

DELTA FAMILY

OPPORTUNITY. UNITY. RESPECT.



Special Election Issue

deltaafa.org

September 2010

Welcome Aboard!

We're On a Flight to Representation



Delta AFA activists throughout the Delta system are ready to take your questions and tell you about our representation vote. Ozzie Perez and Linda Madson were on duty recently at LAX, left. Shown at ATL, at right, are, from left: Jill Carina Kruppa, Paula Wilson, Rebecca Fleming and Ann Halladay Mehrer.

Voting Begins September 29th; Our Chance for a Legally Binding Contract

In every airport and on every flight served by Delta Air Lines, flight attendants are talking about joining together in an association to gain representation and a seat at the table to bargain a legally binding contract. You can sense it on trips and phone and email exchanges – the excitement is palpable. We have a vote!

The National Mediation Board will send voting instructions for our representation election at Delta Air Lines on Sept. 29th. The

“polls” will open on Sept. 29 at 12:01 a.m. ET and close on Nov. 3 at 2 p.m. ET, when the vote count begins at NMB headquarters in Washington, D.C.!

So, it comes down to this: We must make sure our supporters understand how to vote, and vote! If you do not receive the voting instructions in the mail, including the PIN and VIN numbers you will need to register your vote, you must request a duplicate information package.

The telephone and Internet voting systems operate 24 hours a day, seven days a week. If you do not receive your VIN and PIN by October 6, you may contact the NMB to request a duplicate VIN/PIN. Your request must be in writing and signed. The request must be in an individual envelope. No group requests are accepted. Requests by telephone or facsimile are not accepted. Mail the request to:

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Vote YES! Our Chance to Make History

Dear Kim,

It seems as though Delta executives are determined to divide us – especially along pre-merger Northwest and pre-merger Delta lines. My question is: How can we prevent this from happening? How do we dispute the lies?

I'm a PMNW flight attendant incensed by the glossy mailings that Delta sent us about voting no. So many lies...just like the ridiculous flight attendant conference-call-slash-train-wrecks! Sheer deceit and blabber.

I will be voting yes, as will most of my NWA colleagues, and I sincerely hope that a majority of the PMDL people will sit up, take notice, and stop being afraid to voice their concerns, ask some hard questions and display their union support with pins and bag tags. We cannot allow Delta to keep us fearful! We need to join together in solidarity.

Thank you for listening,
Frustrated in MSP

Dear Frustrated:

I, too, got the glossy fliers and was stunned. I felt like I had been punched in the gut. These pieces cost a ton! I know how to vote; you know how to vote. We didn't need a flashy waste of Delta shareholders' money to tell us how to vote. Do they think we're stupid? Or do they just not respect our intelligence? I think it's the latter, and here's why:

They realize we are smart enough to believe we need a contract. But rather than respect our right to speak out together and protect our own economic inter-

ests, they're paying the high-priced law firm Ford & Harrison a small fortune to silence us. Our company is using OUR money to tell us how to vote.

This kind of disrespect tends to anger Dear Kim. I hate being angry. It's so un-Kim-like! This disrespect is one reason we need a voice.

Another reason is structure. If you think management is gonna listen to one person, alone ... well, good luck. With the structure of a union on the property, the company MUST be accountable. How many of us have been writing reports about the new service, lack of supplies, improper catering, etc., and having it go nowhere? The company is required to answer to a union; it is not required to answer to me, Dear Kim.

AFA's structure and contract both command respect. We can each contribute with contract survey input, service reports, and other ideas that go straight from our smart minds to our elected union officers and right to the negotiating table.

In the meantime, the company is working very hard to divide us, Frustrated. You're exactly right. That's just what Ford & Harrison is on retainer to do. We can't allow this. We must be strong, determined and we absolutely must talk to one another in the lounges and on trips. Let your colleagues know how important it is for us to stand up for ourselves, for our career and our profession.

This election is the most im-

portant decision of our lives! I don't want to be angry or flippant (both cause wrinkles). We all deserve the best. We will achieve the best together, with a voice—with a union.

Before I let you go I have to mention one more thing: Wear.

