



**Association of Professional  
Flight Attendants**

Representing the Flight Attendants of American Airlines

July 27, 2021

**BASE CASE #2021-APFA-1**

Ms. Lucretia Guia  
VP Labor Relations & Deputy General Counsel  
American Airlines, Inc.  
1 Skyview Drive, MD 8B500  
Fort Worth, TX 76155

RE: *Crew Accommodations and Transportation Grievance*

Dear Ms. Guia:

In accordance with the provisions of Section 30.B.2 of the Joint Collective Bargaining Agreement (“JCBA”) between American Airlines, Inc. (“AA” or “the Company”) and the Association of Professional Flight Attendants (“APFA” or “the Union”), APFA hereby protests the Company’s violation of JCBA Sections 6.A.2.d, 6.A.3, 6.B.1, 6.C.1 and 6.D.1, all other related sections of the JCBA and past practice as they relate to the Company’s obligations regarding crew accommodations and transportation.

*Among other violations, the Company is failing and/or refusing to do the following:*

- Provide a comfortable, safe and clean single occupancy hotel room to Flight Attendants during layovers or scheduled or unscheduled ground time exceeding four (4) hours;
- Make every effort to avoid delays in room assignments at all hotels;
- Ensure that Flight Attendants will not be required to provide a credit card in order to check in to the hotel;
- Provide transportation at all layover stations;
- Investigate and respond, within fifteen (15) calendar days, to the APFA National Hotel Department on the results of the Company’s investigation and the actions being done to resolve the problems, after receipt of a report of a problem with a facility or associated transportation arrangement.

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In addition, the violations outlined above are exacerbated by the inadequate and ineffective support provided by TA Connections and BizHero.

APFA demands that the Company immediately cease and desist from the above described violations of the JCBA and past practice. APFA further demands that the Company make whole all affected Flight Attendants and grant any and all additional relief deemed appropriate.

Sincerely,



Julie Hedrick  
National President

cc: SBA