

Basics of the Fatigue Policy

When snowstorms, hurricanes, aircraft issues (the list goes on) arise, we can end up on long duty days and short overnights. While we do not have a “drop dead” clause in our Contract, we do have language in Article 25 that pertains to when a Flight Attendant is unsafe to fly or perform required duties. Let’s take a moment to discuss this language.

“I got caught up in a snowstorm and was stuck at the airport waiting for a hotel. By the time I got my hotel information, my duty day was well over 14 hours. Crew Scheduling gave me exactly 10 hours FAR rest. I am not feeling safe to work in the morning. What are my options?”

The Fatigue language from Article 25 is available to you. Your long day and short overnight were caused by operational factors. It is your choice to utilize the Fatigue language, and you must contact Crew Scheduling to exercise this language.



“So, what happens when I call Crew Scheduling and tell them I’m fatigued?”

Scheduling will:

- pull you from your trip.
- give you a minimum of eleven (11:00) hours of uninterrupted rest.
- attempt to rejoin you back to your original trip or reassign you to other flying. They should attempt to do this on your initial call to them. If they are unable to assign you at that time, they will require you to call back at the end of your designated rest period to receive your new flying assignment.

If Crew Scheduling requires you to call back to receive your new flying assignment, you will be given two (2) hours to report to the airport.



“I called in fatigued to Crew Scheduling and they told me to call back after my rest period... but I forgot what time they told me to call!!! How do I know when to call back?”

When we call in fatigued, there must be eleven (11) hours of uninterrupted rest scheduled from the time of the call. While it is always a good idea to verify on the call your required contact time, you can check your CWA screen for notes or contact Crew Scheduling to verify what time you need to call back.

“I called back after eleven (11) hours and Crew Scheduling gave me a different assignment. Is this legal?”

Yes. After a fatigue call, we must be available for a rescheduled assignment.

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“What am I responsible to do after calling in fatigued?”

First and foremost, get some rest! If Crew Scheduling was unable to get you back on your original trip or give you a reassignment when you initially called in fatigued, you must call Crew Scheduling back at the time they specified. When you call, they will need to give you the new flying assignment or return you back to base (you could be required to sit APSB once you are back in domicile). You will be given two (2) hours to report to the airport.

Beginning in 2020, a new Inflight Fatigue Risk Management Plan (IFRMP) was introduced as a means for the Union and Company to analyze the causes of fatigue. In June 2023, the location of the Inflight Fatigue Report moved to the “SWA Reporting” app on the home screen of your IEFB. You can also find the form on SWALife.

You will need to complete the Inflight Fatigue Report **within 72 hours** after notifying Inflight Crew Scheduling of the fatigue, to be considered for pay.



-OR- SWALife > My Work > Inflight > Reporting > Fatigue Reporting

“What exactly is this new Fatigue Risk Plan?”

This plan was created as a means to understand what causes us to be fatigued when we are on trips.

There are definitely days when all it takes is looking at your trip sheet to see what caused your fatigue. However, there are circumstances that cannot be seen by looking at your trip. A middle of the night fire alarm that keeps you from your room for multiple hours or construction at the hotel that prevents you from sleeping are a few examples of what affects your ability to have proper rest.

The Inflight Fatigue Reports submitted after fatigue calls will be reviewed by a committee composed of Union and Company representatives. Names of those Flight Attendants who submit reports are redacted for this review process.



“I don’t need to use the Fatigue Policy because I feel safe to fly. But is there a way for me to report a fatigue concern?”

There is! On the Inflight Fatigue Report, there is an option to report a fatigue concern. This will allow you to provide feedback regarding potential fatigue issues online for the committee to review and take into consideration when changing policies to ensure the safe operation of our aircraft for Crew and Passengers alike.