



Irregularities, Call Wait Times & Self Help



DATE: November 16, 2018

While we understand that weather irregularities are inherent in our line of work, when a forecasted weather front moved into the east coast yesterday we are infuriated by what appears to be the company's inability to ONCE AGAIN respond to their crews needs in a timely manner. Stranded crews, lengthy call wait times when calling Crew Scheduling and Crew Accommodations should NEVER be part of standard practice, however as the first winter system of the season erupted that is exactly what occurred.

Back in June we elevated your concerns to Inflight management seeking answers to your questions and advocating for an outcome that meets the requirements of our Contract. Our expectations were reiterated to management at that time emphasizing that provisioning of hotel rooms remains the company's responsibility and we put management on notice to step up their game in this area. It is beyond disappointing to receive reports from Flight Attendants that this issue has remained unresolved.

Flight Attendants should not be required to reduce their already shortened rest periods, therefore, don't be afraid to act in your best interests. United is responsible for our safety. If they do not respond, take care of yourself utilizing the following steps:

1. Flight Attendants must first make an effort to contact Crew Accommodations to seek assistance in securing a hotel room for their assigned layover. Flight Attendants should document whom they spoke with and the time the call began and ended.
2. In those instances where there is no answer or there are extend call wait times, the following guidelines should be used:
 - a. **For field (short) layovers, Flight Attendants able to secure their own rooms should proceed to the hotel after no more than thirty (30) minutes, and**
 - b. **For downtown (long) layovers, Flight Attendants able to secure their own rooms should proceed to the hotel after no more than forty-five (45) minutes.**

Once at the hotel, you should notify the Crew Desk of your layover contact information. Keep in mind, Crew Accommodations is not the Crew Desk. In some instances, Crew Accommodations can arrange to cover the cost of the hotel rooms by sending a voucher directly to the hotel. Don't hesitate to ask for this assistance. In the alternative, employ self-help to ensure your proper rest.

Self-help is not only allowable per our Collective Bargaining Agreement, it is strongly recommended you seek self-help to ensure adequate rest and, most importantly, to protect your safety and ensure your personal well-being. The AFA MEC Hotel and Transportation Committee meets with United Crew Accommodations monthly, to address problems and seek positive resolution. Our advocacy is strengthened when problems are documented and trended with our MEC Hotel & Transportation Committee via the MEC Hotel Report available in the Reports & Forms section of our website.

If you have any questions please contact your Local Council.