

Calling Crew Scheduling and Holding Wait Time

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Whenever you are calling Crew Scheduling (CS) to report that you are going to be late or unable to report, our Employee Handbook section 5 page 42 and our CBA 8.D.1 specify that we call sufficiently ahead of report time, even if we have a leave of absence in process, per Employee Handbook section 5 page 45.

If you are in the CS call queue, do not hang up and please remain in the CS queue. Hanging up and calling CS back will place you right back at the end of the queue behind all the callers that were in the line after you. The CBA Sick Leave article 8 advises on minimum hold time to wait and steps to take if hold times exceed the minimum. Contacting other departments or Inflight Dependability does not constitute positive contact with CS. If CS is calling you, then hang up and take their call. Inflight Dependability can view when you disconnect to take their call.

We can see call wait times to determine if a SIC/SRV, LSC or NSO. If the call out is related to any LOA/OJI, the LOA/OJI department would evaluate if the call was timely, Inflight Dependability will not evaluate timeliness for those LOA/OJI calls. Dependability will evaluate non-LOA/OJI SIC/SRV, LSC or NSO upon FFM set up or at our earliest opportunity after other more urgent or higher priority requests are handled.

Please keep in mind that pre-boarders may not be available to stand in for you, so always plan for contingencies whenever reporting late for duty.
