



June 29, 2014

## *Resolving Disputes*

Everything that goes into achieving the hard-earned provisions that constitute the Delta Pilot Working Agreement (PWA), considered some of the best in the industry, is largely wasted if we do not demonstrate similar diligence in ensuring the Company fully complies with them.

There is a popular misconception that the number of active grievances is a suitable barometer for contract enforcement. The theory contends that our very low number of grievances (relative to our peers at other U.S. airlines) amounts to collusion with management. It is, however, an incomplete picture as it only addresses the number of possible contractual *violations*, and not the number of cases resolved favorably outside the formal grievance process.

The first step in any contractual dispute, as outlined in the PWA Section 18, is a dialogue between the pilot and the Company to identify the problem, and resolve it at the lowest level possible. This important step exists for good reason, because many issues are resolved with ALPA's *assistance*, but without our intervention. We assist pilots by helping them with their initial contact with Crew Scheduling - knowing what to say, how to say it, and who to talk to - and this process often results in the pilot receiving their proper pay and assignments in very short order. When an error is brought to the attention of Crew Scheduling, and they acknowledge an error has been made, generally pilots are "made whole" in a relatively short period of time.

Even with our guidance, there are times when an alleged contract violation remains in dispute. When this happens, we intervene on your behalf. The Scheduling and Contract Administration committees communicate directly with their counterparts at the Company and open a case file on your dispute. The table below is a snapshot of issues resolved in direct engagement with the company, on behalf of the Delta pilots, without ever going to the next phase --filing a grievance. It details the block hours recovered for pilots by the Scheduling Committee when disputes required a case to be opened. It is only reflective of cases opened, and does not include issues resolved in the assistance method described previously.

Year	Block Hours Recovered	Average Hourly Pay Rate	Approximate Pay Recovered
2011	4915	\$165	\$811,000
2012	3063	\$170	\$520,000
2013	3281	\$177	\$580,790
2014 YTD	3412*	\$183	\$623,396*

\* 2014 numbers do not include many of the IROP issues, which are being audited.

Using this process, the pilot is properly compensated far sooner, and far more efficiently than using the full grievance process.

Delta's network is an enormously complicated operation, vulnerable to both human errors, and unanticipated variations. Mistakes are made, but most can be fixed with a phone call to your scheduler, or to your union. The Delta MEC is unique in the industry because we have invested in a cadre of subject matter experts available for consultation to our pilot group. This team is comprised of a retired Delta system manager, a past Delta crew scheduling manager, and past Delta scheduling supervisors, all of whom provide counsel and guidance to pilots on a daily basis. Their expertise is instrumental in resolving issues between pilots, and the Company, prior to the grievance process.

If you encounter an issue while on a rotation, contact your scheduler/duty pilot/chief pilot for assistance, and they may be able to resolve the issue on the spot. If needed, and if time permits, contact the ALPA Scheduling Committee, or Contract Administration Committee, for assistance with your issue. They will analyze your case and assist or intervene as the situation dictates. If the clock is against you, and you remain unsatisfied after talking to your scheduler/duty pilot/chief pilot, you should abide by labor law, which is essentially "fly now, grieve later", unless the issue involves a possible FAR violation.

ALPA-negotiated work rules are in place to protect the Delta pilot. When there are questions about compliance, we have a time-tested system in place to work with the Company to resolve the situation as quickly, and as fully as the contract allows. This is pragmatism and trust at work, and neither side attempts to take advantage of the process. Occasionally, the Company may not see ALPA's side of the case on behalf of a pilot, and in these rare occurrences ALPA can - and does - take the next step in the process, which is to proceed with a grievance.

A less effective union, dealing with a less-than-forthright Company, might pretend that grievance filings are trophies to be constantly fought over. We do not do business that way. The current system works very well, and because of it, hundreds of pilots are quickly and properly compensated when mistakes are made. Unlike some of our current competitors, we are not bogged down in disputes over the meaning of our contract, which are easily resolved by clear, open communication.