

18.03 Meeting for Feb 19, 2009

Attendees:

Gilda Romanelli, GM YYZ Airport
Kimberley Bertrand, Director, Sales and Connections
Janet Culbert, Manager General Operations, Sales
Eugene Cabral, Director, Resources
Jodi Bessey, Manager, Resource Operations
Keith Dias, Manager, Process and Procedures
Vicky Goumakos, Chairperson, CAW,
Sandra Neary, Vice-Chairperson, CAW,
Carmen Franco, Vice-Chairperson, CAW,

Union Item 1: Need clarification on bulletin (12R/09) issued that made reference to passengers deplaning Jazz flights with the assistance of a Flight attendant rather than a Sales agent.

Management response: The bulletin will be reissued and will omit any reference to FA's assisting passengers off aircraft.

Union Item 2: New cash positions at B15 and 16 are very busy, as the cash agents are now dealing with oversize/overweight bags, cut-off passengers, passengers returned for duty free etc.

Management response: Cash/Oversize will be moving to Aisle C. There is an expectation that all bags will be weighed at the front of the line, so that any customers who have to pay can be directed to cash to pay. Lobby is a very important position in the check-in area. It is critical for lobby agents to direct pax to correct areas. The idea is to keep Baggage Drop Off as pure as possible.

Union response: Agree on the importance of Lobby. Also understand and agree on the philosophy behind 'baggage drop off'. Request a more detailed "Roles and responsibilities" package for lobby agents and other check-in functions.

Management response: Company is already working on 'Welcome Packages' for each sales function for new bid.

Union Item 3: Agents who call for block are being told that blocks are tight with few breaks because of 'sick' calls.

Management response: Will be investigated, and if this type of communication is occurring, deployment will be advised not to say that.

Union Item 4: When an agent is on break, primarily in the gates or arrivals, deployment is still calling for them. After their break, other agents inform them that deployment was calling. Agents shouldn't be expected to respond when on break.

Management response: If an agent is on break, deployment is usually aware because it is plotted right in the blocks. This issue can still sometimes happen if a break is delayed due to some unforeseen/uncommunicated reason.

Will continue to monitor issue.

Union Item 5: The policy regarding holding crew seats for crew has caused problems at the gate recently affecting OTP. In particular, reassignment of seats on board after sequencing has been a last minute issue.

Management response: Will take this to Inflight for further clarification and investigation on how to best handle.

Union Item 6: Task agents – Is it possible to date revisions on task sheets.

Management response: The revision date is there, in the bottom right of the task schedule. We will look into increasing font for easier readability.

Union Item 7: The 2nd punch clock closest to the Radio room beeps sometimes, but does not take the punch.

Management response: Agents should report any issues to the Bunker immediately so that they can get it addressed.

Union Item 8: Scope Issue – The PIL should not be taken down by a CSM or even an A/CSM.

Management response: Agreed. CSMs and A/CSMs will be reminded.

Union Item 9: Chats with Management do not work in the lunch room.

Management response: The recent chat was communicated and agreed upon well in advance. Signs were posted early too. The position is that the lunch room is used once every 6-7 weeks for one hour only. Its an opportunity and forum to talk to the employees and it does not occur every day or week. We can continue to advise a week in advance, and employees who do not want to take part can use a different lunch room. We will continue to look for other solutions so as to not offend the employees.

Union Item 10: Would like a Chat session earlier in the morning to allow opportunity for early agents.

Management response: We are trying to schedule that with Resource planning now.

Company News:

A new deployment tool called ‘Streamline’ is very close to implementation. Cabin Services is about 4 weeks away from using it. Each agent will carry a mobile device that will communicate their blocks, as well as other information.

We should have 43 temps for 2009. Language is a priority. Training starts at end of April. May 24 long weekend is first day of temp schedule.