

Debrief

AFA Debrief – August 2, 2022

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FPS Update

This past Friday we announced our new Flight Attendant Promoter Score (FPS). While our results will be posted on a weekly basis, in order to provide a preview of how the scores will be presented, we updated the FPS ratings today in advance of the Friday update. FPS rating information will be updated again on Friday of this week.

We are asking United Flight Attendants for your feedback on how current management is doing in a number of areas that impact our Flight Attendant experience. FPS is calculated using a methodology based on standard NPS scoring. Your responses are anonymous.

You can choose a number between 0-10, with zero meaning you are strongly disappointed and 10 meaning you are highly satisfied. *Flight Attendants who rate 9-10 are seen as promoters, those who rate 7-8 are seen as neutral or passive, and those who rate 0-6 are seen as detractors.* The FPS score is the percentage of promoters minus the percentage of detractors.

Each survey will run for a one-week period beginning and ending on Fridays, at which time a new I survey with identical statements will then open. We will update the FPS score once a week on our public [AFAPPS](#)

website as well as UnitedAFA.org. We invite you to participate in each weekly survey and provide your continued and updated feedback.

Contact Your Union First!

MEC EAP/Professional Standards Committee

Professional Standards is a component of AFA EAP (Employee Assistance Program). It exists to assist Flight Attendants in any area that affects professional conduct. In addition, AFA EAP has a great working relationship with ALPA's Professional Standards Committee to help address conflicts that may arise between Flight Attendants and Pilots.

We should all take personal responsibility for creating a cooperative, respectful work environment that is tolerant of different opinions. However, when conflict occurs, we must take it upon ourselves to address and make every effort to resolve it respectfully.

We encourage the resolution of any disagreement by trying to discuss the specific behavior or area of contention with the individual involved always seeking to find an acceptable, agreeable solution.

We recommend that flying partners approach each other and speak about the problem in a calm, non-threatening manner out of the view of passengers. Sometimes it is better to wait until after work, off the airplane, when both have had some time to think more clearly about the matter. Above all, keep it professional. If a discussion does not seem to be productive, call your AFA EAP Representative to discuss a Professional Standards matter.

AFA EAP is a voluntary and confidential service of your Union. We can help you to work out any difficulty and avoid "writing up" flying partners or other employees, where both parties may then potentially be subject to disciplinary action.

As part of AFA's Employee Assistance Program (EAP), we have trained Professional Standards volunteers available to you in every domicile. After listening to your concerns, EAP representatives will follow up on the situation and pursue the appropriate action necessary.

If you have an interpersonal issue on a flight with a flying partner or during your workday, remember to “Contact your Union First.” Together, we can keep each other safe.

To contact your Local Professional Standards Representative, visit the [Committees Home page](#) on unitedafa.org.

Voluntary Separation Leave (VSL) Resource Page

MEC Benefits Committee

The VSL Program A started March 1, 2021, ended on December 31, 2021 with a separation date of January 1, 2022.

The VSL Program B started March 1, 2021, will end on August 31, 2022 with a separation date of September 1, 2022.

Our United MEC Benefits Committee has begun the process of developing a reference resource to assist those Flight Attendants who are participants in the Voluntary Separation Program (VSL) and, in particular, those who will be faced with making a number of decisions as their September 1, 2022 retirement date approaches. Please refer to our [comprehensive resource](#) page for more information. Check back often for additional updates as we work to obtain answers to some of the most frequently asked questions.

Reserve Touchless Check-In

MEC Reserve Committee

Last October the company announced the development of a touchless check-in procedure for Reserves assigned to Airport Standby. By logging into Mobile CCS, on top of the page under “My Trip,” you can access “Touchless Check-In.”

Using GPS technology, Mobile CCS will use your location within the airport to determine if your proximity to the base qualifies you to use Touchless Check-in. Location Services on your LINK device is only used to determine whether you are in the check-in area. If you click “Don’t Allow,” you will not be able to use this feature and must check in via the crew lounge phone.

As a reminder, Touchless Check-in is only available at those locations having a large number of Airport Standby positions, typically hub locations. Given the specialized equipment required to make Touchless Check-in a reality, the service is not offered at the smaller satellite bases or co-terminal locations. At these locations, the expectation is for Airport Standbys to contact the Crew Desk directly.

For more details refer to our original [article](#) detailing the process.

September 2022 Special COLA

Crew Schedule Planning has determined there may be opportunities to offer one (1) month Special COLAs for the September schedule month which begins on 8/31/22.

If interested, please submit a request by going to CCS > Leaves > Special COLA. The deadline to submit a request for the one-month Special COLA is Monday, August 15th at 0800 CT.

As a reminder, to be awarded a Special COLA, Flight Attendants must be qualified to fly at the time of the Special COLA award. Flight Attendants are also required to maintain qualifications while on the Special COLA.

For more information regarding Special COLAs please visit: Flying Together > My Work > My Department > Crew Planning, Scheduling and Administration > In This Section > Crew Planning > COLAs, Partnerships and Jobshares.

Questions regarding the award of Special COLAs should be directed by e-mail to Inflightcrewstaffing@united.com

Maintaining Control of our Uniform

MEC Uniform Committee

We have recently received reports of our current uniform items being made available and worn by those who are not active Flight Attendants. While we are addressing these instances as we are made aware of them, we want to heighten awareness of the importance of maintaining control of all current

uniform items as well as the proper procedures to be used when discarding uniform pieces.

When discarding uniform items, keep the following in mind:

- Uniform items must be destroyed if no longer wearable
- Cut out any identifying marks such as logo, on shirts and blouses, stripes on jacket sleeves and any buttons prior to discarding the garments.
- For security reasons, any uniform items (current or expired) cannot be sold on the internet or to any person or organization without United approval.

If you have any questions, please send an e-mail to uniforms@unitedafa.org.

Welcome Class 2222!

We are excited to welcome our newest flying partners from class 2222 as part of our Flight Attendant community. Our newest flying partners will begin their careers at bases in BOS, EWR, IAD, and SFO.

We encourage you to welcome each of them as we work through the peak of the summer season, help them learn from your experience, and get them started on a path to success and adventure in their new career.

Please remember that our newest Members are on probation. To ensure that they receive the most accurate information to support them, direct them to their Local Council for assistance on Contractual issues.

And if you would like to become an AFA Buddy, reach out to your Local Council to learn how you can become part of this vital link to their success.

Reminders:

August 19 – National Aviation Day

August 26 – Women’s Equality Day

September 5 – Memorial Day

September 11 – September 11 Remembrance