

AI Summit for IAM Air Union Leaders

What AI is, what it is not, and why unions should care before the employer calls it “innovation.”

By Joseph M. Bonomo, Esq.

Jbonomo@pittalaw.com

Vincent F. Pitta, Esq.

Vito R. Pitta, Esq.

IAM UNION **AIR TRANSPORT
TERRITORY**

PITTA LLP

Labor, Employment & Employee Benefits Law Firm



Hour 1 roadmap

A one-hour foundation: plain English first, then RLA / contract issue-spotting.

Welcome

Why this training exists

Plain English AI

Pattern, prediction, recommendation

Vocabulary

Automation · algorithm · dashboard

Airline examples

Craft and classification consequences

Union filter

Monitored · evaluated · scheduled ·
disciplined · assigned · displaced

Exercise

System-to-consequence spotting

Understand · Spot · Translate · Respond

“

**This workshop is about understanding the tool
before it becomes the boss.**

Start with power, not product names.

The core message

AI is here.

**The law is not keeping
up.**

**Unions must negotiate and
enforce protections.**

Contracts now

Discipline now

Vendors now

RLA rights now

If outside law will not protect workers fast enough, the union must use the RLA, the agreement, information rights, grievances, and bargaining strategy.

This is not just ChatGPT or robots

The issue is software influencing workplace decisions.

Who works?

Who waits?

Who gets overtime?

Who gets flagged?

Who gets coached?

Who gets disciplined?

Who gets displaced?

**Whose work gets handed
away?**

The label is not the issue. The consequence is the issue.

Treat it as an RLA and contract issue

If a system changes how members are monitored, evaluated, scheduled, disciplined, assigned, or displaced, do not shrug and call it “technology.”

Monitored

Evaluated

Scheduled

Disciplined

Assigned

Displaced

Union response: notice · information · claimed contractual authority · status quo position · grievance preservation

Major vs. minor: the practical first cut

Potential major dispute

Carrier seeks a new right or material change outside the agreement.

Strategy: demand RLA bargaining and status quo protection.

Potential minor dispute

Carrier claims the existing agreement arguably authorizes the action.

Strategy: grieve, demand proof, and challenge the interpretation.

Do not let “software,” “pilot,” “vendor,” or “management rights” answer the RLA question.

Preserve both positions when needed

Notice demand

Information request

Status quo argument

Grievance preservation

RLA remedy path

Without waiver

“We believe this is a major change requiring RLA procedures. If the carrier claims the agreement already permits it, we dispute that interpretation and preserve the grievance.”

This is not inconsistency. This is protecting members while the carrier’s legal theory is tested.

What is AI in plain English?

Software that mimics human decision-making: analyze data, find patterns, make predictions, recommend decisions, and increasingly influence decisions.

Plain-English AI: the chain

Past data

Pattern found

Prediction made

Score / flag

Human action

The system does not “understand” the workplace the way a steward does. It produces outputs management may treat as facts.

Union translation

Every AI system has inputs, assumptions, outputs, consequences, and a person or policy that decides what happens next.

When a tool starts drawing conclusions

Time clock

Records a punch.

AI-enabled: compares schedule, badge swipe, location, overtime, supervisor notes, and flags the worker.

Camera

Records video.

AI-enabled: interprets PPE, restricted area, safety boundary, equipment movement, or “unsafe” conduct.

Maintenance record

Shows repair history.

AI-enabled: predicts failures, prioritizes work, and may be used to justify staffing cuts.

That is no longer just a record. That is a system interpreting work.

“

**AI sees data.
It does not always see reality.**

Use this as a discipline and bargaining theme whenever a system turns incomplete data into a conclusion.

Airline work is full of context

Aircraft turn

weather · congestion · equipment · baggage · fueling

Maintenance

intermittent fault · part delay · sign-off · aircraft history

Passenger service

accessibility · medical issue · documents · missed connection

Load planning

last-minute passenger · cargo · fuel · safety judgment

Stores / logistics

serviceable part · access · delivery timing

Security / clerical

deliberate observation · record exception · authorization

Data without context is only an accusation.

You do not need to be a tech person

You need to be a union person.

Know the workplace

Know the contract

**Know when something
smells wrong**

**Know what questions to
ask**

Balance of power

The vendor may know the software. The union knows the agreement, the members, and the history of the work.

Management may never say “AI”

Listen for function, not branding.

operational optimization

on-time performance

predictive analytics

aircraft-turn management

staffing efficiency

safety enhancement

digital transformation

centralized planning

intelligent scheduling

customer experience

vendor upgrade

coaching platform

Fine. Let them talk. Bring it back to union basics.

Bring it back to union basics

Does it collect data about bargaining-unit employees?

Does it rank, score, label, or flag members?

Can it affect discipline, scheduling, overtime, or assignments?

Can it affect staffing, subcontracting, layoffs, or bargaining-unit work?

Does it centralize work or blur classifications?

Can a member be responsible for following—or rejecting—an automated recommendation?

AI vs. automation vs. algorithms vs. dashboards

Carriers and vendors use many labels. The union asks what the system does and what happens to the worker after the output.

Old tools, new labels

Automation

Performs A Repeated Task

Algorithm

Follows Rules Or Formulas

AI

Learns From Data And Predicts Or Recommends Outcomes

Dashboard

Turns Data Into Alerts, Scores, Labels, And Management Conclusions

The question is not only whether it is technically AI. The question is whether it affects members.

Automation and algorithms still matter

Automation example

Automatically records badge swipes, sends training modules, routes passenger requests, generates turn reports, or queues employees for review.

Algorithm example

If X happens, the system marks Y: late, hard braking, missed overtime call, repair time outside benchmark, interaction “too long.”

A rule can still become a work rule — even if no one calls it AI.

Dashboards make complicated work look simple

Green / yellow / red

Low / medium / high risk

Productive / average / unproductive

Safe / questionable / unsafe

Needs coaching

Potential policy violation

Once a worker is labeled, management may start building a file.

Union move: force management to prove every link in the chain.

Scenario: hard braking is not automatically unsafe



Alert

Dashboard
label

Supervisor
meeting

Member
context

Union
demand

Management conclusion

“The system classified the event as unsafe.”

Workplace reality

A hard brake may have prevented a collision or protected an aircraft safety zone.

An alert is the beginning of the investigation — not the end.

“

**The dashboard is not the contract.
The algorithm is not the arbitrator.
The vendor is not the supervisor.**

A prediction is not proof. An alert is not an admission. A benchmark is not a negotiated performance standard.

Five ways AI shows up at work

1

**Scheduling
and clock-ins**

2

**Productivity
scoring**

3

**Safety
surveillance**

4

**Predictive
maintenance**

5

**Automated dispatch
and task assignment**

If an algorithm is assigning the work, the union needs to know the rules of the algorithm.

Airline examples: maintenance ecosystem

Mechanics & Related

predictive maintenance · task cards · time-on-task · sign-offs

Maintenance Control

remote diagnostics · recommendations · deferrals · aircraft history

Stores / Material Logistics

parts positioning · serviceability · access · delivery timing

Training Specialists / Instructors

qualification data · modules · competence vs. completion



Useful tool or job-reduction theory? The union asks what changes for staffing, skill, training, work jurisdiction, and discipline.

Airline examples: frontline operations

Passenger / Customer Service

Rebooking · Credits · Complaints · Customer Handling Time

Central Load Planning

Weight And Balance · Cargo · Fuel · Overrides · Centralization

Clerical / Office

Records · Communications · Authorizations · Workflow Exceptions

Fleet Service / Ramp

Aircraft Turns · Baggage Scans · Equipment Telemetry · Staffing

Security Officers

Camera Analytics · Access Alerts · Threat Detection

Same union questions. Different operational consequences.

Management's favorite words

Safety

Efficiency

Optimization

Modernization

Customer Experience

On-time Performance

Reduce Downtime

Data-driven Maintenance

Standardized Training

Coaching

Compliance

Reliability



These words make technology sound neutral. The union translates the sales pitch into workplace consequences.

Employer pitch vs. union question

Safety



Is this hazard prevention or discipline?

Efficiency



Whose work gets reduced, rushed, or transferred?

Consistency



What benchmark is being imposed?

Innovation



What rule or practice is changing?

Fairness



Who designed the comparison group?

Vendor solution



What data, settings, and outputs does the carrier control?

The union filter

Every new system, platform, app, camera, scanner, sensor, dashboard, training tool, maintenance tool, load-planning system, or vendor product gets the same test.

MONITOR

EVALUATE

SCHEDULE

DISCIPLINE

ASSIGN

DISPLACE

Yes = RLA and contract issue. Maybe = immediate information and rights-preservation issue.

If the carrier says “no change,” say: prove it

Documents

Policies

Vendor Agreement

User Manual

Data Fields

Scoring Criteria

Discipline Policy

Retention Policy

Training Materials

Data Inputs

Definitions

Override Records

Do not let management answer with labels. Force the documents, settings, criteria, and actual consequences into the record.

EXERCISE

Where is AI already showing up?

10 minutes at tables

Ground rule

If it collects worker data, tracks activity, generates reports, flags conduct, or influences employment decisions, write it down.



Exercise task

1**What systems are used?**

Scheduling, timekeeping, badge access, cameras, GPS, maintenance software, load planning, training, dashboards.

2**What data is collected?**

Time, location, speed, video, productivity, tasks, parts, overrides, transactions, safety events.

3**What could it affect?**

Discipline, overtime, seniority, assignments, staffing, subcontracting, training, classification, job security.

4**What should the union ask?**

Records, criteria, vendor materials, validation, human review, notice, claimed authority, RLA path.

Report back: keep it concrete

One minute per table. No speeches. Find the pressure point.

The system is...

The data is...

