



Summer 2017

142 OBSERVER

Official Publication of IAMAW District Lodge 142



Flight Safety Conference from a new perspective

Flight Safety Committee members pose for an aerial portrait during the Flight Safety Conference at the William W. Wimpisinger Center in Hollywood, Md. See page 8 for more coverage.

Drone photo by Loretta Alkalay,
FAA regional counselor

IAM wins certification at Alaska Airlines, United Ground Express

The IAM in May won certification as the representative for 5,500 employees at Alaska Airlines and United Ground Express.

The National Mediation Board certified the IAM to represent all of the approximately 4,500 Clerical, Office, Fleet and Passenger Service employees at post-merger Alaska Airlines, Inc., confirming that Alaska Airlines and Virgin America now function as a single transportation system.

Stores employees will continue to be represented by the IAM without the need for a single carrier determination from the NMB. There are no similar corresponding employees from Virgin America.

“This certification assures that all our members at Alaska Airlines will work under the provisions and safety our collective bargaining agreement affords,”

IAM Transportation General Vice President Sito Pantoja observed.

“The IAM will continue to welcome and integrate the Virgin America employees into the IAM structure,” said Dave Supplee, president and directing general chair of IAM District Lodge 142.

The NMB also officially certified the IAM as the representative for approximately 1,000 United Ground Express employees. The certification was the final step in the process of union representation for UGE.

“This UGE certification gives solid IAM representation to workers in a segment of the industry that has been too frequently neglected,” GVP Pantoja said.

UGE is a subsidiary of United Airlines, which handles above- and below-the-wing duties at 31 locations nationwide.

Victory for airline Customer Service Agents and the IAM

The U.S. Senate Commerce Committee approved customer service assault language into its Federal Aviation Administration Reauthorization Bill in June. This language would help protect Customer Service Agents (CSAs) against physical abuse.

“The IAM applauds both the House and Senate for including this language, along with the 10-hour rest rule for Flight Attendants, into both versions of the House and Senate FAA bills,” Transportation GVP Sito Pantoja said.

“Unlike the 10-hour rest rule for Flight Attendants, which was lobbied for by a coalition of unions, the IAM was the only union who fought for the inclusion of the language protecting CSAs.”

Note: See Secretary-Treasurer’s and President’s Reports on pages 2 and 3 for related articles.

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Secretary-Treasurer's Report

By Ian Anderman

Fighting back on behalf of working Americans

As working Americans try to protect what they have and regain some of the ground they have lost, the current regime in Washington, D.C. is doing everything it can to stand in the way.

As I'm writing this, Senate Republicans are scrambling to pass a hugely unpopular bill that would make health insurance unaffordable for at least 22 million people. It's a horrifying prospect for those who believe basic health care should be available to everyone, whether they're rich or poor, young or old, or anywhere in between.

By the time you read this column, we'll have a clearer picture of what will emerge from the debate. But for now, I want to say I am proud of the many IAM members who called, emailed, wrote, tweeted, Facebooked and personally lobbied their representatives in Congress to oppose a bill that would make working people pay billions while Washington steals coverage from millions.

This could be the beginning of a massive shift in momentum that changes the dynamics of national politics.

Here are more ways we are raising our voices to protect and enhance the welfare of working people, including members of the IAM:

Protecting Customer Service Representatives

In his column on page 3, District Lodge 142 President Dave Supplee writes about the dangerous trend of assaults by travelers on Customer Service Representatives.

Responding to this challenge, U.S. Rep. John Gara-

mendi of California and U.S. Sen. Maria Cantwell of Washington have proposed an amendment to the to the Federal Aviation Administration Reauthorization bill. It would require all commercial airlines to adopt an Employee Assault Prevention and Response Plan so Customer Service Representatives get much-needed protection from physical and verbal abuse.

The amendments are now included in both the House and Senate versions of the FAA Reauthorization Bill, which still requires final passage by Congress and signature by the president.

This is an opportunity for you to shine as an agent for positive change. Please call (202) 224-3121 now to tell your representative and senator to keep the amendment in the final language of the bill!

Rest for Flight Attendants

The House Transportation Committee is considering another amendment to the FAA Reauthorization Bill that directs the Department of Transportation (DOT) to revise current rules for Flight Attendant rest. The bill would require them to be given a rest period of at least 10 uninterrupted hours.

This important safety change would replace the current eight-hour rest period. The bill would also require airlines to submit to regulators fatigue risk management plans for attendants.

Flight Attendants have a crucial and often life-saving job responsibility," says Transportation GVP Sito Pantoja. "The inclusion of the 10-hour rest rule in this bill is a step toward ensuring that Flight Attendants are properly prepared to do their jobs."

The IAM has been aggressively lobbying Congress to adopt this 10-hour rule for years, meeting with lawmakers from both parties and holding rallies on Capitol Hill.

