

On February 9th and 10th, Kerry met with small groups of us in the Heritage room on the second floor. During these meetings she covered some important information regarding the 2009 year for the airline.

First, she began by talking about the heroic and miraculous events of flight 1549. She was grateful of the outcome and like many of us, astounded by the heroic job performed by the entire crew. Kerry spoke briefly on the media attention received by the crash and how the crew will wrap up their primetime interviews and head home for some much needed rest and down time to reflect on the event. She wanted to acknowledge a special gratitude to the Reservations department for our professionalism and speedy call to action during the moments and hours following the crash. She stated she understood how hard it was for Reservations to take those calls and hold our own concerns back for the concerned family members, friends and public we were dealing with.

Next, she spoke of the 2008 year as a whole. Though we had a net loss for the 4th quarter of 220 million, we have a lot to be proud of. We were able to go to our investors during a financial crisis and ask for their support raising over 1 billion in capital. This is proof positive that our investors fully support and believe in our airline. We began with the R.C.A, as many of us know we have completely covered the R, which stands for Reliability. Kerry spoke of the numerous times last year we received a \$50 payout due to our "ON TIME" performance (A14). Because of these rankings US Airways was ranked as the number one airline among the big six carriers for 2008. With these types of rankings came the media headlines that were mostly positive due to our operational turnaround from the previous year. We also received a \$50 payout for our baggage handling. This was great for us also as we were steadily maintaining around the number 10 spot. Since our recent increase in performance other carriers are stepping up to the plate and giving us a run for our money. Because of this we now are moving to the C of R.C.A. which is convenience. With this, there are some new Technology ideas. And sorry, NO NEW SYSTEM! Though Kerry understands the struggles and frustrations of the Qik system but there are no new plans to replace it. Only tools to enhance its capabilities. She didn't go into great detail of what is to come, but wants to focus on the recovery of our airline during a cancellation or delay. With this being our focus, there are talks of having a Kiosk inside the secure area for passengers to more easily reissue their tickets for re-accommodation. Also having more effective ways to communicate with passengers such as "electronic boarding passes sent to their P.D.A or Blackberrys" and enhancing the website to be more "Passenger Friendly".

With these new ideas and changes, we are sure to have more \$50 payouts for 2009. She briefly spoke on our ranking with complaints as we are usually in the bottom two. With the focus now turned to Convenience, Kerry is hoping to reduce the number of complaints. Though complaints are system wide, usually Reservations is the first contact and experience a passenger has with the airline. Because of that, we must always be prepared for the passenger's needs, wants, and expectations. Providing exceptional customer service and making it easy and "Convenient" to do business with us is our priority. As long as Reservations is doing their part, then we are one step closer to getting a \$150 Payout on our "Triple Play".

Kerry spoke of our future for Reservations and what is to come. As most of you know our contract requires all outsourcing to come on shore by 2011. She has begun this process by immediately closing the San Salvador office. These calls will now be handled partly by ourselves and the PHX call center. PHX will receive the website support calls and INT will receive the employee travel calls. Currently the our offices are handling around 43% of the call volume and within the first 6 months of 2009, we will begin handling around 66% of the total call volume. With the receipt of the website support going to PHX the size of their International department is smaller allocating more call volume for INT. Please, keep this in mind as we answer these calls and keep a positive attitude during what is shaping up to be an exciting year for our airline.

Kerry closed with a roundtable question and answer session. Many of the questions can be found in "Res Q & A" and others are going to be addressed individually. She also stated they are looking into numerous options for in house recognition programs besides the "Above and Beyond" they haven't officially specified one program to implement, but will be rolling something out in the next few months.

For those of you who attended these meetings please inform your co-workers of the specifics and for those of you who weren't able to please seek out a supervisor if you have specific questions pertaining to her meeting. We are grateful she took time to sit down with us and explain these things; however we still have many hurdles and challenges to get through for 2009. We understand the economic times and unemployment rates are soaring out of control, we hope for the best for those with misfortune and for those of "you" struggling with these times. Now more than ever we must create a stronger unity within our union and pull and work together for a stronger and more unified organization.

In Unity,

Derrick Hicks

CWA Local 3640, 4th Floor Rep.