



The Union of Southwest Airlines Flight Attendants **TWU LOCAL 556**

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Irregular Operations (IROPS) FAQ

*Please remember you have access to the Contract, Q&A, and Letters of Agreement via the TWU556 App or online at www.twu556.org.

Duty Day (Article 8)

Q: When do we receive premium pay for extended duty day?

A: We are compensated double time (2x) for any flying after 12:00 hours. Keep in mind that you do not include debrief when calculating your duty day into an overnight. (Article 8.2.C.1) If your duty day exceeds 16 hours, you will be paid triple time (3x) for all flying after 12:00 hours until you receive legal crew rest. (Article 8.2.C.3)

Q: How do RIGs affect premium pay for my extended duty day?

A: RIGs protect your time on duty. When your trip has a RIG applied to it, you will be paid the RIG or what you fly (including overschedule/overfly, double time, triple time, cancellation pay, and VJA/JA premiums), whichever is greater. (Article 21.22.E.2)

Q: Do I get anything besides extra pay when I have a duty day greater than 12:30 hours?

A: If you have a duty day that exceeds 12:30 hours, you must receive time off equal to double the time spent on duty (report to block-in into an overnight and report to debrief into domicile) following the termination of your pairing in domicile. (Article 8.2.C.2) If you are scheduled to work during that time (including Recurrent Training), you have the option to be pulled from sufficient trips with pay (RT without pay) to receive the necessary rest. To exercise your option for rest, you must notify Scheduling within 60 minutes of release from duty in domicile. If you do not notify Scheduling to be pulled for rest or choose to attend RT or work the trips which would have been pulled, you will be paid 1.5x until necessary rest is received. (Article 8.2.C.2)

Q: What happens if I have multiple extended duty days?

A: If a Flight Attendant on a multi-day pairing has more than one day over 12:30 hours, she/he will be adjusted to receive double the time off spent on duty for all days that exceed 12:30 hours. Example: Flight Attendant has a 13-hour duty day on day one, and a 13-hour duty day on day two. She/he will be adjusted to 52 hours free from duty at the completion of the pairing. (Article 8.2.C.2)

Q: Are these protections the same for Lineholders and Reserves?

A: Yes. Both Lineholders and Reserves have the same duty day protections.

Crew Rest (Article 8)

Q: What is the Federal Aviation Regulations (FAR) Minimum Crew Rest?

A: Effective July 1, 2022, FAR minimum crew rest will increase to a mandatory ten (10) hours from end of debrief to check-in/report and will no longer be reducible. A Flight Attendant will not be legal to fly with less than ten (10) hours of rest, unless in a stranded or unscheduled RON situation with only deadhead(s) back to domicile. (10-Hour Rest Rule LOA)

Q: If my flight runs late and reduces my crew rest below ten (10) hours, am I still legal to fly the following day?

A: No. If your rest shows less than ten (10) hours (end of debrief to report), you are FAR illegal to fly, and Scheduling must adjust your schedule to provide for the FAR minimum crew rest.

Q: The weather in DEN is bad with high winds at the airport and my flight is late! Our twelve (12) hours overnight is now less than nine (9) hours. I know this used to result in premium pay if we were FAR legal. Has that changed?

A: It has. The new FAR required minimum rest on an overnight is ten (10) hours from end of debrief to report and is not reducible by Scheduling or the Flight Attendant. If your overnight is less than the required ten (10) hours, Scheduling will need to make an adjustment to your schedule. Because the intent of the 10-Hour Rest Rule is to mitigate Flight Attendant fatigue and increase Crew and Passenger safety, we do not have the option to reduce our rest for premium pay. (10-Hour Rest Rule LOA)

Q: Am I required to answer my phone, self-acknowledge a change, or notify my Crew of a change of assignment on my overnight?

A: No. (Article 8.3.C)

Q: What if I am a Reserve on my overnight?

A: The answer is still NO! You are not required to answer your phone on an overnight.

Reschedule (Article 9)

Q: What are the reschedule parameters for a Lineholder?

A: Scheduling can reschedule a Lineholder for a duty day of up to 12:30 hours.

Q: What are the reassignment parameters for a Reserve?

A: Scheduling can schedule OR reassign a Reserve for a duty day of up to 12:30 hours (including time spent on APSB).

Q: My first day was canceled, what should I do?

A: When massive cancellations occur, Scheduling will adjust schedules as quickly as possible (this can take some time depending on the operation). You are responsible for your report time until your pairing has been rescheduled or canceled, and you have been notified of the change by Scheduling. You have the option (but are not required) to self-notify any changes of assignment as well.

