

SPRING 2016 ISSUE
WITH A NEW LOOK!

NEGOTIATIONS:
OUR ECONOMIST'S REPORT / PAGE 7

UNION PINS:
PINNED BY TINA / PAGE 17

UNITY

THE MAGAZINE OF TWU LOCAL 556





UNITY

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TWU LOCAL 556

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Unity is the official publication of Transport Workers Union Local 556, representing the Flight Attendants of Southwest Airlines.

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MEMBERSHIP PLEDGE

of the TRANSPORT WORKERS UNION
OF AMERICA, AFL-CIO

I solemnly pledge on my honor to abide by the Constitution of the Transport Workers Union of America and the rules and Bylaws of Local 556; to discharge all my duties and obligations faithfully; not to make known any private business of the Union, and to conduct myself at all times as becomes a Member of the Transport Workers Union of America.

TABLE OF CONTENTS

PRESIDENT'S MESSAGE	4
VICE PRESIDENT'S REPORT	5
TREASURER'S REPORT	6
EMPLOYEES ARE THE KEY TO SUCCESS	7
OUR SOCIAL MEDIA CAMPAIGN	10
GRIEVANCE COMMITTEE REPORT	12
SHOP STEWARD COMMITTEE ARTICLE	14
NEW HIRE FLIGHT ATTENDANT RESOURCES	15
FLIGHT ATTENDANTS RETURNING TO WORK	16
MISS TINA'S STORY	17
WHAT IS A RIG?	19
SCHEDULING COMMITTEE REPORT	21
DOMICILE EXECUTIVE BOARD MEMBER REPORTS	23
AGENCY FEE POLICY	28
RAILWAY LABOR ACT	31
COPE/VOTER REGISTRATION	32
VALUE JET ANNIVERSARY	34
CROSSWORD PUZZLE	35

LETTER FROM THE EDITOR

Spring days are longer and warmer (like our Duty Days). With each passing season, TWU Local 556 and its Membership continue to grow and evolve. With more than 14,000 Flight Attendants, an average age of 47 years-old and a 77/23% ratio of women/men currently making up our Workforce, our Membership has never been more diverse; however, we are united in one collective goal: achieving another industry-leading Contract for the best Flight Attendants, working for the best airline in the world.

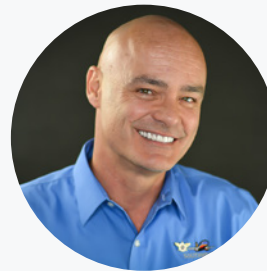
On the heels of yet another announcement of record-breaking Southwest Airlines quarterly profits, we approach the three-year anniversary of our Collective Bargaining Agreement's amendable date. Your TWU Local 556 Negotiating Team has refocused our Contract campaign to seek recognition and reward for "The People Behind the Profits." In her President's Message, Lead Negotiator Audrey Stone writes about the desire for Southwest Airlines Management to institute an ROEC metric, instead of just touting our Company's financial numbers and profitability statistics in its ROIC metric. Numbers alone shouldn't measure our success. ROEC=Return on Employee Contribution.

Dan Akins, our Economist, has written an amazing article for this issue of Unity Magazine about how Employees are the key to Southwest Airlines' continued financial success. Communications Committee Co-Chairperson Erich Schwenk explains more about our belief that social media will play a large role in achieving the Contract that we have all earned and deserve.

Treasurer John Parrott discusses the financial health of our Negotiations Assessment Fee. 1st Vice President Todd Gage expounds upon the Executive Board's decision to relocate and expand the Union Office, and New Hire Committee Chairperson Joe Skotnik explains how the Union will assist more than 1,300 new Members this year. Grievance Committee Chairperson Becky Parker reports on some recent wins for the Union in Arbitration.

Legal Counsel and Strategic Advisor Mark Richard discusses the future of the RLA and the Committee on Political Education (COPE) reports on our participation at the TWU Legislative Conference and discusses campaign endorsements.

I offer special thanks to this issue's contributors, our Editorial Team and to those Members who grace the back cover of this issue. I appreciate these Members' willingness to share their "selfies" and explain their reasons for wearing their Union Pins. I hope that you enjoy this most recent "new look" in the continuing evolution of Unity Magazine.



Cuyler Thompson is an Oakland-based Flight Attendant and serves as the TWU Local 556 Recording Secretary and Chairperson of the Communications Committee.

LEGALITIES:

Letters to the Editor may not be considered if the length of the submission exceeds 200 words and/or depending upon space available in the issue. All letters must contain your name, Base, Employee number, and contact information.

Articles submitted to Unity will not be considered for publication if they are libelous, defamatory, not factual, in bad taste, or are Contractually incorrect. The TWU Local 556 Editorial Team reserves the right to edit any submissions that are received for the purpose of inclusion in Unity. Submissions are due by the first of the month prior to the month of publication, and are considered on a space-available basis only.

The views expressed in Unity do not necessarily represent those of TWU Local 556 or TWU International. This publication is intended only to educate and inform TWU Local 556 Members. It is not intended to officially establish or clarify past practice, Contract language or Grievance/Arbitration positions. It is therefore not to be utilized or relied upon by any person or party as evidence of the Union's position on any past practices, Contract language, Grievances/Arbitrations or any other disputes or issues between TWU Local 556 and Southwest Airlines. Connect with us on Facebook ([facebook.com/twu556](https://www.facebook.com/twu556)), or follow us on Twitter (@[@twu556](https://twitter.com/twu556)).

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ROEC

PRESIDENT'S MESSAGE

SOUTHWEST AIRLINES SHOULD BE TOUTING ITS "ROEC," NOT JUST "ROIC"

As Southwest Airlines Flight Attendants, we are truly the face of the Company. As we all know, our Company is experiencing record-breaking success right now. How do you measure Southwest Airline's success? In today's business world, many measurements assess a company's performance. What is the price of its shares? How are ticket sales? ROIC? Is the Company profitable? We are the People Behind the Profits, and I believe that an additional metric should be used to recognize the indispensable role of all of us as front-line Employees.

In the airline world, industry-specific indicators exist as well. What is the load factor? How much does it cost the carrier to run the company per seat mile, or CASM? These measurements allow investors, Union economists, Wall Street advisors and others to analyze and compare each airline's performance.

Southwest Airlines, as we have all seen, has promoted a formula: Return On Invested Capital (ROIC) as a measure of our Company's success. ROIC describes the operating income generated by the Company compared to the amount Southwest Airlines has invested in the business. ROIC is generally accepted as one of a set of tools to gauge the financial health of our Company. The Company has touted its ROIC all over Wall Street as a reliable indicator of our success. In fact, the Company is so wedded to it that

it offers Employees bonuses if we exceed targeted ROIC goals. Such a formula was seen as extra compensation in our rejected Tentative Agreement (TA) last summer.

However, I think Gary Kelly, Randy Babbitt, and other Company leaders need to change their thinking. There is a piece that is missing in the numbers and statistics that are being praised right now. The magic behind our Company's incredible success is the heart of our people. It's not the equipment. Every airline uses the same jets... whether it is a Boeing, an Airbus, or an RJ. It is not the type of plane that spells success... that's merely the machine. We know that we are the heart behind the machine. The Employees are behind the success of Southwest Airlines. The success is us.

We are the most productive Flight Attendants in the business. We are the highest paid and we have the best duty rigs and work rules because we earn it!

We truly make Southwest Airlines what it is. So, how about a metric that reflects the reality that we are the people behind the profits? ROEC: Return On Employee Contribution.

We should consistently utilize and publish an ROEC formula that describes our contributions to Southwest Airline's

success. Every single earnings report and press release should discuss this measurement, along with the other measurements our carrier shares with Wall Street and the business community.

Numbers drive understanding. We cannot describe our success at Southwest Airlines by traditional financial metrics alone. After protracted negotiations, our ROEC should be recognized by a Contract. We must also stand together as the People Behind the Profits to achieve our next industry-leading Contract. At times in our Company's history, Employees came first. We must come together and show everyone why that should still be the priority. We have the privilege to work for a Company that has been defined by our Culture and our People. We are the People Behind the Profits. Let's set up an ROEC metric which gives credit to the Employees who are the real champions of our airline.



Audrey Stone is a Las Vegas-based Flight Attendant and serves as the President & Lead Negotiator of TWU Local 556.

OUR NEW OFFICE DIGS

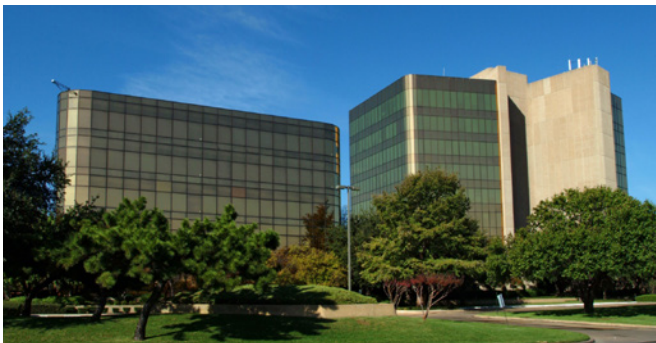
A little over a year and a half ago, TWU Local 556 Treasurer John Parrott began dialogue with the Executive Board regarding our upcoming expiring lease on the TWU Local 556 Office. From that dialogue, three different scenarios were considered: 1) stay in our current office, which offered no space for growth, and try to negotiate a new deal; 2) investigate the financial benefit of purchasing office space as opposed to leasing; or 3) find office space that offered a better a lease option than the current one WITH the ability to grow if needed. With the help of our Certified Public Accountant (CPA), the Executive Board agreed that based on the current market, option number three was the smartest fiduciary choice.

We found a broker familiar with the Dallas market who, together with John Parrott, looked at all kinds of spaces in the area. They compared new options to the current office space, and provided the Executive Board with information to make the best decision. The Executive Board made the decision to move to the former Mary Kay building, just about a mile from the previous office. If you look to the west from Love Field, you can't miss the eight-story gold building gem...and I mean it is gold and looks like jewelry, maybe something worn in one of those old 1980's prime time soap opera Knots Landing-Dynasty-Falcon Crest type shows! However, it wasn't about

the aesthetics of the building façade but the economics of the lease with the ability to grow and maintain a safe and clean environment for the Office Staff which drove our decision.

The new location of the Union Office has a much more open feel to it and encompasses the entire sixth floor. The building has security as well as working elevators (a welcome change from the previous place)! There are two conference rooms on the first floor, which we will utilize free of charge for our Dallas Membership Meetings, New Hire Dinners, and any other big meetings we may need to host. With this new larger office, more furniture was going to be needed. TWU International offered us a great deal on some new(ish) office furniture, which suited our needs.

Our current lease is rate-guaranteed for ten years and it comes with a huge cost savings to the Local, which included money towards the build-out of the office space AND money to cover most of the move. The out-of-pocket cost to us was minimal. This new lease is actually cheaper than if we had stayed in our previous building. Hats off to John Parrott and the Office Team for making the move appear seamless, with minimal interruption to the services provided to our Membership! For now, TWU Local 556 has a new place to call home.



Todd Gage is an Oakland-based Flight Attendant and serves as the 1st Vice President of TWU Local 556.

CONTACT TWU LOCAL 556 FROM INTERNATIONAL DESTINATIONS

TWU Local 556 Members may need the assistance of their Union while working to and from international destinations or while remaining overnight (RON) outside of the United States. International calls can be very expensive, so your Union Leadership has provided the following toll-free numbers. You may reach the TWU Local 556 Union Office by calling these numbers from a local "land line."

UNION HOURS:

Monday through Friday:

0800-1800 CST

Weekends & Holidays:

0900-1700 CST

As a reminder, a Member of the Executive Board is available for emergencies 24 hours a day, 365 days a year.

Costa Rica	800-700-6001
Mexico	855-590-0168
Belize	Not Available
Dominican Republic	800-148-5183
Aruba	Not Available
Jamaica	855-664-8931
Bahamas	855-418-3939
Puerto Rico	855-421-9502



THE TWU LOCAL 556 ASSESSMENT FEE

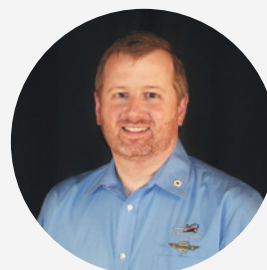
I consider Contract Negotiations and upholding the rights of the Membership our top priorities. As we approach the third anniversary of these Contract Negotiations, I wanted to write about the history of the Assessment Fee and its importance.

First off, you might not know what the Assessment Fee is. Currently it's a five-dollar monthly fee, in addition to your \$46 Union Dues, which was voted on and approved by the Members at a Membership Meeting. The Assessment Fee is to be used solely for Negotiations-related expenses. The advantages of an assessment are that first, it is temporary and second, that the entire five dollars collected is kept here at the Local, unlike our monthly Union Dues, of which 30% is paid to TWU International. This Assessment Fee will cease thirty days after the successful ratification of the industry-leading Contract we all deserve.

Our first Assessment Fee was approved by the Membership in 2001. At that time, the monthly fee was three dollars. Those negotiations for the "Blue" Contract cost our Members more than two million dollars. Our Membership benefited directly by receiving more than 115 million dollars in new wages from that Contract alone. That amount does not reflect

Duty Rigs and other quality of life improvements achieved by that Contract. The Assessment Fee was vital, along with the Executive Board being fiscally responsible, to achieve that goal.