'Right to Work,' also known as 'Right to Freeload'

As a candidate, Donald Trump said he would support a national "right to work" law, which would cripple unions from coast to coast. This would permit workers at any job site to get the main advantages of union membership — better pay, benefits, working conditions, job protections, etc. — without contributing in any way to the union that makes those good things possible. Ultimately, unions would lose membership and clout, resulting in weaker labor agreements.

We already see the devastating results of such laws in 28 states, where working people tend to be poorer, sicker and more dependent on government programs.

Determined not to let this happen in his state of Ohio, District 54 President/Directing Business Representative T. Dean Wright, Jr. is visiting every local lodge in the Buckeye State to educate the members and mobilize them in defense of their quality of life. Bravo to District 54, its members and its leaders.

□

Let's keep the momentum going! Now is the time for you to call, email, write, tweet, Facebook and personally lobby your representatives at all levels of government. Tell them to support worker-friendly legislation and vote down bad laws that would hurt hard working American women and men.

Local Lodges: Remember to send your list of delegates to the Biennial IAM DL 142 Convention, Sept. 19-20 in New Orleans, to the district by July 26.



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\$1.5 million remedy reached in Alaska Airlines HMO arbitration

IAM members will receive approximately \$1.5 million as a result of the IAM's successful arbitration against Alaska Airlines regarding HMO coverage.

In an order issued on Dec. 20, 2016, the IAM-Alaska System Board of Adjustment, through arbitrator John LaRocco, ordered Alaska to cease and desist from violating its contractual obligation to contribute the "same amount" to its HMO plans as it does for the same tier of coverage for PPO plans.

The System Board issued its final remedy decision on June 22 after months of negotiations between the parties.

The award applies to all current and former Clerical, Office and Passenger Service employees who were enrolled in the Kaiser South HMO at any point on or after Jan. 1, 2007.

Cash reimbursements totaling nearly \$1.3 million dollars will be disbursed to eligible employees to cover over-payments made between

2007 and 2016.

Reimbursements for 2007 through 2013 will be based on a set dollar amount for each year an employee was enrolled in the Kaiser South HMO, based on the selected tier of coverage (employee, employee & spouse, employee & children, family) and employment status (full-time or part-time) at the time of selection for each calendar year.

Reimbursements for 2014 through 2016 will be the actual dollar amount of over-payments made by each employee enrolled in the Kaiser South HMO.

Alaska will make these payments to all affected employees by Aug. 7, 2017.

In addition, as a direct result of the arbitration win, employees enrolled in several HMO plans have been paying less for health care premiums since Jan. 1, 2017. As part of the remedy, these lower premiums will continue unless and until the relevant contractual provision is amended in the

COPS Agreement.

Depending on insurance costs in 2018, this will save COPS employees enrolled in the Kaiser South HMO an estimated \$180,000 over the next two years.

Current and former COPS employees who dispute Alaska's individual eligibility, reimbursement calculations or payments under the award may file a challenge with Alaska's Health Benefits and Medical Relations Department up to 90 days after receiving Alaska's reimbursement payments. Any such challenge must be supported by evidence.

"This arbitration victory demonstrates the importance of filing grievances and fighting diligently for our members, Transportation GVP Sito Pantoja said.

"I thank our District 142 representatives and, in particular, LAX Alaska member Rachael Ackerman for filing the grievance that is benefiting thousands of our members who will receive this award."



President's Report

By Dave Supplee

The new workplace hazard: passengers

It used to be that the biggest concerns we had about our jobs involved getting to work on time and then staying out of trouble with management.

Most of us had an easy time doing those things. We battled rush hour traffic, put in our time for the day, punched out and drove home with few, if any, lingering concerns from our time in the workplace.

That has changed. Now, in addition to navigating traffic jams, we must be concerned whether the next passenger we deal with has had a bad day and we are going to be the target of his or her anger.

Something as common as a weather delay could trigger passengers into attacking our members at the gates and ticket counters. Following company policy regarding an oversold flight could have our agents being physically assaulted. Telling passengers they must check their baggage because there is no room on the aircraft opens the agent for abuse.

What has happened to civility? Remember the days when people looked at flying as a luxury,

when most passengers dressed up to go to the airport and we could pick out the non-revs from the rest of the passengers because of the way they were dressed?

What happened that turned the airport into a

What happened that turned the airport into a roller derby arena?

roller derby arena, where rules no longer apply?

Whether it is now considered "acceptable behavior" or just lack of respect, our members who work with the public have become open targets for passengers who feel they have the right to

take their anger out on the people they are dealing with.

It is time our legislators recognized the dangers our members face while at their place of work. They deserve the same protections the flight crews have.

Additionally, our companies should take a strong stand in supporting their workers, rather than "rewarding" people's bad behavior by upgrading them to first class on the next flight out. All that does is validate that their behavior was warranted, and if the same situation occurs again, a passenger knows what to do – go after the agent!

Please reach out to your representatives in Congress and urge them to support the current legislation that will give our members the same protections flight crews have.

