



*Association of Professional  
Flight Attendants*

*Representing the Flight Attendants of American Airlines*

August 4, 2015

**BASE CASE # 2015-APFA-3**

Mr. Paul Jones  
Senior Vice-President & General Counsel  
American Airlines, Inc.  
P.O. Box 619616, MD HDQ Legal  
DFW Airport, TX 75261-9616

RE: *Unilateral Changes to ETB and Failure to Fully Implement ISAP*

Dear Paul:

In accordance with the provisions of Section 30.B.2. of the Joint Collective Bargaining Agreement, I hereby protest the Company unilaterally changing the access to and functions of the Electronic Trade Board (ETB) and failing to fully implement the Iterative Schedule Adjustment Process (ISAP). By its conduct, the Company has violated Sections 10. E., F., and G. of the JCBA and all related sections.

As you know a major focus of the negotiations that resulted in the LUS-AA Collective Bargaining Agreement was the development and implementation of several new scheduling programs including ISAP. (The relevant provisions of the LUS-AA CBA were incorporated into the JCBA.) The parties agreed these programs would be fully operable by March 1, 2015, twenty-four months from the effective date of the LUS-AA contract. In contrast, our agreement did not affect ETB, a system that had been in place for many years.

APFA was advised during the JCBA negotiations in September 2014 that the Company had decided to end its contract with Flightline/SABRE, the vendor which had provided FLiCA, the operating system for ETB. In an effort to integrate ETB into a crew portal, American decided it would replace FLiCA with its own version of ETB on March 1, when ISAP would be implemented. During the discussion last year, we were assured there would be no change in the system's accessibility or functionality.

The Company has failed on both counts. Although we have worked closely with management to address the multitude of problems resulting from its effort to reinvent ETB, American continues to deprive Flight Attendants of the scheduling flexibility to which they are contractually-entitled.

Since March 1, on no less than two dozen occasions, ETB stopped operating. On June 4 and June 26 Flight Attendants could not access ETB for thirty (30) hours and eight (8) hours, respectively. In total, thousands of Flight Attendants were precluded from using ETB and arranging their schedules as needed. In other situations, Flight Attendants' access was severely compromised.

For example, last month only Flight Attendants at the airport could trip trade while those elsewhere had no access to ETB. As trips are awarded on a first come first serve basis, Flight Attendants shut out from the system lose assignments they cannot recover.

ETB's functionality is similarly impaired. Today, it is still incapable of performing approximately 30% of the operations that were previously available. For example, with FLiCA ETB could perform 35 sorts of different data points and preferences; now it can handle half that number. Consequently, Flight Attendants are given trips that are less than optimal or unacceptable.

Although ISAP was implemented on March 1, it is not operating as the JCBA dictates. In fact, 20% of its required functions are still not working. As just one example, ISAP is unable to award a CSD pairing to a qualified CSD Flight Attendant.

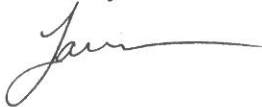
Our frustration over the situation and a principal reason for the filing of a Presidential Grievance is that the Company cannot tell us when 100% of ETB's functionality and accessibility will be restored or ISAP will be fully implemented. Until then, the Company will continue to violate the contract. We cannot stand-by for the indefinite future while every day Flight Attendants are prevented from scheduling their work lives as the JCBA allows.

**Accordingly, APFA demands the following relief:**

1. American shall immediately comply with Sections 10. E.,F., and G. of the JCBA and all other sections pertaining to ISAP and ETB;
2. American shall establish a page on JetWire for Flight Attendants to report the following contractual violations:
  - a. A Flight Attendant is unable to access ETB;
  - b. A Flight Attendants uses ETB, but is awarded a trip other than the one he or she would have been assigned had ETB been fully operable;
  - c. A Flight Attendant is unable to access ISAP; and
  - d. A Flight Attendant uses ISAP, but is unable to drop a trip or is assigned a trip other than the one he or she would have been assigned had ISAP been fully operable;
3. For each reported and verified violation occurring:
  - a. in the months of July and August 2015, the affected Flight Attendant shall receive 2 hours of pay;

- b. in the month of September 2015, the affected Flight Attendant shall receive 3 hours of pay;
  - c. in the month of October 2015, the affected Flight Attendant shall receive 4 hours of pay;
  - d. in the month of November and thereafter, the affected Flight Attendant shall receive 5 hours of pay; and
4. Any other relief deemed appropriate by the System Board.

Sincerely,



Laura Glading  
APFA President

cc: APFA Board of Directors  
APFA SBA