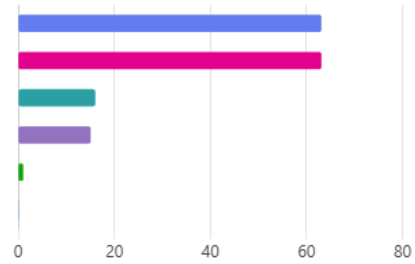


1. Work Group (Please check one):

This would help identify which work group is more likely to attend.

[More details](#)

● Customer Service	63
● Ramp Service	63
● Move Team	16
● UGE	15
● Storekeepers	1
● Maintenance Instructor	0



2. Attendance

Would you attend a special meeting dedicated to expressing and discussing concerns related to your daily work experience?

[More details](#)

● Yes	143
● No	15

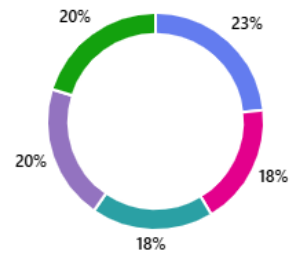


3. Who from your Union would you like to be present to answer questions and concerns?

Select all that apply

[More details](#)

● Local President: Presides over all meetings, ensuring all in attendance follow parliamentary procedure...	142
● Local Vice President: Assists the President in presenting order and presides in the absence of the...	110
● Assistant General Chair (AGC): A District 141 representative who provides leadership and...	111
● Local Grievance Committee: Members who represent your specific Labor Agreement. They are...	123
● Shop Stewards: Your first line of representation. They are accountable for representing the...	123

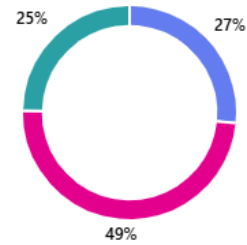


4. Preferred Meeting Window

Which time window would be best for you to attend?

[More details](#)

- Morning (e.g., 7:00 AM - 10:00 AM) 42
- Afternoon (e.g., 1:00 PM - 4:00 PM) 77
- Evening (e.g., 6:00 PM - 9:00 PM) 39



5. What day of the week is best for you?

We want to make sure as many people as possible can attend. So we will select the day of the week based on the majority of respondents. The week of this meeting (depending if there is enough interest) would be the fourth (4th) week of April. [More details](#)



Topics of Concern: Is there a specific issue or "everyday experience" you want to ensure is on the agenda?

119 responses

ID	Name	Responses
1	anonymous	Union contract
2	anonymous	Lack of manpower and BMT runners doing 3 man job.
3	anonymous	Know where to get help
4	anonymous	No
5	anonymous	Working conditions and pay rate

ID	Name	Responses
6	anonymous	Management overreach
7	anonymous	<p>The utter disgust with the lack of intestinal fortitude of the leadership from the top down. With business as usual mentality. The lack of enforcement of working conditions of letting united do what they feel like doing. The grotesque attitude of some shop stewards towards members and over friendliness with supervisors & management . Proposal of removing stewards from operations entirely & letting them just concentrate on defending the members. The pettiness in this local seems like a HS instead of an institution that was created to defend the rights of its members. The lack of union pride amongst the body is astounding but that lyes on the feet of its officers.</p>
8	anonymous	Yes
9	anonymous	I would like some place to park when I get there
10	anonymous	Lunch window been violated
11	anonymous	Pay
12	anonymous	Grievances done in a timely manner
13	anonymous	All
14	anonymous	Getting information out. Our shop stewards don't give or have any info. At least not in my experience.
15	anonymous	Favoritism
16	anonymous	Medical coverage expanse
17	anonymous	Pay rules and regulations etc

ID	Name	Responses
18	anonymous	Not really, you guys done a great job!
19	anonymous	Job protection from outsourcing and AI. More pay, on time assignment of lunch break. Proper distribution of overtime.
20	anonymous	Work location
21	anonymous	Harassment by management at flights
22	anonymous	Moral, supervisor intervine on flights, micromanagement at gates.
23	anonymous	Yes, moving agent to different places, without any considerations for seniority.
24	anonymous	Better understand of our workers rights
25	anonymous	contract
26	anonymous	It's new rules everyday that's not SOP.
27	anonymous	Intimidation by leadership ats it pertains to role accountability and job performance
28	anonymous	Contract
29	anonymous	Contract
30	anonymous	Na
31	anonymous	Short staffed at lobby. Wages. Bid lines
32	anonymous	Overtime equalization

