



There's definitely a learning curve when it comes to contract language and Northwest policies. Welcome to ***The Curve***, a Council 98 series of lessons learned the hard way.

Sometimes, the most frustrating realities are the ones you wish you could do over. Maybe you watched helplessly as a trip you *knew* you should have held went to someone junior, simply because you didn't understand your legalities. Or that faithful paycheck you expected on the 27th was a big fat goose egg, when you really could have used the cash.

Your Council 98 officers have been there. After all, we're flight attendants, too – we've lived those "aarrrrgh!" moments, and we're happy to pass on how you can avoid a problem, resolve an

issue and prevent others from having a similar experience. ***The Curve*** is brought to you *almost* in real time, taken from actual calls and emails from Los Angeles based flight attendants.

The Curve **Lesson Three**

Reserve PDO/GDO Replacement: Grievance Gods Win Big!

After sixteen years on reserve, you'd think I'd know better than to plan anything. I'd been trying to get in to see my doctor for months for an annual physical. With as much as I'd been flying lately, I was sure there'd be a whole host of things wrong with me.

The phone rang a few hours before my on-call day was up, and – surprise, surprise – I was being flown into my days off. I begged scheduling to find some other sucker to take the trip, someone with actual duty days that could accommodate the pattern, but it was the old, "you're the only one we have" routine, as per usual.

I was scheduled to work a delayed NRT flight. The only thing that made me feel better was when scheduling told me the *entire crew* had walked as soon as they exceeded the requirements for remaining on duty on an extended-duty international. Now *that's* solidarity! But I would still miss my doctor's appointment. (Know your walk time: see [Section 5.B.6.b. – Actual On-Duty Limitations.](#))

Right away I asked the scheduler for my two replacement PDOs, within the parameters I'd memorized in the contract ([Section 7.H.5. – Reserve Off Duty Provisions, Replacement of Planned Days Off](#)). Here's the kicker: she told me my replacement PDOs had already been *assigned* – on my required rest days after an extended duty trip! What the...? Something about "office policy". We went back and forth about it, until I had to get on the road or I'd miss sign-in. I felt like I was being robbed of a useable day off, one where I could actually function normally and not be a zombie post-Narita, sleeping all day.

You better believe I called the union about this injustice. They filed a grievance. There were actually tons of other RSVs who'd been similarly robbed of PDO/GDOs and, thanks to the hard work of our union, from now on, scheduling can't put a replacement day off on required rest days after extended duty!

We are pleased to report that Crew Scheduling's don't ask/don't tell "office policy" that repeatedly violated contract language has been successfully grieved, and now Crew Scheduling may no longer assign replacement days (PDOs or GDOs) during an off-duty period that is required due to "rest after" an extended-duty international pattern. If a Scheduler tries to force a replacement PDO/GDO onto your contractual legal rest following an extended duty trip, be sure to ask verbatim for a "review of crew orders" by a duty manager. If the duty manager does not correct the error, write down the names of the Scheduler and Duty Managers along with the times that you spoke with them; next, contact an LEC officer as soon as possible so that follow-up action may be taken.

This grievance was filed late last year and reached the arbitration stage in April. Our AFA-CWA MEC Grievance Committee cited the company's continued violation of Section 2.GGG. – Definitions and Section 7.H.5. – Reserve Off-Duty Provisions. AFA-CWA was able to bring this practice to a halt and the company must also make whole any grievant listed who was subject to the violation.

The definition of "planned days off" in Section 2 is "scheduled off-duty days on a reserve line during which a Reserve Flight Attendant may be flown, provided these days are replaced as provided in Section 7.H.5." Bottom line is, when you're on required rest after an extended-duty international pattern, you *may not* be flown, so getting a replacement PDO/GDO on one of those days violated that definition.

A special thank you to our own LAX Reserves, who were able to help finally bring this little victory to our base and others.

Want to share your knowledge? Email us at lecsec98@nwaafa.org. We won't use your name, but your story will help educate all of us so we are better prepared to challenge misinformation when we hear it, whether coming from Northwest or fellow flight attendants.

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