

CWA-IBT Tentative Agreement Comparison Chart: LAA vs LUS vs Tentative Agreement

COMPENSATION*

Customer Service Agent, Premium Customer Services Representative, Reservations Office Based Representative, Travel Center Representative

<u>YOS*</u>	<u>DOS</u>	<u>DOS + 12</u>	<u>DOS + 24</u>	<u>DOS + 36</u>	<u>DOS + 48</u>
Start	13.48	13.75	14.03	14.38	14.74
1	14.31	14.60	14.89	15.26	15.64
2	15.07	15.37	15.68	16.07	16.47
3	16.07	16.39	16.72	17.14	17.57
4	17.26	17.61	17.96	18.41	18.87
5	18.62	18.99	19.37	19.85	20.35
6	20.08	20.48	20.89	21.41	21.95
7	21.44	21.87	22.31	22.87	23.44
8	22.69	23.14	23.60	24.19	24.79
9	24.30	24.79	25.29	25.92	26.57
10	27.25	27.80	28.36	29.07	29.80
11+	29.27	29.86	30.46	31.22	32.00

Reservations Home Based Representative

<u>YOS*</u>	<u>DOS</u>	<u>DOS + 12</u>	<u>DOS + 24</u>	<u>DOS + 36</u>	<u>DOS + 48</u>
Start	11.94	12.18	12.42	12.73	13.05
1	12.76	13.02	13.28	13.61	13.95
2	13.52	13.79	14.07	14.42	14.78
3	14.52	14.81	15.11	15.49	15.88
4	15.72	16.03	16.35	16.76	17.18
5	17.08	17.42	17.77	18.21	18.67
6	18.53	18.90	19.28	19.76	20.25
7	19.89	20.29	20.70	21.22	21.75
8	21.15	21.57	22.00	22.55	23.11
9	22.75	23.21	23.67	24.26	24.87
10	25.71	26.22	26.74	27.41	28.10
11+	27.73	28.28	28.85	29.57	30.31

* YOS for purposes of this chart indicates completed Years of Service. Example: YOS "1" means once you have completed one year of service, YOS "2" means once you have completed two years of service, etc. "11+" indicates once you have completed 11 years of service.

Customer Assistance Representative

YOS*	DOS	DOS + 12	DOS + 24	DOS + 36	DOS + 48
Start	11.05	11.27	11.50	11.79	12.08
1	11.35	11.58	11.81	12.11	12.41
2	11.62	11.85	12.09	12.39	12.70
3	11.97	12.21	12.45	12.76	13.08
4	12.49	12.74	12.99	13.31	13.64
5	15.55	15.86	16.18	16.58	16.99
6	16.01	16.33	16.66	17.08	17.51
7	16.45	16.78	17.12	17.55	17.99
8	16.84	17.18	17.52	17.96	18.41
9	17.40	17.75	18.11	18.56	19.02
10	17.84	18.20	18.56	19.02	19.50
11+	17.84	18.20	18.56	19.02	19.50

** YOS for purposes of this chart indicates completed Years of Service. Example: YOS "1" means once you have completed one year of service, YOS "2" means once you have completed two years of service, etc. "11+" means once you have completed 11 years of service.*

ARTICLE	ITEM	LAA	LUS	TA
Articles 3 and 4 - Recognition, Scope and Classifications	Redcoats (vendors), adding CARs	Vendors	Employees	CWA-IBT Represented Employees
	AA Vacations (Reservations)	Vendors	Vendors	CWA-IBT Represented Employees
	Stations with 5 or fewer mainline departures	Vendors	Employees	CWA-IBT Represented Employees; Company has the option to backfill with employees or vendors with attrition
	Wheelchairs	Vendors	Employees at PHL, PIT and CLT; all others vendors	Vendors
	BSOs and unaccompanied minors	Vendors	Employees	Vendors (No involuntary displacement from a station as a direct result of outsourcing BSO)
	Furlough protection	May be involuntarily furloughed	No furlough to the street for those on seniority list as of 12/13/99	No involuntary furlough as a result of this Agreement for those on seniority list as of date of ratification, subject to <i>force majeure</i>
Article 5 - Hours of Service	Shift length	<p>Full Time (FT) = 8.5 hours/day (Inclusive of 30 minute unpaid meal period)</p> <p>Can schedule 4, 10-hour days</p> <p>Part time (PT) = anything less than 40 hours per week</p>	<p>Full Time (FT) = 8.5 hours/day (inclusive of 30 minute unpaid meal period)</p> <p>Can schedule four (4), 10-hour days</p> <p>Part time (PT) = Class 1 cities: minimum of 3 hours to maximum of 6.5 hours; Class 2 cities: minimum of 2 hours to maximum of 6.5 hours</p>	<p>Full Time (FT) = 8.5 hours/day (inclusive of 30 minute unpaid meal period)</p> <p>Can schedule four (4), 10-hour days</p> <p>Part time (PT) = Class 1 cities: minimum of 4 hours and maximum of 6.5 hours' Class 2 cities: minimum of 3 hours to maximum of 6.5 hours</p> <p>PT – minimum of 12 hours to maximum of 30 hours per work week</p>