The decision is...

The risk is...

The demand is...

Prompt

Give one system your table identified. What does it collect? What could it affect? What question should the union ask?

Key takeaways from Hour 1

- 1 You do not need to be a technology expert.
- 2 **The technology is new. The fight is not.**
- 3 Do not wait for the carrier to call it AI.
- 4 Trace system → data → output → consequence → union demand.
- 5 Preserve the RLA and contract response early.

First ten questions to take back home

What is this system?

What data does it collect?

Does it rank, score, or flag?

Can it affect discipline?

Can it transfer or reduce work?

Who is the vendor?

Does it identify members?

How is data used?

Can it affect overtime or assignments?

Was the union notified?

Quick poll if running fast: camera footage · GPS/telematics · badge swipes · baggage scans · maintenance records · training scores · coaching records.

Next up: AI on the job

Surveillance, scheduling, productivity, safety, routing, discipline, predictive maintenance, centralization, and dashboard discipline across airline workplaces.

Core close: Do not let the tool become the supervisor before the union knows what the tool does.

UNION AI WORKSHOP

Day 1 · Hour 2

How AI Shows Up in Airline Workplaces

From Passenger Service to Predictive Maintenance

RLA-CONFORMED AIRLINE EDITION



PITTA LLP
Labor, Employment & Employee Benefits Law Firm



Recap: the Hour 1 filter

“

AI sees data. It does not always see reality.

The union filter

If a system changes how members are monitored, evaluated, scheduled, disciplined, assigned, trained, or displaced — treat it as an RLA and contract issue.

Preserve both paths

Demand information, ask what authority the carrier claims, and preserve major-dispute and minor-dispute positions and deadlines.

AI arrives under ordinary workplace names

Listen for ordinary operational language.

Passenger-service platform

Maintenance-control support

Gate-management upgrade

Inventory or material planning

Baggage or aircraft-turn dashboard

Centralized load planning

Scheduling / overtime tool

Digital training platform

Predictive-maintenance platform

Security analytics / telematics

The vendor calls it a solution. The union asks what it changes.



The name is not the key issue

Question 1

Does it collect individual data?

Question 2

Does it compare people, crews, shifts, stations, or classifications?

Question 3

Does it create a score, ranking, label, alert, recommendation, or prediction?

Question 4

Can a supervisor act on the output?

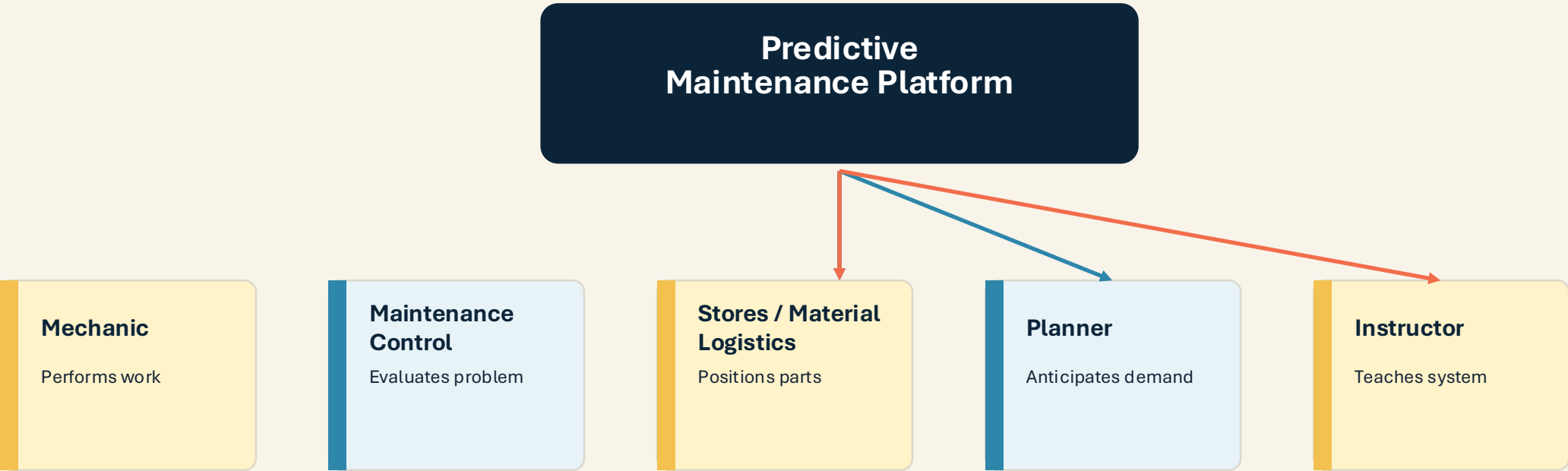
Question 5

Can it affect discipline, overtime, assignment, staffing, or work location?

Question 6

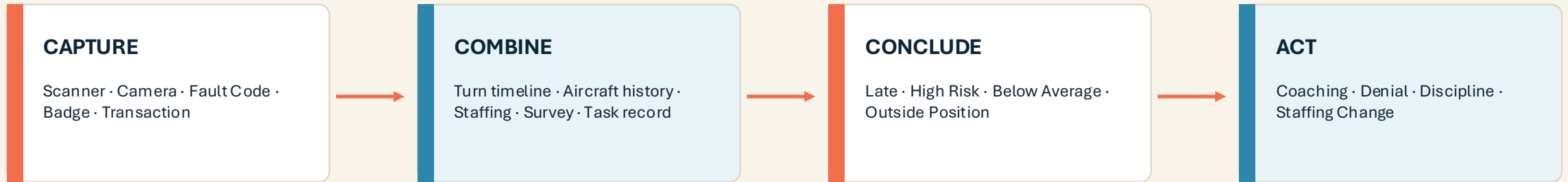
What contractual authority does the carrier claim?

One platform can hit five groups



One implementation can trigger several classification and contract issues at once.

Capture → Combine → Conclude → Act



“

Ask where real work got simplified, filtered, or misunderstood.

Five categories to spot

1

Scheduling / attendance

2

Productivity / dashboards

3

Safety surveillance

4

Predictive maintenance

5

Automated assignment

For every category: data → output → consequence → RLA / contract response.

Category 1: Scheduling, Attendance, Clock-Ins, Geofencing

- Automated scheduling and shift generation
- Overtime calls and assignment lists
- Badge swipes and secure-area access
- Mobile clock-ins and geofencing
- Biometric or facial-recognition systems
- Attendance scoring and absence prediction
- Qualification, rest, and availability flags



Union question

Does the system respect seniority, overtime, leave, rest, qualification, bidding, and assignment rights?

“Just timekeeping” can become control

A basic clock records time. A modern platform can evaluate the member.

Discipline System

Overtime System

Surveillance System

Seniority-bypass System

Qualification Gatekeeper

Evidence System

Front door to automated workplace control

Geofence alert ≠ misconduct

- GPS inaccurate in airport
- Boundary excludes real report location
- Supervisor directs different location
- Phone signal updates slowly
- Badge access missing or delayed
- Temporary gate / hangar / remote area



Union position

A to call on alert cannot automatically become proof of misconduct. It requires error testing, coordination, human review, and access to underlying data.

Optimized for whom?

Contract rules

- Seniority
- Shift Bidding
- Overtime Equalization
- Rest Periods
- Classification Lines
- Local Agreements / Side Letters

Software “optimization”

- Availability In Database
- Skill Tag
- Physical Proximity
- Staffing Reduction Model
- Vendor Priority
- Management Override

A software vendor does not get to rewrite the agreement by coding around it.

Overtime, prediction, biometrics

Overtime callouts

Was the right number called? Was delivery confirmed? Was the response window meaningful?

Attendance prediction

Does the model distinguish approved leave, protected leave, union leave, vacation, or injury absence?

Biometrics / facial recognition

What is collected, retained, shared, reused, and corrected when the system fails?

Category 1 union questions

What system is being used?

What data sources feed it?

Does it assign shifts or overtime?

Does it create points, labels, or predictions?

Does it account for agreement and local practice?

Can members and the union correct errors before consequences attach?

“

Scheduling and attendance may sound administrative. In reality, they are often the front door to automated workplace control.

Category 2: Productivity, Task Timing, Quotas, Dashboards

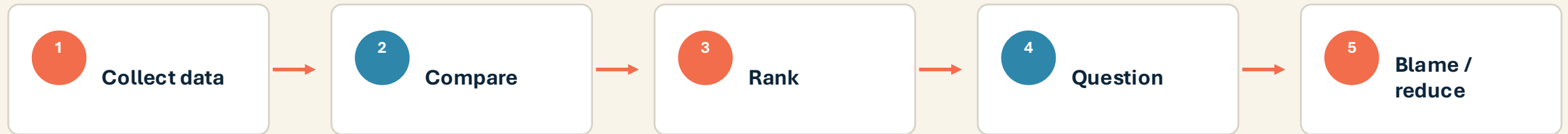
- Aircraft-turn, Baggage, And Task Completion Time
- Repair, Inspection, And Troubleshooting Time
- Passenger Transactions And Customer-interaction Time
- Parts Processing, Inventory, And Delivery Time
- Training Completion And Qualification Data
- Equipment Movement, Idle Time, And Location
- Overrides, Delay Codes, And Worker Comparisons



Union question

Is this system creating hidden quotas, or unfair comparisons, or unrealistic standards?

Compare → rank → blame



“Why is this employee slower?” can become “Can we do this with fewer people?”