ID	Name	Responses
33	anonymous	Unnecessary write ups. Example: Multiple agents working the flight, one completely innocent due to full attention on a passenger while the other agents are responsible for boarding and having misboards.
34	anonymous	Every day issues and transparency regarding negotiations
35	anonymous	The bid the fact we have no choice versge in the lobby etc
36	anonymous	Pay and grievances
37	anonymous	Pay and schedules
38	anonymous	Increase our payment and give better bid lines.
39	anonymous	Breaks in a timely manner and the proper location, our clocks get rolled back and then we have to send request forms for the missing time
40	anonymous	Everything
41	anonymous	Everyday experience.
42	anonymous	Where is the visible union representation on premises Union education for members Will there be a zoom or teams link for this?
43	anonymous	Staff at flights . A gates. Minor write ups
44	anonymous	How can the iam represent United CS and UGE passenger service when we are doing the same work?
45	anonymous	Not pulling from area in seniority order, time between assignments, and supervisor professionalism.

ID	Name	Responses
46	anonymous	Injury at work and not being paid for, if sent home for rest by clinic due to being hurt or injured while working
47	anonymous	The bid
48	anonymous	Security
49	anonymous	Why UGE is not paid for training? Why Leads and Supv hug and kiss some associates?
50	anonymous	Break times with staff com
51	anonymous	Why does customer/ ramp service profit sharing percentages hover around 3% every year (this year less than 3%} while the pilots received an increase?
52	anonymous	Relief lines outreach events to attract/engage new members uniform allowance
53	anonymous	Salary Grievance Work groups Medical cost Profit Sharing
54	anonymous	Short staff for assist customers
55	anonymous	<p>Management here needs to go. Specifically Elvis in the training department and Sevan. Their leadership has created a toxic work environment by forcing everyone to get crosstrained in everything so they can make everyone relief. And sending out threatening emails often saying if you dont get your training done, you will be written up. Let alone that we have virtually no Supervisor support on the floors and its like running a marathon trying to find one when you need one and they often are in the office looking at cameras trying to write you up for anything they can. Especially since Corporate instituted those mandatory monthly write up quotas. This is workplace bullying and they both need to either step down from their roles or they need to go or Newark is about to have a general strike because their leadership. We are done with their bullshit. AOD needs to be delgated to a call centre or give us the physical service desks back.</p>

ID Name Responses

		<p>We have a call centre already, we do not need aod. I did not apply to work in a call centre. I am verbally abused by passengers daily over needing to use aod. Scheduling needs an overhaul. I have had my schedule changed back when I was a relief lead on my days off and they emailed me knowing I dont look at work things on my day off and called that "notifying me," so when I get to work the next day I suddenly am now Team Lead for the shift for an area I've never worked in and cant decline the upgrade because "they emailed me yesterday." I finally gave up Team Lead because I had no support or training as I had requested multiple times and was being set up for faliure. Uge needs to be forced out because they are stealing our jobs in the lobby and are doing agent work checking passengers in on on the kiosks and advising them on their flights instead of just taking checked bags. And they intentionally short staff the area with actual United Agents so they can get away with paying less. There is no consistency with company policies and it shows. One supervisor does one thing and another supervisor will write you up for doing that and nothing gets done. This no nap policy or be fired needs to go or get something actually in writing and this is just Newark. Most other stations do not care if you take a nap on your break in the breakroom as long as you are not on the clock. Yet for some reason its the culture here to take pictures of people here who may have dozed off after having an extremely long day and send it to management and get them fired. This is actually a safety issue because especially on days where we are on mandatory overtime and often a lot of us are just exhausted when we finish work and need to rest for a bit before going home so we dont fall asleep on the road and get in a vehicle agent. Also this harassment by Uniteds vendors needs to go. I am fed up with texts from United about Diabetes and Cancer and Weight Watcher screenings. Its beyond frustrating and is essentially telemarketing. Next the bid lines.... It feels like the vast majority of them are relief which is complete bullshit and nonsense and is unfair and toxic. I have worked at several stations and this is the only location I've been at that seems intent on forcing everyone to be relief and does not care that you may not be comfortable in a speciality area such as ppbm. Management does not care and will just write you up if you make a mistake because you arent getting the support you need. We are constantly short staffed in areas and then management makes things worse by pulling people to the gates and expects areas like terminal A baggage to function with one agent and one lead. There have been multiple instances</p>
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ID	Name	Responses
		where baggage has been extremely short staffed and we have hundreds of bags coming in early from other locations and two people are expected to haul all of these bags across the terminal and also take claims and sort through the bags looking for files. All with no chance to get water or even take our breaks.....
56	anonymous	Everyday experience
57	anonymous	Get the most money possible Adjust mandatory overtime. Not remove it just adjust it
58	anonymous	Job security Management involvement in the operation.
59	anonymous	What is the purpose of grievances since nothing ever changes?
60	anonymous	Grievance and accessibility
61	anonymous	Grievances, arrivals at the time of our start time, black out dates that don't we don't get holiday pay for etc..
62	anonymous	Accessibility and parking to attend meetings; job security; work areas and working conditions
63	anonymous	Just job security
64	anonymous	Everyday concerns
65	anonymous	Honestly for Ramp, the company's "metrics" need to be ended in at least in 2 areas: 1. Scanning 8 bags off in 5 minutes and 2. Dumping bags at carousel. Placing any time frames in these 2 areas is unsafe and must be stopped immediately before another person gets injured or aircraft is damaged.
66	anonymous	Money health insurance job security

