



TWU Local 556

The Union of Southwest Airlines Flight Attendants

Irregular Operations (IROPS) FAQ

Updated December 2024

** Please remember you have access to the Contract via the TWU556 App or online at <https://twu556.org/members/contract/#contract>*

*** Contract 2024 Disclaimer: The Irregular Operations FAQ has been updated with all relevant language from Contract 2024. The TWU Local 556 Education Committee has provided the following IROPS FAQ as a resource. If you need immediate assistance, contact (214) 640 - 4300.*

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 until you receive legal crew rest (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). Contract 2024 pays these extended duty day premiums above any applicable RIGs.

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

A: RIGs protect your time on duty. Contract 2024 enhanced our minimum pay protections by agreeing on four premiums to be paid above RIGs, including the extended duty day premiums.

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

A: If you have a duty day that exceeds 12:30 into domicile or 13:00 into an overnight (calculated from check-in/report time to end of debrief), you must receive time off equal to double the time spent on duty (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 Crew Scheduling within 60 minutes of release from duty in domicile. If you do not notify Crew Scheduling that you want to be pulled for double the time off and 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).

Transport Workers Union of America AFL-CIO Local 556

8787 N Stemmons Frwy, Suite 600, Dallas, TX 75247

Phone: (214) 640-4300 | Web: twu556.org

Q: Are there any protections for a duty day scheduled to exceed sixteen (16) hours besides the 3x premium?

A: Yes. Contract 2024 added protections for a duty period which exceeds thirteen (13) hours and is projected to exceed sixteen (16) hours on the last day of a pairing. Article 8.2.C.3 allows a Flight Attendant to be pulled under specific conditions.

NOTE: This new provision does not replace a Flight Attendant's ability to utilize the Fatigue Policy in Article 25.16.

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 (into domicile) or 13:00 hours (into the outstation), she/he will be adjusted to receive double the time off spent on duty for all days that exceed 12:30 hours or 13:00 hours, respectively. Example: Flight Attendant has a 13:30 duty day on day one, and a 13:30 duty day on day two. She/he will be adjusted to 54 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: A Flight Attendant will not be legal to fly with less than ten (10) hours of rest (end of debrief to check-in/report), unless in a stranded or unscheduled RON situation with only deadhead(s) back to domicile. FAR minimum crew rest is not reducible by the Flight Attendant or Crew Scheduling. NOTE: If a Flight Attendant falls below eleven (11) hours of rest, but has more than ten (10) hours of rest, a red badge will populate at the top of the trip sheet to warn Crew Scheduling of a potential rest issue.

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 crew rest on my overnight?

A: The answer is still NO!

Reschedule (Article 9)

Q: What are the reschedule parameters for a Lineholder?

A: Crew Scheduling can reschedule a Lineholder for a duty day of up to 12:30 hours into domicile, and 13:00 into an overnight (check-in/report to end of debrief).

Q: What are the reschedule parameters for a Reserve?

A: Crew Scheduling can schedule OR reassign a Reserve up to 12:30 hours into domicile and 13:00 into an overnight (including time spent on APSB), from check-in/report to end of debrief.

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 Crew Scheduling or report at your originally scheduled time.

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

A: When massive cancellations occur, Crew Scheduling will adjust schedules as quickly as possible (this can take some time depending on the operation). You are responsible for your originally scheduled report time until your pairing has been rescheduled or canceled, and you have been notified of the change by Crew Scheduling. You have the option to self-notify any changes.

Important FYI: If your CWA pairing is showing legs that are canceled (in red) but there has not been an update or anything to acknowledge, you must report at original time and/or remain at the airport until the CX (canceled) green bar is on your CWA screen to acknowledge. Crew Scheduling can reschedule you to a different assignment.

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 a 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 Crew Scheduling or self-acknowledging the “RPT” assignment and the revised pairing. Keep in mind, if you accept the later report time, your duty day will begin at the new report time.

