



A Newsletter to Connect CWA Passenger Service Professionals

This is our CWA Agents Connected newsletter. CWA represents more than 20,000 agents at American, Piedmont, and Envoy. In this newsletter we cover stories of interest to agents at all three airlines. If you'd like to suggest a story or share a picture of you and your coworkers taking action to build our union, email us at info@cwaagents.org.

January 2019

Envoy Round Up

By James McKnight, Miami, FL; Envoy Agent and
Member of the CWA Bargaining team



We feel the momentum is really on our side right now at Envoy, and we're looking forward to fresh bargaining in January to make sure that we put an end to poverty wages for all our agents. We made some progress on each proposal back in November, but we've been bargaining now for over two-and-a-half years, and it's time to reach a fair agreement.

In early December we held a protest at my home base of Miami International Airport to bring attention to the fact that at least half of our Envoy agents are regularly working double shifts and still can't make ends meet. We have agents selling their own blood and relying on

public assistance. We've started an underground food bank that we all contribute to in order to make sure that our coworkers don't go hungry when times are tight.

Elected officials have stepped up to support us recently, especially around our action in December. Newly elected member of Congress Donna Shalala is on our side, helping us pressure American's CEO Doug Parker to do the right thing. She got it right when she said, "We ought to treat employees decently. [American Airlines] made billions last year, and they got a big tax cut from the president, and that ought to be passed down to workers." **Read more:**

www.cwaagents.org/news/envoy-news-roundup



Dates to Remember

Envoy Bargaining: January 22-24

Piedmont Workers Have a Contract: Member Mobilization Was Key to Victory

**By Bruce Diep, Orange County, CA; Local 7040
Piedmont Agent and Member of the CWA
Bargaining Team**

Piedmont passenger service agents ratified a new contract last November. The road to an agreement wasn't easy, but we can be proud of the solidarity we built among agents throughout the process. I'd like to share some of our lessons learned along the way.



By early 2018, our original Piedmont bargaining team had been negotiating with the company for more than a year. Our members voted against the first tentative agreement in March 2018, and that

sent the company and the bargaining team back into talks with a federal mediator.

Last month, we ratified a new five-year contract that covers 6,000 agents in 28 states. The contract includes significant improvements in wages and benefits, all of which we earned by keeping consistent pressure on the company and through our members' willingness to fight one day longer.

What we discovered is that member mobilization is essential to winning improvements at work. Thousands of members took action in support of our bargaining team. We increased pressure on the company through the spring, summer, and early fall, letting management know that Piedmont agents truly cared about ending poverty wages at American Airlines.

We wore CWA pins and signed "I'm All In" cards. We took solidarity selfies and flooded American Airlines Vice President Eric Morgan's email box. We made our case at a major event with Senator Bernie Sanders and in Labor Day parades in Philadelphia and Charlotte. We lobbied members of Congress, and they came through with support and even more pressure on American Airlines executives. We even traveled to the American Airlines shareholders' meeting to make our voices heard.

Read more:

www.cwaagents.org/news/member-mobilization-was-key-piedmont-workers-new-contract

Assault Protections Are Now Law

By Chris Kress, American Airlines, DFW

On October 3, 2018, the Senate overwhelmingly passed a Federal Aviation Administration (FAA) Reauthorization bill that included critical protections from assault for passenger service agents. The bill also included a long-needed increase in the minimum rest period for flight attendants.

As CWA passenger service agents, we've fought together for more than a decade to strengthen protections against passenger assaults. We told our personal stories to members of Congress and officials at the Department of Transportation, FAA, and Transportation Security Administration, and those stories helped to define the provisions included in the final legislation.

Read more: www.cwaagents.org/news/assault-protections-are-now-law

Piedmont Stewards Meet in Charlotte on New Contract

By Donielle Prophete, Charlotte, NC
Local 3645 Vice President

On January 4-7 CWA Local 3645 hosted over 50 shop stewards from 22 stations in District 3 at its third annual Steward Leadership Conference in Charlotte, NC. Special sessions were added to steward training this year to help them clearly understand the details of the new Piedmont contract so that they will be able to answer any and all questions that arise from the workers they serve back home. The training consisted of hands-on activities and conversations about a variety of topics, including how to file a grievance, how to conduct a step-one hearing, how to develop good relationships with management, how to prepare for the system board of adjustment, and even basics about the CWA constitution and the role of the union.

Our local decided to start our own steward leadership training because we realized that stewards are often trained in the theory of being a steward, but not the practical side. At the January conference, members from the bargaining team that negotiated the new contract helped stewards interpret issues that were confusing. Marge Krueger, bargaining chair; Vonda Hardy, CWA staff representative; Anthony Barden, President of CWA Local 3645, and I were on hand to answer questions.

All the agents who came to the meeting were highly engaged in the process. Bob James, IV, a ramp agent from Huntsville with more than 12 years of experience said, "I most definitely got clarity on the new contract. The fact that Marge Krueger and the other members of the bargaining team were there and willing to be open and honest about all our questions was really beneficial."

Read more: www.cwaagents.org/news/piedmont-stewards-meet-deep-dive-new-contract

Report Blasts Envoy for Hazardous Conditions for Agents

A new report based on a survey of 800 Envoy passenger service agents nationwide, company injury logs, and OSHA inspections has found that the American Airlines subsidiary subjects agents to significant safety hazards on the job, including unreasonable time pressures, high turnover, chronic low wages, understaffing, long hours, and a toxic management culture.

As all Envoy agents know well, they are regularly forced to cut corners to maintain an on-time schedule and risk injury to do so. CWA conducted the worker survey, which is gaining national attention and bringing the dangers and poverty wages Envoy agents face into the light. The report comes at a time when American Airlines is seeing enormous profits and anticipates \$1 billion in new revenue in 2019.



The Latest from the Locals

CWA Local 6001

By Gina Lenahan, Admirals Club Representative and Union Steward



Members from CWA Local 6001 in Euless, TX, turned out in support of United Airlines flight attendants on their Day of Solidarity in Houston earlier this month. I was happy to represent our local to show the United flight attendants that their union brothers and sisters on the passenger service team are standing with them.

It was an amazing show of solidarity at IAH. It doesn't matter what job we do, we must ALL come together for the workers' fight. If we don't all stick together in this country as workers, regardless of the industry, we will lose everything unions fought for over the years.

CWA Local 3640

By President Vickey Hoots



We spent the day on December 13th in the American Airlines Call Center spreading some Holiday Cheer to our amazing members! It had been a really tough week because Winston Salem, NC, was hit that week with about 15 inches of snow! Wow! The blizzard was unusual and extreme for our area.

Our Executive Board served cookies, candy canes, coffee, and hot cocoa to our chilly, hard-working members. We listened to Christmas music and had a lovely visit. What a wonderful way to share with our members. Wishing everyone in the CWA agents family Happy Holidays!

CWA Local 13301

By President Gwen Ivey



One of the most promising things happening at Local 13301 right now is the growth of our new CWA Next Generation program for young leaders. In November, Next Gen District 2-13 Lead Activist Justin Tapia met with a couple of our committee members who are also American Airlines agents—Angela Cooke and Lakieifa Randall. The Next Gen program is designed to recruit, train, and deploy young workers to strengthen the union. Angela and Lakieifa believe that CWA Next Gen will spur more airline agents to get involved in the union. We're excited to watch the program grow!

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