve advertises a four (4) day pairing, and it is picked up by a Lineholder, the Reserve guarantee would be reduced by four (4) hours per day, for a total of sixteen (16) hours.

However, the Reserve may contact scheduling to restore Reserve days and guarantee for all the days of the picked-up trip, with the exception of the first day. Example: As a Reserve, you advertise your four (4) day trip, it is picked up by a Lineholder. You may call scheduling and ask to have three (3) days restored, along with the associated guarantee. In this case, the guarantee would only be reduced by four (4) hours.

To advertise a Reserve trip:

1. Click on the Reserve tab
2. Click "Reserve Trip Advertisements" in the drop down menu
3. Click in the box "Pick up" located next to the pairing
4. Click Submit
5. Click Confirm



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Reserve Trip Advertisement

My Pairing(s)

Pairing

H1282

Date

Jul 14, 17

Pos/Qty

FA01

Display Pairing Number: H1282

Adv Trade	Seq	Rest DT	Flt	Ferry DH	Eqp	Org	Dst	Dpt Bref	Dbref	US HC	Po	Au	Fltm	Guar	Total
<input checked="" type="checkbox"/> Pickup															
	010	14	1809		73G	IAH	MTY	2125	2300						
	020	S0	DP01					2025	2330	1WT			0135	0	0135
	030	15	6157	DUA	E7A	MTY	IAH	1125	1253						
	040	S0	DP02					1040	1308				0000	0	
Pairing Totals				TAFB	DHD	Flight Time		Guar Time		Pay time					
				1643	0128	0135				0135					

Comments (230 characters maximum)

* Note, Comments placed in this box are for informational purposes only and cannot be used to place restrictions on a trip trade or trip pickup. If you wish to place any restrictions on another crewmember's ability to take your trip away, please make sure you use the Mutual Trade function of this screen.

Submit

Logoff Menu

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RESERVE VACATION PROVISIONS

Vacation Accrual (JCBA 12.A.)

Employees accrue vacation credits based on their vacation accrual seniority date and months worked in the preceding vacation accrual year.

Newly employed Flight Attendants shall accrue one (1) day of vacation for each full month of continuous employment with the company during the remainder of the vacation accrual year after date of initial employment.

- If employed *prior to* the 15th of a calendar month, vacation credit shall be given for the *full* month.
- Flight Attendants placed in service *after* the 15th of the calendar month will accrue vacation from the first day of the *following* month.
- A newly employed Flight Attendant's first vacation shall be given during the following Scheduled Vacation Year.

Optional Flex Vacation Program (JCBA 12.E.)

Prior to the annual vacation bid, a Flight Attendant may elect to take seven (7) additional days of Flex vacation. Flight Attendants taking Flex vacation will either take the additional days as unpaid vacation or elect to have one hour and fifty-four minutes (1:54) pay deducted from their earnings each month to pay for the Flex vacation week.

Vacation Accrual Schedule (JCBA 12.A.7.)

Completed Years of Service	Base Vacation Accrual	Vacation + Optional Flex
1 – 4	12 days	19 days
5 – 9	19 days	26 days
10 – 16	26 days	33 days
17 – 24	33 days	40 days
25 +	40 days	47 days

Vacation Pay (JCBA 12.B.1-2.)

Vacation shall be paid at a rate of three hours and fifteen minutes (3:15) for each day of vacation. Vacation pay shall be paid at the Flight Attendant's applicable hourly rate at the time vacation is taken.

Vacation Slide (8.D.2.) and Save Reserve Day Off

There is often a misunderstanding that Vacation Slide and Save Reserve Day Off are used in combination when, in fact, they are two separate and distinct requests. Both Vacation Slides and Save Reserve Day Off serve as a means for Flight Attendants to minimize the number of days off lost due to the way their vacation falls relative to the line they are awarded, however, they are requested and awarded in different manners, *at different times*, with Vacation Slides processed first.

Vacation Slide (8.D.2.)

A Flight Attendant will be given the opportunity to move her/his vacation up to (+) or (-) three (3) days unless extraordinary circumstances exist, except that the movement of the vacation may not cause it to crossover from one bid period to another. If the movement of the vacation is into or within a blocked period (holiday times, etc.), it will be considered and granted *if staffing permits*. All vacation slides must be received before the closing date for bids for the month in which the vacation is to occur.

