



Horizon Air

Association of Flight Attendants, AFL-CIO

*****2021 Fourth Quarter Hotel Committee Recap*****

HAPPY HOLIDAYS TO YOU ALL!

First, we'd like to thank you for your patience & understanding during all the changes and issues that arose this year in regard to your overnights / transportation. It hasn't been easy and sometimes has played havoc with your overnights. We strive on a daily basis, and will continue to do so on your behalf, to look for ways to make your overnights run smoothly and more relaxing for you! THANK YOU!!

Second, we'd like to thank you for utilizing the CrewConnex Reporting application. Your AFA Committee has been able to build our own statistical reports (bi-weekly & monthly) that we have taken to Management about our Crew properties so issues that arise are addressed and resolved quickly.

If you have had an unacceptable or substandard experience with a layover, transportation or a situation that violates our contract, please report the issue on CrewConnex.

It's simple.....if issues/concerns aren't reported on CrewConnex then Management believes there isn't anything to address.

For information on our Hotel / Transportation Contract, please refer to page 26, Article 4, A - Lodging, B - Transportation. You can also refer to page 234 for the "Minimum Standard Checklist" so you know what to expect from a property. We are here to answer any questions you may have, just reach out to us!

EXCITING NEW UPDATE

Recently we had a few last-minute moves from Crew Hotels due to unforeseen maintenance issues. This made it difficult to get the word out to our Crews in a timely manner. Not anymore!

We asked for and TA has agreed to implement an alert feature on CrewConnex. When the need arises to move Crews, especially with short notice, an alert will be sent to the affected Crew(s) through CrewConnex.

More info to follow once we have it up and running!! Stay tuned!



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Noise in the Hallway

As a courtesy to your co-workers, whether you are the AM departing or PM arriving Crews, a reminder to please keep the noise to a minimum as you make your way down the hall.

Please remember, other Crew members could be sleeping in the area.

Bed Bugs

Did you know bed bugs have a lifespan of 2-4 months? Bed bug bites can appear up to 14 days after you have been bitten. Different people have different levels of reaction to these bites.

When bed bugs are suspected, we ask you to do TWO things:

- a) notify the hotel staff immediately, preferably an on-duty Manager but a Desk Clerk is fine too.
- b) complete a report on CrewConnex

The procedure is that once the hotel is notified of an issue, they call in their exterminator to check the room, and if needed, fumigate the room. The vendor submits their report to the hotel, who then forwards it onto TA for them to share with us.

It is important for you to do your part in keeping the issue under control. You can do this by placing your bags on the supplied luggage rack, desktop or chairs provided in the rooms. Never place them on the beds. This will help to eliminate contact.

We also suggest you empty out and disinfect your luggage after every trip, as a precaution.

Shuttles

We are still under the policy of "Crew Only" Shuttle service. If there are passengers in the Shuttle already, please be courteous and allow the van to leave with those passengers. Never ask or expect the passengers to remain behind IF they are already in the Shuttle. Remember, the hotel has a business to run and their paying guests are just as important to their business as we are.

Call Crew Scheduling, explain the situation and obtain the UBER Code for your ride to the hotel. We ask you to please submit a report, should this situation arise, and we will address it accordingly. In cities where UBER is not available, Crew Scheduling will assist in arranging cab service.



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Shuttle Wait Times

As per our contract, if you have waited 25 minutes curbside for the shuttle, you have an option. Call Crew Scheduling for an UBER code that can be used to get a lift to the hotel. You (or a fellow Crew member) will need to download or have the UBER app on your phone to utilize the UBER app. code.

SJC Hotel

AFA & IBT have completed our site inspection and submitted our reports for a new property. We are awaiting a decision from QX Management. Stay tuned!

MSO Hotel

With our regular Crew hotel involved in a long-term renovation, we are seeking a new location. We have moved Crews to a temporary location while we research our options. We are hoping to have a final decision and move in place by the end of January.

Holiday Meals

Management has let us know information should be posted by Monday as to what is available in each location.

As we close 2021, we would like to thank you for your support, your input, your compliments, and we wish each of you a very happy and safe Holiday Season!

Your Hotel Committee,

Judi Harrison-Goold
AFA QX MEC Hotel Chair
LEC 17 Representative

Anne Strand
LEC 16 Hotel Committee Representative



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