The cross-station comparison trap

Not comparable

Hub vs. small outstation
International vs. domestic
Wide-body vs. narrow-body
Morning bank vs. overnight
Weather vs. routine day

Missing variables

Aircraft type
Gate layout
Staffing vacancies
Equipment condition
Security restrictions
Management decisions

Union demand

Disclose variables
Show like-for-like comparison
Let union add context
No performance conclusions from
operating-condition differences

What gets measured by classification

Mechanics: task closure, repair time, repeat write-ups

Maintenance Control: response time, deferrals, overrides

Fleet/Ramp: baggage scans, turn milestones, idle time

Passenger Service: transaction time, ratings, scripts

Stores/Logistics: parts picked, delivery, inventory

Load Planners: overrides, plans, response time

Training: pass rates, module completion

Security/Clerical: alerts, files, corrections

Task code ≠ actual work

Mechanic A closes 4 routine tasks.

Dashboard conclusion

A is four times more productive.

Mechanic B closes 1 complex troubleshooting assignment.

Workplace reality

Intermittent write-up · part delay · operational test · inspection sign-off · training · safety-required slowdown

“

The dashboard may be comparing task codes, not actual work.

The dashboard measures time. The worker handles reality.

Passenger Service

- Wheelchair or disability accommodation
- International documents
- Medical event
- Unaccompanied minor
- Language barrier
- Complex rebooking

Fleet Service / Ramp

- Inbound aircraft late
- Belt problem
- Cargo / fueling / catering / deicing
- Gate congestion
- Short staffing
- Equipment failure

Bad metrics often measure carrier dysfunction and blame the worker.

Idle is not always idle

What “idle” may mean

- Waiting for aircraft/gate
- Waiting for safe zone
- Waiting for part/tool/sign-off
- Waiting for passenger/supervisor/radio
- Waiting because rushing would create a hazard

Other context the metric misses

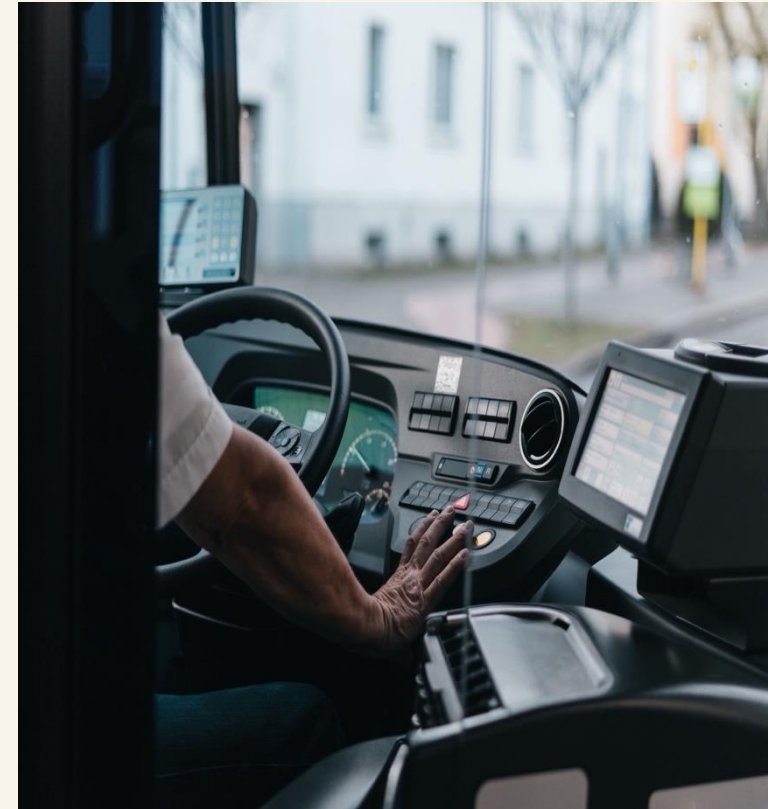
- Stores: inventory error ≠ employee delay
- Load Planning: override may correct missing data
- Training: completion ≠ competence
- Security: longer response may mean verification
- Clerical: fewer closures may mean harder files

When a metric becomes a quota

- No hidden quotas
 - No discipline by averages, rankings, or vendor scores alone
 - No unauthorized performance standards
 - No task timing without operational context
 - No evaluation without human review and underlying data
 - No punishment for safety judgment or doing the job correctly
-

Category 3: Safety Surveillance, Cameras, Telematics, Coaching

- ramp and hangar cameras
- AI-enabled video and access analytics
- vehicle telematics, GPS, speed, braking
- PPE and restricted-zone detection
- audio or behavior detection
- automated incident review and coaching platforms



Safety technology needs limits

Legitimate safety use

- Identify hazards
- Improve staffing or equipment
- Target training without discipline
- Protect workers from known risks
- Document carrier failures

Punitive surveillance use

- Turn alerts into write-ups
- Ignore staffing or equipment context
- Use coaching as a discipline file
- Treat vendor conclusions as fact
- Search data randomly

Telematics turns measurements into accusations

Hard braking

Rapid acceleration

Unsafe turn

Route deviation

Seatbelt event

High-risk operator

“

A hard brake that prevents an accident may be evidence of safe judgment, not misconduct.

Union demand

Full video and data · event definitions · calibration/error records · vendor materials · access logs · comparable-event treatment

Alerts are information — not proof

Security alerts

The system may flag behavior faster than a human can verify it. An alert is information, not an order and not proof.

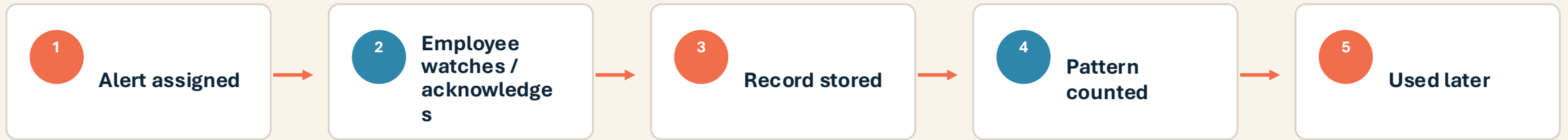
PPE / restricted zones

Camera output can be wrong when gear, lines, paths, or authorized instructions are obscured.

Human judgment

If a worker can be blamed for following or rejecting an alert, the rules must be bargained and reviewable.

Automated coaching can become a file



“

If the record can be used later, it is not merely a friendly conversation.

Put use limits in writing: safety-only · no discipline · no productivity · no random review · no audio unless bargained.

Category 4: Predictive Maintenance, Inspection Automation, Job Reduction

Predictive systems may help

Analyze aircraft sensor data, fault history, write-ups, component wear, conditions, inspection records, and failure patterns.

They may help identify problems, support troubleshooting, position parts, and identify training needs.



Watch the second move

First move

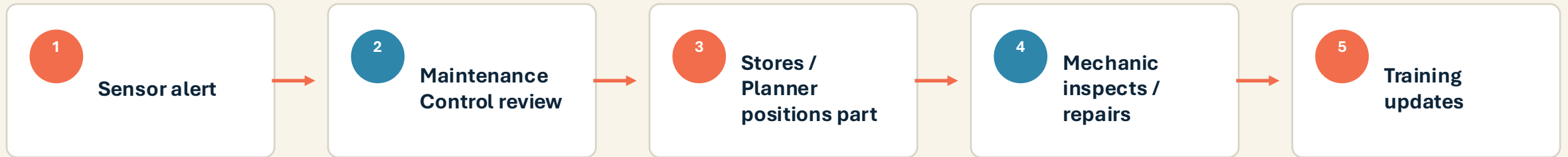
“This system helps us predict maintenance needs.”

Second move

“Because the system gives visibility, we need fewer workers, more centralization, or more vendors.”

Useful information can become a work-preservation issue.

One predictive alert travels through the operation



“

Repetition does not make the prediction correct.

Demand confidence levels, assumptions, source data, limitations, errors, false alerts, labor hours, parts movement, and delays.

Automation cannot replace skilled judgment

Inspection automation

Demand validation, false-positive/false-negative rates, operating limits, calibration, and human verification.

Deskilling risk

Skilled work is judgment, experience, pattern recognition, and knowing when the data does not fit reality.

Training protection

Existing instructors validate material, get trained first, and preserve practical qualification authority.

Category 5: Automated Dispatch and Task Assignment

- Fleet/Ramp: gates, flights, baggage, cargo, equipment
- Passenger Service: gates, counters, queues, calls
- Mechanics: aircraft, tasks, vendors
- Maintenance Control: aircraft and recommendations
- Stores/Logistics: parts, picking, delivery, planning
- Load Planners: flights between locations
- Training/Security/Clerical: classes, alerts, files



Union question

Does the system meet the requirements for bidding, not at all, over time, classification, qualifications, and local practice?

The algorithm may be contractually ignorant

Location

Nearest is not always entitled.

Availability

Available may ignore breaks or current assignments.

Qualification

Skill tags may be wrong or incomplete.

Past performance

Scores may be built from misleading metrics.

Predicted efficiency

Speed can punish careful, safe, or difficult work.

“

The software may be technologically impressive and contractually ignorant.

Centralization, overrides, and audit trails

Centralization risk

A system may begin as workload support during disruptions, then become the infrastructure to move work to another location, remote center, vendor, or automated process.

Audit trail demand

Original assignment · every override · who changed it · when and why · effect on seniority, overtime, premium work, rotation, and classification rights.

The big risk: secondary use

“

Secondary use = data collected for one purpose is later used for another.

This is how a narrow rollout becomes a broader employment system.

A narrow promise can become a broader weapon

Safety Camera → Discipline / Productivity

Badge Access → Attendance Charge

Telematics → Performance Evaluation

Passenger Platform → Transaction Quota

Training Data → Qualification Or Discipline

Predictive Maintenance → Staffing Reduction

Load-planning Tool → Centralization

Inventory Data → Individual Productivity Scoring

If management says “we would never use it that way” but refuses a written limit, that refusal is information.

