



**On December 13th we will stand together in a System-wide Day of Action objecting to management’s decision to succumb to the pressures of Wall Street rather than addressing the needs of the traveling public and providing the proper staffing on the aircraft to ensure Flight Attendants are able to meet the expectations of those who really matter – our passengers!**

Exercising the power of the collective, through our solidarity we have the right to call out bad business decisions, to enforce our Contract and stand together for change – change that will secure our airline as a leader in the industry as well as the future of our careers.

The United Master Executive Council acted unanimously to turn our AFA pin red and to take our fight public because these management decisions affect not only us, but the traveling public as well.

We are calling on everyone to do their part in securing our future. Put on your red AFA pin. Contact your Local Council Office to ask how you can help to ensure our December 13th System-wide Day of Action is a success. December 13th is our opportunity to tell United management we’ve had #Enough.

We’ve had enough of the Staffing Cuts!  
We’ve had enough of the Inhumane Schedules!  
We’ve had enough of the System Glitches!  
We’ve had enough of the Payroll Issues!  
We’ve had enough of the Contract Violations!  
**We HAVEN’T had enough CORE4!**

**Where:** Los Angeles International Airport (LAX)  
Terminal 7 – Departure Level

**Date:** December 13, 2018

**Time:** 10:30am (Briefing)  
11:00am – 12:30pm Solidarity March/Rally

**TRAVEL BRIEFCASE**  
**Union attacks United’s plan for fewer attendants**

HUGO MARTIN

The union that represents flight attendants for United Airlines is objecting to plans by the Chicago carrier to eliminate one flight attendant position on most of its long-haul international flights, starting in February.

The airline says the move won’t impact our customer experience and is meant to align United’s staffing levels with those of its rivals, Delta and American airlines, United spokesman Jonathan Gortalski said.

But the AFA, of Flight Attendants, which represents 30,000 flight attendants at 23 airlines, complained that one fewer flight attendant on each flight means a heavier workload for the remaining crew.

“It means fewer flight attendants to respond to medical emergencies, look each other up with aggressive passengers, maintain a safe space for everyone and follow through on addressing any issues of sexual assault or hostile situations,” the group posted last week on its website.

The union said the airline is being run like a hedge fund, with a focus only on short-term gains.

Under the change, United Airlines’ widebody international flights will operate with 18 flight attendants starting in February, down from the usual 19. Those flight attendants removed from the flights won’t be fired but will be reassigned to other flights, Gortalski said.



UNITED’s widebody flight attendants in February, above. One way the airline reduces staffing is by using or “pre-empting” where planes are or leaving, instead, flight attendants to take the air. Gortalski said change does not impact the airline. He said the union is objecting to the plan, saying it will impact the passenger experience.

Passengers will not be affected but will be able to

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praised the airline’s move, calling it “sensible.”

“We encourage all airlines to do the same,” spokeswoman Angel Waldron said.

She noted, however, that airlines have a tougher challenge addressing passengers who are allergic to animals while continuing to serve people who fly with service or emotional support animals.

Waldron said both groups are protected by the Americans With Disabilities Act.

A simple solution, she said, would be for airlines that are notified where they are carrying a passenger with a service animal to need to have a service animal.

Travel satisfaction on the rise

It may be difficult to believe, but travelers say they are increasingly satisfied with nearly every aspect of their trips.

Recent reports, with their erred food courts and baggage claim carousel, that often resemble a poorly lit factory conveyor belt, are getting positive reviews.

But the most interesting part of the survey today is the one regarding experience, according to a new survey by J.D. Power & Co. and business and leisure travelers who received a star at an airport in North America.

On a 1,000-point scale, rating is one of an airport received a rating of 839 points in the satisfaction survey, a 4-point increase over the rating in 2017, that compares with the 825-

point rating hotels received in a similar J.D. Power survey this year. Airlines were rated 763 in another satisfaction survey this year, a 10-point increase from 753 in a separate survey. The ratings for airlines, airports and hotels all increased in the last year.

A big reason for the improved ratings is that the cost of airfares and hotel stays have remained relatively flat in the last few years.

Meanwhile, airports in cities such as Los Angeles, Chicago and Boston are investing heavily in upgrades, according to J.D. Power.

Recent business reviews received the highest satisfaction ratings in the 25-year history of the J.D. Power survey, an increase that is attributed to the quality of the cars, the price, the improved reservation process and the mobile app, said Michael Taylor, travel practice lead at J.D. Power.

A representative for the parent company of Enterprise Rent-A-Car, National Car Rental and Alamo Rent a Car – said it upgraded some of its rental vehicles in the last year to make it easier to find the right car and book a reservation.

“Overall, the car rental business has gotten more robust, competitive and better-informed,” said Christine Taylor, executive vice president and chief operating officer of Enterprise Rent-A-Car.

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