Q: What is this RPT bar on my screen?

A: The RPT bar shows you have an option for a later report time due to the reschedule. If the reschedule results in the option of a later report time, you can either accept the later report time or keep your original report time. If you choose to accept the later report time, you must do so by speaking with Scheduling or self-acknowledging the RPT assignment. If you accept the later report time, your duty day will begin at the new report time.

Q: Am I required to self-acknowledge a change to my trip prior to check-in?

A: No. You are not required to self-acknowledge changes to your schedule. However, if you choose not to self-acknowledge, you will need to speak with Scheduling or report at your original time.

Q: If my first day was canceled, can Scheduling require me to report earlier for a different trip?

A: No. Scheduling cannot require you to report for a different pairing that is scheduled to check-in earlier in domicile.

Q: Who can notify me to contact Scheduling about a change to my assignment?

A: Any Southwest Airlines employee while you are on duty. You still must speak with Scheduling or choose to self-acknowledge any change in assignment.

Q: Can Scheduling acknowledge a change to my assignment without notifying me?

A: No! Contact means that Scheduling has spoken to you about the change to your assignment, or notified the 'A' Flight Attendant for the entire Crew while on duty. If Scheduling has acknowledged a change to your assignment without notification, please contact the Union Office immediately for follow-up (214-640-4300).

Stranded/Unscheduled RON (Article 9)

Q: What is the difference between an Unscheduled RON and a Stranded RON?

A: Unscheduled RON happens when you are rescheduled by the Company. Stranded RON happens when circumstances beyond the Company's control prohibit them from being able to return you to domicile.

Q: What is my compensation if I am rescheduled to an unscheduled RON or Stranded as a Lineholder?

A: You will be compensated 1.5x for all trips flown above schedule plus a stranded RIG of 1 TFP for each 3 hours from block in at the overnight city until the end of debrief back in domicile. (Article 9.3.C./9.4.A) This will go above any pay for your originally scheduled days of flying. You also have the choice of a compensatory day off without pay and in lieu of the RIG (this request must be made within 60 minutes following your pairing). If you are needed to work any flight(s) back on a stranded RON (which requires minimum crew rest of 10:00 hours block to check-in), all legs that day (deadhead and worked) will be paid at 2.5x. (10-Hour Rest Rule LOA - Article 9.4.C)

Q: What is my compensation if I am rescheduled to an unscheduled RON or stranded as a Reserve?

A: You will be compensated 1.5x for all trips flown above schedule plus a stranded RIG of 1 TFP for each 3 hours from block in at the overnight city until the end of debrief back in domicile. You are also entitled to have a Reserve day pulled with no loss of guarantee (this must be made within 60 minutes following the pairing). If you do not select a Reserve day to be pulled (or there are no other Reserve days on your board) you will be compensated 2x for the legs back to domicile. All premiums go above Reserve guarantee. (Article 11.12.B) Please note, while a Lineholder must be Deadheaded back on an unscheduled RON, a Reserve can be required to work back on an unscheduled RON.

Q: I know when we are stranded, Scheduling must return us to domicile on the first scheduled flight back to base. Has that changed with the 10-Hour Rest Rule?

A: No. Article 9.3.C.2 still states that you are required to be returned to domicile as quickly as possible (if not needed to work back to base) when stranded. If you have less than ten (10) hours from end of debrief to report, you can choose to take a later deadhead. As is current procedure, you would need to notify Scheduling of the intent to take a later deadhead so Must Ride accommodations can be made. (10-Hour Rest LOA – Article 9.3.C.2) Keep in mind that your compensation (per diem and stranded RIG) will stop at the earlier scheduled release time.

Q: I have had an unscheduled RON/stranded RON and will not receive my FAR required 24/7. Should I take my compensatory day to receive the required time off?

A: Scheduling will make any required FAR adjustments. You do not have to use your compensatory day to receive your required FAR domicile break.

Q: If I have a trip following being stranded, how much of a domicile break am I required to have?

A: You are required to have a minimum of 11:30 hours in domicile (end of debrief to check-in). (10-Hour Rest Rule LOA – Article 8.1.B)

Q: If I have options due to an extended duty day or being stranded, when do I have to exercise them by?

A: You must exercise your options with Scheduling within 60 minutes from the end of debrief back in domicile.

Reserve (Article 11)

Q: What if my Reserve assignment has cancellations?

A: If you are on a pairing and have cancellations, you will be credited the appropriate TFP for such cancellation for that day. If you are rescheduled, you will be credited for the TFP flown or canceled that day, whichever is greater. (Article 11.17)

Q: Can I be assigned a reduced rest pairing?