NOTE: It is understood that Vacation Slide Requests must be submitted by **2359 Central Time on the 20th** of the bid month prior to that in which the vacation is taken. (*One United Update dated 12/12/17.*)



To submit a Vacation Slide request:

1. Select Bidding tab.
2. Select "Adjustment Request"
3. Within the Vacation Slides section (lower section), select the Vacation Period to slide (A).
4. Select desired Vacation Slide direction (B).
5. Click "Save Vacation Slide Selections" (C). **This will save only the information in the lower Vacation Slides section.**
6. Confirmation screen will appear.

Adjustments

Bid Period: Feb 18 Employee Name: [Name]

You do not have any selections saved for selected bid period. Defaults are denoted by an *.
If your request matches the default it is not necessary to make a selection.

RA Days for adjustment: [Use]

Desired Pairing Length: []

Vacation Slides

Vacation Slide Option

☐ Do Not Slide*
☐ Slide Earlier One Day
☐ Slide Earlier Two Days
☐ Slide Earlier Three Days
☒ Slide Later One Day
☐ Slide Later Two Days
☐ Slide Later Three Days

Select the Vacation Period to Slide

	Effective Dates	Days
<input type="checkbox"/>	07/02 - 07/04/2018	3
<input checked="" type="checkbox"/>	10/01 - 10/08/2018	8
<input type="checkbox"/>	10/31 - 11/05/2018	6
<input type="checkbox"/>	11/25 - 11/29/2018	5
<input type="checkbox"/>	12/22 - 12/28/2018	7

Save Reserve Day Off

Save Adjustment Selections Reset Adjustment Selections

Save Vacation Slide Selections Reset Vacation Slide Selections

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Adjustment Request: Bid Packages Monthly Line Bid Adjustment Request Self Adjustment Special Early Out Request Special COLA Request Special Crossover Return Request myVacation Annual Vacation Bid Transfer Request COLA Jobshare Multiple Month Partnership Request Maternity Leave Extension Annual Partnership Request

Red Text Box: This form will only create your vacation slide request. Your request will be processed and if granted updated prior to the affected bid period of the vacation. The last submitted request prior to the close of request window will be the request considered for that bid period.

Save Reserve Day Off

When a Reserve submits a *Save Reserve Day Off* request, she/he is indicating a desire for the vacation to fall on as many scheduled days of availability as possible, thus "saving" or retaining scheduled days off in their awarded line. *When making a Save Reserve Day Off request, it is not necessary to indicate specific days off in the Adjustment section, or a specific slide direction in the Vacation Slide section.* The scheduling representatives that process *Save Reserve Day Off* requests will automatically move the vacation in such a way as to "save" or retain as many Reserve days off as possible.

Reserve Flight Attendants may submit a Save Reserve Days Off request any time prior to line awards being loaded into CCS:

1. Select Bidding tab.
2. Select "Adjustment Request."
3. Within the Adjustments section (upper section), select the correct Bid Period (schedule month) from the dropdown menu (A).
4. Select "Yes" from the Save Reserve Day Off dropdown menu (B).
5. Click "Save Adjustment Selections" (C). **This will save only the information in the upper Adjustments section.**
6. Confirmation screen will appear.

Adjustments

Bid Period: Feb 18 (A)

Employee Name: _____

You do not have any selections saved for selected bid period.
Defaults are denoted by an *.
If your request matches the default it is not necessary to make a selection.

RA Days for adjustment: Use

Desired Pairing Length: _____

Request Specific Days Off

Selection 1: _____ Selection 2: _____ Selection 3: _____ Selection 4: _____ Selection 5: _____

Requested Pairings For Adjustment	Pairing Number	Pairing Date

Save Reserve Day Off: Yes (B)

Save Adjustment Selections (C) Reset Adjustment Selections

Vacation Slides

Vacation Slide Option

☒ Do Not Slide*

☐ Slide Earlier One Day

☐ Slide Earlier Two Days

☐ Slide Earlier Three Days

☐ Slide Later One Day

☐ Slide Later Two Days

☐ Slide Later Three Days

Select the Vacation Period to Slide

Effective Dates	Days
<input type="checkbox"/> 07/02 - 07/04/2018	3
<input type="checkbox"/> 10/01 - 10/08/2018	8
<input type="checkbox"/> 10/31 - 11/05/2018	6
<input type="checkbox"/> 11/25 - 11/29/2018	5
<input type="checkbox"/> 12/22 - 12/28/2018	7

This form will only create your vacation slide request. Your request will be processed and if granted updated prior to the affected bid period of the vacation.
The last submitted request prior to the close of request window will be the request considered for that bid period.

