



Quarterly Reserve Meeting Proposed Agenda

Thursday, March 9, 2017

10:00 AM – 4PM Main Cabin Conference Room (Inflight Administration & AFA Office)

Present at Meeting: Jarod M (MEC Chair), Matt C (ANC LEC Chair), Ian P (SEA Committee), Bethany G (PDX LEC Chair), Nancy M (LAX LEC Chair), Kristen Y (SAN LEC Chair), Zac W (MEC Scheduling Chair), Brian P (MEC VP), Jeff P (MEC President), Kieran W (Director Crew Scheduling) & Grant L (Manager Crew Scheduling)

AFA Meeting (10 AM – 11:30 AM)

- I. Call To Order
- II. Announcements and Introduction of New Members
- III. Approval of Minutes
- IV. MEC Chairperson Report
 - Classes – Still having 7 classes in 2017 with 90 in the first few.
 - Issues – *Anytime you have an issue in base, please “cc” your LEC Pres. as well as MEC Chair. (Jarod) on all communications so they can be tracked. If you deal with it on the phone, please type up a quick email to both so they are in the loop. No matter how small the issue is.*
 - Monthly Items Being Posted – Is each base doing this?
 - Does your Committee have enough people for the hiring boom? *LA is supposed to grow by about 100 this year and more after the merger (with the integration of their FA’s), Nancy will talk to Tim about finding 2-3 more committee members/buddies to join the committee for the year and will have to look at more with integration. Other bases are on target, will need to add one to SEA along with a chairperson.*
 - New ticketing program
 - Crew Access Issues and Thank You’s
 - Orientations – *Jarod petitioned Andy/Ron and was able to secure an additional 30 minutes of time at orientation. With the size of the current classes, we don’t have enough time to cover everything we need.*
- V. Local Chairperson Reports
 - A. ANC – *lots of out of order research as well as people being taken off of their self-assignment trips.*
 - B. SEA - *same issues as ANC*
 - C. PDX – *same issues as above*



- D. LAX – *same issues as above, and still ongoing concerns with shuttles between co terminals etc. Still need information of shuttle drivers, etc. currently with hotel committee and on ADR.*
- E. SAN – *same issues as other bases*

VI. AFA Business

- Reserve Trading/Posting/Splitting, etc. to come in April? – *testing will begin on March 20th. Hopefully testing goes well to go live on April 1. More information to come.*
- Reserve Reposition Calendar – Not currently a calendar as specified in contract, but on list for future enhancement.
- Reserve Trade Messaging Board – *seems to be working, even though not optimal to the reserve group. Lots of people still don't understand how to use it. If testing does not go well, we should revisit a tutorial. Also big lag time in processing on some days, recent reports of 24+ hours to get requests processed.*
- Joint Scheduling/Reserve Newsletter- *send ideas to Jarod. Scheduling/Reserve committees will look to do periodic joint newsletters*
- Scheduling Committee vs. Reserve Committee Issues – *reminders to only work on own issues. People will sometime want you to help with other issues, which is fine, but overall they should be directed to the proper committees. All non-reserve issues should be sent to the local scheduling committees and all reserve issues should be sent to local reserve committees. As a reminder, if a reserve picks up a trip on their days off and has an issue, that would be a scheduling committee issue. If a line holder picks up a reserve day on their days off and has an issue, that would be a reserve committee issue.*
- Seniority Violation for Class 17-2 – *It appears that this class was a "LAX Guarantee" class. Very junior people in the class were guaranteed LAX, however more senior people were denied LAX. AFA views this as a direct violation of seniority and went to management. Those senior FA's were offered slots into LAX by management.*
- Reserve Numbers Changing in May – *PDX will go from 71 to 75; SAN will stay 33; SEA will go from 303 to 313; ANC stays 48 and LAX goes from 82 to 86.*
- Issues with Crew Access Logging Off in Middle of Session - *As a reminder, Crew Access is directly linked to the FA Webpage, which goes inactive and signs you off after a few minutes. If you don't refresh the FA webpage, Crew Access will log you off as well.*



