

“Our accomplishments this quarter are solid proof that the Flight Plan is working and has positioned us well as the economy stabilizes. With improving performance from our business and the economy, we now expect to be solidly profitable for the full year.”

~ Hank Halter, Senior Vice President and Chief Financial Officer

### **FUTUREfocus**

On Friday, July 15, Delta responded to the NMB, indicating they are in agreement that a single transportation system (STS) exists for the flight attendant group. They stated their initial review suggests our combined group totals 20,120 Flight Attendants. In the coming weeks, we expect final STS determination from the NMB, as well as their prescribed election timeline.

### **DOING OUR PART FOR THE GLOBAL GOOD: RECYCLE 2010**

Following years of not-so subtle voter suppression to increase the ranks of default “no” votes, Delta’s sudden about-face was so abrupt, it left skid marks. Their old “Give a Rip” campaign hit the circular file when new NMB voting rules went into effect July 1. In its place, an expensive, over-sized, full color, heavy-weight, glossy USPS mailer was launched over the weekend, encouraging Flight Attendant participation.



AFA fully supports Delta as industry leaders in recycling. When you have finished reviewing, kindly refrain from disposing of this or any other anti-union material with your regular refuse. To the point, *don't give it a rip*. Please join us in a collective recycling effort to ensure all such glossies are disposed of in an earth-friendly manner, consistent with Delta’s environmental and recycling principles.

AFA is partnering with our Local Councils and campaign activists system-wide to ensure these circulars end up where they belong. Keeping with the

spirit of the force for global good, we ask you bring this mailer and any subsequent anti-union recyclables to your local union office, deposit them in your union mailbox, or give them to an AFA representative. Feel free to contact an AFA representative, if you have questions about the brochure’s content.

### **REDUCE, REUSE, RECYCLE!**

Using the “fast/quick draft” mode for your printer speeds up printing two to three times faster than “normal” mode. You’ll use significantly less toner while saving time and money. (Don’t worry, the print quality is just fine for quick review and, for example, printing and sharing your MEC eNews!)

### **CABIN FEVER III: HEATWAVE!!!**

*“On boarding, hot air was coming out of the gasper valves. We tried to adjust it but it just got hotter and hotter. It was miserable. Heat in the summer makes the AC unsafe, especially for elderly and those in less than perfect health.”*

Airline analysts widely predict Delta’s just-announced \$549 million second quarter profit—our best financial performance in a decade—



could blaze the trail to an industry-wide recovery. The trend toward tepidity ending, business travel is heating up and moving bottom lines out of the red with higher yield fares on fuller flights. This is, of course, fantastic news, and it’s forecast to continue beyond second quarter results. With an eye toward collective success, we hope our sizzling summer stays hot on the books, but that sold-out seats grow cold. Or get cooler, at least, with gasper valves pumping fresh air toward the deserving customers who make profits possible.

*"Passengers were red faced, fanning themselves and asking for air."*

After conveying everything from simmering irritation to searing frustration over unresolved cabin fever and safety issues, our members' unanimous concern boils down to one more common theme: "What about our passengers?" Indeed, even while facing a cabin heatwave, customer service remains our chief focus.

*"Within minutes of boarding, the air conditioning was shut off. The aircraft became hotter and hotter. Conditions on the plane were intolerable. Passengers complained loudly, several became dizzy and nauseous."*

*"We can't have our passengers passing out before we even take off. . .99 degree cabins is not good customer service."*

With today's upbeat announcement, Senior Vice President and Chief Financial Officer Hank Halter also acknowledged, "We know we have to work hard to earn and keep our customers' business. As the economy stabilizes, it's more important than ever that we focus on providing a reliable operation and excellent customer service while maintaining our revenue momentum and cost discipline. . . (Read the rest of this story, including member feedback, at [nwaafa.org](http://nwaafa.org).)"

## A WORD ON DELTA'S "SOCIAL MEDIA POLICY"



Delta Air Lines recently republished its "Social Media Policy" on DeltaNet. The policy provides guidelines for employees to follow when using electronic media formats, such as Facebook, Twitter, blogs, etc. This is the same policy Delta first issued in December 2009, addressed in an MEC eNews shortly thereafter. The Social Media Policy does not, and cannot, curtail your right to discuss issues relating to wages, working conditions, and Union representation – or any Union issues. All Flight Attendants are protected by the Railway Labor Act when discussing such issues, whether in person or on Facebook. . .

*(Read the rest of this story at [nwaafa.org](http://nwaafa.org).)*

## THE SCOOP

**What's the Scoop?** *Why does Delta keep telling everyone we'll be "stuck" with a union and won't be able to change, whether we like it or not?*

**Here's the Deal.** We don't know. Delta knows full well there is a process for removing or changing the union, should the majority wish to do so. They fail to mention that, historically, PMNW flight attendants have had a number of elections (this will be the third in seven years) during which we could have chosen to become non-union, too. In each previous election, voter turnout overwhelmingly chose to retain our legal voice with representation. As with every other democratic process, the majority will rule with our combined group, as well.

**What's the Scoop?** *Our operation feels messy and it isn't getting better. Cancellations are sky-high. Airplanes are so hot, our passengers are getting sick. Catering fiascos turn every flight into service recovery mode. No matter how hard we try on the line, I'm worried the company will just alienate our customers by not fixing things, and that affects everyone's pocketbooks. Delta seems more concerned about spending their (our) resources and time fighting to keep the union out instead of working together to build a great airline. Why?*

**Here's the Deal.** We agree, but you'll have to ask management that question.

## NMB POSITION ON CARRIER NEUTRALITY DURING LABOR CAMPAIGNS

*"No carrier, its officers, or agents shall deny or in any way question the right of its employees to join, organize, or assist in organizing the labor organization of their choice, and it shall be unlawful for any carrier to interfere in any way with the organization of its employees. . . or to influence or coerce employees in an effort to induce them to join or remain or not to join or remain members of any labor organization." ~ Railway Labor Act*

Check out [deltaafa.org](http://deltaafa.org) for examples of what illegal election interference could look like or to print an Interference Report.