Derived data, vendor updates, and function creep

Derived data

Risk scores and inferences built from raw camera, badge, task, timekeeping, or passenger records.

Vendor updates

New model, new dashboard, new thresholds, new data field — often labeled “software update.”

Function creep

Pilot expands to new station, classification, data source, or employment consequence.

Immediate union response

1 Identify it

2 Preserve documents

3 Request information

4 Review agreement + local practice

5 Preserve major/minor paths

6 Negotiate use restrictions

7 Require review + challenge rights

8 Protect the work

Exercise: Identify the Risk Category

Task

For the assigned scenario, identify the system, data, risk, and immediate union response.

Time

7 minutes

Pick one reporter.

No more than 1 minute per table.

Report-back formula

- Scenario + system
- Data collected
- Member / contract impact
- Immediate union demand
- RLA / contract path to preserve

Scenario menu

1 Mobile clock-in + access

2 Maintenance productivity

3 Passenger-service scoring

4 Vehicle cameras + telematics

5 Predictive maintenance staffing

6 Automated assignment + overtime

7 Load-planning centralization

8 Automated training + qualification

Choose the scenario closest to the work your table represents.

Report back: keep it concrete

1

Scenario + system

2

Data collected / generated

3

Member + contract impact

4

Immediate union demand

“

A clock-in app. A repair-time report. A passenger platform. A camera. Predictive maintenance. Automated assignment.

Hour 2 takeaway → Hour 3

Ask every time

What is the system?
Who is the vendor?
What data does it collect, combine, and generate?
How is it used now — and later?

Three-step recognition test

1. Identify the operational promise.
2. Identify the employment decision hiding behind it.
3. Identify the missing human context.

Next hour

Accuracy, bias, and context problems.

How much confidence should anyone place in what AI says?

Never more than the data, design, context, and human review justify.

The technology may be new. The union tools are familiar: notice, information, enforcement, due process, human review, safety, work preservation.

Hour 3: Accuracy, Bias, and Context Problems

**AI can be useful.
AI can also be wrong.**

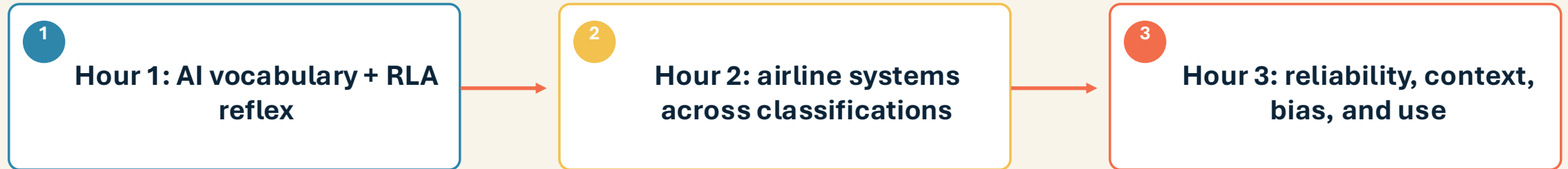
Union frame

The union tests the system before the system tests the member.

Accuracy · Bias · Context · RLA Authority



From vocabulary to evidence



First recognize the system. Then test whether it is reliable.

The central defense theme

Real data can still lead to a wrong conclusion.



Appearance is not proof

Clean Report

Not Necessarily A Fair
Report

Precise Number

Not Necessarily A
Meaningful Number

Camera Clip

Not Necessarily The
Whole Event

Five representation tools

Accuracy

Did the system collect and measure correctly?

Context

What work reality did the output miss?

Bias

What unfair assumption shaped the result?

Use

What consequence did the carrier attach?

Authority

What contract/RLA basis is claimed?

Room prompt: when did the record miss reality?



Ask the room

How many of you have seen a video clip, GPS record, attendance report, baggage scan, repair-time report, telematics alert, passenger complaint, training score, access alert, or computer-generated record that did not tell the whole story?

Scale changes the problem

Management frame

One supervisor report
One event
One witness
One case file

Union frame

Connected system
Hundreds of alerts
Pattern claims
Systemwide information imbalance

Two questions at once

Individual case

What happened to this member on this date?

Protect due process, deadlines, and the member's record.

System problem

What does the broader record show across employees, stations, shifts, supervisors, aircraft, and equipment?

Three layers of AI evidence

Three Layers of AI Evidence

Do not let raw data, software interpretation, and carrier use collapse into one supposed fact.

Layer 1: Raw data

Timestamp

Video Frame

Repair Time

Training Answer

Badge Swipe

Telematics Reading

Aircraft Fault Code

Load-plan Change

Geofence Point

Baggage Scan

Inventory Transaction

Access Alert

Layer 2: System interpretation

Late

Idle

Unsafe

Distracted

Inefficient

High Risk

Below Average

Out Of Position

Excessive Override

Unqualified

Needs Coaching

Policy Violation

Layer 3: Carrier use

Conversation

Coaching

Personnel Record

Qualification Decision

Attendance Point

Denied Overtime

Assignment Change

Warning

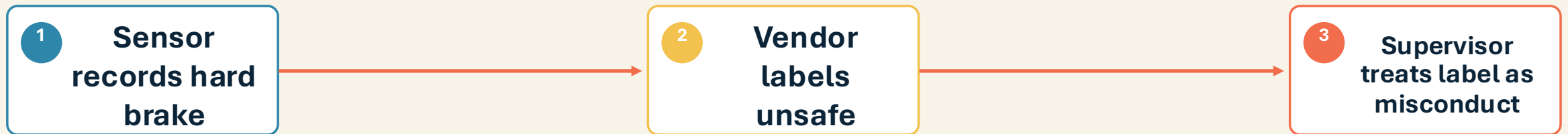
Suspension

Discharge

Staffing Proposal

Centralization Plan

Slow the sentence down



Ask: what changed, who controlled it, and what authority supposedly permitted it?

Same data. Wrong conclusion.

Passenger Service

Long transaction ≠ poor service

Maintenance

Long task ≠ inefficiency

Stores / Logistics

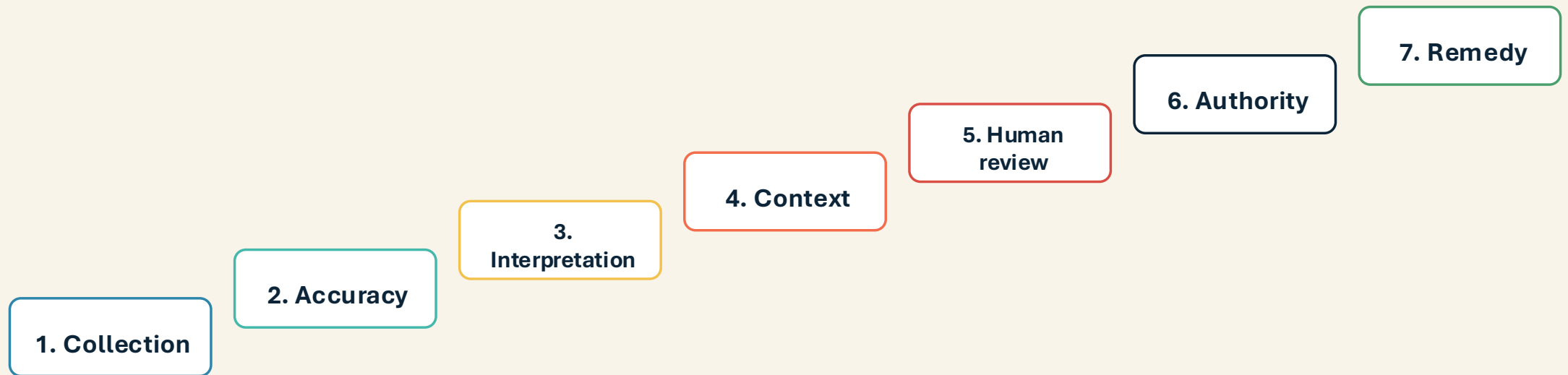
Late delivery ≠ worker delay

Load Planning

Override ≠ noncompliance

Reliability Ladder

Management often wants to start at the top. The union starts at rung one.



Rungs 1–3: the technical foundation

1. Collection

Complete record · original file · metadata · device ID

2. Collection accuracy

Calibration · camera angle · GPS · timestamps · shared logins

3. Interpretation

Threshold · definition · model · vendor rule · label

Rungs 4–7: the union foundation

4. Context

What did the system not know?

5. Human review

Was it real review or a rubber stamp?

6. Authority

What agreement language or RLA path?

7. Remedy

How is every copy corrected?

Chain of custody and version control

Who changed it?

Created · possessed · edited ·
summarized · reviewed

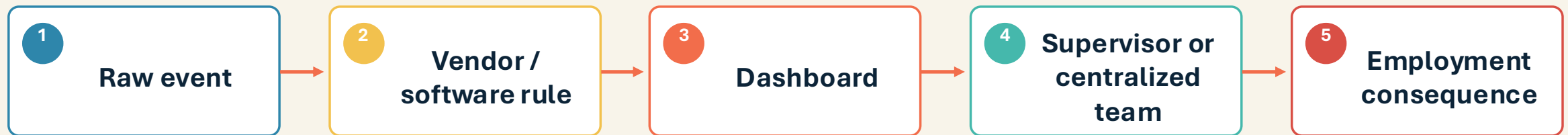
Which version?

Model · threshold · dashboard ·
configuration

Where did it go?

