



WHY NOT US?

By: Kecia Heard, DFW



I've been with Eagle (Envoy) for 7 years. I can't remember the last time I've had a raise. Here you get a raise after 6 months, after one year, and after that, good luck!

I really feel there is favoritism here at Eagle. You can work hard, and

be at work every day, but no one cares. For example, recently we have learned Mesa and Express Jet's systems, but agents have seen no bonuses or recognition for the added responsibility. Managers feel they show their appreciation with stale pizza.

Another part of our compensation, the bonus based on time departures, has shrunk in recent months. This is not surprising since the bonus amount is now tied to our station's on time stats (as well as the company's as a whole) and DFW has adopted 'dynamic manning.'

I would love to see dynamic manning banished because it just doesn't work. Dynamic manning doesn't take into consideration delays such as crew and maintenance-related issues. With two other airlines sharing our terminal and many gates down for repair, agents face many challenges that are out of our control when trying to get flights out on time. At the same time, We need to band together and unionize at Eagle.

Making very little money and not knowing if we will keep our jobs if we make one mistake means that we need a voice. With the company making record profits every quarter, why should we have to wait on the sidelines for them to decide how little we get? Let's get in the driver's seat and get some control over our future by unionizing with CWA.

Unions are good enough for all of the work groups at Eagle, why not us??

ENVOY FLIGHT ATTENDANTS PLEDGE THEIR SUPPORT



Download a copy of the letter from Robert Barrow, MEC President Envoy Air, at EnvoyAgents.org

THE GRIEVANCE PROCESS - BEFORE AND AFTER THE UNION

By: Abdur Bilal



Piedmont is a regional carrier and ground service company similar to Envoy – in fact since the merger, both have the same parent company, the 'new American.' But the agents at Piedmont unionized with CWA in 2010, leading to some key differences between passenger service jobs at the two companies.

Before the agents had a union at Piedmont, the only recourse an individual had if disciplined or terminated was to use a one-sided system called the 'Fair Treatment Program.'

The first requirement of this program was for the employee to submit a written request to the Director of HR asking that their case be reviewed. If granted, the worker would sit before a board of two of their peers from the Customer Service Department and two representatives from Human Resources.

The two workers on the panel did not want to go against the decision of management because they feared

retaliation, and the HR reps were just another layer of management.

Ninety percent of the time the decision was against the worker, and all decisions were final and binding.

Once we unionized, we were able to negotiate a genuinely fair process as part of our first contract with Piedmont. Employees are now allowed to present the facts of their case with the help of a co-worker who has been trained as a union steward.

Workers are no longer scared to stand up for their rights and are making their voices heard. Most importantly, the company can no longer terminate or discipline workers without just

cause.

In every station throughout the country managers are finding out that they will be held accountable for wrongful termination and unjust disciplinary procedures.

With this process in place the union has been able to reduce or overturn 75% of disciplinary cases and reinstate 85% of workers who were unfairly terminated.





WANT FAIR PAY? WE HAVE TO DEMAND IT.

By: Shirley Uhl, SDF

It is really sad that front line employees at Envoy start out barely above minimum wage. We are the ones in the trenches every day, dealing with delays, cancelations and angry customers.

It would be great if Envoy would pay agents what they are worth, but history has shown that unless we demand it, the company will continue to take us for granted.

We were hood winked back in the 90's into thinking we did not need a union. Promises were made but never delivered on. I would not be where I am today had we

unionized. I had 18 great years with American Airlines, 3 okay years with AMR and 6 incredibly difficult years with American Eagle/Envoy.

It used to be agents were valued and considered an asset to the company. Now we are a training platform for young workers to gain a little experience and then move elsewhere for better working conditions, pay and benefits. Many of my co-workers are unable to support themselves, even on a full time salary, and must take on second jobs to pay their bills.

PAY - BEFORE AND AFTER THE UNION

By: Abdur Bilal

Prior to the union at Piedmont, annual raises for agents were based on a merit system. Workers were promised up to a six percent raise annually but they were tied to the employee's annual evaluation. The evaluation was done by a manager, who was often less than objective and fair. This system allowed for less than thirty percent of the workers at Piedmont to achieve the full six percent in any given year.

Unfair and inadequate pay was one of the key reasons Piedmont agents felt we needed to unionize in 2010. As a result of the contract, all agents earn the same four percent raise annually.

Workers' wages are raised uniformly across the board so manager's biases don't affect our pay. Agents can also earn

one percent of their salary as a bonus for completing their Learning Path courses, and one percent for anyone with less than five or less dependability occurrences.

Workers with five or more years of service receive a bonus of \$500 on their anniversary. Part time workers can also receive time and a half for working overtime. A bonus of \$250 is given each quarter to anyone who is proficient in working another airline reservation system.

These are some of the gains that we were able to make in our first contract at Piedmont. We are well positioned to build on these policies and win further

improvements as the front line employees of an airline whose parent company is making billions of dollars.

WE'RE READY FOR CHANGE

By: Lorna McBride, CRP, and Corey Womack, LBB

One great thing about this campaign is that we get to meet each other and compare our situations. When we talked on the phone recently we realized that our stations, CRP and LBB, share an issue that makes it impossible to keep working and stay sane: we never know when we'll get to go home! We're so understaffed that extending after our scheduled shift is an issue we deal with daily.

At LBB it's not unknown to work 24 hours straight, then make it back within a few hours to start your shift at the regular time. It's a regular thing to end up going home at midnight from a shift that's supposed to end at 4 or 5. At our station we have at least 20 unfilled positions, and those of us that are there just pick up the slack.

It's the little things that add up and contribute to this issue. For example, at both of our stations we don't have aircraft cleaners. Agents have to clean and that takes two to four hours depending on the aircraft.

At CRP we have few people who are trying to go to school, so the rest of us just double up, taking extra hours and shifts so those folks can make their classes. My schedule shows three days off, but I never get that. Some weeks I work seven days. Last Tuesday I worked three flights after my shift ended. We help each other, but it's so crazy that nobody stays.

Recently, at CRP, we had an agent just walk away from the job. She didn't care if she was burning her bridges -

she never wanted to come back to this.

At LBB, we work right next to the Southwest gates. They always have enough people to do the work and go home on time. They're always happy and smiling at work, and they look at us like "you poor guys". Southwest agents have to wait for years if they want to transfer into Amarillo because people stay with their jobs. Our airline could be like that.

Both of us know that if we all stick together we can make it better. That's why we're working so hard to organize our stations. And we have a lot of company: agents at our stations are ready for some changes.

When we heard that the agents at American had won their election, we decided that we can do it too.



LBB



DFW



MIA



ORD



PDX

Envoy Agents across the country are banding together
with CWA to make our voices heard.

Read our stories: envoyagents.org/our-stories

