

VICE SPEAKER BENJAMIN J.F. CRUZ

Committee on Appropriations and Adjudication  
senator@senatorbjcruz.com | www.senatorbjcruz.com



*I Mina'trentai Tres na Liheslaturan Guåhan*

**THE 33RD GUAM LEGISLATURE**

155 Hesler Place, Suite 107, Hagåtña, Guam 96910

**JUN 13 2016**

The Honorable Judith T. Won Pat  
Speaker

*I Mina'trentai Tres na Liheslaturan Guåhan*

33<sup>rd</sup> Guam Legislature

155 Hesler Place

Hagåtña, Guam 96910

VIA: The Honorable Rory J. Respicio  
Chairperson, Committee on Rules

**RE: Committee Report on Resolution No. 391-33 (COR), As Introduced**

Dear Speaker Won Pat:

Transmitted herewith is the Report of the Committee on Appropriations and Adjudication on Resolution No. 391-33 (COR), As Introduced - B.J.F. Cruz - "Relative to expressing *I Liheslaturan Guåhan's* unequivocal support of H.R. 4441, cited as the Aviation Innovation, Reform, and Reauthorization Act of 2016, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage."

Committee votes are as follows:

9 TO DO PASS  
\_\_\_\_ TO NOT PASS  
\_\_\_\_ TO REPORT OUT ONLY  
\_\_\_\_ TO ABSTAIN  
\_\_\_\_ TO PLACE IN INACTIVE FILE

Sincerely,

  
BENJAMIN J.F. CRUZ  
Chairman

2016 JUN 14 AM 7:31  
L. Cruz

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**VICE SPEAKER BENJAMIN J.F. CRUZ**

Committee on Appropriations and Adjudication  
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## **COMMITTEE REPORT**

### **Resolution No. 391-33 (COR), As Introduced**

***“Relative to expressing *I Liheslaturan Guåhan’s* unequivocal support of H.R. 4441, cited as the Aviation Innovation, Reform, and Reauthorization Act of 2016, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441’s passage. ”***

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**VICE SPEAKER BENJAMIN J.F. CRUZ**

Committee on Appropriations and Adjudication  
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155 Hesler Place, Suite 107, Hagåtña, Guam 96910

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**JUN 13 2016**

**MEMORANDUM**

**TO:** All Members  
**FROM:** Vice Speaker Benjamin J.F. Cruz  
*Chairman, Committee on Appropriations and Adjudication*

**SUBJECT:** Committee Report on Resolution No. 391-33 (COR), As Introduced

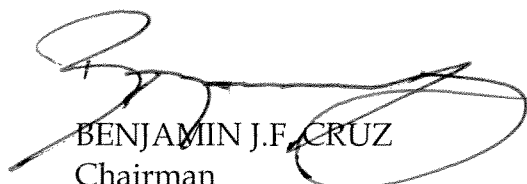
Transmitted herewith for your consideration is the Committee Report on Resolution No. 391-33 (COR), As Introduced - B.J.F. Cruz - "Relative to expressing *I Liheslaturan Guåhan's* unequivocal support of H.R. 4441, cited as the Aviation Innovation, Reform, and Reauthorization Act of 2016, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage. "

This report includes the following:

- Committee Vote Sheet
- Committee Report Digest
- Resolution No. 391-33 (COR), As Introduced
- Public Hearing Sign-in Sheet
- Copies of Submitted Testimony & Supporting Documents
- COR Referral of Resolution No. 391-33 (COR)
- Fiscal Note Requirement
- Notices of Public Hearing
- Public Hearing Agenda
- Related News Reports

Please take the appropriate action on the attached voting sheet. Your attention to this matter is greatly appreciated. Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

  
BENJAMIN J.F. CRUZ  
Chairman

**SENATOR BENJAMIN J.F. CRUZ, VICE SPEAKER**

Committee on Appropriations and Adjudication  
 senator@senatorbjcruz.com | www.senatorbjcruz.com

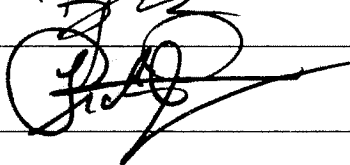

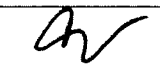
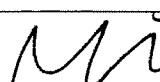
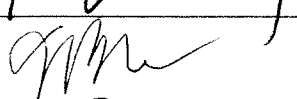

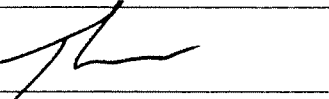



*I Mina'trentai Tres na Liheslaturan Guåhan*  
**THE THIRTY-THIRD GUAM LEGISLATURE**

155 Hesler Place, Suite 107, Hagåtña, Guam 96910

**COMMITTEE VOTING SHEET**

**Resolution No. 391-33 (COR), As Introduced** – B.J.F. Cruz – “Relative to expressing *I Liheslaturan Guåhan*’s unequivocal support of H.R. 4441, cited as the Aviation Innovation, Reform, and Reauthorization Act of 2016, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441’s passage.”

