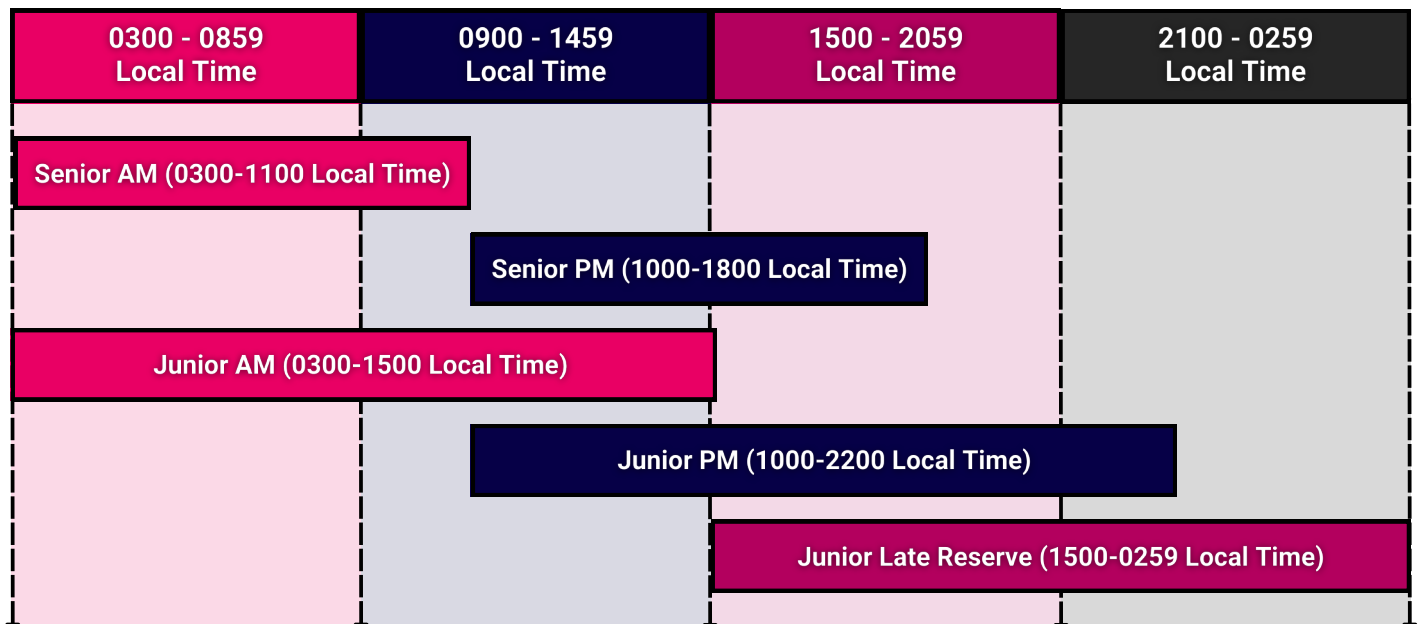




# Reserve Shifted System

All Reserve types in TA2024 have a shifted call-out time, meaning that spending 24 hours waiting for a call from Scheduling is over! This new system ensures that every Reserve must remain liable for an assignment during specific hours. **Any assignment notification by Scheduling (via phone) outside of these hours would be considered an assignment outside of your Reserve liability.**

## Liable for Contact Times - Senior and Junior Reserve



### “What do you mean ‘liable for contact times’?”

For each of the Senior and Junior Reserve shifts, the Flight Attendants sitting Reserve on those days are only required to be available for contact by Scheduling during those contact times. If not contacted during the specific liable for contact time, that Reserve is then released from that day’s Reserve obligation and would not be “on call” again until their next assigned day.

**Example:** I am on day one of my Junior AM Reserve (JAR) block. I am liable for contact from 0300 (or 2 hours prior to the first scheduled check-in, whichever is earlier) -1500 Local Time. It’s 1501 Local Time and I have not received a call from Scheduling. I am no longer liable for contact and can go meet friends for dinner! I must make myself available to Scheduling tomorrow at 0300 Local Time.