Exported · rounded · filtered ·
ranked · reused

Decision map: find the human decision



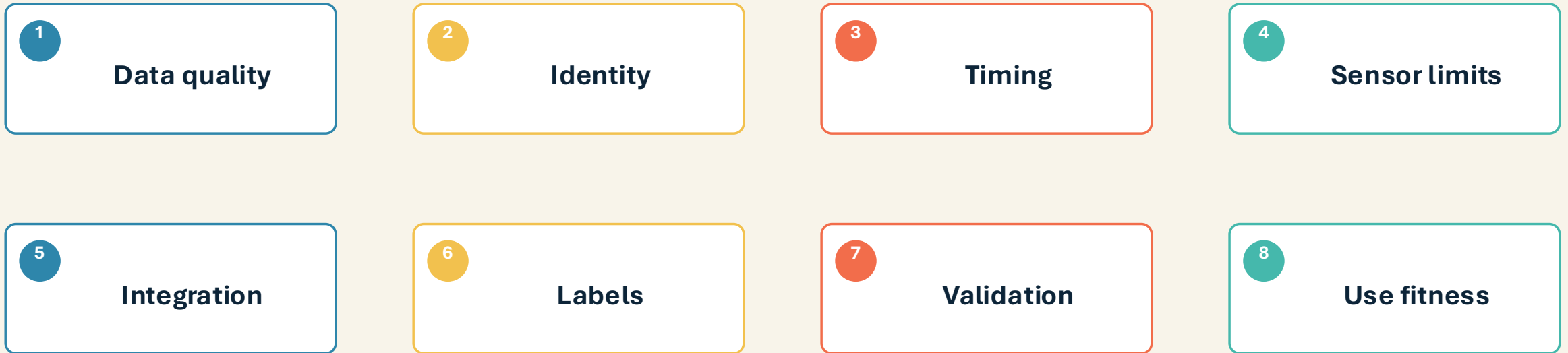
Ask: what changed, who controlled it, and what authority supposedly permitted it?

Accuracy problems

Accuracy Problems

Data quality, identity, timing, integration, labels, validation, and fitness for use.

Accuracy is a chain



Bad inputs create bad outputs

Scheduling

Seniority · Qualification · Leave ·
Overtime

Maintenance

Fault Codes · Task Entries · Prior Write-
ups

Inventory

Part Numbers · Locations ·
Serviceability

Load Planning

Passenger · Baggage · Cargo · Fuel

Identity: who actually created the event?

A score tied to a device is not proof against a person.



Time and sensors can mislead

Timing Issues

- Time Zones
- Delayed Posting
- Open Records
- Definition Of Completed
- Alert Start Time

Sensor Limits

- GPS Drift
- Blocked Camera Angle
- Lighting/Weather
- Telematics Without Cause
- Facial Recognition Errors

Integration And Downstream Correction



Ask: what changed, who controlled it, and what authority supposedly permitted it?

Labels are not facts

Hard Brake

May Be The Safest
Response

Stationary Time

May Be Required Waiting

Lower Pass Rate

May Protect Qualification
Standards

Comparison accuracy

Management frame

Hub vs outstation
Wide-body vs domestic point-to-point
Routine vs intermittent repair
Standard files vs exceptions

Union frame

Aircraft type
Task complexity
Staffing and equipment
Passenger need and security conditions

Validation must match the proposed use

Validated for planning ≠ validated for discipline.



Demand the complete record

Provenance

Where did each field come from?

Data dictionary

What does the field really mean?

Retention

Does the accusation outlive the evidence?

Native files

Metadata, logs, full video, configuration

Use-specific and consequence-sensitive



More serious consequence → stronger proof required

Context problems

Context Problems Across Airline Classifications

The vendor may understand the software. The members understand the work.

Six context buckets

Operational

Weather · Gate · Outage

Task

Complexity · Exception

Safety

Slow · Stop · Verify

Management

Staffing · Equipment

Contract

CBA · Practice

Human

Passenger · Training · Steward

Passenger and Customer Service

System Sees

Transaction Time
Survey Results
Script Deviation
Calls Handled

Worker Sees

Disability Accommodation
International Documents
Medical Issue
Language Barrier
Cancellation Or Weather

Fleet Service, Ramp, and telematics

Turn Score May Miss

- Late Inbound Aircraft
- Belt Loader Failure
- Fueling/Catering/Deicing
- Short Crew
- Gate Congestion

Telematics May Miss

- Vehicle Crossing Path
- Safety-zone Stop
- Marshaller Instruction
- Closure Or Ramp Congestion
- Waiting In Safe Position

Mechanics and Maintenance Control

Mechanics

Intermittent Write-up · Prior
Repair · Parts Delay · Testing ·
Inspection

Maintenance Control

Aircraft History · Safety
Significance · Consultation ·
Recommendation Override

Accountability Trap

Disciplined For Following A Bad
Recommendation — Or Rejecting
It

Stores, Material Logistics, and Load Planning

Stores / Logistics

Missing · Mislocated ·
Unserviceable · Inaccessible ·
Changed Priority

Load Planning

Late Baggage · Cargo · Fuel ·
Aircraft Configuration ·
Operational Changes

Key Point

An Override Can Be Evidence Of
Judgment.

Training, Security, and Clerical work

Training

Completion ≠ Practical
Competence

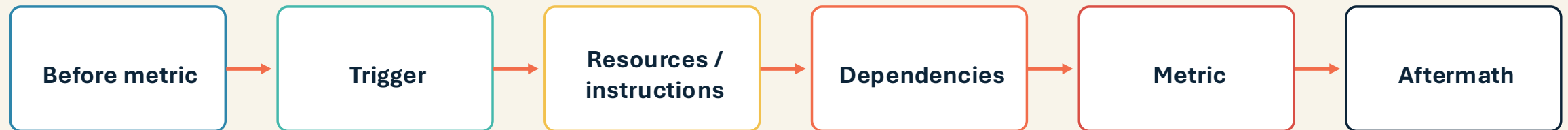
Security

Fast Closure ≠ Better Response

Clerical

Closed Files ≠ Complexity Solved

Build the causal timeline



Begin the story before the dashboard begins blaming the member.

Shared causation is real



Ask: what changed, who controlled it, and what authority supposedly permitted it?

Compliance and human work cannot count against members

Agreement Rules

Seniority · Overtime · Rest ·
Classification

Union Activity

Steward Duties · Grievance Investigation

Restrictions / Accommodations

Return-to-work · Medical Limits

Training Work

Mentoring · Support · Practical
Competence

Bias problems

Bias Problems

Workplace data reflects history, assignments, labels, assumptions, opportunity, and missing variables.

Old bias in new packaging

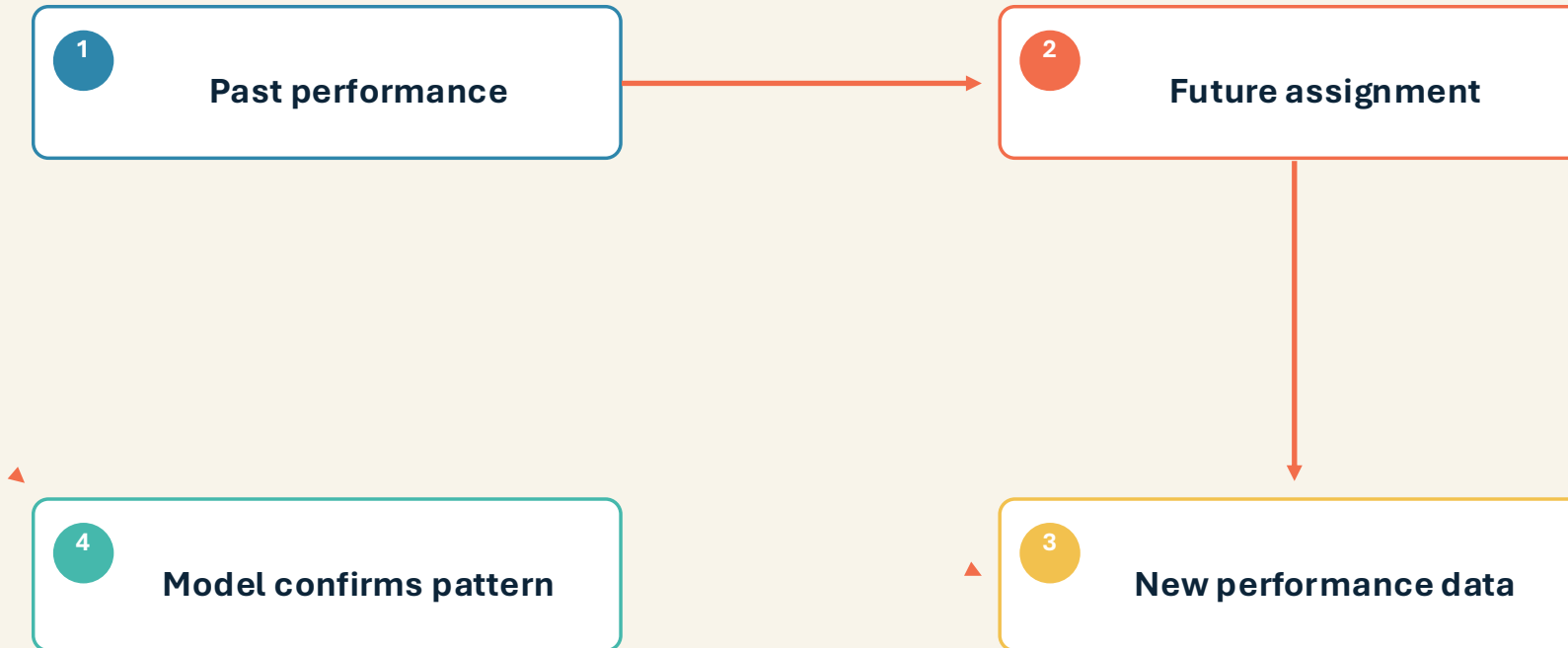
Prior discipline

Inconsistent supervision, errors, or retaliation can become future risk.

