Additional Q & A for Side Letter 12

Brothers and Sisters,

With Side Letter 12 out for a vote we have been getting some additional questions. We have posted a Side Letter 12 Q & A on our TWU website that will be updated as often as we get additional questions. Below are the most recent questions. For updates in the future please send questions to board@twu550.org and look for updates on the TWU550.org website.

Thank you,

TWU 550 Board

Q- Does a Reserve’s On-Call day count toward the contractual scheduled maximum annual days of 225?

A- Yes, On-Call days are considered days worked and count toward your maximum scheduled 225 annual days and 21 monthly days whether you are called in or not.

Q- Why are Reserves scheduled with less On-Call days than line holders if the original purpose of the reduced schedule is to social distance?

A- Although, social distancing played a role in our original scheduling plan, the primary purpose of the On-Call Process is to protect jobs and our salary. Due to the drastically reduced flight schedule, it allowed the desks to be combined and an “On-Call process” to be implemented. It is a direct result of our reduced schedule which has put us in an overstaffed situation.

Reserves schedules have been and will continue to be built each month from the schedule fall out and even though we have fewer desks, we still have schedule fallout – from lines that the Reserves bid, the lines that were not bid, vacation, training and Leaves (Maternity, Paternity, Medical, ETO...), etc.. This will result in fewer on-call shifts for the Reserves when compared to hard-line Dispatchers for the foreseeable future.

The Airline Industry has never encountered a pandemic situation that has produced the economic effects as COVID 19. The uncertainty and the rapid changes due to the virus required both the Company and the Union to act quickly and stay flexible to protect jobs. As we continue to migrate through the changes of COVID 19 and flight schedule, the need to stay flexible is still apparent. The Board realizes that there has been and will be challenges ahead and will work diligently to look for opportunities to improve schedules. If you have a specific concern with your schedule, please send an email to DispatchScheduling-DG.

Q- Why is there not more information regarding Reserves in the side letter to protect all members?
A- The Side Letter is an addendum to the CBA that is voted on. Anything that is not included in the Side Letter falls back to CBA coverage. The verbiage that is included in this Side Letter addresses all members, if there is no reference to a specific topic in this Side Letter then the CBA is still in effect and should be the source for clarification.

Q- If I call in sick for a shift that was assigned on the 21st of the previous month to an On-Call day, does it count towards my On-Call equalization days?

A- No, a sick call on an On-Call day, regardless of shift assignment date, will not count toward your On-Call equalization.

Q- With regards to credit for cash saved to this point, is the company also counting savings in this department from members who have sacrificed for all of us by taking time off without pay or the Emergency time off with reduced pay options? It seems to me that those savings are significant and shouldn't be discounted in the argument for protecting our Brothers and Sisters?

A- Should the need arise, all savings provided by this department Union will be referenced when working to protect the jobs of our brothers and sisters. However, the items mentioned in the question are not used to calculate the savings mentioned in the current Side Letter.

Q- Will the side letter contain the corrected verbiage if the membership ratifies the Side Letter?

A- Yes. If the Side Letter is ratified, the verbiage will be corrected before it is incorporated into the CBA.
On-Call Question and Answers

May 26, 2020

How is the on-call equalization calculated?
1. If you report to work on an on-call day, you receive a credit for reporting to work. The equalization is based on the number of times you are called in to work. (Example: If you are called in to work on March 28 and April 2, you have 2 instances towards your equalization.)

When will I know if I need to report to work?
2. Most shifts will be assigned the prior day by 2000c. The shift is added to your schedule and you will be notified by the Company.

What happens if the Chief calls in the middle of the night and I am asleep and do not hear my phone?
3. The Chief will call at a “reasonable” time. If a sick call is received at 2030c, the notification will be made as soon as possible. However, you should not receive calls for a last-minute AM shift between 2200-0400c. Last minute PM and midnight shifts will be notified after 0900c.

Who will notify me of an On-Call assignment?
4. Chiefs are notifying the On-Call assignments. The numbers used by the Chief Dispatchers are:
   - 469-603-0404 CODmain number
   - 469-603-0252 CODalternate number
   - 469-603-0410 CONmain number

Note: The COD/CON may be working from home so you may still get a call from an unfamiliar number.

