

WHAT DID AMERICAN'S FLIGHT ATTENDANT UNION DO TO BETTER DEAL WITH SCHEDULING ISSUES?

THEY ROLLED OUT AN ELECTRONIC FORM
IDENTICAL TO OURS.

The screenshot shows a web form titled "Scheduling System Issues Report Form". It includes fields for First Name, Last Name, Email, Employee Number, Phone Number, Sequence Number, Date of Sequence Origination, Sequence Position, System Affected, and Who Have you contacted?. There are also dropdown menus for "Please Select Your Role" and "Please Select Sequence Position", and a list of checkboxes for "Please Select System Affected" (FBI/IC, Flight Service, Pay Change, Crew Scheduling, Crew Training, Other). A "Brief Description" text area is at the bottom. The form is presented on a computer monitor with a red border.

This screenshot shows the same "Scheduling System Issues Report Form" as the left monitor, but with some fields filled in. The "Employee Number" field contains "808". The "Date of Sequence Origination" field contains "01/11/2020". The "System Affected" dropdown menu is open, showing options: "FBI/IC", "Flight Service", "Pay Change", "Crew Scheduling", "Crew Training", and "Other". The form is presented on a computer monitor with a red border.

That's right. When the union wanted to improve how they research a case and track any contractual violations, they implemented what Delta flight attendants have had for years.

At Delta, a scheduling review request is completed directly by you and a response is generally sent in less than 5 days but may take up to 2 weeks depending on the complexity of the issue.

AA flight attendants must wait for the union to research the issue and decide if further action is warranted.