



## Quarterly Reserve Meeting Meeting Minutes

Thursday, June 20, 2019

10:00 AM – SeaTac Towers, South Tower, AFA/Labor Conference Room

Present at Meeting: Jarod McNeill (MEC), Brian Palmer via Phone (MEC VP), Julie Pinson (SEA CHAIR), Matt Cook (ANC CHAIR), Mario de'Medici (PDX LEC P), Rachel Sebastian (SFO CHAIR), Claude Danganan (LAX CHAIR)

Not Present: San Diego

### AFA Meeting (10 AM – 11:30 AM)

- I. Call To Order
- II. Announcements and Introduction of New Members
- III. Approval of Minutes: *Matt moves to approve, Julie seconds all in favor.*
- IV. MEC Chairperson Report
  - Classes for 2019 – Class 4 just graduated. Class 5 will begin in August and currently slated for 500 new flight attendants in 2020, with classes being reduced to 75 students in each.
  - 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. Also put into osTicket, its easier for tracking everything, and if we ever get audited by the department of labor it’s the easiest way for us to show we are doing something for the membership.*
  - 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? *All basees are looking good with the exception of SFO which needs new members. The LEC has recently sent out an email trying to request people.*
  - osTicket? *Is everyone trained. – Jarod to get names of people who need access to Brian. See below to AFA Business for information from Brian Palmer.*
  - Committee 101: *Is everyone up to date and trained. See below to AFA Business for information from Brian Palmer.*
- V. Local Chairperson Reports
  - A. ANC – *Everything going good. Not a lot of issues, the issues I did have were resolved.*
  - B. SEA - *Lots of issues. Biggest ones are the LTFA and ER conversions, APSB at 4am and getting paid*



- C. PDX – *Getting texts about the LTFA, don't think its truly understood.*
- D. LAX – *Not much going on, some classes going back on reserve, so trying to explain the rules to them. That's the biggest thing in LA, they think they are out of order because they are assigned differently then a different day. People getting tagged quite a bit with vegas trips and other short flights.*
- E. SAN – *Not Present at Meeting*
- F. SFO – *Class 1 and 2 right now, 3 and 4 coming in the next couple of weeks.*

## VI. AFA Business

- *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.*
- *When a FA is having a scheduling or pay issue, its important that they bring it forward as quickly as possible. Crew Access currently only has a 60 day look up. After that 60 days it takes a lot more work and time to look up information.*
- *New ACF is out, any feedback? Lots of updates recently*
- *Scheduling Review Board – Issues can be progressed to the SRB if you cant get resolution. This would be the proper step prior to going to ADR.*
- *Sitting in on Scheduling*
- *Peoplesoft: Make sure that all of your information is up to date.*
- *Google Chat : Rolled out to the MEC Earlier. Nice new platform for messaging people. You can search historical messages so easy to reference. All scheduling committee members and reserve members will be given an AFA Email address (it will be a requirement) and they will then be able to join the new chat platform. If you already have an AFA Email address you will be added sooner.*
- *osTicket: All training will be done online. When a new committee member joins they will be able to go through a CBT and it will hopefully be up by September*
- *Committee 101: Session in SFO on July 9<sup>th</sup> which has a few spots, July 23<sup>rd</sup> in ANC is already full. These two sessions are the third and fourth quarter sessions so there will not be a new session until 2020, but if there is a need there could possibly be another one scheduled.*



## Joint Meeting (11:00 PM – 12:30 PM)

VII. Management Report

VIII. New Business

- Classes next year. Any idea on numbers? *Scheduling has not been brought in on numbers for next year at this time.*
- Is staffing where we want it to be at each base currently : *Crew scheduling states that they are currently overstaffed by approximately 20% for the system. Every base saw a significant increase. For the bases, it was a 2%-5% increase from what it originally was starting this month. This should remain this way through august. This does come at a cost, and the company is getting a lot of pressure with the cost. Scheduling is heavily pushing personal drops but this is dependent on sick leave. Premium is also being heavily monitored. We are getting goals for the percentage of premium that scheduling assigns. This is separate from the contractually due premium (i.e. under rest, over duty premium). We are working on the gos but the MOD's are closely monitoring.*
- Committee members can call the Duty Manager cell phone at anytime at 206-257-9767. If a FA needs to talk to a scheduling duty manager, they should continue to call the main scheduling phone number and can be transferred.
- Sick Calls: *Yesterday (the 19<sup>th</sup>/June) they saw a record low Sick Leave performance of 7.9%. All bases were under goal with 39 personal drops. (Monday through Wednesday were all actually green days). We have only had 3 days for the month where we have exceeded the 10% attendance goal performance. Thursday through Sundays tend to be the highest sick leave days particuallary in SFO and LAX. We are really seeing a decrease compared to what it was at cutover.*

