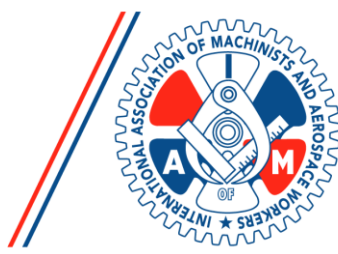


International
Association of
Machinists and
Aerospace Workers



9000 Machinists Place
Upper Marlboro, MD 20772-2687

Area Code 301
967-4500



Office of the General Vice President

June 28, 2017

Dear Senator:

On behalf of the largest airline union in North America and the thousands of airline customer service agents (“CSA’s”) that we proudly represent, we respectfully urge you to vote “YES” to an amendment being offered by Senator Maria Cantwell (WA) to the Federal Aviation Administration Reauthorization Act of 2017 (S. 1405). This amendment to the FAA Reauthorization bill would require all commercial airlines to adopt an “Employee Assault Prevention and Response Plan.”

Due to the nature of their employment, which includes interacting with the flying public, dealing with angry airline passengers, in some cases working alone and enforcing airline regulations, these CSA’s are vulnerable to horrific criminal acts. CSA’s are being assaulted on a daily basis. Airline passengers who are upset about paying more for airline tickets and fees, lost luggage, flight delays and cancellations are taking their frustrations out on innocent CSA’s who are simply trying to do their job. Their injuries in some cases are life altering.

The Cantwell amendment requires airlines to establish an Employee Assault Prevention and Response Plant that has protocols for how employees and managers should properly handle violent incidents, including recurrent training, proper incident reporting and immediate notification of law enforcement. The amendment calls for reporting procedures and employee training based on those originally required by FAA advisory circular 90-103 regarding methods to manage and report incidents of passenger interference with crew members. Clear and concise protocols, as required by this amendment, would provide CSA’s with a support network to handle an assault.

Again, we ask that you stand with our airline customer service agents by supporting the Cantwell amendment to the FAA Reauthorization bill.

If you have any questions or concerns, please contact Legislative Director Hasan Solomon at (202) 420-5902 or hsolomon@iamaw.org.

Sito Pantoja
General Vice President of Transportation