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

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

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

A: Any Southwest Airlines employee while you are on duty. If instructed to contact Crew Scheduling, you must speak with them or choose to self-acknowledge any change in assignment.

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

A: No! Contact means that Crew 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 Crew Scheduling has acknowledged a change to your assignment without notification, please contact the Union Office immediately for follow-up (214-640-4300).

Q: I was rescheduled and am now getting back to base much later than I was originally scheduled! Do I get any additional compensation? (Article 9.3.E)

A: When rescheduled to return to domicile later than originally scheduled, you will be paid 1.5x for all legs on that day which block-in after the originally scheduled block-in time and were not included in the original pairing. This Last Day Late Pay (LDLP) will be paid above any applicable RIGs, VJA, and JA, but will not be paid when the extended duty day premiums (Article 8.2.C.1, 8.2.C.3 & 4) apply. If you are a commuter, check out the Article 33.3.A language below as well!

NOTE: LDLP will not be automated until February 2025. Until this premium can be fully automated, Flight Attendants will be paid a flat 3.0 TFP for each instance of LDLP.

Q: I wasn't rescheduled, but I am a Lineholder who got delayed and am getting back to base well past my originally scheduled block-in. Is there any language pertaining to this situation?

A: Yes. If a Lineholder's original last flight of a pairing is delayed more than 120 minutes (2 hours), they will be paid an additional 1 TFP above any applicable RIGs. (Article 8.2.C.6).

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 RIG will go above any pay for your originally scheduled days of flying. A Lineholder who is stranded or given an unscheduled overnight may also select a compensatory day off without loss of pay (first or last day of an assignment). If you choose to fly instead of having a day pulled, you will be paid a premium of 1.5x for the flying which would've been pulled. You must select your compensatory day within 60 minutes of being released in domicile. If you are needed to work any flight(s) back on a stranded RON (which requires contractual minimum crew rest of 10:00 hours block to check-in), all legs that day (deadhead and worked) will be paid at 2.5x (Article 9.4.C). If you do not choose a compensatory day or a day to work for the additional .5x, your Deadheads back to domicile on your Stranded day will be paid at 2.0x.

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 on the unscheduled day, 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 11.12.B.1). You are also entitled to have a Reserve day pulled with no loss of guarantee (this must be made within 60 minutes following the release of 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 after an unscheduled RON, a Reserve can be required to work back on an unscheduled RON. If you are needed to work any flight(s) back to domicile after a stranded RON (which requires contractual minimum crew rest of 10:00 hours block to check-in), all legs that day (deadhead and worked) will be paid at 2.5x. (Article 9.4.C)

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

Q: I know when we are stranded, Crew Scheduling must return us to domicile on the first scheduled flight back to base. Has that changed with the 10-Hour Rest Rule or Contract 2024?

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 the end of debrief to report, you can choose to take a later flight and will be a must-ride. As is current procedure, you would need to notify Crew Scheduling of the intent to take a later flight so Must Ride accommodations can be made (Article 9.3.C.2). Keep in mind that your compensation (per diem and stranded RIG) will stop at the release time of the earlier deadhead..

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, from end of debrief to report (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?

A: You must contact Scheduling to exercise your options within 90 minutes of the arrival of your *originally scheduled* deadhead flight back to base.

Q: Contract 2024 introduced a self-service capability for contractual options. What does that look like?

A: TWU Local 556 and the Southwest Airlines Technology Department are in discussions about the implementation of the self-service ("the system") opportunities. Targeted implementation of these electronic options is scheduled for rollout by 2026.

Reserve (Article 11)

Q: What if my Reserve assignment has cancellations?

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

Q: Can I be assigned a pairing with less than Contractual rest?

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. Any Reserve scheduled in this manner will be compensated at two (2) times the applicable trip rate until he/she receives legal crew rest (straight time towards monthly guarantee and premium pay above

monthly guarantee) (Article 8.3.D).

Q: On Reserve, do I get Extended Duty Day (EDD) Pay and Extended Ground Time Pay (ExGTP)?