Fast forward to today. With expenses higher than they were in the early 2000's, this Contract Negotiation is costing us even more. TWU International is assisting us by paying for our Economist, Dan Akins, and other areas of our Contract campaign. The Assessment Fund allows us to hire the necessary advisors, attorneys, etc., while still keeping our treasury strong. I will continue to assist the Executive Board in keeping our expenses in check. We are financially prepared, and have the resources necessary, to deliver another industry-leading Contract. As these negotiations escalate, it is important that we stand together. By doing this, we will prevail!



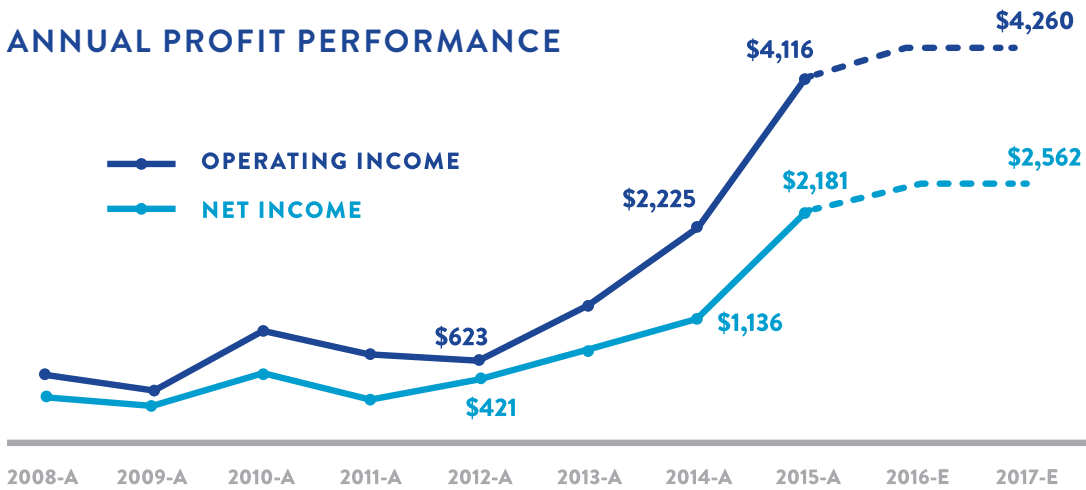
John Parrott is a Dallas-based Flight Attendant and serves as the Treasurer of TWU Local 556.

SOUTHWEST AIRLINES EMPLOYEES

ARE THE KEY TO THEIR AIRLINE'S CONTINUED RECORD BREAKING SUCCESS

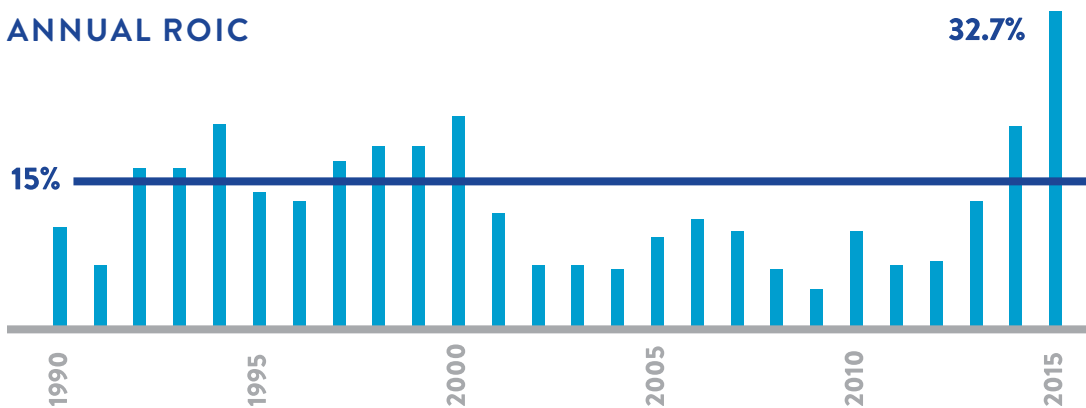
For the 43rd straight year, Southwest Airlines was profitable and posted by far its largest profit in history. That's saying a lot for the world's most continually profitable airline. In 2015, Southwest Airlines earned record operating profits of \$4.1 billion, an amount that was nearly twice the previous record set in the prior year, 2014, of \$2.2 billion. Southwest Airlines is the only airline to post profits over the past 43 years, and is forecast to set new records in the coming years, as shown below.

SOUTHWEST AIRLINES ANNUAL PROFIT PERFORMANCE



The once seemingly unattainable Management target of reaching a 15% Return on Invested Capital (ROIC) has been met and shattered in the past two years as Southwest Airlines rocketed to an annual ROIC of 21.2% in 2014, and 32.7% ROIC in 2015! Many factors contributed to this record performance, including dramatically lower fuel prices, a changed industry structure, and especially the 50,000 hardworking Southwest Airlines Employees who have helped their airline continue to prosper through all of the ups and downs in the airline business which have bankrupted other carriers.

ANNUAL ROIC



Stock Price: As shown in **Figure A**, Southwest Airlines' stock price is up 475% since 2012, after years of languishing at around \$10. At current prices above \$45 per share, shareholders have enjoyed a \$25 billion surge in the value of their LUV stock. In 2014, Southwest Airlines posted the highest return of among all company's shares listed on the S&P 500 index. In 2015, Southwest Airlines shares continued to outperform the S&P 500 average and NYSE Airline index (ARCA) by a wide margin, as LUV shares grew by more than 1.5 times as much as these important indices.

On top of the tremendous growth in shareholder value due to the rise in Southwest Airlines stock prices, Southwest Airlines added to their wealth by voluntarily spending over \$3.5 billion since 2012 in repurchasing LUV shares as shown in **Figure B**. The allocation of Southwest Airlines cash to shareholders in 2016 has been forecast to increase to record levels (\$2.4 billion) when additional stock buy backs are authorized during Southwest Airlines' Annual shareholder's meeting in May 2016. Additionally Southwest Airlines has increased dividend returns to shareholders by millions of dollars.

Southwest Airlines Employees have also shared in the upside from Southwest Airlines' record setting financial performance. Based on their record earnings, Southwest Airlines paid out a record \$620 million in Employee profit sharing in 2015, a substantial amount indeed, but still less than half of the of the \$1.4 billion Southwest Airlines spent on shareholder buy backs in 2015 alone. Also, as large as recent Employee profit sharing checks may be, they should not be a substitute for a new Contractual improvements gained in the collective bargaining process. As shown in **Figure C**, the annual increase in Southwest Airlines' net income of 92% dwarfs the increase in Employee profit sharing of 12.5%.

Southwest Airlines' Revenue per Available Seat Mile (RASM) fell 1.5% in 2015 vs. 2014 as Southwest Airlines passed along to Passengers some of the savings from a 36% drop in unit fuel prices. The reduction in average fares drove demand for Southwest Airlines up, and coupled with favorable industry conditions, pushed Southwest Airlines load factors and total revenue to record levels. In 2015, the average passenger load factor of 83.6%, was the highest in Southwest Airlines' history, and increased the workload for Southwest Airlines Flight Attendants who must serve more Customers on each flight. As shown in **Figure D** (next page), Southwest Airlines load factors are at record levels.

FIG. A | SWA STOCK SINCE 2010

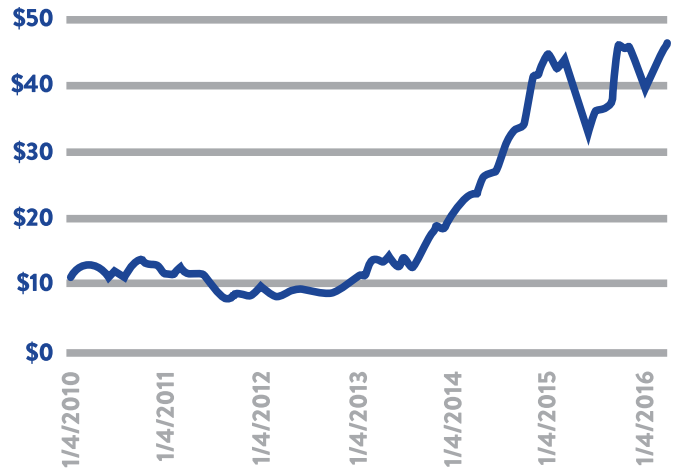


FIG. B | CAPITAL RETURNED ANNUALLY TO STOCK SHAREHOLDERS

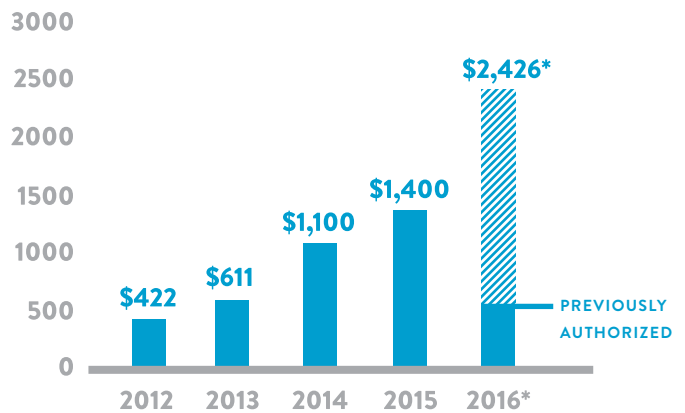


FIG. C | INCREASE IN SWA ANNUAL INCOME PROFIT COMPARED TO EMPLOYEE PROFIT SHARING PAYOUT PERCENTAGE

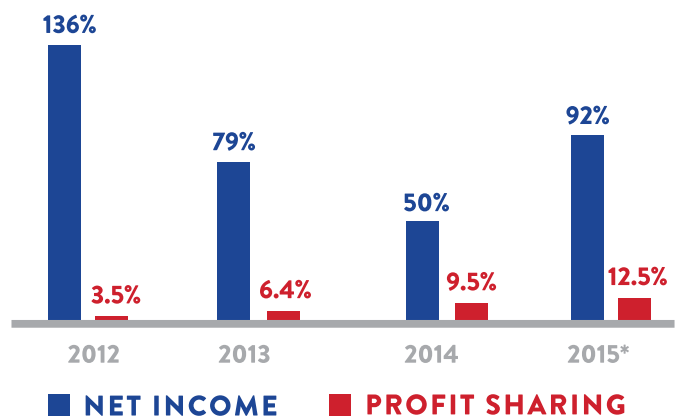


FIG. D | ANNUAL AVERAGE LOAD FACTOR

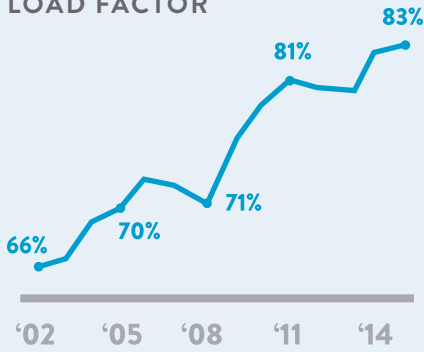


FIG. E | CARRIER DOMESTIC COMPETITIVE SERVICE PERCENTAGE OF SWA ROUTES AS OF 2016 Q1

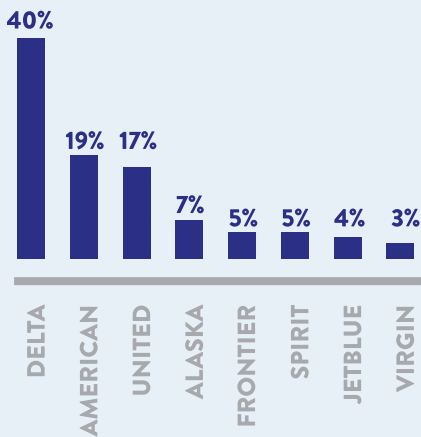
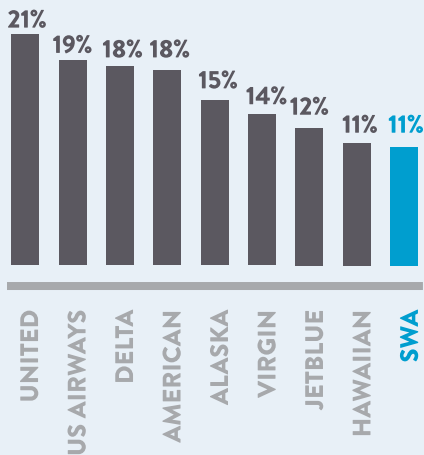


FIG. F | TOTAL OPERATING EXPENSE CASM STAGE-LENGTH ADJUSTED 2015



Ensuring good relationships with frontline Employees is critical to Southwest Airlines' success going forward. Southwest Airlines recognizes this fact as it states the following in its SEC filings:

“The Company’s business is labor intensive; therefore, the Company would be adversely affected if it were unable to maintain satisfactory relations with its Employees or its Employees’ Representatives or if the Company were unable to employ sufficient numbers of qualified Employees to maintain its operations.”

Making Southwest Airlines a great place to work is good for Employees, good for Southwest Airlines Customers, good for Southwest Airlines' bottom line, and good for shareholders of Southwest Airlines stock. Historically, that was the golden rule as recognition of the importance of Employee relations was and remains critical to the Culture at Southwest Airlines. The glue holding together Southwest Airlines' Culture has been challenged by resounding “No” votes by its Flight Attendants and Pilots in their most recent TAs. Fixing these relationships, in part by the successful negotiation of new ratified agreements, is critical to recapturing sagging Employee morale with a renewed belief in the unique Culture that was the unquestioned cornerstone of Southwest Airlines operations in previous decades, but not currently.

