

To: All Flight Attendants  
From: Brad O'Handley  
Date: September 3, 2012  
Re: FLICA

I am sure each of you has experienced some level of frustration with the transition to FLICA. We apologize that this has not gone as smoothly as we all would have liked. A large portion of the blame in this case can be associated with a miscommunication between Crew Planning and Crew Scheduling. Without getting into the specifics, the Crew Scheduling office was not aware that the schedules for September had been released to them thus no trades or ER drops were processed for 2 days before the error was realized. We have instituted clear directions within Crew Planning and Crew Scheduling to ensure this problem never happens again.

We have also been working with the AFA to define clear instructions for each of the folders which are accessible through FLICA as well as a link on HAINflight that will direct you to a website Greg Wickstrom has created specifically for FLICA. We will also be introducing an internal support vehicle to answer questions on FLICA early next week.

We are also working on a few informational memos' that will hopefully provide you with a better understanding of the FLICA timelines and the order in which Crew Scheduling processes folders.

Thank for your understanding during this transition.