

# Reserve Information Booklet

*Revised August 2022*



*Prepared by the Master Executive Council*

AFA-CWA

- For step by step on **Reserve Preferencing** scroll to page 17 in this document.

✍ First, it's very important that you ***Read and Understand*** your AFA contract and the Contract Information Cards! Contract Cards 1, 2, 3, 6 & 16 are dedicated exclusively to Reserve issues. These cards help us to interpret and understand different areas of our contract.

✍ Knowing your contract will allow you to challenge Crew Scheduling whenever you believe they're doing something wrong and it's a violation of your contractual rights. Knowledge is power!

✍ Remember; when you talk to Crew Scheduling there are certain guidelines you must follow:

1. Always, always, always get the name of the person you talk to and the time and date of the call.
2. Avoid being disrespectful to the Scheduler. Sometimes they may be disrespectful to you but remember that all calls are recorded. If they say you were rude and you weren't, AFA can request a copy of the tapes, listen to them, and make a determination about who disrespected whom.
3. If you're told to go to the aircraft to do a flight, while on the phone with a Scheduler, be sure the assignment appears in your HI1 & HI3 before proceeding to the aircraft. That is the only proof and documentation you'll have; in the event you must defend yourself if something goes wrong. Ex. (pay credit, etc.)
4. Screenshot or print and save a new copy of your HI3 each time your schedule is changed. Again, this will serve as proof of the history of your schedule in the event something goes wrong.

1. The following pages are intended to provide various forms of information to assist you while on Reserve.

**1. “Check out Time” or “Release Time”** means the time a F/A is released from duty as set for the in Section 7.B. of the Agreement, which normally will be fifteen minutes (:15) after block-in of a flight or thirty minutes (:30) after block-in of a flight where customs clearance is required. (Section 2.Q.)

**Example:** If your flight blocked-in at 15:25, your actual release time is 15:40. If your flight blocked-in at 20:11 and you must clear customs and immigration, then your actual release time will be 20:41. You must also remember to call crew scheduling to be released.

2. **“Scheduled on Duty”** means that you cannot be scheduled to be on duty more than 14 hours per duty period. A Flight Attendant may not be assigned new flying or required to remain on duty in excess of sixteen (16) hours, including continuous duty overnights. (Section 7 paragraph C.1.)

**Example:** This means that your schedule, on paper, can never exceed 14 hours however, you may need to exceed the 14 hours in actual practice to accommodate unforeseen circumstances such as weather, mechanical, operational, etc. You **cannot** be on duty for more than 16 hours in actual practice. If a crew and/or Envoy expect, **prior to take-off**, that any contractual or FAR required legalities will be violated or that the required start of a compensatory rest period will be infringed upon, the crew may not legally depart. You should contact Crew Scheduling immediately when you know you may become illegal for flight. Once you have advised them, they will be the responsible party in the event you go illegal and end up with 16:01 + duty day. Remember the conversations are taped. A detailed duty time and rest chart can be found on the AFA MEC website at: [www.afaeeagle.com](http://www.afaeeagle.com).

3. **“Days Off”** – You are guaranteed 11 days off per month. When you are required to fly on one of your guaranteed days off, the day off will be given back to you in the same month when possible but no later than the following month. You are not required to work more than two of your guaranteed days off in any bid period. (Section 7 paragraph D.5.)

**Example:** Unfortunately, the Company may Junior Man you to work on one or two of your guaranteed minimum 11 days off. However, your day(s) off must be given back to you within that same month or no later than the following month. There is an RF entry you must do in DECS to request your payback day or days off (see RF message list on the last page). Additionally, your 11 guaranteed minimum days off must be **in your domicile**.

4. *As a Reserve Flight Attendant you are allowed to trade days off or days of availability with other RSV F/A's, pick up from Open Time, and you can also pick up a trip from a line-holder on your days off and as long as it doesn't create a conflict with your RSV duty. You can also engage in Optional Exchanges.*

**Example:** You can swap your days off for another Reserve Flight Attendant's days off or, you can swap your days of availability with another Reserve Flight Attendant's days of availability. This can assist in having the flexibility needed in order to get the day(s) off that you may need. You can also do a one-way trade known as an Optional Exchange. This means that you can help a fellow Reserve Flight Attendant by simply picking up one of their days of availability and working for them, thus giving them a day off they may need. Additionally, if you pick up Open Time or a trip from another Flight Attendant, you can still trade it, drop it or get another Flight Attendant to work it for you, if something comes up after you've picked up the time. Such transactions must be done manually through the Swap/Drops department as the automated system is presently unavailable for use by Reserve Flight Attendants. You can send requests using the appropriate RF Message form or by e-mail at: **swap.drop.desk@aa.com**.

5. **"Open Time"** – *Means flying not awarded or assigned to a specific Flight Attendant.*

**Example:** Reserve Flight Attendants may manually submit requests to pick up Open Time. You will receive pay and credit above the minimum monthly guarantee for all hours awarded. You will be guaranteed 100% credit for all time picked up, even if it cancels, above the minimum monthly guarantee. (Section 4.F.1.- 4.)

6.. **"GOLDEN DAYS"** *means a set of three days off in domicile for Reserve Flight Attendants that cannot be removed or changed by the Company or on which a Flight Attendant cannot be otherwise made available for duty by the Company. A Flight Attendant may choose to "undesignate" a Golden Day and such day shall lose its "Golden Day" designation. (Section 2.JJ.)*

**Example:** While Golden Days protect you from being involuntarily given an assignment by the Company, you can pick up Open Time, pick up time from another Flight Attendant or trade these days. When trading, keep in mind that once you break up a set of three Golden Days, any single day moved and left ungrouped with other Golden Days will lose its "golden" or protective status. (Section 7.D.2. Once the protective status is gone you may be given additional

Reserve flying, Extended or Junior Manned in accordance with Section 8.O. of the agreement.

