



ASSOCIATION OF FLIGHT ATTENDANTS – CWA, AFL - CIO
HAWAIIAN AIRLINES MASTER EXECUTIVE COUNCIL

WEBSITE: HAWAIIANAF.A.ORG *FACEBOOK: HAWAIIANAF.A *APP: BY INVITATION

December 31, 2020

Dear Flight Attendants:

Many of our Flight Attendants have Reserve lines and with the ever-changing flying that we have, it is important 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 processes. Since the Reserve process changed over time, you need to be mindful of the current process.

Here are some resources that can help you:

1. Collective Bargaining Agreement (CBA), Section 8, Reserves [Entire 2020 CBA](#)
2. HA Bid Packet – Pertinent Reserve Information
3. HA's Helpful Reserve Reminders, January 2021 bid packet

Please know that the company has their 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 important 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 when this will be published.

While the MEC Reserve Guide may be helpful, we encourage you to go through the 2020 CBA. Learn the provisions and review any information that is specific to Reserves. Of note, this guide is dynamic and we will add/edit it in the months ahead. [Changes will be noted and the publish date will be updated.]

For those of you who continue to 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, phone 808.203.0341

Chasity.Theno@hawaiian43.org, phone 808.277.6511

Of course, you are also welcome to use the [MEC Questions link](#). This is an exciting yet challenging time for many of us. We wish you a safe and healthy new year!

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

INFLIGHT SAFETY PROFESSIONALS

RESERVE INFORMATION GUIDE

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 changes in the company scheduling process. 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.

2020 Collective Bargaining Agreement, 8. Reserves

Please bear in mind with respect to the 2020 Collective Bargaining Agreement, the company is working on the new self-assignment program. At last visit, they anticipate having that program available this summer. Up until that release, please familiarize yourselves with the current scheduling process.

Bid Packet – general

The company has started to publish Anticipated Reserve Counts and the Reserve Availability Periods (RAPs) in the monthly bid packets. This may help those of you who are trying to determine if a bid or Reserve line would work best.

Example - the January 2021 Anticipated Reserve count, published in December 2020

“Based on our staffing levels for the January 2021 bid month, we are estimating approximately 660 bid lines and 405 reserve lines in HNL and 60 bid lines and 35 reserve lines in LAX. This number is just an estimate to assist you in bidding and the final number may differ due to staffing levels assumptions.”

Reserve Availability Periods (RAPs)

Per the 2020 CBA, the company will now publish the RAPs for each month. This way, all Reserve Flight Attendants will know what the published periods are rather than what can seem to be random periods.

Example, January 2021

Council 43/HNL: 0200 - 1400, 0600 - 1800 and 0900 - 2100

Council 47/LAX: 0300 - 1500 and 0500 - 1700

HA’s Helpful Reserve Reminders, January 2020 bid packet

The company produced some reminders for the Reserve group. Please bear in mind that this is not comprehensive. Therefore, you will need to acquaint yourself with the entire process.

HELPFUL INFORMATION

Bidding for a Reserve Line

- To have consecutive work days in a row and to group your days off, you will need to select “Waive Calendar Day Free From Duty” in Navblue. Previously, you needed to email Crew Planning, this is no longer necessary. Crew Planning uses your Waive in conjunction with your awarded days off.

- As a Reserve, you are entitled to 12 days off. Crew Planning counts your first 8 days selected as your GDO Requests. The next 4 days selected will be your ADO Requests.
- When Bidding for days off, please follow the award pattern. [CBA Reference: Section 10. Preparation, Bidding and Awarding of Flight Schedules Under PBS, C. Preferential Bidding System \(PBS\) Parameters, 4. Criteria for Reserve Runs, a \[page 10-2\]](#)
- REMINDER: back-up your days off in the event that they are not available to you at your seniority.

Reserve Preferences Requests

2. 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

[CBA Reference: Section 8 Reserves, J. Reserve Self-Assignment Bidding for Next Day Departure, 2 \[page 8-6\]](#)

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

The Daily Flight Schedule (DFS) is printed, per Contract, at 1700 local domicile. It is important that you 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 call you to verbally have you sign off.