Your. Pin! Some don't want to do it. Why not? It is our right, our privilege, our responsibility. It's been a hard-fought battle over the years, to establish this right, to show our pride. Say YES to the pin, people!

Don't tell me your sob stories of why you don't want to wear it. It looks great and it shows that you really do care. I love my career and I want it to continue for another 25 years (when I will still look fabulous in my red dress) enhanced by this designer accessory!

We can make history here. Make sure you vote YES FOR AFA! Kim will respect you (and you all know how much you desire The Kim's respect). Then, call 1-888-DAL-AFA1 or go to our fancy new web site, deltaafa.org, and let the world know you weren't swayed by Ford & Harrison's threats and pretty stock photos straight off the rack. As if!

Dear Kim is talking and listening and flying off into the sunset (or sunrise ... never know where I am nor what time it is). If you see me out there, do say HI. Next time we meet, Frustrated, I hope I can call you Respected instead!

*Dear Kim over and out ... I shall miss you.**

The company is required to answer to a union; it is not required to answer to me, Dear Kim.

Welcome Aboard!, from page 1

**NMB, Office of Legal Affairs
1301 K Street, NW,
Suite 250 East
Washington, DC 20005.**

*No requests will be accepted
after October 27.*

Confronting Delta Executives

Even as the excitement rises among flight attendants, the anxiety is palpable among Delta executives, as they “drop in” for surprise meetings at flight attendant lounges, confronting Delta AFA activists distributing information.

On Sept. 2, CEO Richard Anderson and Senior Vice President for Inflight Joanne Smith held an impromptu “Town Hall” meet-

ing at JFK – which turned out to be another attack on our efforts to gain representation and another batch of false promises about how they’re looking out for us.

But the Delta AFA activists at JFK that day refused to swallow the management lines and asked some tough questions in return – especially challenging Richard on his industry-leading compensation when Delta flight attendants are near the bottom of the industry.

The surprise drop-in meeting is part of a Delta-wide effort to discredit Delta AFA with lies and innuendo. While dismissing our ability to win a contract, Delta executives are suggesting that they will not bargain in good faith. Why should Delta executives not want to sit down and talk with us? After all, WE are Delta AFA!

But the numbers don’t lie. Our pay is the lowest in the industry, and we have a long way to go to win the respect we

deserve as World Class Delta Flight Attendants. Don’t we deserve industry-leading pay and benefits?

It’s time to pose that and other questions about Delta and its unilateral policies to Richard and Joanne – and particularly to Joanne, who has taken the lead with her misleading DECISION 2010 blog and Facebook page.

Calling All Volunteers!

Want to help with the campaign? All you have to do is talk with your fellow Delta flight attendants. Tell them why it’s important that they vote for representation by Delta AFA.

We need your help in phone banks, making sure our supporters cast their votes, or in the concourses and lounges where flight attendants answer questions and pass out material.*

*Make your mark
with Delta AFA! Give us a call at
1-888-DAL-AFA1*

Our Time to Vote

September 29 – Voting instructions mailed.
Voting begins 12:01 a.m.

November 3 – Voting ends 2 p.m.
Ballots counted in Washington, D.C.



Greeting flight attendants at the Delta AFA visibility table in Los Angeles are, from left: Linda Beal, Kaki Androsuk, Maria Stoliar, Rick Smaglo and Connie Canaday.

It Takes Two to Tango

AFA Success Abounds With Cooperative Managements

Delta executives and our colleagues of “No” are quick to cite ongoing bargaining at United and US Airways as evidence that Delta AFA won’t deliver an industry-leading contract at our airline. But that assumes that Delta is going to be as uncooperative as those airlines’ managements when we sit down to negotiate. We believe Delta has too much pride in our airline to allow this to happen.

Despite a record of greed and mismanagement at United, flight attendants are determined to win a good contract – and we should all stand with them. At US Airways, flight attendants are making good progress in negotiations but are held up by a rancorous debate among the pilots over seniority, a situation now in the courts.

But where airlines have enlightened managements, AFA-represented flight attendants have found common ground, negotiating some of the best contracts in the industry.

