



ASSOCIATION OF PROFESSIONAL FLIGHT ATTENDANTS
Proudly representing the Flight Attendants of American Airlines

August 21, 2018

BASE CASE #2018-APFA-9

Ms. Lucretia Guia
VP Labor Relations & Deputy General Counsel
American Airlines, Inc.
4333 Amon Carter Blvd.
MD 5235 HDQ
Fort Worth, TX 76155

RE: *Implementation of ETB, TTS and UBL*

Dear Ms. Guia:

In accordance with the provisions of Section 30.B.2 of the Joint Collective Bargaining Agreement (“JCBA”) between American Airlines, Inc. and the Association of Professional Flight Attendants, I hereby protest the Company’s violation of Sections 9, 10, 11, and 14 of the JCBA in connection with the implementation of ETB, TTS and UBL at Legacy American Airlines bases beginning August 1, 2018.

Pursuant to the January 9, 2018 Settlement Agreement between APFA and American Airlines, American Airlines agreed to implement ETB and TTS for all flight attendants at LAA bases effective August 1, 2018. However, the Company has failed to deliver a system capable of processing ETB or TTS as negotiated, and is misapplying the UBL process, and in so doing is violating various provisions of the JCBA.

As an initial matter, I note that the APFA has the contractual right to oversee implementation of the Scheduling and Reserve sections of the JCBA, but has been wrongfully excluded from that process, no doubt leading to the contract violations identified herein.

The Company’s implementation of ETB, TTS and UBL since August 1 has resulted in numerous and ongoing contractual violations. Among other things:

- The Company is violating Section 10.G.1 and .2 by failing to consistently carry out trades between Flight Attendants and in some cases causing trips which Flight Attendants intended to trade to instead be placed into open time;
- The Company is violating Section 10.G.1 and .2 by failing to provide an ETB system which properly validates or completes trades;
- The Company is violating Section 10.G.1 by failing to provide accurate real time information to ETB users;
- The Company violated Section 10.E when, on or about August 10, 2018, it mismanaged the TTS system by failing to have its systems read scheduling data required for Flight Attendants to properly use TTS, thus denying them the ability to execute lawful trades and negatively impacting their schedule and income;
- The Company is violating Section 10.E.1.c by not timely honoring drop requests and thereby preventing Flight Attendants from simultaneously dropping and picking up sequences using TTS;
- The Company has violated Section 10.E.1 by not properly recognizing when Flight Attendants will be lineholders and thereby improperly precluding them from use of TTS;
- The Company is violating Section 9.B.4 by not allowing flight attendants who have been cleared from sick leave to utilize TTS;
- The Company is violating Section 11.I and 14.D by not recognizing the correct required rest periods in TTS or through Post TTS Daily Processing using the UBL.
- The Company is violating Section 10.1 by not scheduling flight attendants for all sequences which have been awarded in a TTS trade.
- The Company is violating Section 10.F and .H by failing to allow flight attendants to pick up red flagged trips through the UBL.
- The Company is violating Section 10.F by awarding a single position on a sequence to more than one Flight Attendant.

- The Company has violated Section 10.E.3.1 and 10.F.1.e by allowing the UBL to exceed the monthly open sequence day limit.

APFA hereby demands that the Company immediately cease and desist its improper implementation and programming of ETB, TTS and UBL, and all associated violations of the JCBA. In addition, APFA demands that the Company compensate and make whole all Flight Attendants adversely affected by its wrongful violations and otherwise fully comply with the JCBA. Should the Company fail and refuse to promptly take these actions, APFA submits that these crucial issues be handled on an expedited basis in arbitration.

Sincerely,



Lori L. Bassani
National President

cc: SBA