Supervisor ratings

Opinions become numbers when fed into a model.

Unequal assignments become unequal data



Neutral-looking factors can tilt outcomes

Proxy Variables

Shift
Station
Schedule Flexibility
Overtime Availability
Attendance Pattern
Injury History

Missing Variables

Task Complexity
Staffing
Equipment
Passenger Need
Security Restrictions
Supervisor Instruction

Labels, stations, shifts, and survival bias

Label Bias

Speed Treated As Quality

Station / Shift Bias

Harder Operation Labeled Inefficient

Survival Bias

Completed Tasks Only

Customer / Third-party Bias

Ratings Reflect Carrier Policy
Frustration

Automation bias in the reviewer

Human review is not a rubber stamp.



Visibility, challenge, and contractual bias

Visibility bias

scanned bag, closed file, cleared alert — but not disaster avoided

Challenge bias

good-faith questions treated as resistance

Contractual bias

union protections treated as inefficiency

Line to remember

AI can make bad management look scientific.



Hidden quotas and standards

The Average Is Not the Agreement

Averages, benchmarks, targets, and scores can become hidden quotas and shadow discipline.

Average ≠ rule

Validity

What records, period, stations, shifts, tasks?

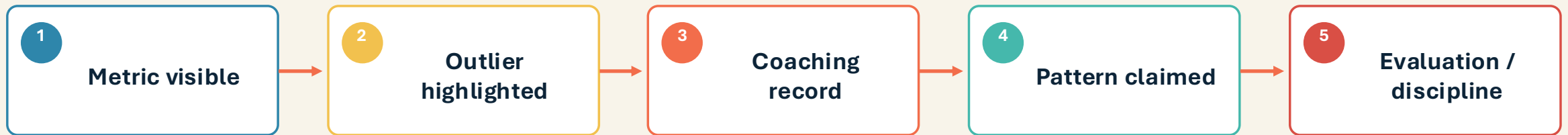
Comparability

Were cases genuinely like-for-like?

Use

Planning estimate is not proof for discipline.

Safety pressure and shadow personnel files



Ask: what changed, who controlled it, and what authority supposedly permitted it?

Union bargaining sentences

No standard by score

Scores are not negotiated quotas or proof.

No sole-basis adverse use

No discipline, denial, or disqualification solely by benchmark.

Right to slow/stop/override

Safety, judgment, passenger need, conditions, or CBA may require it.

Operational goal vs. employee rule

Management frame

On-time performance goal
shorter queues
faster return to service
planning estimate

Union frame

Rule allegedly violated
notice to employee
proof of conduct
context and comparable treatment

Reliability and RLA response

Reliability and RLA Questions for the Union

Evidence. Fairness. Contract authority. Remedy. Use restrictions.

Question groups

1

Evidence

2

Interpretation

3

Context

4

Fairness

5

Human review

6

RLA / contract

7

Remedy

Preserve both RLA paths when appropriate

Management frame

Major-dispute position
new rate, rule, or working condition
Section 6 / status quo

Union frame

Minor-dispute path
claimed contractual authority
grievance / system board

Information and remedy demands

System Records

Contract · Manuals · Data Dictionary · Thresholds

Event Records

Full Video · Logs · Task History · Context

Pattern Records

Similar Alerts · Reversals · Outcomes

Remedy

Remove Every Copy · Restore Pay · Suspend Use

Time-based response plan

24 hours

Preserve native data, interview member, confirm vendor retention, identify immediate harm

First several days

Map system, vendor, stations, classifications, outputs, uses, and claimed authority

Calendar deadlines

Preserve grievance/system-board steps and escalate potential Section 6/status-quo issue

First week / investigation

Seek pattern data by station, shift, classification, supervisor, equipment, and outcomes

Witness questions: show us the work

- Did the witness observe the event or only review a dashboard?
- Who can explain the vendor rule?
- Can the witness reproduce the score?
- What contrary evidence was reviewed?
- What carrier rule was allegedly violated?
- If disproven, which systems will be corrected?

Exercise: Red Flag or Reliable?

Instructions

7 minutes

Identify raw data, conclusion, missing context/bias, and immediate union response.

Do not do

Do not try to give a final legal opinion. Apply the framework.

Report back

One person.
One minute.
Weakest link.
First demand.

Scenario menu

1 Fleet hard-braking	2 Mechanic repair-time	3 Passenger-service score
4 Maintenance Control override	5 Stores delivery metric	6 Load-planning centralization
7 Automated training	8 Security alert	9 Clerical workflow

Tell us the weakest link in the carrier’s conclusion.

Report back: keep it concrete

1

Scenario

2

Raw data

3

**System
conclusion**

4

**Missing
context**

5

**First union
demand**

One minute per table. No speeches. Find the pressure point.

What Hour 3 proved

The existence of data is not the end of the carrier's proof.



Five lines to remember

1 The raw data may be real, and the interpretation may still be wrong.

2 AI sees data. It does not always see airline work.

3 The average is not the agreement.

4 The dashboard is not the agreement.

5 A system-generated conclusion begins the union investigation.

Transition to Hour 4

Next hour

Legal framework and bargaining obligations under the Railway Labor Act.

First recognize the system. Then test reliability. Then determine what the carrier is legally and contractually permitted to do with it.

Hour 4: The RLA Legal Toolbox for AI at Work

Rates of pay · rules · working conditions
Major disputes · minor disputes ·
preservation

Hour 4 operating rule

Define the change · demand the authority · preserve both
paths · protect the evidence



From AI evidence to RLA strategy



The question now: what do we do when the carrier says it is implementing anyway?

This is not NLRA shorthand

Do not paste airline examples onto an NLRA lecture.

Union translation

Under the RLA, begin with rates of pay, rules, working conditions, the agreement, established practice, claimed authority, and major/minor disputes.

Major vs. minor: the first fork

Major Dispute

New Or Changed Rate, Rule, Or Working
Condition
Section 6 Process
Status Quo Generally Preserved

Minor Dispute

Interpretation/Application Of Existing Agreement
Carrier Claims Arguable Authority
Grievance + Airline System Board

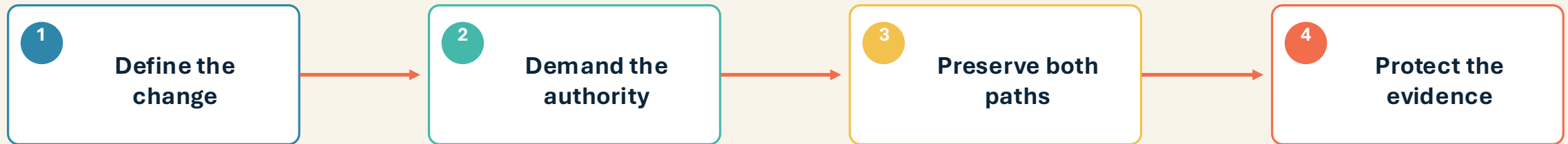
Preserve both paths when facts are incomplete

Preservation is not inconsistency. It is disciplined representation.

Union translation

The carrier controls the technology, vendor, documents, and implementation plan. Do not force a final classification before disclosure.

The Hour 4 operating rule



This is the sentence that governs the hour.

What changed?

The first question: what actually changed?

Separate the vendor label from the labor-relations reality.

The five-layer change test



If the system touches any layer, the union needs the claimed authority.

Write the change statement in one sentence

Assignment

“Replaced Seniority/Rotation With Undisclosed Algorithm”

Discipline

“Uses Vendor Camera Classifications As Coaching Records”

Training

“Creates Automated Qualification Recommendation”

Work Transfer

“Uses Predictive Outputs To Reduce Staffing/Transfer Work”

Rates, rules, and working conditions

The RLA core: rates, rules, working conditions

Technology can create a new rule without changing the printed CBA.

Rates of pay: not only the printed rate

Overtime Distribution

Premium Assignments

Callouts

Shift Differentials

Timekeeping Corrections

Qualification-linked Pay

Centralized Premium Work

Staffing Reductions

Ask whether the technology changes the opportunity to earn pay.

Rules: metrics can become standards

Camera Threshold

What Counts As Unsafe

Transaction Benchmark

What Counts As Efficient

Script Compliance

What Counts As Compliant

Training Model

What Counts As Qualified

Location System

Where An Employee “Should” Be

Coaching Threshold

When An Event Becomes A Pattern

Working conditions and job security

Monitoring

Biometrics

Gps

Task Timing

Assignments

Scheduling

Training

Work Location

Centralization

Subcontracting

Classification Erosion

Professional Judgment

Job security and bargaining-unit work are central, not collateral.

Build the contract matrix

Function

Consequence

**Agreement /
practice**

Carrier theory

Union paths

Evidence

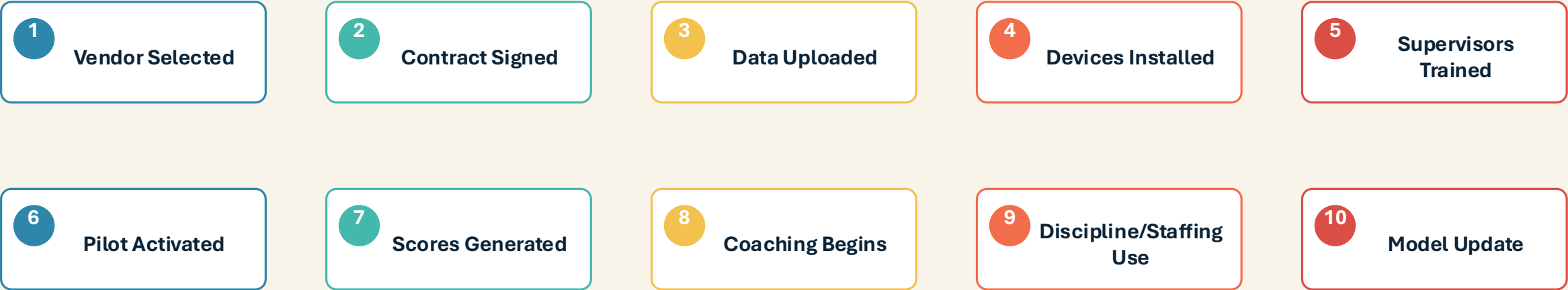
Force the carrier's label into contract analysis.