As reported elsewhere in this issue of the *Observer*, the language we want has been included in both the Senate and House versions of the FAA Authorization Bill. Let's make sure the bill is passed and signed into law with this language intact.



EAP Report

By Paul Shultz, EAP Chair

Critical Incident Response Training (CIRT)

I'm writing this article on the one-year anniversary of the horrific Pulse nightclub shooting in Orlando.

I was among the Employee Assistance Program (EAP) personnel from IAM Districts 141 and 142 who responded to this incident. We were joined by Stephanie Starks, District 142's Critical Incident Response director.

On the last day of our response, we met with Joe Tiberi, the IAM's Transportation Department chief of staff, for a roundtable discussion that laid the groundwork for our Critical Incident Response Team.

The team's first training was held over three days at the IAM's William W. Winpisinger Education and Technology Center. The participants were active EAP members selected from all three districts of the Transportation Department.

The first two days were taught by Dr. George Everly, Jr., PhD, ABPP, FAPA, from John Hopkins University in Maryland. Dr Everly taught us using the "SAFER-R" model:

- Stabilize the situation
- Acknowledge the crisis

- Facilitate understanding
- Encourage adaptive coping
- Restore independent functioning
- Refer to needed services

On the third day, General Chair Jim Samuel gave an Active Shooter Training. The remainder of the day was spent going over the roles and responsibilities of the Critical Incident Response Team and how we will respond to events.

When you go to work, you expect to have a normal day, do your job in a safe environment, and go home. When a critical incident occurs, it puts our members in an abnormal situation. Our role is to help our members understand and cope with what they have just experienced.

This is why we have this team. This is why we do what we do.

If you have any questions about Critical Incident Response or any life issue, please contact your local EAP representative or contact me at (704) 907-3563 (cell) or by email at pm.shultz@att.net.

Note: This column uses a few words from the IAM's IMail article on the Critical Incident Response Team class.



The Critical Incident Response Team: Phil Skaar, Stephanie Starks, Jim Samuel, Shay Blodgett, Paul Shultz and Randy Klinckhardt.



EAP members assembled for the Critical Incident Response Team's first training at the IAM's Winpisinger Center.

First-prize essay in District Lodge 142's 2017 scholarship competition

By Alyssa Burleson

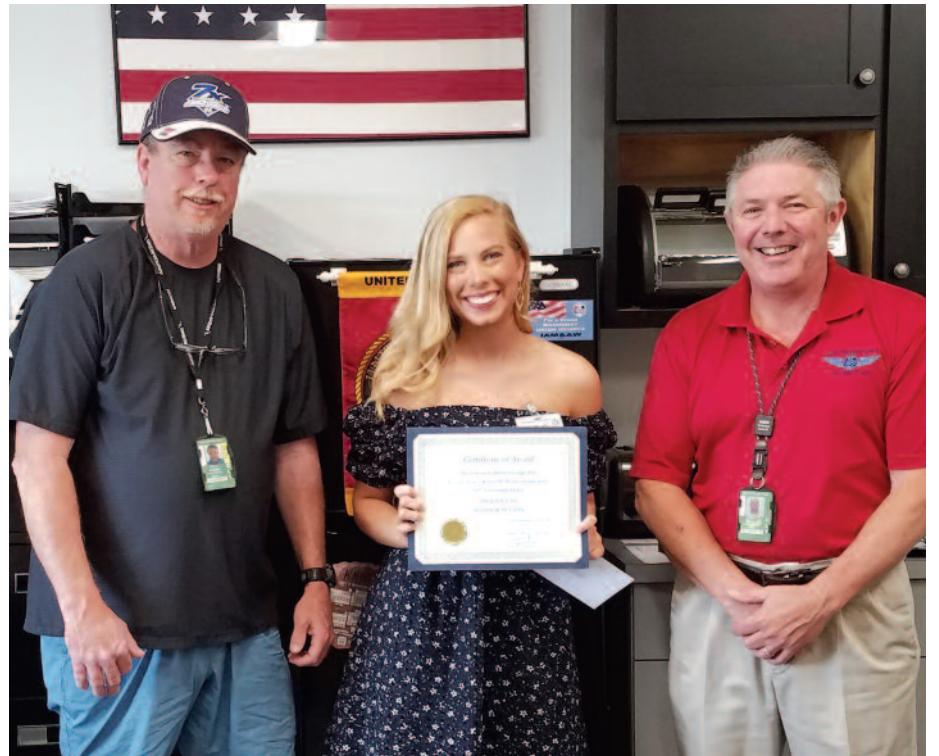
"HOW CAN UNIONS MEET THE CHALLENGES OF THE NEW ADMINISTRATION IN WASHINGTON, D.C.?"

Three days before Donald J. Trump took the oath of office on January 20, 2017 to become the 45th President of the United States, labor specialists were already voicing concerns about the prospect that the new administration would negatively affect labor forces, particularly those that are unionized. Susan J. Schurman, a labor studies and employment relations professor at Rutgers University and a former labor union leader, was quoted, "It's going to be the most challenging period for organized labor since the 1930s. It's clear to everyone at this point that if conservatives had their way, we'd not have unions."