[CBA Reference: Section 11 Scheduling Policy, F. Printed Daily Schedule \[page 11-2\]](#)

Interisland Airport Reserve Desk Flight Attendant

The Company will have Flight Attendants on Reserve duty at the airport to cover vacated trips and disruptions in the flight schedule. An Interisland Airport Reserve Desk Flight Attendant will not be utilized unless the Crew Scheduling Office is unable to assign the vacated trips to a Standby Reserve Flight Attendant in time to make the flight, except when the trip is vacated for a drug/alcohol test. The names of Interisland Airport Reserve Desk Flight Attendants and the periods of their Reserve duty will be printed on the Daily Flight Schedule and shall cover a whole flight day schedule

[CBA Reference: Section 8 Reserves, D. Reserve Duty at the Airport, 1. Interisland Airport Reserve Desk Flight Attendant \[page 8-2\]](#)

Airport Reserve Flight Attendants

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.

[CBA Reference: Section 8 Reserves, D. Reserve Duty at the Airport, 2. Airport Reserve Flight Attendants \[page 8-3\]](#)

Airport Reserve Details

[CBA Reference: Section 8 Reserves, D. Reserve Duty at the Airport, 2. Airport Reserve Flight Attendants, b-f \[pages 8-3 and 8-4\]](#)

Airport Reserve Coverage for Augmented Flights Details

[CBA Reference: Section 8 Reserves, D. Reserve Duty at the Airport, 3. Airport Reserve Coverage for Augmented Flights \[page 8-4\]](#)

NEW! Reserve Coverage for Boarding Flights

[CBA Reference: Section 8 Reserves, D. Reserve Duty at the Airport, 4. Reserve Coverage for Boarding Flights \[page 8-4\]](#)

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 ensure 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 attempting 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-normals can happen, but so long as you communicate with the company, you are doing your part to ensure that you are available for assignment.

It is also important 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.

STANDBY RESERVE FLIGHT ATTENDANTS

[CBA Reference: Section 8 Reserves, E. Standby Reserve Flight Attendants \[page 8-4\]](#)

Report Time

The Reserve report time could be meeting the crew at briefing or, if time is of the essence, meeting the crew 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 on the plane. There is no hard-and-fast rule that a Reserve must be assigned to attend the briefing.

“Not To Exceed”

“Not to Exceed” refers to the amount of time the FA is allowed, not the amount of time scheduling is required to give. Once you are called by scheduling, you have 3 hours (2 for interisland) to get to the airport. 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 has departed.

GENERAL SCHEDULING PAY/CREDIT REFERENCES

- Pop-Up after monthly Bid Awards (Pop-Up Trip Bank) - When used to remove a Reserve Flight Attendant from a day of Reserve Availability, four hours and ten minutes (4:10) will be the pop-up trip bank. [CBA Reference: Section 18. Vacation, E. Bidding and Awarding of Vacation, 3. Pop-Up Vacation, c. Pop-Up After Monthly Bid Awards \(Pop-Up Trip Bank\) \(2\) \[page 18-7\]](#)
- PLS, Flight Release - 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. [CBA Reference: Section 17. Leave of Absence, Q. Flight Release, 5 \[page 17-8\]](#)
- FMLA - is considered an excused/protected absence not requiring a Doctor’s note. However, you must complete the appropriate paperwork and comply with all requirements for FMLA.
- Calling in sick after assignment and its credit - If you have to call in sick after crew scheduling gives you an assignment, credit will be deducted from your sick bank. The company may also contact you regarding a Late Medical Grounding, if applicable.
- Holiday Pay - hours credited will be added on top of the monthly Reserve Minimum Guarantee.

Reserve Duty at the Airport

ARC flight assignment order:

c. 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.

[CBA Reference Section 8 Reserves, D. Reserve Duty at the Airport, 2. Airport Reserve Flight Attendants, c \[page 8-3\]](#)

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.

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).

[CBA Reference Section 8 Reserves, D. Reserve Duty at the Airport, 2. Airport Reserve Flight Attendants, b \[page 8-3\]](#)

Scheduling Protests

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.

[CBA Reference: Section 11 Scheduling Policy, E. Scheduling Protests \[page 11-2\]](#)

“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.

Therefore, “fly now, grieve later.” You may have heard of this phrase. What this means is that you attempted to resolve and correct the assignment but were unable to at that time. You would then take the assignment and then, once the pairing is done, file a [Scheduling Clarification Form](#).

FILING A SCHEDULING CLARIFICATION REVIEW (SCR) FORM

This is an electronic form that is housed on the IFS website. By filling out the form with all the necessary information, the company has 7 days to respond to your inquiry - per Contract. Once they respond to you, the AFA Grievance Team will review the company response.

As a result, there are 3 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;
or
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 a SCR, it is certainly not unheard of when Flight Attendants take flights under protest.

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