Save Vacation Slide Selections Reset Vacation Slide Selections

Vacation Fly Through (JCBA 12.I.)

A Flight Attendant may choose to fly through their vacation period by submitting a Vacation Fly Through request form via CCS. Flight Attendants must provide notice to the company of her/his intent to fly through a vacation period no later than the 5th day of the calendar month at 1000 Local Base Time before the month in which the vacation is scheduled. In addition, a Flight Attendant may request to fly through a vacation once bid lines are awarded by calling crew scheduling.

A Reserve who chooses to fly during her/his scheduled vacation period shall be paid the value of each vacation day (3:15) in addition to their Reserve guarantee or hours flown, whichever is greater.

RESERVE PAY PROTECTIONS

Reserve Guarantee (4.J.)

Flight Attendants on Reserve status for a full schedule month will be paid all compensation actually earned, or the value of 83 hours at the applicable base hourly rate, whichever is greater. The monthly guarantee will be reduced by four (4) hours for each day the Reserve is unavailable for duty.

International Override (4.C.)

For routes or charter operations outside of the forty-eight (48) contiguous United States, Alaska, Canada and Mexico, Flight Attendants shall receive an override of one dollar (\$1.00) per hour flown, in addition to all other pay considerations.

International Service Manager (ISM) Override (4.J.1.)

The monthly guarantee for Reserve International Service Managers will be calculated at their ISM rate plus \$2.00 to include the ISM override.

Foreign Language Speaker (FLS) Override (4.J.1.)

The monthly guarantee for Reserve Foreign Language Speakers will be calculated at their hourly rate of pay plus \$2.50 to include their language speaker override.

Reserve Holiday Pay (JCBA 2.Q. & 4.I.)

Section 2.Q. of our Joint Collective Bargaining Agreement (JCBA) specifies that each Flight Attendant is eligible to be paid for up to five (5) holidays per year and Section 4.I. of our JCBA outlines the formula for holiday pay. Holidays are specific to the country of your domicile/base.

Vacation Pay (JCBA 12.B.1-2.)

Vacation shall be paid at a rate of three hours and fifteen minutes (3:15) for each day of vacation. Vacation pay shall be paid at the Flight Attendant's applicable hourly rate at the time vacation is taken.

Sick Leave Pay (9.F.)

For Flight Attendants on Reserve status, four hours (4:00) will be withdrawn from the appropriate bank (Sick or Occupational Injury) for each day of sickness or injury that coincides with a day of scheduled availability.

Reserve Flight Attendants whose appropriate bank is exhausted or who elect not to use sick leave will have their guarantee reduced by four hours (4:00) for each duty day on which they are unavailable due to illness or injury.

Reserve Flight Attendants on full month sick leave will be paid eighty-three hours (83:00), with appropriate deductions from their bank(s).

Make-Up of Sick/Occupational Injury (OI) Leave Bank (5.I.19 and 9.G.)

Subject to Company approval, a Reserve may make up duty days where sick leave was applied on subsequent days off. A Flight Attendant who makes up hours lost due to illness or injury will not have such hours deducted from her/his sick or occupational injury leave bank.

Airport Alert Pay (5.I.8-9.)

- A Reserve who completes an Airport Alert assignment of two (2) hours or more with no flight assignment shall receive four (4) hours pay.
- A Reserve who is given a flight assignment after completing less than two (2) hours of Airport Alert duty shall receive the value of the trip assignment.
- A Reserve who is given a flight assignment after completing two (2) hours of Airport Alert duty shall receive four (4) hours pay **or** two (2) hours pay plus flight time, whichever is greater.
- When a Reserve performs Airport Alert duty for a four (4) hour period, and is then “extended” an additional two (2) hours and sits any portion of the additional time, they will be credited with the greater of six (6) hours or his/her flight time plus four (4) hours for that duty period.
- If during the Airport Alert period a Reserve Flight Attendant is assigned to a trip that would entitle them to per diem, the per diem shall commence when the Flight Attendant first started their Airport Alert assignment.