Since 2003 Southwest Airlines has been the largest carrier in the domestic market with a 25% share of all Passengers in 2015. It is important to recognize that Southwest Airlines' size makes it overlap with the other larger network carriers, more than other low cost carriers (LCCs). As

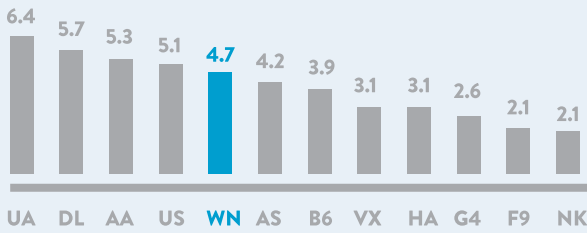
shown in **Figure E** Southwest Airlines' largest competitors are the three high-cost legacy carriers, American, Delta and United. These carriers overlap Southwest Airlines' markets with competitive service far more than any other carriers. While keeping an eye focused on other LCC's like Frontier, JetBlue and Spirit is important, it is far more important for Southwest Airlines to be the low cost/low fare alternative to the mainline legacy carriers whose services it competes with the most.

Keeping Southwest Airlines' costs low relative to its major competitors is a critical part of its business, and in 2015, Southwest Airlines' operating costs remained low, as shown in **Figure F**.

Southwest Airlines' Labor expense remains low relative to its largest competitors despite having some of the highest pay in the industry. High productivity changes high pay to low costs. As shown in **Figure G** (next page), Southwest Airlines unit Labor costs remain well below all of Southwest Airlines' main network legacy competitors. All three of these legacy carriers are increasing their Employee pay in a dramatic fashion currently and going forward, which will increase the Labor costs and provide headroom for Southwest Airlines to provide upside to its Employees in new Contracts.

Southwest Airlines is among several carriers that have acquired other carriers and merged operations over the past few years. Big promises were made to Employees about the future of Southwest Airlines once the Airtran merger was fully optimized and integrated, and the elusive ROIC target was met. Both of these factors have occurred, yet front line Flight Attendants are waiting on their

FIG. G | SWA LABOR CASM REMAINS BELOW MAJOR COMPETITORS



return with a new Contract that can be supported by the majority of these critical front line Employees. Southwest Airlines is prospering at record levels from several factors in today’s industry, not the least of which is the productivity and passion of Southwest Airlines Employees. Southwest Airlines’ success has benefited the Company’s shareholders with enormous increases in the value of their holdings, as well as through the distribution of billions of dollars of Southwest Airlines’ cash to buy back stock and millions more in increased dividends. In this period of record and sustained profitability, recognition of Southwest Airlines Employee contributions to this success is due. A new Contract reflecting this new era of record profitability is needed to reestablish the unique bond between Southwest Airlines and its Flight Attendants, which has been tested over the past few years.



Dan Akins is a renowned airline economist with over thirty years of industry experience. Mr. Akins graduated from the London School of Economics with a concentration in Transportation Economics and has worked with TWU Local 556 since 2002. He has played a pivotal role in advising many organized Labor groups, recently in the restructuring of several U.S. airlines including: American, Continental, US Airways, United, and Hawaiian.

INFORMATIONAL PICKETING

IN A DIGITAL AGE

Have you heard of **#GarySignNow**? If so, you’re not alone. In an age of quick sound bites and short attention spans, our **#GarySignNow** social media campaign has reached more than 100,000 people. Just like informational picketing on the airport curb, these digital campaigns reach not only our Members but Southwest Airlines’ Customers, too. The difference with digital campaigns is that we reach our people far more quickly than organizing and mobilizing traditional picketing events. With digital campaigns, we bring our issues right to the Customers via social media. Let’s take a look at a few of our recent campaigns.



Valentine’s Day

Our first big push into social media was on Valentine’s Day of this year. With a bright red, fun image of a cherub, we joined Southwest’s discussion using the hashtag **#LoveTakesFlight** and let the world know that our Members know a thing or two about LUV taking flight. No one knows more about LUV in the air than the Employees who spend the most face-to-face time with our Passengers. Right after we started our campaign on a Friday afternoon, Southwest abandoned their weekend-long campaign.



St. Patrick's Day

On St. Patrick's Day, the Southwest Airlines Digital Media Team was taking questions submitted via Twitter and answering them with an animated leprechaun, "Liam." That afternoon, a completely Member-driven campaign popped up and a small group of TWU Local 556 Members started asking Liam questions about Contract Negotiations and when we could expect a new Contract. As the Union jumped in, Southwest Airlines abandoned their campaign.



#GarySignNow

Immediately after submitting our Comprehensive Contract Proposal to Southwest Airlines Management, we launched our #GarySignNow campaign. This campaign helped put pressure on Southwest Airlines Management.

Did it work? Absolutely! How many other Workgroups get emails from unknown Vice-Presidents on a Saturday evening after mobilizing Members the day prior? As Southwest Airlines Flight Attendants, we like to have fun and this campaign was built with fun in mind. In addition to our digital campaign, we asked Members to send pens to Gary so he would be ready to "sign" whenever he was ready.

How can I help?

I thought you would never ask! We need all TWU Local 556 Members to be involved and show Management our united front via social media.

- If you don't have a Twitter account, create one. Search for our account - [@twu556](#), and follow us for the most up to date info.
- Are you more of a Facebook user? Great, we're there, too. Search for "[TWU Local 556](#)" and "Like" our page to receive the latest information in your newsfeed.
- Do you want to share your photos? Instagram is for you! We share our photos on Instagram, too. Find us at [@twulocal556](#). We'll follow you back - we LUV to see the photos our Members share!

Facebook, Twitter, and Instagram are important tools that can have an impressive result. Within minutes, our Members can help spread the word to hundreds of thousands of people, far more quickly than any "old school" informational picketing event. When you "Like" or follow us, you'll be the first to see our digital campaigns. Help us out by liking, sharing and retweeting. Not only will you be in-the-know on current Union news, you'll help your Co-workers to be informed, too! It's really that simple.

What about the Southwest Airlines Social Media Policy?

Ah, yes, the Social Media Policy. As a general rule we, as Southwest Airlines Employees, are not allowed to post any disrespectful, untrue, and of course no threatening statements via social media. These are good rules to follow when posting anything on social media, not just as an Employee.

Joining in Union digital campaigns, and general support for your Union, do not violate the Southwest Airlines Social Media Policy. It's no secret that Southwest Airlines is in negotiations with five of the twelve Labor Unions on property. It's also no secret that we, as Members, are fighting for fair compensation and work rules. Pointing out these facts in a respectful online dialogue does not negatively impact public perception of Southwest Airlines. If it did, they'd settle these outstanding Contracts sooner rather than later.



Erich Schwenk is a Chicago-based Flight Attendant and serves as the Co-Chairperson of the TWU Local 556 Communication Committee and Chairperson of the Survey Committee.

GRIEVANCE COMMITTEE

REPORT



We have had a very exciting and productive start to 2016. If you recall, in the last Grievance Committee article published in the fall of 2015, we wrote about dusting off the cobwebs of older Grievances and our goals for 2016. We began this mission with Disciplinary Grievances on file dating as far back as 2012 and Contractual Grievances as far back as 2008. Digging out of a hole can take some time, especially when the work is still piling in. We continue to work hard, and I couldn't be more excited to write this article with an update on our progress.

The Union kicked off the cobweb party by slating thirteen Grievances for Arbitration and scheduling a Grievance Summit with Southwest Airlines Senior Leaders and Legal Counsel. The Summit took place in December 2015. TWU Local 556 President Audrey Stone, Grievance Team Members and Legal Counsel came prepared and ready to fulfill the Union's commitment to the Membership to have no Grievances on the books filed prior to 2016 by the end

of the year. I must say the Summit was the way to start. TWU Local 556 scheduled 33 Grievances on the Summit agenda, ranging from oldest (2008) to newest (2015). The Summit was very successful and the results are astonishing. Together, the parties resolved all but eleven Grievances on our agenda. Yes, you read this correctly; we successfully resolved 21 of the 33 Grievances brought forward at the Summit.

Due to the volume of resolution, there will not be enough room in this article to outline every case that was settled. However, I do want to highlight the settlement of some Group Grievances, resulting in resolution for hundreds of Flight Attendants, and included an agreement to fix these problems moving forward for the entire Flight Attendant work group. A couple of individual Flight Attendant's Grievances were resolved as well.

Group Grievances 19-0063 and 19-0085 were both resolved with the approval of the TWU Local 556 Executive

Board. These Grievances were filed in 2010 and 2013 to address situations in which a Domicile closed and Commuters were unable to make it into base, yet still made themselves available to Scheduling to work. The Union's Executive Board voted to approve a settlement that adds additional pay protections for Commuters when a Domicile experiences a complete closure for the day. In addition to the new language, the Union was also able to negotiate a settlement of an additional three Trips for Pay (TFP) for all Flight Attendants involved in the Grievance who met the criteria of a domicile airport closure. For details regarding the settlement agreement, please visit our Website at TWU556.org.

Group Grievance 21-0520 was also resolved with the approval of the Executive Board. This Grievance was filed in 2012 regarding Occupational Seniority Pay because the \$1.50 was not being applied correctly to include RIGs on VJA pairings for Flight Attendants with 25 years or more of Occupational

Seniority. The parties agreed to a Letter of Understanding (LOU) to ensure the Contract language is followed moving forward.

“The additional \$1.50 per TFP for trips flown will be calculated on RIGs (Minimum Pay Rules), regardless of whether or not RIGs actually apply under Article 21.22.E of the CBA.”

In addition to these Group Grievances, two termination Grievances were settled, resulting in reinstatement of employment for both Flight Attendants. With all the settlements combined, we obtained a financial remedy for more than 100 Flight Attendants. We resolved eleven of the thirteen Grievances slated for Arbitration and we were able to cancel most of these without incurring a cancellation fee. The most recent Grievance Summit was not only effective, but also extremely efficient, as Arbitrations are very costly and may not always rule in our favor. I must say, we are extremely pleased with this outcome.

The Union and Company have continued to work on several issues since the Summit. The parties came to an agreement regarding a Grievance filed in 2014, due to the Company's failure to provide Flight Attendants a copy of their entire Employee Personnel File within five days. Management had argued the violation of the Contract was inadvertent; the Union disagreed and wanted Management to promulgate a policy or process to ensure there are no more inadvertent mistakes. This Grievance was scheduled for Arbitration but the parties were able to reach an agreement prior to Arbitration. Flight Attendants are allowed to submit a request for a copy of their Personnel File in person, in writing or via email.

The Union and Company agreed to implement the following process for Flight Attendants requesting a copy of their file:

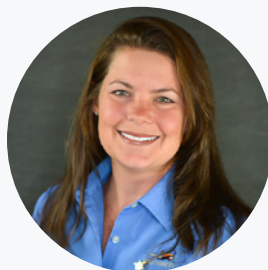
“Flight Attendants may submit requests for copies of their files via e-mail from their Southwest Airlines wnco accounts. If the Flight Attendant submits the request for a copy of his or her file in person, the Flight Attendant must submit their request to the Inflight Base Manager or his/her designee and verbally tell the recipient of the request that they are requesting a copy of their file. Flight Attendants will include “File Copy Request” in the subject line of their request. Flight Attendants will submit their e-mail request to their base e-mail DG; e.g. An Oakland-based Flight Attendant would submit their request to Inflight Base-OAK-DG@wnco.com.”

Since December 2015, partially as a result of the successful Grievance Summit, your Grievance Team has resolved over 200 Grievances: 113 Grievances were settled and 92 were withdrawn.

We have also received Arbitration awards on the following Grievances: Group Grievance 23-0265 was filed in 2014 when Management unilaterally changed its long-standing practice of allowing Flight Attendants to utilize payroll deductions for the purchase of uniforms if the Flight Attendant's uniform allotment had been depleted. In December 2015, an Arbitrator ruled in favor of the Union and ordered Management to reinstate the long-standing practice. This was a significant win for the entire Flight Attendant Workgroup and the Union was very pleased with this decision.

In January 2016, an Arbitrator ruled in favor of the Union and reinstated a terminated Flight Attendant with back pay. The Flight Attendant was made whole for benefits lost as a result of her termination. This was a very exciting and amazing decision.

I am most certainly happy to report that we have officially resolved all Disciplinary Grievances filed prior to 2016 and have knocked out quite a few of our older Contractual Grievances. This is exactly what the Union intended to do when we brushed off the dust and cobwebs and committed to resolving older Grievances and ensuring newer Grievances do not grow old.



Becky Parker is a Dallas-based Flight Attendant and serves as the TWU Local 556 Grievance Committee Chairperson.



YOUR SHOP STEWARDS HAVE BEEN BUSY

As Shop Stewards, we play an integral role in the Union and our position is an important one. We form an alliance with the Grievance Team, fellow Shop Stewards, Committee Chairpersons and Union Officers. The Shop Stewards not only represent our Flight Attendants in Fact-Finding Meetings, but are also involved in Lounge Mobilizations and assist our Domicile Executive Board Member with any duties needed.

Last year, the Shop Steward Committee helped represent Flight Attendants in 946 Fact-Finding and Step 2 Meetings. In the first quarter of 2016, we have seen a trend in Fact-Finding Meeting statistics similar to 2015. Each month, I receive a breakdown of Fact-Finding Meetings from our Grievance Staff that have been categorized by subject.

As we wrap up the first quarter of 2016, we see that our Flight Attendants continue to be called for Fact-Finding Meetings to gather information about a Delay of Flight and/or a Late to the Gate. It is important that we are conscious about report time, lobby time, gate changes on the FID monitors, as well as getting food before reporting to the gate. While on the aircraft, be thorough but efficient with safety checks and maintain effective communication with your Operations Agents prior to, during and when boarding is complete. The Executive Board continues to work with Management in finding a resolution for a more clear and concise reason for our Delay of Flight codes.

