

Frequently Asked Questions

Automated Reserve Release

Most Frequently Asked Questions about... the new Automated Reserve Release

Emailed on 10/01/225 by the Education Committee

On Monday, September 29, 2025, Southwest Airlines and the TWU Local 556 Joint Technology Implementation Subcommittee (JTIS) excitedly announced the initial roll-out of the automated Reserve release self-service function (Phase 2.0). This automated function brings us closer to completing the implementation of the agreed upon self-service Reserve options from our Pink Contract. What does this mean for our Reserve Flight Attendants??? We're one step closer to Reserve Flight Attendants being able to request their release from a Reserve obligation without having to speak to Crew Scheduling. Barring any unforeseen technology hiccups, this Reserve functionality will be "go live" on Wednesday, October 1, 2025, on both CrewHub and CrewView/CWA.

FAQ - Automated Reserve Release Functionality (Phase 2.0)

Q1: "Did the Pink Contract absolve Reserve Flight Attendants of the responsibility to be released by Crew Scheduling after an assignment?"

No. It contractually remains the Flight Attendant's responsibility to be released after a Reserve assignment (flying or APSB). Our Pink Contract added a couple new protections of a Reserve Flight Attendant's time though!

Q2: "What is 'Phase 2.0'... and how is that different from future versions of the Electronic Reserve Release Functionality?"

Part of implementing these big changes to our Reserve procedures is affording Crew Scheduling a reasonable amount of time to adjust their current behaviors to match a newly introduced technological world. The new automated Reserve release functionality is just one more step in the full electronic implementation of release options for our Flight Attendants.

In Phase 2.0, when an inbound Reserve has blocked in at domicile, their status will automatically change to one of three options:

- **Additional Assignment:** If the Reserve has been assigned something else to work. If there is an additional assignment, the Flight Attendant has the option to self-acknowledge that assignment and report as scheduled. If they do not self-acknowledge, they must contact Crew Scheduling for the additional assignment.
- **Status Pending:** If there is no additional assignment at that time, Crew Scheduling will evaluate the operation and either assign the Reserve an additional assignment or release them from their Reserve obligation within thirty (30) minutes of block-in from a pairing.
- **Released:** If released, the status will be changed to "Released" and a new liable for contact time will be displayed.

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Important Note: Article 11.3.A.5.a-b added language protecting a Reserve Flight Attendant's release time after a flying assignment or APSB. This new language did not remove a Reserve Flight Attendant's responsibility to be released at the completion of an assignment. What it added was that if the Flight Attendant has not been given an additional assignment (or returned to Reserve status) within thirty (30) minutes of block-in from a pairing or scheduled end time of an APSB shift, they **"will be released"**. How does this help? This solves the problem of Reserve Flight Attendants waiting on hold to speak with Crew Scheduling, sometimes for HOURS during major IROPs.

Q3: "What is the difference between Phase 2.0 and Phase 2.5?"

In Phase 2.0, the Reserve statuses will be reflected automatically at block-in of a pairing or completion of an APSB shift. Once the assignment is flagged as "Status Pending", Crew Scheduling will evaluate the operation and either give the Flight Attendant an additional assignment, or release them from duty. Keep in mind that Crew Scheduling is required to give any additional assignment within thirty (30) minutes of block-in of a Reserve pairing or completion of the five (5) hour APSB shift. If the applicable timeline for your Reserve assignment has passed, you "will be released". (Article 11.3.A.5.a-b)

NOTE: You can still call Crew Scheduling to initiate release from a Reserve assignment, if you would prefer. This automated system is another option to allow the Flight Attendant more freedom from the Crew Scheduling hold music!

In Phase 2.5, the Flight Attendant will have the ability to press a button and request release from their Reserve assignment. While the contractual release time restrictions are still applicable (no later than thirty (30) minutes from block-in or completion of an APSB shift), this ability will be extra helpful for those who arrive back into domicile early or have a light flight and want the release/reassignment process to happen quicker. The reason these two functionalities have been staggered is to allow Crew Scheduling the needed adjustment time for the change of when to evaluate the need for a Reserve's release/reassignment.

Q4: "Will 'Status Pending' just allow Crew Scheduling to keep a Reserve on the hook for additional assignments longer???"