5. If I notice a shift on my schedule and have not been notified, can I call the Chief and let him know I am aware of the shift?
   - Yes

6. I am scheduled to work a 1400 shift. Will I be called for a midnight shift?
   - No. You are on-call for an afternoon shift. At this time, if a 1400 shift becomes available, the Dispatchers on-call for a 1400 shift will be called first. If the 1400 on-call list is exhausted. We will combine the 1300 and 1500 on-call Dispatchers and continue the process.

7. If I am On-Call for a 1300 start, can I be called in for a 1500 shift?
   - Possibly. But remember, the 1500 On-Call Dispatchers will be called first. If you are assigned a 1500 shift, it is because the 1500 On-Call list has been exhausted.
     - If you are notified prior to noon on the day of the assignment, you may be assigned a 1500-2330 shift.
     - If the 1500 shift becomes open at 1430, the Company may require you to come in, but you will not be scheduled for more than 8.5 hours.
     - During this temporary crisis should an emergency arise, the Company may ask you to work a 10-hour shift and you will be paid 1.5 hours of overtime.
8. Can I trade my On-Call shift?
   - Yes. Normal regulatory duty/rest rules and qualifications apply to on-call shifts.
   - International (and ETOPS) on-call shifts can be traded to International (or ETOPS) qualified Dispatchers only.
9. If I trade my On-Call shift and a shift is assigned, who gets credit for the equalization?
   - Equalization credit is given at the time of assignment.
     - If a shift has been assigned and you trade the actual shift, you will receive the equalization credit.
     - If an assignment is made after you traded the on-call shift, the Dispatcher who picked up the on-call shift will be given the equalization credit.
10. What happens if I tell a Chief that I am sick at the time he notifies me of an assignment?
    - You will be paid Sick Leave if you have hours in your Sick Leave bank. You will not receive equalization credit since you did not report to work. In addition, if you call in sick after you have been notified, the shift will be removed for Sick Leave and the equalization credit will also be removed.
11. Will I have visibility to the On-Call equalization process?
    - Daily and Monthly assignments are located in the Dispatcher Hangar under Hot Topics.
12. If I report to work for an On-Call assignment and halfway through my shift the remainder of my flights are cancelled, do I get full credit towards the on-call equalization?
    - Yes. If you report to work and during your shift there are no flights remaining, you may ask the Chief on Duty to be relieved from duty. You will receive full credit for reporting to work.
13. If a Dispatcher schedules themselves more than 7 days in a row and some of the shifts are now On-Call shifts, can scheduling assign a shift to him?
    - Yes. All trades were honored during the transition. If a Dispatcher scheduled themselves more than 6 days in a row, he can be assigned a shift to report to work. The shifts are not 'days off', they are 'On-Call' days.
14. I am an International line-holder. Will I only be assigned International/ETOPS shifts?
    - No. International line-holders and VRs will be utilized with the 0600 and 1400 on-call list and may be assigned International or Domestic Shifts. International/ETOPS shifts will be assigned first.
15. I am called in for a Special Project (Workload, Hangar, Comp Check Examiner, ASAP, etc.) on my on-call day. Do I receive equalization credit for that day?
    - Yes. In addition, if the SPIs completed on a scheduled day off (X), the member will get credit for on call day (W) along with receiving a new day off (x) in place of a future on-call day - based on the ability to accommodate the day. (Contractual Holidays are not eligible nor other high vacation demand days.)
16. Can I volunteer to work on an on-call day regardless of accumulated hours? If I have multiple (5 for example) OC days in a row, can I "volunteer" on days 1-2 so I will have higher hours on days 3-5 and a less of a chance to be called?
    - No.
17. Do equalization hours reset each month?
    - No. Equalization hours will continue to accumulate through this crisis.
18. What happens if I do not hear my phone ring when the Chief calls to notify me of an assignment?
   • We anticipate everyone will handle this situation in a professional manner and will return the call as soon as possible. If the need arises, we will review each condition on a case by case basis.
19. Can a person pick up an open shift on an on-call day for a Company payback?
   • No. An On-Call day is not considered a day off.
20. If I take ETO or other Leave of Absence, will my on-call assignments be equalized with the other Dispatcher on-call shifts?
   • No, on-call assignments are not equalized.
21. Can I receive overtime or a credit towards my on-call days if I volunteer to take temperatures?
   • No

Please let us know if there are any additional questions or clarifications.