

Frequently Asked Questions by Probationary Flight Attendants

Most Frequently Asked Questions about... Reserve

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Q1: "It's the last day of my Reserve block. When am I no longer liable for contact?"

All of our Reserve designations (SAR/SPR/JAR/JPR/JLR) have a specified shift for which the Flight Attendant is liable for contact. On the last day of a Reserve block (not the last day of a bid month):

- A Senior AM Reserve (**SAR**) is finished with their obligation after 1100 Local Time.
- A Junior AM Reserve (**JAR**) is finished with their obligation after 1500 Local Time.
- A Senior PM Reserve (**SPR**) is finished with their obligation after 1800 Local Time.
- A Junior PM Reserve (**JPR**) is finished with their obligation after 2200 Local Time -or- when the last scheduled roundtrip has departed the domicile (Article 11.15.A.2).
- A Junior Late Reserve (**JLR**) is finished with their obligation when the last scheduled roundtrip has departed the domicile (Article 11.15.A.2).

NOTE: You can find the time of the last scheduled roundtrip in CWA > Reports > Last Round Trip and Departure Report.

IMPORTANT: On the last day of a Reserve block, Crew Scheduling will not assign (or reassign) any flights that were originally scheduled to return to domicile past 0259 Local Time (end of debrief). This includes, but is not limited to, Red Eyes, a Night Flight, or a Charter. (Article 11.18)

Keep in Mind: You are automatically released at these times on the last day of your Reserve block and do not need to contact Crew Scheduling. That doesn't prohibit you from calling and making sure you're all good to turn your phone off or commute home.

Q2: "I'm on JAR in OAK. I've read that JAR isn't liable for contact until 0300... but is that Local Time or Central Time?"

Back in 2011, the FAA defined Southwest Airlines' domicile day as 0300 Local Time through 0259 Local Time. Because of a technology issue with the Crew Scheduling computer system, no Reserve Flight Attendant can be made to be available earlier than 0300 CENTRAL TIME. This means that due to the different time zones, Flight Attendants on their first day of JAR in Pacific and Mountain time zones, *can* be liable for contact before 0300 LOCAL TIME. (RBF 2011-232)

Junior AM Reserve (JAR) is liable for contact from 0300 Local Time -or- 2 hours prior to the first scheduled check-in at domicile, whichever is sooner, but no earlier than 0300 Central Time on day one.

Keep in Mind: A Reserve Flight Attendant on an overnight or scheduled domicile break is not required to answer or return a call from Crew Scheduling.

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Q3: "I was just assigned a turn on my last day of Reserve that doesn't get done until 0200 Local Time! That is cutting into my day off. Do I have any options?"

Unfortunately, no. Our defined domicile day does not start and stop at Midnight like the calendar day.

**"Domicile Day: A period from 0300 to 0259 local domicile time in the domicile where the pairing originates."
(Article 5)**

It's also important to remember that being part of the travel industry comes with the chance of delays, cancellations, and overall system disruptions. Lineholder and Reserve Flight Attendants alike can be required to remain with their pairing until its completion (even past the start of a new domicile day), when IROPs are occurring. (Article 8.2.B.5)

Q4: "This is my originally assigned Reserve month. I was just given a 3-day pairing that only pays 16 TFP. Will my pay be increased to my guarantee of 19.5 TFP, or 6.5 TFP per day?"

For an originally assigned Reserve month, you will have a **MONTHLY** guarantee. You will be compensated your monthly Reserve guarantee, or what you work on those blocks, whichever is greater. Your monthly Reserve guarantee is calculated using the 6.5 TFP per originally assigned day, but that is not a daily guarantee. To calculate your monthly Reserve guarantee, take the original number of days originally assigned and multiply that by 6.5 TFP.

Example: I am originally assigned a Reserve line with four 3-day blocks (12 total days of Reserve). My monthly guarantee will be 12 (original days assigned) x 6.5 TFP = Monthly Reserve Guarantee of 78 TFP.

Monthly Reserve Guarantee

(Article 11.16.C)

My Assignments

1	Jul	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
BJARX B		BJARX B		BJARX B				BJARX B		BJARX B		BJARX B				
17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
					BJARX B			BJARX B			BJARX B					

This Flight Attendant was originally assigned four Tuesday - Thursday JAR blocks for the month.

**12 originally assigned Reserve days x 6.5 TFP =
78 TFP Monthly Reserve Guarantee**



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Keep In Mind: If you give away a Reserve block and later pick up a Reserve block, the “picked up” Reserve block will be considered original. (Article 11.8.C) It will count towards your monthly Reserve guarantee and be used for a cumulative RDV.