At Alaska Airlines, for example, flight attendants were able to build on previous agreements – and an open relationship with management – to negotiate improvements in the wake of 9/11, when other airlines were demanding steep cuts from their employees. In fact, the negotiating committee actually negotiated two industry-leading contracts – the first one was rejected by the membership.

“In AFA, the flight attendants always have the final say,” said Veda Shook, the former Alaska Airlines AFA MEC president and AFA president-elect. “While some of the AFA leadership – and certainly management – were disappointed, we were bound to go back to the table, hunker down and secure even more improvements for the flight attendants.”



While Alaska Airlines management sought to institute a “performance-based pay system,” expressed as bonuses, AFA leadership insisted flight attendants also get standard pay increases, along with three separate profit-sharing enhancements. Since that agreement, the Alaska Airways MEC has negotiated an extension with more pay raises.

The key to the improved relationship between Alaska Airlines management and the AFA MEC was the establishment of regular meetings to discuss potential contract agreements. Because of this mutual cooperation, the AFA MEC and Alaska Airlines Inflight shared the airline’s Alaska Teamwork Award, highlighting their ability to work together to help employees.

Hawaiian Airlines’ flight attendants enjoy some of the highest rates of pay in the industry, as a result of AFA’s cooperative working relationship with management, which has contributed immensely to the airline’s continuing success.

“Like all airlines, Hawaiian has seen some good times and bad times,” said MEC President Sharon Soper. “But through all times, one thing that has brought continued

success to the airline is the relationship of mutual respect between management and AFA.”

The key to this success has been the willingness of airline management to sit down with the Hawaiian MEC to work out solutions to meet the needs of both parties. For example, the airline recently was able to make a multi-million-dollar fleet purchase after coming to terms with flight attendants who will benefit as a result of working on these planes.

Hawaiian Airlines and the flight attendants also recently agreed to a profit-sharing agreement that will ensure that the employees will get part of the wealth when the company is successful. This agreement also included a provision ensuring that flight attendants participate in the management bonus program, so they also benefit from the airline’s profitable performance.

As a result of these ongoing conversations, the flight attendants were willing to help when management came to them in 2008, seeking relief for a logjam of air traffic after two other airlines

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servicing Hawaii shut down within days of each other. Again, when an earthquake rocked Hawaii, AFA and management sat down immediately to keep the operation running while essential services were restored.

Flight attendant labor relations at American Eagle was hampered for years by the ebb and flow of mergers, consolidations and acquisitions, as well as the heavy thumb of mainline American Airlines. But a few years ago, the MEC and American Eagle management committed to restructure and improve their relationship. As a result, the once combative interaction has become a true partnership, to the benefit of the airline and the flight attendants.

With support from the MEC,

American Eagle management contracted with a professional mediator/coach to facilitate special union-management meetings. Management committed to pay MEC and LEC officers flight pay to attend the scheduled meetings, and representatives hammered out a manual for interpreting the contract, resolving many grievances and serving as a guide in contract administration.

“This improved relationship is benefiting current contract negotiations, where the atmosphere at the table is cordial and cooperative,” said MEC President Robert Barrow. “Now it’s more an exercise in problem-solving, exploring options and collaboration, instead of the

stonewalling, combativeness and posturing that we saw before.”

The negotiations have already yielded a precedent-setting Aviation Safety Action Program (ASAP), an AFA program that allows flight attendants to self-disclose violations without fear of discipline. The company agreed to pay for AFA involvement and pick up hotel costs for flight attendants involved.

American Eagle is a prime example of how AFA’s merger policy has served to smooth transitions, integrate seniority fairly and fuse discordant work rules and pay provisions. Delta AFA can serve the same role at the new Delta Air Lines, negotiating an industry-leading contract.*



OURtube

Don’t let Delta overwhelm you with its onslaught of propaganda (glossy mailers, big signs and displays in

lounges, a smarmy video and surprise appearances by Richard and Joanne for pep rallies). They’re determined to plant seeds of doubt and fear about Delta AFA, and to divide us along pre-merger and cultural lines.

