

Minutes for the CWA Local 3641

Executive Board Meeting, August 25, 2021

Call to Order: President - Zattier Marvin at 0730am via zoom.

Roll Call by Frances Geter

Angie Barrett - Vacation

Josh Carl - Present

Danielle Isom - Present

Ernest Marvin - Medical

Zattier Marvin - Present

Timothy "T Mac" McLaughlin - Medical

Ruth Peniston - Medical

Maretta Sellers - Present

Old Business:

Maretta's visit to SDF

Zattier's Meeting in ATL

Hiring event (CLT)

Vote on flowers to Member's

Terminations/Hearings

Retirements

Motion Made to Pass Minutes:

Motion: Frances Geter

Second: Danielle Isom

New Business:

STATION VISITS-

Angie Barrett went to ATL

Danielle was trying to schedule a visit to BHM (Never seems to be a good time).

SAV Mainline/Envoy Member issues High Turnover rate: Envoy

Breakroom concerns (Sharing with Envoy)

Badging per Erin Frey will now be 60 days prior that is needed for Fingerprints/Badging Process.

New Hires/Transfers starting soon...Late August/Early September

New Bid delayed to better accommodate Senior Team Members.

New Bid will go into effect on Nov. 8.

VEOPS leaving...Another reason for delay of bid.

TDY Badges not required at CLT

Badges expired ... Many are on suspension for not submitting paperwork in a timely fashion.

New schedule - No 1st banks on Tuesdays No Bank 9 Thurs, Fri & Sun (Peak Days)

Special Service Counters will be fully staffed (Mobile counters will be on A Con)

September 7 - Hiring Event - 51 CSAs were initially hired / 92 more were pulled from MPC Box (Most preferred candidates) **Only hired part time** New hires may be offered full time positions, if no one internally wants to upgrade to full time.

November 8th (New bid will be in effect) - New hire group will be on this bid.

Those taking VEOP will be taken off the schedule.

No CARS will be hired at this time. But talks are underway.

3 job openings in ADMIN per Casey. Danielle asked about other positions. Will they be hiring more CSCs/Trainers? Director of Hub position was posted. (Casey's position) She has accepted a position in DFW. CSA positions were also posted on INDEED today...Zattier will follow-up with Tesha regarding Training Positions. Per Josh it was not posted internally via Jet net.

All calls will now be recorded on the Staff Manning phone lines. Too many are complaining about the rudeness between Staff Managers/CSAs. Lines will likely be installed for recordings.

Danielle wanted to know if we should use 311, if a customer uses the word "B%**sh**". A certain manager did not find it offensive for a customer to use the word. However, an agent was suspended for using the same word.

Prospect has offered some former AA employee's positions to work for them. They will receive a higher pay than prospect due to experience.

E-Moby's will be used in CLT on a trial basis. We will receive about 2 or 3 initially. More may be ordered in the future, if they work well in CLT. They will only be used from the Gates to the Comfort Zones. (Not throughout the airport)

Hotels not in the system during Irregular Operations. Brandon will follow-up on this matter.

An employee received an email from Customer Relations (Chloe) stating that we will not reimburse for hotels. Zattier will follow-up with Russ regarding the matter.

A few agents had to take a class on Thursdays from 10a-12p for setting off the alarms and not calling/waiting for security. They are required to take the class, if it happens 3 times. Zattier will follow up with Hunter regarding signage on the door.

Per Josh, some CSAs (others) did not receive emails in a timely fashion to attend the class. The emails were being sent out Wednesday night for a Thursday class. No one was suspended due to the late notifications/not attending the class.

Team members are not allowed to take any food/drinks from the flight attendants.

Kudos given to Frances from Danielle. Frances suggested that some of the money from the vending machine be used for coffee supplies. She reached out to Andrea and the vending machine committee. Hunter will follow up about getting cups.

Effective Aug. 16 customers will not be allowed to have TO GO Cups (Alcoholic Beverages).

Team members being assaulted by passengers will be given time off to go to file charges/go to court and deal with this matter. Talks are underway in Dallas regarding customer rage!

Frances asked about what happens, if a passenger attempts to smack/hit you --what should I do? The company says it's okay to protect yourself. Ann from Corporate Security stated that if the customer hits you, that you have the right to protect yourself. Per Zattier, you may lose your job -- if you hit the passenger first and if he/she decides to press charges against you and/or the company.

Airport Rage is getting out of control! It's ongoing, but we are hopeful that the company will side with the team members vs. the irate customers.

Zattier mentioned, how she's been putting off her vacations to assist with cases.

Kudos were given to Danielle by Josh for all she does to assist with answering questions on the FB Swap board. This helps to keep the team members informed.

Danielle brought up the issue regarding Delta --They are starting to fine their employees for not being vaccinated. Marge has weekly calls with Doug Parker. She mentioned that Doug is not mandating anyone to get the vaccine at the current time about the mandate soon. For those who are vaccinated, they must upload their vaccination cards by Aug. 31.

Danielle inquired about those who go on TDY with badges that may potentially expire --what can be done to assist with that issue. Zattier advised that she looked into how soon they may need to submit their information for the badging process.

Zattier mentioned that (Afghan) refugees will be needing assistance to get them home. Volunteers may be needed.

Zattier asked, if we received RULES OF CONDUCT from Tesha via email. She read over the information to our group.

- Performance - Safety - Time/Attendance

Ex. Going behind counter/podium while others are working and you're traveling is not allowed.

She will forward us the information. Danielle and Frances stated that they don't recall seeing it. There are many suspensions as a result of those who are not following the RULES OF CONDUCT.

Emails sent to the President should be sent to CWA email, not AA email.

Purchase of laptop, headset(s), file cabinets (or new locks for the cabinets) and external hard drive are needed. Also, we need to look at updating telephones/computers. We will lease a copier versus purchasing one. Josh volunteered to help with picking out office items.

Josh inquired about digitally backing up files for easy access. It will be password protected.

Josh posed another question - How long do we need to keep physical files? A better filing system is needed. Ex. Type MSY and all files will come up.

Josh stated that we can always ask him to update the website, if ever we need to add anything.

REMINDER: Receipts for lunches (E-Board Meetings) must be itemized per Frances.

Copies of Business Cards and Polo Shirts were sent via email by Frances to E-Board Members.

Maretta inquired on D breakroom doors be open vs. closed?" "Can the break rooms be cleaned more frequently due to Covid-19 concerns?" We also need fans to be working. Many are broken at the ATO and Gate areas. Safety Committee need to look into this.

Grievances:

Zattier discussed all grievances.

Financial Report:

Frances gave updated financial report.

Next E-Board Meeting was scheduled for Wednesday, September 22, 2021

A Motion was made to adjourn:

Motion: Danielle Rice

Second: Josh Carl / Maretta Sellers

Motion passed unanimously.

Respectfully, submitted. Frances Geter-Secretary/Treasurer