

41-15



Labor Memorandum

DATE: December 21, 2015

SUBJECT: Section 11.E.9

TO: In-flight Scheduling

FROM: Elizabeth Ryan, MD Labor

A recent ADR agenda item asserts that a Flight Attendant has 15 min to return a call from scheduling when the Flight Attendant is on reserve and contactable. Given the fast spaced environment our schedulers work in the Company does not believe it is reasonable that each reserve has 15 minutes to return a call before moving on to the next Flight Attendant in the order of assignment. While it is true per S.11.D.1.d that a Flight Attendant on reserve will not be considered a "No Show" per Section 32.C.15 if she/he returns the call to crew scheduling within 15 minutes there is no contractual obligation for crew scheduling to wait the full 15 minutes before assigning the next Flight Attendant on call. To do so would put the Company at risk for unnecessary delays or cancellations.

However if you are assigning with enough time to accommodate a 15 min return call please take that in to consideration before moving to the next Flight Attendant.

S11.E.9

Order of Assignment may be adjusted to prevent JA'ing; to avoid exceeding the APSB monthly maximum in F.14. [Airport Standby], below; // to avoid a conflict with a scheduled sequence in the new month and/or to conduct a probationary check ride or probationary observation flight (Section 7.E. [Probationary Check Ride...]). Crew Scheduling will assign Reserves in LTFA order as modified by LTFA preferences or reverse seniority order for Lineholder opt-out; if a Reserve is otherwise assigned out of order for any other reason, s/he will receive one and one-half times (1.5x) the trip rate for all TFP flown or credited, or for APSB of which one-half times (0.5x) will be paid above guarantee.

Section 11.D.1.d _

A Reserve will be responsible to respond with a call to Crew Scheduling within fifteen minutes (:15) of the calls when both numbers have been provided. If only one (1) number has been provided, the Reserve will be responsible to respond, within fifteen minutes (:15), when that number is called. For failure to respond in such time, see "No Show" in Section 32.C.1. [Attendance Policy Definitions] and "Unavailable for Contact" in Section 32.C.15. [Attendance Policy Definitions].