

November 4, 2021

Dear Flight Attendants,

Many of our Flight Attendants have Reserve lines, and with the ever-changing flying that we have, it is essential that Reserve Flight Attendants are familiar with the Reserve process. We understand that confusion arises from those who remember the Reserve system from past years and the many evolving/different methods. Since the Reserve process changed over time, you need to be mindful of the current process.

Here are some additional resources that can help you:

1. [Entire 2020 Collective Bargaining Agreement \(CBA\)](#)
2. [Section 8 Reserves CBA](#)
3. [Hawaiian AFA Reserve Webpage](#)
4. [Submitting a Scheduling Clarification](#)

Please know that the company has its own internal process for crew scheduling. While we work with the company to understand what is currently implemented, we can rely on the [Collective Bargaining Agreement](#) (a.k.a. "Contract") as a blueprint and essential reference. When it comes to building policy around that – and as a result of our negotiations - the company is working on a guide to share with the membership. As of this writing, we have no hard date on when this will be published.

***This guide is provided to help you through the Reserve Process. However, it is critical that you understand and keep up to date with the 2020 Contract and any company scheduling process changes. We recommend that you do not solely rely on this document for guidance. Please note that we will update this document from time to time and will notate any changes.*** [Changes will be noted, and the publish date will be updated.]

Should you have questions, please do not hesitate to contact us directly. We encourage you to call, text or email as the most efficient way to get your questions answered:

[Andrew.Ferreira@hawaiianmec.org](mailto:Andrew.Ferreira@hawaiianmec.org) phone 808-765-1128  
[Chasity.Theno@hawaiian43.org](mailto:Chasity.Theno@hawaiian43.org) phone 808-277-6511

Of course, you are also welcomed to use the [MEC Questions link](#) should your questions go beyond the scope of just the Reserves Section.

Stronger Together, Better Together  
Andrew Ferreira, MEC Reserve Chair  
Chasity Theno, Council 43 Reserve Chair

## Topics

### Bid Packets

- What is a Reserve Availability Period? (RAPs) ([Section 8.P.1.a-c](#))
- Creating the RAPs ([Section 8.P.1-4](#))

### Reserve Self Assignment (RSA) Program

- Current guidelines when requesting for pairings (2012 CBA - Section 8.C.2)
- RSA Bidding for Next Day Departure [When implemented] ([Section 8.J.1-7](#))
- Standby Reserve Flight Attendants ([Section 8.E.1-7](#))

### International Airport Reserve (ARC)

- International Airport Reserve Flight Attendants ([Section 8.D.2](#))
- ARC Details ([Section 8.D.2-4](#))
- ARC Coverage for Augmented Flights Details ([Section 8.D.3](#))
- NEW! Reserve Coverage for Boarding Flights ([Section 8.D.4](#))

### Terms to know

- “Availability”
- “Reporting for duty after being assigned”
- “Not to exceed”
- “Max Duty Time while on ARC” ([Section 8.D.2.b](#))

### Reserve Check Out ([Section 8.H](#))

### Bid Packet

#### Reserve Availability Periods (RAPs) ([Section 8.P.2](#))

**“RAP times must be published in the bid packet.”** We were also able to establish **“Call Me Last”** (CML) as the default period of all RAPs. If you would like a higher possibility of being called for an assignment, you can request to change your availability to **“Call Me First”** (CMF)

Please see below for **June 2021**:

#### Honolulu (3 RAPs)

0200 - 1400  
0600 - 1800  
0900 2100

#### Los Angeles (2 RAPs)

0300-1500  
0500-1700

### Creating the RAPs ([Section 8.P](#))

Once the Reserve Self Assignment is officially implemented, the RAPs will be created based on the number of flights operating on any specific day alongside the use of buckets. The number of Flight Attendants in each RAP will be determined by a percentage needed by the Company daily. Approximately 40% of the total FAs on Reserve each day will be in the 0200-1400 RAP. 30-40% in the 0500-1700 RAP. And the other 20-30% in the 0900-2100 RAP.

