

FLEET SERVICE
ARTICLE XX- CLASSIFICATIONS AND QUALIFICATIONS

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4 A. Employees covered by this Agreement will be assigned to a workgroup
5 within the Fleet Service Classification(s).

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7 B. Fleet Service workgroups will be as follows and include two (2)
8 classifications within each.

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10 1. Ramp,
11 a. Crew Chief - Ramp
12 b. Fleet Service Agent
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14 2. Control Center ("CC")
15 a. Crew Chief - CC
16 b. CC Coordinator
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18 3. Central Load Planning ("CLP")
19 a. Crew Chief - Central Load Planning
20 b. Central Load Planner

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22 C. Fleet Service work consists of Ramp Service (including operations), Control
23 Center and Central Load Planning. Separate duty assignments related to
24 the work within the three workgroups may be established.

25 Ramp Service work includes:

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27 1. Normal and customary ramp work, including but not limited to work
28 associated with the handling and transporting of luggage and material;
29 the loading and unloading of aircraft; the delivery of baggage and
30 Company material; operations work and work associated with receipt
31 and dispatch of aircraft.
32
33 2. Ramp work that is currently being performed for any Express
34 and/or Regional Jet operations, including but not limited to normal and
35 customary work associated with the handling and transporting of
36 luggage and material; the loading and unloading of aircraft; the
37 delivery of baggage or any other work. In stations where this work is
38 currently being performed by employees covered under this
39 agreement, such work will continue to be performed at such stations
40 by these employees.
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1 3. Normal and customary catering work including, but not limited to
2 work associated with the handling, transportation and processing of in-
3 flight meal, beverage, snack, and associated supplies including the
4 packing of beverage kits at the following stations: CLT, BWI, DCA, PIT,
5 PHL. At any other station not listed in this paragraph, such work may
6 be performed by employees covered under this agreement when and
7 where so directed by the company or by outside vendors, but not by
8 other company employees.

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10 4. Normal and customary cargo work including, but not limited to work
11 associated with the handling of cargo office and warehouse functions;
12 normal and customary work associated with the sortation and
13 transporting of cargo at the following stations: BOS, LGA, DCA, PHX,
14 LAS, LAX, DFW, JFK, MIA, ORD, CLT and PHL. At any other station
15 not listed in this paragraph, such work may be performed by
16 employees covered under this agreement when and where so directed
17 by the company or by outside vendors, but not by other company
18 employees.

19 5. Normal and customary mail work including but not limited to the
20 handling, sortation and transporting of mail at the following stations:
21 BOS, LGA, DCA, PHX, LAS, LAX, DFW, JFK, MIA, ORD, CLT and
22 PHL. At any other station not listed in this paragraph, such work may be
23 performed by employees covered under this agreement when and
24 where so directed by the company or by outside vendors, but not by
25 other company employees.

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27 6. Normal and customary deicing work will be performed by employees
28 covered under this agreement at the following stations: AUS, BOS,
29 DCA, DFW, JAX, JFK, LAS, LAX, LGA, ORD, PDX, RDU, RNO, SAN
30 SEA, SFO, SJC, SLC, SMF, STL. At any other station not listed in this
31 paragraph, such work may be performed by employees covered under
32 this agreement when and where so directed by the company or by
33 outside vendors, but not by other company employees.

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35 7. Normal and customary lavatory and water systems work will be
36 performed by employees covered by this agreement at the following
37 stations: ATL, AUS, BDL, BOS, BWI, DCA, DEN, DFW, JAX, JFK, LAS,
38 LAX, LGA, MCI, MCO, MIA, MSP, ONT, ORD, PDX, PHL, PHX, PVD,
39 RDU, RNO, SAN, SAT, SEA, SFO, SJC, SJU, SLC, SMF, STL, and
40 TPA. At any other station not listed in this paragraph, such work may
41 be performed by employees covered under this agreement when and
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1 where so directed by the company or by outside vendors, but not by
2 other company employees.

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4 8. Normal and customary work related to aircraft movement, when not
5 in conflict with the Mechanic and Related collective bargaining
6 agreement including but not limited to, pushing out/towing of aircraft,
7 brake riding and other related guideman functions, performing GPU
8 and airstarts.

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10 9. Normal and customary interior cabin cleaning work related to
11 through/turn and RON flights associated with servicing aircraft. In
12 stations where this work is currently being performed by employees
13 covered under this agreement, such work will continue to be
14 performed at such stations by these employees.

15 10. Normal and customary work related to Cleaning aircraft interiors,
16 arranging passenger service and galley equipment, trash removal,
17 changing of seat covers, and performing security checks. In stations
18 where this work is currently being performed by employees covered
19 under this agreement, such work will continue to be performed by
20 these employees, except where in conflict with the Mechanic and
21 Related agreement.

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23 11. When and where so directed: normal and customary ramp service
24 work associated with charter operations in non-staffed cities.

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26 12. When and where so directed: normal and customary ramp service
27 work associated with other non-company aircraft, the operation of
28 jetways, and any other station work, as long as it is not in conflict
29 with any other Collective Bargaining Agreement.