**7. “Junior Manning”** is when the company involuntarily assigns you a trip on your days off. You need to challenge Crew Scheduling, if you’re Junior Manned and believe you have been incorrectly assigned. Time that becomes available on the day of operation must be filled by Crew Scheduling using a specific “Order of Assignment as listed in Section 8.M:

A) The entire group of Flight Attendants who may be available for the assignment is then broken into three groups:

i) *Lineholder and Reserve Flight Attendants who have “lost” flying in some manner (e.g. downgrade, cancellation, misconnect)*

1. a) *Late arriving Flight Attendants using the Commuter Policy who have lost one or more round trips;*
2. b) *Flight Attendants who have lost time due to a Downgrade;*
3. c) *Flight Attendants who have lost time due to a cancellation or misconnect.*

ii) *Volunteer/Make-up List*

1. *This list consists of Flight Attendants who have called Crew Scheduling to inform that they would like to pick up additional time and are available for assignment on that particular day.* ii) *Reserve Flight Attendants*

1. *At home Reserve Flight Attendants for whom there is at least two hours call out time available;*
2. *Reserves already on a trip whose legalities may permit the assignment of additional time;*
3. *Airport Standby Reserves*

**Example:** This one is common sense, if you’re on days off and your caller ID shows those notorious words: “call one”, “unavailable”, etc., DON’T ANSWER YOUR PHONE! When you’re on days off, you are not required to answer calls from the company or return calls to Crew Scheduling and they don’t have to be aware of your whereabouts. Once you have answered the phone however, and Crew Scheduling has been able to make positive contact, you will have to do the assignment or risk a MA. If you work the Junior Man assignment, you will receive pay and credit at 150% above the minimum monthly guarantee at your applicable hourly rate of pay, for all of the hours as set forth in Section 4. Please reference

an article posted on the AFA MEC website entitled, “**Junior Manning**” for a more detailed checklist on this topic.

## **8. “Full and Partial Releases”**

**Example:** If staffing permits, Crew scheduling may honor your request to be fully or partially released from a day of Reserve availability. Under Section 9.B.4. you may request to be released early while on a reserve duty day. On the day of duty call Crew Scheduling and ask them if you can be released. It may not be approved, but it never hurts to ask. If approved by swaps/drops, your monthly guarantee will **not** be reduced, you can call Crew Scheduling.

You can also submit a request to drop an entire day of reserve duty. Under Section 8.K.2. you can send an RF 200 DRSV message to Scheduling. The request will be processed no more than forty-eight (48:00) hours prior to the start of the reserve duty day for which the drop is requested. Should the request be granted, your minimum monthly guarantee will be under-timed 3:45 hours for each day of reserve duty dropped.

## **9. Reserve Day Slide – Section 9.K. allows you to “slide” the beginning or end of a block of reserve days.**

**Example:** Your slide request should be granted so long as reserve coverage is not comprised on the days you will now be off. If you are scheduled to be on availability Tues. – Sat. in a given week, you can request to slide the block of days to cover Sun. – Mon. If the slide is granted you will now be on availability Sun. – Thurs. and you will have Fri. – Sat. off. You will need to submit your request for reserve slide with an RF 200(base) Swap message.

## **10. Time Balancing – Section 9.C. references time balancing. It tells us that with the exception of the first day of each bid period, Reserve Flight Attendants will be placed on one list in inverse seniority order or accumulated credited hours (i.e. least time flown is first on the list).**

**Example:** We do not have a system of issuing assignments based on seniority or by submitting proffers, unlike some Reserve systems you may have worked under previously. Assignments are made based on least amount of credited hours accumulated. You may however, enter certain “preferences” of assignments.

## **11. Preferencing - We operate under a system in which, Reserve Flight**

Attendants may submit a preference for either flight assignments, Airport Standby Shifts or Reserve Availability Periods. Preferences will be submitted each day between 1000 and 1400 CST. Crew Scheduling will process reserve assignments in least time accrued order assigning issuing assignments based on Flight Attendant preferences while also taking your days of availability into account. If you have preferenced for all three-day trips and you only have two days of availability left, your preference will be passed over. Scheduling fills the credited assignments of trips and airport standby shifts first as these are the most important to the operation. (*\*note-Airport Standby Shift carry credit for time balancing purposes only and not for pay credit*)

While the contract does not require the Company to absolutely grant each Flight Attendant's preference it does require them to use their **best efforts**. For example, if you are the Flight Attendant with the least time accrued, thereby placing you first on the time balancing list, and you preference for three different trips all of which you are legal and available for, and do not receive any of them, you may be able to show that crew scheduling did not use their best efforts to honor your preference. For a more detailed explanation of the preferencing and awarding system, please reference an article posted on the AFA MEC Website entitled "**Reserve -Preferencing of Assignments**".

**12. "Call Out Time"** - *The minimum call-out period will be two (2) hours prior to check-in time. (Section 9.E.)*

Don't let Crew Scheduling tell you otherwise! The Union has received reports of Schedulers calling Reserve Flight Attendants for example, at 12:00 PM for a flight scheduled to depart at 2:00 PM. Scheduling then advises the Flight Attendant that he/she has to sign in by 1:00 PM. When the Flight Attendant objects, the scheduler claims that this was in accordance with the contract since it was now 12:00 and this is two (2) hours prior to departure. **THIS IS NOT CORRECT!** AFA has discussed this thoroughly with the Company and you have **2 hours to get to the airport and sign in after you have been contacted by crew scheduling**. If you are able to make it to the airport before the two hours that is great, but you are not required to. The Company has two choices, they can delay the departure time in order to provide you your contractually required right to a 2-hour call out or they can assign someone else who is legal to work the flight. Make sure you perform your required safety checks prior to boarding, even if you find yourself in this position and rushed.

**13. Confused about RAPs and NAPs?** A RAP is known as a "Reserve

Availability Period". Although you are on-call and must remain available to the Company to receive assignment, it is not considered "duty time." RAPS may not exceed 15 hours in duration per Section 9.B.1.

A NAP is known as a "Non-Availability Period". These non-availability periods are generally a rest period and you need not be available to the Company during these periods.

Sometimes you can be given a trip while on a RAP and it can be difficult to determine whether or not it may be legal especially when you factor in the idea that you cannot be scheduled to be on duty more than 14 hours. We recommend you reference a more detailed explanation of RAPs and NAPs by going to the AFA MEC website and reviewing the article entitled "**RAPS & NAPs**".

**14.** To protect yourself in the event you are improperly assigned flying, during or immediately after a **7-day conflict**, please review the following:

You cannot fly 7 days in a row. You must be given **one calendar** (not a 24 hour duty free period) off **in domicile** after working 6 consecutive days.(Section 7.C.2.)

