

**PBS Support Team
Meeting Minutes
24FEB10**

ATTENDING:

AFA MEC Janette Rook Daniel Grey	MSP FSM: Jeanenne Brown AFA: Katie Martin	MEM FSM: Stephen Weathersby
PMNW Scheduling Biran Moreau Jiva Ahrens Adrian Rivero	DTW FSM: Jonwaine Collins AFA: D. Grey/J. Rook	SEA FSM: Gina Petrucelli
HNL AFA: Michelle Foley	NYC FSM: Rohan Thomas	BOS FA Rep: Nancy Wheeler AFA: Jacob Easter FSM: Jon Hasselman
SFO FA Rep: Brett Clark FSM: Gary Baker	LAX FA Rep: Lori Lampert FSM: Jim Rodriguez AFA: Elisabeth Joyce	ATL AFA: Joseph Mendoza

Action items before next PBS Support Team meeting IN RED

1. IS DELTA LOOKING FOR A NEW PBS VENDOR?

- No, just upgrading to a newer version now for PMDL flight attendants only
- PBS/CBS is a work rules engine behind a customer defined website interface
- Delta was the first US carrier to use Jeppesen so its version was a little outdated (they don't have Reasons Report, Trip Points Summary, etc.) and DL will now upgrade to version IV.

2. EBLAs: HOW PROJECTED HIGHER EBLAs AND NO LEAVES/SPLIT LINES MAY IMPACT SUMMER SCHEDULES?

- JUN-AUG looking at 85-87:00 as a baseline; Not planning to offer SLIPs/CCLs/Split Lines and reduced DA likely
- For those coming back from SLIP and Long sting of CCL, Bidding Basics will be provided in the next PBS communication
- MINs and MAXs will change, going up one hour when the EBLA is over 85 (ex: MEM is 101:00 because the min. is 71:00)
- Will FAs within feasibility be forced into another range?
- They wont get forced into another range once their range has been determined, which is before feasibility. They could however be forced to the extremes of the range that they were awarded. If adding a turn to a line can keep 6 FAs out of feasibility, that's what PBS will do; when we tested the widened ranges, the junior FAs had more violations. **Will get data on penalties, i.e. credits/days off/ranges violated**
- For the junior fas who get forced outside of the +/- 3:00 ranges, can we explain that better?
- The best way to explain it is to describe feasibility and make sure they understand it.

3. SPLIT LINES UPDATE

- FAs are liking and bidding for split lines;
- RSV with split line and VAC: Split counts as 15 **unavailable days** for RD proration the Split Line LOA covers this too and it's in the CBA Section 7 in the Vacation Leave table

4. MOST COMMON PBS QUESTION/RESOLUTION/ISSUES?

- INCOMPLETE RESOLUTIONS — numbers are decreasing
- CREDIT TARGET — this comes with knowing what a FA can hold and using the target to get there
- FEASIBILITY — what has to be done to assign all of the flying and complete schedules
- RSV DAYS OFF — the blocks have to be distributed evenly so RSV days off are more likely to be violated. Have overbuilt the blocks some to help address this.
 - * DAYS OFF IS STILL THE BETTER WAY TO BID RSV rather than blocks on duty; PBS awards based on blocks; by preferencing the days off the system can award based on that; if you bid both days off and blocks, you can risk getting the least preferenced days off and blocks; PBS will assign blocks based on day off preferencing; if FAs bid 10,000 points for every day off, it will create essentially NO preference, so FAs should put the greatest weight on the "highest need" days, reduced weight on the lower need days, so that IF violations occur PBS knows what days to hit.
- PBS Refresher Training / Base Support - Is there possibility of a refresher course/base learning? As part of the last round of negotiations, bid support was moved from the bases to PBS Central in order to meet bankruptcy concession.
- PBS Updates – a lot of repeated information, so they were cut back. We will be sending one out for this month with some bidding reminders and updates.
- It's a violation of seniority when a senior FA does not get all the days off they want. Re: This is a function of the contract and not of PBS. It is due to RD being awarded as blocks instead of days.
- **RR count will be provided on a monthly basis in the PBS stats**
- Why is the entire RSV group not protected from feasibility? Re: Because RD bid very specific and LH tend to back up their bids with generics. Each reserve bids for the exact days off they want. Crew improve will make the schedules for the senior FAs better if there are any blocks on a junior FAs line that would do so.
- If a FA *only* enters a bid in the hi/lo tab (intentionally or unintentionally) and is not awarded a hi/lo line, PBS searches for a bid under "LINEHOLDER"; if no bid exists under the lineholder tab, PBS determines that no bid exists. **Re: Suggestion was made to change the pop-up. We will review if this is doable.**