Joint Meeting (12:00 PM – 12:45 PM)

- VII. Management Report
 - Stats (see bottom of minutes)
- VIII. New Business
 - Classes this year. Any idea where the staffing will go. – *same as currently, however LA will grow up to 100 more then likely this year.*
 - Is staffing where we want it to be at each base currently? - *currently looking good*
 - Update on Reserve Issues with Crew Access
 - Future Stats: Data Warehouse – *stats and issues will come from Matt in operations. Jarod to work with Matt on what reports can be pulled moving forward.*
- IX. Old Business
- X. Good & Welfare
 - Next Meeting: June 15, 2017
- XI. Adjournment



AFA Business Agenda Items

A.16.004 – Reserve and 118.2

Origin: Jarod McNeill (MEC), 06/01/2016

118.2 Flying for Reserves – AFA would like all flying (picked up or called out for) to be included on this, currently at ADR/Grievance level and will possibly move on to arbitration.

UPDATE: Still currently on the ADR agenda.

Owner: Jen Wise-Macoll, **Target Date:** 10/31/2016.

A.17.001 – Live/Real Time LTFA vs. Current Method

Origin: Jarod McNeill (MEC), 3/9/2017

Scheduling has come forward with the idea of going to “real-time” LTFA. This is something we have wanted for many years, however there are some drawbacks.

If we go to live/real time LTFA, there will be little to no possibility of researching out of call assignments etc., as there would be no way to pull copies of the LTFA list (since it will be changing every second). AFA would like to advocate for the list to be pulled more often for more accuracy when assigning, will add to the list for negotiations.

Owner: Jarod McNeill, **Target Date:** OPEN



Joint Meeting Agenda Items

16.004 – API and Shuttles

Origin: Nancy Munoz & David Lehman (LAX), 3/17/2016

FA's are getting picked up early hours of morning from shuttles to go to SAN. All they are being told by driver is "Alaska".... It should be possible to give lic place number/van number or driver name from API ahead of time. If UBER can do it, API can. It's a huge safety concern for FA's when happening early in the morning.

3/17/2016 this issues has been added to the ADR list. We consider it a safety issue.

6/16/2016 this issue is still on ADR. We were told that Rachael had new procedures in place to accommodate the crew member automatically whenever surface deadheading that would provide drivers name, company, van color, plate # ETC ETC, however it was stated in the meeting that there is no procedure in place that it is the same as before, they will try to provide with company name, writing on the van etc. Being re-discussed at the next ADR.

UPDATE: Still waiting to hear back from management in regards to their official protocol in handling these situations.

Owner: Jennifer Wise-Maccoll , **Target Date:** 10/31/2016

16.012 – Email Notification going to Junk

Origin: Carole Babcock (SEA), 6/15/2016

6/13. Alisha Garcia 51674. Landed, no email, no ACARS went home. Woke up to see she had a NS and an assignment. CS said they emailed her. It went into clutter. Given 3 pts., does not feel that this is fair. Sophia Schuman. 62185 has had the same experience. If the company provides these devices they need to maintain the email service and make sure that email is going to the correct spot without programming by the FA. NO Shows should be removed.

Rachael stated that they tell the new class to check their junk folders. AFA does not agree that a FA should be required to check folders other then their inbox. This device is provided by Alaska Airlines and should support email. If they do not want to provide a tool that gives the needed service then they should be utilizing ACARS 100% of the time. Rachael did state that reserves should be checking for clutter and that responsibility of contacting scheduling relies on the reserve, even if the pilots do not pass on the ACARs information. AFA disputes this and will submit this for ADR. The company needs to work on removing the clutter box/folder so all email goes into the inbox prior to providing these to FA. Rachael has said that FA's are encouraged to call scheduling at the end of their sequence if they are unsure, but calling is not required per the contract.

UPDATE: This is currently on the ADR agenda. More information to come.

