

NWA ASSOCIATION OF FLIGHT ATTENDANTS-CWA HOTEL COMMITTEE REPORT

DATE: June 24, 2009

SUBMITTED BY: Anne Odenwald, Chairman

COUNCIL: MEC

Hi Everyone,

The hotel world at Delta is exciting, somewhat dizzying with all the changes coming up and one of the most positive experiences we can have at this point in our merger. Our Hotel Committee is working hard every month with 50+ site inspections to insure we have the safest, quietest and best located accommodations possible.

We work as a team which includes the NWA AFA Hotel Committee, the NWA and Delta ALPA Hotel Committees and the Delta Corporate Travel Services group. I would like to give you a quick synopsis of what really happens with your crew accommodation selection.

The Corporate Travel Services group, CTS, has 8 dedicated individuals who start the process by sending out an RFP, Request For Proposal, to a wide range of hotels in a city. The hotels respond back if they are interested in a crew contract. Please remember that even though you may pass 6 hotels on your way out of the airport or in a downtown area, there is a good chance that most of them are not interested in a crew contract. CTS siphons through the hotels responses and will eliminate those that are blatantly unacceptable either for safety reasons, location, amenities that they offer, and yes, the price of the accommodations. Price is not the be all and end all, but it does figure into the equation of the current global economics and especially the financial stability at Delta.

The next step is to do a site inspection on all the hotel properties that have made it through the initial screening. We travel as a group and can look at 3-7 hotels a day. This may not seem like many hotels to you, but 3 is a comfortable number in a day. This will allow us to do a thorough site inspection reviewing the safety and security aspects of the hotel, look at the amenities a hotel has to offer including the Business Center for Internet use, the Fitness Center, inspect the rooms the hotel proposes to accommodate us in, review the menus and hours at the restaurants located in the hotel and take a good look at the area the hotel is located in. It also allows the hotel time to do their sales presentation which can often be the most illuminating time of the site inspection.

After all the site inspections have been completed, we will discuss each hotel we looked at and give our opinion of whether or not we should accept the hotel for crew. This is a group decision and we try to reach a consensus. This is not always possible due to differences in contract language, the particular inclinations of the group we represent and the duty limitations of our respective groups. For instance, the pilot group will go to a downtown located hotel at a layover of 12:01. We, both NWA and DAL Flight Attendants, go downtown at 15:01. I don't know about you, but going downtown at 12 hours after some of these grueling 13 hour days is not at the top of my list - now maybe at 14 hours, but definitely not 12. Also, Section 4.B.1.b of the contract *"If a Flight Attendant crew is scheduled for a layover period in excess of fifteen hours (15:00) (release to report), in a city outside the forty-eight (48) contiguous United States and Canada, hotels or motels in a downtown or downtown-like location shall be selected, unless the Company and the Union agree otherwise."*

Clarification: Downtown and Downtown Like language in the ALPA contract has the pilots going downtown at 12:01 on domestic and International layovers. The Northwest contract has flight

attendants going downtown at 15:01 on international layovers and on some domestic layovers. If a downtown property is cheaper than an airport property, both Northwest and Delta have been relocating the crews to downtown or downtown like properties.

Clarification: International patterns that have a layover in the US are not outside the 48 states and long layovers may be at the airport contractually. In the pre-bankruptcy past, 6 day international patterns had downtown or downtown like hotels. The cost saving measures required under bankruptcy changed the selection of hotels. If a current downtown hotel is cheaper than an airport property, the layover will most likely be downtown as in the 6 day DTW-AMS-PDX-AMS-DTW trip. However, if it is more expensive to go downtown or downtown like, both Northwest and Delta will locate the crew to an airport area property. Examples would be 6 day DTW-AMS-JFK-AMS-DTW or DTW-AMS-DCA-AMS-DTW or 3 day HNL-ATL-HNL trips. Delta/Northwest are not contractually obligated to locate the crews downtown.

Now for some changes and updates (names of hotels are excluded for security reasons):

FCO – We received your reports about the lack of alarm clocks and Iron/ironing boards in the rooms. The hotel will be updating their TV's later in the year which will include an alarm clock or you could use your cell phone as a backup to the required 1 hour call. Many of the hotels in FCO are older and the fire regulations in the city prohibit irons/ironing boards in the bedrooms. CTS is working with the hotel to provide an ironing room for us to use.

IND – Both long and short overnights will re located at the current short overnight hotel. Effective July 22.

LAS – A terrific new hotel just off the strip. This is predominantly a business hotel and a premier hotel in its group. Effective August 18.

LGA – Both long and short overnights will be located at the current short overnight hotel. Effective July 1.

PVG – A wonderful hotel with terrific staff. The GM's wife was a Flight Attendant and he knows what the expectations crews have in an international hotel. Quick Tip: As you enter the Crew Lounge in the hotel, look to your right on the book shelves. Each airline has a book with shopping, dining and tourist tips. Browse through them if you're looking for a treasure. My favorite restaurant when we were there is the New Heights. Have the concierge make a reservation for you and ask to be located by the windows. There is a terrific view of the river from here. Effective July 6.

SGN – New hotel with luxury amenities and well located for shopping and dining.

SNA – Location to a boutique hotel that is better located and has more amenities. Effective June 22.

STL – New short overnight hotel. An improvement from the current hotel. Effective August 15.

YYC – Another great change to a luxury hotel. Effective July 1.

Sincerely,

