



## Quarterly Reserve Meeting Minutes

Friday, September 9, 2016

10 AM – 2 PM Main Cabin Room 263, Alaska Airlines Flight Operations Building, Seattle

Present at Meeting: Jarod M. (MEC Chairperson), Brian P. (MEC Vice President), Karen F. (ANC LEC VP), Carole B. (SEA Chair), Bethany G. (PDX Chair), Brandon B. (LAX Committee Member), Kristen Y. (SAN Chair), Kieran W. (Director, Crew Scheduling), Grant L. (Manager, Crew Scheduling)

### AFA Meeting (10 AM – 11:30 AM)

- I. Call To Order
- II. Announcements
- III. Approval of Minutes – Bethany moved to approve, Carole seconds, all approved
- IV. MEC Chairperson Report
  - Classes – Are will still having class 5? Rumor has it that it may be cancelled. We were told 7 classes next year, curious if that's still the same. *5<sup>th</sup> class approved for this year and will have 90+ people. 6 classes confirmed with an additional penciled in for 2017 and all are expected to have 90+. Told that the 7<sup>th</sup> class is 99% probable of happening.*
  - Issues – *Anytime you have an issue in base, please "cc" your LEC Pres. or the LEC Officer your committee reports to 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.*
  - Monthly Items Being Posted – *Is each base doing this? Not totally, bases will make better effort to do this moving forward. Also will work on a document for implantation and other reserve issues to be distributed to reserves.*
  - Does your Committee have enough people for the hiring boom? *Seattle is currently looking for new committee members, PDX and ANC both have an additional person and LAX just added 2 people and (UPDATE6/19) one additional person being added soon.*
  - New ticketing program – *More information will come on this in the future.*
- V. Local Chairperson Reports
  - A. ANC – concerns in regards to the new scheduling system coming out and how reserves will be able to trade etc. when they can't access the forms in FirstClass.
  - B. SEA - Multiple LTFA issues
  - C. PDX – Pay issues, multiple LTFA issues and issues with 4k notifications
  - D. LAX – Multiple LTFA issues
  - E. SAN – Quiet as usual.



## VI. AFA Business

- Reserve Self Assignment to follow contract language. *Testing for RS self is currently happening. There have been a lot of bugs getting this to work with eMaestro. Testing will continue and if the bugs can be worked out, then it will go live prior to the roll out of the new scheduling system. UPDATE: This was a carryover item, as of 6/16/2016 it does not appear that this will roll out prior to the October 1 contractual date, more information will come. UPDATE 9/9/2016: will still come out “probably” 30 days after the rest of the new crew scheduling program rolling out.*
- Reserve Reposition Calendar- *is scheduled to roll out with the JCT system on October 1, 2016. UPDATE 9/9/2016: will still come out “probably” 30 days after the rest of the new crew scheduling program rolling out.*
- Jeff discussed Domicile rest per Sec 11.A & Sec.11.B.. However, there is nothing in the contract in regards to legalities, so the trip officially can't be removed. You can be reduced, but cant break FAR's. There are some conversations on what happens, and more information will come out on this at a later date. This is being added to ADR. *UPDATE 6/16/2016, this issue is currently at ADR. More information to come.*
- Probationary Supervisor (ANC) – *it appears that the new supervisor in ANC Robyn will possibly be overseeing all probationary FA's system wide. More information will come on this. UPDATE: This position does not look after all probationaries like thought about before. This position is more administrative I regards to probationaries and will make sure that the required items are being taken care of, however, responsibility of the new hire will still be with the local supervisors in base.*

## 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. *5 in 2016 still with most going to LAX and SEA. 7 in 2017, not sure where they will go.*
- Update on software – *Are we still on track for November 1 launch? ..,more testing will be taking place in Sweden in the coming months. Working through all of the issues that have presented themselves. Schedulers will be going through their own training in the next 2 months and Kieran has assured that if his schedulers are not 100% comfortable with the program, he will not give the green light to move forward.*
- Update on Reserve Self-Assignment – *Will we be launching on November 1 as well? This function will more then likely come 30 days after the rest of the launch.*



- Is staffing is where we want it in each base? *Staffing is currently good in all bases with some daily exceptions when SEA flight attendants need to be sent to PDX/LAX for coverage.*
- IX. Old Business
- X. Good & Welfare
  - Next Meeting: December 15, 2016 (Joint Meeting with the Scheduling Committee)
- XI. Adjournment



## AFA Business Agenda Items

### **A.15.003 – Issues with orientation in ANC**

**Origin:** Jarod McNeill/Karrie Wessely (MEC/ANC), 03/05/2015

There have been ongoing issues with how orientations go in the ANC base. This is different than how orientations are conducted in other bases. Other bases really work with AFA to make sure that they have enough time to conduct their business, as well as do everything that needs to be done on the company's behalf (tours, computer training, etc.). In ANC, the slotted amt of time has dwindled over time to less than the other bases receive. Also in other bases, the times are never interrupted by management or other groups. In ANC, visitors interrupt and take away even more time from AFA.

