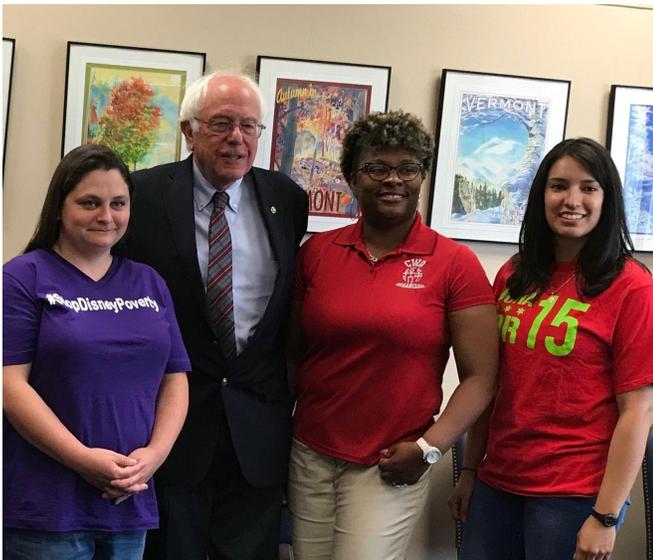




A Newsletter to Connect CWA Passenger Service Professionals

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.

September 2018



Piedmont Bargaining and Mobilization Take Off

By Heather Hudson, CLT

Our CWA Piedmont Bargaining Team met with the company and a mediator in July and August, with a third meeting scheduled for September 11-13. Full updates on bargaining are available on our website at: www.piedmontagent.org

CWA President Chris Shelton said that the union is redoubling its efforts right now to pressure the company to give workers what they deserve. The contract language changes are done, and the team is now working on securing fair wages.

Town Hall Recap: United We Bargain. Divided We

By Heather Hudson, CLT

Our mobilization has been heating up as never before this summer. Facebook is full of "solidarity selfies" of members wearing pins and holding up their "I'm All In" cards. We've focused all stations on pressing American Airlines relentlessly for fair wages for all Piedmont employees, and we're getting great participation! To talk about how we're moving forward, we held a Town Hall meeting by phone on August 16. At the meeting, we heard from CWA President Chris Shelton and members of our bargaining team. I was really happy to be able to report on the event I attended with other workers who are trying to survive on poverty wages. The meeting was sponsored by Sen. Bernie Sanders to highlight big corporations that make billions in profits without giving any of that money back to the workers who actually create those profits.

On our Piedmont Town Hall Call, we also took a lot of great questions from agents across the country by phone and email. Coming out of the Town Hall, our call to action was to send an email to Eric Morgan, American Airlines Senior VP of Ground Handling, to tell him Piedmont must give us our retro pay as part of a new contract. It's not too late to send your message to Eric Morgan today!

Read More:

<https://www.cwaagents.org/news/piedmont-mobilization-taking>

Dates to Remember

Envoy Bargaining: November 5-6

Piedmont Bargaining: September 11-13

We're a Family at Local 3140

By Sheila de Leon and Nikki Mateus, MIA

After a lot of changes and difficult times in San Juan and Miami over the past few years, our CWA Local 3140 leadership decided it was finally time to celebrate our first fully elected executive board and membership. We held the first annual Employee Appreciation Family Picnic on June 24 at a local park and had a wonderful turnout of around 300 members and their families. We had great food, lots of games, and music. We wanted to create a warm feeling of community for everyone, and we succeeded. We felt a tremendous amount of pride that day—pride for our members, families, vendors who participated, and most importantly—we felt inspired as we celebrated in the name of UNITY.

Alongside the importance of unity and family, we're making respect and kindness our priorities at Local 3140. With the strong support and participation of our President Georgina Felix and the whole Executive Board, our local launched a new kind of training along these lines in San Juan, PR, a few weeks ago, which turned out to be a huge success. First, we tested out our ideas with some of the management team in Miami, and they gave us the green light to bring together 15 Customer Service Coordinators for training in San Juan. **Read More:** <https://www.cwaagents.org/news/family-teamwork-and-unity-local-3140>



Envoy Workers Speak Out And Speak Truth

By Takisha Gower, DFW

Our CWA-Envoy Bargaining Committee met in May, June, July, August, and September, with intense discussions about wages, benefits, vacations, overtime, and other critical issues. The team reached agreements on many issues, and at this point our fight is really all about livable wages. Our committee provided a special update via Facebook in July. Please follow our Envoy Facebook page for the very latest news available.



Here are a few more highlights from our summer of action:

In June, I confronted American Airlines shareholders at their annual meeting in New York City. While business is booming to the tune of \$2 billion in profits last year, and just after the company received a huge tax cut, we've still got more than 9,000 passenger service agents at American Airlines-owned Envoy and Piedmont who struggle every single day to survive on poverty wages. I told shareholders that I was there on behalf of my 9,000 coworkers at Envoy and Piedmont who are seeking fair pay for our work, and fair union contracts. At DFW in July, American Airlines Reservations agents from Local 6001 came out in support of all my Envoy friends who were handbilling across the airport at many locations. My good friend Chris Kress of Local 6001 and I organized the event, which was the one of several big mobilization efforts happening at DFW.

