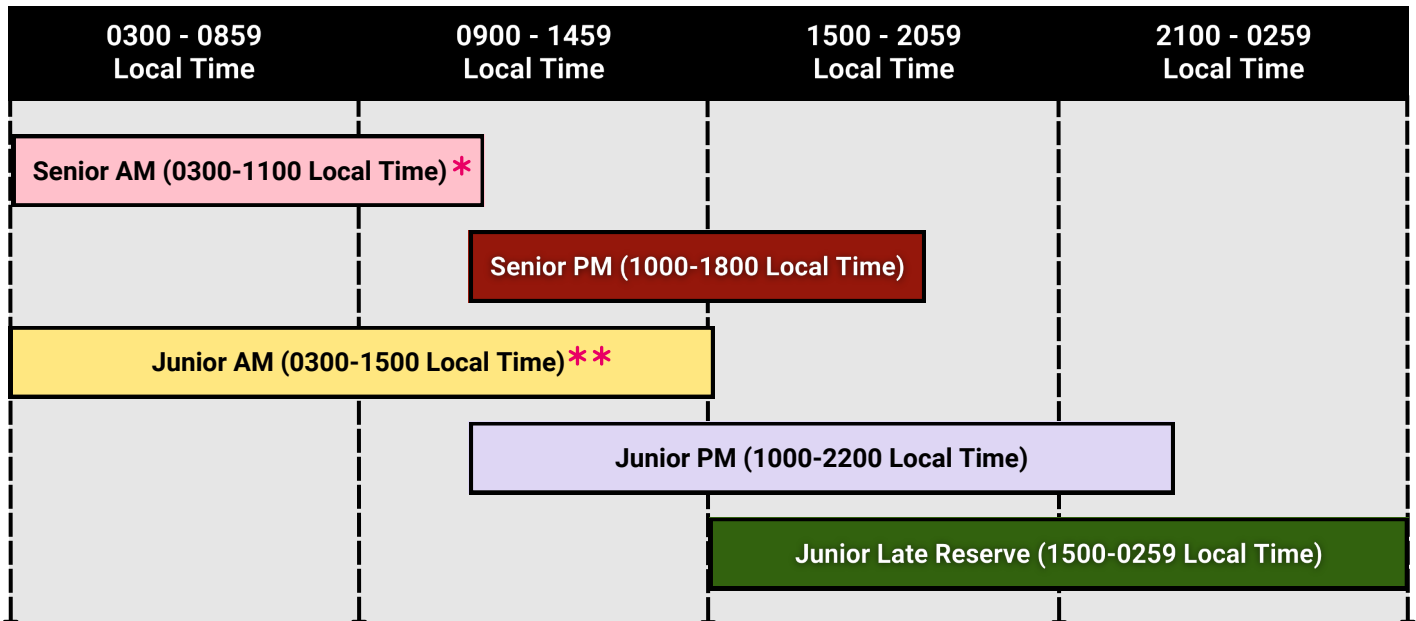


Shifted Reserve System

All Reserve types in our Pink Contract have a shifted liable for contact 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



* SAR will not be liable for contact earlier than 0300 Central Time due to Southwest Airlines "Calendar Day" filing with the FAA.

** JAR is liable for contact starting at 0300 Local Time or 2 hours prior to first check in, whichever is earlier, but no earlier than 0300 Central Time on Day 1 of a Block.

"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?"

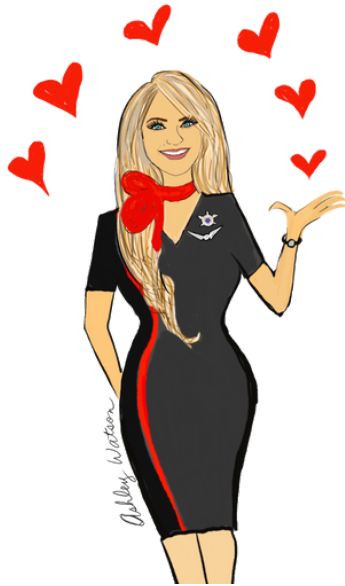
The new shifted Reserve system will be implemented for January 2025 schedules. This means that the Secondary Bid Packets in December 2024 will include the new shifts for us to bid on!

"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 to Scheduling during those times associated with their Reserve designation. 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 but not earlier than 0300 CT) -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 or two (2) hours prior to the first scheduled check-in, whichever is earlier.