Another alarming trend that we see is a significant increase of calls from Management for Fact-Finding Meetings due to Employee conflict. With the rise of Crew Members turning each other in (i.e. Irregularity Report, calls into Management and emails), we have seen meetings surrounding procedural issues, personality differences and social media posts. The Professional Standards Committee is a group of Flight Attendants who are trained to handle conflict resolution and

who will work to remedy a situation within our Workgroup. We encourage all of our Members to reach out to Professional Standards when a situation arises first, before turning to Management. You can read more about Professional Standards by visiting www.twu556.org or feel free to utilize the confidential hotline number (888) 322-3735 or email them directly at professionalstandards@twu556.org.

Any time Management asks to have a conversation with a Member in relation to a particular incident, the Member has the right and is encouraged to use the following statement prior to the conversation:

“If this discussion could in any way lead to my being disciplined or terminated, or affect my personal working conditions, I respectfully request that my Union Representative, Officer, or Shop Steward be present at the meeting. Without representation, I choose not to answer any questions.”

Our Shop Stewards are a great resource for answering questions related to our Contract, Union updates and can be a great liaison between your Domicile Executive Board Member and the Union Office. For a list of Shop Stewards in your Base, please visit the TWU Local 55 Website at www.twu55.org.



Mark Anthony Reyes is a Las Vegas-based Flight Attendant and serves as the TWU Local 556 Shop Steward Committee Chairperson.

UNION ASSISTANCE FOR NEW HIRES

What's that in the sky? It's a bird; it's a plane; it's more brand new Flight Attendants!

As the New Hire Committee Chairperson, I want to take this opportunity to let everyone know what our Committee does as well as give some exciting numbers for the rest of the year and beyond! I say exciting, because we are hiring and it's always great to see some fresh new faces, but, let's be honest, it is also great to see that boost in seniority!

Depending on when you went through training, you may or may not remember a representative from the Union coming to speak to you about TWU Local 556. Our presentation includes information on who we are, what services are offered through the Union, as well as a basic overview of the Commuter Policy and a few Work and Conduct Rules that we want everyone to be aware of from day one. We also let them know they are covered under our Contract as soon as they graduate. The only thing a New

Hire does not have the ability to do is file a Disciplinary Grievance. After the presentation, we have the candidates come over to the Union office for dinner so we can get some one-on-one time with them and answer any questions they may have. This is the first time we come in contact with New Hires and are able to welcome them to the Flight Attendant family!

As of the time this article was written, we have already had six classes graduate this year, with approximately 80 Flight Attendants in each class. Southwest Airlines already has Class 339, Class 340, Class 341, and Class 342 scheduled to attend training and graduate before the end of June. That trend is going to continue, as Southwest Airlines has already said they would like to hire around 1,300 Flight Attendants this year alone. There have not been any firm numbers given for next year, but this hiring boon does not look like it is going to stop in 2017.

One of the topics we cover in the New Hire presentation is our Contract

Education Handbook. This was written to help New Hires, or anyone for that matter, understand the most utilized parts of our Contract in simpler terms. It even has real examples of certain situations like extended Duty Days and Overlap. Even if you aren't a New Hire, you are still able to access this handbook via the Union's Website. Go to twu556.org » [resources](#) » [contract education](#) » [contract resource guide book](#). Everyone has access to this and it does make for a much easier read than the actual legalese of the Contract.

I remember when I first started; I was bright-eyed and bushy-tailed. Seeing the influx of New Hires definitely brings those feelings back as you can just see the "I'll fly anywhere and do anything" attitude in their faces.

Please join me in welcoming the newest Members of our Flight Attendant family when you see them on line, there are going to be plenty more joining us soon in the friendly skies!



Joe Skotnik is a Dallas-based Flight Attendant and serves as the TWU Local 556 New Hire Committee Chairperson.

RETURNING TO WORK FROM A LEAVE

Hello! I would like to touch base with you regarding Medical Leave, FMLA, and returning to work from a Leave.

Let's talk about **Medical Leave** first. Medical Leave is based on "point of knowledge," the Southwest Airlines Attendance and Leave (A&L) Department will not backdate Medical Leave. Medical Leaves are fourteen days or longer. If you anticipate going on a Medical Leave, call A&L at 214-792-5500 and advise them that you will be taking a Medical Leave. Tell them the date you are starting Leave and that you will get them your documentation as soon as possible. A Medical Leave note, from your Doctor, needs to have your name, the start date of your leave, your diagnosis, the date you may return to work, followed by the doctor's signature. In addition, you must also submit a written note that contains the same information (except you don't need to include your own diagnosis). Fax both notes to A&L at 214-932-0068.

Now let's talk about **FMLA**; we have two types: Continuous FMLA and Intermittent FMLA. To qualify for FMLA, you must have worked at least 504 duty hours during the previous twelve months. Flight Attendants may qualify for up to 72 days of FMLA per calendar year. You are able to backdate FMLA as long as you haven't worked since your first sick call. To use FMLA, call A&L and tell them you need to open an FMLA claim. They will give you a claim number and email the required paperwork to you. You have fifteen days after opening a claim to return the FMLA paperwork, filled out by your doctor, to the FMLA Department. It's very important that you only fill out the portion for Employee. Please do not fill out or alter any part of the physician's section of the paperwork. Once you return your paperwork to A&L, check your Southwest Airlines (wnco) email daily in case A&L has emailed you asking for more information. Please note that no matter what type of leave you are taking, you are responsible for calling in sick until your trips are removed off of your Crew Web Access (CWA) screen.

I would like to touch on Flight Attendants **returning to work from Leave** and unable to bid for the next month. This procedure was outlined in a Letter of Agreement based on an Arbitration decision.

1. If a Flight Attendant was unable to bid due to an inactive status (on leave more than fifteen days), and calls Crew Planning to have a line built prior to noon CST on the 12th of

the month, the Flight Attendant will have two options:

- The Flight Attendant will give the Crew Planner her/his choice(s) of pairing length and start date for a comparable line. Crew Planning will record the choices and, after the VR lines are built, build the Flight Attendant a comparable line from the trips in Open Time in accordance with Article 10.1.A.8.a-c of our Contract. Crew Planning will build and/or release the Flight Attendant's line for the following month prior to the start of Reserve bidding at noon (1200) CST on the 12th. It is understood that Crew Planning will need a reasonable amount of time to build and/or release the line for the following month if the Flight Attendant calls on the 12th prior to noon (1200) CST.
 - The Flight Attendant may elect to call back during Crew Planning's business hours any time between noon (1200) CST on the 12th and the end of the month to have her/his line built for the following month. This option will allow the Flight Attendant to select specific comparable pairings (if available). If the Flight Attendant does not call back, Crew Planning may exercise the option outlined in Article 10.1.A.8.d of the CBA.
2. If the Flight Attendant is unable to bid due to inactive status and calls when the Crew Planning to have a line built between noon (1200) CST on the 12th of the month and the end of the month, Crew Planning will follow the process outlined in Article 10.1.A.8.a-c.

It is understood if the Flight Attendant calls when the Crew Planning office is closed, she/he may be required to call back when the office is open to have a line built. It is also understood that a Flight Attendant will not be able to participate in Trip Trade/Giveaway until her/his line is built and/or released.

Please call me at the Union Office with any questions regarding Medical Leave, FMLA, or OJI questions. I will be happy to assist you and/or point you in the right direction.



Alice Watkins is a Dallas-based Flight Attendant and serves as the TWU Local 556 Leave Specialist.



PINNED BY TINA

“Girl, let’s do a quick stewardess compliance check before the plane pulls up. These aircraft swaps and bag drags are taking a toll on my je ne sais quoi. How’s my hair? My lips? Teeth?”

“You look just perfect, Tina, as you have for thirty years, I’m sure.”

“Well, I have to set a good example for you young’uns. Let me look at you, Britney.”

“Don’t bother; I’m just going to be ugly today in this heat.”

“Honey, there are no ugly women – just lazy ones.”

Tina moved in close, unapologetically taming the flyaways in Britney’s hair, *“I’m sure I have a bobby pin.”*

“Didn’t you vote against the T.A. last summer, Tina?”

“I did. Why?”

“Well, you have a Union Pin on your dress, your blazer and your lanyard?”

“Like I said, I try to set a good example, Britney; I want my Union Pin visible at all times. I’ve been through Contract Negotiations a few times before and have

voted “no” more than once. However, I continue to support my Union because that’s how we get a Contract.”

Tina took a step back to admire her work.

“Girl, did an emotional assistance animal crawl up your skirt? Where’s my lint brush?” Tina turned & dug deep in her bag of tricks.

“Where’s your Union Pin, Britney? I may have an extra one in here somewhere. Do you need one?”

“I’m not going to wear a Union Pin, Tina. I’m very disappointed in this Union.”

“You’re disappointed in this Union? Or you were disappointed in the TA?”

“Same thing,” Britney retorted.

“Is it?” asked Tina.

“Well, the leadership of this Union brought us that ridiculous T.A., didn’t they?”

“Yes, Britney. And the T.A. was overwhelmingly voted down by the Union’s Membership. However, we are the Union, all 14,000+ of us, and collectively we voted no. Now we must stand together and support our Union and our Negotiating Team as they return to the bargaining table and negotiate a Contract that’s acceptable to the majority of 14,000+ Southwest Airlines Flight Attendants.”

“I don’t think they can, Tina. They aren’t listening to us and don’t even know what we want. They all need to resign.”

“That was a very popular opinion shared on social media for a while, wasn’t it? I’m not sure I want popular opinion on my side—I’ve noticed that people with the most opinions often have the fewest facts,” Tina replied.

“They should just resign. They’re failures.”

“Failure is an event, never a person, dear. Sure, other leaders may have quit after such an overwhelming defeat of the T.A.—that would certainly have been the easiest thing for them wouldn’t it? However, I think it shows courage for our leaders to stick with it and get it right. That is what leadership is all about: staking your ground ahead of the current popular opinion and then leading Members to it, not simply following the popular opinion du jour. President Barack Obama said, ‘The real test is not whether you avoid failure, because you won’t. It’s whether you let it harden or shame you into inaction, or whether you learn from it; whether you choose to persevere.’ The difference between success and failure is patience and persistence, Britney.

Our current Union leaders have admitted they “missed the mark” with the failed T.A. and have committed to doing things differently in order to achieve the Contract that the Flight Attendants have earned and deserve. They have surveyed the Membership via telephone and email and then asked for Members’ comments and feedback at Membership Meetings, in the Lounges, via email and Union Website. And, I believe our leaders have heard us. Did you review the highlights of the Comprehensive Contract Proposal that the Negotiating Team presented to Southwest Airlines Management? Did you like what you saw?”

“Yeah, I saw the proposal, Tina. And I didn’t see anything about Vacation Pay, Attendance Trimesters, Extended Duty Days or any of the other concessions from the T.A. in it.”

“Those things weren’t in our Comprehensive Contract Proposal because the Union didn’t propose those things; Management proposed those things in the T.A. we voted down. In all my years here, I have never seen the Flight Attendants so angry at the Union for things



that Management proposed. Now, we may or may not see those things brought up again, but if we do, it will be because Management proposes them again, not us. I am very glad that our Union's leadership is changing things up. The Negotiating Team has been more transparent with the Membership by showing us the Comprehensive Contract Proposal highlights. It was actually a pretty courageous and risky move on their part; they have now set expectations for our Flight Attendants that may be difficult to achieve if we are not unified."

"I've got to admit, that was a ballsy move for our Union," Britney mused.

"That's not a very lady-like thing to say, Britney."

"I am a lady, Tina."

"Girl, being a lady is like being courageous: if you have to remind people that you are, then you aren't. I must admit that after that T.A. failed so miserably, I wondered if Audrey Stone, our President and Lead Negotiator, would recover. I know she is an intelligent, resourceful woman with more weapons than just cosmetics and tears in her handbag, but the sheer venom spewed towards her has been outrageous. I would have been the first to understand had she simply chosen to move on with her life. She has obviously gotten past it all and pressed on, despite the constant attacks. It's going to take a strong Lead Negotiator and Negotiating Team to navigate this airspace for 14,000+ Flight Attendants and negotiate a mutually beneficial multi-billion dollar Contract with one of the most shrewdly successful companies in the world."

"Can they do it; can Audrey do it?"

"Does she have a choice? Audrey has told us she is not resigning. And it doesn't appear that anyone else on the current Negotiating Team or Executive Board is going to either. They're not up for re-election until 2018 and I certainly hope we'll have ratified a Contract before then."

"I just wish there was somebody else, Tina."

Who? Honey, you don't fight the war with the army you want; you fight the war with the army you have.

In all the clamor on social media, I haven't seen anyone offer any viable alternatives; I haven't seen a single person volunteer to be our President and Lead Contract Negotiator moving forward. Heck, considering the nastiness, it wouldn't surprise me if no Flight Attendant ever runs for Union President again! Like it or not, these are the people who are going to negotiate your Contract and the Membership must be united in our support for them or we're all sunk."

"But Tina, on Facebook..."

"You know I don't post very often on social media, Britney; I'm a "lurker." But believe me, I do pay attention and I've come to understand the politics of this Union very well. It's very apparent that it's more important to some of my Sisters and Brothers that Audrey Stone fail than it is for the Flight Attendants of Southwest Airlines to get a good Contract. Some of these people are working against their own self-interests (and yours and mine, too, by the way) simply because they don't like our President, the Executive Board and/or the Negotiating Team. But they didn't like them in the first place. It's what my dear sweet Aunt Lianne called "cutting off your nose to spite your face." And she wasn't referring to her ninth and final plastic surgery (which did not go well, by the way)."