		Res – Same as above	Res – minimum of 4 hours to maximum of 6 hours per day	Res – minimum of 4 hours and maximum of 6 hours per day except up to 15% of PT staff can be scheduled for more than 6 hours up to 10 hours per day on Sat/Sun only
	Shift trades	Can trade off 100% of schedule, so long as the employee works 50% of scheduled hours during six (6) month period Airports – trade with up to two (2) other people Res is unrestricted	26 shift trade off per quarter Trade with up to two (2) other people	32 shift trade off per quarter Exchange of shifts between two employees within a 30-day period do not count towards shift trade cap Airports - trade with up to two (2) other people Res – trade with up to four (4) other people
	Shift trade submission deadline	Airports – 2 hours prior Res – start of shift	Airports - 4:00 p.m. the day prior to the trade Res – 1 hour prior	Airports - 4:00 p.m. the day prior to the trade Res – 1 hour prior
	Breaks and meal periods	Res – Flexible breaks Airports – varies from station to station. Nothing in company policy governing breaks or meals.	FT – given two (2) breaks PT – 3 to 5 hour shifts get one (1) fifteen minute break; Over five (5) hour shift gets either two (2) fifteen (15)-minute breaks or one (1) unpaid meal period Employees unable to take a meal period receive 30 minutes at 1-½ times the rate of pay	Res will have flexible break options Varies by hours worked – from one (1) 15 minute paid break up to two (2) fifteen minute paid breaks and one (1) 30-minute unpaid meal period Employees unable to take a meal period receive 30 minutes at 1-½ times the rate of pay

	Probationary employees eligible to trade	N/A	After 120 work days	After 120 calendar days
	Overlap on trades in stations	15 minutes	30 minutes	30 minutes at beginning or end of shift
	Maximum shift length involving trades	Airports – 16 hours Res – 14 hours	16 hours 12 hours on consecutive days	16 hours 14 hours on consecutive days
Articles 6 and 7 - Overtime	Overtime	Maximum of time-and-one-half, no double time	Maximum of time-and-one-half, no double time	Time-and-one-half and double time for specific hours over eight (8) in a day and 40 in a week
Article 8 - Seniority	Seniority types	Agent Rep Seniority (only for determining years to maximum pay rate) Employment Seniority Company Seniority	Pay Date Seniority Passenger Service Seniority Date of Hire Seniority	Pay Date Seniority Passenger Service Seniority Date of Hire Seniority
	Management seniority retention	CSMs may move to Agent position and retain seniority for bidding and pay	Certain CSMs who return to the group retain previous seniority	First level manager in customer service no longer retains previous seniority, except that any covered member who moves out of the workgroup and returns within six (6) months will retain prior seniorities If return to the group is after 6 months, start over with new seniority
Article 9 - Filling of Vacancies	Part-time employees transferring to full-time vacancies in same location	Vacancies filled on a rotational basis; Most senior in classification on transfer list or local option	Full-time vacancies are awarded to most senior full-time or part-time employee within the group, regardless of location	Full-time vacancies are awarded first to part-time employees from the location, then to the most senior full-time or part-time employee from other locations

			Part-time vacancies are first offered to full-time employees from the location	Part-time vacancies are awarded first to full-time employees from the location, then to the most senior full-time or part-time employee within the group, regardless of location
Article 12 - Reductions in Force	CSC displacement	OCs are displaced separately from agent reductions	CSSs are displaced separately from agent reductions	CSCs displaced with agents based on seniority
	Part-time employees eligible to displace	PT employees can displace other part time employees in another location	PT employees can only transfer to open positions; they cannot displace more junior part time employees in another location.	PT employees can displace the most junior PT employees in the system
Article 14 - Recall	Recall	Ten (10) years	Four (4) years Those who maintain a position within Passenger Service workgroup will maintain recall rights indefinitely	Five (5) years Those who maintain a position within Passenger Service workgroup will maintain recall rights indefinitely
Article 15 - Furlough Benefits	Furlough pay	13 weeks maximum	FT: 15 weeks maximum PT employees up to ten (10) weeks maximum	15 weeks maximum for FT PT employees up to ten (10) weeks maximum
	Furlough protection	No furlough protection	Furlough protection for employees on seniority list as of 12/13/99	Furlough protection for employees on seniority list as of date of ratification, except for <i>force majeure</i> .

