

1803 Minutes

June 25, 2014

In Attendance:

Keith Dias – Director, Passenger Service
Mike Karam- Manager Operations, Passenger Service
Jodi Bessey- Manager, Resource Planning
Karn Parmar- Customer Service Manager
Kirk Andrade – Manager Operations, Deployment
Eve Graham – Unifor District Chair
Jody James – Unifor Vice Chair
Janet Williams – Unifor Vice Chair

Current Agenda:

Ticketing:

With the retirement of Ticketing CSM David Brown, Karn Parmar was introduced as the new point of contact for all ticketing related issues. This will include oversight of the Revenue office, ticketing counters, immigration and Timatic handling, excess baggage collection and all other revenue related items.

Union Response: Will the CSM be ticket trained in order to address the issues and concerns of ticketing agents?

Management response: The CSM will not require full ticket training but will continue to work alongside the ticketing coordinators.

Ticketing Townhall:

Keith has officially confirmed a Ticketing Townhall on 26 June 2014 at 12:00 noon Conference room F. These ticketing townhalls will be conducted regularly, and will include Karn Parmar.

Union Response-Acknowledged and will be available

Rainbow/Baggage Hall Process review:

Management is pleased to announce that 150 new Wheelchairs have been ordered and received. A portion of these chairs will be going to T3 (Roughly 1/3).

After a 3 week review of the entire Baggage Hall process, and working closely with the agents who perform the function, it has been determined by all parties

that the best course of action is to keep the original Baggage Process in place. Having said that, we have identified definite peaks in the operation that require additional support at the rainbow. For those periods of time, management will be redeploying checkin or gate agents to support.

Union Response: Please respect the agents on bid lines and Redeploy task/shift trades/bid lines.

Management response: Resource team will assign agents based on Task, Shift trades and then bid lines when possible.

International East Employee Bypass -Security closed:

Management advises that CATSA is closing the employee bypass security point that existed to the left of the Induction belt. They are doing this so that they can open up a 24 hour employee security lane at International west (the one near Subway restaurant). This will also allow CATSA to keep International West open every day (for Wheelchair customers and Priority passengers) and will provide our employees with closer access to International security.

USA Customer Service Desk:

Management advises that the US CSD has now officially been relocated, so that it is position across from the Molson's pub, to the left of the escalators after US Security. The previous area will be used by the GTAA as retail space. Management anticipates nil impact to the operation.

TB Office:

The US gate Leads, Groups Set-up and Managers Office has now moved to a space near the gate 169 area, The previous area will be used by the GTAA as retail space. With the move, the Group Setups and Leads agents have received more office space, and there will be less foot traffic as well.

Job Scoping:

Union raises the issue of 3 grievances on management job scoping in last 3 weeks.

Management Response: Management will review and respond to all grievances, and Director of Passenger Services will also brief management team on the expectation with regards to job scope.

Bussing:

Due to gating constraints, Edinburgh may require bussing operations on Sundays. Flight will board from the bus bay in the International gate area adjacent to the International CSSA lunch room.

G1-G4 Transborder Check in counters:

These Counters will be removed and yellow scales will replace them. This will improve the Bag drop process and overall flow.

Station Safety Plan Review:

Agents must review the Station Safety Plan condensed version and have until end of Aug/14.

Deployment will extend breaks by 10 additional minutes to complete when possible to complete this task.

Boarding flights with handhelds:

Trial will begin at the gates on select flights

Leads agents swapping areas:

A complaint was raised by a Lead, when it was noticed that two Leads had swapped areas during their shift. (ie. the Transborder Gate Lead swapped with the Transborder Checkin Lead.)

Union Response: No issues with this as long as both Leads are aware and in agreement.

Management Response: As long as management is in agreement, there is no issue with this.

UNION:

Procedure letters:

Employees are receiving Expectation letters (for fee non-compliance, Immigration documentation violations etc) from Headquarters without supporting information being provided to them.

Managements Response: Follow-up will be done with procedures team to ensure required documents and follow-up are provided when requested by the employee. In YYZ, employees can email Karnjit.Parmar@aircanada.ca to request supporting documents or to discuss these letters.

New Gate Agents bid Z1:

The union maintains that agents have been reassigned off flights due to frequent delays and lack of experience.

Management Response: We'll follow up with area manager and look into providing job shadowing for employees

New Hires and Temps:

The Union has received complaints from new employees regarding lack of assistance from fellow experienced colleagues. The union has posted reminders on the Unifor website for employees to be welcoming and supportive to these new employees..

Management Response: Memo will be issued advising agents to do all possible to assist new agents who have just been recently trained.

Task employee's shifts:

The Union states that it is difficult to obtain new/revised schedules when on company vacation.

Management Response: Employees can email Moneita.Persaud@aircanada.ca and she can arrange to have schedules emailed to them if there are changes while they are on vacation.

The End