ID	Name	Responses
67	anonymous	The responsibility that the local has to our membership and lack of support from our elected members. Better protection
68	anonymous	Staff com, ramp movement not in order, lunch at term A. Forced task completion. Union communication. Why doesn't the union fight and where are they all the time?
69	anonymous	That the union actually gets back to people with regards to members questions and concerns
70	anonymous	Uroc moving people from gate to gate blaming it on staffcom. Not working with the "team" you bid with when everyone on your team is at work. Supervisors wanting you to fuel any given equipment at the gate even if the equipment is not from the gate. No one is taking responsibility for giving us our 15 minute break for part timers. Union not addressing these black out dates and how the company keeps adding days whenever they feel like it
71	anonymous	Uroc still assigning flights and not letting staffcom doing whats made for..
72	anonymous	Increase of health insurance, Pay raise, job protection
73	anonymous	Pay, attendance, performance
74	anonymous	Everything
75	anonymous	Datvs show in contract they can be cancelled prior to your shift . Why is it Ewr requires 7 days ? Staffing issues agents start at 5 and are expected to be at a flight at 5am for a 6am departure . Half way thru the year to make sure liability is there for dats. Vacation should not decrease on specific weeks every year more and more employees accrue more vacation so weeks should improve
76	anonymous	Grievances, management, equipment

ID	Name	Responses
77	anonymous	We need more clarity on pulling people from specialized work areas to work gates. they say it's by seniority but they always seem to have a work around and excuse for not pulling by seniority. We need to have a transparent list available online that's easy to access. A central source rather than the one we have which needs improvement.
78	anonymous	Enforcement of bylaws against the company.
79	anonymous	Hostile work environment reporting
80	anonymous	.
81	anonymous	Manpower in T A Bagroom, lack of equipment in the Bagroom
82	anonymous	Work rules,overtime, profit sharing, job stability
83	anonymous	WORK RULES / PAY/ 401K retirement / Bidlines/daytrades
84	anonymous	What happened to the shop stewards power? There was a time when stewards were on the same level as a supervisor or a mangers during a meeting. Now they just sit there and say nothing like a mute.
85	anonymous	How to make staffcomm better
86	anonymous	Contracts
87	anonymous	Management and the micro managing needs to be addressed. The inconsistent staffing from staffcom the constant abuse of power is annoying
88	anonymous	Like to talk in person
89	anonymous	Point system

ID	Name	Responses
90	anonymous	Terrible bid lines - agents working alone on flights - pay
91	anonymous	The number of times a CSR is working a 737 flight by themselves due to the tight scheduling of agents. Why is this happening more frequently at this time?
92	anonymous	Nothing I can think of at this moment.
93	anonymous	Every day experiences. I feel like this is a good forum / idea But depending on outcome would an online platform be available? I know there's no way to secure it but the parking is dreadful at best.
94	anonymous	Manpower
95	anonymous	Overtime
96	anonymous	All areas
97	anonymous	Mgmt bypassing contractual rules or making them up as they go along and the Union does nothing about it. ie, reverse seniority
98	anonymous	Yes workloads Quota from supervisor to write people
99	anonymous	Management firing senior employees no respect.
100	anonymous	1. Many bid lines overlapping others. Very difficult to pick up additional hours or help agents with their shifts. Is there a committee of senior agents and junior agents to review the bids prior to them being released and provide constructive feedback? 2. Why aren't there more opportunities to become Premium Service agents?
101	anonymous	Contract negotiations