### “We all know about Southwest Airlines tech challenges. When can we expect to be off the 24-hour rotation and see this shifted Reserve implemented?”

Southwest Airlines has been working on updating their Scheduling computer systems and have stated they are targeting implementation of the shifted SAR/ SPR/JAR/JPR/JLR system by late 2024.



# Reserve Shifted System

**“I’m working a 3-day JPR block. On day one, I was given a 2-day assignment. When I got back to base (end of debrief of 0145 Local Time), Scheduling released me for a domicile break. Am I liable for contact again at 1000 Local Time?!”**

**No.** In this situation, you will need to be given the contractually required domicile break of 11:30 hours from end of debrief until liable for contact/check-in. You would be liable for contact/check-in at 1315 Local Time. (Article 11.15.C)

**“I’m working a 3-day JAR block. On day one, I was given a turn. When I got back to base (end of debrief of 1000 Local Time), Scheduling released me for a domicile break. Am I liable for contact again after my 12 hour domicile break?!”**

**No.** Because an 11:30 hours domicile break would have you liable for contact outside of your “on call” hours (2130 Local Time), you will not be liable for contact again until 0300 Local Time on Day 2 of your block.

**“I see the language about being released thirty (30) minutes from block arrival. Does this means I’ll miss my commute?!”**

**No.** This language was included to ensure that a Reserve Flight Attendant is not stuck on hold for hours waiting to be released. If you have not been given an additional assignment by the end of debrief (30 minutes past block arrival), you are automatically released and can commute home. If you are able to contact Scheduling earlier than end of debrief and be released, you are all good to go and do not have to wait until the 30 minutes is up.

**“What is ‘status pending’? Does that mean Scheduling can make me sit around forever waiting?!”**

**No.** Status pending is just like when you currently call Scheduling to be released and they ask you to “hold while I check for assignments.” It is simply the time between asking to be released and either being released or given an additional assignment.

**NOTE:** TA2024 ensures that if you have not been given an additional assignment within thirty (30) minutes from block-in of a flying assignment -or- at completion of APSB, you are automatically released.

**“Does this mean that an assignment needs to be placed on my screen before my five (5) hour APSB shift is completed?”**

**Yes.** Scheduling should place the assignment on your screen during your five (5) hour APSB shift. If it is not on your screen at the completion of your APSB shift, you are released from duty.



# Reserve Shifted System

## Senior AM Reserve (SAR) - Article 11.3.B.1.a

<b>Liable for Contact</b>	0300-1100 Local Time Daily (no earlier than 0300 CT)
<b>Scheduled Check-In</b>	No later than 1300 Local Time. This assignment <b>must</b> be given during the Reserve's liable for contact time.
<b>Scheduled Return</b>	1800 Local Time (end of debrief) on the final day of a block
<b>Self Assignment</b>	1800 Local Time the day prior for pairings originating at or before 0959 Local Time

### **"Scheduling gave me a 'courtesy' call on SAR. They called at 0230 Local Time. Is that ok?"**

Scheduling is only supposed to contact a Reserve Flight Attendant (including SAR) during their liable for contact times. As is current, you are NOT required to answer your phone when outside of your "on call" times. If you are contacted and given an assignment outside of those hours, you will be paid 2x for the entirety of the pairing you are assigned. (Article 11.3.G)

### **"What does it mean that any assignment must be scheduled to check-in no later than 1300 Local Time?"**

Currently, Scheduling can contact a Reserve Flight Attendant during their on-call times and assign them a check-in at any point of the day, as long as they are given 2 hours to report. **TA2024 restricts assignments that check-in outside of the Reserve's liable for contact time.** This means that for SAR, the check-in must be scheduled at or before 1300 Local Time. One time a month, Scheduling can give a Flight Attendant on SAR, a check-in between 1301-1500 Local Time. The SAR will be paid 1.5x for trips flown or credited on the first day of that assignment. After a Flight Attendant has been given and worked an assignment such as this once per bid period, they can politely decline any additional attempts by Scheduling to assign flying that checks in after 1300 Local Time.