03/05/2015: Jarod will have a conversation with management on trying to bring the format inline at all bases. More information will come. 12/5/2015 – Maybe with the change in management this will be a great time for the RS Committee/Lisa to work with the new manager and foster a good relationship in regards to future orientations. 3/10/2016 New management is ANC, conversations have started, however it appears the company will no longer hold orientations in the bases, so more information will come.

5/25/16: orientations are being held in Seattle moving forward, will keep this on the list temporarily for summer classes that might have orientation in base.

9/9/16: This issue is being closed out since orientations are now taking place in SEA. New management in ANC is on top of orientations and there is no longer a "scare and intimidate" approach as there was before.

**Owner:** Jarod McNeill, **CLOSED:** 9/9/2016.

### **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.



## 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. [REDACTED]. 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. [REDACTED] 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, **Target Date:** 10/31/2016



## 16.013 – Out of Order Assignments in LA (and in General)

**Origin:** Nancy Munoz (LAX), 8/30/2016

We have been noticing a huge increase in out of order assignments, and we realize not all are reported so there is even more than what is currently in our attention. All the ones that we have known about have been “made right”, however what is being done in CS to fix this problem, as it seems to just be getting worst.

*These are human errors. Some are because of new schedulers other than there is just a lot going on and the schedulers are glancing at the lists as quickly as they can in order to get the operation covered. All incorrect assignments (based on the LTFA) have been credited premium pay. On another note, if someone thinks they are miss-assigned, please reach out immediately to your reserve committee so they can have it researched ASAP and get any premium pay to you that is due.*

**Owner:** Jarod McNeill Target CLOSED: 9/9/2016

## 16.014 – No Show – ██████████, PDX FA

**Origin:** Anthony Eskander (PDX), 8/25/2016

CS gave her a No Show mid-trip on 08/16 when she was left a voicemail during check-in for her DH. CS only called & left a message on her first contact number (she has two on file) and did not make any attempt to page her in the airport or at the gate or have a CSA deliver a message to contact them. Upon returning to base, she checked her voicemail and contacted CS within her debrief period. CS is arguing that since she did not answer their original call within 15 minutes, she was issued a No Show. She exchanged emails with CS and her sup, Amanda, and I have included them in this email for reference as an attachment. I have also asked ██████ to email me her original trip for reference as well.

Based on the information in Sections 11.D.1.c, 11.D.1.e and 32.C.1.e, the No Show should not have been issued. CS did not make a reasonable effort to contact her to deem a "No Show." By contacting CS within her debrief period, ██████ fulfilled her contractual reserve duties.

*UPDATE 9/9/2016: No show has been removed*

**Owner:** Jarod McNeill, CLOSED: 9/9/2016

## 16.015 – ██████████ – DH Issue

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

████████. ██████. 8/29/16. ██████ was sitting APSB when called to DHD to ANC. She was told she had a seat, and then after being put on hold, she was told she would be JS. She had a conversation about the fact that she would pretty much be working on these flights. Please review.

*UPDATE: Can be assigned to JS if required because of oversold flights etc., however AFA has*





*requested a report on what capacity the flight departed with and also if there were standbys listed on the flight. If there were indeed any standbys, this would be not acceptable. More information to come on this. UPDATE: The only employees on the flight were other DH CREW, no standby employees made it on so there was no seats available other then the jumpseat.*

**Owner: Jarod McNeill, CLOSED: 9/12/2016**

## **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**

## **16.017 – Scheduling OT Issues?**

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

August 21. Was there an issue in scheduling? Seems SEA OT was not pulled or awarded till evening. AM's concerned about early reports.

