

PBS Support Team Meeting

May 6, 2009

9:30 am CST

MSP Bldg F – Rm 305

Present:

AFA MEC - Janette Rook

NWA Scheduling- Brian Moreau, Jiva Ahrens

NYC - AFA: Jon Blaeser, FA: James Yung, FAM: Rohan Thomas

BOS - FA: Nancy Wheeler

MEM – AFA: Shawn Fivecoat

DTW – FA: Frank Slitti, FAM: Jonwaine Collins

MSP – AFA: Maggie Gray, FAM: Jeanenne Brown

SEA – AFA: Jay Hong, FA: Lovey Offerle, FAM: Gina Petrucelli

SFO – FA: Brett Clark, FAM: Gary Baker

LAX – AFA: Elisabeth Joyce, FA: Lori Lampert, FAM: Jim Rodriguez

HNL – AFA: Michelle Foley, FAM: Tommy Wilks

Co-Chaired by Jiva Ahrens and Lovey Offerle

Meeting Notes by Janette Rook

Meeting called to order at 9:30 am

Agenda

Introductions – 2 new participants – BOS Nancy Wheeler and SFO Brett Clark

Opening Questions and Comments

- Meeting notes will be taken so we can all better keep track of action items between meetings.
- Lease on Bldg F expires end of 2010.
- NYC about 75 FAs short, but only adding about 20-30 due to drop back in fall.
- Staffing imbalances will be worked out by moving flying – imbalances will affect SLC most dramatically in June due to small amount of patterns – they will receive special bulletin on bidding “collaboratively” to get best outcomes in that environment
- Pilots will continue to migrate to Delta systems –by Aug/Sep pilots will begin to migrate to DBMS. But early spring they won’t be in CMS anymore. SOC will move to ATL and combine with OCC . They are not flying together, but start bidding with Delta PBS in the next several months – plane by plane transition starting with 747
- More normal EBLA for summer, due to leaves (83-85). SEA lower due to

overstaffing

- keep EBLA a little higher to offer some leaves
- EBLA – June (possibly all summer)- ATL 85, BOS 84, DTW 83, HNL 85, LAX 82, MEM 85, MSP 84, NYC 85, SEA 80, SLC 82, SFO 80

PBS and AQ/IQ Handling

- Contractually, bidding for training in satellites must be accomplished in the home base.
- Training will be pre-blocked for AQ/IQ, along with the time necessary for commuting/rest/etc. - It will be blocked from/to the home base - for per diem, travel, etc. That causes problems for those in a satellite, since their trips will later be assigned in the satellite base.
- Scheduling may have to pre-block a longer block, to allow for the proper rest and travel to ATL after training.
- Longer pre-block could adversely affect schedules in the satellite base i.e. LAX home based FA (& ATL satellite based FA) is assigned training in SLC. Training pattern is pre-blocked from/to home base for bidding purposes. Then PBS is run for ATL schedule. There must be enough time for that FA to get the proper rest after training and required pre-trip rest if applicable, as well as time to travel to base before the trip.
- As in the past, YT training passes can be booked from home or base, so that shouldn't be a problem. YT for TRAINING only on DL can be booked in RADAR, but not voice.
- Training date may be able to be switched, pending availability – likely only earlier
- Having a pre-blocked training "pattern" in one base, may cause PBS to make errors and assign trips from the wrong base. These will need to be correctly individually if that happens. 22 people may be affected by this in June and their schedules may have to be hand corrected
- If FAR rest is violated by late arrival of pattern, please call FA manager or scheduling for rescheduling options.
- Fewer training assignments in November and December – other months about equal
- Training counts towards Reserve credit afterwards (for RSV projection)
- Special addition IQ training PBS bulletin handout – will go to all FAs.

Review of Text Changes to PBS

- Many text changes had to be completed to sync the PBS terminology with our contract. Those were all completed, but took some time since the terms were deeply imbedded in programming. i.e. “Avoid work” to “Avoid Assignment”, “Blockholder” to “Lineholder.” This was important for possible arbitration/legal reasons that the programming mirror contract language.
- No problems or confusion observed with text changes
- future changes will cost \$ because Jeppesen will now be hired to accomplish programming
- soft freeze in PARS, CMS, and VRU- will fix these programs right now, but not do anything new due to merger and pilot migration – constrained for “throw away” costs if programs may not be used later
- Lovey asked about printed PBS Manual - they are still looking at this. Jiva felt that the online version would be sufficient and would allow us to avoid wasting

paper and revision problems. Many of the FA and Manager members of the team agreed with Jiva on that. Brian said it is a bit more complicated to get print jobs done now that the NWA print shop has closed down. Janette felt that some FAs could really use printed version, even if everyone doesn't, and requested that some be printed at base for those who need a hard copy due to internet/computer deficiencies at home. Brian will also look into making the PBS Manual available through the same print source as the bid packet, for those who want it.