Shifted Reserve 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 beginning 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 or two (2) hours prior to the first scheduled check-in, whichever is earlier 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. Self-Service Automation for Release Options is scheduled for implementation Phase 2.

NOTE: Our Pink Contract 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.



Shifted Reserve System

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

Liable for Contact	0300-1100 Local Time Daily (no earlier than 0300 CT)
Scheduled Check-In	No later than 1300 Local Time. This assignment must be given during the Reserve's liable for contact time.
Scheduled Return	1800 Local Time (end of debrief) on the final day of a block
Self Assignment	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?"

You are NOT required to answer your phone when outside of your "on call" times. Scheduling is only supposed to contact a Reserve Flight Attendant (including SAR) during their liable for contact times. If you are contacted and given an assignment (via phone) 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?"

Contract 2024 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.

"Did the 3x premium for SAR assignments scheduled to return after 1800 Local Time change in Contract 2024?"

The 3x premium for SAR assignments given by Crew Scheduling (not self-assigned or Commuter Policy pairings) that are scheduled to return back to domicile after 1800 Local Time, remains in Contract 2024. The only change is that this premium is only applicable for the last day of the SAR block.

Shifted Reserve System

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

Liable for Contact	1000 - 1800 Local Time
Scheduled Check-In	No later than 2000 Local Time. This assignment must be given during the Reserve's liable for contact time.
Earliest Check-In	1200 Local Time for pairings assigned by Crew Scheduling. 1000 Local Time for self-assigned pairings.
Self Assignment	2200 Local Time the day prior for pairings originating at or after 1000 Local Time

"Scheduling gave me a 'courtesy' call on SPR. They called at 0930 Local Time. Is that ok?"

You are NOT required to answer your phone when outside of your "on call" times. Scheduling is only supposed to contact a Reserve Flight Attendant (including SPR) during their liable for contact times. If you are contacted and given an assignment (via phone) 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?"

Contract 2024 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.

"I'm a commuter and have a SPR 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 SPR block. Regardless of self-assignment, a SPR must be within 2-hours driving distance of domicile during your liable for contact time or arrive at or before 0930 Local Time, if commuting by flight.

Shifted Reserve System

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

Liable for Contact	• Day 1 of Block: 0300 Local Time or 2 hours prior to first check in, whichever is earlier (but no earlier than 0300 Central Time) - 1500 Local Time. • Days 2 & 3 of Block: 0300 Local Time or 2 hours prior to first check in, whichever is earlier - 1500 Local Time
Scheduled Check-In	No later than 1700 Local Time. This assignment must be given during the Reserve's liable for contact time.
Self Assignment	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?"

You are NOT required to answer your phone when outside of your "on call" times. Scheduling is only supposed to contact a Reserve Flight Attendant (including JAR) during their liable for contact times. If you are contacted and given an assignment (via phone) 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?"

Contract 2024 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, including APSB, 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. The extra hour of flexibility makes it possible for east coast Flight Attendants to utilize the language in Article 11.19 to self-assign a pairing that checks-in on or before 0559 Local Time.

"Can JAR be assigned APSB?"

Yes. JAR can be assigned APSB up to 5 times per bid month.

Shifted Reserve System

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

Liable for Contact	1000 - 2200 Local Time
Scheduled Check-In	No later than 2400 Local Time. This assignment must be given during the Reserve's liable for contact time.
Self Assignment	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?"

You are NOT required to answer your phone when outside of your "on call" times. Scheduling is only supposed to contact a Reserve Flight Attendant (including JPR) during their liable for contact times. If you are contacted and given an assignment (via phone) 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?"

Contract 2024 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, including APSB, 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, JPR and JLR Flight Attendants have the option of commuting in on the day their block begins, depending on the flight schedule.

"Can JPR be assigned APSB?"

Yes. JPR can be assigned APSB up to 5 times per bid month.

Shifted Reserve System

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

Liable for Contact	1500 - 0259 Local Time
Scheduled Check-In	No later than 0500 Local Time. This assignment must be given during the Reserve's liable for contact time.
Self Assignment	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?"

You are NOT required to answer your phone when outside of your "on call" times. Scheduling is only supposed to contact a Reserve Flight Attendant (including JLR) during their liable for contact times. If you are contacted and given an assignment (via phone) 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?"

