

Bargaining Update #13



Your CWA-IBT Association Bargaining Committee met with American Airlines management this week in our twelfth round of bargaining for a new contract.

The Company presented the Union with a comprehensive proposal that includes wages, benefits, and open contract language.

The Company presented proposals on:

- Article 3 Recognition and Scope
- Article 4 Groups and Classifications
- Article 5 Hours of Work
- Article 6 Customer Service Overtime
- Article 7 Reservations Overtime
- Article 9 Filling of Vacancies
- Article 14 Recall
- Article 15 Furlough Benefits
- Article 17 Leaves of Absence
- Article 18 Sick Leave
- Article 19 Holiday Vacation
- Article 20 Vacations
- Article 25 Grievance Procedure
- Article 26 System Board
- Article 27 Insurance Retirement
- Article 28 Retirement Plan

- Article 32 Call Monitoring
- Article 34 General and Miscellaneous
- Article 36 Compensation
- Article 37 Duration & Profit Sharing

The Union responded to Articles 3, 4, 5, 6, 7, 9, 14, 15, 28, and 37.

The Union was able to reach agreements in principle on Article 14 (Recall), Article 15 (Furlough), Article 28 (Retirement Plan), and Article 37 (Profit Sharing).

The Company is true to the commitment of CEO Robert Isom to pay industry wages so American Airlines agents are not behind Delta and/or United, however the Company also wants to have the scope and work rules match Delta and United. As you may know, there is no union at Delta, so they have no protection. United does not have ratios of office and home-based representatives or a cap on when calls could be sent overseas, as we have in our contract. There are also concerns about technology at the airports. The Company does not believe we need a no furlough clause.

([See this chart to compare protections](#)).

Every member must participate in their Local's mobilizations to Save Our Scope. Contact your Local for more information.

Share [this image](#) on social media to show American Airlines that CWA-IBT members are united in their fight for a contract that secures both fair pay and job security.



Our next bargaining session is scheduled for October 17-19, and we are working with the Company to secure more dates in the future.

Stay informed and share information with fellow members. Make sure we have your personal email address and cell phone number by filling in this form. Follow us on [Facebook.com/AmericanAgentsConnected](https://www.facebook.com/AmericanAgentsConnected) where you can like and share our updates and other bargaining related content. And share your Solidarity Selfies and group pictures with us at info@american-agents.com.

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Communications Workers of America, AFL-CIO, CLC.

CBA Language on Protected Union Work (Version 9/14/2023)

American	United	Delta
<p>At stations with more than thirty-five (35) weekly mainline departures, within one (1) year after the effective date of this Agreement, the Company shall insource the Passenger Service work as set forth in this Agreement to the extent not already insourced. The Company, however, may continue to outsource Passenger Service work at its discretion at McAllen airport (MFE) and at all stations (current or future) in Hawaii except Honolulu airport (HNL) regardless of the number of weekly mainline departures at such stations</p> <p><i>(Article 3, Section D)</i></p> <p>The following work is performed exclusively by CSCs and CSAs at airport terminals:</p> <ul style="list-style-type: none"> a. issuing, reissuing and refunding of passenger tickets; b. booking and confirming flight reservations; c. rebooking passengers on oversold flights and during irregular operations; d. passenger check-in and passenger seat assignment (except curbside); e. issuing, reissuing and refunding of non-revenue tickets; f. issuing vouchers for passenger 	<p>The Company will not contract out to outside vendor(s) the “core” work currently performed by Passenger Service employees at the following airports: Denver (DEN), Newark (EWR), Washington Dulles (IAD), Houston (IAH), Los Angeles (LAX), Chicago (ORD), San Francisco (SFO), Atlanta (ATL), Austin (AUS), Billings (BIL), Boston (BOS), Baltimore-Washington (BWI), Cleveland (CLE), Colorado Springs (COS), Washington National (DCA), Dallas-Fort Worth (DFW), Fort Lauderdale (FLL), Guam (GUM), Honolulu (HNL), Indianapolis (IND), New York Kennedy (JFK), Kona (KOA), Las Vegas (LAS), New York LaGuardia (LGA), Lihue (LIH), Kansas City (MCI), Orlando (MCO), Miami (MIA), Minneapolis (MSP), New Orleans (MSY), Kahului (OGG), Portland (PDX), Philadelphia (PHL), Phoenix (PHX), Pittsburgh (PIT), Raleigh-Durham (RDU), Reno (RNO), Fort Myers (RSW), San Diego (SAN), San Antonio (SAT), Seattle (SEA), San Jose (SJC), San Juan (SJU), Salt Lake City (SLC), Sacramento (SMF), Orange County (SNA), St. Louis (STL), Tampa (TPA) and Tulsa (TUL). In addition, prior to 12/1/2026 or when Brick and Mortar and Remote Reservations pay rates are equalized, the Company will not close the following call centers: Chicago (CHIRR) and North Houston</p>	<p>NONE</p>