Owner: Jarod McNeill, **CLOSED:** 12/31/2016



16.016 – Hotel Issues

Origin: Carole Babcock (SEA), 9/6/2016

CS sending Reserves off with no hotel, telling them to call when they land. Hotels not secured..... Hotels not approved by Co and AFA/ALPA

UPDATE: This has been passed on to the Hotel Committee as they are having a meeting on the 27th with API, Management and other AFA Officers. More information to come.

Owner: Jarod McNeill and Hotel Committee, Target Date: 9/31/2016

16.021 – [REDACTED]

Origin: Antoine Rouse (SEA), 9/6/2016 11/21/2016

[REDACTED] was good for 4 days, received a PD on day one. She had already received a trip that went into day 4, so when the reinstated her days, it didn't think she was legal for the 4th day, so she only appeared good on the LTFA for 2 days.

Update: This is an eMaestro issue that the schedulers have to manually override. Jarod talked with scheduling and asked for copies of the LTFA and a list of all trips assigned to other FA's that day so I could see what she would have gotten if she was classified correctly. There was only one other three-day FA and they called out sick, so a 3-day trip was assigned to a RS good for 4 days. It was worth 3.2 additional TFP so I have asked scheduling to credit her the additional TFP, which has been agreed upon.

Owner: Jarod McNeill , CLOSED: 12/14/2016

16.022 – Phone Issues - [REDACTED]

Origin: Carole Babcock (SEA), 12/12/2016

There have been a number of people getting NS or NC because their phone is not ringing when CS has called them. Sometimes there has been a message left, and sometimes not. This has been happening when they are sitting on APSB and located in the C Concourse. Also happening at their homes, where they have never missed a call before.

[REDACTED]. CS says called at 2:12 but phone did not ring, and no voice message. Would like the tapes pulled to see if VM was left.

12/30/2016 All areas of airport were checked for reception and concluded that reception was good. All tapes were pulled that were possible to pull and voicemails could be heard in recording. Removed from agenda.

Owner: Jarod McNeill, CLOSED: 12/30/2016



16.023 – Phone Issues - [REDACTED]

Origin: Carole Babcock (SEA), 12/12/2016

There have been a number of people getting NS or NC because their phone is not ringing when CS has called them. Sometimes there has been a message left, and sometimes not. This has been happening when they are sitting on APSB and located in the C Concourse. Also happening at their homes, where they have never missed a call before.

[REDACTED] # [REDACTED]. 12/1/16 Called in “C” concourse to preboard. After preboard, returned to crew room, phone did not ring. Would like tape pulled to see if the phone rang and if VM was left

12/30/2016 All areas of airport were checked for reception and concluded that reception was good. All tapes were pulled that were possible to pull and voicemails could be heard in recording. Removed from agenda.

Owner: Jarod McNeill, **CLOSED:** 12/30/2016

16.024 – Phone Issues - [REDACTED]

Origin: Carole Babcock (SEA), 12/12/2016

There have been a number of people getting NS or NC because their phone is not ringing when CS has called them. Sometimes there has been a message left, and sometimes not. This has been happening when they are sitting on APSB and located in the C Concourse. Also happening at their homes, where they have never missed a call before.

[REDACTED]. 11/30/16 Received a NS, Phone did not ring, and no voice message. Would like the tapes pulled to see if VM was left.

12/30/2016 All areas of airport were checked for reception and concluded that reception was good. All tapes were pulled that were possible to pull and voicemails could be heard in recording. Removed from agenda.

Owner: Jarod McNeill, **CLOSED:** 12/30/2016

16.025 – Phone Issues - [REDACTED]

Origin: Carole Babcock (SEA), 12/12/2016

There have been a number of people getting NS or NC because their phone is not ringing when CS has called them. Sometimes there has been a message left, and sometimes not. This has been happening when they are sitting on APSB and located in the C Concourse. Also happening at their homes, where they have never missed a call before.