ID	Name	Responses
102	anonymous	Organization and Education respectfully across the board
103	anonymous	Everything
104	anonymous	Mandatory hours, pay, points policy
105	anonymous	<p>The mandatory overtime that they been called every day without at least one hour window , and also we stressed in a hostile environment work cause nobody care about our necessities, we get points if we don't do the mando , it's an stressful environment, for example I have another job in the morning 5 am full time thats what I get a part time job 7:00 to 12:30 am , I'm working every day 2 hours mando I stayed until 2:30 am sometimes 3:30 am , and then I have to jump to my other job I can not sleep and that's not healthy for us and they don't care .</p>
106	anonymous	Mandatory overtime Sick time Point system
107	anonymous	Poor work environment, lack of support from management, lack of proper staffing, we do not have the tools necessary to perform our jobs
108	anonymous	Better Pay, Mandatory Overtime, Points Policy
109	anonymous	Better pay. Point system. Mando called in advance and not excessive
110	anonymous	Management intimidation
111	anonymous	<p>Money. This current hourly pay is NOT enough live on, not even close. The amount of work and hours you have to put in just to make rent and bills is outrageous. Even then it's a paycheck to paycheck life. 10th most dangerous job just to be paid Pennie's and scrap is a joke. You would have much more loyal and dedicated ramp agents if you paid them real money. This is not enough to live.</p>

ID	Name	Responses
112	anonymous	Visibility in the work place
113	anonymous	Break times for part timers Managers standing at GATES Managers working a flight Working a flight alone with no CS2 when it's more than 100 PX
114	anonymous	Yes! Pay concerns and benefits along with retirement
115	anonymous	Work protection
116	anonymous	I want to address the constant feeling of us feeling like we are being entrapped or set up to try and lose our jobs
117	anonymous	Pay
118	anonymous	Sick time, mandatory overtime, and working conditions.
119	anonymous	Pay increases Mandatory overtime and vacation time

7.

Additional Feedback: Are there any contractual questions or points of clarification you feel should be included in this process?

70 responses70Responses

ID	Name	Responses
1	anonymous	Pay
2	anonymous	Pay and Bid
3	anonymous	When will we get what is due to us?

ID	Name	Responses
4	anonymous	Could the union ask the hotel across the street when there is meeting we can use the parking place for a short moment
5	anonymous	Taking people out of the working area
6	anonymous	Others
7	anonymous	Grievances
8	anonymous	Job classification
9	anonymous	Back pay
10	anonymous	Keep up the good work!
11	anonymous	Job security
12	anonymous	Lunch times and moving agent and time when jobs are assigned
13	anonymous	Membership meetings should be open to in-person and online platforms using member personal emails.
14	anonymous	Specially Supervisor writing procedures without going to coaching.
15	anonymous	The grievance process and reporting ethics and compliance violations. Role accountability when RTS assigns tasks vs when RTS leadership changes without notice
16	anonymous	Na
17	anonymous	Not at the moment

ID	Name	Responses
18	anonymous	Benefits, Inflation and pay rate that matches the economy
19	anonymous	Yes
20	anonymous	We actual job descriptions with a list of our responsibilities
21	anonymous	Everything
22	anonymous	Raise. Short the steps to top pay
23	anonymous	Where are the rules in the contract that keep management from making all meetings with employees an emergency when it's convenient to them. If they take 2 weeks for their investigation why can't they wait a day until the union rep that originally sat with the investigation is back to continue the proper representation of the employee?
24	anonymous	Yes bid lines starttjme spread evenly across part time and full time.
25	anonymous	Need ton
26	anonymous	More emergency lateness relief
27	anonymous	Why isn't the union negotiating our bids & pay rate
28	anonymous	Why in PPBM are all the 4/3 lines only in the AM shift?
29	anonymous	Status of negotiations. Healthcare premiums
30	anonymous	Job security , retirement, profit sharing percentage at least as flight attendants since we are doing same field as customer services.

