

Unable to Contact (UTC)

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Whenever Crew Scheduling (CS) calls for an assignment, per the Collective Bargaining Agreement (CBA) we are to call Crew Scheduling back within 15 min of the initial call. The Collective Bargaining Agreement Sick Leave article advises on minimum hold times to wait and steps to take if hold times exceed the minimum.

Contacting other departments or Inflight Dependability does not constitute positive contact with Crew Scheduling. If Crew Scheduling is calling you, then hang up and take their call. Inflight Dependability can see when you disconnect to take their call. Inflight Dependability can also see call wait times to determine UTC or not. Dependability will evaluate UTC upon FFM set up or at our earliest opportunity after other more urgent or higher priority requests are handled.

Always have a backup phone, preferably another carrier, family, or friend's phone. Call Crew Scheduling to add additional numbers for Crew Scheduling to contact you for assignment or scheduling needs. Enable Wi-Fi calling, ensure Do Not Disturb is off and not on silent while on Reserve contactable time. Always keep your phone with you, do not leave it in a vehicle or another room when Crew Scheduling may contact you.

When you are calling Crew Scheduling, the scheduler cannot see when you initiated the call, do not become upset with the scheduler. They can only call the occurrence as they see it in the moment. You are on a recorded line, so professionalism is expected per the Employee Handbook (EH) Section 4 Standards of Conduct.