[REDACTED]. On APSB in crew room, CS says they called her phone, never rang and no voicemail, they then called her in the crew room and reached her. No



NS etc., however concerned that nothing was ever left. Would like voicemails pulled to hear if phone rings and if VM was left.

12/30/2016 All areas of airport were checked for reception and concluded that reception was good. All tapes were pulled that were possible to pull and voicemails could be heard in recording. Removed from agenda.

Owner: Jarod McNeill, CLOSED: 12/30/2016

16.026 – Phone Issues - [REDACTED]

Origin: Carole Babcock (SEA), 12/12/2016

There have been a number of people getting NS or NC because their phone is not ringing when CS has called them. Sometimes there has been a message left, and sometimes not. This has been happening when they are sitting on APSB and located in the C Concourse. Also happening at their homes, where they have never missed a call before.

[REDACTED]. In quiet room in C Concourse, phone never rang and was given a NS. Also happened a couple weeks prior. Would like tapes pulled to see if phone rings and if VM was left.

12/30/2016 All areas of airport were checked for reception and concluded that reception was good. All tapes were pulled that were possible to pull and voicemails could be heard in recording. Removed from agenda.

Owner: Jarod McNeill, CLOSED: 12/30/2016

16.027 – Phone Issues - [REDACTED]

Origin: Carole Babcock (SEA), 12/12/2016

There have been a number of people getting NS or NC because their phone is not ringing when CS has called them. Sometimes there has been a message left, and sometimes not. This has been happening when they are sitting on APSB and located in the C Concourse. Also happening at their homes, where they have never missed a call before.

[REDACTED]. Was at home on QA, phone did not ring but had VM. Would like tape pulled to see if phone rang or went straight to VM and if VM was left.

12/30/2016 All areas of airport were checked for reception and concluded that reception was good. All tapes were pulled that were possible to pull and voicemails could be heard in recording. Removed from agenda.

Owner: Jarod McNeill, CLOSED: 12/30/2016



16.028 – Phone Issues - [REDACTED]

Origin: Carole Babcock (SEA), 12/12/2016

There have been a number of people getting NS or NC because their phone is not ringing when CS has called them. Sometimes there has been a message left, and sometimes not. This has been happening when they are sitting on APSB and located in the C Concourse. Also happening at their homes, where they have never missed a call before.

[REDACTED]. Received NS because phone did not ring. Would like tapes pulled to see if phone rings and if VM left.

12/30/2016 All areas of airport were checked for reception and concluded that reception was good. All tapes were pulled that were possible to pull and voicemails could be heard in recording. Removed from agenda.

Owner: Jarod McNeill, **CLOSED:** 12/30/2016

16.029 – Email Notifications for Reserves Section 11-5.6.a

Origin: Antoine Rouse (SEA), 11/22/2016

Per the contract, when scheduling contacts a FA via email to call them, the email is required to state whether they are being assigned/reassigned for the same day or the next day. Currently they only state to call scheduling. Moving forward we would like the contract language to be followed.

This was fixed a few months ago and is going as expected for the most part. There have been a few times when this protocol has not been followed and Grant is following up with the schedulers on this. Issue is closed but being watched for future communications.

Owner: Jarod McNeill, **CLOSED:** 3/9/2017

16.030 – Repositions

Origin: Harold Sunkel (ANC), 12/10/2016

There have been numerous reports of repositions going un-looked at, sometimes for days with the response “we are too busy”. Curious why schedulers are not regularly looking at reserve reposition requests. Also denies and requests to only use First Class when we have been told multiple times that they will be accepted through the regular email system since many people do not have access to FirstClass

1/31/2017 This is no longer an issue as repositions are done instantly through the CrewAccess system.

Owner: Jarod McNeill, **CLOSED:** 1/31/2017



16.031 – Conversions without notification

Origin: Lisa Pinkston and Harold Sunkel, 11/4/2016

I have heard from a couple of other reserves that CS has been converting them and putting trips on their lines without notifying them of the conversion and then they call to inquire and CS tells them they are now notified and they must keep the trip. In this case Justin did not ever call them and they gave him a NS (which Grant did), but want you all to be aware of these. Why is scheduling doing this so often now?