COMMITTEE MEMBERS	SIGNATURE	TO DO PASS	TO NOT PASS	TO REPORT OUT ONLY	TO ABSTAIN	TO PLACE IN INACTIVE FILE
CRUZ, BENJAMIN J.F. Chairperson		<input checked="" type="checkbox"/>				
AGUON, Jr., FRANK B. Vice Chairperson		<input checked="" type="checkbox"/>				
WON PAT, Ed.D., JUDITH T. Speaker and <i>Ex-Officio</i> Member		<input checked="" type="checkbox"/>				
MUÑA BARNES, TINA ROSE Member		<input checked="" type="checkbox"/>				
RODRIGUEZ, Jr., DENNIS G. Member		<input checked="" type="checkbox"/>				
SAN NICOLAS, MICHAEL, F.Q. Member		<input checked="" type="checkbox"/>				
UNDERWOOD, Ph.D., NERISSA B. Member		<input checked="" type="checkbox"/>				
ADA, V. ANTHONY Member		<input checked="" type="checkbox"/>				
MORRISON, THOMAS A. Member		<input checked="" type="checkbox"/>				
TORRES, MARY C. Member		<input checked="" type="checkbox"/>				



## COMMITTEE REPORT DIGEST

**Resolution No. 391-33 (COR) - B. J.F. Cruz** - “Relative to expressing *I Liheslaturan Guåhan*’s unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441’s passage.”

### **I. OVERVIEW**

**Resolution No. 391-33 (COR)** was introduced by Vice Speaker Benjamin J.F. Cruz on May 27, 2016 and subsequently referred to the **Committee on Appropriations and Adjudication** on the same day.

The Committee on Appropriations and Adjudication convened a Public Hearing on Wednesday, June 8, 2016 beginning at 6:00 PM in the Guam Legislature Public Hearing Room. The hearing for **Resolution No. 391-33 (COR)** began at 6:00 PM and ended at 6:09 PM.

### Public Notice Requirements

All legal requirements for public notices were met, with requests for publication sent to all media and all Senators on June 1, 2016 and June 6, 2016 as well as on the Legislature’s website. Copies of the hearing notices are appended to the report.

### Senators Present

**Vice Speaker Benjamin J.F. Cruz**, *Chairperson*

**Senator Thomas C. Ada**, *Member*

### Appeared Before the Committee

**Ms. Yvonne Terlaje**, *Member, Guam International Association of Machinists and Aerospace Workers (IAMAW)*

**Ms. Wendy Perez**, *Member, Guam IAMAW*

**Ms. Analyn Atoigue**, *Member, Guam IAMAW*

**Mr. Peter Atoigue**, *Member, Guam IAMAW*

**Ms. Anna Topaz**, *Vice President, Guam IAMAW*

**Submitted Written Testimony**

**Ms. Sharon Sugiyama**, *President, Guam IAMAW*

**II. TESTIMONY & DISCUSSION**

**Vice Speaker Benjamin J.F. Cruz**, Chairman of the Committee on Appropriations and Adjudication (“Committee”), called the Public Hearing of Resolution No. 391-33 (COR) to order. The Chairman noted that the resolution supports the *Aviation Innovation Reform and Reauthorization Act of 2016* for its inclusion of the Airline Worker Assault Amendment:

“Resolution No. 391-33 (COR): Relative to expressing I Liheslaturan Guahan’s unequivocal support of H.R. (House Resolution) 4441, cited as the *Aviation Innovation Reform and Reauthorization Act of 2016*, for its inclusion of the Airline Worker assault amendment as proffered by the Honorable Congressman John R. Garamendi to make assault against airline customer service agents a felony and to further urging members of the United States Congress to seek H.R. 4441’s passage.

“This resolution was introduced at the request of our local workers who are the front-line. They’re the ones who meet the irate customers when their plane has been delayed for the third (3<sup>rd</sup>) or fourth (4<sup>th</sup>) time or the flight has been canceled. And as I understand that, under 49 U.S. Code, Section 46504, it’s already a felony to assault flight crew members. And I think we saw that recently with that one passenger that was irate on that [Korean Air Line] flight. My understanding is that unfortunately those of you at the ticket counter and the mechanics—the ground crew are not covered and so there was an amendment that was introduced and this resolution is to try to show this Legislature’s support for your recommendation or at least your request to have you all included or at least not be left out, I think not so much included as to be left out, since [the] flight crew is already taken care of.

“And for the record as I understand it, the President of your Union, Ms. Sugiyama, Sharon has sent a letter in support of the Resolution and so I [also] want to thank Senator Tom Ada for joining me this afternoon and to give the three of you an opportunity to provide any testimony. I have signed up to give testimony Ms. Yvonne Terlaje, Mr. Peter Atoigue, and Ms. Annalyn Atoigue. So why don’t you go ahead and start.”

**Ms. Yvonne Terlaje** then inquired if she could first read Ms. Sugiyama’s written testimony (*appended to this report*), to which the Chairman Cruz agreed:

“This is a letter from Sharon Sugiyama, our local President and Vice-President of overall Guam IAMAW.”

"I would like to thank Vice Speaker B.J. Cruz and his colleges for their support of this Bill. I have been working in the Airline Industry for twenty-four (24) years, I've seen it all especially since the merger of Continental Airlines and United [Airlines]. Working here in a small station compared to the hubs in the [U.S.] mainland, I have to say that we do have customers that become aggressive, abusive, physical, and more when they find out that their flight has been cancelled, delayed, or overbooked. There are customers that no matter how many times you explain the situation to them, they just don't understand. The more we explain to them, they become frustrated, demanding, using profanity, etcetera. On several occasions we had to call Airport Police and have them visible and present to prevent a riot. There [has] been incidence[s] where customer service agents were terminated because a customer grabbed him and he retaliated. It's about time we have protection for thousands of customer service agents across the nation as they do with the flight attendants and pilots. Signed, Sharon Sugiyama."

**Chairman Cruz** thanked Ms. Terlaje for presenting Ms. Sugiyama's testimony and inquired if she had any testimony of her own.

