



**ASSOCIATION OF FLIGHT ATTENDANTS COMMUNICATION WORKERS OF AMERICA
HAWAIIAN AIRLINES FLIGHT ATTENDANTS
Reserve Guide
Version 3, June 28, 2022**

June 28, 2022

Dear Flight Attendants,

Many of our Flight Attendants have Reserve lines, and with the ever-changing flying that we have, it is essential that Reserve Flight Attendants are familiar with the Reserve process. We understand that confusion arises from those who remember the Reserve system from past years and the many evolving/different methods. Since the Reserve process changed over time, you need to be mindful of the current process.

One critical piece of information is that the company is not yet able to fully implement the 2020 Collective Bargaining Agreement Section 8. Reserves "self-assignment" language. The company has been working with the vendor on the new program to facilitate the new processes. Please note that there is usually an "implementation" period when there are programming changes. Therefore, this Reserve communication will focus on what the process is right now. Please note that when the new program is ready to launch, we will then update this guide!

Here are some additional resources that can help you:

1. [Section 8 Reserves CBA, 2012 CBA](#)
2. [Hawaiian AFA Reserve Webpage](#)
3. [Scheduling Clarification Review \(SCR\) form](#)
4. [2020 Collective Bargaining Agreement \(CBA\)](#)

The company has its own internal process for crew scheduling. While the AFA works with the company to understand what is currently in place, we rely on the Collective Bargaining Agreement (a.k.a. "Contract") as a blueprint and essential reference. When it comes to building policy around that – and as a result of our negotiations - the company is working on a guide to share with the membership. As of this writing, we have no hard date on when this will be published.

Should you have questions, please do not hesitate to contact us directly. We encourage you to call, text or email as the most efficient way to get your questions answered. You are also welcomed to use the [MEC Questions link](#) should your questions go beyond the scope of just the Reserves Section.

All new information will be added on the second page

Stronger Together, Better Together,
Andrew Ferreira, MEC Reserve Chair

Our MEC Reserve guide is provided to help you through the Reserve process. However, it is critical that you understand and keep up to date with the company's scheduling process and policies and any changes. We recommend that you do not solely rely on this document for guidance.

Scheduling Policy

Bid Packets

- What is a Reserve Availability Period? (RAPs) ([Section 8.P.1.a-c](#))
- Creating the RAPs ([Section 8.P.1-4](#))
- Final Bid Schedules

International Airport Reserve (ARC)

- International Airport Reserve Flight Attendants ([Section 8.D.2](#))
- ARC Details ([Section 8.D.2-4](#))
- ARC Coverage for Augmented Flights Details ([Section 8.D.3](#))
- NEW! Reserve Coverage for Boarding Flights ([Section 8.D.4](#))
- ARC Scheduled up to 14 hours [Note Scheduled different from Actual]

Terms to know

- “Availability”
- “Reporting for duty after being assigned”
- “Not to exceed”
- “Signing off for the next day's assignment”
- “Max Duty Time while on ARC” ([Section 8.D.2.b](#))
- GDO Pick-up Reminder

Reserve Check Out

- Requirements to checking out after your Duty ([Section 8.H](#) and [Section 34-14](#))

Monthly Bidding Reminders

- How to have consecutive working days
- You are entitled to 12 days off each month ([Section 8.F.1-4](#))
- Bidding for days off ([Section 8.F.3](#))

General Scheduling Pay and Credit References

- Pop-Up after monthly Bid Awards [Pop-Up Trip Bank] ([Section 18.E.3.c.2](#))
- PLS, Flight Release ([Section 17.Q.1-8](#))
- FMLA
- Calling in sick after assignment and its credit
- Holiday Pay

Reminders

- Reserve Duty Start Time ([Section 7.D.2.a.1](#))
- Combined Duty time ([Section 8.D.2.b](#))
- Scheduling Protests ([Section 11.E.1-5](#))
- Fly now, grieve later
- [Filing a Scheduling Clarification](#)
- Reserve Availability Period Clarification