Grant will work with schedulers to make sure they are following the contract language.

More on this can be seen below on agenda # 17.013

Owner: Jarod McNeill, CLOSED: 3/9/2017

17.001 – Crew Scheduling's Ability to Know if FA is Reserve or LH

Origin: Kristen Yermakov (SAN), 2/27/2017

Multiple FA's have experienced this, however the most recent has been [REDACTED]. She has received emails after a line holder trip to contact scheduling on return to base for an assignment the next day. The trip she is working currently is a trip on her line (or picked up /traded) and the following day she is on picked up PM days. She has not noticed the email until the following day, since she is not required to check her email as a line-holder. Also she has tried to trade trips that she has on her line (for example a afternoon turn for a morning turn) and scheduling has told her that she would be converting herself for the trip, however she is a line holder. Does this system not specifically tell scheduling that the FA is one or the other?

Grant showed committee what the schedulers see when they are looking at the FA's line, there is no reason that this should have happened and he will talk to the schedulers.

Owner: OPEN, CLOSED: 3/9/2017

17.002 – Self Assignment in Anchorage

Origin: Matthew Cook, 2/23/2017

[REDACTED] was able to pick up a trip at 8:59AKST, one-minute prior then allowed. We are curious if this was a system wide issue, or ANC specific and when this issue will be resolved.

This issue was fixed through a patch.

Owner: Jarod McNeill, CLOSED: 3/9/2017



17.003 – Reserves Deadheading to Cuba

Origin: Fady Shenouda/Jarod McNeill (LAX & MEC), 2/22/2017

It came to AFA's attention that Crew Scheduling asked reserve FA's that were called to cover Trip 025289 on 22FEB2017 to pay for Cuba visa from their own pockets and expense it later.

While we totally understand that the circumstances might have called for these measures on the day, and we do realize that Grant ended up paying for the Visa. We still do not agree with the practice of CS asking FA's to pay for more items and expect them to comply and be prepared with extra money on them to cover it.

Moreover, even though Jarod called crew scheduling right after the assignment and was ensured that an Alaska Airlines rep would meet the aircraft and be holding a sign with Alaska Air on it. Still this never happened and the 2 new FA's that deadheaded to HAV ended up stranded at the airport for 1h45 without any reps or any transport available before they decided to take a cab to the hotel. AFA would like to understand what exactly happened and what are the actions taken to prevent this from happening again.

To sum up, we thought we should bring those issues to your attention to shed some more light on the incidents during your next meeting with management. AFA believes that -under no circumstances- should the FA be responsible to cover more and more expenses with the promise to be reimbursed later. AFA believes as well that the company failed to follow up to ensure our FA's safety.

Would highly appreciate an update on those matters as soon as it's addressed please.

Some changes are being made to the language of the policy when a crewmember is sent to Cuba. The FA will not be expected to pay for the Visa nor will they be made to feel they must. Transportation issues have been worked out with the company in Havana and this shouldn't happen in the future.

Owner: Jarod McNeill, **CLOSED:** 3/9/2017

17.004 – New Hire TFP Discrepancy on Trips Picked Up

Origin: Jarod McNeill, 2/16/2017

Many of our Flight Attendants from Class 17-1 picked up trips after completing IOE's and orientation. They picked up the trips based on the TFP value that was listed in Crew Access. Later it was discovered that someone had incorrectly entered them into the system, therefore those TFP values were reading block hours (pilots) instead. When the



correction was made, all of the TFP values went down. AFA believes that the original TFP values should be honored, as this is what the FA's based the pickups on. Flight Attendants effected are:

[REDACTED]

Management has processed the pay, keeping on agenda until after 3/20 to make sure that they are in fact paid correctly.

Owner: Jarod McNeill, Target Date: 3/20/2017

17.005 – Inability for Reserves to Post/PickUp/Trade/Split in System

Origin: Jarod McNeill (MEC), 1/31/2017

AFA does not agree that the company has broke contractual language and ignored the reserves when moving forward with the Crew Access system.