	Health insurance	Health insurance for 30 days	FT - Health insurance for duration of furlough allowance plus 90 days PT – Health insurance for duration of furlough allowance	FT- Health insurance for duration of furlough allowance plus 90 days PT – Health insurance for duration of furlough allowance
	Travel for reduction in force	Eighteen (18) months of travel following Reduction in Force; 24 months with perfect attendance	Three (3) years of travel following date of furlough	Two (2) years of travel following effective date of furlough
Article 16 - Medical Examinations	Cost of neutral medical examiner	Company policy	Cost split between employee and company	Cost borne entirely by company
Article 17 - Leaves of Absence	Use of vacation while on personal Family Medical Leave (FML)	Option to use paid vacation on personal FML for employees own health condition; required to use earned vacation when using FML for eligible family member	Required to exhaust vacation on personal FML before being placed on unpaid leave	Option to use paid vacation on personal FML for employee’s own health condition; required to use earned vacation when using FML for eligible family member
	Bereavement leave	Three (3) work days off for eligible family members	Three (3) work days off without loss of pay for death in immediate family including Father or Step father (one or the other), Mother or Step Mother (one or the other), Spouse, Child, Brother, Sister, Parents-in-Law, Employee’s grandparents or any legal dependent residing in employee’s household	Three (3) work days without loss of pay (up to a max of 8 hours per day, or 10 hours for full-time employees scheduled for 10 hour shifts) with new language defining “immediate family” per Company policy

	Paternity leave	N/A	N/A	Included under Adoption / Maternity / Paternity Leave
Article 18 - Sick Leave	Sick days for full- and part-time employees	<p>Sick Bank not to exceed 150 days</p> <p>Accrue up to max of 64 hours (8 days) (5.84 hours of sick for every 173.3 hours paid) per calendar year</p> <p>HBR and Prem Service Reps (level 84) – up to 5 days per calendar year.</p>	<p>Sick bank accrues up to a maximum of 175 days</p> <p>FT – accrue up to 96 hours per calendar year</p> <p>PT – accrue up to twelve (12) sick days per calendar year</p> <p>Employees are paid for scheduled hours provided there is sufficient sick balance.</p>	<p>Sick Bank accrues up to a maximum of 1400 hours</p> <p>FT - accrue up to 96 hours per calendar year (8 hours per month)</p> <p>PT – Accrue up to 60 hours per calendar year (5 hours per month)</p> <p>Employees are paid for scheduled hours provided there is sufficient sick balance.</p>
Article 19 - Holiday Vacation	Holiday Vacation	<p>Employees receive Holiday Off or Holiday Worked pay</p>	<p>Ten (10) designated holidays.</p> <p>Employees have option of extra pay when working holiday or using 10 holidays as “extra” vacation</p>	<p>Employees will be eligible to earn two (2) weeks of “holiday vacation.”</p> <p>Holiday Vacation will accrue in one year for use in the next.</p>

Article 20 - Vacations	Vacation Accrual	<p>Vacation accrues for current year for use the following year</p> <p>Vacation earned based on hours you work, workgroup, and company seniority .8333 up to 2.0833 days per month. PT based on formula in company policy.</p> <p>Employees accrue up to five (5) weeks of vacation</p> <p>Fourth vacation week earned beginning at 17 years of service</p>	<p>Vacation accrues and is used for the current year</p> <p>Vacation accrued based on Hire Date Seniority, from a minimum of 2 weeks to a maximum of 5 weeks</p> <p>Employees who transfer between FT and PT or PT to FT, vacation is paid out upon transfer and new accrual begins.</p> <p>Fourth week earned beginning at 20 years of service</p>	<p>Vacation accrues for current year for use the following year</p> <p>Vacation accrued based on Hire Date Seniority, from a minimum of 2 weeks to a maximum of 5 weeks</p> <p>Employees who transfer between FT and PT or PT to FT will accrue based on number of months worked either FT or PT during the calendar year for use in the next year</p> <p>Fourth week earned beginning at 20 years of service, but current LAA employees at 17, 18 and 19 years will not have their accrual reduced</p>
	Vacation Usage	<p>Employee pay for each day is based on hours accrued the previous year</p>	<p>FT – pay for each vacation day is 8 or 10 hours, depending on schedule</p> <p>PT – paid for scheduled hours with a 1 day deduction from vacation balance</p>	<p>FT – pay for each vacation day is 8 or 10 hours, depending on schedule</p> <p>PT – pay for each vacation day is 5 hours, regardless of schedule</p>
	Vacation accrual for HBR and Level 84 PCSRs	<p>Up to Five (5) paid vacation days; remaining vacation days unpaid</p>	<p>N/A</p>	<p>HBRs and previous Level 84 PCSRs earn vacation at same rate as other Passenger Service Employees</p>

