

Debrief

AFA Debrief – August 4, 2022

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Flight Attendant Promoter Score (FPS) Update

Earlier this week on Tuesday we provided you with a preview of what to expect when we update the Flight Attendant Promoter Score (FPS) each week. Results will be posted simultaneously on our MEC website and our dedicated AFAFPS.org website and both will have the score along with a breakdown of the percentages of promoters, passives, and detractors for the week.

Based on questions we are receiving in the MEC office, we want to point out that we handled the data we received this week a bit differently than we will be going forward based on the interest expressed by all of you. We did not “close” this past week’s survey on Tuesday, we merely took a “screen shot” of where we stood on that day. For all future weeks, we will only update the FPS displays on Friday. If you submitted your responses early in the week, you will not be able to participate in the survey again until next week.

The FPS was a -95% as of Tuesday. Your response and participation are nothing less than we anticipated based on the feedback you have consistently been providing your Union leadership. As with all standard NPS scoring models, our FPS will include the percentages based on how those who participated scored on the 0-10 scale and not specific numbers of participants.

Each Friday, the survey will close and a new survey asking the same statements will open for a one-week period. After the close of the survey each Friday we will publish updated scores and breakdowns, eventually including a graph detailing the ups and downs of each week's results as the data is compiled.

Participation in the FPS is anonymous and the information we collect from the surveys remains confidential to our Union, always. We do require you to access the non-public area of our website to participate to ensure that only United Flight Attendants on the system seniority list can participate as well as to ensure the data we collect provides the credible scores we share with you. While access is limited and participation is anonymous, the results are public for anyone to view on our AFAFPS.org website.

You have communicated your expectation for meaningful change and actionable solutions crystal clear to our Union leadership. With this newest approach tailored to show management their internal customer, Flight Attendant satisfaction levels through FPS, our goal is to strengthen your voice and to show management just how well they are doing in addressing your concerns and issues. The result is a very public display of how well management is doing while giving them every opportunity to fix very specific issues of concern.

The initial preview score of -95% is not a good score by any measure, there is enormous potential for it to get better should management meaningfully make changes that positively impact our issues. The score certainly has a great deal of room for improvement, and that is exactly the goal of FPS. If management will take notice, take action, and make changes in those areas we have identified, the scores should improve, and we can all see the results and the benefit of working together in finding non-concessionary solutions to problems management continues to struggle in solving.

We invite all Flight Attendants to participate each week and make your voice heard. We want your *honest* feedback, whatever that may be. If United improves on our issues, that should reflect in a more positive score. Remember our goal is a positive score that is reflective of how well our concerns are being addressed. We also invite you to review the information each week on www.AFAFPS.org to keep updated on the information.

Remember, we want United Airlines to do well. We want a positive score. We want to show up for work with the tools and support we need. We want to help management see what needs to be done to get us to our mutual goal of being the best airline in the world.

Access to the Non-Public Area of Our Website

We continue to receive questions or assistance requests from Members wishing to access the non-public section of our www.unitedafa.org website. This is a Members only resource area that contains information specific to our work group that is not visible to the general public.

The FPS access has been the focus of getting into the non-public areas recently, but it's also where you file reports, can view reports from MEC Committees such as Hotels, Scheduling, Reserve, Benefits, and EAP/Professional Standards along with other Union specific resources.

One question we regularly receive is “what is my seniority date?” For various reasons some of us may have more than one seniority date. Here is how to find the information: your Inflight Seniority date is your “bid date.” If you are unsure of your seniority date, look for your bidding seniority on CCS > Staffing > Staffing Report > Emp ID “employee number, with the u” > Submit > Bid Date information.

New hire Flight Attendants setting up an account on our website, may have a temporary delay in the ability to do so. New hire records can sometimes take between 30 and 45 days to be received from the company and incorporated into our system and much of this timing depends on when the new hire graduates and when the monthly record updates from the company is sent.

Additionally, when using the “forgot password” link, the email helping you to reset it will be sent to the *existing email address on our records*. If you submit a request to retrieve your password, and do not receive a response from the automated system within 72 hours, follow the instructions for on the help page.

Sun Country Airlines Reciprocal Cabin Seat Agreement Added

A Reciprocal Cabin Seat Agreement (RCSA) with Sun Country Airlines is now effective. Information on this new agreement has been added to our [website](#) this week.

Reciprocal Cabin Seat Agreements are a great benefit in that our Union has worked diligently with the company and other airlines to secure for United Flight Attendants. If you haven't taken a look at the [agreements](#) in place, we invite you to check them out.

We continue to pursue additional agreements to improve Flight Attendant quality of work life. These agreements have been a priority for Flight Attendants and our Union for many years and we have included this subject in our Focus on Us campaign.

Semi-Annual System Seniority List

The Semi-Annual System Seniority List, which is developed with information collected as of July 1st, was published during the last week of July. As provided in our Contract under Section 14.C., this list shall be made available at all stations where Flight Attendants are based for their review as well as online in Flying Together under My Work>Crew Planning, Scheduling, and Administration>Crew Planning>Semi-Annual System Seniority List.

Consistent with the terms of the Contract, to ensure all Flight Attendants have the ability to dispute any error or omission affecting their seniority, Flight Attendants have a maximum of 30 calendar days to dispute any alleged omission or error that affects seniority from the date notice is provided that the list is available. Notice that the list is available was published on August 03, 2022.

If you believe there is an error or omission that affects your seniority, please contact the Office of the United MEC Secretary Treasurer immediately by e-mail to mecsec@unitedafa.org.

Additional information is available in our Contract under Section 14 and on our website at www.unitedafa.org.

COVID-19 Vaccination Cards No Longer a Required Item

Over the course of the past couple of weeks, a number of safety alerts were released by the company advising Flight Attendants that COVID-19 vaccination cards are no longer a required duty item. Some of these communications initially indicated that Reserves would be required to carry the vaccination cards if there were flights from their location to destinations requiring vaccination documentation.

Subsequently, on July 27, a Safety communication was released which provides additional clarification and emphasizes that this change is intended to make it easier for Flight Attendants to stay in compliance with required duty items and to alleviate any stress of being required to carry a physical vaccination card when traveling to destinations not requiring the proof of vaccination. Keep in mind, each of us has uploaded a copy of the vaccination card into company systems and you may access that image from any computer or from your smart phone.

AFA concurs with the advocacy in the Safety Alert; that is, while you may not be required to provide proof of vaccination when traveling to destinations that do not require it, having proof of vaccination with you at all times for any unforeseen circumstances is a good practice and that you are able to access the copy of the vaccination card from the company's website is yet another way to ensure compliance with this requirement for any destination.

For the most up to date information about country specific requirements:

Flying Together >> Our Airline >> COVID-19 >> Crew Travel Restrictions

You can access the stored image of your COVID-19 Vaccination card from the My Shot/My Story tile accessible as follows:

Flying Together >> Employee Services >> MyInfo/Manager's Tool Box >> My Shot/My Story tile

Keep in mind, this change in required duty items has no bearing on the company-wide vaccination or mask requirements on board or in airports for individual countries (where applicable).

Additionally, on August 1, the main eFAAB is our primary announcement booklet, and we are no longer required to use the Covid-19 announcement guide. Indications from management is that the company has/will remove the manual from their manual's app on the Link devices.

Reminders:

August 19 – National Aviation Day

August 22 – AFA's 77th Birthday

August 26 – Women's Equality Day

September 5 – Labor Day

September 11 – September 11 Remembrance