"I bet Management's Negotiating Team is loving it."

"Smart girl, Britney; I'm sure they are. While Management has been dabbling in some Union Busting of their own, why should they even bother? Some of my Union Sisters and Brothers are doing a good job of Union Busting for them. Discrediting the Union's Leaders is a tactic straight from a Union Buster's playbook; recognizing it and calling it out is the first step in defeating it. We were bound to have some turbulent skies

ahead of us in these Contract Negotiations; now we just have to add Union Busting to the Turbulence Plot, recognize it, call it out, climb above it or navigate through it."

"Here comes our LUV Jet, Tina."

"Here, girl. I found a bobby pin for that flyaway hair of yours."

"I guess I need to let go of the past, Tina. This fight is really about the 14,000+ Flight Attendants who will have the opportunity to vote on the next T.A., and the only way for us to get a Contract is to support our Union and Negotiating Team. I have to make a choice: I'm either for us or against us. I'll take a Union Pin too, if you can spare one."

Tina pinned down the flyaway tendril and fixed a shiny Union Pin just above Britney's heart. She smiled and took a step back to admire her work.

"Never be too busy to be beautiful, Britney. I always have my Union Pin (and usually a bobby pin) on me. Given the choice, always invest in your hair and your Union: they're with us every day. And together, we can achieve great things."



Cuyler Thompson is an Oakland-based Flight Attendant. Cuyler serves as the TWU Local 556 Recording Secretary and Communications Committee Chairperson.

WHAT IS A RIG? (RATIO IN GUARANTEE)

What is a RIG?

A RIG is a form of pay protection/pay minimum. We have four different RIGs in our Contract to ensure that a Flight Attendant receives a guaranteed minimum of pay for each day worked, as well as a minimum pay protection for original pairings built by Crew Planning and placed on the lines in the monthly bid packets.

How do RIGs work?

Once a pairing is flown, each of the daily RIG credits (DPM and DHR) will be calculated separately for each duty period in the pairing. That RIG number will then be compared to the trips flown, including overschedule/overfly, double time, triple time, cancellation pay, and VJA/JA premium pay. Then, the total sum of the daily trip totals will be compared to the THR and ADG RIGs, and the pairing total will pay the greatest of those three.

Why are RIGs important?

RIGs are vital to our Contract because they ensure that you receive the most pay for the time you spend at work. Without RIGs of any kind, the pairings built and placed on the bid lines would look like they did years ago; for example, a 3-day pairing might only pay 17.0 TFP or a 2-day might pay a measly 9.0 TFP. There would be no additional compensation for extended time on duty with no flying involved, including ground time built into the pairings and, there would be no protection when stranded or rescheduled to an additional overnight. Basically, RIGs ensure efficiency and productivity in our pairings by bringing the minimum up AND add important pay protection.

When do RIGs Apply?

RIGs may apply in several ways: bring the pairing up to the minimum pay, in a reschedule situation when your duty day is extended, whether flying or not, unscheduled RON and stranded situations, and when the trip keeps you away from base for long periods of time. To help you understand how RIGs may apply in some of these situations, we have provided visual examples below:

EXTENDED DUTY DAY EXAMPLE

Trip Fleet: 737		Time Away From Base: 5416																
Class:																		
Trip Type: C																		
Trip Status:																		
Herb Time <- Click to toggle. ->																		
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly	Totals		
Rpt 0715																		
23 Apr	1037	DAL 0814	ICT 0921	700	68			107	36					150				
23 Apr	1037	ICT 0957	LAS 1231	700	139			234	133	S				290				
23 Apr	411	LAS 1404	MSY 1714	800	175			310	1243	S				410				
Rls 1744																		
MSY:1146 Hotel: Doubletree Airport #1-504-467-3111 Trans: Hotel Shuttle																		
Rpt 0530																		
24 Apr	650	MSY 0557	HOU 0709	700	54			112	106					130				
24 Apr	201	HOU 0815	BOS 1149	700	143			334	1834	SP				430				
Rls 1219																		
BOS:1711 Hotel: Courtyard by Marriott #1-617-569-5250 Trans: Hotel Shuttle																		
Rpt 0530																		
25 Apr	4900	BOS 0623	HOU 1036	700	123			413	128	SP				510				
25 Apr	24	HOU 1204	DAL 1301	300	136			57	0					100				
Rls 1331																		
Total: 1647 2519 2020 0																		
Carry Out: 0																		

DAY 3 ORIGINALLY PAID 6.10 TFP

Trip Fleet: 737		Time Away From Base: 5705																
Class:																		
Trip Type: C																		
Trip Status:																		
Herb Time <- Click to toggle. ->																		
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly	Totals		
Rpt 0715																		
23 Apr	1037	DAL 0814	ICT 0921	700	68			107	36					150				
23 Apr	1037	ICT 0957	LAS 1231	700	139			234	133	S				290				
23 Apr	411	LAS 1404	MSY 1714	800	175			310	1243	S				410				
Rls 1744																		
MSY:1146 Hotel: Doubletree Airport #1-504-467-3111 Trans: Hotel Shuttle																		
Rpt 0530																		
24 Apr	650	MSY 0557	HOU 0709	700	54			112	106					130				
24 Apr	201	HOU 0815	BOS 1149	700	143			334	1834	SP				430				
Rls 1219																		
BOS:1711 Hotel: Courtyard by Marriott #1-617-569-5250 Trans: Hotel Shuttle																		
Rpt 0530																		
25 Apr	4900	BOS 0623	HOU 1036	700	123			413	419	SP				510				
25 Apr	26	HOU 1455	DAL 1550	300	141			55	0					110				
Rls 1620																		
Total: 1645 2808 2212 0																		
Carry Out: 0																		

DAY 3 WAS EXTENDED WITH ADDITIONAL GROUND TIME. WITH DHR APPLIED, DAY 3 NOW PAYS 8.02 TFP

Herb Time <- Click to toggle. ->																
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly	Totals
Rpt 0625																
11 May	3067	DAL 0723	ELP 0902	700	107			139	23					190		
11 May	3067	ELP 0925	PHX 1118	700	143			153	42					210	60	
11 May	3006	PHX 1200	EWR 1633	700	138			433	1327	SP				570		
Rls 1703																
FWR:1232 Hotel: Doubletree FWR #1-973-690-5500 Trans: Hotel Shuttle																
Rpt 0535																
12 May	3394	FWR 0600	BNA 0811	700	97			211	43					280		
12 May	3394	BNA 0854	MCI 1023	700	143			129	34					180		
12 May	472	MCI 1057	BNA 1225	700	135			128	41					160		
12 May	472	BNA 1306	BOS 1529	700	143			223	1951	S				280		
Rls 1559																
BOS:1856 ** Hotel Information Not Available. Contact Crew Scheduling. **																
Rpt 1055																
13 May	DM 112	BOS 1120	BWI 1236	700	46			0	102					180		
13 May	DM 1078	BWI 1338	SDF 1604	700	86			0	214					280	90	
13 May	LIMO	SDF 1818	SDF 1818	700	86			0	1039		HU			0	F	
Rls 1818																
SDF:1012 ** Hotel Information Not Available. Contact Crew Scheduling. **																
Rpt 0430																
14 May	DM 4126	SDF 0457	MDW 0556	300	113			0	32					130		
14 May	DM 1016	MDW 0628	MCI 0743	700	112			0	40					150		
14 May	DM 1016	MCI 0823	DAL 0957	700	142			0	0					180		
Rls 1027																
Total: 1536 3422 2940 F 150																
Carry Out: 0																

STRANDED PAY BEGINS HERE

STRANDED PAY ENDS HERE

STRANDED PAY EXAMPLE

05/11	3067	DAL	723	ELP	902	139	190									FAB
05/11	3067	ELP	925	PHX	1118	153	210									FAB
05/11	3006	PHX	1200	DWR	1633	433	570									PAD
Duty Period Totals:																
970 10:55 13:27																
05/12	3394	BNA	854	MCI	1023	129	180									FAB
05/12	472	MCI	1057	BNA	1225	128	160									FAB
05/12	472	BNA	1306	BOS	1529	223	280									FAB
Duty Period Totals:																
900 10:24 19:51																
05/13	DH 112	ROR	1195	BWI	1300	0	180									PAR
05/13	DH1078	BWI	1335	SDF	1515	0	280									FAB
05/13	DH 0	SDP	1818	SDF	1818	0	0									FAB
Duty Period Totals:																
546 E 7:23 10:39																
05/14	DH4126	SDF	457	MDW	556	0	195									FAB
05/14	DH1016	MDW	628	MCI	743	0	225									FAB
05/14	DH1016	MCI	023	DAL	957	0	270									PAD
Duty Period Totals:																
690 6:00																
Trip RIG																
538																
Trip Total:																
3708 F																

IN ADDITION TO THE 29.40 TFP, THE TRIP PAID AN ADDITIONAL 5.38 TFP (RIG) STRANDED PAY, WHICH IS REFLECTED ON THE PAYROLL REPORT.

THE CONTRACT LANGUAGE UNDER ARTICLE 21- COMPENSATION, OUTLINES THE DEFINITION FOR EACH OF THE FOUR MINIMUM PAY RULE RIGS AS FOLLOWS WITH AN EXAMPLE OF EACH.

- DUTY PERIOD MINIMUM (DPM)** - If any day of an originally built pairing has the code letter "M" next to it, then that day had to be brought up to pay the DPM. This is the number of trips for pay (TFP) that each day of a pairing must pay at the very minimum. The contractual DPM is 4.0 TFP.

Herb Time													Totals			
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly	
Rpt 0705																
02 Jul	2202	DAL 0805	TUL 0900	700				55	25					100		
02 Jul	2204	TUL 0925	DAL 1020	700				55	30					100		
02 Jul	2204	DAL 1050	MCI 1215	700				125	30					160		
02 Jul	2204	MCI 1245	MDW 1410	700				125	35					160		
02 Jul	2204	MDW 1445	ROC 1615	700				130	1245					170		
Rls 1645													610	940	715 D	
RDC:1145 Hotel: Radisson Rochester Riverside #1-585-546-6400 Trans: Hotel Shuttle																
Rpt 0430																
03 Jul	1866	ROC 0500	BWI 0615	700				115	100					140		
03 Jul	1866	BWI 0715	ORF 0810	700				55	30					100		
03 Jul	1866	ORF 0840	MCO 1030	700				150	40					210		
03 Jul	538	MCO 1110	PVD 1355	700				245	1530					320		
Rls 1445													645	955	770	
PVD:1525 Hotel: Crowne Plaza at the Crossinas #1-401-732-6000 Trans: Hotel Shuttle																
Rpt 0455																
04 Jul	3351	PVD 0525	TPA 0820	700				255	40					340		
04 Jul	3351	TPA 0900	MSY 1030	700				130	30					170		
04 Jul	3351	MSY 1100	DAL 1220	700				120	0					150		
Rls 1250													545	755	660	
DAY 1 ORIGINALLY PAID 6.9 TFP. WITH DHR APPLIED, DAY 1 NOW PAYS 7.15 TFP.																
Flight Time Color Codes													Total: 1145	1545	1215	0
Report/Release Time													Carry Out:	0	0	0
Planned Time																
Estimated Time																

Herb Time													Totals			
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly	
Rpt 1055																
11 Apr	736	OAK 1156	LAS 1315	300	131			119	223					160		
11 Apr	295	LAS 1538	STL 1830	700	143			252	29	S				380		
11 Apr	295	STL 1859	LGA 2104	700	80			205	1346	S				280		
Rls 2134													616	1039	820	
LGA:1251 Hotel: LaGuardia Airport Marriott #1-718-565-8900 Trans: Hotel Shuttle																
Rpt 1025																
12 Apr	1925	LGA 1050	STL 1332	700	143			242	1842	S				310		
Rls 1402													242	337	400 M	
STL:1743 Hotel: Doubletree #1-314-434-0100 Trans: Hotel Shuttle																
Rpt 0745																
13 Apr	844	STL 0814	DAL 0956	700	143			142	33					190		
13 Apr	844	DAL 1029	SAT 1126	700	143			57	38					120		
13 Apr	844	SAT 1204	SAN 1514	700	143			310	138	S				370	20	
13 Apr	844	SAN 1652	OAK 1817	300	130			125	0					170		
Rls 1847													714	1102	850	20
DAY 2 ORIGINALLY PAID 3.10 TFP. WITH DPM APPLIED, DAY 2 NOW PAYS 4 TFP.																
Flight Time Color Codes													Total: 1612	2518	2070	20
Report/Release Time													Carry Out:	0	0	0
Planned Time																
Estimated Time																
Actual Time																

- DUTY HOUR RATIO (DHR)** - If you see the code letter "D" on any day of your pairing, then the DHR was applied to that day. The DHR is protection that is applied to each hour you are on duty from check-in through end of debrief (30 minutes after block in). The contractual DHR is .74 TFP. This RIG can protect you in various ways: excessive ground time whether scheduled/rescheduled, exceeding a twelve-hour duty day, but did not fly after the twelve hours (double time premium pay only kicks in when actually flying).

- AVERAGE DAILY GUARANTEE (ADG)** - If you see the code letter "A" to "total trip credit" then the ADG was applied. This RIG is to ensure efficiency/productivity in our pairings. The ADG is 6.5 TFP times the number of days in a pairing. ADG is applied over the life of the pairing; meaning combining all days, the total pairing must pay that minimum. Turns must pay at least 6.5 TFP, 2-days 13.0 TFP, 3-days 19.5 TFP and 4-days 26.0 TFP. It's important to remember, this does not apply to a pairing that has been split at a SIP by a Flight Attendant.