**Ms. Terlaje replied:**

"I just have a story that I went through when I first started with Continental."

**Chairman Cruz:**

"Please, go ahead."

**Ms. Terlaje:**

"This was back in 1993 and I was brand new; the first week on the job; I was shadowing a Senior Agent and it was eleven o'clock at night (11:00P PM), no one was around except for this one customer in line and I remember the gentlemen that I was shadowing, the Senior Agent, called him asked him if he needed help and he charged the counter and said, 'You! You're the one who lied to me told me that—,' I guess the Guam/ Honolulu flight was just getting Business-First [Class] at the time. So he was really upset that he wasn't given Business-First [Class] and this was already—I'm thinking he just came back on island so he was off for, I don't know, maybe two weeks so he was venting, and you know, so upset for two weeks, held it in and when he saw the guy that was helping me, the Senior Agent that I was shadowing, he (the customer) charged and pulled him over the counter by his tie and was getting mad at him. And then, somebody, one of the supervisors came out and separated them and I ran away because I didn't want to you know—I didn't know what was going to happen. Things like that—since then the gentlemen that I was shadowing the Senior Agent, he ended up resigning but for other reasons, but still that day I remember thinking, 'God do I really want to work

here? You know what I mean?' I was only what? Two weeks into the job at that. That's just my experience."

**Chairman Cruz** then thanked Ms. Terlaje for her story and proceeded to inquire if there would be any more testimony.

**Ms. Annalyn Atoigue** stated:

"Thank you so much for, you know, as Yvonne said and read out—Sharon's letter—but I think a lot of it has to do with customers just misunderstanding when they come in and flights are canceled or delayed especially when we have Typhoons. And so I think something like this would really help us because even just calling Airport Police, sometimes that's not good enough and so if it becomes a Bill and is enforced then it gives people the recognition that we also need to be treated with respect and so I think that's what it comes down to."

**Chairman Cruz** thanked Ms. Atoigue and prompted Ms. Topaz to begin her testimony.

**Ms. Anna Topaz:**

"Hi my name is Ana Alegre-Topaz and I'm [a] City Ticket Office Agent and I've been with United [Airlines], actually Continental Micronesia [Airlines] for over twenty (20) years. I don't have anything personal to talk about regarding this Bill. However, I have witnessed it—a Korean passenger way back then in the 90's when we had the Korean Flight and—one of my Agents were pushed and you know it's really just—and we couldn't do anything about it, you know. And we just wanted him to get on the flight and leave. It's just wrong, I think the Agents here—it starts with us really. When they get irate with our flights being canceled or delayed or you know—they focus on us first before it gets to the Flight Attendants or the Flight Crew. So we need to be protected just as much as they do."

**Chairman Cruz** thanked Ms. Topaz for her testimony. On account that there were no other individuals present to testify and no further questions from the Committee, the Chairman considered Resolution No. 391-33 (COR) as heard.

### III. FINDINGS AND RECOMMENDATIONS

The Committee on Appropriations and Adjudication to which was referred **Resolution No. 391-33 (COR) - B. J.F. Cruz** - "Relative to expressing *I Liheslaturan Guåhan's* unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage" hereby submits these findings to *I*



*Mina'trentai Tres na Liheslaturan Guåhan* and reports out **Resolution No. 391-33 (COR)**, with a recommendation TO DO PASS.

**I MINA' TRENTAI TRES NA LIHESLATURAN GUÅHAN**  
**2016 (SECOND) Regular Session**

Resolution No. 291-33 (C09)

Introduced by:

B. J.F. Cruz 

**Relative to expressing *I Liheslaturan Guahan's* unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage.**

**BE IT RESOLVED BY *I MINA' TRENTAI TRES NA LIHESLATURAN GUÅHAN*:**

**WHEREAS**, recognizing the need to enhance security and improve protection of airline workers across America, Congress passed legislation amending sections of the *Federal Aviation Act of 1958* (U.S. Public Law 272, 103rd U.S. Congress, July 5, 1994 and P.L. 56, 107th U.S. Congress, October 26, 2001), mandating significant reform for Federal Aviation Administration (FAA) personnel; and

**WHEREAS**, under federal law, aircrew members—such as flight deck and aircraft cabin personnel—are currently protected from assault, threats of assault, coercion, or any action that prevents a crewmember from safely fulfilling their duties (49 U.S.C. §46504). Such actions that pose a risk to either the crewmembers or passengers constitute a felony, punishable by a twenty year prison sentence and a maximum fine of two hundred fifty thousand dollars (\$250,000) (18 U.S.C. § 3571). Furthermore, offenders that assault crewmembers with any object deemed “a dangerous weapon” could face a life sentence (49 U.S.C. § 46504); and

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1       **WHEREAS**, according to the FAA’s Code of Federal Regulations (14  
2 C.F.R. §§ 91.11, 121.580, 135.120), “unruly passengers” who engage in any  
3 disorderly conduct that causes disturbance to the performance of crewmembers—  
4 such as obstructing the aisles, or refusing to stay seated, comply with electronic  
5 device policies, or follow any directive issued by a flight attendant—may face a  
6 fine of up to twenty five thousand dollars (\$25,000) per violation, depending on the  
7 severity of the offense (49 U.S.C. § 46318); and

8       **WHEREAS**, despite its legislative intent to promote the safety of  
9 passengers and airline workers, the *Federal Aviation Act* currently does not extend  
10 the same protection to its airline customer service representatives, such as gate and  
11 ticket agents, who assist customers with purchasing tickets, checking in, and  
12 boarding the aircraft; and

