

July 8, 2016

Bob Ross, National President
Association of Professional
Flight Attendants
1004 West Euless Boulevard
Euless, TX 76040-5018

RE: ROTA Processing Issues Affecting PHL-Based Reserves 7/4/2016

Dear Bob:

This letter will confirm our understanding and agreement regarding the Reserve Open Time Assignment (ROTA) system error on July 4, 2016, which resulted in delayed processing for PHL-based reserves for July 5th awards. The issue was resolved at 2345 PHL time. As a result of the delay in processing, the Company has agreed to pay 5:00 hours pay/no credit above guarantee to each PHL-based reserve flight attendant (attachment A) who was available for assignment in the ROTA run for July 5, 2016. In addition, if a PHL-based reserve flight attendant was removed in error from an assigned trip on July 5, 2016, he/she will receive pay and credit for the trip value. Any dependability event, i.e., no show, no contact, that was incurred as a result of the error will be removed and the flight attendant will not be held accountable.

In addition, Crew Schedule is taking the following steps to improve the response process for future ROTA processing delays:

- Crew Schedule will create a checklist for Crew Schedule to follow in the event of ROTA delays/errors
- Crew Schedule will notify APFA and Flight Service leadership if a ROTA delay/error is not resolved by 1700 Home Base Time (HBT)
- Crew Schedule will update the Crew Portal every 30 minutes if the issue cannot be resolved by the contractual deadline of 1930 HBT.

It is understood that the provisions of the AA/APFA Joint Collective Bargaining Agreement, except as specifically modified or excepted by this letter, shall apply in all respects.



Sincerely,

Cindi Simone
Managing Director
Labor Relations

Agreed to by:

Date 7/8/16
Bob Ross, National President
Association of Professional Flight Attendants

Attachments:

Attachment A: Eligible 7/5/2016 PHL-based Reserves

cc: Hector Adler
Laurie Lofgren
Thomas Wooten
Mona Gertner
Nena Martin
Chuck Ransdale
Daniel Koukes
Vince Heyer

ROTA Processing Issues Affecting PHL Reserves on July 4, 2016