If you are unable to be returned to domicile and are placed into rest on the 7th day in an outstation, due to cancellation, bad weather, mechanical or a duty time limitation - it is considered just that: rest and not a day off. Per section 2.X. of the collective bargaining agreement "*Day Off*" means a period of time between the hours of 0001 and 2400 based on local time at a Flight Attendants **domicile**, when a Flight Attendant shall be free of all duty with the Company.

Your "Day Off" will commence upon return to your domicile the following day, regardless of any previously existing flying or duty obligations. Follow up with crew scheduling to ensure you have been given your required "Day Off".

All of your 11 minimum days off must be given at your domicile.

The removal code for a 7-day conflict is 7D. Reserve Flight Attendants, please be sure to count any 7D codes in your HI1 as an off day; If you are junior manned you may not qualify for a payback day.

Remember pursuant to Section 7.E.1.a. you must be provided with prior knowledge of the start and end point of rest periods. This means that Crew Scheduling cannot tell you after the fact that a certain period of time was considered as rest.



**15. Sick Time Pay** – Paid sick time for Reserve Flight Attendants is treated in the following manner:

**Calling in Sick Prior to beginning any trip**

A Reserve Flight Attendant who calls in sick prior to beginning any flying assignment will be paid and credited with three hours forty-five minutes (3:45) per day and this amount will be deducted from her/his sick bank. The pay and credit calculation will be the same whether or not a Reserve has received any assignment from Crew Scheduling.

For time balancing purposes, a Reserve will be credited with 3:45 for each paid sick day. Unpaid sick days will receive no credit towards time balancing.

**Calling in Sick after Commencing a Trip Assignment**

Once a trip assignment has begun, how much pay and what effect the sick call will have on time balancing, will depend upon how much time the Reserve Flight Attendant has flown within that particular trip prior to the sick call.

**Calling in Sick during First day of Trip**

If a Reserve calls in sick during Day One of a trip assignment, and if the time flown is less than 3:45, the reserve flight attendant will be paid for the time flown and have the appropriate amount of time deducted from her/his sick bank to make up the difference between the time already flown and 3:45. For the remaining days of the trip, the Reserve will be paid (from her/his sick bank) and credited 3:45 per day. Such credit will also be applied for time balancing purposes.

If a Reserve calls in sick during Day One of a trip assignment, and the time already flown is greater than 3:45, the reserve will receive pay and credit equal to the amount of time flown. If there is additional flying to be performed on Day One, the reserve will receive no pay or credit for the remaining time scheduled on the Day One flying. For the remaining days of the trip, the Reserve will be paid (from her/his sick bank) and credited 3:45 per day. Such credit will also be applied for time balancing purposes.

**Calling in Sick after the First Day of a Multi-Day Trip**

If a Reserve calls in sick after the first day of a multi-day trip, the Reserve will receive flight pay and credit for any full days already flown. For the day of the sick

call, depending on how much time she/he flew on that day, she/he will receive 3:45 pay and credit (a mix of pay for time flown and deduction from sick bank to equal 3:45) or pay for the appropriate amount of time flown (if in excess of 3:45).

## **General**

- Deduction from a Reserve Flight Attendant's sick bank will never exceed 3:45 per day.
- Time Balancing Credit for sick time for Reserve Flight Attendants will be posted after 6:00 PM Central Time.
- Reserve Flight Attendants may elect to take sick time unpaid.

**16. *Assignments While on Airport Standby*** – Section 9.F.6. states that assignments among Airport Reserves will be made in least time accrued order. However, if there are two overlapping shifts of standby, which of the lowest time Flight Attendants will be given the next available assignment, assuming all are legal and available? For example, there are two Flight Attendants sitting S-1 and two sitting S-2. A round trip becomes available and is scheduled to depart at 12:00 Noon. Which of the four Flight Attendants should receive the assignment? The Flight Attendant, of the four, with the lowest time from both shifts? The one with the lowest time from only the S-1 shift? The one with the lowest time from only the S-2 shift?

**Answer:** Also found in Section 9.F.6. is language that tells us the assignment will be given to the Flight Attendant with the least amount of accrued hours (provided they are legal and available) from the earlier shift. Using the scenario listed above, the Flight Attendant with the lowest amount of flight time on the S-1 shift would be given the assignment. Crew Scheduling should look at each shift separately when determining who has fewer flight hours. Next, they should look at who is on the earliest shift and if there is a Flight Attendant who is legal and available, then she/he will be given the flight assignment. In the example above, if a two-day trip became available and was scheduled to depart at 12:00 Noon; and if one S-1 was good for one day and the other S-1 was good for two days; and if the S-1 who was good for one day had less hours; the S-1 who was good for two days should still be given the trip (even though he/she has more hours) because they were legal and available. The S-1 good for only one day is not considered to be legal and available for a two-day trip. If neither of the S-1 Flight Attendants were legal and/or available, then Crew Scheduling will start looking at the S-2 Flight Attendants to determine who is legal and available to receive the assignment.

**17. The interpretation of what constitutes a legal “Assignment Past Standby Reserve” was reached following the filing of an MEC Grievance by AFA Please refer to Section 9.F. of the Contract.**

The Grievance arose as a result of the Company’s action of assigning flying to Airport Standby Reserves which departed more than forty-five minutes past the end of their assigned Standby Reserve period. The Association maintained this was in violation of Section 9, Paragraph F., of the Collective Bargaining Agreement.

Prior to the actual arbitration of the case, the parties were able to reach a settlement. To better assist you in understanding the terms of the settlement, we offer the following examples of legal and illegal assignments. It is also important to remember that Section 9.F.3. requires assignments among Airport Reserve’s to be made in least time accrued order.