Bid Packet

What is a Reserve Availability Period? (RAPs) ([Section 8.P.2](#))

“RAP times must be published in the bid packet.” We were also able to establish **“Call Me Last”** (CML) as the default period of all RAPs. If you would like a higher possibility of being called for an assignment, you can request to change your availability to **“Call Me First”** (CMF). Please see below:

Honolulu (3 RAPs)

0200 - 1400
0600 - 1800
0900 - 2100

Los Angeles (2 RAPs)

0300 - 1500
0500 - 1700

Creating the RAPs ([Section 8.P](#))

Once the Reserve Self Assignment is officially implemented, the RAPs will be created based on the number of flights operating on any specific day alongside the use of buckets. The number of Flight Attendants in each RAP will be determined by a percentage needed by the Company daily. Approximately 40% of the total FAs on Reserve each day will be in the 0200-1400 RAP. 30-40% in the 0500-1700 RAP. And the other 20-30% in the 0900-2100 RAP.

<u>Trip Length</u>	<u>0200-1400</u>	<u>0500-1700</u>	<u>0900-2100</u>
1-day groupings	60%	30%	10%
2 & 3-day groupings	40%	30%	30%
4+ day groupings	10%	60%	30%

Final Bid Schedules, Reserves

As a reminder, the final bid award has two (2) printed awards for each Reserve Flight Attendant. Although you will have a horizontal line item along with bid Flight Attendants, please go to the end of the final bid awards and look at your Reserve line that is printed vertically. The Company may make manual adjustments so these pages should be accurate in terms of your workdays and days off.

International Airport Reserve Requesting for ARC

Our NC and Company have provided feedback to the MEC that Reserves Requests will need to follow the old language of our contract. During the interim when you submit Reserve trip requests, please refer to the 2012 CBA Section 8.C.2 ***“Reserves may specify the following preferences: AM/PM, Standby, Standby Release, Interisland, International, Airport Reserve, specific groupings, call me first and call me last. These preferences will be honored, when possible, according to seniority.”***

The 2012 Contract does not have language addressing requesting specific ARC start or end times. As a result, you are only allowed to request for ARC. When the new RSA is implemented, you will be able to specify which ARC you want but until then, Crew Scheduling will designate the ARC assignment based on the needs of the operation.

RSA Bidding for Next Day Departure ([Section 8.J.a-1](#))

Please be advised that until the New RSA Program is implemented, Reserves will need to refer to our previous contractual guidelines when submitting requests through the Reserve Trip Request Folder in FLICA. Currently Reserves must submit their requests, in order of priority, for groupings in Open Time no later than 2359 HST/PST two (2) days before their next R day. [Example: Requests to be submitted no later than 2359 HST/PST Tuesday night for pairings that operate Thursday.

Airport Reserve Flight Attendants ([Section 8.D.2.a-f](#))

The Company may schedule Reserve Flight Attendants to Airport Reserve duty. Such duty shall be scheduled for four (4) hours from report to release. The duty periods, along with the names of the Reserves assigned to such duty shall be printed on the Daily Flight Schedule. Nothing herein shall restrict Crew Scheduling's ability to replace an Airport Reserve with a Standby Reserve.

Airport Reserve Details - ([Section 8.D.2.b](#))

Standby Reserve Flight Attendants ([Section 8.E.1-7](#))

Multiple Airport Reserve FAs on Duty ([Section 8.D.2.c](#))

ARC flight assignment order: If there are two (2) or more Airport Reserves on duty, and a flight assignment becomes available, it shall be assigned as follows:

- (1) Flight Attendant is legal for the assignment.
- (2) All legal FAs will be offered the assignment in seniority order and assigned in inverse seniority order.
- (3) If there are multiple Airport Reserve periods (e.g., 1000, 1100, 1300), then the assignments will be done on a “first-in, first-out” basis to the Airport Reserves who are legal for the assignment.