### **"Can SAR be assigned APSB?"**

**No.** SAR cannot be assigned APSB or assigned to Junior Reserve status.



# Reserve Shifted System

## Senior PM Reserve (SPR) - Article 11.3.B.1.c

<b>Liable for Contact</b>	1000-1800 Local Time Daily
<b>Scheduled Check-In</b>	No later than 2000 Local Time. This assignment <b>must</b> be given during the Reserve's liable for contact time.
<b>Self Assignment</b>	2200 Local Time for pairings that originate at or after 1000 Local Time

### **“Scheduling gave me a ‘courtesy’ call on SPR. They called at 0930 Local Time. Is that ok?”**

Scheduling is only supposed to contact a Reserve Flight Attendant (including SPR) during their liable for contact times. As is current, you are NOT required to answer your phone when outside of your “on call” times. If you are contacted and given an assignment outside of those hours, you will be paid 2x for the entirety of the pairing you are assigned. (Article 11.3.G)

### **“What does it mean that any assignment must be scheduled to check-in no later than 2000 Local Time?”**

Currently, Scheduling can contact a Reserve Flight Attendant during their on- call times and assign them a check-in at any point of the day, as long as they are given 2 hours to report. **TA2024 restricts assignments that check-in outside of the Reserve's liable for contact times.** This means that for SPR, the check-in must be scheduled at or before 2000 Local Time. One time a month, Scheduling can give a Flight Attendant on SPR, a check-in between 2001-2200 Local Time. The SPR will be paid 1.5x for trips flown or credited on the first day of that assignment. After a Flight Attendant has been given and worked an assignment such as this once per bid period, they can politely decline any additional attempts by Scheduling to assign flying that checks in after 2000 Local Time.

### **“Can SPR be assigned APSB?”**

**No.** SPR cannot be assigned APSB or converted to Junior Reserve status.



# Reserve Shifted System

## Junior AM Reserve (JAR) - Article 11.3.A.1

<b>Liable for Contact</b>	<ul style="list-style-type: none"><li>• 0300 Local Time (no earlier than 0300 CT) - 1500 Local Time on Day One of the Reserve block</li><li>• 0300 Local Time or two hours prior to the first scheduled check-in (whichever is earlier) - 1500 Local Time on subsequent days of the Reserve block</li></ul>
<b>Scheduled Check-In</b>	No later than 1700 Local Time. This assignment <b>must</b> be given during the Reserve's liable for contact time.
<b>Self Assignment</b>	1830 Local Time the day prior for pairings originating at or before 0559 Local Time

**“Scheduling gave me a ‘courtesy’ call on JAR. They called at 2200 Local Time the night before. Is that ok?”**

Scheduling is only supposed to contact a Reserve Flight Attendant (including JAR) during their liable for contact times. As is current, you are NOT required to answer your phone when outside of your “on call” times. If you are contacted and given an assignment outside of those hours, you will be paid 2x for the entirety of the pairing you are assigned. (Article 11.3.G)

**“What does it mean that any assignment must be scheduled to check-in no later than 1700 Local Time?”**

Currently, Scheduling can contact a Reserve Flight Attendant during their on-call times and assign them a check-in at any point of the day, as long as they are given 2 hours to report. **TA2024 restricts assignments that check-in outside of the Reserve's liable for contact time.** This means that for JAR, the check-in must be scheduled at or before 1700 Local Time. One time a month, Scheduling can give a Flight Attendant on JAR, a check-in between 1701-1900 Local Time. The JAR will be paid 1.5x for trips flown or credited on the first day of that assignment. After a Flight Attendant has been given and worked an assignment such as this once per bid period, they can politely decline any additional attempts by Scheduling to assign flying that checks in after 1700 Local Time.

**“I’m based in BWI. Will I be able to self-assign on JAR?”**

Yes, with the current Southwest Airlines flight schedule. TA2024 allows a JAR Flight Attendant to self-assign pairings scheduled to check-in at or before 0559 Local Time. This extra hour of flexibility makes it possible for east coast Flight Attendants to utilize the language in Article 11.19.