How Our Union Saves Jobs

Our Envoy bargaining team met with the company's bargaining committee in late January and mid-March, reaching agreements on several issues, including Sick Leave and Uniforms. Bargaining resumes May 29-31. Team members appreciate the solidarity and support of members over the difficult two years of bargaining so far. We're united and prepared to fight for the contract we deserve.

At Piedmont members did not ratify the Tentative Agreement with the company in March, so a new round of bargaining training is set with a mediator from the National Mediation Board in June. New mediation sessions are planned for the summer, with the first to be held July 9-13, in Florida. In preparation for those sessions, members filled out surveys about their concerns regarding the TA to guide the bargaining team. The team is eager to get back to negotiating the best possible contract for all agents.

We're All In!

By Grace Grant, IAD

Piedmont agents from across the country, including activists from Detroit, Philadelphia, and Washington, DC, met in Charlotte in July to plan a major mobilization push starting in August. We learned a range of new ways to build solidarity and worker power and have been putting those lessons into practice in the past few weeks.

The mobilization and show of strength by our Piedmont brothers and sisters has been amazing, and we'll continue until we have locked in a fair contract and fair wages. We're wearing our pins and showing off our "I'm All In" cards in record numbers at stations across the country. Check out our Facebook albums and share them!



Early Labor Day Celebrations In Winston-Salem

By Vickey Hoots, CWA Local 3640

On August 29, 2018, CWA Local 3640 hosted an early Labor Day celebration in the American Airlines Reservations Office in Winston-Salem, NC. Our Executive Board served sandwiches, chips, and bottled water to our members and had tables set up showing everyone "What Has The Union Done For Me." We also shared ways for members to get more involved in our activities. We proudly served over 400 Members!

Check out our photos online here:

www.cwaagents.org/news/early-labor-day-celebrations-winston-salem and on Facebook!



While you're on Facebook, make sure you check out the amazing photos from the Labor Day parade and celebrations our Piedmont agents joined this week in Charlotte (below).



Getting Congress on Our Side

We've been working all summer to tell our stories to elected officials who can bring their power to bear on American Airlines executives to make sure that Envoy and Piedmont bargaining reaches a fair conclusion and we get the liveable wages we need to support our families. Here are a few highlights:

Assault Protections Awaiting Senate Action

We're incredibly proud of passenger service agents across the country who gathered signatures on petitions, met with members of Congress in their districts and in Washington, and talked one-on-one with other officials. All of this hard work led to the U.S. House of Representatives passing the FAA Reauthorization with language that protects agents from assault on the job. Read more here: www.cwaagents.org/news/assault-protection-passenger-service-agents-passes-house. And write your Senators here: www.actionnetwork.org/letters/tell-your-senators-its-time-to-protect-passenger-service-agents-from-assault

Storming the Senate

In May passenger service agents from Envoy Air and Piedmont Airlines led a full-court press on the U.S. Capitol. Agents went to the Hill to ask Senators to urge American Airlines CEO Doug Parker to put an end to poverty wages at American's regional carriers. Agents spent most of the day educating Senators and their aides on the lack of fair pay and benefits for the majority of Piedmont and Envoy workers and the lack of progress on these issues in bargaining.

Tameka Norman, a Piedmont agent from Philadelphia, and Brian Zeh, an Envoy agent from Rochester, joined forces to meet with Senate staffers from northeastern states, including Pennsylvania, New York, Massachusetts, and Vermont. Senate staff were surprised by the challenges agents face on a daily basis, including extremely low pay that doesn't cover basic expenses and physically demanding work. Read more: www.cwaagents.org/news/agents-take-their-message-capitol-hill



Members of Congress Support Agents

Also in May, U.S. Representatives Ro Khanna (D-CA) (left) and Darren Soto (D-FL) spoke out powerfully on the floor of the House in support of Envoy and Piedmont passenger service professionals and our right to a living wage. Read more: www.cwaagents.org/news/members-congress-stand-envoy-and-piedmont-workers

Congress Members Urge AA to Raise Wages

In June, more members of Congress joined a growing chorus of our allies urging American Airlines to raise the wages of Envoy and Piedmont workers. Representative Jan Schakowsky (D-ILL) and 30 other members of Congress called on American Airlines CEO Doug Parker to invest in his dedicated workforce. Instead of investing tax windfalls in employees, American has authorized a \$2 billion stock buyback at a moment when almost 10,000 workers at Envoy and Piedmont are in contract negotiations over poverty-level wages. In their letter to CEO Parker, the members of Congress called on Parker to commit to a real living wage for passenger service agents. Read more: www.cwaagents.org/news/members-congress-urge-american-airlines-raise-wages

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