

## Monthly MOD Meeting

November 2, 2022

In attendance: Russ, Chris, and all MOD's

### Topics addressed and responded to:

- The reason for moving agents between concourses, Mando updates, PUC for training.
- Meredith responded with a breakdown of how many times there is Concourse Movement. MTD average concourse moves AM 4.0 and PM 4.5.

A move is considered when an agent on A Con is moving to B Con on a task. This is not considered a shift move. The highest moves seem to be in the PM, with 12 moves on Oct 24<sup>th</sup>.

In the PUC there is a reason given as to why the movement is happening. This movement report will be sent along with the Mando report to myself weekly.

- Isaac gave an update on the Mandatory.
- 5 Mando for Customer Care in Oct for CSA PT and CSC PT.
- 2 Mando's were issued but were cancelled.
- Mando has decreased from last month.
- No VTO is issued for agents with overdue learning hubs.

Allocators are reaching out to agents to let them know how important these hubs are, and of the compliance deadline.

- No upcoming hiring events planned at this time.

### New issues discussed:

- CSC's that decided to downgrade are concerned about being forced to fulfill the CSC position during call outs and the movement and shift extension that comes with it. How will this be handled, as certain duties can only be performed by a qualified GSC like CERS reports, and they have chosen to step back and have no desire to work in a CSC capacity?

Meredith -We'll go by seniority in juniority if no CSC will take on task.

- D1 and D2 – If defining the positions, why are all agents being held accountable for the flight with defined roles that was established by mgmt?

Mgmt responded that the manager will do their due diligence of researching to find out who is accountable for any errors. Mgmt has asked to be advised if discipline is being issued.

- Grievances are not being returned to the agents as is contractually required to be done within seven (7) days.

Tesha will address this and circle back with me.

- Changes in the FIS will cause roundtable conversations, mostly concerning getting a handle on the new seals process for international.

In Unity,

Zattier Marvin, President