# Reserve Shifted System

## Junior PM Reserve (JPR) - Article 11.3.A.2

<b>Liable for Contact</b>	1000 - 2200 Local Time
<b>Scheduled Check-In</b>	No later than 2400 Local Time. This assignment <b>must</b> be given during the Reserve's liable for contact time.
<b>Self Assignment</b>	2230 Local Time the day prior for pairings originating between 1000-1159 Local Time

### **"Scheduling gave me a 'courtesy' call on JPR. They called at 0900 Local Time. Is that ok?"**

Scheduling is only supposed to contact a Reserve Flight Attendant (including JPR) during their liable for contact times. As is current, you are NOT required to answer your phone when outside of your "on call" times. If you are contacted and given an assignment outside of those hours, you will be paid 2x for the entirety of the pairing you are assigned. (Article 11.3.G)

### **"What does it mean that any assignment must be scheduled to check-in no later than 2400 Local Time?"**

Currently, Scheduling can contact a Reserve Flight Attendant during their on-call times and assign them a check-in at any point of the day, as long as they are given 2 hours to report. **TA2024 restricts assignments that check-in outside of the Reserve's liable for contact time.** This means that for JPR, the check-in must be scheduled at or before 2400 Local Time. One time a month, Scheduling can give a Flight Attendant on JPR, a check-in between 0001-0200 Local Time. The JPR will be paid 1.5x for trips flown or credited on the first day of that assignment. After a Flight Attendant has been given and worked an assignment such as this once per bid period, they can politely decline any additional attempts by Scheduling to assign flying that checks in after 2400 Local Time.

### **"I'm a commuter and have a JPR block starting tomorrow. Can I commute into domicile in the AM?"**

If you can list and present for a flight(s) scheduled to arrive at or before 0930 Local Time, you would be covered by the Commuter Policy (Article 33) on day one of your JPR block. With the implementation of shifts for ALL Reserves in TA2024, JPR and JLR Flight Attendants have the option of commuting in on the day their block begins, depending on the flight schedule.



# Reserve Shifted System

## Junior Late Reserve (JLR) - Article 11.3.A.3

<b>Liable for Contact</b>	1500 - 0259 Local Time
<b>Scheduled Check-In</b>	No later than 0500 Local Time. This assignment <b>must</b> be given during the Reserve's liable for contact time.
<b>Self Assignment</b>	2230 Local Time the day prior for pairings originating between 1500 - 1659 Local Time

### **"Scheduling gave me a 'courtesy' call on JLR. They called at 1400 Local Time. Is that ok?"**

Scheduling is only supposed to contact a Reserve Flight Attendant (including JLR) during their liable for contact times. As is current, you are NOT required to answer your phone when outside of your "on call" times. If you are contacted and given an assignment outside of those hours, you will be paid 2x for the entirety of the pairing you are assigned. (Article 11.3.G)

### **"What does it mean that any assignment must be scheduled to check-in no later than 0500 Local Time?"**

Currently, Scheduling can contact a Reserve Flight Attendant during their on-call times and assign them a check-in at any point of the day, as long as they are given 2 hours to report. **TA2024 restricts assignments that check-in outside of the Reserves liable for contact time.** This means that for JLR, the check-in must be scheduled at or before 0500 Local Time. One time a month, Scheduling can give a Flight Attendant on JLR, a check-in between 0501-0700 Local Time. The JLR will be paid 1.5x for the trips credited or flown on the first day of that assignment. After a Flight Attendant has been given and worked an assignment such as this once per bid period, they can politely decline any additional attempts by Scheduling to assign flying that checks in after 0500 Local Time.

### **"Can I be given an assignment containing red eye flying on the first day of my JLR block?"**

Technically, yes... for the second domicile day of your block, making that pairing a 2-day assignment. Article 11.18 also states that a Reserve given a Red Eye or Night Flight assignment will not be originally scheduled to return to their Reserve domicile past 0259 Local Time (end of debrief) on the last day of their block.