It has become a concern that one of the biggest challenges unions will have with the Trump Administration is preserving their rights to function and the rights of its member to be protected under their shield. A labor union is an organized group of workers that band together to make decisions about conditions affecting their work with the ultimate goal of bringing economic and social justice not only to the workplace but to our nation. The very heart and soul of District Lodge 142 and the International Association of Machinists And Aerospace Workers, as well as other unions around the country, is to provide good jobs for Americans, and more importantly in America. Meeting this goal has the instant payoff of improving the American economy. Any improvement to our nation, especially resulting in improved economy, should be the ultimate goal of the Trump Administration. The aim of unions, therefore, should be to continue the traditions they have established and work towards excellence in their field, products, and services, so they prove to the new administration that the American worker is one of America's most valuable assets.

The aspiration of an economically stronger nation should not be an partisan issue- but a common mission of all Americans. The unions should strive to convey this point to our elected officials, and one avenue would be to demonstrate by doing. According to the article "Made in America," about 8 in 10 American consumers say they would rather buy an American-made product than one imported from another country. Those polled even admitted that they would pay up to 10 percent more for the product. Supporting American unions is supporting American made products. If unions were more common, American-made products would become the norm and the American people would be more likely to buy and support union-made goods. The surplus of American-made goods would also help the United States compete with other countries and generate equal trade. Again, this would strengthen our economy, and by strengthening our economy, it would positively reflect on the government and the current administration.

There is a saying that there is "strength in numbers." Unions should look to expand and increase their forces. One way to grow is for unions to be all encompassing and to embrace as many American workers as possible. George Gresham, President of 1199SEIU United Healthcare Workers East, the largest healthcare union in the nation, touched on this subject in an article he wrote shortly after the inauguration. In "The Future of Unions in the Trump Era", he states, "Unions must become hubs, conveners, unifiers, facilitators, connectors, innovators, incubators and supporters of progressive alliances." He further stated, "Unions need to also actively support the plight of immigrants and refugees, justice system reform, voting rights, the



Alyssa Burleson, daughter of Local Lodge 1725 Stock Clerk Michael Burleson, left, receives her first-prize DL 142 scholarship award from GC Sean Ryan, right. Alyssa will attend Clemson University and study health sciences with the goal of being a dentist.

LGBTQ community, and other vital issues." His idea is that the unions will grow in numbers and in strength by being all-inclusive and fighting for the rights of all. By becoming a stronger union, the unions will be in a better position to fight for their causes.

Perhaps above all, the most effective way unions can meet the challenge of dealing with a government administration that is perceived as not union-friendly is through advocacy. Empowering members to become more active in their local and state government can have a huge impact. They can find local elected officials who can be their allies and help them fight for issues of importance. Union officials should endeavor to educate their members on the issues, and who the members should be communicating with to voice their opinions. By teaching their members who to contact and regarding which issues, the voice of the union will become stronger.

Union members are the perfect vehicle for reminding our elected officials of the importance of the unions. A study by the U.S. Bureau of Labor Statistics shows that since 1983, nonunion workers earn 20% less than union workers. Therefore, bringing union jobs back to the United States would make America's middle class strong again. Besides having a positive effect on the economy, unions help provide a skilled and unified workforce, job security, more access to benefits (including paid family leave), no-cost job training, and higher education, and minimum sick days and childcare benefits. It is never too late to remind the current regime of these facts.

Lastly, unions and their members have the power of the vote. The current administration is only assured their spot in Washington for four years. If we do not like what occurs during these next four years - we have the ability to band together to start afresh in 2021. To quote President Barack Obama from the 2016 Democratic National Convention, "Don't boo - Vote."

In conclusion, American unions are a solution to making the American economy thrive, and improve the lives of all citizens. That in itself is a huge asset to the new administration and a way to make America even greater than it already is. We just need to make sure the new administration hears this and see it in action.

Mother and son win IAM scholarships



General Chair Jim Samuel awards SWA member Deena McCulloch with a scholarship from the IAM Grand Lodge and her son, Connor, with a District Lodge 142 scholarship.



Steven Spaeth, son of Local Lodge 1725 Line Avionics Mechanic Steve Spaeth and Betsy Spaeth, both pictured at right, receives his DL 142 scholarship award from GC Sean Ryan. Steven will attend Appalachian State University to study forensic sciences.

Flight Attendants

It's summer! Are you buckled in?

By Sharon Moss-Bonner, ExpressJet ASAP ERC

Summer has finally arrived and we know what that means: families on vacation, students on summer break and an increase in passenger traffic.

As you make your way toward the back during your cabin walk-through, you may get a request for a seatbelt extension in one of the exit row seats. But are you aware of the seatbelt extension guidelines?

ExpressJet Flight Attendants have the privilege of working for three mainline carriers. It is important to remember they all have different guidelines when it comes to seatbelt extensions as well as their own guidelines at ExpressJet.

