

BREAKING NEWS—NMB DETERMINES DELTA IS SINGLE TRANSPORTATION SYSTEM

PLEASE NOTE: This “printer copy” of our weekly eNews contains excerpts from the full email and online version, which include much more detail and links to related stories, videos and additional information. See nwaafa.org for complete stories, to sign-up to receive eNews and more.

“We’ve never made any bones about the fact that we think a direct relationship has worked well for Delta people. . .”
~ **Joanne Smith**

NMB DETERMINES DELTA IS SINGLE TRANSPORTATION SYSTEM

Ruling Sets Election Process in Motion

Just before today’s eNews hit the press, the National Mediation Board (NMB) issued its determination that Delta Air Lines is a Single Transportation System (STS) for the purposes of a representational election, as requested in AFA-CWA’s July 1 petition. This decision initiates the election process, starting with a 14-day window, during which AFA-CWA will submit our showing of interest to be placed on the representational ballot. Other parties seeking to represent DAL Flight Attendants must submit the necessary 35% showing of interest (signed NMB cards) by August 31, 2010, as well. The NMB has not yet determined the actual election timeline, which is expected to follow shortly thereafter.

NMB AGREES: DELTA GUILTY OF IAM ELECTION INTERFERENCE

The National Mediation Board (NMB) has unanimously concluded that Delta Air Lines illegally interfered with the February 2010 IAM Flight Simulator Technician representation election and has ordered the election to be rerun. They determined that laboratory conditions



for a fair election were tainted when Delta promised pay raises for non-union workers on the first full day of voting. IAM charges that Delta management conducted illegal one-on-one meetings where employees were

improperly coerced were also upheld in the decision. The rerun election will be conducted beginning August 25, using the old NMB election rules that were in place when IAM filed its original election request last summer. Under the old rules, any Flight Simulator Technician who does not participate in the election will default to an automatic “no” vote.

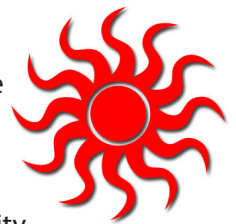
DELTA UNSLANTED

Delta’s signature slant is on everything from menus to ads to “facts” about representation. Check out “UNSLANTED,” our rumor control column at <http://rumors.deltaafa.org>, where we balance distorted information and realign warped views. If something out there sounds skewed, it probably is! We’re bent on setting the record straight.

Ask us at questions@deltaafa.org.

CABIN FEVER VII: HOT IN HERRE!!!

In response to our Cabin Fever awareness campaign, the company has added a DeltaNet APU Smart Use link that takes you to “APU Central.” While APU Central includes much in the way of APU usage statistics, goals, performance, and accountability, it does nothing to address the real issue: *cooling our airplanes down NOW!!!* Their myopic online response ignores the larger operational quagmire that prevents lip service memos from translating into safely cooled, comfortable cabins. Why, for instance, are ground power units NOT routinely pumping preconditioned cold air, as prescribed to be the primary



means of controlling aircraft temperatures at the gate? Stay tuned, as we continue to push for proactive procedures that get followed *in real life – not just on paper!*

If passengers complain, be sure they know how to submit their own Cabin Fever feedback concerns to Delta and the DOT. If it gets so hot that you become ill, advise the Captain, contact the IFS Manager on Duty, and seek medical care. And finally, if you have exhausted all other Delta procedures without remedy, you may call the OCC directly to request emergency assistance in securing cooler air at (800) 233-4638. Continue to report heat-related safety concerns on the NWA-AFA Feedback Form, and always follow proper company reporting protocols, as well. **Remember, if you don't report it, it didn't happen.**

THE SCOOP - "Will the Real Third Party Please Stand Up?"

What's the Scoop? *I like my manager, and the Direct Relationship thing is fine when I'm getting new uniform shirts or picking up a commendation letter. But when I used FMLA and needed to fix some insurance, COBRA and payroll problems, it "wasn't her table." She sent me to 800-MY-DELTA for answers, and THAT was just the beginning of a bureaucratic voicemail nightmare where I got trapped navigating an endless cycle of disjointed phone prompts to reach a live human. . . and I never got same answer twice. Turns out my "direct relationship" was with an operator named Gladys - in Phoenix.*

Here's the Deal: Bulls eye! Thousands of PMNW Flight Attendants already enjoy a "Direct Relationship" with their managers, despite Joanne's claim it's not possible. What Joanne doesn't mention are relationship limiters. Your manager may do everything they can to assist you directly, but when the chips are down, sometimes it's "Hello, Employee Service Center." Dozens of benefits and service departments that NWA used to handle in-house with tenured employees are now outsourced to third party H.R. "solutions company" call centers. This, too, is a legacy of Delta culture.

Questions about benefits, payroll, medical, dental, vision, employee self-service, pass travel, address changes, maternity, dependent eligibility, insurance, qualifying life event changes, pension, survivorship, retirement, your pay or Delta issued check, disability, workers' compensation, termination, severance, or the ever-popular "other"? Call the 800-MY-DELTA

Employee Service Center in Phoenix to start your direct relationship today! These perfectly nice non-Delta employees ask questions and interact with you from a pre-scripted template, since H.R. vendors have no first hand knowledge of your actual job. But if you're lucky, maybe Gladys will answer.

CREW SCHEDULING REPORT

The NWA-AFA Central Scheduling Committee (CSC) will hold its biannual meeting with the company in October. Our contract provides the committee with the ability to give input and recommend changes in the distribution of future flying. Submit your input about recent and ongoing Reserve and Lineholder issues via the automated Crew Scheduling Report online or contact the committee at csc@nwaafa.org.

EAP - "WALK A MILE IN THEIR SHOES"

Tough times affect everyone differently. Remember the old saw not to judge others until you've walked a mile in their shoes? (Or hand-run 24 meals in new heels...) We rarely know the whole story of another's life circumstances, passenger or peer. Their "off day" could be a symptom of a much larger problem at home. Your AFA Employee Assistance Program (EAP) is a confidential peer-to-peer assessment, support and referral service, and they are always just a phone call away. Check the EAP Committee page for a list of current EAP contacts, resources, and additional information.

Be sure to check out your eNews online or in your email inbox for more, including the following "In the News" stories:

Skies Aren't So Friendly For Many Flight Attendants, NPR, August 14, 2010

JetBlue Flight Attendant Speaks, ABC News Video

U.S. airline payrolls sink to 13-year low, USA TODAY, August 12, 2010

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