Show-No-Go Pay (5.I.9.)

A Reserve who reports for duty and is subsequently released shall receive two (2) hours pay. A Flight Attendant shall not be entitled to receive both Airport Alert and Show-No-Go pay for the same duty period.

Pre-Boarding Pay (5.I.25.)

Reserves that are required to pre-board after completion of an assigned trip, or which extends beyond the four (4) hour Airport Alert period, will be credited with an additional one (1) hour toward their line value.

Extended Duty Pay (LOA dated 10/1/2015)

- When a Flight Attendant is required to remain on duty for between **20:00 and 20:59**, she/he shall be paid at **one and one-half times (1.5x) their hourly rate** for all flight hours in that duty period.
- When a Flight Attendant is required to remain on duty for between **21:00 and 23:00**, she/he shall be paid at **two times (2x) their hourly rate** for all flight hours in that duty period.

Reserve Pay for General Meetings (6.A.2.)

Flight Attendants who do not hold a Bid Line will receive two hours and thirty minutes (2:30) flight time pay and credit when attending required meetings and trainings.

Jury Duty Pay (14.I.2.)

A Reserve will receive no loss of guarantee and two (2) hours actual flight credit for each duty day required to testify for the company or assigned to jury duty.

DEFINITIONS

Airport Alert (2.A.): That period of time a Flight Attendant is required to be at the airport available for assignment to flight duty.

Base/Domicile (2.B.): A geographic location designated by the Company where Flight Attendants are based, which may consist of co-terminals.

Bid Line (2.C.): A full bid period of assignments for a Flight Attendant, in her/his base, with specific dates and trips designated.

Block to Block (2.D.): The period of time beginning when an aircraft first moves away from the ramp blocks and ending when the aircraft comes to a stop at the ramp blocks, at either intermediate stops or final destination.

Block-In: This is a phone call made by a Reserve to Crew Scheduling upon the completion of a pairing. This phone call is a required and will determine your next assignment, if any. This must be accomplished by calling crew scheduling after all customers have deplaned, but before you leave the airport.

Calendar Day (2.E.): Midnight to midnight.

Charter: A Charter is a flight that is not a regularly scheduled flight and is contracted by a person or group for the transportation of the person(s), agent or representative of the group(s). (i.e., sports teams, military or media group.)

Co-Terminal (2.F.): A Co-terminal is two or more airports serving the same geographical area.

Crew Communication System (CCS): A web based system used to manage scheduling, vacation, pay, and other elements. It is accessible through any mobile, desktop, or laptop through ccs.ual.com.

Deadheading (2.G.): The transport of a Flight Attendant for the purpose of covering or returning from a flying assignment.

Domestic Bases: EWR, CLE, IAH, SFO, LAX, DEN, and IAD.

Extra Section: An on-line flight that is not regularly scheduled, but is operated to provide additional service.

Ferry: A flight which does not transport revenue passengers. Flight Attendants must perform safety related duties in compliance with all F.A.R.s.

Flight: A segment or series of segments bearing the same designated flight number.

First Flight Attendant (FFA) (2.K.): Also referred to as “Flight Manager,” “FM,” or “Lead,” a Flight Attendant who, in addition to performing Flight Attendant duties, is responsible for coordinating and directing the activities of the cabin crew, and for completing all required reports and documentation (see also *International Service Manager*). You may at times hear the FFA referred to as the “Purser”.

Flight Time, Actual: This flight time, (block to block) means the time from the moment an aircraft moves from the blocks under its own power or under tow for the purpose of the flight, until the time the aircraft comes to rest at an unloading point. If passengers access/egress is prohibited at other than a normal unloading point, either international or domestic, flight time shall continue until passenger deplaning occurs or the flight departs.

Flight Time, Credited: The time that is accumulated toward a Flight Attendant’s monthly credited flight time. Credited flight time may be more than, but cannot be less than actual flight time.

Foreign Language Base (FLB) (2.N.): A base staffed exclusively by Flight Attendants who have been qualified as Foreign Language Speakers (FLS). May also be used to refer to Foreign Language Speakers who are based in a specific Foreign Language Base. Current FLBs are: SLS, HOS, WLS, NLS, and LLS.

