

Frequently Asked Questions

Shifted Reserve System

Important Things to Know for the New Shifted Reserve System

Emailed on 12/27/2024 by the Education Committee

With the ratification of Contract 2024 (Pink Contract) comes a brand new, completely Shifted Reserve System. Gone are the days of 24 hours on-call! Starting January 2025, there will be five (5) Reserve Shifts with designated contact shifts, stricter assignment parameters, and so much more. But with the implementation of a completely new system comes a lot of confusion and questions. Our TWU Local 556 Education Committee hosted three (3) Zoom webinars and answer countless questions from our Membership. Using the questions we have heard from you, we have created this comprehensive, but not exhaustive, list of questions and answers. So, let's take a look at the most frequently asked questions for our new Shifted Reserve System!

Reserve Shifts & Important Things to Know

Q1: "What are the new Reserve Shifts?"

The new Reserve Shifts are Senior AM Reserve (SAR), Senior PM Reserve (SPR), Junior AM Reserve (JAR), Junior PM Reserve (JPR) and Junior Late Reserve (JLR).

Q2: "Does 'Senior' and 'Junior' in the new Reserve Shift types mean that only senior FAs will hold Senior Reserve (SAR or SPR)?"

No. The "Senior" and "Junior" labels are simply Reserve type designations and have nothing to do with actual seniority. All Reserve Shifts will be bid on during the Secondary Bidding process and will be awarded based on seniority and bid order submitted.

Q3: "Why was Junior Late Reserve (JLR) added to the shifted designations?"

Southwest wanted to ensure there was coverage at all times of the day.

Q4: "Which Reserve designations will be required to sit APSB?"

All Junior Reserve designations (JAR, JPR, and JLR) can be assigned APSB. Senior Reserves (SAR and SPR) may not be used for APSB. (Article 11.3.B.2)

Q5: "Does Crew Scheduling have to use Senior Reserves before Junior Reserves? Or AM designations before PM designations?"

No. There is no Contractual requirement for Crew Scheduling to use one Reserve designation before another. The order of assignment language remains consistent with our previous Contract and can be found in Article 11.5.

Q6: "Can Crew Scheduling assign a Red Eye flight on the last day of Reserve?"

No. All Reserve assignments must be scheduled to release in domicile by 0259 Local Time on the last day of a Reserve block, regardless of Reserve type. (Article 11.19)

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Q7: "Can Crew Scheduling assign APSB that checks-in after the end of your contact time?"

Yes. Once per month Crew Scheduling can assign APSB (or a pairing) that checks-in between 2:01 and 4:00 hours after the end of your contact time, as long as the assignment was given **during your contact time**.

Contact Times & Assignment Parameters

Q8: "Can Crew Scheduling call me prior to my Contact Time? What if I am on my domicile break between assignments during a block?"

Courtesy calls from Crew Scheduling should cease once the Shifted Reserve begins. If Crew Scheduling calls outside of your Contact Time and you answer, you will be liable for the assignment and compensated 2.0x for its duration. When you are on a Contractual domicile break during a block of Reserve, Crew Scheduling should not contact you until your domicile break is complete. You will have 2:00 hours until check-in once they contact you.

NOTE: If you think you were contacted prior to your contact time, please call the Union so they can research the situation and see if the premium should be applied.

Q9: "For East Coast Senior AM Reserve (SAR), is contact time of 0300 Central Time on Day 1 only, or all 3 days of the block?"

SAR for the East Coast bases is 0300 Central Time every day of the block, not just the first day.

Q10: "Can Junior AM Reserve (JAR) be contacted prior to 0300 Central Time?"

JAR contact time is two hours prior to first scheduled check-in or 0300 Local Time, whichever is earlier, but no earlier than 0300 Central Time on the **FIRST day of the block**. Subsequent days of the JAR block are two hours prior to first scheduled check-in or 0300 Local Time, whichever is earlier.

Q11: "Which Reserve designations will be required to sit APSB?"

All Junior Reserve designations (JAR, JPR, and JLR) can be assigned APSB.

Q12: "Define 'first scheduled check-in' and how do I find it?"

The Reserve Report will show the JAR contact start time as 2 hours prior to first check-in of the day. If the report shows 0300 Central Time, then the first check-in for that day is 0500 Central Time.