Airport Reserve Coverage for Augmented Flights Details ([Section 8.D.3](#))

NEW! Reserve Coverage for Boarding Flights ([Section 8.D.4.a-c](#))

- a) A Reserve Flight Attendant ending a duty period may not be assigned to board a flight unless she or she is assigned to work the flight.
- b) Only Flight Attendants who have been assigned Interisland Airport Reserve Desk may be assigned to board an interisland flight without being assigned to work the flight being boarded. As an exception to (a) above, Airport Reserves and Inter-Island reserve desk FA’s may be assigned to board a flight without being assigned to work the flight being boarded.
- c) Inter-Island Airport Reserve Flight Attendants may not be assigned to board an International Flight.

ARC: Scheduled Up 14 Hours [Note: Scheduled Is Different From “Actual”]

When a World-wide Airport Reserve (ARC) Flight Attendant is assigned a trip, the combined duty time shall not exceed fourteen (14) hours. Should there be a delay after the trip is assigned to an ARC Flight Attendant, and in actuality you exceed 14 hours, that would be acceptable/legal assignment. Please be advised that combined duty time is from Report Time (start of your ARC) until Scheduled Duty End (Block-In plus 15 minutes NA or 30 minutes if need to clear Customs).

Terms To Know

Availability

As a Reserve Flight Attendant, it is your responsibility to ensure that the company can reach you during your Reserve Availability Period (RAP). This means that if you have spotty connectivity because of your cell service, you will need to ensure that this does not disrupt the company trying to contact you. Also, please make sure your phone is charged and in working/operable condition. If you are driving and your phone is on “do not disturb,” this could interfere with the company’s attempt to reach you. Other examples of Flight Attendants missing calls could be poor reception at residence, napping, shopping, etc. If you miss a call, please call crew scheduling back immediately.

Of course, non-normal can happen, but so long as you communicate with the company, you are doing your part to ensure that you are available for assignment. It is also essential that the company has your correct/current phone number, that you are available to answer any scheduling calls for assignment, and that you are reasonably available for said assignment.

Being Called by Scheduling on Your Reserve Day or Reporting for Duty

Reserves reporting for duty could mean meeting the crew at the briefing table, at the gate, or on the plane. Although crew scheduling attempts to provide as much time as possible, there are occasions when they ask you to meet the crew at the gate or plane. There is no hard-and-fast rule that a Reserve must be required to attend the briefing.

“Not To Exceed”

“Not to Exceed” refers to the amount of time the FA is allowed to report and not the amount of time scheduling is required to give. **Once you are contacted by scheduling**, you have 3 hours (2 for interisland) to report. If you make it within that time, you are not late, even if your crew has already checked in, been briefed, gone up to the plane, or even if the flight departed.

“Max Duty Time while on ARC” ([Section 8.D.2.b](#))

Regardless of report time, the combined duty time for Airport Reserve and an assigned trip **shall not exceed fourteen (14) hours** (twelve (12) hours if assigned in the Interisland operation).

Reserve Guarantee Day Off (GDO) Pick-Up Reminder

Reserve Flight Attendants who are picking up on your red circle day off (a.k.a. GDOs), please review Collective Bargaining Agreement Section 8.B.1.b: 1) Such flying shall be paid and credited over and above the greater of her/his monthly guarantee or her/his monthly credited hours. 2) If the red circle day off (GDO) is preceded by a day of Reserve duty, the Reserve Flight Attendant shall not be permitted to pick up a trip that reports prior to 1200. However, if the red circle day off is preceded by another day off (red circle or non-red circle), the Reserve Flight Attendant shall be permitted to pick up any grouping which does not conflict with her/his next scheduled day of Reserve availability (a day of Reserve availability begins at 0001 LDT). When picking up a trip, the duty end time for the picked-up trip will need to finish by 1145HST (Including 15 minute debrief) to ensure enough rest prior to your Reserve Day.

