

Civil Discussion

The following bulletin, called Above The Wing, was issued by the CSA (COFPS) Shop Committee in MSP on March 12, 2010. We thought it applied to all Delta workers and have reprinted it below.

Frustration

For pre merger Northwest agents the last 6 weeks have been trying to say the least. Overnight we have gone from experienced providers of customer service to new hires. Technology has created an extremely chaotic situation for all of us. Delta management agrees with us that the technology under PARS and AOP is more advanced and less cumbersome than Delta Term and Cornerstones. They say they will be moving to improve the situation but that does not make life better right now.

For pre merger Delta agents life has also changed dramatically. They have gone from a small line station to a hub operation in the blink of an eye. They have also been thrust into a beehive of angry PMNW agents. The merger adds a level of stress to both groups of workers as cultures and ideas come together.

Laying aside the representation election, we want to appeal to PMNW agents to understand that PMDL agents have had no say in the merger process, technology changes or Delta's approach to unions and have had their world rocked as well. We want to appeal to PMDL agents to understand that, despite the frustration of our agents, we do not blame them for any disruptions. On the most basic human level we need to make sure we are respectful and understanding of each other.

The question of respect becomes even more important in the context of the union representation election. Our ability to have a civil discussion, both pro and con, will be critical to making an informed decision about representation. We don't want an atmosphere where either view feels intimidated or bowled over.

Middle class workers, both PMNW and PMDL, view the future with great uncertainty as corporate America moves against our standard of living. Figuring out the best way to protect ourselves will require real discussion and civility. This is how we get the best ideas and make progress as workers.

Ground Pilot Instructors – In 2009 GPIs voted against being represented by the Transport Workers Union. Instead they decertified and decided not to be represented by any union. Today the GPIs are no longer Delta employees. Delta has contracted out all GPI work to Delta Global Services.

Knee Pads – PMDL employees are given 200 points or dollars per year for uniforms, safety accessories and raingear according to the Delta Annual Allotment Form. This includes knee pads (\$33.15), gloves (\$2.00), ear muff protectors (\$15.00), rain jacket (\$50.00) and rain pants (\$24.30). We asked baggage handlers in MSP how many pairs of knee pads they used per year. The average was 2 to 3. How many pairs of gloves per year – 100. How many ear muff protectors per year – 1 to 2. How much rain gear – 1 set. Of course, because of our contract, personal protective equipment is provided free by the company. This adds up to approximately \$370 per year.