No. "Status Pending" is essentially Crew Scheduling asking you to hold while they "see if there's anything for you." Article 11.3.A.5.a-b is very clear that if additional assignments are not given to a Reserve within thirty (30) minutes of block-in at domicile (pairing) or completion of their scheduled APSB shift, they "will be released."

Q5: "What do all these new statuses mean???"

Displayed in the new "Reserve Status" section, you'll find one of five statuses indicating what you're up to on Reserve.

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- **Assigned:** Crew Scheduling has assigned the Flight Attendant a pairing or APSB, but the Flight Attendant has not checked in. *It's important to remember that being assigned something does not remove your responsibility to check-in via approved methods no later than your scheduled check-in time.*
- **In Progress:** The Flight Attendant has checked in and is currently working their assignment. This will only show between check-in and block-in of a pairing and during the scheduled APSB shift.
- **Status Pending:** During the thirty (30) minute debrief window after block-in of a Reserve pairing, Crew Scheduling is evaluating the operation and determining the need for reassignment or release.
- **Additional Assignment:** The Flight Attendant has been given an additional assignment either during their APSB shift or following their inbound pairing (aka reassignment).
- **Released:** The Flight Attendant is released from their flying assignment or APSB shift.

 New Reserve Status Codes	
Assigned	Crew Scheduling has given an assignment but the FA has not yet checked in.
In Progress	FA has checked in and is currently working their Reserve assignment.
Status Pending	Crew Scheduling is evaluating the operation and determining release/reassignment. This happens within the 30 minute debrief window.
Additional Assignment	FA has been had an additional assignment added to their schedule.
Released	FA has been released from their Reserve assignment (pairing or APSB).

Q6: "How does this change how I function as an inbound Reserve at the end of my block?"

When you block-in from a Reserve pairing, your status will automatically change to "Status Pending", "Released", or "Additional Assignment". If "Status Pending" is reflected on your screen, this is allowing Crew Scheduling to evaluate the operation and either give an additional legal assignment or release you. This is essentially the same process as takes place today... but it's initiated automatically and doesn't require a phone call to be made.

Example (Phone): It's day three of my Reserve block (last day of obligation) and I'm returning to domicile from a 3-day pairing. I block in at 1200 Local Time and as soon as the last passenger deplanes (1215 Local Time), I jump on the phone to Crew Scheduling. The clock hits 1230 Local Time, there is not an additional assignment on my screen, and I'm still on hold waiting to speak to Crew Scheduling. Because it's been thirty (30) minutes from block-in, I am automatically released and can make my way home.

Example (Automated): Same scenario as above, but instead of getting on the phone with Crew Scheduling, I open up CrewHub/CWA. It's currently 1215 Local and my request shows "Status Pending". No later than 1230 Local Time, the request will be changed to "Released" if I have not been given an additional assignment.

NOTE: I can be released (or given an additional assignment) earlier than 1230 Local Time, but I will be released (or given an additional assignment) no later than thirty (30) minutes after block-in of my flying assignment.

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Q7: “How does this change how I function as a Reserve finishing my APSB shift?”

Currently, at the completion of your APSB shift, you would call Crew Scheduling to be released. With this functionality, your Reserve status will be automatically changed to “Released” at the five (5) hour mark if there is not a flying assignment already assigned to you.

 **Example (Phone):** I sit my entire five (5) hour shift of APSB (1200-1700 Local Time). At 1700 Local Time, I look at my screen and there is not a flying assignment showing. I am released from my APSB shift.

 **Example (Automated):** Same scenario as above but at 1700 Local Time, I look at CrewHub or CrewView/CWA and notice that my Reserve status has been changed to “Released”. If applicable, my adjusted liable for contact time for my next Reserve day will be displayed.

NOTE: While on APSB, you can still be assigned a flying assignment which is scheduled to depart up to one (1) hour after the scheduled completion of the APSB shift. However, a flying assignment must be assigned to an APSB during their scheduled shift and cannot be given after the scheduled completion of the shift. If you have been assigned a flying assignment after the completion of your five (5) hour APSB shift, please contact the Union Office for assistance. (214) 640-4300

Q8: “On the last day of my Reserve block (not B2/B3 at the end of the month), I am contractually liable for an assignment on APSB until the last scheduled roundtrip departs from the domicile of my Reserve obligation. How will the Phase 2.0 automated changes affect this contractual language?”