Testing begins on March 20th and if all goes well this should go live on April 1st.

Owner: Jarod McNeill, Target Date: 4/1/2017

17.006 – Reserves and 118.2

Origin: Jarod McNeill (MEC), 2/28/2017

Once the Reserve reaches 118.2 they are able to refuse all further assignments. If they refuse the assignment, they are being put back on the LTFA list so still cant commute home etc. It is our belief that once the reserve states they will not work any further assignments that all remaining reserve days should be take off of their line and replaced with "CB". This will help scheduling, as they will not need to continue to call this reserve each time their name comes up, it will allow the FA to commute home if needed and will also allow them to pick up if they would like.

Kieran is open to this and is going to discuss with others. More information to come.

Owner: Jarod McNeill, Target Date: 3/30/2017

17.007 – [REDACTED] and Out of Order

Origin: Anthony Eskander (PDX), 2/7/2017

[REDACTED] was called out of order for this trip, when trying to talk to crew



scheduling they refused to work with him or research and he is a RS Committee member.

██████████ was in deed called out of order and has been granted 1.5x pay for the trip, he will fill out an ACF. On the other issue, moving forward, all issues will go through the LEC Chairperson who will reach out to scheduling management.

Owner: Jarod McNeill, CLOSED: 3/9/2017

17.008 – Reserves Pulled and Re-Assigned

Origin: Jarod McNeill (MEC), 2/28/2017

Since self-assignment has started we are seeing a much higher number of Reserves being pulled off of their trips and re-assigned. We are requesting that scheduling keep a daily log of this and send to MEC Reserve Chairperson with an explanation of the reason and proof there were no other reserves available to cover the assignment.

Some of this is due to FA's not understanding how it works when you self assign and understanding that they are still on duty for the current day. Kieran/Grant will work with AFA on getting reports. Currently waiting to see if Zac (Scheduling Chair) has the ability to pull these reports. UPDATE: They will come up with a new code in the system to use when this happens with a short explanation. This report can then be generated by the scheduling chairperson and sent on to the RS Chairperson.

Owner: Jarod McNeill, Target Date: 3/30/2017

17.009 – Out of Order Calls Increasing Drastically

Origin: Jarod McNeill (MEC), 3/1/2017

It seems that since the Crew Access system has launched, we have seen a huge increase in "out of order" assignments. We appreciate Kieran and Grants quick response in these and the approving of premium pay, however, what is the issue causing this. Is there an error in the system or is this just part of the human learning curve?

Scheduling is following the LTFA, however as a reminder they operate off of a paper LTFA pulled just a few times a day, therefore as they are assigning, the names are changing constantly. AFA requests that all out of order issues be sent to the LEC Chairs and to the MEC chair so each can be researched moving forward and tracked.

Owner: Jarod McNeill, CLOSED: 3/9/2017



17.010 – [REDACTED] Repositioning

Origin: Jarod McNeill (MEC), 3/1/2017

[REDACTED] noticed on her schedule that her March 17th had been moved to March 7th, however she did not reposition anything that she recalls. Can this be researched and see how the reposition took place?

Upon research, it appears that Shelby did indeed login to the system and shift those days.

Owner: Jarod McNeill, **CLOSED:** 3/10/2017

17.011 – LAX Listed as a Preference in Crew Access

Origin: Nancy Munoz (LAX), 3/2/2017

LAX has been added again to the preferences in Crew Access. If this is the case, everyone called out for the days that it was listed could be out of order call outs. We are requesting the date/time that it was added back to the list.

Been told that this was fixed, however doing some more research to make sure the issue is no longer of concern and that people have been called out correctly.