Yes, a Reserve is eligible for both. The straight time value of the EDD will go towards your guarantee and the additional 1x (12:01), 2x (16:01) and ExGTP will go above your guarantee.

Compensation (Article 21)

Q: We pushed back from the gate and sat on the tarmac waiting for weather clearance for 1:30. At that time, we went back to the gate to refuel and wait for a new clearance time. Do I get any pay for the time spent sitting on the tarmac?

A: Yes. Article 21.3 states that when a flight pushes from the gate and returns without taking off, we will be paid 0.1 TFP for every five (5) minutes in excess of our scheduled flight's block time, truncated to the nearest five (5) minutes. This compensation is paid above the leg credit for the flight. In your situation, with 1:30 hours (90 minutes) on the tarmac, you will be paid an additional 1.8TFP ($90/5 = 18 \times 0.1 \text{ TFP} = 1.8 \text{ TFP}$).

Q: I now have 4:25 hours of ground time. Do I receive any additional compensation?

A: Yes. Article 21.27 says that continuous ground time in excess of 150 minutes while on duty, will be paid an additional 0.01 TFP per minute. With 265 minutes of ground time, your extended ground time

pay (ExGTP) will pay: $265 \text{ minutes} - 150 \text{ minutes} = 115 \text{ minutes} \times 0.01 \text{ TFP} = 1.15 \text{ TFP}$. This premium pay will be paid on top of any other applicable RIGs (Article 21.27).

Q: I checked in for my trip and the first leg is already five (5) hours late! Does the ExGTP apply in my situation?

A: Yes! After you check-in for your pairing, you are officially on duty. Your five (5) hours of ground time before your first flight will result in ExGTP being calculated. $5 \text{ hours} \times 60 \text{ minutes} = 300 \text{ minutes} - 150 \text{ minutes} = 150 \text{ minutes} \times 0.01 \text{ TFP} = 1.5 \text{ TFP (ExGTP)}$

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 themselves unsafe to fly or perform required duties due to fatigue (Article 25.16).

Q: I just finished a pairing and have another pairing starting tomorrow, but I do not feel safe to fly due to operational fatigue. Can I use the Fatigue Policy?

A: Yes. The language in Article 25.16 now states that when you feel unsafe to perform your required duties whether on a pairing, or in between back-to-back pairings, you may utilize the Fatigue Policy.

Q: How do I use the Fatigue Policy?

A: To utilize the Fatigue Policy, you must immediately notify Crew Scheduling that you are calling in fatigued. (Article 25.16.A)

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 25.16.B).

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

A: Yes. After receiving your required eleven (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. **NOTE:** Any reschedule must fall within the footprint (number of days) of your original assignment.

Reporting Sick During IROPs (Article 32)

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

A: You must report a sick call to Crew Scheduling or use the Electronic Report Sick (ERS) system (Article 32.1). If the hold time is excessive, keep documentation of when you initiated your call to Crew 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).

Note: If a Flight Attendant utilizes the ERS to report sick/ill, the current functionality only allows

a Flight Attendant to do so 48 hours, but no less than 2 hours (4 hours for satellite base pairings) before scheduled check-in.

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

A: When calling in sick for Reserve, you will 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 are in your contact window and Crew Scheduling has attempted to make contact, you may be required to see the Company Doctor if you call in sick.

Q: I have a Lineholder pairing starting tomorrow and I'm not feeling well. Emergency Sick Call Procedures (ESCP) are not in effect right now... can I use the ERS?

A: Yes. You can use ERS as long as you are not currently on a trip and the assignment you are calling in sick for is no greater than 48 hours but no less than 2 hours (4 hours for Satellite base pairings) before scheduled check-in.

Q: I start my Reserve block tomorrow and self-assigned a pairing. It is outside of my liable for contact hours and I'm not feeling well. Can I use ERS to report sick/ill?

A: No. Because the Reserve assignment is on your screen, you will need to call Crew Scheduling in order to call in sick/ill for your Reserve block.

