

Debrief

AFA Debrief – August 11, 2022

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Using Telephone Technology to Improve Rest

Over the course of the past several years since the merger of the work groups, we've received a number of questions from our Members about their ability to use the *Do Not Disturb* technology available on our smartphone devices to restrict SPAM calls while ensuring that calls from the Crew Desk would still be received to enable our response to calls from the Company.

Consistently we have advised Flight Attendants that they are required to be telephone available and, due to certain automation limitations, Flight Attendant have had to be prepared to receive calls from unexpected or unknown caller ID telephone numbers.

As a direct result of improvements in company technology and the work of representatives from the company's Crew Planning & IT groups, we are pleased to be able to provide an update on progress made in this arena. It is now possible for Flight Attendants to use the *Do Not Disturb* technology on their smartphone devices to establish settings that will facilitate calls from Crew Scheduling while restricting other unwanted outside calls.

Based on the technology change that was implemented on August 10, 2022, Flight Attendants can now expect to receive calls from Crew Scheduling that will consistently be identified as coming from 800 358 5463 (1 800 FLT LINE.) Further, we have been given an assurance that calls will

not be placed to Reserves from other than this number. As a result, Flight Attendants need only be concerned about getting a call from that number versus having to be aware of multiple numbers.

The end result of this automation enhancement made for Flight Attendants is an improved opportunity to take advantage of every opportunity for rest.

We are also pleased to learn that additional improvements to the company's FLTLINE menus are anticipated in the coming weeks. These additional improvements are intended to assist Flight Attendants in directly reaching those areas of the company where specific functions are accomplished in an ongoing effort to address call wait times. Stay tuned for additional information.

Happy 77th Birthday AFA!

We celebrate our Union's birthday on Monday, August 22nd!

This is where it all began for Flight Attendants around the world. We are one of the most organized professions in labor and together we have achieved amazing victories for equality, workplace health and safety, and contracts that define our work as aviation's first responders.

Cheers to Flight Attendants and Cabin Crew everywhere!

Call Wait Times and Obtaining Lodging through Self-help

As part of our advocacy, we previously discussed that having Flight Attendants wait extended periods of time to secure hotel rooms does not support the operation. Flight Attendants should not be required to reduce their already shortened rest periods, and we cautioned the company about the likelihood of an increase in fatigue claims as a result of these delays in rescheduling.

As a reminder, when lodging is not provided by the company, Flight Attendants are eligible for reasonable, actual expenses incurred for lodging, and the request for reimbursement must be substantiated by a receipt.

Don't be afraid to act in your best interests. United is responsible for our safety on layovers. If the company resources dedicated to providing this support to Flight Attendants do not deliver the desired result, take care of yourself. If one of our flying partners is in trouble and doesn't have the expendable cash or a credit card to take care of it, help them out if you can.

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

When you return to your domicile, submit a claim for reimbursement using the Concur™ system. In addition to filling out an expense report in Concur™ with receipts attached, you are strongly encouraged to document your experience by writing an AFA Hotel Report which can be accessed from our website at www.unitedafa.org. Always include the names of the persons with whom you've spoken at both the Hotel Desk and Crew Accommodations.

As a reminder, make copies for yourself of the expense report, and receipts. If you are not reimbursed promptly, file a [Local Council Worksheet](#) and call your [Local Council Office](#) for assistance.

Submitting Requests for a Personal Drop (PD) or Personal Time Off (PTO)

For a refresher on submitting for Personal Drops or Personal Time Off, or to review the award process for either of these time off options, review the information available on our [website](#).

To submit a request: Login in to CCS > Trading > EBB (Electronic Bulletin Board). Directly under the Electronic Bulletin Board title on that page, on the left-hand side you will see a small arrow next to the word "Requests." Click the dropdown menu and select "Time Off Requests." Keep in mind, Flight Attendants must submit for either a Personal Drop or PTO, not both.

For additional information on these negotiated schedule options, please review the full details provided for in the following publications:

Personal Time Off and Personal Drop Clarified
PD Applied to Supplement when Remaining PTO Days are Insufficient
Impact of Personal Time Off (PTO) on Reserve Availability (Section 7.AA.4.)
Day at a Time Vacation (DATV)

Reminders:

August 19 – National Aviation Day

August 26 – Women’s Equality Day

September 5 – Labor Day

September 11 – September 11 Remembrance