1	199999	3421	FLIGHT ATTENDANT A		CJAR	3	1876	P--	0	0300	-
2	199992	3414	FLIGHT ATTENDANT B		CJAR	3	1307	P--	0	0300	-
3	199989	3411	FLIGHT ATTENDANT C		CJAR	3	490	P--	0	0930	-
4	199988	3410	FLIGHT ATTENDANT D		CJAR	3	434	P--	0	0300	-
5	199986	3408	FLIGHT ATTENDANT E		CJAR	3	382	P--	0	1205	-
	199975	3397	FLIGHT ATTENDANT F		CJAR	3	0	P--	0	0300	←

Frequently Asked Questions

Shifted Reserve System

Q12: "Will Crew Scheduling no longer contact us at all? Just assign us a trip and that's it?"

Just like today, Crew Scheduling is still required to call you if you have not self-acknowledged your assignment.

Q13: "Can we still select pass or fly?"

Yes, nothing changed with Pass/Fly and RDV. **This did not change.** (Article 11.5.A.1-3)

Q14: "Is there an incentive if Crew Scheduling calls you for an assignment with less than two (2) hours until report?"

If you choose to accept an assignment with less than a two (2) hour call out, you will be paid 2x for the entire pairing. **This did not change.** (Article 11.3.A.4 & Article 11.3.B.1)

Self-Assignment (Article 11.19)

Q15: "What are the check-in time restrictions for self-assignment on SAR and SPR?"

SAR can self-assign pairings that check-in at or before 0959 Local Time. SPR can self-assign pairings that check-in at or after 1000 Local Time.

Q16: "What are the check-in time restrictions for self-assignment on JAR, JPR and JLR?"

JAR can self-assign pairings that check-in at or before 0559 Local Time. JPR can self-assign pairings that check-in between 1000-1159 Local Time. JLR can self-assign pairings that check-in between 1500-1659 Local Time.

 Shifted Reserve Self-Assignment Timeline	
Senior AM Reserve (SAR)	Pairings that originate at or before 0959 Local Time beginning at 1800 Local Time the day prior.
Senior PM Reserve (SPR)	Pairings that originate at or after 1000 Local Time beginning at 2200 Local Time the day prior.
Junior AM Reserve (JAR)	Pairings that originate at or before 0559 Local Time beginning at 1830 Local Time the day prior.
Junior PM Reserve (JPR)	Pairings that originate between 1000 - 1159 Local Time beginning at 2230 Local Time the day prior.
Junior Late Reserve (JLR)	Pairings that originate between 1500 - 1659 Local Time beginning at 2230 Local Time the day prior.

SHIFTED RESERVE SYSTEM

Frequently Asked Questions

Q17: "If you are good for 3 days, are you able to self-assign to a 2-day or turn on Day 1? Same goes for if you're good for 4 days, can you self-assign for a 3-day?"

We are still only able to self-assign pairings that equal the number of days we are good for assignment.

Q18: "We have trips that report in the evening, and we are going to be adding Red Eye flying. Who will be able to self-assign those pairings?"

Senior PM Reserve (SPR) can self-assign any pairing that reports at or after 1000 Local Time, so they will be able to self-assign those late check-in pairings.

Q19: "Will all trips still be eligible for self-assignment at 0300 Local the morning of my Reserve day?"

Yes. Max Allowable Pairings still drops to zero at 0300 Local Time.

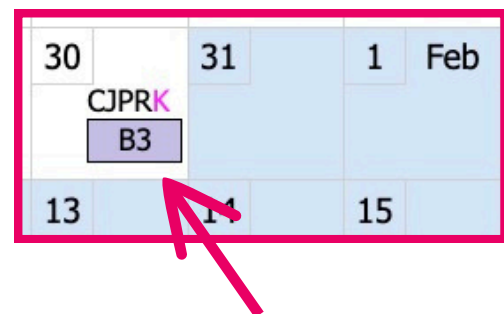
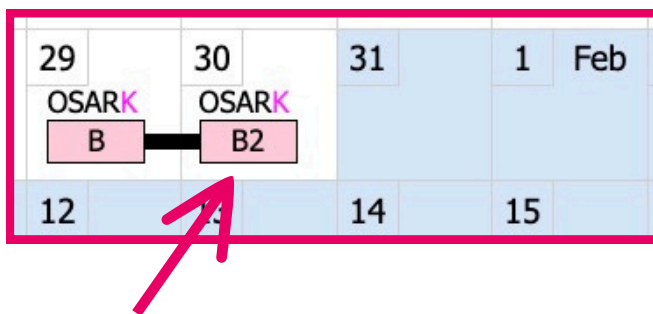
Q20: "Is Crew Scheduling allowed to put a trip on your board prior to being able to self-assign?"