But we have information and talking points to refute all of the arguments by our executives on our new Delta AFA campaign website, at www.deltaafa.org. Check out the tools and the new blog, which takes on the Delta slant with straight talk. And you’ll also have a chance to speak up: Why are YOU voting for AFA?

The website also features powerful videos where Delta flight attendants talk about opportunity, unity and respect – about what we can all achieve together, working through Delta AFA. That’s what this election is about. What we can all attain together, united, in a league of our own.*

Coming Together in Delta AFA as Easy as 1-2-3

Negotiations Committee Will Survey All to Determine Contract Issues

The negotiations process itself is surprisingly simple regardless of whether you are a pre-merger Delta or pre-merger Northwest, and it starts the moment we win the representation election.

It begins and ends with member participation. Each and every one of us casts a vote to elect local leadership. The local presidents we elect in turn elect the Negotiations Committee. Both PMDL and PMNW FAs will be mailed an extensive survey, where we can express our specific thoughts and priorities to our elected Negotiations Committee, letting them know what we want in a legally binding contract.

Not only do we have economic issues like pay and benefits – including health insurance, retirement, vacation and sick time – but we also can consider work rules like scheduling, seniority, bidding rights and staffing.

Our LECs (Local Executive Councils) will host regular meetings for additional discussion and continuing education on all union matters including the negotiations process. With these marching orders from our members, our negotiating team will try to reach a Tentative Agreement (TA) with the company, which will include a timeline on how we phase in some of the provisions of the new contract.

Once the TA has been reached by both the company's and our negotiations Team (having worked together as required by law), the historic moment will occur when each and every flight attendant gets to cast their votes for the first combined agreement – the Delta Flight Attendant Collective Bargaining Agreement (CBA)!

Please take a look at the flow chart which illustrates the entire process.

What Are YOUR Priorities?

Following are some questions you may be asked in a bargaining survey after we've voted for representation:

1. Which of the following items, related to wages and benefits, do you feel are most important to improve in a contract? Rate them 1 to 10, with 1 being the most important.
 - Wages
 - Health care benefits
 - Retirement (pension) benefits
 - The number of years it takes to become eligible for retirement benefits
 - Health care benefits for retirees
 - Paid vacations
 - Paid holidays
 - Pay when cancellations and reroutes occur
 - Minimum pay standard for on-duty periods
 - Sick leave
2. Which of the following items, related to working conditions and job security, do you feel are most important to improve in a contract? Rate them 1 to 10, with 1 being most important.
 - Furlough protection
 - Protection from outsourcing
 - Protection for your seniority rights
 - Scheduling in general (construction of rotations/patterns, CBS/PBS, scheduling work rules, etc.)
 - A-days and Reserve programs
 - Increasing reserve call-out time
 - Amount of training available & pay
 - Rest and on-duty provisions
 - Security issues in general
 - Safety in the cabin

PMDL flight attendants continue to work under the current policy manual until a TA has been voted on by each of us (PMDL and PMNW) and passed by a simple majority. PMDL FAs **do not pay any** union dues until a CBA has been voted in.