Notice

Notice: the union cannot protect a hidden status quo

Demand advance notice before the carrier creates a fait accompli.

Notice must follow the technology lifecycle



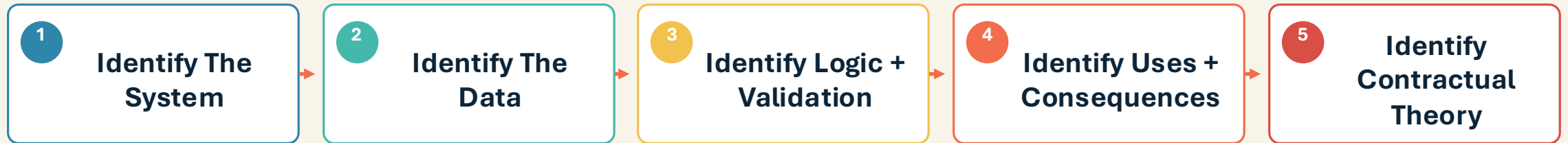
Pilots need ground rules

- ✓ No Discipline Or Negative Coaching
- ✓ No Qualification, Assignment, Or Overtime Consequences
- ✓ Limited Access And Short Retention
- ✓ Member Challenge And Correction Rights
- ✓ No Personnel Records Or Hidden Quotas
- ✓ No Staffing, Centralization, Or Work-transfer Use
- ✓ Union Access To Results And Errors
- ✓ Delete Identifiable Pilot Data Absent Agreement

Information strategy under the RLA

Ground the request in Section 6, the agreement, grievances, System Board preparation, safety, qualifications, and work preservation.

The five-part information request



This turns “provide all AI documents” into a useful RLA request.

Preserve evidence and handle vendor objections

Preserve

Native Files + Metadata
Full Video/Audio Window
System Version + Thresholds
Audit Logs + Access History
Derivative Scores + Downstream Records

Carrier Objection

Proprietary/Vendor-owned
Confidential/Security
Premature/No Discipline
Demo Instead Of Documents
Not In Possession

Major disputes and status quo

A major dispute is not “we dislike the technology.” It is a claimed change in rates, rules, or working conditions outside the agreement.

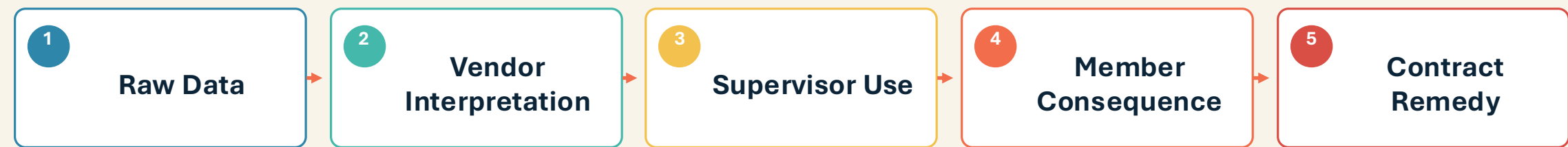
Major-dispute checklist

- ✓ What Specific Rate/Rule/Condition Existed Before?
- ✓ What Agreement Language And Practice Govern?
- ✓ Arguable Or Frivolous?
- ✓ What Status Quo Must Be Preserved?
- ✓ What Grievance Deadlines Also Run?
- ✓ What New Condition Is Imposed?
- ✓ What Contractual Theory Does Carrier Assert?
- ✓ Implementation Date?
- ✓ What Information And Declarations Are Needed?

Minor disputes and the System Board

Minor means the route is grievance and System Board — not that the member's case is small.

System Board proof chain



A screenshot of a red alert is not the event.

Decision, effects, and classification strategy

Do Not Concede

Not Automatic NLRA Effects Bargaining
Not “Minor” Because Grievance Filed
Not “Advisory” If Consequences Follow

Use Three Lanes

Major-change Challenge
Protective Grievances
Safeguards Without Waiver

Management-rights and arguable authority

A light burden is not no burden. Demand the exact provision, practice, and historical use.

No black-box discipline

An alert can trigger investigation. It cannot replace investigation.

Union translation

Most discipline cases go through the agreement and System Board, but broader major-dispute positions may also need preservation.

Forum, remedy, and first-24-hours triage

- ✓ Major Dispute / Section 6 / Status Quo
- ✓ Minor Dispute / Grievance / System Board
- ✓ Possible Section 2 Interference Or Retaliation Issue
- ✓ Negotiated Protocol Or Side Letter
- ✓ Send Preservation Notice
- ✓ Request Implementation Date + Authority
- ✓ Identify Affected Work And Classifications
- ✓ File Protective Grievances If Needed
- ✓ Demand No Adverse Use Pending Review

Exercise: Airline AI Deployment Triage

Scenario

AeroPulse pilot combines clock-in, access, baggage scans, turn milestones, telematics/video, passenger ratings, maintenance data, training scores, inventory, load planning, security, and workflow records.

7-minute task

Identify the change, affected provisions, strongest/weakest carrier arguments, major/minor path, and first five information/preservation demands.

Report back

One person. One minute. State the RLA action plan — not a speech.

Takeaways and transition to Hour 5

Define the change. Demand the authority. Preserve both paths. Protect the evidence.

Remember

The dashboard is not the agreement.
A vendor score is not a negotiated rule.
A pilot can create a working condition.
Minor does not mean lawful.

Next hour

Information Requests and Carrier Disclosure — how to force the carrier to produce the system, data, uses, authority, and evidence.

Information Requests and Carrier Disclosure

**Get the receipts, not the sales pitch.
No secret workplace rule.**

RLA-grounded disclosure

Section 6 · Agreement · Grievance · System Board · Safety · Work preservation



Get the receipts, not the sales pitch

Get the receipts, not the sales pitch.

RLA disclosure must be grounded

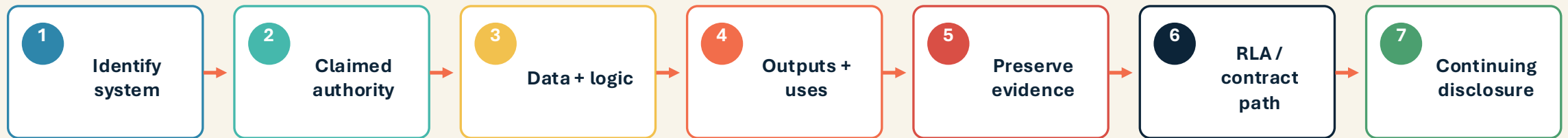
Do Not Overstate

Not An NLRA Disclosure Seminar
Not Generic “All AI Documents”
Not Curiosity Or Tech Tourism

Do Ground Requests

Section 6 / Status Quo
Agreement Administration
Grievance / System Board
Safety + Represented Work

The request sequence



The union flashlight

The Union Flashlight

Trace the system, record, inference, decision, and responsible person.

Turn the carrier's sentence into questions

✓ Which Timestamp? Which Device?

✓ What Time Zone?

✓ Was The Reader Or App Functioning?

✓ Was The Geofence Correct?

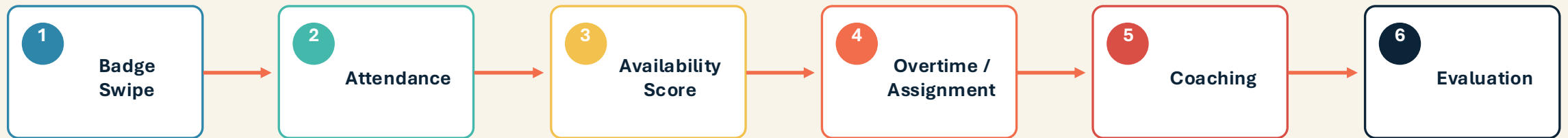
✓ Was The Member Reassigned?

✓ Was The Record Corrected Elsewhere?

✓ What Agreement Rule Applies?

✓ What Authority Is Claimed?

The member experiences the combined system



Responsibility cannot disappear into departments

VENDOR

IT

OPERATIONS

**WHO IS
ACCOUNTABLE?**

SAFETY

LABOR RELATIONS

LOCAL SUPERVISOR

Before, during, and after

Before, During, and After

The request must follow the technology's life cycle.

Before implementation

✓ Vendor Demos And Rfps

✓ Planned Integrations

✓ Labor-cost Assumptions

✓ Claimed Authority

✓ Business Case + Budget

✓ Affected Stations/Classifications

✓ Implementation Dates

✓ Status-quo Position

Pilot ground rules

✓ No Discipline

✓ No Evaluation Use

✓ No Assignment Or Overtime Use

✓ Limited Access + Deletion

✓ No Negative Coaching

✓ No Qualification Use

✓ No Staffing/Work-transfer Use

✓ Union Access To Results

Case-specific preservation

✓ Native File

✓ Complete Event Window

✓ System Version

✓ Configuration

✓ Metadata

✓ All Connected Records

✓ Supervisor Access Log

✓ Edits + Exports

Airline system inventory

Start with the Airline System Inventory

Every tool, module, integration, pilot, station, classification, and use.

Functional inventory language

Do not ask only “is it AI?”
Ask what it does to represented employees and represented work.

