

4th Quarter Hotel / Transportation Meeting Minutes December 18th, 2023

In attendance:

Judi Harrison-Goold, MEC/LEC17 Committee Chairperson

Anne Strand, LEC16 Committee Chairperson

Jennifer Levcon, MEC ASHS Chairperson

Ian Alberts, IBT

BJ Colby, VP Finance & Resource Planning

Amber Hopkins, Director Finance

Brandon Leslie, Mgr. Project Mgt.

Mark Schuck, Financial Analyst

Travelliance - Curtis Eckert, Molly Canada, Joel Phillips

Old Business:

- Communication: some hotels still not giving prior notice to HZN/TAC when there have been planned mtz/fire alarm issues, to ensure crew rest is not disturbed, by either being moved to another floor or a different property. HZN mentioned previous most recent LAS water issues and the handling of the situation when unforeseen issues with the water extended the stay of crews elsewhere. HZN stated that if a hotel gives a day or so notice, then crews are accommodated accordingly, which AFA/IBT agreed has been happening. AFA stated that the concern is getting the hotel to give the timely advance notice in the first place so HZN can make the necessary arrangements when warranted, instead of during the event. BIL was mentioned when they did the fire alarm testing last summer, TAC stated our crews were on different floors when the testing was being done and were therefore not inconvenienced.
ACTION: TAC will see if there are penalties in the contract with the crew hotels, or look into adding it. (TAC confirmed during the meeting this is in the contracts between HZN and hotels. HZN will talk to Hotel Management and will look into what can be added to the contract.)
NOTE: AFA/IBT are at a loss to understand if it is in the contract, and why is the contract so blatantly and frequently disregarded by the hotels. What procedures are HZN/TAC putting in place to prevent it from happening?
- Housekeeping Interruptions: Housekeepers are knocking on crew doors, expecting to get in to clean, when a crew member isn't due to leave for hours. Housekeepers are entering crew members' rooms without knocking, and/or identifying themselves. Housekeepers are telling crew members they need to leave the room (checkout) well before crew members' van time. These disturbances cause disruption to our crew's rest period, resulting in negative effects on the operation (i.e.. fatigue calls). TAC mentioned this issue is a challenge and is part of the onboard training and when they are notified of this

issue they speak with the hotel.

HZN stated that there are weekly calls with TAC operations where this matter is discussed. AFA stated it is a serious issue and perhaps if discussions were to take place directly with the GM, who is ultimately responsible for the property & its staff's actions (as opposed to the DoS whose usual sole responsibility is sales and not who the Front Office personnel report to) there might be better results. HZN asked TAC if this is going into the quarterly letter (to hotels?) and asked to make sure it does.

(Note: while there may be weekly calls between HZN management & TAC, no information about this issue being discussed or what possible resolutions are being found was shared with attendees at this meeting)

ACTION: AFA /IBT will be advising crews to exercise their right to assess if they are too fatigued to be fit to fly, if their rest period is disturbed by hotel personnel as this is a priority safety issue - for passengers and crew. TAC will follow up and expressed it would be helpful to have specific room numbers to refer to. Note: the room numbers can be found in a report for TAC to follow up with or, if a room number is not mentioned, TAC can reference the hotel sign-in sheet to see what room the crew member who filed a complaint was staying in. It is not AFA/IBT's job to do this research.

- Room placement: crews continue to be placed across from/beside elevators & ice machines, and known noise areas which violate contract language. AFA gave RDM as an example as, after a recent stay in Room 204, no sleep was available due to the constant traffic noise throughout the night. Rooms on the side of the hotel that face or are near Hwy #97 are not fit for crew. It was discussed that crews used to be placed at the very far end of the hotel which is much quieter as it is closer to the residential area. AFA/IBT reiterated that room placement is a contractual issue and must be adhered to.
ACTION: TAC will address the specific rooms with this property and investigate why HZN crews are no longer in those back rooms. TAC will request if crews can be situated in the quieter rooms. Crews will be reminded to file the necessary reports & grievances when placed in rooms that are not acceptable. TAC's findings/confirmation of room location adjustment in the RDM property will be shared with HZN management and AFA/IBT.
- Shuttles: While ANC has improved from last quarter, shuttles at other properties continue to be an issue. Departure/pickup times are a concern as the hotel's schedules are in conflict with crew showtimes and shorten crew rest periods. Hotel schedules in some properties are geared to other airline needs, causing our crews to either have to leave hotels well before their showtime or to wait at the airport for other airline crew to land. (ie EUG - van turned around enroute to the hotel from the airport to pick up another crew that had just landed, BIL- excessive wait time at the curb for other crews, MSO - crews having to leave 20-25 minutes before necessary to accommodate Skywest schedule) There is an issue with smoke-filled vehicles, causing health concerns for the flight crew. HZN management has spoken to EUG hotel to ensure they understand

our crew's rest time is a priority. MSO hotel will be accommodating HZN crew in January.

ACTION: HZN management will work with TAC to try and resolve these on-going issues. AFA/IBT will monitor.

NEW BUSINESS:

- SNA - Doubletree renovation started in August 2023 and was to be complete by the end of 2023. New completion date is set for March 2024. Hilton Garden Irvine is a temporary crew hotel. As the Doubletree was last inspected in 2019, which was pre-covid and more than 3+ years old, AFA requested a site inspection prior to crews being moved back to this property. HZN management will not be requesting a full site inspection and stated that AFA is welcome to do an independent inspection..
ACTION: HZN management agreed to notify AFA when Doubletree notifies them that renovations are complete. AFA will do a site inspection prior to supporting moving crews back to property.
- Cancelled rooms / No reservations - after previous discussions and new procedures/meetings between HZN management & TAC were put in place, the expectation from AFA/IBT was that this issue would be resolved, however it continues to be a serious issue.

