

Etiquette Guidelines For Low Time Self Adjust & DPU **20th & 28th Monthly**

In response to the conduct of Flight Attendants and computer access during monthly LTSA/DPU in the PHX Crew Check In Room, Business Center, and Training Center. The following etiquette guidelines have been established. Inflight management, AFA, and a representational group of Flight Attendants held a meeting on January 27, 2009 to address and attempt to resolve the issues arising during LTSA and DPU. While the 1999 AFA Agreement codifies the access to LTSA/DPU as first come/first serve, it does not address any process up to actual computer access. It is agreed by all parties that conduct should be respectful towards each other and towards the workplace.

Inflight Services Supervisors and other airline staff in the crew service center are not obligated to address or resolve any issues arising from LTSA/DPU issues. Please treat all Supervisors, support staff, and fellow Flight Attendants with respect AT ALL TIMES. Any loud or disruptive behavior will not be tolerated and will be dealt with appropriately by Inflight Services.

The proposed guidelines are self monitoring and based upon recommendations only. Please keep in mind that the guidelines are subject to change and do not reflect any contractual language or company policy.

AFA welcomes any comments/suggestions to this test program:

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ETIQUETTE GUIDELINES FOR LTSA & DPU

1. The 6 computers clearly marked: CK-IN ONLY are to remain reserved for crews checking in for their flights the ENTIRE LTSA period. DO NOT REMOVE THESE SIGNS.
2. 1 Computer in the Business Center will be clearly marked: NO LTSA/DPU at any time. This computer is designated for the reserve hot room and CBT only. DO NOT REMOVE THE SIGN.
3. The Initial and Secondary LTSA Reservation Sheet will be posted adjacent to the Crew Service Center in T-4 available to all Flight Attendants. Both reservation sheets will be removed at 2130 on the 19th and be reposted at 0600 on the 20th. The reservation sheets will be secured in the crew service center.
4. The goal of these guidelines is to reduce the amount of airport sit time for all Flight Attendants during this process. All Flight Attendants must remain present until the Initial LTSA Reservation Sheet is filled, the first person to arrive must request the reservation sheets from the Crew Service Center to initiate the process.
5. The Initial LTSA Reservation Sheet will show the location of the actual computers and be designated by alpha location, i.e. A-B-C etc. There are a total of 18 available computers: 14 in the crew service center and 4 in the Business Center designated for LTSA/DPU.
 - Only 1 name per location on Initial LTSA Sheet
 - Please USE the alpha location you have signed up for
 - Not allowed to sign any other person's name
 - Must remain in area until all 18 locations are reserved
 - When all 18 locations are taken, you may leave with your reservation
 - If the 18 locations are not filled in by 2130 you must return at 0600 the following day in order to retain your reservation.
 - Please use the computer alpha designation matching your name

6. The Secondary LTSA Computer Reservation Sheet will be utilized for queue reservation after the Initial LTSA Computer Reservation sheet is filled. This will be designated positions beginning as number 1. As the initial 18 computers become available, this list will determine the next person in queue.

- Only available after the Initial LTSA Reservation Sheet is full
- Only 1 name per line
- Please do not sign any other person's name
- Any available computer may be used after the Initial LTSA reservations have been used.

7. 20 MINUTES ON THE 20TH-Please limit use to 20 min. Also, please refrain from using your cell phone to complete transactions for other Flight Attendants.

8. Any person who is on the Initial LTSA Computer Reservation Sheet that has signed up for a computer and leaves the premises, prior to the Initial LTSA sheet being filled, for more than 1 hour will be considered to have abandoned their reservation.

9. DO NOT CONSUME FOOD at the computer terminals. All beverages must be in spill-proof cups.

10. DO NOT REMOVE chairs from the hot reserve room, break room, drug testing room, mail room, or briefing room.

11. DO NOT SIT at the crew briefing tables. These are reserved for working crew members.

12. DO NOT LEAVE TRASH, PERSONAL ITEMS, and OR ANY MESS in the area.

13. Children MUST be supervised at all times.