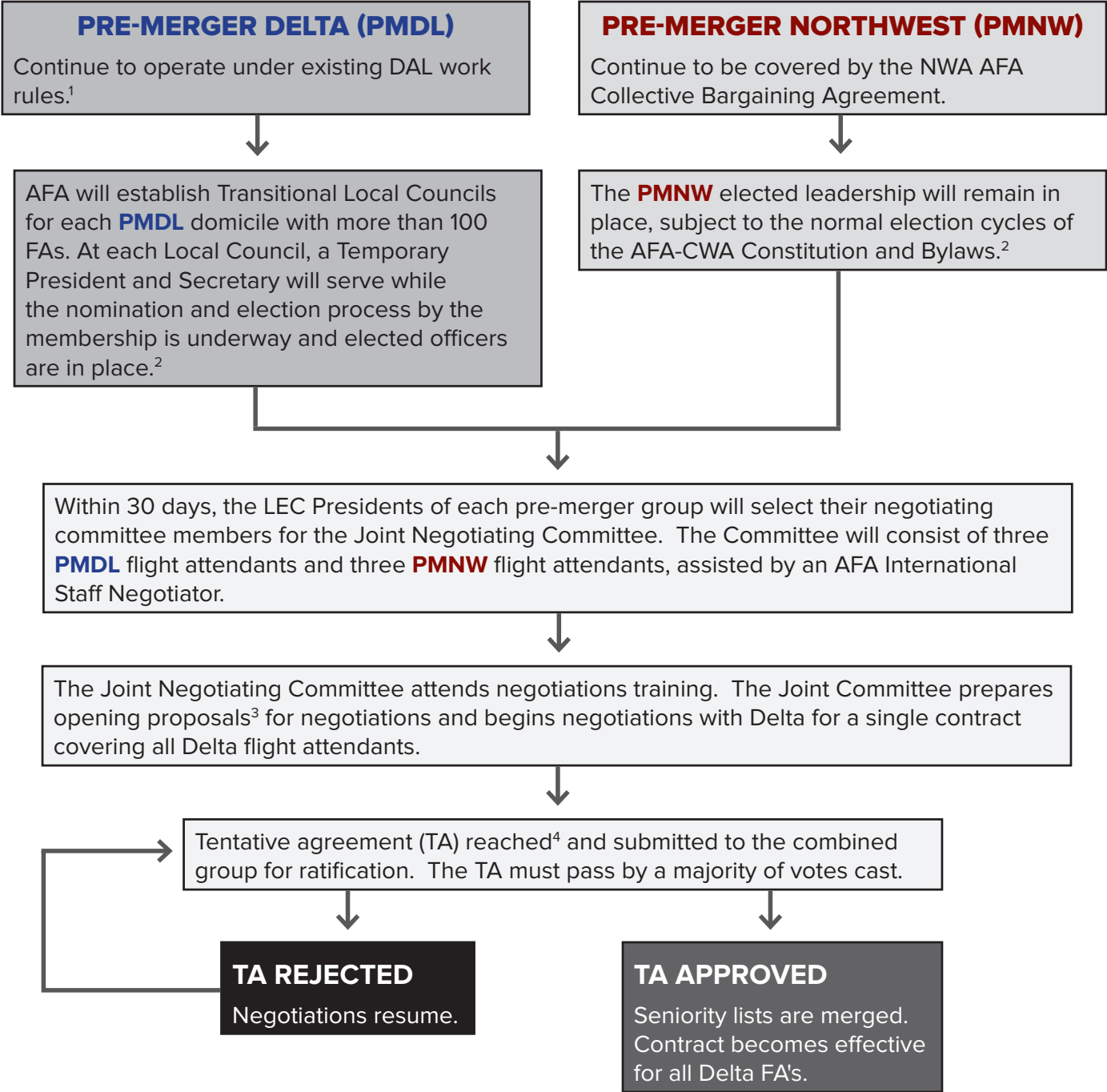
PMNW flight attendants continue to work under their current CBA until a new TA has been voted in by the membership.

As a non-union flight attendant, we are told what we get. We do not elect who management is.

As a union flight attendant, YOU elect your leaders. YOU decide the issues that are important to you. YOUR elected Negotiations Committee deals directly with the company. YOU decide with YOUR vote if the Tentative Agreement is acceptable.

This election presents a great opportunity – one group working under one contract, moving forward, setting the bar for the rest of the industry. The time for Delta flight attendants is now!*

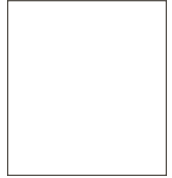
How We Form Delta AFA



1. PMDL FA's will not be covered by the NWA Flight Attendant Collective Bargaining Agreement.
 2. After a joint contract is approved, the PMDL and PMNW MEC's will be merged into one Delta AFA MEC.
 3. PMDL and PMNW FAs surveyed to identify their goals in negotiations.
 4. Subject to the approval of the PMDL and PMNW Local Council Presidents.



The Association of Flight Attendants-CWA, AFL-CIO
501 Third Street, NW
Washington, DC 20001
www.deltaafa.org



Renee Rieck, an MSP-based flight attendant,
proudly wears her AFA pin while on duty.

