In the eFAM (Electronic Flight Attendant Manual) there is a tab for “Flight Attendant Work Rules and Expectations/Company Policies”. These basic work rules and expectations are considered a guideline for performance on and off the airplane. Included are classes of “Unacceptable Conduct/Behavior” that can result in discipline up to termination. Class I Violations include (but are not limited to): theft, dishonesty, use of illegal drugs, working while under the influence of alcohol, possession of firearms, and sleeping or appearing to sleep while working as a Crewmember (not DHing). But Number 17 on the Class I Violation list has been the reason for a VAST number of terminations over the last few years... and it simply involves not being in base when you are on Reserve.

Class I Section 17 of the Flight Attendant Work Rules and Expectations / Company Policies

“Failure to fulfill or complete reserve obligation by not being within 2 hours driving-distance from domicile (of the Reserve assignment) during Reserve contact hours.” (page 3-2)

Q: What exactly are the Reserve contact hours?

A: Article 11.3 in our Contract spells out Reserve contact hours.

AM Reserve: 0300 (0400 in ATL, BWI and MCO) - 1100 Local each day of your block
PM Reserve: 1000 - 1800 Local each day of your block
Ready Reserve: 2 hours before the first check-in, but no earlier than 0300 CST (or 0400 Local in ATL, BWI and MCO) on the first day of your block - the last scheduled roundtrip departs on the last day of your block
Q: I commute from LAX and the flight to OAK is only 1 hour and 15 minutes. Doesn’t that mean I’m within the 2 hours of travel time?

A: No. The work rule specifically says “driving-distance”.

Q: If I self-assign, do I still have to be within 2 hours driving distance?

A: YES! Whether Scheduling assigned you a trip or you self-assigned, you are still liable for contact by Scheduling during your contact hours. If Scheduling needs to change your assignment, they absolutely can as long as they give you the 2 hour report time. That means you must be available for reassignment until you have checked in.

Q: I am on Ready Reserve (RR) in Atlanta. I know I don’t have to answer the phone until 0400 on the first day of my block. Then I’m on call 24-hours a day... right?

A: Correct. Our Reserve system for RR is set up for FA’s to be available for contact at all hours. We all know that delays, cancellations and all-around mayhem can happen. Not to mention, the rare occurrence that a Reserve is needed to work a Charter. Scheduling has set times to contact and utilize AMR/PMR and RR runs continuously. Keep in mind, if you are sent on a trip that returns you to Base with more Reserve availability (ex: you are good for a 3-day and are sent on a turn on day 1), you are required to have a 12-hour domicile break before further assignment. If you have additional Reserve days, always ask Scheduling your “good for contact time” when calling to be released.
Q: I’m a commuter from BNA and I am starting a RR block tomorrow in MDW. I’m really not feeling well and want to try and sleep off this sore throat. I’m #8 on the Reserve line-up… what do I do?

A: Sick calls must be made to Scheduling as soon as the FA knows they aren't well enough to report to work and can be made up to two calendar days in advance. (Art.32.1.a) As a Reserve, you can call in for up to 5 consecutive days, otherwise just one day will be pulled by Scheduling. (Art.32.1.b) Since you know you won’t be in base for the beginning of your required contact hours and you didn't take a flight in, please call Scheduling BEFORE your commuting flight (and definitely before you go to sleep). If you forget and are not within two hours driving-distance of base when your contact hours begin, you would be in violation of Class I Section 17 and could be subject to discipline up to termination.

Q: The last roundtrip out of LAS is scheduled to depart at 1930, but my commuting flight to SLC leaves at 1715. If I’m #4 on the list for a turn, am I safe to go home?

A: NO!!! You must remain available to Scheduling during your contact hours or you will be in violation of Class I Section 17. Because Scheduling only needs to give you a two hour report time, you could be called to work that last roundtrip up until it pushes… whether it’s on time or delayed. Only Scheduling can release you early.