Foreign Language Speaker (FLS) (2.O.): A Flight Attendant that has been qualified in accordance with Company and Contractual standards to perform Flight Attendant duties in markets in which the Company has determined the language skill is beneficial.

Holidays (Contractual): According to the JCBA paid holidays will be designated as the following based upon each Flight Attendant’s Domicile Location:

United States & Guam: New Year’s Day, Independence Day, Thanksgiving Day, Christmas Day, and Flight Attendant’s Birthday.

International Bases: NTA, WTA, SFI, LAI, and HTA.

International Service Manager (ISM) (2.P.): A Flight Attendant who in addition to the duties of a regular Flight Attendant, is responsible for the coordination, leadership and direction of the cabin service crew in accordance with service standards. This includes:

1. All briefings and announcements on the public address system on board the aircraft.
2. Assisting Flight Attendants in the performance of their responsibilities.
3. Coordinating in-flight sales.
4. Preparation and handling of all forms, reports, documentation and all accounting and paperwork required for sales and transactions on the flight.
5. Reporting and depositing receipts from all such transactions in accordance with company requirements.
6. Preparation and handling of all other reports and documentation as may be required by the company.

The company will furnish all necessary tools and equipment for the performance of such duties.

Immovable Days Off (5.I.2.): One set of four (4) days off on the Reserve line will be designated immovable. The company is restricted from placing flying assignments on immovable days off.

Joint Collective Bargaining Agreement (JCBA): The Contract that has been negotiated to combine all three pre-merger airlines.

Legal Rest: The amount of time necessary before a Flight Attendant is eligible to begin another duty period.

Lineholder: A Flight Attendant who is assigned a bid line.

On Duty/Duty Time (5.B.8.): A Flight Attendant will be considered "on duty" starting at the time s/he is required to report for duty at the designated reporting place, or time s/he actually reports for such duty, whichever is later. The duty period ends at the conclusion of any non-flying duty, block-in from deadheading, or the later of fifteen (15) minutes after block-in of a flight (thirty (30) minutes for trips where Customs clearance is required), or actual release.

Open Time (5.H.): All unassigned pairings (except as defined in Section 5.A.5.) and/or Reserve Days that are available for trip trade or pick-up.

Pairing/Trip/ID (2.X.): One or more flight segments that include any combination of flying and or deadheading, which is arranged between legal rests at the Flight Attendant's home base. Trip pairings are published in the monthly bid packets, with the exception of unscheduled trips.

Per Diem (7.D.1.): Expense allowance for time away from base, paid for each hour or fraction thereof from scheduled or actual report time (whichever is later) to block-in time at home domicile at the end of a trip pairing.

- **Basic Per Diem** shall be paid for flight operations between airports located inside the contiguous 48 United States, Mexico, Canada or Central America.
- **Premium Per Diem** shall be paid for flight operations to or from an airport not included in the Basic Per Diem definition (e.g., Alaska, Hawaii, the Caribbean, South America, Europe, Asia or Australia).

R Days (2.T.): Calendar day(s) of required availability for assignment to flight duty which may be scheduled into Reserve lines, placed in open time, used in reassignment, or assigned.

Reserve (2.S.): A Flight Attendant who is assigned to a Reserve line.

Ready Reserve: A Ready Reserve is a Flight Attendant who must be available to be contacted for duty assignments on a twenty-four (24) hour stand-by basis.

Call-Out Reserve: A Call-Out Reserve is a Flight Attendant required to be available to be contacted for duty assignments only during assigned notification periods contained in the monthly bid packet.

Reserve Line: A planned sequence of scheduled days of availability and days scheduled to be free from availability.

“Rolling” of Day Off (5.I.24.): When a Reserve is given a flying assignment on or into a scheduled day off due to operational requirements. (The company is restricted from placing flying assignments on immovable days off.)

Scheduler/Crew Coordinator (2.U.): The company representatives responsible for scheduling the day-to-day operations of Flight Attendants.

Seniority Option (5.G.6.): The ability of a senior Lineholder to opt a Reserve out of their assigned work position in certain circumstances.

Union: The Association of Flight Attendants, CWA (AFA-CWA).

Unscheduled Trips (2.Y.): A trip not operated on published schedules, such as an extra section, a ferry flight, charter, etc.