**Examples of Legal Assignments For Airport Reserve Shifts Beginning at 0530 and Ending at 1330**

***Example 1:***

Flight Attendant is signed in for his/her Airport Reserve shift, is contacted by crew scheduling and receives the following two day trip in its entirety:

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SEQ 8190 BASE ORD SEL 233 ORG SCH DOM EMJ
FA1 SMITH M EMP NBR 123456
DTEQ FLT STA DEP STA ARR ACFLY GTR GRD ACT
SKD 04 EB 4159 ORD 0810 GSP 1053 1.43 0.34
SKD 04 EB 4362 GSP 1127 ORD 1217 1.50 1.05
SKD 04 EB 4261 ORD 1322 PIT 1548 1.26 0.33
SKD 04 EB 4344 PIT 1621 ORD 1655 1.34 0.42
SKD 04 EB 4217 ORD 1737 CMI 1830 0.53
D/PSKD 7.26 P/C 0.00 TL
7.26 HALF DAY COUNT CMI 4 SKD
TL 7.26 ACT TL 0.00
SKD ONDUTY 11.35 ODL 13.12
SKD 05 EB 4401 CMI 0842 ORD 0934 0.52 0.45
SKD 05 EB 4201 ORD 1019 LSE 1117 0.58 0.33
SKD 05 EB 4202 LSE 1150 ORD 1246 0.56
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D/P SKD 2.46 P/C 0.00 TL 2.46  
SKD TL 2.46 ACT TL 0.00  
SKD ONDUTY 5.04  
SEQ SKD 10.12 P/C 0.00 TL 10.12 TAFB 29.51

This is a legal assignment. The Flight Attendant's duty day began at 0530 and was scheduled to end at 1845 for a total scheduled duty time of 13 hours 45 minutes. The "assigned trip" was scheduled to depart no later than forty-five minutes (:45) after the end of the Airport Reserve period. Remember, we look at the departure time of the trip as a whole and not the individual legs contained within sequence in this case to determine if the "assigned trip" was given within the (: 45) legal assignment window.

**Example 2:** The Flight Attendant is signed in for his/her Airport Reserve shift, is contacted by crew scheduling and receives the following work assignment:

SEQ 28217 BASE DFW DOM EMJ  
FA1 SMITH M EMP NBR 123456  
DT EQ FLT STA DEP STA ARR AC FLY GTR GRD ACT  
SKD 02 E5 3533 DFW 0645 LIT 0754 1.09 0.31  
SKD 02 E5 3534 LIT 0825 DFW 0944 1.19 1.16

The Flight Attendant completes this assignment and returns to domicile to sit the remainder of the Airport Reserve shift. At 1230 he/she is contacted by crew scheduling and receives the following new/additional work assignment:

SEQ 6506 BASE DFW DOM EMJ FA1 SMITH  
M EMP NBR 123456  
DT EQ FLT STA DEP STA ARR AC FLY GTR GRD ACT  
SKD 01 E5 3621 DFW 1410 LBB 1518 1.08 0.41  
SKD 01 E5 3620 LBB 1610 DFW 1715 1.05 1.31

This is a legal assignment. The Flight Attendant's duty day began at 0530 and is scheduled to end at 1730 for a total scheduled duty time of 12 hours. The additional/last flight assignment departs 40 minutes after the scheduled end time of the Airport Reserve shift, therefore it is within the (:45) legal assignment window.

**Examples of Illegal Assignments For Airport Reserve Shifts Beginning at 0530 and Ending at 1330**

**Example 1:** Flight Attendant is signed in for his/her Airport reserve shift and is contacted by crew scheduling and receives the following work assignment:

DT EQ FLT STA DEP STA ARR AC FLY GTR GRD ACT  
SKD 05 E5 3992 ORD 1410 ROC 1645 1.35 0.30  
SKD 05 E5 4292 ROC 1715 ORD 1820 2.05 1.15  
SKD 05 E5 4035 ORD 1935 MQT 2145 1.10  
D/P SKD 4.50 P/C 0.00 TL 4.50  
HALF DAY COUNT MQT 3  
SKD TL 4.50 ACT TL 0.00 SKD  
ON DUTY 7.50 ODL 9.40

The assignment is not legal. Although it's scheduled depart 40 minutes after the scheduled end time of the Airport Reserve shift which of course, is within the (:45) assignment window, the Flight Attendant's duty day is scheduled for over 14 hours. The Flight Attendant's duty day began when he/she signed in at 0530 and would be scheduled to end at 22:00. This would be a total scheduled duty time of 16 hours and 30 minutes and would therefore not be legally assigned trip.

**Example 2:** Flight Attendant is signed in for his/her Airport Reserve shift, is contacted by crew scheduling and receives the following work assignment:

SEQ 14104 BASE JFK DOM EMJ FA1  
SMITH M EMP NBR 123456  
DT EQ FLT STA DEP STA ARR AC FLY GTR GRD ACT  
  
SKD 04 EB 4638 JFK 0656 DCA 0830 1.34 2.30 SKD  
  
04 E4 4546 DCA 1100 JFK 1215 1.15  
  
D/P SKD 2.49 P/C 0.00 TL 2.49  
SKD TL 2.49 ACT TL 0.00  
SKD ONDUTY 6.34  
SEQ SKD 2.49 P/C 0.00 TL 2.49 TAFB 6.34

The Flight Attendant completes this assignment and returns to domicile to sit the remainder of the Airport Reserve shift. At 1300 he/she is contacted by crew scheduling and receives the following new/additional work assignment:

SEQ 14036/15227 BASE BOS DOM EMJ

FA1 SMITH M EMP NBR 123456  
DT EQ FLT STA DEP STA ARR AC FLY GTR GRD ACT  
SKD 04 E4 4644 JFK 1420 RDU 1550 CH 1.30 0.30 SKD 04  
E4 4649 RDU 1620 JFK 1750 CH 1.30

The assignment is not legal. Although the Flight Attendant's total scheduled duty time for the day is at legal at 12 hours and 20 minutes, the additional/last flight assignment is scheduled to depart 50 minutes past the end of the scheduled Airport Reserve shift and has therefore exceeded the (: 45) legal assignment window.

## RAPs & NAPs

Section 7.E. of our contract provides us with the applicable rest provisions incorporated from the previous pilot Part 121 of the Federal Aviation Regulations.

***What exactly does this mean to a Flight Attendant who will be on Reserve?***

On June 15, 1999, the FAA filed a Notice of Enforcement Policy stating that with respect to reserve time assignments for pilots the FAA would enforce the Agency's longstanding interpretation of FAR 121.471(b) and ensure that the rule is being correctly implemented. This enforcement is applicable to us as Envoy Flight Attendants because we negotiated to have the rest requirements from FAR 121.471(b).

FAR 121.471(b) establishes a 24-hour "look back" from the end of a flight assignment during which appropriate rest must be scheduled. Reserve time, while not defined in the FARs, is generally understood to be a period of time when a flight crewmember is not on duty but must be available to report upon notice for a duty period. Therefore, a Flight Attendant on Reserve could not be scheduled for or accept a flight assignment unless at the end of the flight assignment one could look back 24- hours and find the required amount of rest.