ID	Name	Responses
31	anonymous	To the point where several agents have had medical issues such as heat strokes and yet management is never held accountable for causing these issues. Many people are going part time because Newark is too toxic to work full time at
32	anonymous	Job security and pay
33	anonymous	I answered yes to going to meetings but it's entirely dependent on when it's available
34	anonymous	Why is it taking so long to get a contract?
35	anonymous	Attendance and sick leave
36	anonymous	Top out pay
37	anonymous	No
38	anonymous	We will not sign any contract Until they give us what we deserve
39	anonymous	If everyone is ending shifts at 2330 we need more busses...busses are packed as it is and will get worse with this new bid
40	anonymous	Contract negotiations, addressing blackout dates, "safety issues" not being addressed,
41	anonymous	The amount of times we spend outside flights after flights
42	anonymous	Pay raise and job protection
43	anonymous	Everything

ID	Name	Responses
44	anonymous	There is multiple questions to be asked on our contract however due to the loopholes no one is speaking up for the agents just agreeing with mgmt
45	anonymous	Benefits, wages, vacation
46	anonymous	This is additional feedback on a different topic.. it's about Moving our union meetings to an electronic platform such as online meetings. Other unions are doing it and we need to get with the times and make it more convenient and easier for everyone to participate collectively we pay a lot of money for our union dues this is something we pay for and we should have more options for attending meetings. That meet the needs of our members
47	anonymous	I'm sick of them holding us accountable for everything but they are not being held accountable for nothing. They can bypass or choose not to follow certain guidelines or rules according to the contract and they get away with it. The union has been allowing it for a very long time now.
48	anonymous	Negotiations of the contract
49	anonymous	.
50	anonymous	Only the language should be clear
51	anonymous	Hoq are changes made in the middle of the contracts with out any members knowing. A physical copy of the contracts should be given to all members. Union cards should be giving to all members this should be automatically done. Our right should be protected and explained.
52	anonymous	Pay raise
53	anonymous	Why is it so hard to get a contract done. What is going on with negotiations that's having a problem getting this contract ratified

ID	Name	Responses
54	anonymous	The number of relief lines being added with every new bid.
55	anonymous	Nothing I can think of at this moment.
56	anonymous	N/A I'm a steward and wanna see this happen.
57	anonymous	Shift differentials. Relief lines
58	anonymous	Yes. With real talk
59	anonymous	Why are C-2 agents only assigned to perform minutes before boarding begins? Then feeling rushed and overwhelmed with lines of passengers waiting to ask questions?
60	anonymous	Order and togetherness in the meetings as we take off work and lose money to attend the meeting I think it's of the utmost importance to take that into consideration as union brothers and sisters with positive attitudes mindset and understanding the importance of the meeting and accomplishments there of.
61	anonymous	FML hours, sick time and trade days
62	anonymous	Sick time Raises periodically
63	anonymous	Yes, issues with overtime awarded, our schedules have been changed - each bid more partial weekend lines and mid shifts cut, not enough vacation liability. Every year less vacation weeks available for bidding even after hiring more and more agents.
64	anonymous	Reducing part time hours yet still hiring full time employees. How is this being allowed by the company and union? Should be a hiring freeze or furlough before reductions in part time hours.

ID	Name	Responses
65	anonymous	<p>Management is a joke. Supervisors showing up barking orders on the gates screwing up flights then blaming the ramp lead and writing them up. UROC stacking non stop flights on agents like we are robots running us down until failure just to write us up for failing. Paying up Pennie's and expecting loyalty and dedication while we can barely make rent. Ramp leads conspiring to simultaneously call out BECAUSE of managements failure in leadership. Supervisors and UROC leadership team NEVER taking accountability for their mistakes pushing all the blame onto the ramp agents and leads. Acting leads not being paid as leads when doing lead work. Ramp agents NOT BEING PAID ENOUGH TO LIVE. Corrupt leadership that plots on the downfall of hard working agents because of the color of their skin.</p>
66	anonymous	<p>By laws. When and how are they amended. Why committes hardly ever have reports and or don't open the floor for questions etc</p>
67	anonymous	<p>Training sessions on current contract are needed for all CSRs, periodically Meetings about ALL our benefits should be held to discuss them and how we can use them Discussion of who to go to in times of needs Offer shop</p>
68	anonymous	<p>Blackout days, holiday pay, mandatory overtime, etc,.</p>
69	anonymous	<p>Yes, Where we are in the contract would help</p>
70	anonymous	<p>UGE doesn't respect safety standards. UGE doesn't respect the handbook policy</p>