5. COMPANY COMPUTERS WON'T ALLOW FAs TO PRINT RESOLUTIONS

- Most items are print restricted from Company computers; we'll see if that's doable for the future
- ACCESS can be printed; nothing in CENTRY is printable; even ATLAS's Audit Trail is not printable
- **This is bigger than just a PBS issue so we'll take that back to Brian**

6. LIGHTNING SPEED FOR PBS RESULTS FOR SMALL BASES; DELAYS FOR LARGER BASES

- SMALL BASE REVIEW PROCESS – Feasibility was low for smaller bases; with experience, the files are being prepared more quickly (CMS data, etc.); cross-checks on files are completed in about 2 hours after deadline to input into the awarding engine; Purser Force, NBA flying, etc. can be reviewed before the end of the bid run; changes/increases in RSV blocks leave fewer leftover blocks at the bid run; can get more flexibility for RSVs to fill coverage needs; so everything can be put into Crew Improve more quickly with smaller feasibility issues
- LARGER BASES like DTW & MSP may take until the end of the 15th to see what feasibility is, then that is sent into Crew Improve. Speeding up the process for the larger basis is not possible due to their size.
- We do not for see any more speed improvements due to the fact that the process now is about as streamlined as we can make it.

7. TIMING OF RESOLUTION RESPONSES

- PBS resolutions are kept until the end of the resolution process by PBS Central, so FAs can't see if they were entered correctly; Re: PBS Central now reviews all resolutions and releases the resolutions when they are completed, as has always been the case. When there were coordinators at the base, the FA would walk in and ask the coordinator to look at it, but the resolution response was always given after the deadline.
- If we have all PBS support in the call center, couldn't we just move them to the bases instead? Re: We only have man months for 4 FAs but have 8 in the call center; it doesn't seem feasible for these people to travel and be at base with proper coverage
- After resolutions, PBS Central goes back and answers resolution result questions; may try to re-interpret what the FA meant and explain why the resolution wasn't granted; gives reasons

8. "COPY PREVIOUS" ISSUES

- The way that the programming works doesn't help the FA from month to month; if "MO-SU" is not entered, the FA can't copy a bid; it seems as if it would be easy to default to MO-SU but in fact would be hundreds of hours of programming. Re: Will be part of the next communication

9. NBA HANDLING IN FEASIBILITY

- PBS can now award NBA trips during feasibility, but PBS will not drive feasibility up to assign the NBA trips.
- Walk through how PBS works to assign the NBA trips and still ensure that feasibility is not driven up by NBA flying assignments? Re: Old and new way were diagrammed to explain.

10. MISCELLANEOUS FA QUESTIONS/ISSUES

- There's a lot of training and other pre-blocks out there now, so after that ends there may be more room for SR RSVs to get what they bid for; mathematically, if EVERYONE asks for the same day off in the top 30%, they would have gotten that with single day blocks; but with RD blocks the puzzle is tougher to put together. Future negotiations could change this.
- Will we be able to build more blocks for RSVs with higher EBLAs? Re: At smaller bases there may be less leeway, but there are a couple of extra blocks built for greater buildability for all bidders; if there are excess RSVs in each month, you still want to have a couple of blocks built for EACH day.
- Prioritizing global parameters was discussed last time; have we done anything with that Re: these global constraints drive the entire bid run; changing them to "local" constraints in individual bids upends the system; data can be run for penalties like that.
- PBS Resolution process is complicated. Re: The process of enter a resolution has not changed from how it was in the past. The frustration comes from NOT getting what the FA wanted; if feasibility is the pat answer, we try to explain it, but if the response result is the same as the original award, there is still frustration.
- Where are we with generic pre-bidding that Brian said might be possible (bid entered before PBS has Master Pattern File included)? Unfortunately, it's a programming issue that we haven't approached since we need to load the MPF first. It's not possible currently.
- Let's ask the managers here to help each other out with updating facilities that work for their FAs; if there's any support needed from MSP let us know
- Hours for the call center have not been changed. We have not been getting any complaints from HNL.
- **Can we get the PBS Manual updated and posted to the web and made available for purchase? Re: Yes, we will see how quickly we can get this done.**
- LOD test was done, but no significant change to result.
- Do you have an update on visa requirements for China flying? Re: As with passports, FA must return to base one week prior to expiration.

- VA payouts, VA shifting issues; if on SLIP and VA was awarded but not used, that's a "VO" for payouts; in PBS the VA (really a VO) can be shifted; it's credited but not paid; VO and VA won't be differentiated in the PBS calendar but will in the "VA shift" prompt, both parts need to be shifted separately.