



# AIR TRANSPORT



## DISTRICT LODGE 142

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### Flight Attendant Survey Report

**Dear Flight Attendant:**

The Machinists Union conducted an IAM Flight Attendant Survey beginning in August 2008 and ending in early September. Two survey instruments were developed – an on-line (web) form and a pen-and paper questionnaire. Flight Attendants provided candid and tremendously helpful comments that the International Union and District 142 will use to improve our representation to the membership.

Slightly more than half the respondents were members of Local 2339N in Newark, NJ. A majority were non-reserve Flight Attendants with more than 15 years seniority. The bulk of respondents said they knew and had access to their grievance representatives. Most were familiar with the grievance process, and Flight Attendants wanted increased accessibility to Representatives and Union Leaders.

Improving communications remains a priority for both the Union and Flight Attendants; a majority of which responded that direct mail to their homes was their preferred method of communication. Common themes of what Flight Attendants want addressed in communications include industry news, contract information, grievance updates and addressing financial issues that impact Flight Attendants.

The most constructive portion of the survey was the open-ended questions that allowed Flight Attendants the freedom to provide honest and anonymous comments about their Union. Many remarks addressed grievance matters, upcoming negotiations, retirement concerns, reserve problems and merger worries. All comments, both positive and negative, were appreciated.

Nearly 100 of your coworkers have volunteered to be part of a Flight Attendant Working Group. This group will be divided into subcommittees and will help develop the new initiatives necessary to better represent the IAM's Flight Attendant membership using the survey as a starting point for discussions.

Thank you to everyone who participated in the survey and the Flight Attendant activists who worked to make the survey successful.

Sincerely,

Robert Roach, Jr.  
GENERAL VICE PRESIDENT

Tom Higginbotham  
PRESIDENT-DIRECTING  
GENERAL CHAIRMAN

cc: District 142 Executive Board  
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