No. Self-assignment begins at 1800 Local Time (SAR), or 1830 Local Time (JAR), and Crew Scheduling can begin assigning SAR and JAR at 1900 Local Time. Self-assignment begins at 2200 Local Time (SPR) or 2230 Local Time (JPR and JLR), and Crew Scheduling can begin assigning SPR, JPR and JLRs at 2300 Local Time. This means that all Reserve designations have the opportunity to self-assign prior to Crew Scheduling placing assignments on their board.

End of Month Liability (Article 11.13)

Q21: "Will there still be B2/B3 blocks on the last day of a bid month?"

Yes. B2/B3 blocks will still be built by Crew Planning for end of month coverage into the new bid month. If a Reserve is not contacted by the end of their shift, or by the last **DEPARTURE** on a B2/B3 day, they are automatically released. The Reserve is not obligated to contact Crew Scheduling to be released in this situation but may do so if they prefer.



Frequently Asked Questions

Shifted Reserve System

Blocking (FA TT/GA) & Combinability (Crew Scheduling)

Q22: "For blocking purposes, only JLR can follow JLR. What about before JLR?"

Any Reserve designation can be blocked before JLR.

 Contract 2024

Shifted Reserve Blocking

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

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

Q23: "Can Crew Scheduling still combine Reserve blocks if they are the same code?"

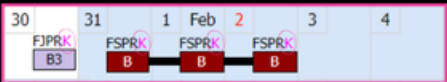
Yes, if two blocks are coded the same (K, T, or B) then Crew Scheduling can combine them up to a 4-day. This combinability language did not change in the new Contract. (Article 12.12.A)

 Contract 2024

Reserve Combinability (Article 11.15.B)

Reserve blocks with the same designation ("K", "T", or "B") are automatically combinable by Crew Scheduling for up to a 4-day assignment. But what does this look like???

Because these two blocks have the same designation ("K"), they are **automatically combinable** by Crew Scheduling for up to a 4-day assignment.



These two blocks have different designations "K" and "B" and are **not automatically combinable** by Scheduling.



NOTE: The *type* of Reserve (AMR/PMR/RR and now SAR/SPR/JAR/JPR/JLR) does NOT come into play with combinability.

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Shifted Reserve System

Commuter Policy on Reserve (Article 33)

Q24: "Will the Commuter Policy remain the same or will that change with the new Reserve System?"

The Commuter Policy itself remains the same, with the requirement that you list and present for a flight(s) scheduled to arrive no later than 30 minutes prior to good for contact time. With the new Shifted Reserve System, SPR, JPR, and JLR can commute into domicile **on Day 1 of their block**.

Q25: "Why can a SPR not commute daily if they aren't liable for contact until 1000 on Day 2 and Day 3?"

Just like today, the Commuter Policy only covers the first day of a Reserve block. Even though you are not good for contact, you are still in the middle of an assignment on Days 2 and 3. It is just like how the Commuter Policy would not cover us going home while on a pairing on our overnight.

Q26: "It is Day 3, and I haven't been used. When can I commute home?"

On Day 3, all unassigned Reserves can commute home after their contact time has ended. JPR and JLR can commute home after the last round trip has departed, if it departs prior to their end of contact time. **B2 and B3 blocks on the last day of the month must wait until the last scheduled departure has pushed.**

Q27: "Where can I find the last Round Trip and Departure Report?"

CWA > Reports > Last Round Trip and Departure

STEP 1

Preferences Bid Input Displays Messages **Reports**

STEP 2

Reports

Payroll
Payroll By Date Range
VJA Availability
Reserve Report
Reserve Report 2.0
Last Round Trip and Departure Report
VJA Daily Report
Daily Charters Bid And Award Report
Daily Charters Award Report
Crew Member Charter Bids Report
Sick Bank History Report
Seniority List Report
Show LODO Trips Report

Reporting in Sick (Article 11.14)

Q28: "What are the time restrictions on reporting sick?"

The timelines for reporting sick on Reserve are not changing. If you report sick after being notified by Crew Scheduling of an assignment, you will be assessed an additional 0.5 point and may be required to visit a Company Doctor. (Article 11.14.A) If you report sick less than 2 hours prior to check-in of an assignment, you will be assessed 2.5 points. (Article 11.14.C) These points cannot be reduced by a PIN, Doctor's note or INT FMLA.