13       **WHEREAS**, as the frontline staff to all potential passengers, customer  
14 service agents are essential to the daily operation of every airline industry, ensuring  
15 safe and efficient boarding procedures and determining whether individuals may  
16 pose a threat to the aircraft and its passengers; and

17       **WHEREAS**, the exclusion of customer service representatives from federal  
18 protection unduly burdens agents who consistently interact with disorderly  
19 customers. Due to this exclusion, customer service agents are denied the protection  
20 needed when handling potential assailants. As a result, violence directed at  
21 customer service agents often goes unreported, with most assailants permitted to  
22 board the aircraft; and

23       **WHEREAS**, a recent example of such appalling attacks against customer  
24 service agents occurred at the Ft. Lauderdale-Hollywood International Airport in  
25 January 2014 during which an individual physically assaulted a defenseless United  
26 Airlines ticket agent, leaving the agent with “bruises and swelling to her face and  
27 head”; and

1       **WHEREAS**, although the assailant was subsequently arrested and charged  
2 with battery, the lack of uniform enforcement in cases of assault against customer  
3 service agents signifies that such actions are subject to the arbitrary decision of  
4 local authorities, resulting in most cases remaining unprosecuted; and

5       **WHEREAS**, in response to these injustices, the International Association of  
6 Machinists and Aerospace Workers (IAMAW) partnered with members from the  
7 transportation division of the American Federation of Labor and Congress of  
8 Industrial Organizations (AFL–CIO) to push for the inclusion of language  
9 protecting airline customer service agents in the *Federal Aviation Act*; and

10       **WHEREAS**, on February 3, 2016, Congressman William F. Shuster, U.S.  
11 Representative for Pennsylvania’s Ninth (9<sup>th</sup>) District, introduced H.R. 4441, cited  
12 as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, to  
13 reauthorize the Federal Aviation Administration (FAA) through Fiscal Year 2019;  
14 and

15       **WHEREAS**, recognizing the need to include language to protect all airline  
16 workers, Congressman John Garamendi, U.S. Representative for California’s 3rd  
17 District, proffered an amendment to make assault on airline customer service  
18 representatives a felony. The Garamendi Amendment—also known as the Airline  
19 Worker Assault Amendment—was unanimously adopted by the U.S. House  
20 Committee on Transportation and Infrastructure during the Committee’s  
21 Consideration and Markup Session on February 11, 2016; and

22       **WHEREAS**, to demonstrate support of the amendment, officers of Local  
23 Lodge 2339G, IAMAW representatives at United Airlines in Guam, collected over  
24 two hundred (200) signatures expressing solidarity with all airline workers—  
25 including those employed in customer service, ramp service, city ticket offices, and  
26 stores—and further urging the passage of H.R. 4441 in U.S. Congress; and

27       **WHEREAS**, although the House chamber’s version of the FAA  
28 Reauthorization measure protects customer service representatives in the United

1 States, the Senate Chamber’s version, S. 2658—introduced by Senate Commerce  
2 Committee John Thune (R-S.D.), Ranking Member Bill Nelson (D-Fla.), Aviation  
3 Subcommittee Chair Kelly Ayotte (R-N.H.), and Aviation Subcommittee Ranking  
4 Member Maria Cantwell (D-Wash.)—merely mandates that the Comptroller  
5 General of the United States complete a study on the violent crimes committed  
6 against airline customer service representatives; and

7 **WHEREAS**, the IAMAW maintains that the overwhelming number of cases  
8 of assault on customer service agents should serve as sufficient evidence to compel  
9 the inclusion of language that protects these suffering airline workers across  
10 America, and urges that all measures relative to the FAA Reauthorization contain  
11 such language before passing in Congress and being presented to the U.S.  
12 President; and

13 **WHEREAS**, by including such language in all FAA Reauthorization  
14 measures, customer service agents are empowered to take legal action with the  
15 knowledge that assailants will be held accountable for their crimes and that such  
16 cases will be uniformly enforced; and

17 **WHEREAS**, furthermore, with federal protection extended to customer  
18 service representatives, all airline workers would be treated equitably, therefore,  
19 strengthening the safety of all passengers; and

20 **RESOLVED**, that *I Mina 'Trentai Tres na Liheslaturan Guahan* does hereby  
21 declare its unequivocal support for H.R. 4441, cited as the *Aviation Innovation,*  
22 *Reform, and Reauthorization Act of 2016*, relative to the measure’s recent inclusion  
23 of the Airline Worker Assault Amendment to extend federal protection to customer  
24 service representatives by making assault against a customer service agent a felon;  
25 and does hereby further urge members of the 114th U.S. Congress to seek passage  
26 of H.R. 4441; and be it further

27 **RESOLVED**, that the Speaker of *I Liheslaturan Guahan* certify, and the  
28 Secretary of the Legislature attests to, the adoption hereof and that copies of the

1 same be thereafter transmitted to the Honorable Paul D. Ryan, Speaker of the  
2 United States House of Representatives; the Honorable Congresswoman  
3 Madeleine Z. Bordallo, Guam delegate to the U.S. House of Representatives; the  
4 Honorable Congressman William F. Shuster, U.S. Representative for  
5 Pennsylvania's 9th District; the Honorable Congressman John Garamendi, U.S.  
6 Representative for California's 3rd District; the Honorable John Thune, U.S.  
7 Senator for South Dakota; the Honorable Bill Nelson, U.S. Senator for Florida; the  
8 Honorable Kelly Ayotte, U.S. Senator for New Hampshire; the Honorable Maria  
9 Cantwell, U.S. Senator for Washington; Mr. Robert Martinez, President of the  
10 International Association of Machinists and Aerospace Workers; Ms. Sharon  
11 Sugiyama, President of Local Lodge 2339G and Vice President of Guam Division  
12 141 IAMAW; Ms. Anna Alegre-Tupaz, Vice President of Local Lodge 2339G; Mr.  
13 Pete Atoigue, Local 2339G Trustee; Saturino Julian, Chief Steward; and the  
14 Honorable Edward J.B. Calvo, *I Maga'lahaen Guåhan*.