Classification map



Vendor contracts and procurement documents

Vendor Contracts and Procurement Documents

The proposal reveals intent. The contract reveals purchased functions.

Procurement documents reveal the real objective

- ✓ RFPS + Vendor Responses
- ✓ Demonstrations + Proof Of Concept
- ✓ Evaluation Criteria
- ✓ Finance + Executive Decks
- ✓ Risk / Privacy / Legal Reviews
- ✓ Labor-impact Assumptions
- ✓ Cost / Staffing Effects
- ✓ Centralization And Vendor Work

The contract tells you what was bought

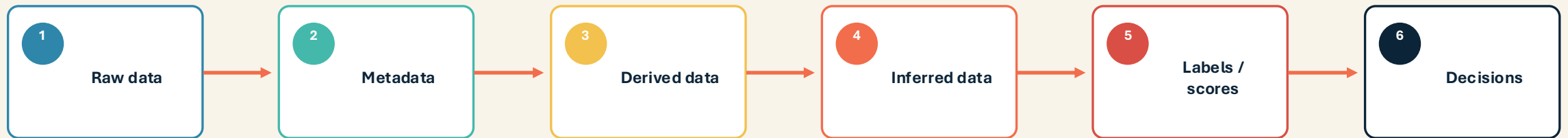
- ✓ MSA + Statement Of Work
- ✓ Data Processing + Privacy Terms
- ✓ Audit Rights + Support
- ✓ Subcontractor Terms
- ✓ Order Forms + Modules
- ✓ Service Levels + Implementation
- ✓ Accuracy Disclaimers
- ✓ Termination + Data Return

Data categories, lineage, and flow

Data Categories, Lineage, and Flow

Raw data. Metadata. Derived data. Inferences. Where it travels and remains.

Four data layers



Scoring criteria, thresholds, and comparison groups

Scoring Criteria, Thresholds, and Comparison Groups

The final score is not enough. Demand the workplace rule underneath it.

Demand the rule behind the score

✓ Factors + Variables

✓ Thresholds + Triggers

✓ Context Adjustments

✓ Sample Calculations

✓ Weights + Interactions

✓ Comparison Groups

✓ Reason Codes

✓ Confidence + Uncertainty

Dangerous metrics by classification

Passenger

Handle Time · Sentiment

Ramp

Turn Time · Idle

Mechanics

Task Closure · Repeat Write-ups

MC

Call Time · Overrides

Training

Pass Rates · Module Time

Stores

Pick/Delivery Time

Load Planning

Plans · Overrides

Security/Clerical

Alert Closure · Files Closed

Policies, manuals, training, and human review

Policies, Manuals, Training, and Human Review

A rubber stamp with a pulse is not human review.

Validation, bias, safety, error, and drift

Validation, Bias, Safety, Error, and Drift

Validated for this use, operation, classification, and version?



Validate the exact use

Not Enough

Detects Hard Braking
Predicts Maintenance Probability
Measures Transaction Time
Scores Multiple Choice

Must Prove

Misconduct / Discipline
Staffing Or Work Transfer
Evaluation / Quotas
Qualification And Safety

Discipline, Scheduling, Staffing, and Work Outcomes

Passenger

Scores · Ratings · Self-service · Staffing

Ramp

Turns · Codes · Telematics
· Contractor Use

Mechanics / MC

Task Times · Alerts ·
Overrides · Staffing

Training

Qualification · Pass Rates ·
Instructor Staffing

Stores / Logistics

Pick/Delivery · Inventory ·
Contractor Work

Load Planning

Flight Distribution ·
Centralization

Security

Alerts · False Matches ·
Post Staffing

Clerical

Workflow Rankings ·
Vendor Transfer

Predictable Carrier Objections

Rla/Nlra

Anchor To RLA Purpose

Relevance

Ask For Proof Of No Impact

Only Advisory

Show What Happens After Output

No Discipline Yet

Records And Future Use Matter

Burden/Privacy

Stage + Protect + Aggregate

Source Code

Functional Documentation First

RLA information-request formula + exercise

Instructions

7 minutes

Pick one scenario and identify the request categories.

Must include

10 categories
First preservation item
Carrier authority
RLA/grievance path

Report back

One person.
One minute.
No speeches.
Find the leverage.

Takeaways and Transition: The Carrier Playbook

Next hour

The Carrier Playbook.

How carriers sell AI as safety, efficiency, innovation, coaching, and modernization — and how the union immediately identifies the documents, assumptions, and contract questions behind the pitch.

The Carrier Playbook

**Translate the pitch into workplace power
and the RLA path.**

Day One final skill

Recognize how the carrier sells the system — then identify data, decisions, discipline, dollars, displacement, and claimed authority.



Same technology, several sales pitches

Safety

Efficiency

On-Time Performance

Innovation

Predictive Maintenance

Coaching

Visibility

Modernization

None of those words tells the union what the system actually does.

The union translates the pitch into workplace power

**Management uses the noun that sells the system.
The union uses the verbs that describe what it does.**

Data · Decision · Discipline · Dollars · Displacement · Authority

Data

What Is Collected

Decision

What Is Recommended

Discipline

What Record Or Penalty

Dollars

Pay · Overtime · Hours

Displacement

Jobs · Work · Locations

Authority

Claimed Contract Basis

Why framing matters under the RLA

Why the Frame Matters

Do not debate adjectives; demand specifics.

Unpack the four-part management frame

Accepted Objective

Safety · Reliability · Customer Service · Efficiency

High-level Product

Platform · Dashboard · Tool · Assistant · Pilot

Minimized Impact

Human Involved · No Discipline Yet · No Jobs Affected

Asserted Authority

Management Rights · Methods · Safety · Operations

Influence is enough to matter

A system does not have to sign the discipline letter to shape the discipline case.

Pitch 1: safety and security

Pitch #1: Safety and Security

Protect safety without allowing surveillance or proof by dashboard.

Safety technology can be useful — but bounded

Carrier Phrase

Protects Employees
Protects Passengers
Reduces Accidents
Improves Security

Union Demands

Full Context
Human Review
Complete Evidence
Use Limits
No Secondary Discipline

Safety data can become discipline data



Security alerts are information — not proof

Security Promise

Faster Detection
Stronger Access Control
More Consistent Response

Union Protection

False-alert Data
Verification Authority
No Discipline For Reasoned
Judgment

Pitch 2: efficiency and on-time performance

Pitch #2: Efficiency and On-Time Performance

Optimization can become speed-up, hidden benchmarks, and understaffing.

Operational delay is not automatically employee delay



Efficiency can become speed-up

Ramp

Move Faster

Mechanics

Close Sooner

Passenger Service

Move The Line

Stores

Deliver Faster

Security

Close Alerts

Training

Qualify Quicker

Demand the denominator

Carrier Counts

Transactions Per Employee
Lower Overtime
Faster Task Closure
Station Rankings

Union Adds

Abandoned Work
Repeat Defects
Injuries / Fatigue
Contractor Cost
Errors And Grievances

Pitch 3: innovation and customer experience

Pitch #3: Innovation and Customer Experience

The future remains subject to the agreement and the RLA.

Self-service can transfer work



Innovation changes jobs before it eliminates them

Review AI Output

Paid Training

Correct System Errors

Time Counted

Monitor Automation

Premium / Skill

Validate Content

Instructor Role

Handle Exceptions

Staffing Model

Claim New Work

Unit Jurisdiction

Pitch 4: predictive maintenance and reliability

Pitch #4: Predictive Maintenance and Reliability

Watch the second move: equipment data becomes employee and staffing data.

The second move

First Move

Identify Failures Earlier
Improve Parts Planning
Support Diagnosis
Reduce Downtime

Second Move

Fewer Mechanics / MC Techs
Centralized Analytics
Lower Local Inventory
Fewer Instructors
Vendor Work

Reliability is a system-wide chain



Skilled judgment must stay protected

**AI may assist skilled employees.
It may not become the excuse to eliminate skilled employees.**

Pitch 5: coaching and standardization

Pitch #5: Coaching and Standardization

Developmental language can create shadow discipline.

Named, stored coaching can become shadow discipline

? Named?

? Stored?

? Searchable?

? Acknowledged?

? Rebuttable?

? Cumulative?

? Grievable?

? Deleted?

Completion is not competence

Platform Sees

Module Completed
Test Passed
Pass Rate High
Standard Path Followed

Instructor Asks

Practical Competence?
Current Procedure?
Safe Performance?
Qualified Judgment?

Conversion trick and function creep

The Conversion Trick

Pilot → dashboard → benchmark → coaching → evaluation → discipline or displacement.

Function creep happens through sequences



What the Carrier Will Say Under the RLA

The Agreement Permits It

Demand Exact Provision + History

Only A Pilot

Ask Data, Records, Future Use

Only Advisory

Ask What Happens After Disagreement

Federally Required

Separate Requirement From Discretion

Vendor Controls It

Carrier Chose And Uses The Chain

Already Normal

Define What Is New

Union Counterplay + Airline Classification Spotting



Passenger / Customer
Scripts · Ratings · Self-service

Fleet / Ramp
Turns · Telematics · Delay

Maintenance / MC
Predictions · Task Time · Overrides

Training / Stores
Qualification · Inventory · Logistics

Load / Security
Centralization · Alerts

Clerical
Workflow · Automation · Exceptions

Workshop, Report-Out, and Day One Close

Table exercise

7 minutes

Choose one current or likely system. Map the carrier pitch, data, decision, member impact, agreement hook, RLA path, and first request.

Report-out

One minute.

System. Carrier frame. Union translation. Largest risk. Top requests. Agreement/RLA path.

Day One close

Do not bargain slogans.

Translate the pitch. Demand the machinery. Preserve both paths.

Tomorrow: contract language and core protections.