During a 24-hour period, a Flight Attendant must have a scheduled rest period of 9-hours, which can be reduced to no less than a period of 8 hours. This is also known as a NAP or "non availability period."

Flight Attendants can be assigned to an “availability” period that is scheduled for 15 hours in length but may not exceed a maximum period of 16-hours in length during a 24-hour period. This is known as a RAP or “Reserve Availability Period.”

Simple math tells us if you add 8 (minimum reduced rest period) and 16 (maximum scheduled availability period) it totals 24 (the amount of hours in the look back period). These periods are examples of the bare minimum/maximum requirements.

When dealing with acceptance of a flight assignment the Flight Attendant must “look back” over 24 consecutive hours preceding the scheduled completion of the flight segment and find the required rest.

Let’s say for example a Flight Attendant has been scheduled for a 16-hour “availability” period. If at hour 14, crew-scheduling calls to assign a flight, that flight segment must be completed by the 16<sup>th</sup> hour so that adequate rest has been accomplished during that 24-hour period.

While a RAP period (availability) may not exceed 16 hours in duration, this should not be confused with an “on duty” period. Duty periods are also found in Section 7 of the contract. A Flight Attendant may not be scheduled to be on-duty for more than fourteen (14) hours per duty period. Additionally a Flight Attendant may not be rescheduled or required to remain on duty in excess of sixteen hours.

Remember that RAPs may never exceed 16-hours in duration and on-duty period may never be scheduled for more than 14-hours in duration.

**Examples:**

1. Scheduled RAP is 04:00-19:00 (15-hours in duration)  
Flight Assignment Scheduled Departure 18:00 & Scheduled Completion\* 20:00  
(scheduled on-duty period 3 hours 15 minutes which includes check in and check out times)  
Acceptance of this flight assignment is legal, as the RAP has not exceeded the maximum of 16 hours and the scheduled on-duty period less than 14 scheduled hours.
2. Scheduled RAP is 04:00-19:00 (15-hours in duration)  
Flight Assignment Scheduled Departure 18:30 & Scheduled Completion\* 20:30  
(Scheduled on-duty period 3 hours 15 minutes which includes check in and check out times)  
Acceptance of this flight assignment is not legal as the RAP has exceeded the maximum of 16 hours and is now at 16 hours and 30 minutes.

3. Scheduled RAP is 04:00-19:00 (15-hours in duration)  
Flight Assignment Scheduled Departure 05:00 & Scheduled Completion\* 19:30  
(Scheduled on-duty period is 14 hours and 30 minutes including check in and check out times)

Acceptance of this flight assignment is not legal. Although the RAP has not reached the maximum of 16 hours, the on-duty period has exceeded 14 scheduled hours in duration.

4. Scheduled RAP is 04:00-19:00 (15-hours in duration)  
While on RAP, first assigned to Standby Reserve beginning at 07:00. Then while on standby, given flight assignment departing at 07:30 and terminating at 20:15 (total on duty period is 13:30 including check in and check out times). Remember Standby Reserve time is duty time. Acceptance of this flight assignment is illegal. Even though the on duty period is scheduled for less than 14 hours, the RAP time is 16 hours and 30 minutes, which exceeds the sixteen hour maximum.

(\* includes debrief time)

Flight Attendants on reserve duty will be notified of a RAP for each day of reserve duty, except when assigned a multi-day pairing. Notification of such RAPs is done via AVRS after 6:00 PM each day. Once assigned a multi-day pairing, duty and rest periods are defined within that pairing.

There are three RAP schedules: 04:00-19:00, 10:00-01:00 or a CDO RAP that will vary by base. Late RAP may be assigned on the last day of reserve since assignment up to 02:00 is considered part of the previous day's assignment, unless you are on day six (6) of duty then, you must be completed by 23:59. RAP schedules however, may be altered to accommodate legalities.

If given a flight assignment while on a RAP, you must still call crew scheduling following the completion of that assignment. You may be given additional flying, you may have to complete the remainder of your RAP or you may be released.

Interruption during a NAP (Non Availability Period) is not permitted except to provide notification of flight assignment. Such notification may only be made two (2) hours prior to the start of the RAP (Reserve Availability Period). Further information regarding RAPs is available in your contract and IPM. If you believe your rights have been violated, please contact your AFA representative to report the infraction.



## RESERVE PREFERENCING –

### HOW TO PREFERENCE – STEP BY STEP

- The day prior to your reserve day, between 1000-1400 CST you're going to start by reviewing the reserve list, the standby list, open time, and finally, submitting your preferences prior to 1400 CST.

**N6DF/base/date/R** – Reserve List: This is the code you will enter into DECS or MobileFOS to view the reserve list and find your name to see where you're at for hours/Time Balancing.

**N6DF/base/date/S** – Standby List: This is the code you will enter into DECS or MobileFOS to view the standby list and count how many standby shifts will be needed to be covered.

**N4D/base//date** – Open Time: This is the code you will enter into DECS or MobileFOS to view all Open Time trips and view which trips you are legal and available for, for preferencing.

Once you have completed reviewing those three lists, you should have a good idea of where you will be on the HI33 list. Now you are ready to preference.

1. Log into MobileFOS or DECS. Make sure to start with a blank screen.
2. Type **RF200 RSV** (D=DFW, C=ORD, M=MIA)
3. Now tap cursor to the top left hand screen. Then you hit Reset, Reset, Tab. (On computers you can either use the tab to return to the top left hand screen and use Escape, Escape, Tab to start RF Message.
4. Now insert the sequence number for a trip, standby shift, or RAP you would like to ask for. Then, using tab all the way down to the 'send <' and click return/enter. When done correctly it will say "Done"
5. You will find the sequence numbers for trips by viewing **OPEN TIME**. You can view Open Time through MobileCCI or MobileFOS. The entry **N4D/(base)//(date)** will show all open pairings that you can preference for the following day, so long as you are legal and available.
6. Make sure this is completed before 1400 CST.

- TIP: Lineholders can pick up Open Time trips until 1200 CST, so we suggest that you enter your daily preferences after 1200 CST to ensure the trips you preference for are still available.