*UPDATE: This was more of a single issue on this day. There was a new scheduler who has been struggling who they thought was more proficient then they were, trips were all pulled for assignment however not assigned. Additional training and guidance was offered and this should not be an issue moving forward.*

**Owner: Jarod McNeill/Scheduling, CLOSED: 9/9/2016**

## **16.018 – [REDACTED] – No Show**

**Origin:** Brandon Bussey (LAX), 9/6/2016

Received a no show after not receiving an email to contact scheduling upon returning to base. And no ACARS message either. He checked his inbox, and clutter and still no email. Can we research this? Is this an issue with IT? Can his No Show be removed?

*UPDATE: No Show Removed*

**Owner: Jarod McNeill, CLOSED: 9/9/2016**



## 16.019 – 4K Notifications and how they are handled

**Origin:** Bethany Gilbo (PDX), 9/6/2016

It appears that Reserves are not being correctly notified when assigned a 4K turn. If everyone on the list is a “NO FLY” then they need to go down the list calling everyone and they must notify that it’s a 4k turn so the reserve has the ability to turn down the assignment. Scheduling will then need to go through the list until they find someone who would like to accept it. If nobody accepts it then they would start at the top of the list again and assign it as involuntary.

*UPDATE: Kieran/Grant will notify/remind schedulers of this requirement and it should go correctly moving forward.*

**Owner: Jarod McNeill CLOSED: 9/9/2016**

## 16.020 – [REDACTED]

**Origin:** Bethany Gilbo (PDX), 9/6/2016

[REDACTED] was a PM reserve on September 1, 2016 and was contacted by scheduling prior to 10AM . *Confirmed by Grant that she was called 27 seconds before she should be and is due the pay. If declined Jarod will bring it forward*

**Owner: Jarod McNeill CLOSED: 9/12/2016**





## Quarterly Stats:

### Sick Calls by Base

#### **June: %LH/R**

ANC: 6.6/1.6  
 SEA: 10/6.2  
 PDX: 9.6/4.3  
 LAX: 8.3/4.4  
 SAN: 7.4/7.8  
 TOTAL: 8.4/4.9

#### **July:**

#### **%LH/R**

ANC: 5/1  
 SEA: 8.9/3.9  
 PDX: 7.8/5.6  
 LAX: 8.6/3.6  
 SAN: 5.3/2.6  
 TOTAL: 7.1/3.3

#### **August: %LH/R**

ANC: 5.1/1  
 SEA: 7.7/4.4  
 PDX: 8.8/4.6  
 LAX: 6.6/2.1  
 SAN: 5.3/3  
 TOTAL: 6.7/3

### Personal Drops by Base LH/R:

#### **June:**

ANC: 0/9  
 SEA: 0/22  
 PDX: 0/3  
 LAX: 0/6  
 SAN: 0/0  
 TOTAL: 0/40

#### **July:**

ANC: 0/3  
 SEA: 0/84  
 PDX: 0/13  
 LAX: 0/8  
 SAN: 0/0  
 TOTAL: 0/108

#### **August:**

ANC: 0/8  
 SEA: 0/198  
 PDX: 0/9  
 LAX: 0/9  
 SAN: 0/3  
 TOTAL: 0/227



**Tags by Base: (UNAVAILABLE WITH NEW REPORT SYSTEM, WORKING ON A FIX)**

<b>June:</b>	<b>July:</b>	<b>August:</b>
ANC:	ANC:	ANC:
SEA:	SEA:	SEA:
PDX:	PDX:	PDX:
LAX:	LAX:	LAX:
SAN:	SAN:	SAN:
TOTAL:	TOTAL:	TOTAL:

**Average TFP Flown (RESERVE):**

<b>June:</b>	<b>July:</b>	<b>August:</b>
ANC: 69.4	ANC: 67.7	ANC: 60
SEA: 75.2	SEA: 74.4	SEA: 69
PDX: 65.4	PDX: 66.9	PDX: 69
LAX: 64.2	LAX: 67.7	LAX: 62
SAN: 49.9	SAN: 50.4	SAN: 43
SYSTEM: 70.6	SYSTEM: 70.7	SYSTEM: 66

**Average TFP Flown (Line Holder):**

<b>June:</b>	<b>July:</b>	<b>August:</b>
ANC: 69.2	ANC: 69.5	ANC: 71
SEA: 63.7	SEA: 61.3	SEA: 67
PDX: 58.7	PDX: 62.4	PDX: 66
LAX: 62.1	LAX: 62.3	LAX: 67
SAN: 67.2	SAN: 68.2	SAN: 67
SYSTEM: 63.7	SYSTEM: 63.2	SYSTEM: 67