Here is a situation you may run across during the busy summer season. An ASAP report was submitted by a Flight Attendant regarding a situation with a passenger and a seatbelt extension:

"I was briefing the exit row. The passenger in seat 18A brought his own seat belt extension and was using it in the exit row. For as long as I can remember, seat belts were not allowed in the exit row as it could trip passengers in the event of an emergency evacuation. So I quietly and respectfully advised the gentleman in 18A that extenders were not allowed in the exit row and offered him the seats in 3C and 3D to accommodate him. He asked if I could make an exception because he was a Platinum member.

He declined the seats in 3CD and sat on his own in row 11CD.

"He was also on my flight from [...] and when he boarded he asked if I would let him sit there. I said no because, again to my knowledge, extenders were not allowed in an exit row. I offered him seats 3CD and he sat there, but not before asking where this policy comes from. I told him it was from my manual and he wanted to take a picture of my manual. I said he couldn't take a picture, but I would show him later in the flight.

"I went through my manual and I was wrong. I did not show him, nor did he ask to see this policy again. I gave him a free drink for my apologies and the inconvenience of being moved. He was polite and was fine on the flight. I did not advise him of my wrongdoing and what it actually did say in our FAM 8.10-4."

Section 8.10-4 of the ExpressJet Flight Attendant Manual states the following:

Seatbelt Extensions Guidelines

- When giving seatbelt extensions, request that the passenger return the



extension to you upon deplaning or leave it in their seat.

- Collect extensions used during flight and return to their proper stowage location.
- May not be used in an exit row (applicable to flights operating as Delta Connection only).
- Only seatbelt extensions provided by ExpressJet may be used.
- May not be used in any Flight Attendant jumpseat.

Even though this was an inadvertent deviation from ExpressJet's Operating Procedures and/or Policies in regards to the seatbelt extension guidelines, the Flight Attendant took the correct steps in learning from this error. The Flight Attendant proceeded to check the manual, provided excellent customer service, and then filed an ASAP report.

As a Flight Attendant, you are required to keep your manual updated with the latest revision and ensure you are aware of all of the changes that take place with each revision.

This event can be used as a great lesson as you come across similar situations throughout the year, but especially during the busy summer months, when you may experience several types of situations at once (seatbelt extensions, lap children, unaccompanied minors, etc.).

Please remember, when you're in doubt always turn to your Flight Attendant Manual for guidance. All of the answers you need are at your fingertips.

Furthermore, ensure you submit an ASAP report if you know you were in the wrong. One of the benefits of the ASAP program is to provide a non-punitive environment for honest reporting of safety-of-flight mistakes.

Happy 129th birthday, Machinists!

On May 5, 1888, our great union was founded when 19 railroad machinists secretly met in Atlanta to protect their rights from an abusive employer.

During that meeting in a dirty railroad pit, those individuals could not have conceived what the International Association of Machinists and Aerospace Workers would become.

Tom Talbot and his coworkers set in motion a cause that has steadily grown in reach. Within two years of its formation, the Machinists Union became truly international when the first Canadian and Mexican local lodges were chartered. We were one of the first industrial labor organizations to admit women and minorities into its ranks.

Today we celebrate the IAM's past accomplishments and look forward to the future we will all share. Many of the historical struggles our predecessors faced remain with us today. Our unity and resolve to defend the rights of working families have never been stronger.

Workplace justice and fairness are noble ideals worth fighting for. Demanding that multinational corporations and our government recognize that is our ongoing task, and I am confident we are up to the challenge.

In solidarity,

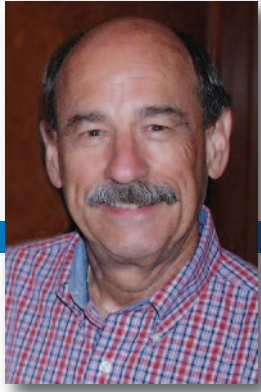
Bob Martinez
IAM International President



The Workers Memorial on the grounds of the IAMAW's William W. Winpisinger training center in Maryland stands in tribute to all workers who died while working at their jobs. The memorial is one of many ways the union stands in solidarity with working people everywhere.



Participants of the 2017 Flight Safety Conference



Ground Safety Report

By Ron Miller, Ground Safety Committee Director

Working together for success

‘Working Together for Success” is the theme for this year’s Ground Safety Training Conference at the William W. Winpisinger Education and Technology Center in Hollywood, Md., on Aug. 29, 30 and 31 (travel days on Aug. 28 and Sept. 1).

This is shaping up to be one of the best Ground Safety conferences in many years. It will include presenters from the United States Department of Homeland Security, the National Mediation Board, OSHA, the Maryland Department of Transportation, the Maryland State Police CRASH Team, Six Safety Systems and IAM CREST, along with a panel discussion led by a Joint Safety Committee from both American and United Airlines.

A full house is expected, so please coordinate through your local lodge’s executive committee to ensure your registrations are submitted early and NO LATER than Aug. 1.