### ***First Day of Bid Month***

The following explanation will apply to the first day of each bid month *only*. When awarding assignments, all reserves who have submitted an assignment preference will have their preference awarded in seniority order, provided they are legal and available for the preference and the assignment preferred has not been awarded to a more senior reserve.

**Example:** On day one of a bid period, there are fifteen reserves available and the following reserve assignments:

4 Airport Reserve

3 Trip Sequences

Leaving a balance of 8 reserves to be assigned RAPs

Trips, Airport Reserve and RAPs may all be preferenced; Crew Scheduling will determine at the time of assignment how many reserves will be on each RAP.

For time balancing purposes, Airport Reserve has a value of 3:45. This means that a flight attendant who has sat Airport Reserve and not been assigned a trip has accrued 3:45 towards their total for time balancing. The 3:45 has no pay value.

Starting at the top of the list in seniority order, Crew Scheduling will award all activities in accordance with the preferences submitted by the Flight Attendants. If the most senior Flight Attendant submits a preference for a RAP (which is a non-credit activity worth 0 hours), that will be her/his assignment.

Following the awarding of preferenced assignments, any remaining open trips and airport reserve assignments, will, in inverse seniority order, be assigned to the most junior legal and available flight attendant(s) who had previously not been assigned to a trip or airport reserve. RAPs will be assigned to the remaining reserves, if any.

Remember, RAPs have no credit value for time balancing purposes. Therefore, if no trip assignment is given to the flight attendant on a RAP, she/he finishes the day with 0:00 credited hours for time balancing purposes. This greatly increases the chance she/he will receive a credit assignment on the following day.

### **RESERVE PREFERENCING –**

## ***Remainder of Bid Month***

The following explanation will apply to the second and each subsequent day of each bid month. When awarding assignments, Crew Scheduling will use its best efforts to honor the preference of all reserves who have submitted an assignment preference. This will be done in order of time accrued to date – least to most, provided they are legal and available for the preference and provided further that a reserve with less time accrued has not already been awarded the assignment.

Understanding the method by which reserves are assigned and making the system work for you becomes more complicated because time balancing now becomes a relevant factor. The two concepts - time balancing and assignment preferencing - contradict each other. Pure Time Balancing depends only upon the amount of time a reserve flight attendant has accrued. Pure preferencing depends only on the preference submitted by the reserve. The American Eagle Reserve Assignment system is a combination of the two. Unlike on day one, each reserve will have accrued a different amount of time.

Applying this system, it is necessary to understand the order in which Crew Scheduling covers open assignments. Very broadly speaking, Crew Scheduling assigns in the order in which it is necessary to keep the airline running. That means that assignments are made in the following order: (1) all trips must be covered first, (2) all Airport Reserve positions, (3) RAPs in any order.

Therefore, the responsibility will be on the individual reserve to submit sufficient preferences. Because uncovered credited activities are assigned first, a reserve with less time accrued relative to the other reserves available for the day, will likely be assigned a trip or Airport Reserve. For the same reason, a reserve with more time accrued relative to the other reserves available for the day will likely receive an assignment without “credited time” (in other words, a RAP). Which assignments reserves whose accrued hours place them in the middle of the list will receive, will depend on what assignments must be covered.

### ***Example:***

On day ten of a bid period, there are nine reserves available. In order of time accrued, Armandito has the least time relative to the other reserves available that day. Isidore has the most time accrued relative to the other reserves available that day. The available reserves with their accrual and days of availability on this example day are as follows:

Reserve Armandito:	6 hours accrued 6 days of availability prior to days off
Reserve Bernice:	7 hours accrued

	1 day of availability prior to days off
Reserve Carlotta:	8 hours accrued 5 days of availability prior to days off
Reserve Donna:	9 hours accrued 5 days of availability prior to days off
Reserve Eudys:	10 hours accrued 4 days of availability prior to days off
Reserve Francesca:	11 hours accrued 3 days of availability prior to days off
Reserve George:	12 hours accrued 2 days of availability prior to days off
Reserve Herbie:	13 hours accrued 1 day of availability prior to days off
Reserve Isidore:	14 hours accrued 2 days of availability prior to days off

**The following seven assignments with credit time are available (plus non-credit time RAPS):**

Sequence #1:	1-day trip worth 5:00
Sequence #2:	2-day trip worth 8:30
Sequence #3:	3-day trip worth 11:15
Sequence #4:	4-day trip worth 13:30
Airport Reserve: A.M. (one position)	3:45 credit time for time balancing purposes only unless assigned a trip
Airport Reserve:	3:45 credit time for time balancing

P.M. (two positions)	purposes only unless assigned a trip
RAP-1 and 2	No credit time unless assigned a trip (number of positions to be determined)

**The flight attendants submit the following preferences:**

Armandito preferences:	P.M. Airport Reserve
Bernice preferences:	RAP-2
Carlotta preferences:	RAP-1
Donna preferences:	A.M. Airport Reserve Eudys
preferences:	Sequence 3 Francesca
preferences:	Sequence 2
George submits preferences:	in the following order: (1) Sequence 2; (2) A.M. Airport Reserve; (3) RAP-2
Herbie preferences:	Sequence 1
Isidore submits:	No preference

**How will Crew Scheduling make the assignments?**

**A.** Crew Scheduling will first determine which reserves are legal and available to be assigned an activity. The reserve Flight Attendants legal and available for assignment on a given day will be placed in order from the Flight Attendant with the least accrued time to Flight Attendant with the most accrued time. That will produce the following list of Flight Attendants for the order in which they will be assigned:

1. Armandito
2. Bernice
3. Carlotta
4. Donna
5. Eudys
6. Francesca
7. George
8. Herbie
9. Isidore

**B.** Once the group of reserve flight attendants who are legal and available for assignment on a given day has been created, it is then necessary to determine which flight attendants on the list **will** be assigned a **trip or Airport Reserve** (as opposed to an assignment to a RAP, which has no credit time). The seven flight attendants who have the **least** amount of **accrued time** and therefore **would ordinarily** be assigned a **trip or Airport Reserve** are:

1. Armandito
2. Bernice
3. Carlotta
4. Donna
5. Eudys
6. Francesca
7. George

**C.** Once the group of those reserves who are legal and available has been created, Crew Scheduling will assign all credited assignments first. A reserve with the lowest accrued time who has submitted a preference for a credit assignment will be awarded that preference, provided the reserve is legal and available for the credit assignment, *and, provided, that Crew Scheduling will be able to cover all credit assignments within that group of low accrued time Flight Attendants.* If a reserve with low accrued time is legal and available and has not submitted a preference for an assignment with “credited time” attached to it (i.e. a trip sequence or Airport Reserve), she/he will still be assigned a credited time assignment if one has not yet awarded. The credited assignment will be either one which was not preferred or a credited assignment preferred by a reserve with high time accrued. Conversely, a flight attendant with high time accrued who submits a preference for a credited assignment will probably be awarded a noncredit assignment, such as a RAP.