Voice Response System (VRS): The Voice Response Unit System (VRS) is designed for a variety of crew scheduling functions and company services. The VRS is available via telephone at (800) 845-8580 or (713) 324-6559. Functionality is similar to the Crew Communication System (CCS).

MAXIMUM DUTY TIME

Type of Flying	Scheduled Maximum Duty Time	Actual Maximum Duty Time
Within the 48 contiguous United States, or; Between the 48 contiguous United States and Alaska, Canada, Mexico, Central America or the Carribbean.	14:00 hours	16:00 hours
All other trips, except for long-haul non-stop flights described below.	16:00 hours	17:30 hours
Non-stop flight with scheduled flight time of: 12:00 – 17:59 hours	Combination of check-in time, scheduled flight time, and debriefing time.	Scheduled Maximum Duty Time + 3:30 hours. <i>Under no circumstances shall a Flight Attendant be required to remain on duty in excess of 19:00 hours.</i>
Non-stop flight with scheduled flight time of: 18:00 hours or more	Combination of check-in time, scheduled flight time, and debriefing time.	Scheduled Maximum Duty Time + 3:30 hours. <i>Under no circumstances shall a Flight Attendant be required to remain on duty in excess of 23:00 hours.</i>

NOTE: In the case of an irregular operation, Flight Attendants may be required to exceed these duty limitations to deadhead for required rest. The deadhead must begin before the end of the actual duty limitation.

MINIMUM CREW REST

Scheduled Duty Period	Additional FAs Required Over FAA Minimums	AT HOME BASE DOMICILE		AT A LAYOVER	
		Scheduled Minimum Crew Rest	Actual Minimum Crew Rest	Scheduled Minimum Crew Rest	Actual Minimum Crew Rest
14:00 hours or less	0	<u>Lineholder:</u> 10:00 hours block-in to block-out. <u>Reserve:</u> 11:00 hours block-in to block-out.	<u>Lineholder:</u> 9:00 hours block-in to block-out. <u>Reserve:</u> 11:00 hours block-in to block-out.	9:00 hours block-in to block-out.	8:45 hours block-in to block-out.
14:01 – 16:00 hours	1	12:00 hours free-from-duty.* *May be scheduled or reduced to 10:00 hours <i>free-from-duty</i> provided the next rest period is 14:00 hours <i>free-from-duty</i> .		12:00 hours free-from-duty.* *May be scheduled or reduced to 10:00 hours <i>free-from-duty</i> provided the next rest period is 14:00 hours <i>free-from-duty</i> .	
16:01 – 18:00 hours	2				
18:01 – 20:00 hours* *Must include one or more flights that land or take off outside the 48 contiguous United States.	3				
Non-stop flight segment of <i>more than 12:00</i> hours on the final day of a trip pairing	N/A	<u>Reserve:</u> 16:00 hours <i>free-from-duty</i> or remainder of calendar day (whichever is greater).		N/A	

RESERVE PHONE AVAILABILITY

Reserve Status	Can Scheduling Call Me?	Am I Required to be Phone Available?	How Much Time Do I Have to Return a Phone Call from Scheduling?
During Crew Rest at Home	YES Contact before the last hour of Crew Rest should be for operational changes, or emergency purposes only.	NO Scheduling may attempt to contact in last hour, Reserve must be available once Crew Rest is completed.	20 Minutes from 1 st contact that follows completion of Crew Rest.
During Crew Rest on Layover	YES	NO (May be calling for a pairing modification or emergency)	N/A
While Serving Ready Reserve	YES	YES	20 minutes from 1 st contact starting at 0001 or that follows completion of Crew Rest.
During Call-Out Period (8-hours continuous or two 4-hour blocks)	YES	YES (Trip assignment can be scheduled to start outside of the call-out window)	20 minutes from 1 st contact within the scheduled Call-Out window period.
Outside of Call-Out Period (Remaining 16 hours of the day)	YES	NO If scheduling makes positive contact, Reserve MUST accept the trip.	N/A
While On Day Off/ Calendar Break Day/ 24-hour Break	YES	NO	N/A

NOTE: While calls from the crew desk may often come from a familiar set of telephone numbers, unusual situations occasionally arise. It is important for Flight Attendants to understand that while on Reserve, and when contractually required, the obligation is to be telephone available which includes responding to calls and/or messages from the crew desk which may at times come from unexpected telephone numbers.