



## Quarterly Reserve Meeting Proposed Agenda

Thursday, June 15, 2017

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

Present: Jarod M (MEC Chair), Matt C (ANC LEC Chair), Antoine R (SEA LEC Chair), Bethany G (PDX LEC Chair), Tim G (LAX LEC President), Kristen Y (SAN LEC Chair), Grant Lessig (Mgr, Crew Scheduling)

### AFA Meeting (10 AM – 11:30 AM)

- I. Call To Order
- II. Announcements and Introduction of New Members
- III. Approval of Minutes – Matt moves and Bethany seconds.
- IV. MEC Chairperson Report
  - Classes – *Currently slated for 8 classes of 90-100, with possible addition of more.*
  - 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 – *How does everyone feel on it?*
  - Contract Training – *It has been suggested by many bases that we would like to start these. Will discuss together. More information to come after MEC meeting.*
- V. Local Chairperson Reports
  - A. ANC – *Self assign issues with time change. Scheduling has agreed to manually process PM reserves for the first hour of the self assign. Lots of new hire issues with being on phones and/or personal electronics.*
  - B. SEA - *Issues with LTFA list fly/pass and order at beginning of the month, will review for July. APSB are showing as 4.9 if assigned until 12:00 (ends at 11:59 so CrewAccess is showing as worth 4.9) see agenda item below.*
  - C. PDX – *Lots of phone calls about when they are contactable, this is not just new hires but coming in from more senior FA’s. Researching out of order call outs. Recently had someone tagged to sit 4 hours before next flight.*



- D. LAX – *New reserve expectations are high in regards to days off and what they can hold in the bidding process. New hires getting into arguments/yelling at schedulers on the phone, one calling scheduler a nasty word.*
- E. SAN – *Mellow as always 😊*

## VI. AFA Business

- Reserve Trading/Posting/Splitting Update– *Issues with some trade*
- Reserve Reposition Calendar – *Not currently a calendar as specified in contract, but on list for future enhancement.*
- 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.*
- 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.*
- Payroll Issues – *We are getting many complaints in regards to payroll issues and payroll answering phone calls and emails in a decent amount of time. Please track how long replies take. We are payrolls customer and it is expected that a certain amount of service is provided. If delays persist, report to Jarod so he can go to VP of Inflight with concerns.*

## 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? We have heard both 10 and 12 classes of 100, any update? –
- 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: September 14, 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.17.002 – Calls outside of Contact Time**

**Origin:** Matthew Cook (ANC), 6/10/2017

We have an instance (reportedly two, however I only have info of one so far) of PM reserves being called by scheduling at 1:40am. The one I have info for did not pick up but the message asked them to call back to be converted to ER and premium pay would be assessed. The second one, of which I don't have exact info, reportedly picked up and was converted on the spot.

I know we tell them they shouldn't pick up and if they do, they must accept whatever they're given, however is this becoming a normal occurrence and is it happening anywhere else?

**Owner:** Jarod McNeill, Target Date: 6/30/2017

### **A.17.003 – Reserves and Premium Pay**

**Origin:** Antoine Rouse (SEA), 6/10/2017

When a reserve receives premium pay for something, for example a short night call, etc and then they trade the trip, does the premium pay always follow?

**UPDATE:** Had conversation with MEC, more information to come on this. AFA believes that some of the premium pay should follow. More information to come.

**Owner:** Jarod McNeill, Target Date: 6/30/2017



## 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

### 16.016 – 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 27<sup>th</sup> with API, Management and other AFA Officers. More information to come.*

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

### 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.*

*UPDATE: Still trying to get 3-4 people paid*

*Owner: Jarod McNeill, Target Date: 6/30/2017*

## **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 20<sup>th</sup> and if all goes well this should go live on April 1<sup>st</sup>.*

*UPDATE: Still some issues with trading days, workaround instruction to come out soon.*