**DULY AND REGULARLY ADOPTED BY THE COMMITTEE ON RULES  
OF *I MINA'TRENTAI TRES NA LIHESLATURAN GUÅHAN* ON THE \_\_\_\_  
DAY OF MAY 2016.**

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**JUDITH T. WON PAT, Ed.D.**  
**Speaker**

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**RORY J. RESPICIO**  
**Chairperson, Committee on Rules**

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**TINA ROSE MUNA BARNES**  
**Legislative Secretary**

**SENATOR BENJAMIN J.F. CRUZ, VICE SPEAKER**

Committee on Appropriations and Adjudication  
senator@senatorbjcruz.com | www.senatorbjcruz.com



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155 Hesler Place, Suite 107, Hagåtña, Guam 96910  
T: (671) 477-2520/1 | F: (671) 477-2522

**PUBLIC HEARING SIGN-IN SHEET**

6:00 PM, Wednesday, June 8, 2016

Guam Legislature Public Hearing Room • Hagåtña, Guam

**Resolution No. 391-33 (COR) - B.J.F. Cruz** - "Relative to expressing *I Liheslaturan Guåhan's* unequivocal support of H.R. 4441, cited as the Aviation Innovation, Reform, and Reauthorization Act of 2016, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage."

NAME	AGENCY OR ORGANIZATION	POSITION		TESTIMONY		PHONE NO.	EMAIL ADDRESS
		SUPPORT	OPPOSE	WRITTEN	ORAL		
Yvonne Terlaje	IAM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	727-8862	Terlaje25@yahoo.com
Peter Atoigue	IAM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	482-0422	atoigue@yahoo.com
ANALYN ATOIGUE		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	488-7378	
Wendy Perez	IAM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	489 9727	theperez@hotmail.com
Anna Alegria	IAM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	689-7391	alegreanna@gmail.com
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Benjamin J.F. Cruz &lt;senator@senatorbjcruz.com&gt;

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## Testimony in support for H.R.4441

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**ssugiyama67@gmail.com** <ssugiyama67@gmail.com>

Wed, Jun 8, 2016 at 7:49 AM

To: senator@senatorbjcruz.com

Cc: Anna Alegre &lt;alegreanna@gmail.com&gt;, Yvonne Terlaje &lt;Terlaje25@yahoo.com&gt;

Testimony in support for H.R.4441

I would like to thank Vice Speaker BJ Cruz and his colleagues for their support of this bill.

I have been working in the airline industry for 24 years. I've seen it all, especially since the merger of Continental Airlines and United.

Working here in a small station compared to the hubs in the mainland, I have to say that we do have customers that become aggressive, abusive, physical and more when they find out their flight has been cancelled, delayed or overbooked.

There are customers that no matter how many times you explain the situation to them, they just don't understand. The more we explain to them, they become frustrated, demanding, using profanity, etc. On several occasions, we have to call Airport Police and have them visible and present to prevent a riot.

There has been incidents where customer service agents was terminated because a customer grabbed him and he retaliated.

It's about time that we have protection for the thousands of customer service agents across the nation, as they do with the flight attendants and pilots.

Sharon Sugiyama  
689-0835  
IAMAW Local Lodge 2339G  
President

Solidarity,  
Sharon Sugiyama  
Mobil: 671-689-0836

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## **Resolution No. 391-33 (COR)**

### **Supports**

H.R. 4441, a federal measure to grant airline customer service agents the same protection currently provided to crewmembers.

### **Backstory:**

Resolution was introduced in response to the outpouring of signatures (224) collected by the Guam division of the International Association of Machinists and Aerospace Workers (IAMAW) union who pushed for inclusive language.

IAMAW pointed out that federal law only considers it a felony to assault flight crew members (49 U.S. Code §46504).

This leaves cases of assault against customer service representatives, such as gate and ticket agents to local authorities.

This is a problem because customer service agents are the front line staff for all passengers.

### **Mechanics:**

H.R. 4441 would remedy this exclusion by adding airline customer service representatives to the federal statute, making assault against such workers a felony.