**D.** Crew Scheduling will use its best efforts to honor Flight Attendant preferences but not to the extent that doing so would force another Flight Attendant to work on a day off. Once again, if a credited assignment (trip or Airport Reserve) preferred has already been assigned, Crew Scheduling will then honor the flight attendant’s second preference request, then third, etc. If no preference has been submitted the flight attendant’s assignment will be at the discretion of Crew Scheduling, subject to operational needs. Please note that when there are more credited assignments than reserves available to cover them, Crew Scheduling will assign trips first, then Airport Reserve.

**E.** Once all assignments with credited time have been covered, Crew Scheduling will then assign RAPs.

F. The order followed when assigning examples created for this article is:

1. All **credited assignments** will be assigned to Flight Attendants in the order of Flight Attendant with the least accrued time to most accrued time
2. There are four **trips** and three **Airport Reserve** positions to assign, therefore the seven legal and available reserve Flight Attendants with the least amount of accrued time will be assigned some credited assignment.
3. This means that Armandito, Bernice, Carlotta, Donna, Eudys, Francesca and George **should** be assigned either a **trip** or **Airport Reserve**, whether they submitted a preference for a trip or a RAP (which carries no credit time towards time balancing) or submitted no preference.
4. After trips and Airport Reserve have been assigned, Crew Scheduling will use its best efforts to honor preferences of the remaining reserves in the least time accrued to most time accrued order, considering legalities, availability. These reserves will more than likely be assigned to a RAP.

G. Following the assignment of trips and Airport Reserve, the only reserves remaining to receive a RAP (non-credited time) assignment are:

1. Herbie
2. Isidore

H. So, the assigning process works as follows:

1. Armandito has the least accrued time. Consequently, he will be assigned *something with* credit. Because he is available for 6 days, he is legal and available for his P.M. Airport Reserve Preference. Consequently, that is his assignment.
2. Bernice has the second lowest amount of accrued time. She is available for 1 day. She preferenced for RAP-2, however that is not a Credit Activity. She should be assigned to a credit activity. Ultimately, Crew Scheduling will assign her to some credited assignment. At this point she will be skipped in an attempt to honor the preferences of other Reserve Flight Attendants. She will be revisited after the Reserves who must be assigned some credit activity have received assignments consistent with their legalities and availability.
3. Carlotta is third lowest with accrued time. With five (5) days of availability, she has preferenced for a RAP-1. Because Carlotta must be assigned to some credited activity, at this point, she is bypassed to assign remaining Reserves in

the pool who must be assigned some credited activity. After that has occurred, she will be revisited.

4. Donna is the next lowest with accrued time. She preferred for AM Airport Reserve. This is a credited activity for which she is legal and available. This becomes her assignment.
5. Eudys is next with accrued time He preferred Sequence #3. This is a credited activity for which he is legal and available. This become his assignment.
6. Francesca is next in order of least to most accrued time. She preferred for Sequence 2 for which she is legal and available. That becomes her assignment.
7. George, the next in accrued time, submitted preferences for (1) # 2; (2) A.M. Airport Reserve; (3) RAP-2. George is in the group which will be assigned some credited activity. Because Sequence # 2 and A.M. Airport Reserve has already been assigned, Scheduling will skip the RAP-2 preference if some credited activity can be assigned. P.M. Airport Reserve remains available. George is legal and available for this activity; thus, this becomes his assignment.

At this point, there are two open credited activities. Because of their accrued time, Bernice and Carlotta must be assigned to some credited activity. Their assignments are revisited.

Bernice is assigned to Sequence # 1, for which she is legal and available. Carlotta is assigned to Sequence # 4, for which she is legal and available.

Now, Crew Scheduling returns to the list of legal and available Reserve Flight Attendants, in ascending order of accrued time.

8. Herbie, next in accrued time, submitted a preference for Sequence 1. This has already been assigned so Scheduling assigns him to RAP-1 (a non credit activity).
9. Isidore has the most time accrued. He submitted no preferences. There is one RAP-2 position to cover. It is assigned to Isidore.

Finally, for flight attendants for whom a “visual” explanation is helpful, this is how the scheduling of the reserve flight attendants mentioned in this article looks.

<u>Activity to Assign</u>	<u>Duration in Days</u>	<u>Credit or Pay Time</u>
Sequence # 1	1	5:00
Sequence # 2	2	8:30



Sequence # 3`	3	11:15
Sequence # 4	4	13:30
Airport Reserve (One Position) 1 A.M. (06:00-14:00)		3:45
Airport Reserve (2 Positions) 1 P.M. (14:00-22:00)		3:45

<u>Name</u>	<u>Available Days</u>	<u>Sequence Awarded</u>
Armandito	6	Airport Reserve 14:00
Bernice	1	Sequence #1
Carlotta	5	Sequence #4
Donna	5	Standby 06:00-14:00
Eudys	4	Sequence #3
Francesca	3	Sequence #2
George	2	Standby 14:00-22:00
Herbie	1	RAP-1
Isidore	2	RAP-2

***Preferencing for a RAP- 2 (1000-0100)***

Currently RAP- 2 has a published availability time from 1000-0100. If today is your last day of reserve availability and tomorrow is your scheduled day off, you cannot be legally assigned to a RAP- 2 tomorrow since the published release time is 0100. Additionally, there are occasions on your last day of availability, when you may not be legal to be assigned to a RAP- 1 either because your release time the day before may require a rest period which ends after the published start time of RAP- 1. In these cases, Crew Scheduling will create and award a modified custom RAP- 3 to accommodate the

legality issues described above. This RAP may still be 15 hours in duration but the start/end times of this customized RAP shift will differ from the start/end times of the published RAP- 1 & RAP- 2 shifts. For example, you could be assigned a custom RAP shift beginning at 0900 and ending at 2400. This is still 15 hours in duration but the end time does not bleed over into your day off.

