

Memo

Date: February 18, 2011

From: Hermes Pineda, HR

To All Fleet Service Agents

RE: Technology Update

On December 29, 2010, the Fleet Service Employees ratified their initial collective bargaining agreement. This agreement was negotiated in an accelerated time frame and, consequently, we had little lead time to prepare for implementation issues inherent in any contract negotiations and, even more so, in an initial contract.

As we move forward implementing various technology driven work rule changes I wanted to keep you up to date of some the time frames we have for implementation. These changes in technology / programming of eTA and Compas are required and necessary. I am pleased to inform you that we are making record progress in designing, programming, testing and correcting any issues discovered. Although it may seem like a long time for some of you, the work being done by the Administration, HR and Technology teams is incredibly fast. Your leadership and HR are committed to getting these changes accomplished as fast as possible. However, we will not sacrifice quality and accuracy for the sake of speed.

You can expect to see these technology updates phased in. By that I mean that we will not wait until they are all completed to implement them all at once; we will implement them one by one as each item is finished.

Below is a list of things we are we are working on. We estimate, at the earliest, that some of these items will be in place in March 2011. This date is not firm; it is what we call a “deliverable” date. This date may change forward or backwards depending on the progress. I do want to assure you that everyone is working diligently to get this done. Anything that impacts agent pay is a top priority.

- **Shift Differential** – The new CBA calls for a shift differential for swing and graveyard shifts. Once this change gets implemented those individuals that are due retro pay will receive it as a lump sum. We will also itemize (or at the minimum have the information ready locally) the hours and amounts you receive.
- **Over Time Awarding process** - This is another technology driven change that needs to occur. As with shift differential, this is expected to be completed in March / April 2011. Until such date we will continue awarding overtime using the old logic programmed into eTA. Wherever practical we are encouraging leadership to award manually using the new awarding hierarchy, but this becomes increasingly difficult with the size and complexity of each location.
- **Per Diem / Sick time calculation / Part time vacation** – We will make sure everyone gets their correct pay / allocation for these items and will adjust the balances once technology is in place. But, for example, for part time vacation accrual, there is less urgency as it is an accrual calculation that does not need to be in place immediately. This gives us some flexibility to prioritize the critical pay elements before the less critical accruals.

If you have any questions please don't hesitate to contact me directly or talk to your HR manager. Additionally, as these changes get rolled out, if you believe that your accruals or pay elements are incorrect, please go see your Admin department or Human Resources so that we can investigate and either correct or explain the amounts / accruals.