

Crew Access Discussion

Alaska: Andy Schneider, Ron Calvin, Ron Moyer, Denia Pisia

AFA: Jeffrey Peterson, Jake Jones

28 million dollars spent on system:

eMaestro~ phased out and looked at a Sabre product. Had to abandoned ship. QX was going to use AIMS, but discovered it was not going to work.

JCTE interfaces: 48 interfaces and 29 different systems.

Flica? Andy/Ron Moyer not around for that decision.

VX FAs have Flica~ can AS go there?

Andy: Cannot get refund and have spent 4.5 years here. Not thrilled with system, but we are invested. Boeing now owns Jeppesen~ Better architecture, but both sides struggle with current system. Flica may not support the growth of AS.

Major carriers do use it?

Andy: AS is looking to use for training platform, not for Crew Scheduling.

Andy: 80 recent fixes~ almost impossible to address all issues.

Why wasn't Back to Book programmed?

Andy: During negotiations we could not anticipate what FAs would want, implemented new rules, not old rules.

Jeff Peterson: We need to go back and have them program back to book~ Still negotiating a 3rd option, but have asked them to program. Looking at a performance guarantee.

Andy: We made a conscious choice which one to program. We chose new rules.

JP: Ability to go back to book was always a programming issue and negotiating committee knew this. Jeppesen could not program both, IT limitation.

Thought JCTE was rolling out in fall, but it was delayed. AFA believed that programming could occur quicker, but IT issues prolonged it. MEC believes that Crew Access system needs to be fixed before we discuss back to book.

Where are we today with back to book?

Ron M: Rules have been given to Jeppesen for timeline and extent of changes. FAs want specific time frames. More info to come

Codes Question and Open Time: Schedules don't work with FAs. Leave OT open for 24 hrs and allow us to trade schedules.

JP: Have an ability to drop into OT~ most FAs down-trade.

4 day trips are low~ trying to drop those

Andy: Rigs help with this fact.

Ron Calvin: Adding to 4-day trip causes a ripple effect to the 2/3 days trips. 40% of flying is east coast/Hawaii~ make up of our trips is changing and finding the balance is difficult.

Does there have to be inefficiency in pairings?

Andy: Good question. GEG is an example. But there is always going to be left over.

Melissa Claire~ I solicited questions from workgroup and want to share those with you. Want to seek clarity from the rumors:

Display: Real Time/refresh/generate reports/real tfp per leg

Sit pay show

Sick leave displayed

Tfp calculators

Etc....

Andy: Great list to work from. Prioritizing fixes, contractual first. Now we can address the other issues.

Ron Moyer: Some should have been addressed in latest fix. Prioritize based on if issues affects all.

Ron Calvin: Would be good to post list and allow FAs to see what is addressed, on the list.

Why does it take so long?

Ron Moyer: Agree with fair amount of what you just said. Appearance should be easy to change. But, behind the screen it's tied to the rules. The rules are complicated and when you change one thing, it's probably tied to another.

Real Time?

JP: AFA has a grievance filed on that.

Andy: I have the VP of Jeppesen on the phone every day sharing our displeasure. Are not at the place where we would consider moving away from Jeppesen. Boeing is now involved in getting issues resolved, quicker.

Can we go back to eMaestro?

Andy: No, system is gone.

All we keep hearing is we are working on it~ No accountability/issues pushed back and its affecting our lives. Want benchmark/dates for fixes.

Andy: Not charging us for any of the issues~ AS is being compensated for the issues. Please send your issues to Zac, so he can track it.

JP: AFA has asked for a list, but it was not published because AS did not want to publish it.

Do you value the FA's flexibility?

Andy: Yes, of course, it's hugely important. It's part of why you do this job. We have built lines lower and increased reserve coverage this summer. We are trying to find the balance.

Confusion over codes/Open Time system. Can you clarify?

Jake Jones: 2 open time systems that you see:

TO: AS liability (same # of trips every day, what you can drop down to)

TX: Sick leave liability (which spikes)

Thought sick leave would be absorbed by TO, but that never happened.

JP: A lot of confusion with OT, we know. Haven't put out the new OT since there are not implementation penalties, nor a schedule.

AFA will look to update Power Point to help clarify confusion.

Ability to trade diminished with new system

JP: Miss-programmed, initially. When we went live, saw some benefits of this miss programming added. More liberal trading rules were not programmed in Jeppesen.