Contract 2024 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, including APSB, 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 last day of my JLR block?"

If you have not been used on day one or day two of a JLR block, Crew Scheduling cannot assign any Reserve a red eye qualifying flight on the last day of a block. Article 11.18 states that Crew Scheduling will not assign any scheduled or rescheduled flight(s), including, but not limited to, a Charter, Red Eye, or Night Flight, that was originally scheduled to return the Reserve to their home domicile past 0259 Local Time (end of debrief).

"Can JLR be assigned APSB?"

Yes. JLR can be assigned APSB up to 5 times per bid month.



Shifted Reserve System

Self Assigning

With a completely new shifted Reserve system, the language in Article 11.19 - Self Assignment also has a few changes that we need to keep in mind.

“What are the changes?”

Contract 2024 introduces language that makes self-assigning available to East Coast Reserves and allows for a “head start” for Senior AM and Senior PM Reserves. Both of these topics were brought up as significant concerns during the negotiations process and resulted in these changes in our Pink Contract.

Self-Assignment (Article 11.19)

SAR	Can self-assign pairings scheduled to check-in at or before 0959 Local Time beginning at 1800 Local Time the day before.
SPR	Can self-assign pairings scheduled to check-in at or after 1000 Local Time beginning at 2200 Local Time the day before.
JAR	Can self-assign pairings scheduled to check-in at or before 0559 Local Time beginning at 1830 Local Time the day before.
JPR	Can self-assign pairings scheduled to check-in between 1000 - 1159 Local Time beginning at 2230 Local Time the day before.
JLR	Can self-assign pairings scheduled to check-in between 1500 - 1659 Local Time beginning at 2230 Local Time the day before.

“If I self-assign, do I still need to be available for reassignment during my liable for contact times?”

Yes. During your liable for contact time, you must remain available to Crew Scheduling until you check in for your pairing. While our Negotiating Team proposed language that would have our Reserves “own” self-assigned pairings... our Team was not willing to agree to other Pilot-parity Reserve language, including but not limited to: restrictions on trading flexibility and a longer scheduled duty day.

“Can Crew Scheduling assign a pairing or APSB the night prior to my block beginning?”

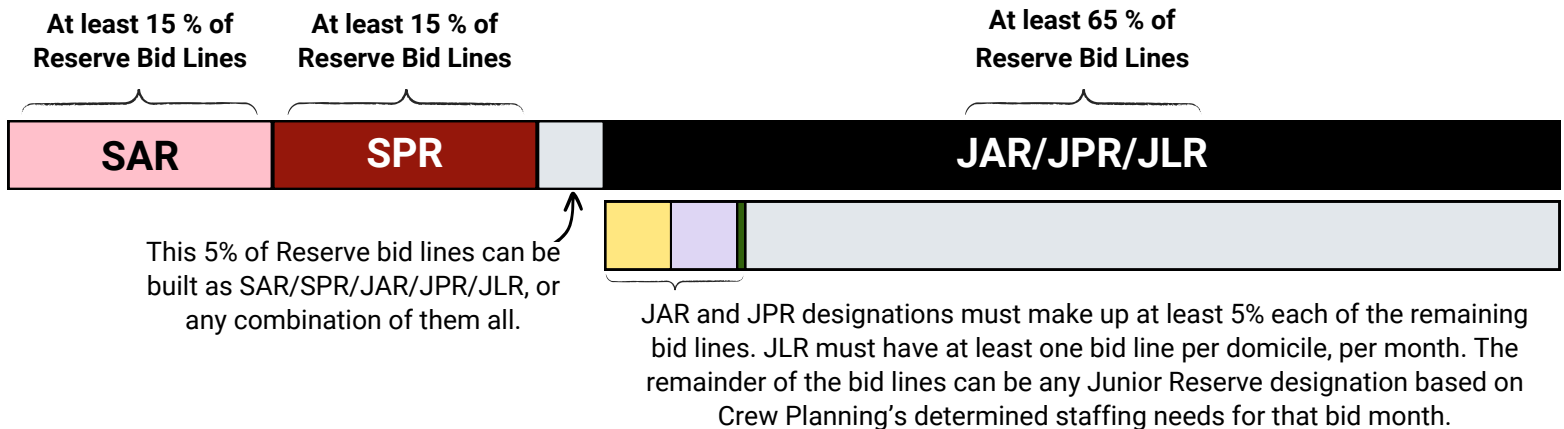
Yes. Crew Scheduling can begin assigning pairings originating at or before 0959 Local Time at 1900 Local Time the day prior and pairings originating at or after 1000 Local at 2300 Local Time the day prior. APSB shifts may be assigned to the Junior Reserve designations (JAR, JPR and JLR) the day prior. One goal of Contract 2024 was to drastically reduce the interactions between Crew Scheduling and Reserve Flight Attendants. While Crew Scheduling is still obligated to notify you of an assignment during your contact times with the required two (2) hour notice - we strongly encourage you to self-assign or self-acknowledge.