ATL and SLC Awards and RD Coverage

- Small base with lack of trip diversity in SLC
- looking at 3-4 day blocks or greater for Reserve coverage
- 11-18 Reserves predicted for SLC
- if get more FAs who want SLC and transfer in, may change the current 1dp "filler" to a 2dp to improve biddability.
- combination of international and domestic flying in SLC
- OPR won't affect PBS, OPR assigned like AM/PM, etc. the day prior
- Again – a reminder bulletin will be sent to all SLC bidders about bidding quirks for SLC, Reserve projected numbers, etc.
- EBLA for SLC will be 82 for June
- SLC expected to have a bunch of high line requests due to flying mix, but remember high lines are balanced by equal number of low lines – company will make some bidding suggestions to attempt to improve bid outcomes for whole base.

Lunch

PBS Test Run Requests from Last Meeting

- Examined test run results from 3 suggested "tweaks" for programming: Opened all ranges to 70-90, Credit buffer to 5:00 +/-, awarded all low and high requests.
- Parameter modifications: Penalty breaking credit range = 100, all ranges = 70-90, Credit buffer = 5+/-
- Ran tests on 3 bases: BOS, LAX, and MSP and showed baseline and test results
- Test Data: Bid points, Penalty, Total Points, Line Average, Open Time, Bidder Satisfaction, Feasibility
- Test results in report and on scatter plot showing individual results – available for your review if you like
- April bidding data used for baseline
- penalty assigned of 100 pts for each min away from target.
- Most bases saw a more positive result overall between baseline test and test, however the effects were much more onerous on the most junior FAs
- some concerns that if ranges are removed, that junior FAs will be financially injured – i.e. junior FAs could be forced to a 70 hour line, which could result in forced pay cuts/disparate pay impact on junior FAs, and with no open time that is very difficult to adjust. However, if we force open time, this could cause more

incomplete lines and higher feasibility point.

- James suggested that we try option for 3 or 5 target. Brian said yes, but would require: 1. Add Bid Type in programming, 2. Educate all FAs, 3. More complex resolution process. We'll explore this idea more.
- Frank initiated discussion about LOD awards and suggested that we should try to assign LODs to Reserves and allow a combination line (part LOD, part RDs.) Contractually we do not have a combo line of Reserve and lineholder, however.
- NBA trips are not currently forced in PBS to avoid massive feasibility effects high up the seniority list.
- PBS ran pretty well in May – especially in DTW with only 2% negatively affected by feasibility (down from 21% in April.) This is in part due to no holidays, partly due to bidding education and practices (bidding more realistically for seniority and generically), etc.

FAs Returning from SLIP Leave

- Those returning from SLIP leave will receive PBS return packet – 9 pages. Lovey asked that this also be posted on ATLAS for all those who wish to print/use it. Packet has a basic bidding guide, PBS reminders, PBS Phone Center info, Resolution process and deadlines

Additional Discussion – Split Lines

- Negotiating between AFA and NWA ongoing, nothing yet set in stone. We are targeting Sept for Split Line roll out, but Oct will see a greater headcount overage. The language was initially designed to allow for more bidding flexibility, by allowing 2 FAs to share 1 line. However, this could also be good for furlough avoidance this fall.
- Junior FA would bid for whole line, senior person gets no line
- Increased benefit costs
- company still dropping 89% of all drop requests for the most part

Housekeeping Items –

- Copy function still doesn't work well. Brian and Jiva will look into it.
- Lovey suggested removing target for a new test
- Jiva suggested going from 3 to 4 hours
- Suggestion for 1 pt. penalty instead of 100 pt
- Lovey will compose a feedback form for Team, so members can have time to think about it and submit suggestions, feedback.
- Janette asked about some action items from January – 1. Exploration of opening generic bidding before patterns are loaded, 2. PBS “Stations” at all bases for information, 3. Posters with contacts and tips for bidding rooms, 4. More specific information given in resolution responses, 5. Company still looking at staggering hours for longer coverage for PBS Call Center? 6. Open Time Residual testing/

brainstorming? Meeting notes were not provided to Brian and Jiva from January, so they will look these over and get back to us.

Next Meeting – September 23rd in MSP

Adjourned at 3:55 pm

Joint AFA and Company interviews with BOS FA Nancy Wheeler and SFO FA Brett Clarke after adjournment.