*Owner: Jarod McNeill, REOPENED TARGET DATE: 6/30/2017*

## **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*

## **17.008 – 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.*



*UPDATE 6.15.2017: Zac has way to pull reports for certain issues however this specific issue is hard to track. Jarod to work with Zac on this. CS believes they are doing a better job at this. There are some confusion on the way it works when someone self assigns for the next day and they are still on reserve today. Some feel that they should skill show for the full amount of days, however this is not the case.. for example, If I am good for 4 days and I self assign a 3 day for tomorrow, I will now show as being good for 1 day today only. Some schedulers may pull people off trips in reverse order of self assignment if needed to cover to avoid cancellations etc.*

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

## **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.*

*UPDATE 6.15.2017: CS is working on an update that would allow CS to send a notification of the conversion, once accepted the trip would then be assigned. It was brought to the attention of the committee by manager of crew scheduling that they are currently "parking" trips on the FA's line until they are alerted of the conversion. AFA believes this is in direct violation of the contract and will be discussing this in the ADR or grievance process.*

**Owner: Jarod McNeill, CLOSED: 3/9/2017 REOPENED TARGET DATE: 7/30/2017**

## **17.015 – [REDACTED]**

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

[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 J [REDACTED] 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?

[REDACTED] was paid out of order and will be paid 1.5x pay for the trip.

Owner: Jarod McNeill, CLOSED: 3/9/2017 REOPENED: Grant refused pay when submitted after meeting, waiting again to see if paid. CLOSED: Lindsey just confirmed that pay was made on her 5/20/2017 paycheck.

### 17.017 – [REDACTED] – Inability to Self Assign

Origin: Matthew Cook (ANC), 6/4/2017

[REDACTED], was not able to self-assign until 11am PST (10am AKST) and all trips were pulled at 2:15pm PST (1:15pm AKST).

*This is due to the system error. Moving forward, CS will manually process self assignments for the first hour for ANC PM reserves*

Owner: Jarod McNeill, CLOSED: 6/15/2017

### 17.018 – [REDACTED] – Inability to Self Assign

Origin: Matthew Cook (ANC), 6/3/2017

[REDACTED] tried to self assign a 4-day trip on June 3<sup>rd</sup> for her 4 day block but the system said "The reserve block must be as long as the trip. Is the recurrent day being figured into her block?"

*Issue is being passed on to Zac Weeks for research as this seems like a CrewAccess Issue.*

Owner: Jarod McNeill, TARGET: 6/30/2017

### 17.019 – [REDACTED] – Issues with LTFA

Origin: Matthew Cook (ANC), 5/29/2017

It appears that [REDACTED] ([REDACTED]) was assigned out of order for APSB today (May 28) as the LTFA is not displaying the correct amount of TFP for her. Please see screen shots below. The TFP is off by roughly 45 tfp. I have advised her to submit Activity Claim Form.

Is this an issue for others, or just an isolated incident? This seems to be happening frequently, what is being done in scheduling to make sure the LTFA is up to date?

*ACF and out of order pay is approved by Grant Lessig. CS has no way to change someones LTFA TFP value however some schedulers go above and beyond and manually remove and reapply pay codes which sometimes fixes the issue. If this issue is found in the future, please let Grant Lessig know so he can research and try this method.*

Owner: Jarod McNeill, CLOSED: 6/15/2017

### 17.020 – Known APSB being placed in OT for self assignment

Origin: Antoine Rouse (SEA), 5/30/2017



The contract states ALL know APSB will be placed in opentime for self assignment yet there are many APSB shifts that are tagged each day that were not ever placed in opentime for self assignment.

*All know APSB are put into the system for self assignment/trade. These APSB's when someone is tagged at the end of the trip are last minute decisions. There are so many misconnects with the new "banked" flight schedules that CS is not able to staff so they are "desperate" for people at the airport.*

**Owner: Jarod McNeill, CLOSED: 6/15/2017**

## **17.021 – SAN Last Flight of Day**

**Origin:** Kristen Yermakov (SAN), 5/30/2017

Our last base flight daily Monday-Friday shows a 5:30pm Seattle turn that arrives 11:48pm. Wouldnt be legal for a one day with debrief.