With APSB, the Reserve status will not change to “Released” until the end of the completed five (5) hour shift. If you would like to be released when the last scheduled roundtrip has departed, you would need to call Crew Scheduling for that release to be manually granted. When Phase 2.5 is introduced, you will have the ability to request release via electronic means.

REMINDER: If you have not been given an assignment on the last day of your Reserve block (not a B2/B3 block at the end of the bid month), you are no longer liable for contact once the last scheduled roundtrip (published electronically on CWA) has departed. On the last day of the bid month (B2/B3 block), you are no longer liable for contact once the last flight of the night has departed from the domicile of your Reserve obligation.

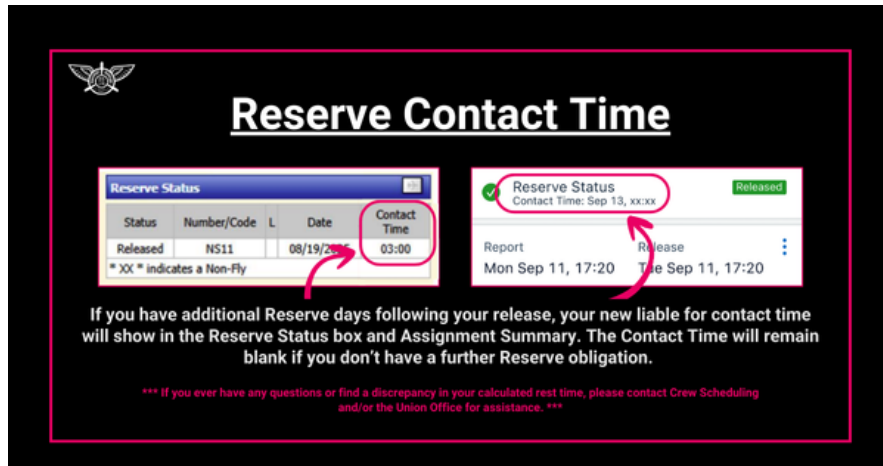
Q9: “What if it’s not the last day of my Reserve block? If I use the electronic system, how will I know my liable for contact time???”

When your Reserve status is changed to “Released”, if you have further Reserve obligations (aka more days of Reserve), your liable for contact time will be displayed in the “Reserve Status Contact Time” column and in the “Assignment Summary” on CrewHub.

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Reserve Contact Time

If you have additional Reserve days following your release, your new liable for contact time will show in the Reserve Status box and Assignment Summary. The Contact Time will remain blank if you don't have a further Reserve obligation.

*** If you ever have any questions or find a discrepancy in your calculated rest time, please contact Crew Scheduling and/or the Union Office for assistance. ***

Q10: "Will the Contact Time only calculate for the required contractual domicile break... or will it take into account my Reserve Shift times?"

The displayed "Contact Time" will take into account both your required domicile break AND the contactability times for your Reserve Shift designation. It's important to remember that with the new Shifted Reserve System, you are now only liable for contact during specific hours. This means you would be liable for contact after the contractual domicile break or during your scheduled Reserve Shift hours, whichever is later.

Keep in Mind: When you are released from duty after an assignment (mid-block), you are required to receive at least 11:30 hours from end of debrief to liable for contact/check-in (pairing) - or - 12 hours from end of APSB to liable for contact/check-in (APSB).

Q11: "If I finish my Reserve shift and have not been given an assignment, is there anything that I need to do with this new automated system??"

No. Once your designated Reserve shift has been completed, you are no longer liable for contact and will be "on-call" again during your next scheduled Reserve shift.

Q12: "Am I required to use the electronic option to be released from Reserve?"

We strongly recommend that you use the electronic option to be released and avoid having to wait to connect with a Crew Scheduler to be released from a Reserve assignment. While this electronic feature provides each of us the opportunity to be notified of an additional assignment or automatically/electronically released from a Reserve assignment via a self-service function, it does not negate the option of calling Crew Scheduling on the recorded line.

Important FYI: If at any time there is an issue with the system, you can contact Crew Scheduling to be released or for further assignment.