## COMMITTEE ON RULES

*I Mina'trentai Tres na Liheslaturan Guåhan* • The 33rd Guam Legislature

155 Hesler Place, Hagåtña, Guam 96910 • [www.guamlegislature.com](http://www.guamlegislature.com)

E-mail: [roryforguam@gmail.com](mailto:roryforguam@gmail.com) • Tel: (671)472-7679 • Fax: (671)472-3547

Senator  
Rory J. Respicio  
CHAIRPERSON  
MAJORITY LEADER

Senator  
Thomas C. Ada  
VICE CHAIRPERSON  
ASSISTANT MAJORITY LEADER

Speaker  
Judith T.P. Won Pat, Ed.D.  
Member

Vice-Speaker  
Benjamin J.F. Cruz  
Member

Legislative Secretary  
Tina Rose Muna Barnes  
Member

Senator  
Dennis G. Rodriguez, Jr.  
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Senator  
Frank Blas Aguon, Jr.  
Member

Senator  
Michael F.Q. San Nicolas  
Member

Senator  
Nerissa Bretania Underwood  
Member

V. Anthony Ada  
MINORITY LEADER


Mary C. Torres  
MINORITY MEMBER

May 27, 2016

### MEMORANDUM

**To:** **Rennae Meno**  
*Clerk of the Legislature*

**Attorney Therese M. Terlaje**  
*Legislative Legal Counsel*

**From:** **Senator Rory J. Respicio**   
*Chairperson of the Committee on Rules*

**Subject:** **Referral of Resolution No. 391-33(COR)**

As Chairperson of the Committee on Rules, I am forwarding my referral of Resolution No. 391-33(COR). Please ensure that the subject resolution is referred, in my name, to the respective sponsor, as shown on the attachment.

I also request that the same be forwarded to all Senators of *I Mina'trentai Tres Na Liheslaturan Guåhan*.

Should you have any questions, please feel free to contact our office at 472-7679.

*Si Yu'os ma'åse!*

Attachment

I Mina Trentai Tres Na Liheslaturan Guåhan

Resolutions Log Sheet

Resolution No.	Sponsor	Title	Date Intro	Date of Presentation	Date Referred	Committee / Ofc Referred	PUBLIC HEARING DATE	DATE COMMITTEE REPORT FILED	Date Adopted
391-33 (COR)	B. J. F. Cruz	Relative to expressing I Liheslaturan Guahan's unequivocal support of H.R. 4441, cited as the Aviation Innovation, Reform, and Reauthorization Act of 2016, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage.	05/27/16 3:57 p.m.		05/27/16	The Sponsor			



Dani Reyes &lt;danireyes@senatorbjcruz.com&gt;

## FIRST NOTICE of Public Hearing – June 8, 2016

Dani Reyes &lt;danireyes@senatorbjcruz.com&gt;

Wed, Jun 1, 2016 at 3:46 PM

To: PH Notice &lt;phnotice@guamlegislature.org&gt;

Cc: "Senator Rory J. Respicio" &lt;cor@guamlegislature.org&gt;, Clerks &lt;clerks@guamlegislature.org&gt;, Management Information System &lt;mis@guamlegislature.org&gt;, "Sergeant-at-Arms (Legislature)" &lt;sgtarms@guamlegislature.org&gt;

Bcc: reporters@kuam.com, Sabrina Salas Matanane <sabrina@kuam.com>, Jason Salas <jason@kuam.com>, Krystal Paco <krystal@kuam.com>, Joan Aguon Charfauros <joan@kuam.com>, Ken Quintanilla <kenq@kuam.com>, Isa Baza <isa@kuam.com>, slimtiaco@guampdn.com, kjdaly@guampdn.com, sraymundo@guampdn.com, lcmartinez@guampdn.com, jsantotoma@guampdn.com, editor@postguam.com, gerry@postguam.com, Gerry Partido <gerrypartido@gmail.com>, jackie@postguam.com, john@postguam.com, robert@postguam.com, marvic@postguam.com, K57 <news@k57.com>, clynt@spbgum.com, janela@spbgum.com, roselle@spbgum.com, joanna@spbgum.com, Blake Watson <blake@spbgum.com>, tim@spbgum.com, Patti Arroyo <parroyo@k57.com>, phill@k57.com, Maureen Maratita <publisher@glimpsesofofguam.com>, Bruce Lloyd <managingeditor@glimpsesofofguam.com>, assist\_editor@glimpsesofofguam.com, reporter1@glimpsesofofguam.com, Joy White <reporter4@glimpsesofofguam.com>, Solmos@iam141.org, Lipps@hawaii.rr.com, Ahaun71@gmail.com, Joey.laguana@gmail.com, Xysalii@hotmail.com, Vfernandez67@yahoo.com, Martulyamada@yahoo.com, Sqnenes@gmail.com, Stuart.suarez@united.com, Estevanhesus@rocketmail.com, Soleh731@teleguam.net, Pnedlic@yahoo.com, Isupportmysoldier@gmail.com, Jblunt1952@yahoo.com, Jay\_924@hotmail.com, Janetmanibusan@gmail.com, Jancruz63@hotmail.com, Kamahli08@gmail.com, Betty.roduk@united.com, Terlaje25@yahoo.com, Tina.taitague@gmail.com, Theperezs@hotmail.com, ssugiyama67@gmail.com, alegreanna@gmail.com, madeleine.bordallo@mail.house.gov, jon.calvo@mail.house.gov, tonybabauta@gmail.com

June 1, 2016

### MEMORANDUM

To: All Members / All Senators

From: Vice Speaker Benjamin J.F. Cruz, Chairman

Re: **FIRST NOTICE of Public Hearing – June 8, 2016**

*Håfa Adai!* The **Committee on Appropriations and Adjudication** will conduct a Public Hearing beginning at **6:00 PM** on **Wednesday, June 8, 2016**, in the **I Liheslatura Public Hearing Room** with the following schedule:

### **6:00 PM - PUBLIC HEARING**

**Resolution No. 391-33 (COR)** – B.J.F. Cruz – "Relative to expressing *I Liheslaturan Guåhan's* unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage."

Testimonies may be submitted via hand delivery to the Office of Vice Speaker Benjamin J.F. Cruz at the Guam Legislature; via postal mail to 155 Hesler Street, Hagåtña Guam 96910; via facsimile to 477-2522; or via e-mail to senator@senatorbjcruz.com. Please submit testimonies at least one day prior to the date of the hearing.