Herb Time													Totals			
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly	
Rpt 0505																
03 Jul	DH 597	DAL 0604	ABQ 0746	700	142			0	41					190		
03 Jul	294	ABQ 0827	SAN 1012	700	140			145	33					210	10	
03 Jul	4141	SAN 1045	SAT 1321	700	140			236	1715	S				320		
Rls 1351													421	846	720	10
SAT:1619 Hotel: Holiday Inn Select #1-210-349-9900 Trans: Hotel Shuttle																
Rpt 0610																
04 Jul	740	SAT 0636	DEN 0838	700	143			202	42					260		
04 Jul	740	DEN 0920	BOI 1106	700	95			146	2050					220		
Rls 1136													348	526	480	
BOI:1954 Hotel: Boise Red Lion Downtown #1-208-344-7691 Trans: Hotel Shuttle																
Rpt 0730																
05 Jul	3089	BOI 0756	MDW 1118	700	136			322	52	S				420	20	
05 Jul	4721	MDW 1210	MCI 1342	300	136			132	38					170	20	
05 Jul	4721	MCI 1420	DAL 1541	300	143			121	0					160		
Rls 1611													615	841	750	40
ORIGINAL PAIRING PAID 19.5 TFP. WITH THR APPLIED THE PAIRING NOW PAYS 19.7 TFP.																
Flight Time Color Codes													Total: 1424	2233	1970 T	50
Report/Release Time													Carry Out:	0	0	0
Planned Time																
Estimated Time																

Herb Time													Totals			
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly	
Rpt 0710																
15 Jul	4428	DAL 0810	AUS 0900	300	84			50	35					100		
15 Jul	4428	AUS 0935	SAN 1225	300	143			250	30	S				330		
15 Jul	4428	SAN 1255	SMF 1420	300	76			125	1725					160		
Rls 1450													505	740	590	
SMF:1625 Hotel: Holiday Inn Capital Plaza #1-916-446-0100 Trans: Hotel Shuttle																
Rpt 0715																
16 Jul	2119	SMF 0745	SAN 0915	300	37			130	40					170		
16 Jul	2119	SAN 0955	LAS 1105	300	54			110	40					130		
16 Jul	2119	LAS 1145	MAF 1350	300	92			205	1720					240		
Rls 1420													445	705	540	
MAF:1620 Hotel: Odessa MCM Elegante #1-432-368-5885 Trans: Hotel Shuttle																
Rpt 0640																
17 Jul	4137	MAF 0710	LAS 0920	700	108			210	35					250		
17 Jul	4137	LAS 0955	ICT 1220	700	117			225	30	S				290		
17 Jul	4137	ICT 1250	DAL 1400	700	126			110	0					130		
Rls 1430													545	750	670	
ORIGINAL PAIRING PAID 18 TFP. WITH ADG APPLIED, THE PAIRING NOW PAYS 19.5 TFP.																
Flight Time Color Codes													Total: 1530	2236	1950 A	0
Report/Release Time													Carry Out:	0	0	0
Planned Time																
Estimated Time																

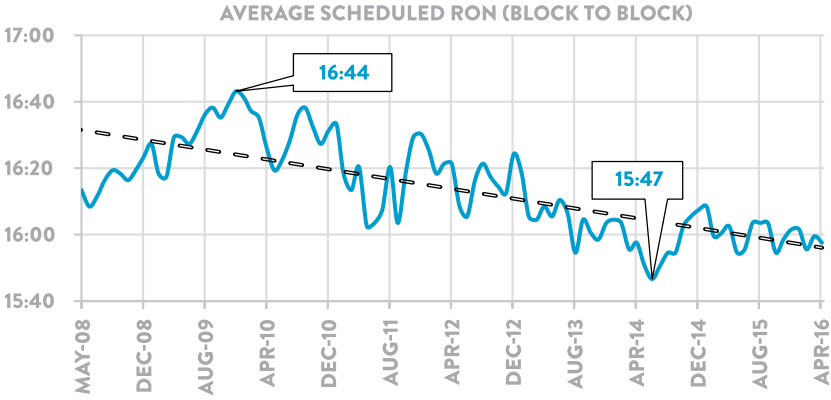
- TRIP HOUR RATIO (THR)** - If you see the code letter "T" to "total trip credit" then the THR was applied. This RIG is pay protection from the very beginning of your pairing, starting at check-in and is calculated through the end of debrief (30 minutes after block-in) at the base the pairing originated. Our THR is 1.0 TFP for each 3 hours you are away from base. The THR also applies in an unscheduled RON or stranded situation as well.

SCHEDULING COMMITTEE REPORT

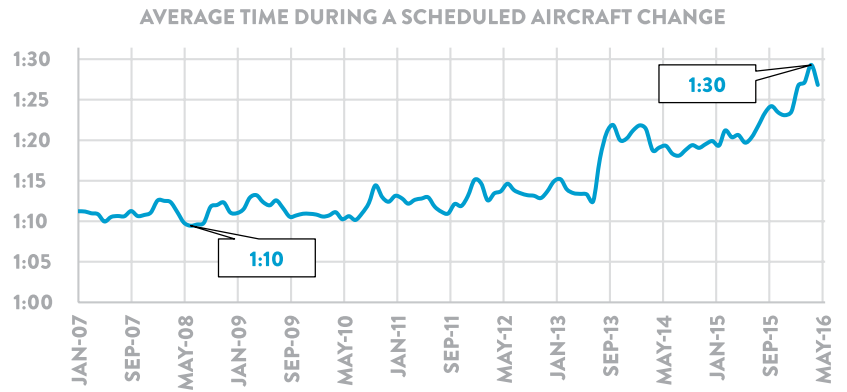


The Scheduling Committee has been busy compiling the most up-to-date data for our Negotiating Team. We want to share a few things we’ve uncovered that may surprise you.

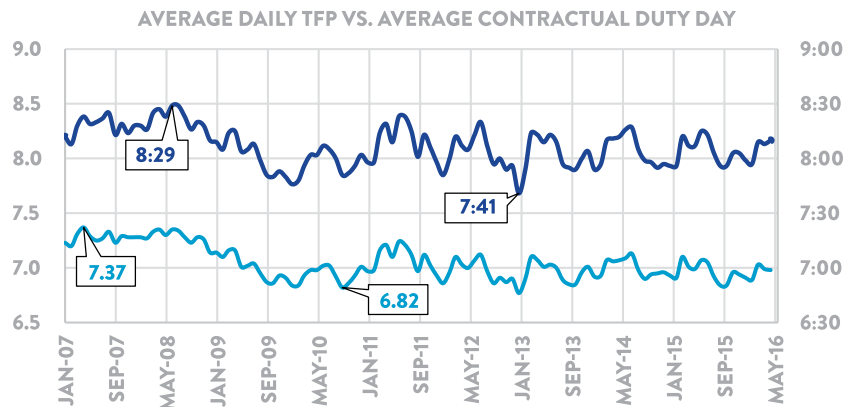
- We often hear our overnights are getting shorter. This graph shows that gradual decrease over the previous eight years.
- While this is only the average, there seem to be both higher numbers of longer overnights and higher numbers of shorter overnights. That data isn’t currently available.
- The times quoted are the Contractual RON times as measured from block in and block out at the out stations. The legal FAR overnight is one hour shorter (e.g. RON = 15:47, FAR = 14:47).



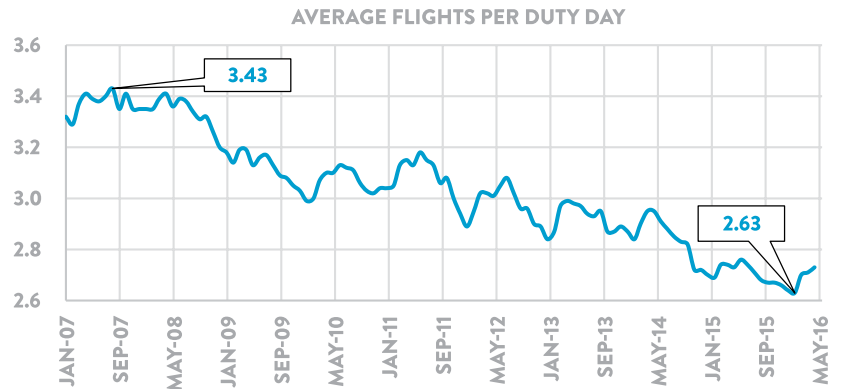
- The number of aircraft changes has varied over the last several years and is often lower when there are four-day pairings. The scheduled time spent during an aircraft change has also been steadily increasing.



- Within the data available, our duty days have fluctuated within a span of approximately 0:48 minutes. The average daily TFP has fluctuated by 0.55 TFP during this same time period. So far the average for this year is 6.96 TFP per day.
- The average Flight Attendant working twelve days per month in 2016 should expect approximately 3-5 TFP less per month than they would have working the same number of days per month in 2007 or 2008.



- Saving the best for last! As our average scheduled flight times continue to increase, it has resulted in a noticeable decrease in the number of legs per duty period. For example, the average three-day used to have more than ten flights a decade ago – the current average is less than eight.



We hope you've enjoyed this data & find it useful. We always welcome your questions at SchedulingCommittee@twu556.org.



Lisa Trafton is a Houston-based Flight Attendant and serves as the Chairperson of the TWU Local 556 Scheduling Committee. Chicago-based flight attendant Don Shipman serves as the Co-Chairperson of the Committee.

DOMICILE EXECUTIVE BOARD MEMBER

REPORTS

ORLANDO

Summer is almost here, which means full flights. Full flights mean there is always a chance for a flight taking a delay due to families lugging on five bags each or having to move Passengers around to accommodate families with small children who did not participate in Family Boarding. Those delays can be unavoidable; however, a Flight Attendant being late to the gate is avoidable. We have seen a drastic increase in flight delays because Flight Attendants are showing up late to the gate, delaying the flight and being issued discipline. Please check and double-check your report time. Also remember, you are required to be at the gate thirty minutes prior to posted departure for domestic flights and forty-five minutes prior to posted departure for international flights.

Summer also means afternoon thunderstorms, resulting in turbulence. If you encounter turbulence, secure yourself in the nearest seat possible and please don't

wait for a call from the cockpit. Also during turbulence, please stop service. When one Flight Attendant continues to serve while the other two or three Flight Attendants have secured themselves, think of the perception this gives to our Passengers in other sections, "Why are they getting their drinks and I am not?"

A Leinenkugel is not worth your leg and an apple juice is not worth your arm!

One of the greatest benefits we enjoy as Flight Attendants are the Known Crewmember (KCM) lanes in most airports we serve. Would you do anything to jeopardize your KCM privileges? Believe it or not, there have been some recent events in which Flight Attendants have violated the KCM rules and regulations. You may NOT carry items through the KCM lane for another person, PERIOD! You can review the KCM rules at www.KCM.gov. If you are found in violation

of the KCM rules, you could face losing your KCM access and additional consequences.

It appears that with the closing of Au Bon Pain, our lunch while in Recurrent Training will now be coming from Green Leaf's Salads. This decision is not final, but according to our Recurrent Training Department in Orlando, they are 99% sure this will be our new lunch provider. As always, it's a pleasure to serve the Orlando Base.



Jimmy West

Orlando Domicile Executive Board Member
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ATLANTA

I hope everybody is having a wonderful Spring! I want to start with a huge congratulations to Atlanta Flight Attendant Lauren Leigh Durham-Plath for winning the 2016 President's Award. Thank you Lauren for going above and beyond. We have a wonderful group of Flight Attendants in Atlanta; many thanks to all of you for always representing us well. If you are working with, or see another Co-worker doing an excellent job, send them a Kick-Tail to show your appreciation.

iPads have arrived! Now that we have our iPads, let's not forget we still have to keep our Flight Attendant Manuals up-to-date. Before flying, make sure you look at the Binder Quick-Check on SWALife under the Inflight tab. There is also an EFB page on SWALife. Go to [swalife » inflight » EFB](#). There is a list of Flight Attendants who will be staffing the Southwest Airlines Genius Bars in each Base. Keep checking back for updated and current

information. If you have questions send them to efam@wnco.com.

Although it's cool and breezy right now, it will be scorching hot before you know it. Right after Spring Break, we have hot planes and quite a few UM's. Keep an eye on the little ones. Please review the UM Procedures in your Flight Attendant Manual.

Thank you, Atlanta for doing an amazing job! Fact-Finding Meetings are down, however system-wide there is a trend in Class 1, Section 17 violations, and high attendance points. We have many commuters in Atlanta; please remind our commuting Co-workers to be within two hours driving distance of their base for Reserve. Also, remember to keep track of your Attendance Points. Speak with your Supervisor to get your point total.

Renovations to the Atlanta Crew Lounge are scheduled to begin in June and completed around October. Base Leadership is working on better accessibility to our Crew Lounge for

those without a SIDA badge. In the meantime, if you need to gain access to the lounge after hours and there is no escort available, call the Tower. The number to the Tower is 678-254-6134, Customer Service or an Ops Supervisor will assist you.

In closing, I want to remind everyone we are still in Contract Negotiations.

Remember to wear your Union Pins, stand strong and be safe.

If you have any questions, or just want to chat, feel free to contact me anytime.



Pamela Forte

Atlanta Domicile Executive Board Member
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In late February, Southwest Airlines Attendance & Leave (A&L) Department informed TWU Local 556 of changes to the Southwest Airlines California Kin Care (CKC) and Oakland Sick Leave (OSL) compliance policy. This change was in response to the State of California amending the CKC law to incorporate leave taken for an Employee's own health condition. With this change in law, CKC now provides the same coverage as the OSL law, and will be applied by Southwest Airlines as one leave type.

