



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

February 26, 2019

#2019-APFA-1

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

RE: *Company's Improper Implementation and Programming of Contractual Language*

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 violations of Section 12 of the JCBA with respect to (a) positive contact for reserve assignments; (b) reserve call out time; and (c) transfer of trips out of base. In all these matters, the Company has recently begun applying a unilateral interpretation of the contract language which violates the plain contract language and established past practice.

1. Positive Contact for Reserve Assignments.

The Company has unilaterally departed from the plain language and relevant past practice of JCBA Section 12.H and 12.N regarding positive contact for reserve assignments. The consistent past practice and mutual interpretation at both legacy carriers defines notification and positive contact as a live verbal communication between the flight attendant and the crew scheduler. Now, however, in violation of 12.H and 12.N, the Company has wrongfully implemented a practice that treats voicemail as notification and positive contact.

2. Reserve Call Out Time.

The Company is violating JCBA Section 12.G.2 regarding the maximum call out parameters for reserves reporting for an assignment two hours outside of their RAP. Contrary to the JCBA language and past practice, the Company is now requiring reports beyond 2 hours after the end of a RAP, as long as the published sequence report time is within 2 hours of the end of a RAP.

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The Company is further violating JCBA Section 12.H.1 by requiring reserves at co-terminals to report for assignments based on call outs made less than one hour before the end of a RAP.

3. Priority of Assignment / Transfer of Trips out of Base

The Company is violating JCBA Section 12.J.1 by routinely transferring trips out of base without following the procedure mandated by that Section.

APFA hereby demands that the Company immediately cease and desist its incorrect and unilateral application of the above provisions 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. APFA reserves its right to amend this submission should additional related JCBA violations be discovered.

Sincerely,



Lori L. Bassani
National President

cc: SBA