

RED TALES

Issue # 5 February 3, 2010

(612-726-2230) Newsletter of the MSP ESSC Shop Committee (612-201-0383)

Agent In Charge (AIC) – Delta Air Lines has begun training ESEs for the AIC position in MSP. According to the Agent In Charge Learners Guide duties for AICs include:

- AIC has oversight over all CSAs (ESEs) working in their gate.
- AIC is positioned directly under and is accountable to the Performance Leader (Manager).
- AIC has the authority to utilize any available manpower.
- AIC is responsible and accountable for all below wing ramp activity as it pertains to the arrival, departure, unloading and loading processes.

This language is very similar to our contract language describing the duties of Equipment Service Leads.

Article 4 of the Equipment Service Stock Clerk Contract – “A Lead Equipment Service Employee shall be an employee charged with the responsibility of assigning, leading and directing the work of ESEs... The term “leading” includes planning, organizing and controlling operations delegated to him/her.”

We do not have a problem with an ESE being assigned to relay load information to their lead. However we do have a problem with an ESE having oversight over other ESEs without getting Lead

pay. We do have a problem with an AIC being positioned directly under a Performance Leader and not their Lead. We do have a problem with an AIC having authority over other ESEs. We do have a problem with an AIC having extra responsibilities without extra pay.

Please contact the Shop Committee with problems involving the AIC position or AIC training. The ESSC Shop Committee will be meeting with local management to try to resolve these issues.

Solidarity Party – Local 1833 will be holding its annual Solidarity Party on Saturday, March 20 at the MOA Ramada. All Local 1833 members and their families are invited. We also want to extend an invitation to all Delta workers from other stations. Details will be available next week.

CNNMoney.com – (March 2007) “According to America’s Health Insurance Plans, an industry trade association, insurers initially deny about 4% of health claims...But a study of 8,000 physicians in 33 states by Athenahealth, a medical billing management company, suggests that denial rates by several leading health insurers may be considerably higher.” Leading the pack was – you guessed it- United Health with a 14.4% denial rate.
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