Q: When using ERS, do I have to be paid out of my sick bank?

A: When using ERS, you can elect to either be paid out of your accrued sick bank or unpaid.

Q: It's day one of my Reserve block. I'm liable for contact, but not feeling well. Can I use ERS to report sick?

A: At this time, Reserve Flight Attendants can only use ERS between 2-48 hours before the start of your Reserve contactable time. Since you are liable for contact, you will need to call Crew Scheduling in order to call in sick/ill.

Q: Can I only use ERS on CrewHub?

A: No. You can use the ERS system on CWA, CrewView, and CrewHub.

Weather or Natural Disaster Related Absence (WDA) (Article 32)

Q: I tried to drive to my base and there was massive flooding, the delay caused me to miss my check-in and I got a No Show. Is there anything I can do?

A: Yes, in Contract 2024 there is an added protection called the Weather and Natural Disaster

Related Absence (WDA). If you qualify under the language in Article 32.3.I and provide valid documentation to the Company within 5 days, your No Show will be converted to a WDA.

Q: If I end up getting the No Show removed, after I provide documentation to the Company within 5 days, will it impact quarterly record improvement?

A: No. If your No Show is converted to a WDA, it will not count against quarterly record improvement.

Commuter Policy (Article 33)

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

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

Q: I went to list for my commuter flight and it's already canceled! Am I still covered by the Commuter Policy?

A: If the flight you were attempting to list for would've been covered by the language in Article 33.1, but it was canceled before you were able to list, you will be covered by the Commuter Policy.

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

A: You must contact Crew Scheduling to utilize the Commuter Policy. It is best practice to keep documentation of long hold times in case a grievance is required.

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.

Q: I was rescheduled to a pairing with a later release time than was originally scheduled and missed my commuter flight and there are no more Southwest flights! Is there anything that can be done?

A: Yes! Article 33.3.A says that when you are rescheduled to block-in later than scheduled and there are no SWA flights with available seat(s), including jumpseat(s), to return you to your commuter city, Crew Scheduling will provide a hotel room (upon request) and must-ride the following day to your SWA commuter city on the first available SWA flight.

Q: Do I need to register as a commuter to use the language in Article 33.3.A?

A: No. We do not have to register as a commuter, or register a SWA city as your designated

commuter city. In order to use this language, you will need to list on the commuting flight and then call Crew Scheduling to exercise your options.

Q: I was rescheduled to a pairing that was scheduled to arrive really close to my commuter flight... and then I was selected for random drug/alcohol testing! Is there anything I can do?!??

A: Yes. The language in Article 33.3.A applies in this situation too!

Remember: You should always call Crew Scheduling when selected for random drug/alcohol testing to extend your duty day appropriately.

Q: I had to use the Commuter policy and Crew Scheduling pulled my 3-day. Is there anything I need to do?

A: You must pick up a comparable Open Time pairing (i.e., 3-day for a 3-day) within 30 days from the date the pairing was pulled. Keep in mind that the pairing does not need to be flown within those 30 days, the pairing just needs to be picked up within that time frame. After you pick up your comparable pairing, you need to contact Crew Scheduling and let them know that you've fulfilled your obligation.

Q: What if I don't pick up a comparable pairing within the 30 day time frame?

A: If you do not pick up a comparable pairing, Crew Scheduling may assign a comparable pairing within the subsequent thirty (30) calendar days and provide notification of the assignment. (Article 33.1.A.7)

Hotel Language (Article 35)

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

A: No. In accordance with Article 35.2.C, 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.

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

A: Thirty (30) minutes from block-in or thirty (30) minutes after the last scheduled change

occurring to your assignment, whichever is later. (Article 35.3.A)

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 Crew Scheduling so they can make note of it. (Article 35.3.A)

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

A: No.

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.

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

A: Crew Scheduling will adjust your duty day to end at the time you acquire your hotel room, not when you arrive at the hotel.

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.

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