

Hello, Scheduling? Are you there? (Jun 26, 2023)

# Crew Scheduling

15:40:01

**IAH/AUS:**

*Hello? Hello? Is anyone there?*

Council 42 is here for you. We hear you, and we understand your frustration. The screenshot shown in this letter was sent to us this morning by an IAH-based FA. This was her experience trying to call scheduling, and we don't recommend it. Yes, it was over 15 HOURS on hold to get released.

We know you have a story or a screenshot, too. We have been taking your calls and texts all weekend, alongside AFA reps from every Council and location affected by this latest operational meltdown. We are here for you, we are fully staffed, and WE CARE about your health and safety.

**United is responsible for running the operation.** Even with "overtime" and "more schedulers", the demand for the number of crew schedulers required to run the "largest airline in the world" simply isn't being met. Our calls to scheduling continue to go unanswered, flight crews continue to go illegal, and our pairings are incorrect, broken, and/or not timely updated with accurate information. CCS has been updated again today, with a yellow alert indicating that current **hold times are exceeding FOUR HOURS**. This is simply unreasonable and unacceptable. Irregular operations are commonplace in our world, nothing has changed there. The operation must be managed throughout all types of weather and events, and we rely on our Company to provide us with the tools that we need to do our jobs. That includes reasonable access to crew scheduling and proper/timely updates to our schedules. This is our reminder to you to use your contractual work rules. Know them and use them. First and foremost, IF you are illegal (timed-out) and can't get a hold of scheduling: take a screenshot of your hold time and go get your contractual and FAA-mandated crew rest. If you are in a reassignment situation, study and learn the reassignment language. Know the parameters and ensure that scheduling reassigns you properly. If they don't, fill out the LEC worksheet, and we will file a dispute. **If you have been waiting on hold for over 30 minutes, we don't recommend continuing to hold.** Use the chat feature, find a local supervisor to help you, refresh ccs, and take screenshots of your hold times and attempts to reach the Company.

**United is responsible for our safety and lodging on layovers.** It isn't acceptable for "self-help" to be the customary and usual procedure. Unfortunately, This is happening way too often. With that, we must remind you to USE your contractual work rules. Don't wait hours on hold for a hotel. **If you need a hotel and one isn't provided within 30 minutes, get a lodging place for yourself.** Help a fellow crew member if you are able. You will be reimbursed via concur.

We are here for you and will continue to fight for our CONTRACT, HEALTH, & SAFETY.

*In Solidarity,  
Council 42  
The Wolf Pack*

Elizabeth, Beth, Candace,  
David, Gina, Rene, Jun, &  
All of your C 42 Leadership

(855) 423-2424-leave us a message  
(970) 300-3425-daily text line for C 42 only

## Additional Council Information

The information below is maintained and updated by your Local Council.