AFA asked for a system to be implemented that verifies the name of the person, date and time from TAC and crew hotel personnel involved in cancelling rooms. (MFR was presented as an example where TAC advised HZN management the hotel cancelled the rooms however, after an in-person discussion between an AFA representative with the property's Front Desk Supervisor, who fielded this particular call, and the FOM, both firmly stated it was TAC that cancelled the rooms, then called back later in the afternoon to re-book. TAC stated they track what their agents do - that there was a TAC internal miscommunication in this particular situation in MFR and that their agent had indeed cancelled the required rooms. This cancellation resulted in a crew member being placed at a DNU property. This is not acceptable.) There was no agreement or discussion on a resolution to the request of a better system.

Recent examples of the system not working is Report #73000 - no reservation, no room available; #72317 - No room reservation. HZN management stated they do follow-up, TAC stated they monitor reports, all discussed at weekly meetings between the two companies. AFA/IBT have serious concerns about this on-going issue as this continues to happen, in spite of these new weekly meetings.

An inquiry was made by AFA regarding the proprietorship of the data

collected in CrewConnex from crew members regarding hotel/transportation concerns as it is a TAC owned/operated program being the only source for HZN to pull data from. TAC responded that HZN could print out any reports prior to if the system was to go away. The data is collected & managed by TAC in a TAC program.

Jennifer Levcun (HZN AFA MEC Safety Chair) spoke about the lack of HZN tracking data pertaining to hotel security & safety concerns/issues and inquired where the company is keeping the data from the reports. She shared this point as it was brought up in a recent DAG (Data Analytic Group) meeting. The question in the DAG meeting posed by the AFA MEC Safety Chair was where did HZN management keep the data on security/safety issues as they pertain to hotels/transportation and why it wasn't being presented at the DAG meetings for followup/action. The response from HZN management at the DAG meeting was they did not have any data and referred the AFA MEC Safety Chair back to the Hotel/Transportation Committee as they were the only ones with the information. Based on that referral, a discussion between the AFA Safety & the Hotel/Transportation MEC Chairs took place. AFA MEC Hotel/Transportation Chair confirmed that the committee is not the sole source for this information and in fact HZN Management has always had access to the information via TAC's CrewConnex reporting system, which is where HZN crewmembers can file issues pertaining to hotel/transportation issues, including safety & security.

Questions the HZN AFA MEC Safety Chair posed were 1) where is the data? 2) how does data get into the database 3) how is the data being tracked 4) why isn't HZN management putting this data into the safety meeting and in a report format? HZN management was not aware of the need for this information to be gathered and available for the DAG meetings or their meeting participants but was willing to do the research and get the answers.

ACTION: HZN management (Amber) will discuss information retrieval for hotel safety/security data collection with HZN Safety/Security department to work more closely together in the retrieval and sharing of this requested data. Amber predicted it would be January/February 2024 before it will be on track for monitoring. Moving forward, the AFA MEC Safety Chair will work with Amber on this topic.

- Problem Hotels - From September 1-November 30th, 2023, LAS had 36 reports (11-cleanliness, 9-noise,9-room location), RDM had 13 reports (7-transportation, 4-noise), SFO had 12 reports (7-transportation), BZN had 11 reports (4-transportation), PAE had 9 reports (5 cleanliness). It was noted that since changing the transportation provider in RDM, complaints have declined. The water issues that LAS experienced was mentioned by HZN management as a possible reason for the excessive amount of

complaints in LAS, however AFA/IBT expressed that the water issue had no bearing on the cleanliness, transportation or room placement reports that had been filed.

LAS - AFA requested a Safety Risk assessment which would include an AFA committee member (and if available an IBT committee member). An example of a report given was #73955. It was discussed that while the hotel property may meet MHS, if crew members don't feel safe walking to the area's food options within the .5 mile radius, then there is a concern. It was stated that in the recent past, when the request was made to have a HZN representative participate in an after dusk walk through the off property area of potential hotels while on a site inspection - for the purpose of determining safe passage - it was declined (ie: PDX, SBP). RDM - see Old Business #3 above

ACTION: AFA will present a formal request to HZN management, including data for a SRA of LAS. TAC to speak with RDM management to inquire why HZN crews have been moved from the far/back side of the property to the forefront. TAC will request crews be moved towards the very end of the hallway.

- Hotel Lists - DNU list has errors (properties from preferred that have been moved to the DNU list)
ACTION: TAC will correct and resend a revised version to all parties.
- Crews are being asked for their personal information including driver's licenses, and photocopies being made at non-contractual properties when crews are moved.
ACTION: TAC is reviewing their internal procedures to have their agents ensure this does not continue to happen.
- Contracts - Upcoming expiring/expired contracts with BIL (12/23), GEG (3/24), MFR (2/24), SJC (10/23). Month-to-month contracts include BLI, BZN, SAN, YKM
AFA asked why Alaska seems to be able to forecast potential site inspections at least one quarter in advance when contracts expire. The response was HZN prefers to stick with month-to-month once contracts expire because it avoids a potential price hike when negotiating a new contract. AFA pointed out that it can also backfire with the hotel deciding not to renew at the end of any given month in which case a new contract would have to be negotiated or a new property sourced - costing time and money.
ACTION: Despite concerns brought forward by AFA with this practice, HZN management will continue the current practice of month-to-month contracts.