Shifted Reserve System

Secondary Bid Packets

Contract 2024 introduces a new shifted Reserve system, but it doesn't introduce much change to the Secondary Bid Packet and the breakdown of Reserve bid lines. It's **VERY IMPORTANT** to note that this change **WILL NOT** affect the Top 35 % (Article 11.3) or number of Vacation Relief (VR) Lines.

On-Call (Reserve) Bid Line Breakdown

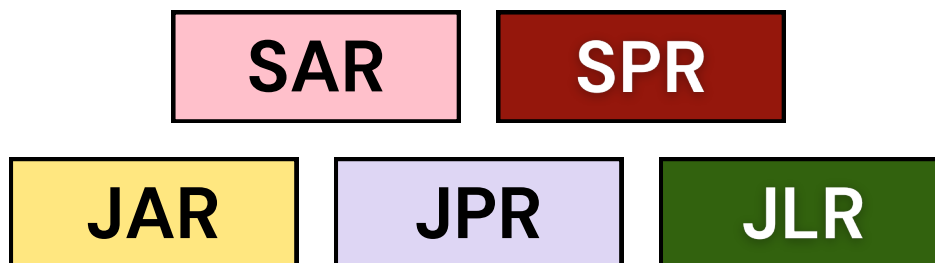


"Why does Southwest only commit to at least one JLR bid line in each domicile?"

During negotiations, Southwest Airlines Management stressed the need for Scheduling to always have a Reserve available... regardless of the time. Do they know how, or even *if*, they are going to use JLR? No. And that is why they would only commit to having one bid line available, and then the remaining available "on-call" lines would be the more traditional AM and PM Reserve shifts. With the introduction of Red Eye flying coming to our schedules in 2025, predicting Reserve needs overnight is a challenge. This means we may see an increase to JLR lines... but we don't yet know.

"I'm so used to the Secondary Bid Packet layout! How is the new shifted Reserve system going to look on our bid screens?"

The Secondary Bid Packet will still be laid out with Vacation Relief (VR) Lines at the top, followed by Reserve bid lines. The new shifted Reserve types will have their own color-coded blocks, which you've seen us using throughout this introduction resource.





Shifted Reserve System

Blocking

Many of our Flight Attendants like to “block” their Reserve and work 6 days back-to-back, or pick up extra blocks of Reserve from TT/GA. How will the 10-Hour Rest requirements and the new shifted Reserve system affect this flexibility? Which types of Reserve will be able to work one after the other?

SAR	+	SAR	=	YES
SAR	+	SPR	=	YES
SAR	+	JAR	=	YES
SAR	+	JPR	=	YES
SAR	+	JLR	=	YES

SPR	+	SAR	=	NO
SPR	+	SPR	=	YES
SPR	+	JAR	=	NO
SPR	+	JPR	=	YES
SPR	+	JLR	=	YES

JAR	+	SAR	=	YES
JAR	+	SPR	=	YES
JAR	+	JAR	=	YES
JAR	+	JPR	=	YES
JAR	+	JLR	=	YES

JPR	+	SAR	=	NO
JPR	+	SPR	=	YES
JPR	+	JAR	=	NO
JPR	+	JPR	=	YES
JPR	+	JLR	=	YES

JLR	+	SAR	=	NO
JLR	+	SPR	=	NO
JLR	+	JAR	=	NO
JLR	+	JPR	=	NO
JLR	+	JLR	=	YES

With the introduction of a completely shifted Reserve system, all with different liable for contact times, the ability to work back-to-back Reserve blocks of different types has a few more combinations!

The “Yes” or “No” is determined because of the required rest between the two blocks and the Flight Attendant’s Reserve availability.