



Horizon Air

Association of Flight Attendants, AFL-CIO

We'd like to take this opportunity to welcome all our new FA's that have joined the Horizon family. We are so happy to have you here!

Here's the latest news:

HOTEL ISSUES

1/ **ALASKA** (Nome/Prudhoe Bay, Kotzebue, Kodiak) - while overnights are not built into the schedule, we know maintenance and weather issues can pop up unexpectedly! We have just confirmed our back-up hotels for your comfort and they should be posted soon on your IMD in CrewConnex. The hotels are : Nome / Prudhoe Bay = Aurora Inn & Suites, Kodiak = Compass Suites / Kotzebue = Nullagvik Hotel

2/ **GEG** - The Centennial is our new hotel and we realize there have been a few hiccups. This property hasn't worked with us before so there is a bit of a learning curve for all parties. We heard you when you reported about noise levels from the Sports Teams. These teams were booked into the property long before we signed a contract with this property and their rooms were pre-assigned. With that said, we've reached out to the hotel to explain the need for undisturbed Crew rest and they will be juggling things around to do their best to accommodate us in another part of the hotel, away from the noise. We expect this change to happen within the next week.

3/ **MSO** - don't you just love the breakfast here???? Enjoy it while you can!! So here's the scoop. Our old crew hotel - The Holiday Inn - is undergoing major renovation and will be coming back as an upgraded property, which means higher prices and they do not wish to renew our contract at this time. We were moved to the AC on a temporary basis. Our new hotel - The Hilton Garden Inn - is also undergoing a minor renovation so we will not be moving into it until it is complete. (Fingers crossed it takes a long time! :)) . They anticipate this could be in June sometime. We will provide more information on this property as we get closer to the moving date. In the meantime, enjoy the downtown location, restaurants along with the excellent food and service at the AC! Bon appetit!

4/ **PDX** - as the Embassy Suites is undergoing renovation, due to budgetary restraints, the company has decided to move us to the Courtyard Marriott while waiting for the renovation to be completed at The Embassy Suites. We do not have a completion date for The Embassy Suites at this time.

With that said, if you have any issues while at the Courtyard, we encourage you to file a report on CrewConnex for us to follow up with immediately.

5/ **PHX** - We have reviewed your reports - thank you for submitting them - and changes are coming in the next few weeks. We ask for your patience while we research for a better fit.

6/ **SAN** - we are happy to let you know in response to your reports dating back to last summer, this property has hired more Security, tightened up their handling of our Crew sign-in sheets, tightened access to the building overall and as of Feb 2022, they have installed an Elevator Access Key Card system for added security. Good job on those reports!!

7/ **SEA** - we keep asking to be moved.....and we are repeatedly told no. Management doesn't see a problem with this property however we will keep trying!! KEEP THOSE REPORTS COMING!

SHUTTLE ISSUES

As you know, as of March 14th, 2022 we have reverted back to pre-covid transportation which means the majority of our hotels will be back to providing regular service. There will undoubtedly be a bit of a learning curve on the part of the hotels so we ask for your patience.

An information sheet has been sent out to each of our network properties, reminding them of how to utilize the tools Travel Alliance has provided to them to monitor our inbound/outbound crew needs.

Please note, there are hotels in our system that stay to a regular schedule where they run every 1/2 hour on the hour from the property to every 1/2 hour on the 1/4 hour from the airport. This is to accommodate all guests so please plan your departure from the hotel accordingly.

With that said, we still want you to follow contractual language. After 25 minutes from block in time, if the shuttle isn't curbside you should be calling for a cab or CS for an UBER code. Please don't wait longer than the 25-minutes. Another alternative would be to utilize a cab or Uber at your own expense and submit an expense report. This is your much entitled to rest time.

Also, please make sure you refer to your IMD in CrewConnex to see the latest transportation information for the particular property you are staying at for your overnight. The best place to look is in the Main Menu, under "Hotel/Transport Info". Select the appropriate city code under "Select Market" and then the Hotel or transport company under "Select Supplier."

MASKS - If you would like to still wear your mask, of course you are welcome to do so. Be aware that not everyone in the vehicle, driver included, will be wearing one depending on that state's/county's mandates. If you feel uncomfortable riding in the shared transportation, please call CS (Crew Scheduling) for an Uber code.

CONTRACT

For your safety and well-being, please know what you are entitled to by knowing the basics of your contract.

In the past 6 months we have had FA's in MFR placed at a non-sanctioned motel style property. They were placed on a ground floor, exterior entry room. This violates TWO of our contractual rights. Needless to say, sleep was not easily found and the potential for a fatigue call is a valid situation. Grievances have been filed as this is a blatant disregard for our contract.

If you are ever placed in this situation, at any of our overnights, and to be honest it's normally the evening crews, please notify CS immediately, tell them you feel unsafe and if you do not receive satisfaction, please ask for a Duty Officer.

Please make sure you do a report on CrewConnex asap!!

As MFR and the surrounding area are high volume tourist areas, inventory of rooms is limited at certain times of the year and you may have to be transported to a hotel that is much further away - up to 90 minutes. Should this happen, it would be by cab and the company will just have to adjust your show-time.

Please do not feel pressured to get your flight out on time if safe and proper accommodation the night before has not been provided for you by the company. This is their responsibility and until they fix the issue, we keep paying the price. This would be a fatigue call.

Also, please note that our rooms should be away from such things as the ice machine and the elevators. If you get such a location, politely ask for a new room and do a report so we can follow up.

Connecting rooms are not a contract violation however, we have asked to have a fellow Crewmember to be in the connecting room, **when possible**.

REPORTS

Anything pertaining to a Hotel or Shuttle issue should be completed on CrewConnex only, and as soon as possible, unless it involves a safety issue in which case a 2nd report should be filed under Safety in Report It!

If you have any questions that weren't answered here, please feel free to reach out to Anne Strand or myself.

Thank you for all your support, your reports that have brought about change, and for the appreciation you have taken the time to share with us. As FA's ourselves, we know how important the amenities and location of our hotels are to a restful and enjoyable overnight.

Thank you,

AFA Horizon Hotel Committee

Judi Harrison-Goold / Hotel Chair
Anne Strand / Committee Member