30 Control Center (CC) Coordinator/ Operations work includes:
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32 D. Fleet Service Operations/CC Coordinator work includes normal and
33 customary work associated with the communication required to coordinate
34 station operations. This work includes but is not limited to ramp traffic
35 direction/planning functions, communicating directly with flight crew,
36 mechanics, and ramp personnel to direct the movement of an aircraft on the
37 ground after it leaves the gate and is outside the jurisdiction of air traffic
38 control. CC Coordinators also coordinate arrival and departure, repositioning
39 of aircraft, and pre-plan for aircraft delays. They work with the Ramp Manager
40 on Duty to take and formulate responses to specific crew calls, including
41 emergency landings or medical emergencies. CC Coordinators also perform
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1 gate planning functions at all hubs. In the event of inbound delays, the CC
2 Coordinator coordinates with the Tower Manager to determine whether to
3 hold flights for connections and works with Ramp and Passenger Service
4 employees to manage and rebook passengers and handle any necessary
5 hotel reservations. The CC Coordinators engage in general operational
6 planning functions, communication and coordinating with flight crew, ramp
7 agents and management, passenger service agents and management, and
8 coordinating fueling, de-icing and catering, and coordinating with vendors.
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11 E. Central Load Planning (CLP) work includes:

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13 Fleet Service Central Load Planning ("CLP") work includes normal and
14 customary work associated with the weight and balance, take-off weights and
15 communication of such information including preparation and distribution of
16 necessary paperwork, and other CLP related work. CLPs use a computerized
17 system to perform aircraft weight and balance calculations, determine aircraft
18 take-off and landing weight limits, review aviation weather reports and extract
19 fuel loads off flight releases. They communicate with other departments,
20 including Dispatchers, Flight Crew, Customer Service, Station Operations,
21 Fleet Service personnel and management, regarding fuel distribution, payload
22 estimates, and runway or field conditions. CLPs also work directly with station
23 management regarding accommodation of customers, baggage and cargo
24 shipments to be boarded on specific flights.

25 No CLP employee shall be responsible for an average of more than six (6)
26 flights per hour during any workday.
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28 F. The Crew Chief will be qualified in the duties of his classification and will be
29 capable of performing those duties. The primary duties of a Crew Chief shall
30 be to assign, direct and approve the work of employees working in his group.
31 The Crew Chief will be responsible for the completion of paper work and
32 reports in connection with their normally assigned duties. He will assist his
33 crew in the performance of their duties, provided that the assistance does not
34 interfere with the performance of his primary responsibilities. While he is
35 performing such assistance, others will not assume his primary
36 responsibilities. The Crew Chief may be required to demonstrate proper work
37 methods, conduct classroom and/or on-the-job training (OJT), conduct
38 meetings or indoctrinate employees in new or revised operational procedures.
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- 1 G. The Crew Chief will be responsible for the overall performance of his crew,
2 including the timely and satisfactory completion of work assignments. He must
3 ensure employees assigned to his crew are properly utilized and instructed for
4 the efficient performance of their daily work and that required forms, records,
5 reports, and other paperwork are completed legibly and correctly.
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7 H. In addition to the above, the Crew Chief may, upon request, assist management
8 in areas such as, but not limited to:
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10 • Periodic evaluation of operational requirements and performance.
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12 • Operational planning and scheduling.
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14 • Evaluation of training methods and techniques.
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16 • Evaluation of equipment, vehicles, and tools.
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18 I. In stations where Crew Chiefs are utilized, there shall be a minimum of one Crew
19 Chief for every twelve (12) Fleet Service Agents. This calculation shall be based
20 upon authorized station Fleet Service headcount excluding assigned baggage
21 runner (ABR)[transfer drivers]. A Crew Chief will be maintained on duty when three
22 (3) or more employees are on their shift in each location, duty assignment,
23 department, or facility. In no case will a Crew Chief lead, direct, or assign a crew
24 of more than twelve (12) employees. This assignment minimum shall not apply to
25 the CC Coordinators or CLP work area, where there shall be no minimum.
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27 J. The classification of the Crew Chief may include part time Crew Chiefs. For
28 purposes of day-to-day assignments, part time Crew Chiefs may have full time
29 employees on their crew. In no event shall the Company utilize more than 68
30 Crew Chiefs on the system on a part time basis.
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32 K. Duty assignment will be defined based on the need of service. A duty assignment
33 may consist of a single job assignment, or a combination of two or more job
34 assignments within a workgroup.
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36 L. An open-time agent is an employee who bids or is assigned a schedule, based
37 on the needs of service and may be inclusive of any workgroup, classification or
38 duty assignment, or a mixture of classifications and duty assignments under this
39 Agreement.
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M. In the interest of cleanliness and safety, employees working in jobs in each of the workgroups and/or classifications set forth above will be required to perform, as they always have performed, those housekeeping functions incident to their job and to work area.

N. Whenever and wherever qualifying tests are used to determine the competency of an employee for transfers/promotions for the filling of vacancies, along with the Company interview process outlined in **Article X**, if applicable, these tests will be prepared by the Company. Copies of qualifying tests and of any revised or any new qualifying tests will be furnished to the Union in soft copy form, prior to their use. When the Union has objections to any portions of any revisions or of any new qualifying tests, the objections may be discussed by the Union with the Company upon thirty (30) calendar days' notice from the date the tests are received. If agreement concerning the objections cannot be reached, the tests may be implemented, and the Union may take up the disputed points as a grievance under **Article X** of the Agreement.

[NOTE: This may be better placed in "Filling of Vacancies" Article]