



Quarterly Reserve Meeting Minutes

Thursday, September 11, 2017

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

Present at Meeting: Matt C (ANC LEC Chair), Antoine R (SEA LEC Chair), Bethany G (PDX LEC Chair), Claude D (LAX Committee Member), Kristen Y (SAN LEC Chair), Jarod M (MEC Chair), Brian P (MEC VP) Zac Weeks (Duty Manager, Crew Scheduling) & Johanna Giese, (Duty 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 – Matt moves and Bethany seconds.
- IV. MEC Chairperson Report
 - Classes – *Currently slated for 10-12 classes of approx.. 60*
 - 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?*
 - Base Bulletin Board – *Is your AFA leadership utilizing these in your base? If not, see if you can post Reserve items there.*
 - Does your Committee have enough people for the hiring boom? *Keep this in mind as we approach the merger*
 - New ticketing program – *How does everyone feel on it? Some liking, some not.*
 - 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 – *Pretty quiet, things are going good.*
 - B. SEA - *ER conversions happening without notification, etc*
 - C. PDX – *all is quiet*
 - D. LAX – *lots of co terminal APSB and lots of out of order assignments*
 - E. SAN – *quiet as always, still having issues with “last flight of day”*
- 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. UPDATE: will probably move towards a social media campaign instead with weekly posts (same across all bases)*
- 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 12 classes of 60-75 any update? – *crew planning has confirmed that ANC will continue reduction as people leave and will not see increase until June 2018.*
 - Is staffing where we want it to be at each base currently? *overstaffed for September. SAN needs more Reserves as sick calls are very high.*
 - 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: December 14, 2017 (joint meeting with scheduling)
- 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.17.003 – 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 27th with API, Management and other AFA Officers. More information to come.

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

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.

UPDATE: 9/14/17 This could not be discussed as its in the grievance process.

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

17.032 – Trade Issues

Origin: Claude Danganan (LAX), 9/11/2017

██████ emailed CS on September 8th to do a trade, never got a response. Sent another email on September 10 at 7am and got a response back prior to bids closing that the trade was denied until the bid protest is done.

Some schedulers were not receiving the proper emails during the cutover from Firstclass the past few weeks, this has been fixed and should not be an issue moving forward.

Owner: Jarod McNeill, CLOSED: 9/14/2017



17.033 – Out of Order Assignment

Origin: Claude Danganan (LAX), 9/11/2017

We believe that [REDACTED] was assigned out of order on September 11th (PS 1062841), she was a PM reserve and was good for 4 days. [REDACTED] should have been assigned the trip (he had “fly”).

Owner: Jarod McNeill and Zac Weeks , Target Date: 9/31/2017

17.034 – Trade Issues

Origin: Kristen Yermakov (SAN), 9/11/2017

[REDACTED] ([REDACTED]) had “fly” and was good for 5 days AM along with another reserve [REDACTED] got assigned standby before her. Seems that [REDACTED] had been “fly” all day and [REDACTED] did not, so she was possibly assigned out of order.

Owner: Jarod McNeill and Zac Weeks, Target Date: 9/31/2017

17.035 – BWI Red Eyes

Origin: Kristen Yermakov (SAN), 9/11/2017

Will these continue to be SAN trips. We notice that they are primarily whats in OT (over 40%) and it doesn't seem smart to have to limo and DH reserves in to fly them. Is there consideration into building them into other bases pairings?

This will not probably change in the future. If the trips were to be built out of another base, it would reduce the flying in SAN and therefore possibly the base size. Currently no intention to move that trip elsewhere.

Owner: Jarod McNeill, CLOSED: 9/14/2017

17.036 – Last Flight of Day Issue

Origin: Kristen Yermakov (SAN), 9/11/2017

It seems that this issue has not been resolved. Today there was a flight that lands at 23:58 wick would be illegal for a one day reserve.

UPDATE: Zac believes the JCA just needs a time adjusted to 11:44pm return in order to be correct.

Owner: Jarod McNeill and Zac Weeks, Target Date: 9/31/2017

17.037 – LTFA Off Lately

Origin: Bethany Gilbo (PDX), 9/11/2017

Seems the LTFA has been “off” quite a bit lately. Information/discussion will come at meeting. moving forward, if people believe it is off they need to forward us all information possible. Its impossible to research a general concern like this, without specifics.

Owner: Jarod McNeill, CLOSED: 9/14/2017



17.038 – Personal Phone Text's from CS

Origin: Antoine Rouse (SEA), 9/11/2017

On July 26 [REDACTED] (along with rest of crew) got a personal text from [REDACTED] in scheduling asking them to call after their pre-board. We do not believe it is acceptable or professional for members of CS to take FA personal information from the system and then use it from personal devices. If sent through the system, that eliminates that issue, however this is not a proper/past way of communicating and/or notifying crew.

This was not a personal text, however a text sent through JCA. Zac agreed that this is not an approved method to notify crew and will discuss with schedulers. Pilot schedulers use this, and the CS that did this came from Pilot scheduling.

Owner: Jarod McNeill, **CLOSED:** 9/14/2017

17.039 – Tape Pull

Origin: Antoine Rouse (SEA), 9/11/2017

[REDACTED] was assigned an APSB that went past the allowed time on July 21. Is it possible to look on tracking system what time CS notified her and have the tape pulled. She does not believe she was converted to ER however was scheduled APSB from 930pm-230am.

Zac will pull tape to see what happened. He agreed that they need to covert on the phone in order to covert someone, he did not necessarily agree that the scheduler has to verbally convert prior to assigning but will talk to Denia about this.

Owner: Jarod McNeill, **Target Date:** 9/31/2017

17.040 – LTFA

Origin: Antoine Rouse (SEA), 9/11/2017

When CS is putting trips on reserves lines, they are not being removed from LTFA, therefore causing out of order assignments. Section 11.E.13 states that "The reserve Assignment lists will be available in real time and accessible through the flight attendant website". If you are



assigning trips but not adjusting the LTFA it is no longer real time and causing out of order assignments.

This item could not be discussed as AFA is currently in the grievance process on this subject.

Owner: Jarod McNeill, Target Date: 9/31/2017

17.041 – [REDACTED]

Origin: Antoine Rouse (SEA), 8/14/2017

On 7/28 [REDACTED] ([REDACTED]) was removed from his self assigned trip. The trip started with a DH on QX Flight number 2259 I called CS to inquire as to why the reserves were removed from the trip. (Unfortunately I do not know the time hat I called) CS stated that the QX flight had cancelled, so I agreed that it was legal to remove the trip. After farther looking into this turns out that the QX flight actually did not cancel. I was wondering if you could please look into for me and if the flight did indeed not cancel if it could be noted that [REDACTED] and the other reserve should be pay protected for the trip that they were taken off of.

On August 15th Denia replied that you were looking into this, on the 24th Antoine reached out again and on 25th Zac replied that he needed to complete some follow up and should have answer in next couple of days.

A little more research is being done, Zac to follow up with Jarod

Owner: Jarod McNeill and Zac Weeks, Target Date: 9/31/2017

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.