	Day-At-A-Time (DAT) and Block Vacation	N/A	Ten (10) DATs with remaining vacation required to be bid in week increments	Employees who earn 2 weeks of vacation are required to bid 1 week. Employees who earn 3 or more weeks of vacation are required to bid 2 weeks. All other accrued vacation can be used as DAT.
Article 23 - Uniforms	Uniform coat	Provided per company policy	Provided in cold weather cities, can purchase at employee expense in other cities	Company will provide every station employee with a coat suitable to the weather conditions
	Uniform credits	Company purchases initial uniform Annual uniform credit of \$199	Employee purchases initial uniform issue; thereafter, core uniform pieces replaced at company expense based on wear and tear Employees required to purchase and replace optional uniform pieces at their own expense	Employee purchases initial core uniform. Uniform credit of \$200 each year for uniform replacement or purchase of optional items Unused uniform credit can be rolled over to the next year, up to a maximum balance of \$440
Article 24 - Shift Definitions and Premiums	Shift premiums	N/A	Shift 2 Premium = .51 cents/hr Shift 3 Premium = .58 cents/hr Shift 4 Premium = .61 cents/hr	Shift 2 Premium = .55 cents/hr Shift 3 Premium = .62 cents/hr Shift 4 Premium = .65 cents/hr
	Language premiums	N/A	.30 cents/hr	Increase for LUS to \$1.00/hr Introduction of Language premium for LAA
	CSC, PCSC and LPCSR	OC received \$1.75/hr Lead Premium Customer Service received \$1.00/hr	CSS received \$1.15/hr	CSC, PCSC receive \$2.00/hr LPCSR receive \$1.00/hr

	Reservations Elite and Escalation premium	N/A	.61 cents/hr for CSD	Introduction of Elite and Escalation premium of \$1.00/\$1.50/hr
Articles 25 - Grievance Procedure and Article 26 - System Boards	Step 3 Hearings	Grievance hearings heard by hearing officer (Company representative)	Step 3 grievance hearings heard by Labor Relations	Eliminate Step 3 hearings to expedite process, proceed to System Board of Adjustment
	Representation in company investigations	Peer Witness	Employees entitled to union representation	Employees entitled to union representation
Article 27 - Insurance, Retirement and Other Benefits	Health Benefits for Full and Part Time Employees, HBRs, Previous-level 84 PCSRs and all Part Time employees	HBRs and Level 84 Premium Customer Reps had access to Core Plan only	PT paid two (2) times the premium of FT for family members	HBR, Previous Level 84 PCSR, and all part-time employees, enjoy equivalent Health / Dental / Vision / Life insurance as the FT Passenger Service employees effective 1/1/2017
	Sick pay out upon retirement	\$25/day for sick payout upon retirement up to max 150 days	\$7.70/hour for sick payout upon retirement up to max of 1400 hours or apply up to 30 hours per month pro-rated at \$9.90/hour towards US Retiree Medical coverage premiums	\$8.65/hour for sick pay out upon retirement up to max of 1,400 hours. There will be no more accrual in the sick retirement bank for LUS employees.
Article 28 - Retirement Plan	401(k)	401(k) – automatic enrollment of 3%; Company match up to 5.5%	401(k) company contribution of 3%;	401(k) -- Automatic enrollment of 3%; Company match of 5.5% effective 1/1/16
Article 29 - Training, Travel Pay and Meal Per Diem	Meal per diem and mileage reimbursement rates	Breakfast - \$6.00 Lunch - \$7.50 Dinner - \$16.50	Breakfast - \$5.00 Lunch - \$6.00 Dinner - \$12.00	Breakfast - \$7.00 Lunch - \$11.00 Dinner - \$23.00
		Mileage – IRS rate (currently \$.56 cents/mile)	Mileage \$.28	Mileage - IRS rate (currently \$.56 cents/mile)

	Pay for HBR travel to meetings	Required to make up lost time to receive pay	N/A	HBRs travelling to meetings from their home office during their scheduled workday will not have a loss in pay
Article 31 - Part Time Employees	Ready Reserve	N/A	Ability to have Ready Reserve in PIT, PHL, CLT, DCA, BOS, LGA, MIA, FLL, TPA, MCO not to exceed five (5) % of the total employees at a location	Eliminated – No Ready Reserve
Article 36 - Compensation	Compensation	Refer to current pay rates	Refer to current pay rates	<p><i>See Pay Charts above</i></p> <p>2% increase at 12 months after DOS 2% increase at 24 months after DOS 2.5% increase at 36 months after DOS 2.5% increase at 48 months after DOS</p>

DISCLAIMER: This document is meant to provide an overview of the changes in the TA compared to current LAA work rules and the LUS CBA. If there is conflicting information in this document, the TA language shall prevail.