<u>Trip Length</u>	<u>0200-1400</u>	<u>0500-1700</u>	<u>0900-2100</u>
1-day groupings	60%	30%	10%
2 & 3-day groupings	40%	30%	30%
4+ day groupings	10%	60%	30%

### RSA Bidding for Next Day Departure [\(Section 8.J.a-l\)](#)

**Please be advised that until the New RSA Program is implemented, Reserves will need to refer to our previous contractual guidelines when submitting requests through the Reserve Trip Request Folder in FLICA.** Currently, Reserves must submit their requests, in

order of priority, for groupings in Open Time no later than 2359 HST/PST two (2) days before their next R day. [Example: Requests to be submitted no later than 2359 HST/PST Tuesday night for pairings that operate Thursday.

### Understanding Call-Me-First (CMF) and Call-Me-Last (CML)

Old CBA (but current application) section 8.B.2.” *On Reserve duty days, Reserve FAs shall be scheduled or assigned in such a manner as to afford them, in order of seniority, an opportunity to be credited as close to maximum as possible, unless she/he has indicated otherwise in section 8.C.2 (e.g. call me last).”*

The intent of the current contractual language in terms of CMF is to schedule and assign Reserve FAs in order of seniority as close to the maximum as possible. The CMF Reserve wants to fly and shall be assigned the highest credit grouping available at the time of assignment. CML is the opposite of this. CML Reserve should be assigned the lowest credit grouping available at their seniority at the time of assignment. The following are examples of how the company will assign Reserves:

Example 1: There are 5 open groupings to be assigned and only 3 CMF Reserve FAs. All 3 CMF FAs will be assigned pairings, in seniority order and highest credit. The remaining 2 open pairings will go to the first 2 most junior CML FAs on the list because they are contractually next in line to receive an assignment. Once all Reserves in the CMF have been assigned, scheduling needs to continue to assign open pairings, which is what they are doing. They are moving on to the next legal FA, which is the most junior of CML.

Example 2: There are 5 open groupings still needing to be assigned and 8 CMF Reserve FAs. The five most senior CMF Reserves will be assigned pairings in order of seniority and credit. The remaining three CMF will be placed on the standby list because there are no available open pairings.

### Requesting for ARC

Our NC and Company have provided feedback to the MEC that Reserves Requests will need to follow the old language of our contract. During the interim when you submit Reserve trip requests, please refer to the 2012 CBA Section 8.C.2 “**Reserves may specify the following preferences: AM/PM, Standby, Standby Release, Interisland, International, Airport Reserve, specific groupings, call me first and call me last. These preferences will be honored, when possible, according to seniority.**”

The 2012 Contract does not have language addressing requesting specific ARC start or end times. As a result, you are only allowed to request for ARC. When the new RSA is implemented, you will be able to specify which ARC you want but until then, Crew Scheduling will designate the ARC assignment based on the needs of the operation.

**When the New RSA is implemented**, please refer to [Section 8.J.1-7](#) for submitting your requests. *“Reserves may submit the following preferences, in priority order, for groupings in Open Time by 1330 for groupings which report on the following calendar day:*

- a. Specific groupings, including Interisland Reserve Desk
- b. Flight Numbers
- c. LQ Service (if available) \* (dependent on FLiCA programming ability)
- d. LQ Lead\* (dependent on FLiCA programming ability)
- e. Stations
- f. Length of trip (number of days)
- g. Number of landings (Interisland)
- h. Interisland
- i. International
- j. Check-in times
- k. Check-out times
- l. International Airport Reserves

**International Airport Reserve Flight Attendants (WW ARC)** ([Section 8.D.2.a-f](#))

*The Company may schedule Reserve Flight Attendants to Airport Reserve duty. Such duty shall be scheduled for four (4) hours from report to release. The duty periods, along with the names of the Reserves assigned to such duty shall be printed on the Daily Flight Schedule. Nothing herein shall restrict Crew Scheduling's ability to replace an Airport Reserve with a Standby Reserve.*