*Grant to work on this, however they can always call CS and confirm that the last flight has left and they are free to release home. Will keep as open item until confirmed what can be done.*

**Owner: Jarod McNeill, TARGET: 6/30/2017**

## **17.022 – [REDACTED]: Inability to trade RS days for Trip**

**Origin:** Kristen Yermakov (SAN), 5/30/2017

[REDACTED] had problem with crew scheduling not wanting to trade her trip for reserve days bc they weren't the same amount of days back in March. Opened a ticket for it but never heard back from Grant. This is from my follow up email:

"[REDACTED] a lineholder was trying to trade her 4 day #26315 on 3/11 with [REDACTED] for her [three pm](#) reserve days on 3/12-14. She was denied by the scheduler on 3/10 because they weren't for the same amount of days..."

I realize it's not a common trade but the amount of days shouldn't matter if they're both legal. *Believe it was human error that the scheduler did not realize it was lineholder for reserve. The schedulers are constantly reminded that RS days off are golden and to not touch them. This item should not be an issue in the future as it is now automated. This scenario was tested during testing period and the tests were successful.*

**Owner: Jarod McNeill, CLOSED: 6/15/2017**

## **17.023 – [REDACTED]: Silent Rest Interrupted and ACF Denied**

**Origin:** Antoine Rouse (SEA), 6/12/2017

Her silent rest was interrupted and they are denying her ACF stating she was not contacted until 6:03am, when she was actually contacted at 3:41AM

*Grant has approved the ACF and she should be paid.*

**Owner: Jarod McNeill, CLOSED: 6/15/2017**



## 17.024 – [REDACTED]: Called outside of classification

*Origin: Antoine Rouse (SEA), 6/12/2017*

AM Given a PM, not advised of conversion. Please confirm that premium pay will be paid for the out of classification notification.

*This was confirmed and [REDACTED] was paid accordingly.*

**Owner: Jarod McNeill, CLOSED: 6/15/2017**

## 17.025 – Self Assign APSB past Noon

*Origin: Antoine Rouse (SEA), 6/12/2017*

When CrewAccess launched, AM reserves were able to self assign APSB past noon, however scheduling was not allowed to assign it. This recently changed. Why is that?

*This will be reviewed*

**Owner: Jarod McNeill, TARGET: 6/30/2017**

## 17.026 – ANC Reserves unable to Self Assign at 10AM

*Origin: Matthew Cook (ANC), 6/12/2017*

ANC Reserves are still not able to self assign until 11AM

*This issue will be looked at for a future patch, in the time being CS will manual process all of these issues. Grant Lessig would like a record kept of all people who call scheduling however miss out on the trips they wanted because of the time delay. He went on record to say he would love to see all manual process stop because of the burden on the schedulers, but that he doesn't feel right about the FA's missing out on the trip and would like to keep records of such so something can be worked out in the future as he realizes people could be missing out on pay because of this.*

**Owner: Jarod McNeill, TARGET: 6/30/2017**

## 17.027 – [REDACTED]

*Origin: Antoine Rouse (SEA), 6/12/2017*

[REDACTED] was assigned trip 023094 on March 3. She was called at 0157 to be notified of her trip. Her trip the day before released at 1719, meaning she was in silent rest until 0219. Her ACF for being contacted during silent rest is being denied by her pay analyst saying "no additional pay due."

*Grant says that Pay Analyst is completely incorrect, researched and approved the pay. FA should fill out new ACF.*

**Owner: Jarod McNeill, CLOSED: 6/15/2017**



## 17.028 – [REDACTED]

*Origin: Antoine Rouse (SEA), 6/12/2017*

[REDACTED] was assigned trip 040499 on March 18, with a report time of 0400. She was off the day before and did not self-notify for the trip. She doesn't know what time scheduling called, but it was that morning. Her pay analyst is denying the ACF and saying no additional compensation is due. When she called her analyst, her analyst said that manager of CS said that the Crew Access notification counts as our notification.

*Grant Lessig has approved pay and FA should fill out new ACF.*

**Owner: Jarod McNeill, CLOSED: 6/15/2017**

## 17.029 – [REDACTED]

*Origin: Antoine Rouse (SEA), 6/12/2017*

Was contacted at released from APSB at 10PM on 5/21 CS called her on 5/22 at 0020 She did NOT answer, as she is not required too. CS then called her again at 0200 she once again missed the call but this time she called back as she was called twice during her domicile rest. When she called back they converted her to ER and gave her a trip with a 1420 report. Per Section 11.B.9.a.2 of the CBA it states that a reserve may only be contacted ONE time during domicile rest.

