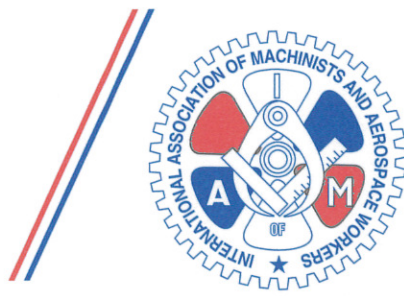


**International
Association of
Machinists and
Aerospace Workers**



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Upper Marlboro, Maryland 20772-2687

Area Code 301
967-4500



OFFICE OF THE INTERNATIONAL PRESIDENT

September 5, 2019

The Honorable Elaine Chao
Secretary
U.S. Department of Transportation
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

Dear Secretary Chao:

On behalf of the largest airline union in North America proudly representing over 100,000 airline workers, we strongly urge the Department of Transportation (“DOT”) and the Federal Aviation Administration (“FAA”) to implement two key provisions in the FAA Reauthorization Act of 2018 that ensures the safety of airline customer service agents (“CSAs”) and flight attendants. Specifically, Section 551 of the bill which addresses the troubling rise in assaults directed at CSA’s at our nation’s airports, and Section 335 of the bill requiring a 10-hour minimum rest period for flight attendants between 14-hour duty periods.

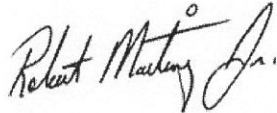
Across the country, CSA’s are being assaulted by angry passengers on a daily basis. No one should be physically or verbally assaulted just because they showed up to work and performed their job. Congress included Section 551 in the FAA bill to mitigate these instances by requiring commercial airlines, within 90 days of enactment, to develop and submit to DOT for approval a plan detailing protocols for how to deal with violent or abusive incidents directed against CSAs. Section 551 also requires commercial airlines to update their training procedures to reflect the contents of their assault and response plans. Unfortunately, DOT has not enforced this provision, placing CSAs at continued risk of being assaulted simply for reporting to work and doing their jobs.

Chronic fatigue among flight attendants is a serious issue in the commercial airline industry. To address this core safety concern, Section 335 of the FAA bill requires DOT to modify the current rules governing flight attendant rest to mandate a 10-hour rest without exception within 30 days of enactment. However, several month later, our flight attendants are still waiting for FAA to comply with this common-sense safety protection mandated by Congress. Section 335 also requires commercial airlines to submit to the FAA for approval a fatigue risk management plan within 90 days after enactment. To date, no plans have been submitted nor has the FAA sought to enforce this crucial safety mandate. Forcing flight attendants to work under outdated rest rules is simply unacceptable. We respectfully ask the FAA to implement these rules without further delay.

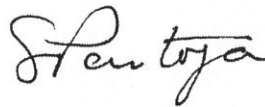
It is now past time for DOT and the FAA to implement the above reforms mandated by Congress and prioritize the safety of our CSA's and flight attendants. Thank you in advance for your attention to this very important request.

Should you have any questions, please contact our Legislative Director Hasan Solomon at (301) 967-4575 or via email at hsolomon@iamaw.org

Thank you,



Robert Martinez, Jr.
International President



Sito Pantoja
General Vice President of
Transportation