All government activities, programs, and services are accessible for people with disabilities in compliance with Title II of the Americans with Disabilities Act (ADA). Should you or interested parties require assistance or special accommodations to fully participate in this public hearing, please contact Mr. Carlo J. Branch at the Office of the Vice Speaker at 477-2521 or via e-mail at carlo.branch@senatorbjcruz.com.

We look forward to your attendance and participation.

cc: COR  
Sgt-at-Arms  
MIS

Clerks  
Media

---  
**Dani Reyes**  
*Policy Analyst*

**Vice Speaker Benjamin J.F. Cruz**  
*/ Mina'trentai Tres na Liheslaturan Guáhan*  
T 671-477-2520 | F 671-477-2522  
<http://www.senatorbjcruz.com>

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**3 attachments**



**FIRST NOTICE MEMO PH 06082016.pdf**  
196K



**FIRST NOTICE PR PH 06082016.pdf**  
200K



**Resolution No. 391-33 (COR) BJC.pdf**  
4050K

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**VICE SPEAKER BENJAMIN J.F. CRUZ**

Committee on Appropriations and Adjudication  
senator@senatorbjcruz.com | www.senatorbjcruz.com



*I Mina'trentai Tres na Liheslaturan Guåhan*

**THE 33RD GUAM LEGISLATURE**

155 Hesler Place, Suite 107, Hagåtña, Guam 96910

T: (671) 477-2520/1 | F: (671) 477-2522

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June 1, 2016

**MEMORANDUM**

To: All Members/ All Senators  
From: Vice Speaker Benjamin J.F. Cruz, Chairman

**Re: FIRST NOTICE of Public Hearing - June 8, 2016**

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*Håfa Adai!* The **Committee on Appropriations and Adjudication** will conduct a Public Hearing beginning at **6:00 PM** on **Wednesday, June 8, 2016**, in the *I Liheslatura Public Hearing Room* with the following schedule:

**6:00 PM - PUBLIC HEARING**

**Resolution No. 391-33 (COR)** – B.J.F. Cruz – “Relative to expressing *I Liheslaturan Guåhan*’s unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage.”

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We look forward to your attendance and participation.

---

**VICE SPEAKER BENJAMIN J.F. CRUZ**

Committee on Appropriations and Adjudication  
senator@senatorbjcruz.com | www.senatorbjcruz.com



*I Mina'trentai Tres na Liheslaturan Guåhan*

**THE 33RD GUAM LEGISLATURE**

155 Hesler Place, Suite 107, Hagåtña, Guam 96910

T: (671) 477-2520/1 | F: (671) 477-2522

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FOR IMMEDIATE RELEASE

June 1, 2016

## **FIRST NOTICE OF PUBLIC HEARINGS**

In accordance with the Open Government Law, P.L. 24-109, relative to notice for public meetings, let this release serve as five (5) days' notice for Public Hearing by the **Committee on Appropriations and Adjudication** scheduled on **Wednesday, June 8, 2016**, in the Guam Legislature Hearing Room in Hagåtña, on the following:

### **6:00 PM - PUBLIC HEARING**

- **Resolution No. 391-33 (COR)** - B.J.F. Cruz - "Relative to expressing *I Liheslaturan Guåhan's* unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage."

Testimonies may be submitted in person to the Office of Vice Speaker Benjamin J.F. Cruz at the Guam Legislature; by postal mail to 155 Hesler Place, Hagåtña Guam 96910; by facsimile to 477-2522; or by e-mail to [senator@senatorbjcruz.com](mailto:senator@senatorbjcruz.com). Copies of written testimonies received at least one day before the scheduled date will be available at the hearing.

Individuals requiring assistance or special accommodations should contact Mr. Carlo J. Branch at the Office of the Vice Speaker at 477-2521, or by e-mail at [carlo.branch@senatorbjcruz.com](mailto:carlo.branch@senatorbjcruz.com).

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Dani Reyes &lt;danireyes@senatorbjcruz.com&gt;

## SECOND NOTICE of Public Hearing – June 8, 2016

Dani Reyes &lt;danireyes@senatorbjcruz.com&gt;

Mon, Jun 6, 2016 at 12:00 PM

To: PH Notice &lt;phnotice@guamlegislature.org&gt;

Cc: "Senator Rory J. Respicio" &lt;cor@guamlegislature.org&gt;, Clerks &lt;clerks@guamlegislature.org&gt;, "Sergeant-at-Arms (Legislature)" &lt;sgtarms@guamlegislature.org&gt;, Management Information System &lt;mis@guamlegislature.org&gt;