**Airport Reserve Details** - ([Section 8.D.2.b](#))

**Multiple Airport Reserve FAs on Duty** - ([Section 8.D.2.c](#))

ARC flight assignment order: If there are two (2) or more Airport Reserves on duty, and a flight assignment becomes available, it shall be assigned as follows:

- (1) Flight Attendant is legal for the assignment.
- (2) All legal Flight Attendants will be offered the assignment in seniority order and assigned in inverse seniority order.
- (3) If there are multiple Airport Reserve periods (e.g., 1000, 1100, 1300), then the assignments will be done on a “first-in, first-out” basis to the Airport Reserves who are legal for the assignment.

**Airport Reserve Coverage for Augmented Flights Details** - [Section 8.D.3](#)

**NEW! Reserve Coverage for Boarding Flights** - [Section 8.D.4.a-c](#)

## Terms to know

### Availability

As a Reserve Flight Attendant, it is your responsibility to ensure that the company can reach you during your Reserve Availability Period (RAP). This means that if you have spotty connectivity because of your cell service, you will need to ensure that this does not disrupt the company trying to contact you. Also, please make sure your phone is charged and in working/operable condition. If you are driving and your phone is on “do not disturb,” this could interfere with the company’s attempt to reach you. Other examples of Flight Attendants’ missing calls could be poor reception at residence, napping, shopping, etc. If you miss a call, please call crew scheduling back immediately.

Of course, non-normal can happen, but so long as you communicate with the company, you are doing your part to ensure that you are available for assignments. It is also essential that the company has your correct/current phone number, that you are available to answer any scheduling calls for assignment, and that you are reasonably available for said assignment.

### Ensure You Sign Off/Acknowledge Your Assignment With Scheduling The Day Before

The Daily Flight Schedule (DFS) is printed, per Contract, at 1700 local domiciles. You must sign off for your assignment so that the company is notified that you are aware of what you were assigned for the next day. You can do this by either signing off in CrewTrac or calling and talking to a crew scheduler between 1800 - 2000. If the company does not get your confirmation, they may contact you to sign off verbally. ([Section 11.F](#))

### Being Called By Scheduling On Your Reserve Day or Reporting For Duty

Reserves reporting for duty could mean meeting the crew at the briefing table, at the gate, or on the plane. Although crew scheduling attempts to provide as much time as possible, there are occasions when a Reserve is asked to meet the crew at the gate/plane. There is no hard-and-fast rule that a Reserve must be required to attend the briefing.

### “Not To Exceed”

“Not to Exceed” **refers to the amount of time the FA is allowed to report** and not the amount of time scheduling is required to give. **Once you are contacted by scheduling**, you have 3 hours (2 for interisland) to report. If you make it within that time, you are not late, even if your crew has already checked in, been briefed, gone up to the plane, or even if the flight departed.

## Monthly Bidding

### Helpful Information when Bidding for a Reserve Line

1. **To have consecutive working days** (Reserve Day) **and** group your days off together, you will need to select “**Waive Calendar Day Free From Duty**”. Crew Planning uses your Waive in conjunction with your awarded days off.
2. **You are entitled to 12 days off each month** ([Section 8.F.1-4](#)) Crew Planning will acknowledge your first eight days selected as your Guaranteed Days Off (GDO) Requests. The following four days specified will be your Adjustable Days Off (ADO) Requests.
3. **Bidding for days off** - please follow the award pattern found in [Section 8.F.3](#)

**\*REMINDER:** Be sure to include a backup Reserve Line in the event you cannot hold your first request of days off you want at your seniority.