American	United	Delta
<p>accommodations, meals and transportation; g. passenger boarding, including ticket lift and/or boarding pass lift/verification; h. operating gate reader/scanner and associated duties; i. issuing upgrades; j. operation of jetways for purposes of boarding and deplaning passengers; k. making on-board arrival announcements; l. making boarding and departure announcements; m. delivery of domestic flight documents; n. passenger service flight close-out procedures; o. accepting, checking and tagging passengers' baggage at resolution centers, full-service ticket counters and first class ticket counters; p. maintaining timeline of flight boarding process; and q. performing customer service on the job training...</p> <p>Work that may be performed by CSCs, CSAs or CARs at airport terminals includes: a. accepting, checking and tagging passengers' baggage at kiosks in the ticket counter area and activation stations; b. processing and completing credit card baggage transactions at kiosks in the ticket counter area and activation stations; c. assisting passengers with self-service kiosk</p>	<p>(NHCRR).</p> <p>The core work of Passenger Service Employees (including work performed in support of United Express operations by agreement between the Company and the Union) generally consists of processing customer transactions within the Shares (or equivalent) passenger service or cargo reservations system in authorized positions at designated airports, contact centers (including remote reservations agent functions), and other specified support locations, including:</p> <ul style="list-style-type: none"> - booking and modifying reservations, - ticketing and check-in within an airport facility, - execution of over-sales, - loyalty program/Mileage Plus transactions, - customer service recovery, - flight arrival and departure processing, and - operation of passenger loading systems/jet bridges. <p><i>(Article 2, Section (A)1a)</i></p>	

American	United	Delta
<p>check-in and kiosk baggage processing at ticket counters; d. queuing lines at ticket counter kiosks and ticket counters; e. customer greeting at the door at Flagship check-in locations; f. accept and activate passengers' self-tagged bags at activation stations; and g. clearance of international documents at kiosks in the ticket counter area and activation stations...</p> <p>The following work is performed exclusively by PCSCs, LPCSRs, and PCSRs at Admirals Club lounges, Flagship lounges, Flagship check-in locations, business centers or other areas within the airports established to service the Company's premium customers:</p> <p>a. servicing premium customers (ConciergeKey, Five Star Service, Executive Services and International Premium) to include ticketing and problem resolution, domestic and international ticketing functions, management of guest needs, concierge services, and operational functions (e.g., assistance with boarding and assistance with tight connections) (except where performed by CSCs and CSAs when a PCSC, LPCSR or PCSR is not available); b. Admirals Club enrollment/sales; c. Frequent traveler enrollment;</p>	<p>This confirms our understanding and agreement with respect to job protections and the contracting out of work. United hereby commits that, through December 31, 2026, the Company will not contract out any non-core work to outside vendors performed as of April 18, 2016 by those IAM-represented United employees covered under the Fleet Service Employees, Passenger Service Employees, Central Load Planner Employees, Storekeeper Employees, Maintenance Instructor Employees, Fleet Technical Instructors & Related Employees and Security Officer Employees collective bargaining agreements, with the exception of non-core work listed below, which may be outsourced at the Company's discretion at any time:</p> <ul style="list-style-type: none"> • Administrative duties, business office work and scheduling • Business Partner Program (BPP) in Cargo Reservations • Web Master duties • Aircraft Lavatory and Water Service • Aircraft Cabin Cleaning • Breaking Aircraft Food Service Seals • Baggage Claim Bag Shagging <p><i>(Letter of Agreement #9)</i></p>	

American	United	Delta
<p>d. passenger check-in and/or passenger seat assignment;</p> <p>e. booking of club and lounge conference rooms and arranging associated catering services/business services;</p> <p>f. issuing, reissuing and refunding passenger tickets;</p> <p>g. issuing upgrades;</p> <p>h. booking and confirming flight reservations;</p> <p>i. customer check-in, ticketing and baggage acceptance at Flagship check-in locations; and</p> <p>j. assisting premium customers with technology provided in lounges and clubs...</p> <p>The following work is performed exclusively by TCRs at travel center facilities:</p> <p>a. issuing, reissuing and refunding of passenger tickets;</p> <p>b. booking and confirming flight reservations;</p> <p>c. issuing upgrades and/or passenger seat assignments;</p> <p>d. issuing, reissuing and refunding non-revenue tickets; and</p> <p>e. Admirals Club and frequent traveler enrollment...</p> <p>The following work is performed exclusively by OBRs and/or by HBRs at</p>		

American	United	Delta
<p>Company Reservation Centers or at HBR residences:</p> <p>a. Normal and customary work associated with a customer calling from one of the fifty (50) United States, for assistance from an OBR or HBR for:</p> <ul style="list-style-type: none"> i. booking, re-accommodating and confirming flight reservations; ii. issuing seat assignments; iii. soliciting and providing ticketing options when applicable; iv. providing required and/or requested information to callers; and v. handling sales and reservations calls. <p>b. Normal and customary work associated with the handling of support functions for:</p> <ul style="list-style-type: none"> i. Resolution Service Desks; ii. Queues; iii. Group and Meeting Travel; iv. Tariffs; v. AAdvantage and Elite traveler award redemption; vi. Admirals Club member services; vii. frequent traveler enrollment; viii. Special Assistance Coordinator Desk; ix. servicing premium customers (Gold, Platinum, Executive Platinum, ConciergeKey, and Five Star Service); x. Around the World (ATW) desk; xi. AirPass; and xii. Vacations, including the selling, servicing and administration of all components of 		

American	United	Delta
<p>vacation packages.</p> <p>c. Normal and customary work associated with the handling of telephone calls to the Reservations Group regarding mishandled baggage claims:</p> <ul style="list-style-type: none"> i. providing passengers with status updates on their baggage claims; ii. reviewing/amending/updating damaged, delayed/lost and pilfered baggage reports; iii. creating reports for missing carry-on property; iv. creating claims for damaged and/or pilfered baggage; v. interfacing with station personnel to obtain updated baggage and/or delivery information; vi. providing basic baggage claim processing information; vii. authorizing reimbursement for consequential expenses allowable under the Company and departmental rules; and viii. handling System Baggage Service Desk calls. <p>Note: The work listed in this Paragraph may also be performed by other Passenger Service employees.</p> <p><i>(Article 4)</i></p>		