Bcc: reporters@kuam.com, sabrina@kuam.com, jason@kuam.com, krystal@kuam.com, joan@kuam.com, kenq@kuam.com, isa@kuam.com, slimtiaco@guampdn.com, kjdaly@guampdn.com, sraymundo@guampdn.com, lcmartinez@guampdn.com, jsantotoma@guampdn.com, editor@postguam.com, gerry@postguam.com, gerrypartido@gmail.com, jackie@postguam.com, john@postguam.com, robert@postguam.com, marvic@postguam.com, news@k57.com, clynt@spbgum.com, janela@spbgum.com, roselle@spbgum.com, joanna@spbgum.com, blake@spbgum.com, tim@spbgum.com, parroyo@k57.com, phill@k57.com, publisher@glimpsesofofguam.com, managingeditor@glimpsesofofguam.com, assist\_editor@glimpsesofofguam.com, reporter1@glimpsesofofguam.com, reporter4@glimpsesofofguam.com, Solmos@iam141.org, Lipps@hawaii.rr.com, Ahaun71@gmail.com, Joey.laguana@gmail.com, Xysalii@hotmail.com, Vfernandez67@yahoo.com, Martulyamada@yahoo.com, Sqenes@gmail.com, Stuart.suarez@united.com, Estevanhesus@rocketmail.com, Soleh731@teleguam.net, Pnedlic@yahoo.com, Isupportmysoldier@gmail.com, Jblunt1952@yahoo.com, Jay\_924@hotmail.com, Janetmanibusan@gmail.com, Jancruz63@hotmail.com, Kamahli08@gmail.com, Betty.roduk@united.com, Terlaje25@yahoo.com, Tina.taitague@gmail.com, Theperezs@hotmail.com, ssugiyama67@gmail.com, alegreanna@gmail.com, madeleine.bordallo@mail.house.gov, jon.calvo@mail.house.gov, tonybabauta@gmail.com

June 6, 2016

### MEMORANDUM

To: All Members / All Senators

From: Vice Speaker Benjamin J.F. Cruz, Chairman

Re: **SECOND NOTICE of Public Hearing – June 8, 2016**

*Håfa Adai!* The **Committee on Appropriations and Adjudication** will conduct a Public Hearing beginning at **6:00 PM** on **Wednesday, June 8, 2016**, in the **I Liheslatura Public Hearing Room**, on the following:

### **6:00 PM - PUBLIC HEARING**

**Resolution No. 391-33 (COR)** – B.J.F. Cruz – “Relative to expressing *I Liheslaturan Guåhan*’s unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441’s passage.”

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cc: COR  
Sgt-at-Arms  
MIS  
Clerks  
Media



—  
**Dani Reyes**  
*Policy Analyst*

**Vice Speaker Benjamin J.F. Cruz**  
*I Mina'trentai Tres na Liheslaturan Guåhan*  
T 671-477-2520 | F 671-477-2522  
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**3 attachments**



**SECOND NOTICE MEMO PH 06082016.pdf**  
195K



**SECOND NOTICE PR PH 06082016.pdf**  
199K



**Resolution No. 391-33 (COR) BJC.pdf**  
4050K

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**VICE SPEAKER BENJAMIN J.F. CRUZ**

Committee on Appropriations and Adjudication  
senator@senatorbjcruz.com | www.senatorbjcruz.com



*I Mina'trentai Tres na Liheslaturan Guåhan*

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T: (671) 477-2520/1 | F: (671) 477-2522

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June 6, 2016

**MEMORANDUM**

To: All Members/All Senators  
From: Vice Speaker Benjamin J.F. Cruz, Chairman

Re: **SECOND NOTICE of Public Hearing – June 8, 2016**

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*Håfa Adai!* The **Committee on Appropriations and Adjudication** will conduct a Public Hearing beginning at **6:00 PM** on **Wednesday, June 8, 2016**, in the ***I Liheslatura* Public Hearing Room**, on the following:

**6:00 PM - PUBLIC HEARING**

**Resolution No. 391-33 (COR)** – B.J.F. Cruz – “Relative to expressing *I Liheslaturan Guåhan*’s unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage.”

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We look forward to your attendance and participation.

---

**VICE SPEAKER BENJAMIN J.F. CRUZ**

Committee on Appropriations and Adjudication  
senator@senatorbjcruz.com | www.senatorbjcruz.com



*I Mina'trentai Tres na Liheslaturan Guåhan*

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155 Hesler Place, Suite 107, Hagåtña, Guam 96910

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FOR IMMEDIATE RELEASE

June 6, 2016

## SECOND NOTICE OF PUBLIC HEARING

In accordance with the Open Government Law, P.L. 24-109, relative to notice for public meetings, let this release serve as forty-eight (48) hours' notice for a Public Hearing by the **Committee on Appropriations and Adjudication** scheduled on **Wednesday, June 8, 2016**, in the Guam Legislature Hearing Room in Hagåtña, on the following:

### 6:00 PM - PUBLIC HEARING

- **Resolution No. 391-33 (COR)** - B.J.F. Cruz - "Relative to expressing *I Liheslaturan Guåhan's* unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage."

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Individuals requiring assistance or special accommodations should contact Mr. Carlo J. Branch at the Office of the Vice Speaker at 477-2521, or by e-mail at carlo.branch@senatorbjcruz.com.

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assist_editor@glimpsesofofuan.com	editor@saipantribune.com	kcharfauros74@gmail.com
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carlaborja.73@yahoo.com	gerrypartido@gmail.com	legislativecounsel@guamlegislature.org
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carlsonc@pstripes.osd.mil	guam@pstripes.osd.mil	llmatthews@guampdn.com
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## **PUBLIC HEARING AGENDA**

Wednesday, June 8, 2016

Guam Legislature Public Hearing Room • Hagåtña, Guam

**6:00 PM**

**Resolution No. 391-33 (COR) – B.J.F. Cruz –** “Relative to expressing *I Liheslaturan Guåhan’s* unequivocal support of H.R. 4441, cited as the *Aviation Innovation, Reform, and Reauthorization Act of 2016*, for its inclusion of the Airline Worker Assault Amendment, as proffered by the Honorable Congressman John R. Garamendi, to make assault against airline customer service agents a felony; and to further urging members of the United States Congress to seek H.R. 4441's passage.”