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The first month's rollout of the new Reserve Scheduling Program was certainly not the smoothest transition, to be sure. Many issues immediately came up and it took hours to even run the Reserve Self-Assignment Awards due to programming difficulties in the cut-over from the old manual system. I will attempt to identify some of the problem areas brought to the attention of the AFA. I will also write about the method Crew Scheduling (CS) is applying to cover the open flying once the Daily Flight Schedule Standby List (DFS) is published and how Reserves are subsequently assigned.

Step 1: RSA Awards

The Awards program seems to be operating much better than those first few days after the August 1 launch date. Initially it took hours to complete the awards after the bidding process closed at 1330 LDT (Local Domicile Time). The program now takes 8-10 minutes. For now, CS is going over the bidding awards afterwards to ensure they are accurate before placing them on Reserves' schedules. Once there is an accuracy rate of 100%, then CS says they will no longer need to manually check every day. In the past week it's been running at 95% accuracy.

- *The main concerns early on were from Reserves who were unable to bid for Groupings outside of their core.* More Reserves are participating in the new RSA than were making requests in the old General Request folder of Flica which needed to be done 2 days prior to their reserve day. The core was explained in the various RSA Trainings, as the Reserve's Days of Availability minus one day. So if you were good for, say 4 days, you could bid for any 4-day or 3-day groupings. For now CS has loosened the Bid Rules to allow all Reserves to bid down to any 2-day groupings where the majority of the flights were found. This helped to address the concerns of some Reserves by allowing more of them to participate in the RSA.

Step 2: Plotting the Open Trips after the RSA Awards

- *No major issue brought to the AFA on this step.* So far, there have been very few uncovered groupings after the RSA Awards. The way these open groupings are placed on Reserves schedules is by ordering all the remaining Reserves by their bucket in reverse seniority with the junior most at the top. Those Reserves who have requested "CMF" (Call Me First) will float to the top of their bucket. These post RSA open pairings are then assigned by buckets from the top down.

Step 3: Creating the DFS Standby List

The remaining Reserves in the ordered list in Step 2 above, are now placed into one of the three allowable Reserve Availability Periods (RAPs). So here's where some other issues have been discovered.

- *Reserve seeing other Reserves in their same bucket being placed in a lower RAP.* This should not happen. The relative seniority within each bucket is maintained across all RAPs. So the senior most 1-day bucket Reserve may be at the bottom of the 3rd, 2nd or 1st RAP. Any more junior Reserve with 1-day will be placed above them in any of the RAPs, but always before. There is at least one potential exception that may occur. If a junior Reserve has a legal rest issue perhaps due to an assignment the day prior, s/he may not be legal for standby in her/his RAP.

o *Example:* Junior Reserve Sally Stew was supposed to be back in HNL today at 1145 HST. Her flight was delayed until 1400 arrival. Auwe. Now there's a turnback and she's now projected to return to HNL at 1830 HST. Sally was originally scheduled to be on the 1st RAP from 0200-1400. So now she needs 12 hours of legal rest. Due to her delay, she is now 2 ½ hours too late to maintain her place in the 1st RAP and is only legal to be moved to the 2nd RAP. This may result in someone Senior to her with the same bucket to be in the earlier 1st RAP.

Step 4: Assigning from the DFS Standby List

This is where there appeared to be many issues. The assignments should be relatively straight forward. CS assigns from the top of the list according to buckets and goes through each of the RAPs from top to bottom. The questions that arose seem to be how the open trips were assigned. By Buckets first? By RAPs first? By buckets across RAPs first? And this is where it gets to be a bit tricky. I will illustrate how CS is saying they are assigning the trips as they become known. This is neither an endorsement nor an opposition to how this is being done. The AFA MEC is working to see if there are any violations with the Contract and that will be addressed by the entire MEC. This is the method CS is using to cover open trips as explained:

- *Jumping the RAPs.* CS assigns trips as they become open to the appropriate bucket in the 1st RAP. If there are ten sick calls for 1-day trips at 0230, but only eight 1-day bucket Reserves in the 1st RAP, the first eight 1-day trips will be assigned to those 1-day bucket Reserves in the 1st RAP. So how are the remaining two 1-day groupings assigned? CS says it depends on the report times of the remaining 2 trips. If the check-in is for 1230 HST, then CS will go to the 2nd RAP that runs from 0600-1800. The Reserve will not be notified until 0600. However, if the last two remaining trips check-in at 0630, then with the 2-hour minimum callout, the 0600-1800 RAP Reserves are not legal to be assigned. Therefore, CS will continue down the 1st RAP and assign the remaining two 1-day trips to those Reserves in the 2-3 day bucket from top to bottom. So CS will assign to buckets across the RAPs if the open grouping is legal for their assigned RAP.

- *Pre-plotted RAP times for later in the month.* If a Reserve goes into Crew Trac, they may see that they have been assigned to a RAP for the rest of the month. After speaking with CS, they said they order Reserves for the rest of any month as a means to simplify their work as the month progresses. These future RAP designations are not actual and used for their own internal processes. Actual legal RAP times are only assigned the day before.

And this is the latest information I have been able to gather addressing those most consistent concerns. Please submit a Flica Inquiry form and SCR if new issues arise. Hopefully, we'll get to a place where everyone on all sides better understand the work rules as they apply to Reserve scheduling. Here's to the best outcome.