In reviewing the new merged A&L OSL/CKC policy, TWU Local 556 discovered a few ways in which TWU Local 556 feels the merged OSL/CKC policy doesn't meet the spirit of the CKC law and previous negotiations with the Company. We are currently working with TWU Local 556 legal department on finding a remedy to these discrepancies.

Rest assured, your Union is working to ensure Southwest Airlines is in full compliance under the law and protecting our negotiated rights.

In the meantime, TWU Local 556 has filed a group Grievance over this dispute that includes all Oakland Flight Attendants based off the publication of the new policy on April 6, 2016. Additionally, TWU Local 556 is

seeking other venues that may provide relief to our Members; including filing a complaint with the California Labor Commissioner, litigation, or both.

In the meantime, to help educate on Southwest Airlines' OSL/CKC policy, TWU Local 556 has provided an overview of OSL/CKC policy:

- Under the OSL/CKC merged policy, Oakland based Flight Attendants are allotted a minimum of nine OSL/CKC days (you may be eligible for more days based on the CKC allotment calculation which provides CKC days based off of the previous year's sick bank accrual).
- OSL/CKC days will automatically be applied to a sick call if the Flight Attendant has OSL/CKC days available and enough sick bank to cover the full value of the sick call days (your Union disagrees with this part of the policy).
- Flight Attendant must have sick bank available to utilize the OSL/CKC days; A&L will not allow the Flight Attendant to take sick leave unpaid to avoid OSL/CKC utilization or to conserve sick bank (your Union disagrees with this part of the policy).
- OSL/CKC will prevent a Flight Attendant from accruing attendance points,

eliminating the need to submit a Dr. note or PIN when OSL/CKC is applied.

- OSL/CKC cannot be used until 91st day of employment.
- OSL/CKC will be used concurrently with PINs, DNs, INT FMLA, LME, LMA, OJI, PFL, PLN (your Union disagrees with parts of this policy).
- Timely reporting applies to OSL/CKC: points for an SL1 and/or SLA will not be removed through OSL/CKC application.
- PIN Blackout dates do not apply to OSL/CKC and documentation is not required for the dates to be covered.
- OSL/CKC will allow quarterly record improvement to zero but will not allow to record improve below zero
- OSL/CKC will count against perfect attendance for SWAG.



Matt Hettich
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LAS VEGAS

I'd like to start my article by congratulating our Las Vegas-based President's Award Winners Jeff Wernickie and Mindy Rissmann. Thank you for making Las Vegas proud.

Please remember to give yourself extra time to get to and through the airport. Construction in the terminal has many escalators and elevators out of order, thus requiring extra time to get to the lounge and gates. While we are on the topic of construction, please use extreme caution when driving to and from the airport. Large trucks enter and exit the shoulder of the road frequently in the construction zones and it causes many accidents. Let's be on the lookout for workers to ensure that we protect them and ourselves while driving around the airport, particularly in the tunnel.

KCM is a privilege. You cannot take your family with you through the KCM access point nor can you bring luggage that doesn't belong to you. Secondary screening is always a possibility so be sure to leave extra time for that scenario. You face the loss of your personal KCM access privilege for violating the KCM policies and procedures plus possible TSA fines and further discipline.

If you call in sick, you may not travel on your pass privileges for the entire day of your sick call. You can call and speak to a Supervisor and ask for permission to travel. For example, if you commute to work then discover that you aren't well enough to work but you want to commute back home, you need to speak to a Supervisor. They will make a note in your file expressing that you have been cleared to non-rev. Also, anyone listed as your pass beneficiary may not non-rev while you're on a sick call. However, your SWAG Buddy Passes are still valid for your

friends and family to use while you're on a sick call. Please refer to the "Freedom to Get Out of Town" policy on SWALife.

I want to thank the 34 Members who attended the last Membership Meeting and a special thank you to those who brought snacks to share with everyone. I look forward to seeing all of you at the next Membership Meeting.



Rachel Brownfield
Las Vegas Domicile Executive Board Member
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DALLAS

Howdy Dallas! Spring is the season for new beginnings and I am thankful for all the new opportunities occurring at our base. As of May 2016, the Dallas Flight Attendant Base has grown to just shy of 1,500 Flight Attendants! I sincerely hope this growth has provided many of you with better bidding opportunities and increased quality of life. I've made a point to really talk with our hardworking Flight Attendants out on the line and several items were brought to me that I want to discuss:

One and Done

Southwest Airlines did not get where it is today by doing the bare minimum. Get a read on your Passengers. Anticipate their needs. I'm asking you to go "above & beyond" on EVERY flight, EVERY day. I've also seen fellow Crewmembers discourage and shame others who want to go "above & beyond" arguing it's "not needed." Management will never penalize you for going "above & beyond" with your Customers. If it's our aim to be the top paid Flight Attendants in the industry, we must show – without any doubt – that we are still the industry's best Flight Attendants!

When in doubt, Professional Standards first!

Before you write up a fellow Co-worker call

Professional Standards at 1-888-322-3735. Give them an opportunity to work on the issue. If you are not satisfied, contact me directly. I'll do whatever I can to tackle the issue. Once you get Management involved, you cross a threshold and set off a chain of events that cannot be undone. It's an option of absolute last resort.

Tidying the Aircraft & Restocking on RONs

We are here to help each other out and when we do all our jobs are easier. Furthermore, make sure you are doing your own duties! Picking up trash, offering second drinks, and restocking in non-Provisioning stations are part of ALL of our duties!

Know Your Contract, Especially on Reserve!

Whether you self-assign OR are assigned a trip by Scheduling, you are STILL obligated to answer your phone if Scheduling calls during your Contractual contact hours (AR,PR, RR); Scheduling can Contractually change your assignment.

You OR your Family cannot NONREV while you are on a sick call!

If you must travel while out sick, contact a Base Supervisor or the NOC Supervisor and tell them your situation. Take note of the date/time and the Supervisor's name. Depending on the situation, the Supervisor may grant the permission and make note that will allow the travel.

UMs & Summer Travel – Don't lose your UMs!

Some of those Unaccompanied Minors can run fast, so be prepared! All jokes aside, be careful and follow the procedures. Remember to ask the Operations Agent when you open the aircraft door whether a parent or a Sweeper is at the top of the Jetway.

Enjoy the rest of the Spring! Fly safe and take care of one another. Go out there and continue being the best Flight Attendants in the industry. If issues arise, don't hesitate to contact me directly. I'll do anything I can to help you out. That's my job and I take it seriously.



Brian "BR" Ricks

Dallas Domicile Executive Board Member
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BALTIMORE



Stacey Vavakas

Baltimore Domicile Executive Board Member
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Happy Spring, Baltimore! Well, baseball season is in full swing and at some point, Mother Nature will catch up with the calendar. And the Orioles are in 1st place, just saying. As we approach warmer weather, the

number of Unaccompanied Minors (UMs) will be increasing, so be sure to watch out for those little buggers. Remember to ask the Operations Agent whether a parent or a Sweeper is at the top of the jetway when you open the door.

Class 1, Section 17 terminations are on the rise. If you are feeling ill and not able to make it to work and you are a commuter, you can call in sick 24-48 hours in advance.

Do not take the chance of hoping that you will feel better. If you are sitting Ready Reserve are not within two hours driving distance at 0400 East Coast Time, then you may be terminated. You know your commuter schedule better than you know your best friend's phone number, if you

are not on that last flight, then do not wait another minute; pick up the phone and call in sick. Last year, there were 28 alleged Class 1, Section 17 violations system-wide. Baltimore was the base with the highest number with nine cases. I will continue to stress this point and educate to the best of my ability to until everyone understands the severity of this issue.

Regarding Gate-Checked Baggage for Crew Members, I encourage everyone to take a screen shot of the language in your Flight Attendant Manual. Have it handy if you are commuting or deadheading and have any issues with gate checking your bag. And remember to remain calm, use that big smile and sweet voice, and to stay professional at all times.

DENVER

First things first, Denver Flight Attendants! Congratulations on once again being awarded with Base of the Year!

This honor truly speaks to what a wonderful job Denver Flight Attendants do on a daily basis taking care of our Customers. In addition to Customer commendation letters, complaints and attendance are also taken into consideration. Let's all do our best to keep up the good work and make sure that Denver continues to be such an amazing base.

Winter Storm Selene has come and gone, but I know that many of you still have concerns about how the operations were handled. I share those concerns with you and assure you they have been brought to Management's attention. Hopefully, by the time you read this, all attendance infractions will be removed unless the Company feels any individual cases need further investigation. What I believe is even more concerning is putting Flight Attendants at risk by asking them to report for duty when weather and road conditions are dangerous. It is my hope that Management is going to take a very serious look at how this is handled in

the future and Flight Attendants are never put in the position of feeling pressured to report for duty when road conditions are unsafe. I will keep you all posted as I hear more, but please know that in the future your safety is the most important thing. If you do receive an attendance infraction, pictures of road conditions (while safely stopped), Department of Transportation reports, and news reports are always beneficial in getting those removed.

If you've been in the lounge lately you've probably noticed a collection box for Soles4Souls. Soles4Souls is a not for profit global social enterprise committed to fighting poverty through the collection and distribution of shoes and clothing. Since 2006 Soles4Souls has collected and distributed 26 million pairs of shoes to those in need in 127 countries around the world and in all 50 states in the U.S. Every day children are prevented from attending school and adults are unable to work. A new pair of shoes provides relief today so thousands can succeed tomorrow.

Spring has sprung and it's a perfect time to clean out your closet and donate shoes that you no longer wear. You can donate tennis shoes, work shoes, boots, sandals,

etc. Soles4Souls will either refurbish them or use them for parts to create new shoes. The shoes are then distributed worldwide to those in need. Denver's own Shannon Booth is spearheading this effort and is recognizing those who donate with a kick-tail. Just slip a note in Shannon's Flight Attendant mailbox (#91472) or send her a CWA message with your name and Employee number so that she's able to recognize you.

I consider it an honor to represent the Flight Attendants in Denver. I've said it before, but it bears repeating, there is something special about the Denver Base and being honored with Base of the Year three years in a row certainly confirms that. As always, please feel free to contact me with any questions or concerns you may have.



Jessica Parker

Denver Domicile Executive Board Member
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PHOENIX

Phoenix Flight Attendant Michael Broadhead was recently elected as Chairperson of the Maricopa Area Labor Federation. This organization represents over 40 different Unions in Maricopa County and has nearly 65,000 affiliate Members. The day after he was elected, Michael presented to the Executive Council of the Arizona AFL-CIO and its Union Leaders an overview and summary of the parking situation and how it affects Union and non-Union Employees. At the end of the presentation, a motion was made by the Arizona AFL-CIO Executive Council to oppose this proposed rate increase. I am happy to report that the vote was unanimous against these proposed fees. Because of this, on Monday, April 11, a formal communication was sent to the entire Phoenix City Council from the Arizona AFL-CIO Executive Council stating their collective opposition to the offsite vendor fee vote.

Thank you Michael Broadhead and Pride at Work-Arizona Chairperson Jim Volpe for your assistance with this unjust fee on the general public and our Flight Attendants.

On a different note, as you probably know, LouAnn Alexander, who was a 34 year Southwest Airlines Flight Attendant passed away from pancreatic cancer. As a way to honor LouAnn, you may have seen many Flight Attendants wearing a pin with wings and a Purple Heart in the middle. Please keep in mind that this heartfelt pin isn't uniform approved, thus it can't be worn on the uniform, but can be worn on the apron.

As there are many other Flight Attendants battling this horrible disease and are faced with the choice of chemotherapy or holistic treatment, I wanted to mention

that there are four Cancer Clinics in the Valley that offer holistic treatment. They are: Arizona Integrative Medical Center, New Hope Medical Center, Rhythm of Life Comprehensive Cancer Care, and Sunridge Medical.

Please keep LouAnn's family and anyone else you know that is affected by cancer or any other life threatening disease in your thoughts and prayers.



John DiPippa

Phoenix Domicile Executive Board Member
jdipippa@twu556.org | 214-640-4314

Hello Chicago! It looks like Spring has finally arrived in the Windy City and as we all know, with warmer weather right around the corner, we will certainly see some unpredictable storms across the system. Those days are very challenging for everyone and I would like to commend you all in advance as you power through all the reschedules, cancellations, and unscheduled overnights that are sure to come. In order to make sure you are being treated within the confines of the Contract, I encourage all of you to download the TWU556 Connect App on your smartphone. You will then have the Contract available when there are questions concerning legalities or Contractual violations. It is a terrific resource that has a search capability as well as news updates from TWU Local 556.

In my last article, I spoke a little about the challenges the base is having with the parking badging system in Chicago. Management is working with me trying to overcome issues as they occur but it is slow going. Please make sure to check your yellow parking badges for the expiration date,

which is on your birthday, usually two years after issue. If you have questions about the process, you can get assistance at the Inflight Customer Service Counter in the lounge. Additionally, when you begin the process, if you are not successful in obtaining a badge, for whatever reason, make sure to check your pay statement as the deductions begin immediately and you may be paying for a service you are not, or cannot use.

Recently we have seen an increase in unfortunate events at Known Crew Member checkpoint (KCM).

I encourage all of you to read the KCM question and answer sheet in SWALife. As a reminder, at no time are you to ever carry anyone else's belongings or bags through the KCM checkpoint. With current events in the airline industry there is much more scrutiny on all Crew Members utilizing the privilege of KCM. Please do not jeopardize this for yourself or any of us by taking items through the checkpoint that do not belong to you. It would be a shame for the Crew Members of Southwest Airlines to lose this privilege because of the poor judgement of someone

who thinks that that one bag belonging to their traveling companion surely does not matter. It does - the TSA and other agencies will take appropriate steps while conducting an investigation to determine what does and does not belong to the Crew Member going through KCM.

