

UTU Local 161  
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Date: May 15, 2007  
To: Gerry Topping, Theresa Segal, Jeremy Butzlaff, Mollie Jones  
From: Paul Schneider, UTU Local 161 Chairman  
CC: Brian Donald, Kiki Garrison, Dick Peterson  
Re: Article 12.11

We have made several attempts in ascertaining the status as to the implementation of Article 12.11. To this day, the Company has not created any gratuity language to be used by GLS agents when booking charters. Five months have past since ratification. We field questions on a near daily basis regarding this issue. The frustration mounts.

This Article was a key selling point in our mutually agreed upon contract. At the negotiating table, we made great strides toward improving conditions for drivers by becoming competitive in wages and benefits. Article 12.11 is an important part of the anticipated wage package and played a critical part in achieving ratification.

During the latest Union/Management meeting, we offered potential language that closely resembled gratuity language in the Holland America brochures. We have frequently inquired as to the status of the Company's efforts in this regard.

In discussions with Mollie Jones, she indicated that Gray Line's computer system will not allow a gratuity charge to be programmed in. She further indicated she would enlist the assistance of Loren Tillman in Accounting. We have heard nothing.

In correspondence with Theresa Segal, she stressed that Article 12.11 of the CBA included the word "may" when describing the implementation of gratuity language for charter drivers. It is hard to ignore the implication that the Company wants to overlook this section of our CBA based on the word "may." That would be most unfortunate for all involved.

Some improvements have occurred in recent months; most notably, improved communication and signs toward increased training and education. We do not wish to malign efforts to make things better, however, the reluctance, or simply the delay to implement gratuity language appears negative, if not intentional. We cannot afford any setbacks with regard to the positive steps that are being made. We need to make this happen as soon as possible.

The busy season is upon us. This is the time that Article 12.11 would/could have the most importance for drivers. Lack thereof would have a severe effect on morale. Our drivers see competing companies offering generous gratuities to their drivers, yet, for some reason, Gray Line managers are hesitant or unable to figure out a way to do the same for their employees.

We really need to move forward on this expeditiously.