A: Yes. Only when a pairing already in progress is affected by irregular operations, may a Reserve be assigned that pairing with less than eleven (11) hours from end of debrief to report. If the Reserve receives crew rest of less than eleven (11) hours from end of debrief to report, they may only be used a maximum of ten (10) hours the following day. (10-Hour Rest Rule LOA – Article 8.3.D)

Hotel Language (Article 22 – Q&A's)

Q: Does the language regarding Hotel Irregularities mean that Crew Hotel and Transportation (CHaT NOC) is no longer required to get Flight Attendants a hotel room on our overnight?

A: No. In accordance with Article 22.2.B, the Company is required to provide hotel accommodations on an overnight. The language regarding Hotel Irregularities provides the Flight Attendant with the OPTION to secure their own hotel room in the unlikely event CHaT NOC is unable to secure hotel accommodations. (Contract Q&A #159)

Q: How long do I have to wait for CHaT NOC to get me a hotel room before I get my own?

A: You may secure your own hotel accommodations once you have been notified they are unable to secure you a room. (Contract Q&A #160)

Q: Do I need to notify CHaT NOC that I have acquired my own hotel room?

A: Yes. If you are unable to get in touch with CHaT NOC, you can also notify Scheduling so they can note it for CHaT NOC. (Contract Q&A #161)

Q: Are there monetary restrictions when acquiring our own hotel rooms?

A: No. (Contract Q&A #162)

Q: Can one Flight Attendant pay for her/his room along with another Flight Attendant's room and get reimbursed for both?

A: Yes. Appropriate documentation (receipts) will be required, and an expense report must be submitted. (Contract Q&A #163)

Q: When does my duty day end if I secure my own hotel room?

A: Scheduling will adjust your duty day to end at the time you acquire your hotel room, not when you arrive at the hotel. (Contract Q&A #164)

Q: Will I receive a check for my reimbursement, or will it be directly deposited into my bank account?

A: If you have a direct deposit set up with the Company, the reimbursement will be deposited directly into your "Main Bank" account. If you do not have direct deposit, a check will be mailed to your home address on file with the Company. (Contract Q&A #165)

Fatigue Policy (Article 25)

Q: What conditions must be met to utilize the Fatigue Policy?

A: The Fatigue Policy may be utilized after the Flight Attendant deems herself/himself unsafe to fly or perform required duties due to fatigue. (Article 25.15)

Q: How do I use the Fatigue Policy?

A: To utilize the Fatigue Policy, you must immediately notify Scheduling that you are calling in fatigued. (Article 25.15.A)

Q: If I utilize the Fatigue Policy, am I required to accept the reschedule?

A: Yes. After receiving your required 11 hours of uninterrupted rest, you will either be caught back up with your original pairing, receive a reschedule, or be returned to base, depending on operational needs. You are required to accept this assignment to be covered under the Fatigue Policy.

Q: Are fatigue calls considered a chargeable occurrence?

A: Fatigue calls will not be considered a chargeable occurrence under the Attendance Policy and will not affect Record Improvement, provided the fatigue was caused by operational or duty-related factors and the Flight Attendant is willing to accept reassignment following the rest period. (Article 25.15.B)

Reporting Sick During IROPs (Article 32)

Q: I need to call in sick but the hold time for Scheduling is long! What should I do?

A: You must report a sick call to Scheduling. (Article 32.1) If the hold time is excessive, keep documentation of when you initiated your call to Scheduling (ex: a screenshot of your call screen).

Q: How much time should I give myself when calling in sick?

A: The Contract states that you should report sick/ill as soon as you are aware of the illness or injury. You can report an illness/injury (for up to 5 consecutive days) as early as two (2) calendar days before your assignment. (Article 32.1.a)

Q: How many days are pulled for a sick call if I am a Reserve?

A: Keep in mind that when calling in sick for Reserve, you need to specify the number of days for which you are calling in sick. Unless otherwise specified, a Reserve Flight Attendant's call shall be valid for one day. (Article 32.1.b) If you have already been given an assignment, the sick call will be for that number of days and you may be required to see the Company doctor.

Commuter Policy (Article 33)

Q: My commuter flight is canceled, what do I need to do?

A: You must contact Scheduling to work through the options listed in Article 33.

Q: The hold times for Scheduling are long, is there someone else I can talk to?

A: You must contact Scheduling to utilize the Commuter Policy.

Q: Do I need to have all my required items when using the Commuter Policy?

A: Yes. When exercising your right to utilize the Commuter Policy, five of the six options require you to report for duty. To report for duty, you must have your required items.

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