IX. Old Business

X. Good & Welfare

- Next Meeting: September 19, 2019

XI. Adjournment



## AFA Business Agenda Items

### A.19.001 – APSB at 4:30AM

**Origin:** Julie Pinson (SEA), 3/1/2019

It appears that some pay analyst are approving ACF for 1.5 for having APSB at 4:30 and others are not. *Jarod to have conversation with MEC about this and contract interpretation. This is in the grievance discussion process*

**Owner:** Jarod McNeill, **Target Date:** 3/31/2019

### A.19.003 – [REDACTED]

**Origin:** Julie Pinson (SEA), 3/1/2019

[REDACTED] was assigned a turn while he was good for 2 days (2/14-15). Tried to trade for a 2 day trip and was denied. He called scheduling and asked them to do it, however the trip was already gone. *More information is to come on this after some conversation on contract interpretation. This is in the grievance process*

**Owner:** Jarod McNeill, **Target Date:** 3/31/2019

### A.19.006 – Who Adjusts the LTFA

**Origin:** Jarod McNeill (MEC), 3/1/2019

We have been getting the run around on who actually handles the LTFA. Schedulers shift the responsibility to Payroll and payroll tells the FA that scheduling handles it. *Denia has sent a training memo to the crew schedulers on what they should do if the LTFA is not being reflected properly. If the FA has issues after talking to scheduling, they should reach out to the Reserve Committee ASAP so it can be corrected.*

**Owner:** Jarod McNeill, **CLOSED:** 3/14/2019

### A.19.007 – Flights that are Scheduled until 23:45

**Origin:** Jarod McNeill (MEC), 3/16/2019

We have had an issue with reserves being assigned trips that are scheduled to land at 23:45. This is in our mind a violation as the release would be 0:00 and that is considered the next day.



Owner: Jarod McNeill, CLOSED: 3/14/2019

## **A.19.008 – Missing Calls**

**Origin:** Jarod McNeill (MEC), 3/16/2019

We have been requesting tapes recently from crew scheduling and they are unable to produce them.

Owner: Jarod McNeill, CLOSED: 3/14/2019



## Joint Meeting Agenda Items

### 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

### 17.040 – 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.

*Most recently, [REDACTED] had CB the next day so was not legal for anything, but instead of removing him from the LTFA, they left him so according to the list everyone was being called out or order and he should have been removed. Contract states the LTFA must be live, so he should have been removed.*

*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



## 19.010 – [REDACTED] – Trip Taken Away

**Origin:** Jarod McNeill (MEC), 3/16/2019

On June 2<sup>nd</sup>, [REDACTED] SELF ASSIGNED trip #44137 from Open Time, and at 11:32 Crew Scheduling took the trip off of her line. She logged back into Crew Access and found the same trip in open time, so she re-SELF ASSIGNED the trip to her line. She then received a phone call from Naomi in Crew Scheduling stating that the trip was assigned to her out of order and it was being removed from her line, which cannot be the case if she self assigned it. The trip was then given to another reserve. Naomi told her she could self assign anything other than that trip.

*6/20/19: This for some reason fell off of the email to CS for review, they are reviewing in the next couple of days and will get back to us.*

*6/26/19: CS has said this only happened as they were correcting an original mistake with another fa. Jarod has asked for premium pay since it was still a violation of the cba. More information to come.*

**Owner:** Jarod McNeill, Target Date: 6/31/2019

## 19.011 – [REDACTED] – Multiple Hotel Issues, Etc

**Origin:** Jarod McNeill (MEC), 3/16/2019

I am currently standing in the lobby of the Hilton hotel across the street from SEATAC. I have been on hold with Crew Scheduling for 20 minutes due to the hotel not having my information. I was originally scheduled APSB yesterday morning at 6am at LAX. They assigned me a trip departing LAX at 12 noon which put my duty day at 11 hours, and I laid over in SFO. This morning, I took a 5:22am van to SFO. Our 7am flight to SEA suffered a 2 hour tarmac delay, along with a 2 hour sit in the airport. Our flight finally arrived in SEA at 2:30pm. I was supposed to deadhead home yesterday, and they changed my trip. I was supposed to deadhead home today, and my trip was once again changed. I am now working a trip until the 19th with layovers in SEA tonight and tomorrow. After Crew Scheduling had me on hold for 20 minutes, they disconnected my call and I had to call them back. When I finally got in contact with crew scheduling, they blamed API for the confusion with my hotel. I am apparently supposed to be at the DoubleTree but my schedule states I am at the Hilton. They do not have transportation for me to the DoubleTree. They continue to say they will call me back and different people keep calling claiming I haven't notified to my schedule changes. They have changed my schedule at least 4 times in the past two days. I am sitting in the lobby of the Hilton with no access to a hotel room. I am exhausted. I am without food. I am not at rest. My flight arrived at 14:35. It is currently 15:35 and I am apparently not even at the correct layover hotel. I understand that this is "legal", but it is not ethical. I also wanted to update: no transportation was provided nor did crew scheduling call me back. It is 16:22, and I just now got to my hotel room. The hotel I am at currently also did not have my information, but gave me a room anyway. I called crew scheduling to inform them of this. I have not been contacted by crew scheduling about my hotel or transportation since 15:29. I was the one to contact them about my current hotel not having my information.