Example: I was originally awarded four Monday - Wednesday Junior PM Reserve (JPR) blocks. I’m a commuter, so I chose to “block” my Reserve and traded two of my original blocks with a classmate. I am now scheduled to work two back-to-back Reserve blocks... and then have more time off. Even though my new Reserve blocks are labeled with a pink “T” (for traded), they will be considered a replacement for the original assignments I gave away. Any flying/APSB assignments I am given will count towards my monthly Reserve guarantee, and I will begin the block with a cumulative RDV.

Monthly Reserve Guarantee (Article 11.8.C)

29	30	1 Jul	2	3	4	5	6	7	8	9	10	11	12
					BSPRT B	BSPRT B	BSPRT B	BJPRK B	BJPRK B	BJPRK B			
13	14	15	16	17	18	19	20	21	22	23	24	25	26
					BSPRT B	BSPRT B	BSPRT B	BJPRK B	BJPRK B	BJPRK B			
27	28	29	30	31	1 Aug	2	3	4	5	6	7	8	9

This Flight Attendant was originally assigned four Monday - Wednesday JPR blocks for the month. The two traded blocks (4-6 and 18-20) will be treated as original assignments for the Monthly Reserve Guarantee calculation and cumulative RDV.

**12 originally assigned Reserve days x 6.5 TFP =
78 TFP Monthly Reserve Guarantee**

Q5: “Is there a cutoff to trade or giveaway my Reserve block?”

Yes. A Reserve block/day can be traded or given away up until 1600 CT the day prior to the Reserve block/day. (Article 11.10.C)

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Q6: "I was just assigned this pairing on Reserve. Notice that my check-in time and scheduled departure is only 15 minutes apart! Is that legal?????"

"Gate Check"

(Article 11.3.D)

	Herb Time		<- Click to toggle. ->		
Flight	Depart	Arrive	Eq	Pax	Position
	Rpt 0500				
DH 2353	HOU 0515	MSY 0615	7M8	82	
3904	MSY 0725	BNA 0847	800	169	

For Reserve, you are **not** guaranteed to have one (1) hour from check-in time to scheduled push!



Yes. The language in Article 11.3.D states that a Reserve Flight Attendant "must be able to be onboard the aircraft in full uniform within two (2) hours after notification." When Crew Planning is building our pairings, they provide the required one (1) hour from check-in to scheduled departure. However, for Reserve assignments, Crew Scheduling can assign pairings that have you reporting with less than one (1) hour to scheduled departure. This is referred to as a "Gate Check". If due to a "Gate Check", Crew Scheduling has you reporting after the time Crewmembers are required to be at the aircraft per Article 8.2.A.1.c, you must check-in via the gate or jetway phone.

***** It is VERY important to double-check your check-in time and scheduled departure when being assigned a flying assignment on Reserve. *****

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Q7: "I was given APSB that checks in at 0500 Local Time. I got to the airport to check in and noticed that now I have a trip on my screen that checks in at 0500 Local Time and has a departure of 0530 Local Time. Because I was originally assigned APSB, will that count towards my monthly five (5) APSB maximum?"

Unfortunately, no. If Crew Scheduling assigns a flying assignment to a Reserve prior to the Flight Attendant checking in for APSB and the first leg of the pairing is scheduled to depart within an hour of the original APSB scheduled check-in, it will not count towards the five (5) time monthly APSB max. (Article 11.3.A.7.c)

However, if you had checked in for your APSB assignment at 0500 Local and Crew Scheduling called and assigned you a trip after your scheduled check-in time, that would count towards your five (5) APSB monthly assignments because you actually checked in for APSB.

Q8: "I was assigned a pairing that checked in at 0600 Local Time. I got to the airport to check in and the pairing is gone! In its place is APSB that checks in at 0600 Local Time. Is that legal? And will I be pay protected for the pairing I was assigned?"

Yes, this is legal. Because Crew Scheduling gave you the required two (2) hours to report... even though it is for a different assignment than you spoke about... you will now be responsible for sitting APSB.

No, you are not pay protected for the flying assignment. Keep in mind that when on Reserve, we are compensated our monthly/block/day guarantee, or what we work, whichever is greater.

Q9: "I was assigned APSB from 1800–2300 Local Time, but the last departure is scheduled to leave at 2215 Local Time. Can I call after it pushes to be released?"

Yes. If the last departure has pushed, you can call Crew Scheduling to be released from APSB. Keep in mind, your domicile break will begin at that time. After APSB, you are to receive at least a twelve (12) hour domicile break from release of APSB to liable for contact/check-in. This means you will be liable for contact after the domicile break or at the start of your Reserve Shift, whichever is later. If you have remaining days of Reserve in your block, it's always best practice to ask Crew Scheduling, "What time am I liable for contact?"