Andy: Will get back to you about this~ not aware.

Why no confirmation button with trading? TO codes changed from June/July?

Posting of trades~ see my post?

DP: Believe this is on the list.

JP: Don't have negotiated language for many of the trading aspects we have enjoyed because we had these abilities for years. AFA doesn't want to have to go back and negotiate things we have had for years.

Andy (Comment): First N American customer and have more complicated work rules than European airlines.

JP (Comment): Told we would get a better system. It's far from that. Andy: Jake and Lisa P did try to identify issues early on. We realize this, but limitations to what the program can do. Some issues are aesthetic, focusing on the contractual violations.

Multiple FAs on roster?

Ron Moyer: On list to fix

How CA handles traffic during OT?

Andy: Addressed with last fix, we believe. 130 Jeppesen employees working on issues.

Capacity for system: Tested with 15k~ but not all scenarios are included.

OT numbers: 72k transactions in May on OT day.

More filters: TO filter, Reserve blks showing, no trip ending date, confusing to filter, MS edge not compatible, end date/start date for filters.

DP: Next fix is Thursday~ reserve trading. Scheduling is taking on manual fixes until CA is updated.

CS is rude, not helpful

DP: I take that one and will be working with them. Please direct issues with CS to Grant or me and we will address. I am addressing the inconsistencies with group.

Trading issues with FAs~ how can we help solve the issue without phone lists, etc.? FA tools taken away.

DP: When trip is put on line CS cannot verify validity of trade it puts us in difficult position. Why we don't get involved.

Fix for confirmation of trade?

Ron Moyer: Adding extra step for confirming the trade.

FA Phone list?

Not posted due to confidentiality. Can publish numbers via contact card in outlook.

JP: Can we do a one time auto enroll; with opt out, to publish FAs numbers?

Alaska will look into it.

Accountability Questions:

Decision to move fwd with Crew Access?

Andy: I made the decision to move fwd. 50 people on phone. Jake and Kieran were only ones who said not to move fwd. I was concerned about eMaestro and what would happen if system failed. We had signs of crashing and IT reporting that problems were increasing and worried it would crash.

Andy: Testing~ did as much as we could to test, 1million scenarios. Didn't start with eMaestro as the base, maybe they should have? I am just as frustrated with the system and feel the pressure. Relationship with Jeppesen can be strained at times.

FAs at meeting?

Andy: No, JP has asked to include FAs and think that is a great idea. Your AFA counterparts have made this system better. Extremely lucky to have AFA scheduling committee/reserve/and AFA officers helping.

Were FAs included in design?

Ron Moyer: Yes. The initial system came from another airline~ Philippine Air. Not AS specific. Had to provide the trading components due to contract~ starting from ground up.

Andy: Swedish company and they don't always understand our work rules. Had design sessions prior to address wants/contract rules.

JP: FAs only involved with program when it was ready to roll out. Not involved from ground up.

Andy: Will commit to the list and keep FAs updated.

Have we paid them in full?

Andy: No

Is Jeppesen paying penalties?

Andy: Don't believe so. I was not involved in contract negotiations for this system.

Addressed 39 issues~ additional 100 issues not contractual. Made over 240 changes since we launched. Some have worked some have not.

Ron Moyer~ (Comment on accountability)

PM for Jeppesen was removed now that Boeing is involved.

When we will dump it?

Andy: Just know that it took us 4.5 years to get to this point. So, if we decide to change then it would be a very long time.

Has Alaska reached out to Microsoft to see if they have a product or can help?

Andy: No, not that I am aware of.

Do we have the bids from other companies that reached out for this change?

Andy: Yes, but Crew Access was only one that fit out needs.

IT tickets~ says issue is resolved, but it's not. Why?

Andy: need to work on this. Resolved on their end by forwarding issue, but not actually fixing it.

Why aren't low level fixes that are easy to address, being done along with the major ones?

Andy: We have prioritized the fixes.

Can system be real time?

Ron Moyer: It is real time, just based on your view at that time. AFA filed a grievance on this.

JP: Jeppesen is more "web based" than eMaestro.

Andy: Will dig into Flica and get more info on that.

VX FAs just take AFA contract?

JP: Not if I have anything to do about it. Also, MEC is not inclined to explore a longer duty day.