Sign Off/Acknowledge Your Assignment with Scheduling ([Section 11.F](#))

The Daily Flight Schedule (DFS) is printed, per Contract, at 1700 local domiciles. You must sign off for your assignment so that the company is notified that you are aware of what you were assigned for the next day. You can do this by either signing off in CrewTrac or calling and talking to a crew scheduler between 1800 - 2000. If the company does not get your confirmation, they may contact you to sign off verbally.

Requirements to checking out after your Duty ([Section 8.H](#) and [Section 34-14](#))

“Reserve Flight Attendants shall check out with Crew Scheduling at the end of their duty period. A Reserve Flight Attendant ending a duty period may only be assigned to board a flight if she or he is assigned to work that flight.”

Other things that a Reserve is required to do prior to checking out is:

- Be required to check their messages before checking out
- Be required to check out prior to leaving the Terminal Building
- May continue to check out with Crew Scheduling from the Flight Attendant Lounge.
- Obtain permission to check-out and not deadhead prior to leaving Hawaiian Airlines areas of the terminal building at destinations other than HNL. (Ex: FA scheduled to work OAK-OGG, then DH to HNL, and wants to remain in OGG must obtain prior permission from Crew Scheduling to do so.)

Monthly Bidding

Helpful Information when Bidding for a Reserve Line

- **To have consecutive working days** (Reserve Day) **and** group your days off together, you will need to select **“Waive Calendar Day Free From Duty”**. Crew Planning uses your Waive in conjunction with your awarded days off.
- **You are entitled to 12 days off each month** ([Section 8.F.1-4](#)) Crew Planning will acknowledge your first eight days selected as your Guaranteed Days Off (GDO) Requests. The following four days specified will be your Adjustable Days Off (ADO) Requests.
- **Bidding for days off** - please follow the award pattern found in [Section 8.F.3](#). Include a backup Reserve Line in the event you cannot hold your first request of days off you want at your seniority.

GENERAL SCHEDULING PAY/CREDIT REFERENCES

- **Pop-Up after monthly Bid Awards [Pop-Up Trip Bank]** ([Section 18.E.3.c.2](#)) - When used to remove a Reserve Flight Attendant from a day of Reserve Availability, **four hours and ten minutes (4:10)** will be deducted from your Pop-Up Trip Bank.

- **PLS, Flight Release** ([Section 17.Q.1-8](#)) - If Flight Release is awarded to a Reserve, the Reserve's minimum monthly guarantee will be reduced by 2.83 hours per day. The guarantee is only reduced if the Reserve has not flown 75 hours within the month the Flight Release is granted.
- **Calling in sick after assignment and its credit** - If you have to call in sick after crew scheduling gives you an assignment, the credit will be deducted from your sick bank. The company may also contact you regarding a Late Medical Grounding, if applicable.
- **Holiday Pay** - hours credited will be added on top of the monthly Reserve Minimum Guarantee. *Example: Trips on a designated holiday has a 5-hour credit value. FA would get paid 5 "credited" hours + an extra 5 hours of pay only. The Reserve would have those 5 "credited" hours of pay above their guarantee.*

Reminders

Reserve Duty Start Time For The Following Day ([Section 7.D.2.a.1](#) and [Section 2.AA](#))

A Reserves duty start time for the following day is dependent on the actual duty end time of the previous day and not what is printed in the bid packet. This includes when a Reserve decides to DH home on an earlier flight than their originally scheduled DH flight. If you choose to return to domicile on an earlier DH flight, your legal rest will begin 15 mins (30 if needed to clear Customs), after you block in from said earlier DH flight.

Combined Duty Time

Duty Time for an Airport Reserve shall begin upon scheduled report time at the airport and will continue until the scheduled report time of an assigned grouping/trip, the actual time of an assignment to a delayed grouping/trip, or until released for the applicable domicile rest provided in Section 7.

