

19 October 2011 – 1pm  
Meeting with Tim Lindemann

Attendance: Donna Kostelic, Janice Cochrane and Debi Jones

CWA: Vonda Hardy, Vickey Hoots, Darla Meyer, Jerry Lindsay, Paul Lindner, Lisa Zeiset and Ralph Roby.

IBT: Kim Barbaro – Business Agent

Kim is the Business Agent from the Teamsters that represents the PHX ATO and PHX Reservations Office. She flew in from Phoenix to tour the Winston Salem office and joined us in our meeting with Tim.

Follow up from our State Meeting held in Myrtle Beach, SC. on 2-5 October, In attendance were Vonda Hardy, Vickey Hoots, Darla Meyer and Lori Manuel. Accepting our invitation from the Company were Tim Lindemann, Debi Jones and John Lyerly. I am linking these two meetings together as we addressed the following questions and we received follow up today.

We met with the Company to discuss some ongoing and new issues. Tim presented a State of the Airline overview. He states we are in good shape with bringing all calls on shore. We are at 96%, there is also a poster in the lobby showing the progress and the status of the new hire classes that are already in session and ones that are yet to come. He discussed the Airline Reliability, Departure and Arrival Performance and the Completion Factors. He said the Airline is performing well and appreciates all your hard work. He also said the Reservations Service Levels were at or better than goal. We are looking good.

We discussed the possibilities of slight over staffing during certain periods but it will be offset by pre- vto and operational vto. We had much discussion on the implementation of the vto and any differences between East and West Side. Kim and I are trying to make sure there are no differences between RNO, PHX and INT. We will be going to RNO soon and make sure all centers are on board with the same policies. We asked the Company to make sure any and all waitlisted vacation weeks be cleared before any pre vto is cleared.

The Company is implementing a "Hotline" number for you to call to check on Overtime and VTO.

We asked Tim about the Group Department taking more than 50% back up calls and what was the prognostication of the department. They are upgrading TGM, the computer system for groups. With the enhancements, groups will become more efficient and allow growth in revenue, with that having been said; he assured us that there are no plans to reduce the department. Jerry discussed IT issues and the need to resolve the problem with corrupted sines. Tim and Donna agreed this was a major issue and will be working with IT to get it resolved.

We addressed the need for the larger monitors; they have been approved by finance and have been ordered. Once we receive them in house, Debi will have them installed at the positions of the agents that have been approved for them. There are some computer extender arms they are issuing with a JMR form.

With the implementation of Wally, we were advised that we would be taking the more problematic calls since Wally would be taking the shorter, simpler calls. We asked that the AHT be increased as you are now going to spend more time handling the more difficult calls. Tim said they hear us and are taking this into consideration and have actually adjusted the AHT to add more time. I also advised how stressed the agents are having to be accountable every second of their day. We also suggested that Wally needs a few seconds delay, as to allow the agents to get in a ready state for the next call. Tim is looking into this also. He said they would review the stats closely to see if they need to be tweaked to allow more time.

Lisa brought to our attention that the CHP members dislike Wally and would like to see maybe a separate number to call when we are having bad weather or flight irregularities so they could bypass Wally and get to a CHP Liaison.

We asked that they please allow more of a learning curve for the new hires. With the extensive training they go through, it is a difficult job to learn so much at one time. They have actually pulled the DM piece out of training for a while and will train them later on that. We want to retain all our new hires and welcome them to our Union. We need new Brothers and Sisters in our Local and with the new peer monitoring position, we should be able to guide and mentor them to better their working abilities.

We also discussed the call escalation to CSD from the Baggage and Internet Support desks. We feel there should be a lead desk within their own departments. This is being looked into as well.

There was much discussion on the handicapped-parking situation. We have some agents that are more debilitated than others and are having a lot of difficulty trying to push their walkers from the lower parking lots and up some hills to get inside the reservations office. With the winter months ahead, it can be a critical situation trying to maneuver with a walker in inclement weather. Please be mindful to those less fortunate than we are. We are looking for a solution, so if you have any ideas please let management and or the Local know as we are looking for a resolution for this difficult situation.

In Unity,

Vonda Hardy