## GENERAL SCHEDULING PAY/CREDIT REFERENCES

1. **Pop-Up after monthly Bid Awards [Pop-Up Trip Bank]** ([Section 18.E.3.c.2](#)) - When used to remove a Reserve Flight Attendant from a day of Reserve Availability, **four hours and ten minutes (4:10)** will be deducted from your Pop-Up Trip Bank.
2. **PLS, Flight Release** ([Section 17.Q.1-8](#)) - If Flight Release is awarded to a Reserve, the Reserve's minimum monthly guarantee will be reduced by 2.83 hours per day. The guarantee is only reduced if the Reserve has not flown 75 hours within the month the Flight Release is granted.
3. **FMLA** - Considered an excused/protected absence and not requiring a Doctor's note. However, you must complete the appropriate paperwork and comply with all requirements for FMLA.
4. **Calling in sick after assignment and its credit** - If you have to call in sick after crew scheduling gives you an assignment, the credit will be deducted from your sick bank. The company may also contact you regarding a Late Medical Grounding, if applicable.
5. **Holiday Pay** - hours credited will be added on top of the monthly Reserve Minimum Guarantee.

### Combined Duty time

*Duty Time for an Airport Reserve shall begin upon scheduled report time at the airport and will continue until the scheduled report time of an assigned grouping/trip, the actual time of an assignment to a delayed grouping/trip, or until released for the applicable domicile rest provided in Section 7.*

A portion of [Section 8.D.2.b](#) "*However, if an Airport Reserve is assigned a grouping that is scheduled to report prior to her/his initial report time at the airport, she/he shall begin accruing duty time as if she/he reported for that grouping. **The combined duty time for Airport Reserve and as assigned trip shall not exceed fourteen (14) hours (twelve (12) hours if assigned in the Interisland operation).***"

### Scheduling Protests ([Section 11.E.1-5](#))

When a Flight Attendant questions the legality of a flight schedule assigned her/him by Crew Scheduling, she shall so notify the Crew Scheduler. The following procedure will then be implemented:

1. The Crew Scheduler who receives the verbal protest will immediately review the protested flight schedule with an available In-Flight Manager in an attempt to resolve the issue. In the absence of an In-Flight Manager, the Crew Scheduler will contact one of the following management officials in the order listed:
  - a. Senior Manager - Crew Scheduling (or designee)
  - b. Vice President – In-Flight (or designee)
2. If the Flight Attendant has not been relieved from the protested assignment she/he may verbally notify an In-Flight Manager who will make every reasonable effort to investigate the circumstances and legalities of the protested assignment.

3. The Flight Attendant will accept and comply with the protested flight schedule unless relieved therefrom by Crew Scheduling and she/he shall note on the flight report that she/he is flying the specific trips under protest. She/he should then file a Scheduling Clarification Request (SCR) online or in writing with an In-Flight Manager, copy to the Flight Attendant's Scheduling Committee within seven (7) days after completion of the protested flight schedule. The Company will provide an electronic acknowledgment of receipt for online filings and a copy.

### **“FLY NOW, GRIEVE LATER”**

If the issue can be resolved at that moment, then crew scheduling will do what they can. If, however, there is disagreement as to the legality of an assignment and no resolution is agreed upon, then please take the assignment by telling the crew scheduler, “I will take the assignment under protest.” **Document the date and time of the conversation, who you spoke to, and what was said.**

You may have heard of this phrase before, “fly now, grieve later.” This term means that you attempted to resolve and correct the assignment but were unable to at that time. You will then take the assignment, and once completed; you will file a [Scheduling Clarification Form](#).

### **FILING A SCHEDULING CLARIFICATION REVIEW (SCR) FORM**

An SCR is an electronic form found on the IFS website. By filling out the form with all the necessary information, **the company has seven (7) days to respond to your inquiry** - per Contract. Once the company responds to you, the AFA Grievance Team will review the company response. As a result, there are three possible scenarios:

1. The AFA agrees with the company that there is no violation
2. The AFA needs additional information to review with the SCR and will reach out to you
3. The AFA believes that the company violated the CBA and will file a grievance on your behalf.

Although the best possible outcome is for resolution rather than filing an SCR, it is certainly not unheard of when Flight Attendants take flights under protest.

*[end of guide – page 7]*