Owner: Jarod McNeill, **Target Date:** 3/30/2017

17.012 – AM vs. PM Assignments between Noon and 2:00PM

Origin: Kristen Yermakov (SAN), 3/5/2017

I was told from scheduling that when assigning trips that report between 12pm and 2pm it is up to the discretion of the schedule whether or not a trip is assigned to an AM/PM. In SAN we have a 1:15pm report PDX turn and a 1:50pm SEA turn. It has been told to other reserves that scheduling has said that they exhaust the AM reserves first and then assign to PM in these instances. I was assigned a PDX turn on PM while there were still two AM one day reserves legal for it. I called and she told me that between 12-2 it's up to them. I believe it was Amber. I was a line holder and actually had more tfp on the LTFA then the AM reserves. This has happened to others. I put in for being assigned out of order, but can this be clarified?

Contractually there is no wording that prevents the scheduler from using their own discretion during these hours.

Owner: Jarod McNeill, **CLOSED:** 3/9/2017



17.013 – Accepting Electronically and Conversions

Origin: Jarod McNeill/Bethany Gilbo (MEC/PDX), 3/5/2017

We have had several flight attendants accept their reserve assignments electronically, however these assignments were being assigned outside of the FA's classification. If an AM FA is being assigned a PM trip, the scheduler still needs to call ahead of time and convert to ER. If they fail to do before the assignment, premium pay is due. If they call after to convert, the trip has already been accepted so removal of the trip would have to follow contract language.

Grant/Kieran agree with this and will train the schedulers on this matter. If this happens to anyone, please forward all details to the LEC Chairperson and MEC Chairperson to make sure the FA gets paid properly.

Owner: Jarod McNeill, CLOSED: 3/9/2017

17.014 – [REDACTED] - 1057733

Origin: Jarod McNeill (SEA), 3/5/2017

[REDACTED] ([REDACTED]) was assigned and removed from 2 different trips on Thursday before being assigned the AUS all nighter. I am curious the reasoning and would like verification that there were no other FA's legal to work the trips he was removed from. Also he was told by the scheduler one of the times that the trip they gave him was no longer available because someone self assigned it, how is that possible? The first trip that [REDACTED] was assigned, he self notified through Crew Access, that was taken away when he was called and assigned another trip. 10 minutes later he was called and told that someone took that for self-assignment... how is that possible. Grant gave history of assignments, but still waiting for reasons these trips were assigned, once cancellations him working this trip would have caused, and who got the trips after all.

Still be researched

Owner: Jarod McNeill, Target Date: 3/15/2017

17.015 – [REDACTED] - [REDACTED]

Origin: Jarod McNeill (MEC), 3/5/2017

[REDACTED] ([REDACTED]) was on the list, however one person was above her who was legal and who specified SNA, however she had the SJD turn out of SNA put on her line



before the other person was assigned. Attached is the LTFA list showing Justine's preference to fly out of SNA as well. they were both AM good for 3 days. [REDACTED] was assigned this trip prior to [REDACTED] being assigned and [REDACTED] was below her on the list, I sent a copy of the LTFA list showing that [REDACTED] had been removed and [REDACTED] was still on it. [REDACTED] was notified of the trip AFTER [REDACTED], but was assigned prior. Grant said that [REDACTED] was assigned first, but confused on how she could still be on the LTFA list, when [REDACTED] was not?

Lindsey was paid out of order and will be paid 1.5x pay for the trip.

Owner: Jarod McNeill, CLOSED: 3/9/2017

17.016 – [REDACTED] [REDACTED] - [REDACTED]

Origin: Jarod McNeill (SEA), 3/5/2017

[REDACTED] was given this trip as a 1 day AM FA. She was assigned this when [REDACTED] was still on the list and above her. Can you research, we believe premium pay is due. Grant replied that [REDACTED] was good for 1 day and Lyons for 5, however the LTFA that we pulled showed both as good for 1 day??? This took place on March 3rd.

Still being researched

Owner: Jarod McNeill, Target Date: 3/15/2017

Quarterly Stats:

Quarterly Stats are no longer available in the same fashion as with eMaestro. Some reports (like tags) are no longer tracked/possible. Jarod will work with Matt in operations on what reports can be generated.