Example 1: I am on day two of my 3-day DJAR block and liable for contact from 0300-1500 Local Time (CT). I sit a 5-hour APSB shift from 1500-2000 Local Time and am not given a flying assignment. Crew Scheduling releases me for my 12-hour domicile break. Even though my DJAR shift is set to begin at 0300 Local Time, because of my required domicile break, I am not liable for contact until 0800 Local Time.

Example 2: I am on day one of my 3-day HJAR block and liable for contact from 0300-1500 Local Time (CT). I sit a 5-hour APSB shift from 0500-1000 Local Time and am not given a flying assignment. Crew Scheduling releases me for the day for my 12-hour domicile break. My domicile break would have me legal for contact at 2200 Local Time that night, but my next HJAR shift does not start until 0300 Local Time the next day. I will be liable for contact at the beginning of my HJAR shift at 0300 Local Time.

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Also, if you don't sit the entire five (5) hours of APSB, your pay will be prorated using the calculation in Article 11.3.A.7.e.

Q10: "I am getting off probation this month! Does that mean I will hold a line for next month?"

Congratulations on getting off probation! That's a big accomplishment and you did it! Take a deep breath.

The answer to your question is a little harder to explain, because... it depends. The only Flight Attendants guaranteed a line during Primary Bidding are those in the Top 35% of the domicile and those who have vacation. Whether you will hold a line the month after completing probation will all depend on your domicile's Reserve rotation and what your seniority can hold.

Class 1.17 Reminder

Southwest Airlines Work and Conduct Rules have three Classes (I, II and III). The severity of the work/conduct infraction determines where the discipline for the violation falls on this chart. A Class I Violation has predetermined discipline of up to and including termination. You can find the list of these rules and the progressive/corrective discipline associated with infractions, on your iEFB. #17 on the Class I (one) list reads:

"Failure to fulfill or complete reserve obligation by not being within two (2) hours driving distance from domicile (of the reserve assignment) during reserve contact hours."

This means, if you are not within two (2) hours driving distance from the base of your Reserve assignment during your liable for contact hours... you can be found in violation of this work and conduct rule. This violation can lead to **discipline up to and including termination**. Class 1.17 situations affect Flight Attendants of ALL seniorities!

Remember: If you are contacted by Management for a mandatory (or fact-finding) meeting, even if on probation, call the Union Office as soon as possible to receive guidance and arrange for a Shop Steward.

(214) 640-4300

**** TWU Local 556 does not always agree with Southwest Airlines' decision on our Work Rules and the associated discipline. This education piece is intended to be a resource for our Members only.****

Tips For Staying Clear of a Class 1.17 Violation

- Be within two (2) hours driving distance (of the base associated with your Reserve block), when you are liable for contact, regardless of whether you've been given an assignment or self-assign.

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- Remain available to Crew Scheduling during your contact hours, even if you have been given an assignment or self-assign. When on Reserve, we must be contactable by Crew Scheduling for a reassignment up to check-in of any assignment given. (Article 11.3.C)
- **VERY IMPORTANT:** When you self-assign a trip on SPR/JPR/JLR, you are still required to be within two (2) hours driving distance of domicile during your liable for contact time.
- If you commute and are too ill to report to work for a Reserve block, call/report as soon as you know you are unable to work! Don't run the risk of taking medication, falling asleep, and forgetting to call in sick. Keep in mind, sick calls can be reported to Crew Scheduling or ERS, up to two (2) calendar days prior to your assignment. (Article 32.1.a)
- Reserve sick calls are for one day unless you specify a longer duration when reporting in sick to Crew Scheduling or ERS. Per our Contract, you can report in for an absence of up to five (5) consecutive days. (Article 32.1.b)
- Refrain from backing up two Reserve blocks from different bases... especially Junior PM Reserve (JPR) and Junior Late Reserve (JLR) blocks! If you are given an assignment that finishes too late to commute to the second base, you can be found in violation of Class 1.17 and receive discipline up to and including termination.
- When on Reserve, do not commute home on the last day of your block before your liable for contact time is over.
- Always remember that the Commuter Policy (Article 33) is **only applicable for the first day** of a Reserve block.

Probation is a challenging time in your young Flight Attendant career. Sitting six straight months of Reserve adds a whole new level of stress to your lives. Your TWU Local 556 Education Committee and Office Team are here to help answer your questions and make sure you are successful. As our newest Members, please don't hesitate to reach out to the Union Office via phone (214-640-4300) or Chat feature in the 556 Connect App. You can also reach out to the Education Committee via email (education@twu556.org) and we are more than happy to provide assistance.