High-visibility shirts versus high-visibility vests

After many years of persistence, we are finally able to announce that American Airlines is offering, as an option, a high-visibility/reflective shirt as a part of the uniform program. In most cities our members will be permitted to wear the shirt instead of the high-visibility safety vest on top of the uniform shirt.

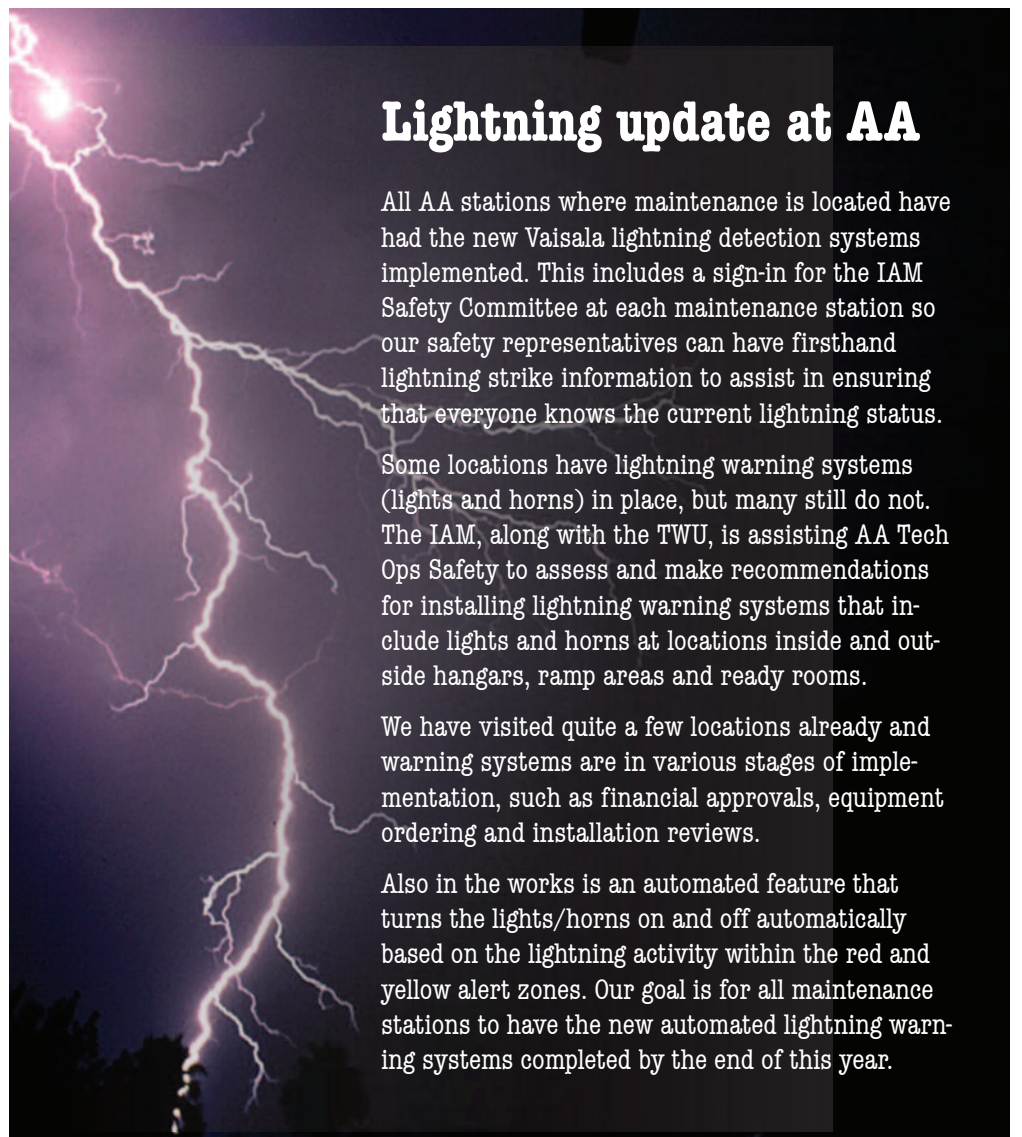
The new shirts are attractive and meet the same ANSI Class 2 requirement that the vests are required to meet.

Some airports in some cities still require a vest no matter what is worn underneath it, but work is under way to update these policies, laws and regulations so the ANSI-rated shirt will be permitted without the vest.

Every active-status maintenance employee required to wear a uniform now has the ability to order two company-paid shirts. The new shirts are not required, but they are long overdue and are a welcome option for our members.

For more information, visit the Aramark uniform site from Jetnet.

Thanks to all who assisted in finally achieving this relief for those who work outside in the intense heat.



Lightning update at AA

All AA stations where maintenance is located have had the new Vaisala lightning detection systems implemented. This includes a sign-in for the IAM Safety Committee at each maintenance station so our safety representatives can have firsthand lightning strike information to assist in ensuring that everyone knows the current lightning status.