First, why did the above happen? She ended up waiting over 2 hours total for her hotel information.

She has already submitted an ACF for other things on this trip, so she is unable to submit one now for the delays (its only allowing one form per trip) and also cant for the .75/hour for waiting for the hotel, can this be processed manually for her please?

*6/20/19: This for some reason fell off of the email to CS for review, they are reviewing in the next couple of days and will get back to us.*

*6/25/2019: Scheduling will be paying her .75tfp for the 1 full hour of sit. At 15:05 she did not have a hotel room and by 16:15 she did. The .75 tfp is only paid for full hours. She was on reserve and kept getting additional flying, that is why the pairing kept changing. She started on APSB and then was given a 2 day, trip, etc. The Hilton was involuntarily moving people to the Doubletree and they did not inform Alaska Airlines they were doing this, the issue is being followed up on, however she will be paid the .75 tfp on her 7/20 check, not ACF is required*

**Owner: Jarod McNeill, CLOSED: 6/25/2019**

## **19.012 – [REDACTED] - APSB**

**Origin:** Anthony Eskander (PDX), 3/16/2019

Denial of 1.5x premium pay on stand alone 425am report APSB with less than 9 hour notice (section 11.d.2.c) This item is currently on ADR

**Owner: Jarod McNeill, Target Date: 6/31/2019**

## **19.013 – [REDACTED] – Trip Taken Away**

**Origin:** Jarod McNeill (MEC), 6/20/2019

While on APSB she went to the wrong gate for a pre-board, scheduling tried to call her, but they called the wrong number. When they called her again but at the correct number, she admitted to going to the wrong gate. She spoke with Olinga on that day and he told her the didn't need to worry that she wouldn't get the points, because they called the wrong number. Scheduling gave her a failure to be contactable, 1.5 points. Bank points were used so the points dissapearred, but we argue she should not have gotten the points in general. Jarod has reached out to Olinga.

*3/20/19: This issue has been resolved. Since crew scheduling called the wrong number the first time they reached out to her, they will remove the points from her line. This has already been completed.*

**Owner: Jarod McNeill, CLOSED: 6/20/2019**



**19.014 – [REDACTED] and [REDACTED]**

**Origin:** Julie Pinson (SEA), 3/16/2019

On 3/21 on a 4 day trip both reserves checked their email on completion and had an email that said "Please call scheduling upon return OR self acknowledge" They went onto crew access to self acknowledge however there was no longer anything there so they went home (the email gave them an option to just self acknowledge), however they were given 1.5 calls for not calling. Denia later had the language in the emails changed to not read both, but we are still waiting for the points to be removed.

*6/20/19: This issue is going to carry over until Denia returns from the JCTE meeting in Montreal (business trip), since she is the person we originally discussed with. However that said, it was researched and at 15:39 the FA's were converted to ER. At 01:03, the FA's did not acknowledge so they were removed from the trip and given a FNS. Two minutes after the FNS was added, they self acknowledged so it was changed to FNC. At this time, they also acknowledged the FER. The trip was on the line so CS believes that the FNC is most appropriate. More information to come, history is below.*

**Owner:** Jarod McNeill, **Target Date:** 6/31/2019



Crew Transactions of [REDACTED]

Time (US/Alaska)	Action	Crew	Description	Status	Reason	Info
3/22/2019 20:28	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 20:27	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 20:27	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 20:23	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 08:59	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 07:36	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 07:35	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 07:35	Acknowledge ...	1063...	Acknowledged period Mar22 13:45 to Mar22 16...	Succe...		<a href="#">more...</a>
3/22/2019 07:12	Swap	1063...	Swap Trip 087889 on Mar22 for Trip 089657 on ...	Succe...		<a href="#">more...</a>
3/22/2019 07:12	Swap	1063...	Swap Trip 087889 on Mar22 for Trip 089657 on ...	Plausi...		<a href="#">more...</a>
3/22/2019 07:11	Acknowledge ...	1063...	Acknowledged period Mar22 11:26 to Mar22 22...	Succe...		<a href="#">more...</a>
3/22/2019 01:14	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 01:14	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 01:06	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 01:03	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 00:24	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 00:09	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 00:09	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/22/2019 00:07	Acknowledge ...	1063...	Acknowledged period Mar21 23:56 to Mar22 00...	Succe...		<a href="#">more...</a>
3/21/2019 18:35	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/21/2019 18:32	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/21/2019 18:31	Generate rep...	1063...		Succe...		<a href="#">more...</a>
3/21/2019 14:50	Generate rep...	1063...		Succe...		<a href="#">more...</a>