*Grant to research. Call log has been provided to Grant.*

**Owner: Jarod McNeill, TARGET: 6/30/2017**

## 17.030 – Inability to trade “True Reserve Days”

*Origin: Antoine Rouse (SEA), 6/12/2017*

The system will not allow you to trade all of your days real time. For example, if FA “A” is trying to give the last day of a large block and FA “B” is trying to give give away the first day of their large block, the system will not allow the trade to take place in one action. You have to do each one at a time, which would give an illegal length of block days. Will scheduling process these manually until a fix can be found?

*This should work now and direct instruction on how to do this will come out soon.*

**Owner: Jarod McNeill, TARGET: 6/30/2017**

## 17.031 – [REDACTED]

*Origin: Bethany Gilbo (PDX), 6/12/2017*

wanted to follow up with both of you about a situation I encountered with crew scheduling on Friday, May 12. I was notified through email that I was given an assignment at approximately 11:30am for an afternoon turn. I decided to look at the LTFA before I notified back for the assignment. About a half hour prior to my assignment, I noticed that there was another reserve who had recently been placed on the LTFA and was listed above me ([REDACTED] - [REDACTED]) she was showing as good for 1day, had less TFP than me, and was junior to me.



(She was originally on the LTFA for a 6 day pm block, but had just self assigned for the next day and this now moved her into a 1-day pm reserve position). The other 1-day reserves who were available on the LTFA roster after me were all line-holders.

I called crew scheduling at 11:30am to confirm my notice and inquire as to why I was being given this trip prior to [REDACTED]? I was speaking with Audrey, who was rather short with me about my question. She could not give a direct answer, she put me on hold and then when she returned on the phone, she told me that because [REDACTED] self assigned she really isn't good to go out for that day, and she made a brief comment about Portland having too many sick leave calls.... It was clear to me in that moment that I wasn't getting a correct or even reasonable answer and I was annoyed with this, so I ended the conversation.

The next person below me on the LTFA was [REDACTED], then [REDACTED], then [REDACTED]. All of these people are lineholder-reserves that we're good for one-day, but should be used according to our contract, after regular reserves. The next person assigned on my trip was [REDACTED]. He was notified about 30 minutes after me. Then I noticed when I got to the airport that [REDACTED]-[REDACTED] was assigned to our trip as well and she later told me that she was give a short-call from scheduling and also questioned scheduling that as to why she wasn't assigned a trip prior to the other 1-day reserves. However, she was given this trip after [REDACTED] was assigned and she was used before [REDACTED] and [REDACTED].

There is certainly an inconsistency here and I believe a violation of our contract. I would like to better understand this situation. I'd also like to know if reserves who self assign for the next day are not being used for the current day that they are still be good for. I understood that reserves would still be available to fly and that crew scheduling could re-assign them if needed, but if that's the case, I would like to know.

I know this sounds convoluted. I've included LTFA snapshot and hope that helps. I feel strongly that CS needs to assign in order of the LTFA and uphold our contractual agreements, I also feel that some of the schedulers need to be better informed. If possible, can you listen to that recorded phone conversation with the scheduler? I just couldn't follow her reasoning. Please call me if you have any questions, and thank you so very much for all your work on our behalf. *Calls will be pulled to see what was said, but it is in agreement that [REDACTED] will be paid out of order assignment pay and should fill out an ACF that will be approved by Grant.*

Owner: Jarod McNeill, CLOSED: 6/15/2017

## 17.032 – APSB that ends at 11:59

*Origin: Antoine Rouse (SEA), 6/12/2017*

When a FA is assigned to APSB that ends at 11:59, crew access is adjusting credit to 4:59. Payroll has been catching this but that's not a long term fix. *UPDATE: Scheduling will now begin APSB at 6:59 instead of 7:00 and that will fix the issue.*

Owner: Jarod McNeill, CLOSED: 6/15/2017



## 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.