Some locations have lightning warning systems (lights and horns) in place, but many still do not. The IAM, along with the TWU, is assisting AA Tech Ops Safety to assess and make recommendations for installing lightning warning systems that include lights and horns at locations inside and outside hangars, ramp areas and ready rooms.

We have visited quite a few locations already and warning systems are in various stages of implementation, such as financial approvals, equipment ordering and installation reviews.

Also in the works is an automated feature that turns the lights/horns on and off automatically based on the lightning activity within the red and yellow alert zones. Our goal is for all maintenance stations to have the new automated lightning warning systems completed by the end of this year.

Ground Service contract updates

Allied Aviation

San Antonio – Ratified new agreement on May 10, 2017.

LaGuardia – Ratified new agreement on May 8, 2017.

Houston – Ratified new agreement on March 28, 2017.

Signature Flight Support

Midway – Ratified new agreement on June 2, 2017.

Swissport

Phoenix – First agreement for this newly organized group reached on March 24, 2017. The company offered increased wages on May 30!

Washington-Dulles – Ratified new agreement on June 9, 2017.

Las Vegas – In negotiations.

Atlantic Aviation

Northeast Philadelphia Airport – Tentative agreement reached on June 25, 2017. Membership scheduled to vote on July 11, 2017.

Jetstream Services

Phoenix – Negotiations for this newly organized group in process (first agreement).

Note: Randy Griffith has been handling Swissport and Jetstream talks, Jerry Lemke has led talks with Allied and Signature, and Bill Wise has been leading talks with Atlantic Aviation – all with the support of Grand Lodge representatives.

Flight Safety Report

By John Hall, Flight Safety Director



A safety program in crisis

Last year, I wrote about the FAA’s new Compliance Philosophy as outlined in Order 8000.373.

This Compliance Philosophy is not based on outcome but rather on risk-based decision making. The agency believes that deviations can most effectively be corrected through root-cause analysis and training, education or other appropriate improvements to procedures.

I invited former FAA regional counselor Loretta Alkalay to speak at length about this at our recent Flight Safety Conference. She also addressed the interrelationship between the FAA Compliance Philosophy as covered under CFR 14, Part 5, and the airlines’ Safety Management Systems (SMS).

When asked later, “Can an SMS system perform adequately without a functioning ASAP program?” she answered with an emphatic “absolutely not.”

At the conference we had the various DL 142 airlines give their reports. ExpressJet reported more than 500 reports over the last two years. Air Wisconsin had several hundred reports and AA/LUS had a total of 27 reports over the previous 12 months.

American Airlines SMS Manager Candra Schatz (DFW) gave a presentation on AA’s Safety Management System. Candra did a good job explaining the structure of the SMS program, covering how all of the different safety programs interact with each other. She described the basics of hazard identification, risk assessment and finally managing the risks themselves.

At the end she was asked two questions: “Can a SMS system perform adequately without a functioning ASAP program?” and “Are 27 ASAP reports a

sign of a healthy program?” The answer to both questions was “no.”

All ASAP programs are based on self-reporting to identify errors so the airlines can take the appropriate steps to manage these risks. The FAA recognizes that for this program to function properly the individual reports must be non-disciplinary in nature. It even states this in the Memorandum of Understanding (MOU) that is signed by the company, the FAA and the IAMAW. There is also a separate Letter of Agreement (LOA) between the company and the IAMAW stating that for all “accepted” reports there would be “no or lesser than discipline issued” and “all discipline would be held in abeyance pending the outcome of the ASAP investigation.”

Dysfunctional program

AA/LUS management has for years refused to acknowledge or adhere to this agreement. This in turn has led to a toxic environment and a dysfunctional ASAP program.

Earlier this year, I attended an industry ASAP conference in Pittsburgh. In the maintenance breakout group, St. Louis University Prof. Dr. Terrence Kelly gave a presentation titled “Accountability and Good Faith in Non-Punitive Reporting Systems.”

He showed how punishment has a caustic effect that causes loss of trust in the system. This in turn inhibits cooperation and the reporting of safety issues.

At the other extreme, a “blame free” environment carries its own risks. When no one is held accountable for his or her actions, then behaviors are not learned or modified.

The truly successful ASAP programs in this industry are based on trust and accountability by ALL of the stakeholders. That means the company, the FAA and the union.

The FAA knows that the AA/LUS ASAP program has been troubled for some time. First, the CMO in Pittsburgh knew the LUS program was in trouble. After the merger, our new CMO in Dallas knew the AA/LUS program was in trouble.

With repeated calls to FAA headquarters in Washington, D.C., the agency knew the program was in trouble. Yet it allowed the LUS ASAP to flounder. No one at the FAA has been held accountable.

The company also knows that the AA/LUS ASAP program has been troubled for some time now. Countless discussions with upper management at LUS produced zero changes. After the merger, discussions with upper management at AAL also produced zero changes. In fact, AA/LUS management continues to be allowed to run roughshod over the ASAP program. No one in AAL management has accepted accountability.