<b>22Mar2019 01:07 by carmen from publication_trigger</b> Publication of commitid 22041277
▶ Roster change acknowledged: Assigned FNS - 1 day, 22MAR 00:56 - 01:30
▶ Roster change acknowledged: Deassigned FAM - 1 day, 22MAR 12:56 - 14:00
▶ Roster change acknowledged: Assigned FER - 1 day, 22MAR 12:56 - 23:59
<b>22Mar2019 01:05 by cvande1 from Tracking Editor</b>
▶ Activity created: <a href="#">22Mar 00:56 FNS</a>
Assigned: <a href="#">22Mar 00:56 FNS</a>
<b>22Mar2019 01:04 by cvande1 from Tracking Editor</b>
Hold period removed: 22Mar 00:00-23Mar 00:00
<b>22Mar2019 01:03 by cvande1 from Tracking Editor</b>
Deassigned trip: 22Mar 16:05 <a href="#">48091</a>
Callout removed: 22Mar 15:05
▶ Activity created: <a href="#">22Mar 12:56 FER</a>
Assigned: <a href="#">22Mar 12:56 FER</a>
<b>21Mar2019 15:39 by smahadev from Tracking Editor</b>

**19.015 – [REDACTED]**

**Origin:** Julie Pinson (SEA), 3/16/2019

[REDACTED] 6TFP from RT was appearing on the LTFA which should not have. She filled out an activity claim form for out of order assignment due to the fact that the TFP was included when it should have been. Payroll, christa, responded "I am forwarding your activity claim form to scheduling to research further, can you please let them know who you believe should have been assigned before you?"

Christa also sent an email to scheduling asking "Please see the activity claim form submitted for being assigned out of order, can you please research this and let us know if you this was an out or order assignment and if the 1.5x pay is due?" Scheduling has not yet responded.

*6/20/2019: This was not brought to crew schedulings attention right away. If crew scheduling would have been given the opportunity to remedy the situation they would have, however they cannot fix it if they are not given the opportunity to do so.*

**Owner: Jarod McNeill, CLOSED: 6/20/2019**



## 19.016 – [REDACTED]

**Origin:** Julie Pinson (SEA), 3/16/2019

[REDACTED] had screenshots from January 5 2019 that [REDACTED], [REDACTED], [REDACTED] and [REDACTED] were above her on the LTFA so believes she was assigned out of order. Scheduling came back and said that [REDACTED] was converted and assigned a trip but remained on the LTFA because she wasn't contacted yet. Scheduling was unable to provide the proof and couldn't show in regards to the other FA's mentioned above, so we are arguing they were assigned out of order and due pay.

*6/20/19: Crew Scheduling was unable to find these flight attendants in the system and the issues at hand, we are getting them more information and they will get us an answer.*

*6/26/2019: All FA's were assigned in order. [REDACTED] was assigned trip 77023 on 1/15 at 20:55. [REDACTED] was on the LTFA but was actually only legal for 1 day trips because she was also on Jury Duty and having to call in every day. [REDACTED] was assigned FER at 17:23 on 1/15 and then assigned APSB at 17:24. [REDACTED] was assigned 76196 at 16:05.*

**Owner:** Jarod McNeill, **CLOSED:** 6/26/2019

## 19.017 – Daily Last Flight of Day Report

**Origin:** Jarod McNeill (MEC), 3/16/2019

We have noticed that the daily last flight of the day report has not been accurate. It is showing flight that land after 23:45 which would not be a legal assignment for a 1 day reserve.

*6/20/19: This issue has been passed on to Sue Rawlings for research, however she is with the team in Montreal so it could be slightly delayed. More information to come.*

**Owner:** Jarod McNeill, **Target Date:** 6/31/2019

## 19.018 – [REDACTED]

**Origin:** Jarod McNeill (MEC), 3/16/2019

[REDACTED] received an email at 2:00AM on the 19<sup>th</sup> letting her know that her personal drop had been granted for that day, however her reserve period had already began. She called a few minutes later to ask if she could reject (per the contract) and was denied her request. We are asking her day to be restored for pay and that the scheduler is followed up with.

*6/20/19: This issue has been resolved, and Sara restored the day to the Flight Attendant.*

**Owner:** Jarod McNeill, **CLOSED:** 6/20/2019