*In the example below:*

FA Carlotta preferenced for a RAP- 2 (1000-0100) and then for a RAP - 1 (0400-1900) due to the fact that she is currently on a RAP that ends at 0100 on the 16<sup>th</sup> and she is off (24) on the 17<sup>th</sup> she is not legal for a

RAP - 2 nor a RAP - 1. In this instance FA Carlotta will be awarded a modified RAP - 3 which will be scheduled for no more than 15 hours in duration.

HI33/D/16MAR/R«

MIA RESERVES DISPLAY 16MAR AS OF 1400 15MAR13 DOMESTIC

SENNAME 16 17 18 19 20 21 22 -----

01 Carlotta MF 0100E

EN 123456

PROJ 25.21 24 ACT 9.30

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**\*\*\*FA PREFERENCE BALLOT\*\*ONLY ACCEPTED FROM 1000-1400 CST \*\*\*\*\* PLEASE**

SPECIFY WHICH BASE<..... \*\*\*\*\* F/A<CARLOTTA.....

EMP<123456.BASE<MIA

1<00002-.. 2<00001-.. 3<.....-.. 4<.....-.. 5<.....-.. 6<.....-.. 7<.....-.. 8<.....-..  
9<.....-.. 10<.....-.. 11<.....-.. 12<.....-..

13<.....-.. 14<.....-.. 15<.....-.. 16<.....-.. REMARKS<.....<  
SEND<

5 DIGIT SEQUENCE NUMBERS-FOLLOWED BY POSITION NUMBER RAP1 00001, RAP2 00002 R1 01111,  
R2 02222, R3 03333<

It is understood that the RAPs currently published (RAP - 1 & RAP - 2) could be changed by the company in the future pursuant to Section 9. B.1. which allows for RAP shifts to be scheduled for no more than 15 hours in duration.

### ***Same Day Reserve Assignment Issuance***

On the day of the operation reserve assignments will be done in accordance with Section 8 & 9 respectively and should be assigned as they come open. There are occasions when sequences can accumulate in the morning hours particularly when there are not yet any legal and available Flight Attendants (example on a RAP- 1). When this happens, Crew scheduling cannot pre-assign these open sequences to Flight Attendants. Assignments can only be made when positive contact has been made. Crew Scheduling will start the process of assigning these open sequences at 1000. The

assignments will be issued utilizing time balancing, in which the highest valued sequence will be given to the FA with the least amount of credited hours.

For purposes of this example, it is now 0800 and there are 5 open sequences and no RAP- 1s who are legal and available for them. The scheduler will now have to wait until the next group of RAP's are legal and available. In this instance the RAP- 2's at 1000; will be assigned as follows:

**Open sequences at 0800**

<b>Name</b>	<b>Duration</b>	<b>Credit Value</b>
Sequence #1	3	15:00
Sequence #2	2	10:00
Sequence #3	2	8:30
Sequence #4	3	11:15
Sequence #5	4	13:30

**The Following List is in Order of Accrued Hours**

<b>Name</b>	<b>Available Days</b>	<b>Sequence Awarded</b>
Armandito	6	Sequence #1
Bernice	2	Sequence #2
Carlotta	5	Sequence #5
Donna	5	Sequence #4
Eudys	4	Sequence #3

The order of assignments listed above would not apply to the first day of a contractual month where assignments would be done in inverse seniority order provided the Flight Attendant is legal and available.

The following are some codes you'll need while on Reserve that you should keep with you as reference.

## **DECS codes:**

**HI1.....To see your current months schedule.**

**HI2.....To see your last months schedule prior to the opening of the monthly schedule bid for the next month bidding, once bids for the next month are final and closed this entry (HI2) will show you your next month schedule.**

**HI3.....To see your current or last assignment.**

**HI4 .....To see your last assignment, only works once you have begun or signed in for your current assignment.**

**HI5.....To see your next assignment (only works after you confirm your next day assignment).**

**HI6.....To retrieve your messages (HI6A & HI6P to print).**

**HI16.....To retrieve your already read messages for that day.**

**HI\*9.....To retrieve your qualifications record (after IOE).**

**HI12/month.....To retrieve your actual monthly up to date per diem.**

**HI33/D/date/R .....To view RSV list**

**NS/flight# .....To view who your flight crew is**

**B\*(employee #).....Fist Name for Employee # NST/flight#/date/base .....To view your crew with their nicknames N3DO/base//date .....To view available open trips**

**N3DR/base//date .....To view at what time a particular trip opened and why the trip became open.**

**N3D/base//date .....To see what individuals were awarded available open time on any given day.**

**N4D/base/aircraft type/date ....Open time that includes the number of days of scheduled flying, number of legs scheduled each day, and overnight city.**

**RF 200 RSV ....To submit your reserve preferences for the next day coverage.**

**RF 200 DTT ....To submit when you want to drop a trip or RSV day prior to recurrent training.**

**RF 200 GOLD .....To submit when training conflicts during your Golden Days off.**

**RF 200 OUT....To submit to pick up a sequence out of your base/domicile, regardless of full or partial pick up.**

**The Following RF Entries us a Base Designator.**

**DFW=D, ORD=C, and MIA=M.**

*(Example for an ORD Flight Attendant trading; RF 200C TRAD)*

**RF 200(base designator) TRAD ....To swap days off with another F/A (both F/A's must do the same entry in their individual personal mode).**

**RF 200(base designator) RTD ....To submit a request for a payback day.**

**RF 200(base designator) DROP ....To submit a request to drop a whole RSV day (comes out of your guarantee 75 hrs.)**

**RF 200(base designator) SWAP....To submit a reserve swap within your own schedule or to slide your block of reserve days.**

**RF 200(base designator) FULL.... To submit a request, for a full open time sequence pick up.**

**RF 200(base designator) PART....To submit a request, for a partial open time sequence pick up.**

**HIPH/H/home number...To add your home phone number (substitute the /H/ for /B/ to add business phone number and /T/ to add temporary phone number)**

AFA hopes this packet will be of some help to you. The key to avoiding stress while on RSV is to know your contract, know your rights and know what Crew Scheduling can and can't do.

AFA Welcomes you.

**Stay Educated, Stay Informed, Wear Your Union Pin!**