Portion of [Section 8.D.2.b](#) "*However, if an Airport Reserve is assigned a grouping that is scheduled to report prior to her/his initial report time at the airport, she/he shall begin accruing duty time as if she/he reported for that grouping. **The combined duty time for Airport Reserve and as assigned trip shall not exceed fourteen (14) hours (twelve (12) hours if assigned in the Interisland operation).***"

Scheduling Protests ([Section 11.E.1-5](#))

When a Flight Attendant questions the legality of a flight schedule assigned her/him by Crew Scheduling, she shall so notify the Crew Scheduler. The following procedure will then be implemented:

1. The Crew Scheduler who receives the verbal protest will immediately review the protested flight schedule with an available In-Flight Manager in an attempt to resolve the issue. In the absence of an In-Flight Manager, the Crew Scheduler will contact one of the following management officials in the order listed:
 - a. Senior Manager - Crew Scheduling (or designee)
 - b. Vice President – In-Flight (or designee)
2. If the Flight Attendant has not been relieved from the protested assignment, she/he may verbally notify an In-Flight Manager who will make every reasonable effort to investigate the circumstances and legalities of the protested assignment.
3. The Flight Attendant will accept and comply with the protested flight schedule unless relieved therefrom by Crew Scheduling and she/he shall note on the flight report that she/he is flying the specific trips under protest. She/he should then file a Scheduling Clarification Request (SCR) online or in writing with an In-Flight Manager, copy to the Flight Attendant's Scheduling Committee within seven (7) days after completion of the protested flight schedule. HA will provide an electronic acknowledgment of receipt for online filings and a copy.

"FLY NOW, GRIEVE LATER"

If the issue can be resolved at that moment, then crew scheduling will do what they can. If, however, there is disagreement as to the legality of an assignment and no resolution is agreed upon, then please take the assignment by telling the crew scheduler, "I will take the assignment under protest." **Document the date and time of the conversation, who you spoke to, and what was said.**

You may have heard of this phrase before, "fly now, grieve later." This term means that you attempted to resolve and correct the assignment but were unable to at that time. You will then take the assignment, and once completed; you will file a [Scheduling Clarification Form](#).

FILING A SCHEDULING CLARIFICATION REVIEW (SCR) FORM

An SCR is an electronic form found on the IFS website. By filling out the form with all the necessary information, **the company has seven (7) days to respond to your inquiry** - per Contract. Once the company responds to you, the AFA Grievance Team will review the company response. As a result, there are three possible scenarios:

1. The AFA agrees with the company that there is no violation
2. The AFA needs additional information to review with the SCR and will reach out to you
3. The AFA believes that the company violated the CBA and will file a grievance on your behalf.

Although the best possible outcome is for resolution rather than filing an SCR, it is certainly not unheard of when Flight Attendants take flights under protest.

Reserve Availability Period (RAP):

The Grievance Committee has seen an influx of Scheduling Clarification Review (SCR) forms inquiring about Reserve FAs who are contacted by Crew Scheduling prior to the start of their RAP. If you are contacted prior to beginning your RAP, you are not obligated to answer your phone. And, if you do not answer your phone before or after your RAP, you will be reprimanded. Only during a RAP are you contractually obligated to answer your phone. However, if on your days off, you choose to answer your phone outside of your scheduled work availability, that is your choice, but it is not required. The Grievance Committee met with Crew Scheduling's Management to discuss the increase in mistaken calls and to understand how to handle these calls more efficiently. If you choose to answer your phone earlier than expected or return an early call from scheduling prior to the start of your RAP, that will not be scheduling's fault. Please wait until the start of your RAP before answering your phone. A suggestion would be to enable "Do Not Disturb" on your phone so that your phone does not ring during your rest.

Note - We will update this document from time to time and notate the changes and include when it was changed/modified