Dead for all intents and purposes

For all intents and purposes, the AA/LUS ASAP program is dead. No one trusts in it and no one uses it.

I don’t blame the Mechanics for not using it, either; there is no upside for them. Use it at your own discretion.

Only when those in power WANT this program to succeed and take the needed steps to fix these problems will we be able to TRY to regain trust in the program. Without trust, there is no program.

Certification in blood-borne pathogen protection



Flight Safety Conference attendees were certified in protection from blood-borne pathogens, such as hepatitis and HIV/AIDS, to which they might be exposed in emergency situations.

DL 142 educator Suafao conducts Steward Training at LL 1833

On May 19, District Lodge 142 Educator Dan Suafao traveled to Minneapolis to provide Shop Steward Training for Local Lodge 1833. The group was small enough that it allowed for a one-day course customized to emphasize the foundational skills of Stewards. Suafao makes use of team-building exercises along with instruction in grievance writing to instill confidence in union representatives. Participants included DL 142 and DL 141 Shop Stewards from Southwest Airlines, American Airlines and United Airlines. DL 142 PDGC David Supplee and Secretary-Treasurer Ian Anderman were also able to pay a visit to share their knowledge and support.



Insights from the Flight Safety Conference



“This week I learned the importance of communication between the group’s working in the aviation field, whether between mechanics and engineers or even between workers filing reports. I learned that without communication from each section of the company, things will not run smoothly, leading to faulty work or even accidents. Without effective communication, arguments can lead to periods of inactivity within the company which is beneficial to no parties involved.

In my engineering career, I will do my best to help bridge the gap between maintenance and the engineering side of aviation, especially now that I have seen the problems presented on both sides.

I will also be sure to always speak up and file my correct reports if I see something that is a safety issue. I will not sit idly by and let it go unaccounted for.

I would like to thank John Hall, John Goglia and Greg Feith for letting me know about this conference, as well as Dave Supplee for allowing me to join in this training. This is an experience I will surely not forget and will carry with me through my aviation engineering career. Thank you for allowing me to be a part of this team.

Stephanie Spolar

Embry Riddle Aeronautical University Engineering Major
IAM DL 142 Scholarship Award Winner



Stephanie Spolar accepts her DL 142 Scholarship Certificate in 2015. From left: GC Bill Wise, father Rich Spolar (American Airlines Mechanic), former Southwest Airlines VP Janie Gallozzi and GC Kenny Champagne.



“Attending this conference gave me a better understanding of the Flight Safety Committee. In-depth discussions covered many topics, including professionalism in aviation, FAA Enforcement Action, Critical Incident Response, Safety Management Systems and ASAP reporting, to mention a few. Safety of flight is the responsibility of all employees and the Flight Safety Committee members are the leaders in educating our brothers and sisters. As a leader, I will help other members understand Safety Management System regulations (14 CFR Part 5) and completing an ASAP report when needed.”

Chinedu Ironkwe,

American Airlines, PHL Maintenance

“I am honored to be able to join this exemplary group of safety professionals. The wealth of information presented during this conference was hard to contain into the two short days we had together. I thank the IAM for coordinating such a well-structured organization and support team. I expect we can count on them to be there ready to support our members and each other in times of need.”

Andrew Mandrek

Air Craft Maintenance Crew Chief
Air Wisconsin Airlines

“As a member of the Fatigue Committee for the ExpressJet Flight Attendants, I am grateful for this opportunity to expand my knowledge of the resources available to our members through our IAM Flight Safety Committee. During the two-day conference, we covered such topics as ASAP, SMS, Blood-Borne Pathogens, Critical Response and how to be prepared in the event of a crash. I’m excited to see the progress our groups making in uniting and striving for a safer future.”

Darci McLaren

IAMAW Local Lodge 2339N



“This was a great learning experience! I can go back to my work group with a better understanding of the SMS program and the ASAP reporting system and how these are tools we can use to improve our work environment. The health aspect of the program was enlightening. I can now be more of a resource for my brothers and sisters on the floor.”

Ben Nichol

American Airlines
LAS Maintenance



“The information we learned here is priceless. Now it is our responsibility to share it with our colleagues back home. We must emphasize that everyone, including management, must strive to work safely and be accountable for their actions, even when mistakes are caused by human factors, policies and/or procedures not being right. Just as importantly, we need to help build trust and awareness of all our resources, especially the SMS and ASAP programs.”

Francesco Gambino

Local Chairman, AA Mechanic & Related, PHL



“The biggest lesson I learned was that the IAM cares about its people and those in charge are there to defend them passionately. Every member brought something to the table highlighting the lessons that were taught in class, especially during the NTSB investigation portion. I am so thankful for the opportunity to attend this class at a first-class facility, but mostly it was the attendees and instructors interactions who made this a great learning experience.”

Allen Bodine Jr.

Hawaiian Airlines, HNL Maintenance