As I sign off, I would like to encourage you to take pride in the fact that you truly are the best Flight Attendants in the industry and the heart of our airline. Please fly safely and treat each other with kindness and patience, as we only have one another to rely on when on the road.



Donna Keith
Chicago Domicile Executive Board Member
dkeith@twu556.org | 214-640-4335

HOUSTON

Hello Houston! First of all, congratulations on winning the Fun-LUVing Attitude Award!

I'm excited about all of the changes we have on the forefront and I hope you are, too. You should have received your iPad mini by now to replace your awful paper manual that we have all carried around for so many years. New uniforms are coming soon and hopefully we will see a new Contract sooner rather than later that rewards our Flight Attendants for being the best and the hardest working Flight Attendants in the industry. The fight for a fair Contract may very well be one of our most difficult struggles to date and we are all an integral part of achieving this goal. Please make every effort to attend a Membership Meeting, wear your Union Pin and get your information directly from the source.

With warmer temperatures upon us, please follow the Hot Aircraft Procedures outlined

in your Flight Attendant Binder. Also please report all hot aircraft via SWALife under [inflight > forms > hot aircraft event](#). Reports submitted via this tab were extremely successful last year in correcting many problems that led to hot aircraft and Jetways.

We have also had an increase in the number of Flight Attendants terminated for reaching twelve points. It is your responsibility to know your point total and stay out of the danger zone. Please ask a Supervisor if you are not aware of your total. Also, a new feature was recently added to Crew Web Access (CWA) that allows Flight Attendants to see that a Doctor's note or Personal Illness Note (PIN) has been applied to a trip for which it was submitted. Please call the Union Office if you believe you are in points trouble and would like to know ways to bring your total down.

If you haven't done so already, a great feature to add to your new iPad is the free TWU556 Connect App. It contains a searchable Contract, a duty day calculator and important

Union and Company contact information. As always, I encourage you to utilize our incredible resource, Professional Standards for workplace conflicts between you and a fellow Flight Attendant or Pilot. If you have a conflict please talk it out with the person first and then, if you are unable to reach a solution, please contact Professional Standards at 1-888-322-3735.

Thank you Houston for allowing me the privilege of serving you, please call or email me with any questions or concerns.



David Jackson
Houston Domicile Executive Board Member
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TWU

AGENCY FEE POLICY

TWU's Policy on Agency Fee Objections, as amended, is based upon decisions of the United States Supreme Court.

1. Employees who are members of TWU are eligible to engage in a broad range of activities by virtue of their membership. This includes, for example, the right to run for and vote in Union elections, to vote on ratification of collective bargaining agreements, and to attend and participate in Union meetings and activities that are pertinent to their employment. Employees represented by TWU can elect to be non-members, but if they do, they lose these and other rights and benefits that go along with membership in good standing in TWU.

2. A TWU-represented nonmember employee who is subject to a union security clause conditioning continued employment on the payment of dues or fees -- referred to as "agency fees" for nonmembers -- has the right to object to expenditures by TWU or the employee's Local Union that are not related to collective bargaining, contract administration, Grievance adjustment or other expenditures that are considered "chargeable" to nonmember objectors. A nonmember objector's agency fees shall be calculated in accordance with this Policy.

3. To become an objector, a TWU-represented nonmember employee shall notify the International Secretary Treasurer in writing of her/his objection by mail postmarked during the month of January in the first year for which the employee elects to be an objector. The written notification shall be signed by the employees and include the objector's current home address and TWU Local Union number, if known. The nonmember objector shall also mail a copy of this notice to her/his Local Union. A nonmember employee who first becomes subject to a TWU union security clause after January in a particular year and who desires to be an objector must submit written signed notification to the International Secretary Treasurer, with copy to the employee's Local Union, including the objector's current home address and TWU Local Union number, if known, within thirty (30) days after the employee has become subject to union security obligations and been provided notice of these procedures.

A. A current TWU member who chooses

to become an objector, must first resign from TWU membership before she/ he can file an objection through these procedures. A member who resigns from membership during the course of the year shall have 30 days following resignation in which to elect to become an objector by utilizing the procedures set forth in paragraph 3 above.

B. A TWU-represented nonmember employee, who provides notice in accordance with the procedures set forth in paragraph 3 above, will be considered an objector for each subsequent calendar year after the first year for which the employee elected to be an objector, unless and until the employee notifies the International Secretary Treasurer in writing that she/ he no longer desires to be an objector.

4. Expenditures in the following categories are among those chargeable to nonmember objectors.

- A. Negotiation of agreements, practices and working conditions.
- B. Administration of agreements, practices and working conditions, including Grievance handling, all activities related to Arbitration, and discussion with employees in the bargaining unit or employer representatives regarding working conditions, benefits and contract rights.
- C. Conventions, Union business meetings, and other Union internal governance and related expenses.
- D. Social activities.
- E. Publications, to the extent related to chargeable activities.
- F. Litigation before courts and administrative agencies related to contract administration collective bargaining rights or other chargeable activities.
- G. Legislative, executive branch and administrative agency activities on legislative or regulatory matters related to the negotiation or administration of contracts and working conditions.
- H. Education and training of members, officers and staff intended to prepare the participants to better perform chargeable activities or otherwise related to chargeable activities.
- I. Activities related to group cohesion and economic action of or by



TWU represented employees, e.g., demonstrations, general strike activity, informational picketing.

- J. Overhead and administration related to or reflective of TWU or TWU Local Union chargeable activities.
5. Expenditures in the following categories arguably are non-chargeable to nonmember objectors:
- A. Community service and charitable contributions.
 - B. Affiliations with non-TWU organizations.
 - C. Support for political candidates.
 - D. Member-only benefits.
 - E. Lobbying to the extent not chargeable as per paragraph 4.g. above.
 - F. Publications, litigation and for overhead and administration to the extent related to arguably non-chargeable activities.
 - G. External recruitment of new members.

6. The TWU Policy on Agency Fee Objections shall be reprinted in each December issue of the EXPRESS. The International shall also send a copy of this Policy to each nonmember who objected during that calendar year to inform such person of the right to elect to again object in a succeeding year. Any Local Union that is required by law to have an agency fee policy, but which has failed to adopt such a policy, shall be deemed to have adopted this "Policy on Agency Fee Objections" as its own, and such Locals shall be identified in the December issue of the EXPRESS.

7. The International shall retain an independent auditor who shall submit an annual report verifying the breakdown of chargeable and arguably non-chargeable expenditures (the "Report"). Similarly, if a Local Union has determined to apply this Policy for its expenditures, the Local Union shall arrange for an independent audit of the breakdown of the Local's chargeable and arguably non-chargeable expenditures. Any Local Union which fails in a given year to conduct an independent audit of expenditures shall be deemed

to have spent the same percentage of its expenditures on chargeable activities as the International expended as reflected in the auditor's Report. The Report(s) of the independent auditor(s) for the International and, where applicable, the Locals shall be completed promptly after the end of the fiscal year. The most recent Report of the International's expenditures shall be reprinted in the December issue of the EXPRESS. The Local Union shall provide to the nonmembers it represents a copy of the Report of the breakdown of the Local Union's expenditures.

8. The fees paid by nonmember objectors shall be handled as follows:

- A. Nonmember objectors who pay fees directly and not by checkoff shall pay an amount equal to the full amount of agency fees reduced by the percentage of agency fees ascribed by the audit Report(s) (described in paragraph 7 above) to arguably non-chargeable activities (the latter amount referred to hereafter as the "non-chargeable amount"). An amount equal to 50% of the non-chargeable amount shall be placed in an interest bearing escrow account.
- B. With regard to nonmember objectors who pay agency fees by check-off, promptly following receipt of the checked-off fees, the non-chargeable amount, both for the International and the Local that is utilizing this Agency Fee Objection Policy, plus an additional 50% of that amount, shall be placed in an interest bearing escrow account. Promptly following each calendar quarter, the non-chargeable amount for the preceding calendar quarter, plus the interest accrued thereon, shall be paid to each such nonmember Objector.
- C. The International shall bill each Local for the monies return to objectors from escrow in connection with the Local's arguably non-chargeable expenditures.

9. A nonmember objector may challenge the last audited breakdown of chargeable and arguably non-chargeable expenditures contained in the independent accountants' Report(s) by filing a challenge with the International Secretary-Treasurer, together with notice to the employee's Local Union, postmarked no later than thirty (30) days after mailing of the December issue of the EXPRESS that includes the Report(s).

- A. All such timely challenges shall be referred to an impartial arbitrator appointed by the American Arbitration

Association ("AAA") under its rules for impartial determination of Union fees. TWU will request that the AAA appoint an arbitrator to promptly consider and make a determination regarding the challenges in a single consolidated hearing to take place in Washington, D.C.. TWU will provide the AAA with the names and addresses of the nonmember objectors who have filed timely challenges.

- B. Challengers, the International and, if a participant, the Local Union(s) shall each bear its/their own costs related to the arbitration. The challengers shall have the option of paying a pro rata portion of the arbitrator's fees and expenses; if they decline that option, the Union parties to the proceeding will pay the full fees and expenses of the arbitrator and not just their pro rata portion of such fees and expenses.
- C. Challengers may, at their expense, be represented by counsel or other representative of choice. Challengers need not appear at the hearing for their challenges to be considered. Challengers who elect not to appear at the hearing may file written statements with the arbitrator, provided they do so by no later than the beginning of the hearing before the arbitrator. Challengers who appear but elect not to present evidence or otherwise participate in the hearing may also submit written statements at or before the beginning of the hearing.
- D. Fourteen (14) days prior to the start of the arbitration, challengers shall be provided with copies of all exhibits or a list of all such exhibits that a Union party then intends to introduce at the arbitration and a list of all witnesses the Union party then intends to call, except for exhibits and witnesses the Union party may introduce for rebuttal. If copies of exhibits have not otherwise been provided, a challenger may request that the Union forward a copy to the requesting challenger(s) during this 14-day pre-hearing period. Copies of all exhibits shall also be available for review by challengers at the hearing.
- E. A court reporter shall make a transcript of all proceedings before the arbitrator. This transcript shall be the only official record of the proceedings and may be purchased by the challengers. The parties shall be informed when the transcript is available for purchase and/or review. If challengers do not purchase a copy of the transcript, a

copy shall be available for purposes of inspection by them at the Union party's/ parties' headquarters during normal business hours.

- F. The arbitrator may determine all procedural matters affecting the arbitration consistent with the dual objectives of providing for an informed and an expeditious arbitration.
- G. Each party to the arbitration shall have the right to file a post-hearing statement by no later than fifteen (15) days after the parties have been provided notice that the transcript has been completed and is available for purchase or review. Neither challengers nor Union parties may include or refer in the post-hearing statements to any evidence that was not previously introduced and accepted by the arbitrator during the arbitration proceeding.
- H. The arbitrator, taking account of the record presented, shall issue a decision on the challenges to the validity of the auditor's Report of the "chargeable" percentage of Union expenditures. The arbitrator's decision shall be issued within forty-five (45) days after the final date for submission of post-hearing statements or within such other reasonable period as is consistent with the AAA rules and the requirements of law. The decision of the arbitrator shall be final and binding.
- I. Upon receipt of the arbitrator's award, the escrowed funds, as referenced above, shall be distributed in accordance with the arbitrator's decision, with the remaining balance, if any, after any required payments to challengers, returned to the International's or Local Union's general funds.

10. The provisions of this Policy on Agency Fee Objections shall be considered legally separable. Should any provision or portion thereof be held contrary to law by a court or tribunal of competent jurisdiction, the remaining provisions or portions thereof shall continue to be legally effective and binding.





THE FUTURE OF THE RAILWAY LABOR ACT

The federal law that governs Contract Negotiations for airline workers is the Railway Labor Act (RLA). The RLA was originally enacted in 1926 first covering the railroads. However, as air travel began to emerge, the law was extended to cover aviation in 1936.

The federal statute outlines an entire process for resolving disputes between airline Unions and the air carriers. These disputes include where the parties cannot reach a first ever or successor collective bargaining agreement (CBA), which is also known as a Contract. The overall scheme of the RLA is to avoid strikes in the airline industry because air travel and cargo shipping are so vital to our economy. As such, the RLA makes it quite difficult for a Union to go on strike and at the same time it makes it equally difficult for a company to change a Union Contract until negotiations and the process are complete.

The process is overseen by a governmental agency known as the National Mediation Board (NMB). This federal agency is considered to be part of the executive branch of government and communicates with the White House.

The RLA, as stated earlier, basically operates to make it difficult for either the Union or Company to take "self-help" – a strike, or lockout (which is where the company locks the workers out). Again, during negotiations the airline management cannot alter the Contract until the process has been exhausted. This is known as the "status quo" protection for Unionized Workers.

This process is designed to force the parties to settle. If they cannot reach a settlement, often mediators from the NMB staff are assigned to help bring about an agreed upon resolution. As you can see, the NMB and the law heavily favors settlement.

Given this reality, it is very likely that negotiations will be slow... painfully slow. It is not new or unusual for airlines negotiations to take years before a deal is reached subject to Membership approval in a ratification vote.

This slow pace protects the economy from airline service disruption, but at times frustrates both Labor and Management. Some argue that this snail's pace favors Management as the boss can hold out for Contract changes and all the while not provide retroactive pay (unless a Union can force such back pay in negotiations or coming out of a strike or other form of self-help).

So how long can the parties be at the bargaining tables? TWU Local 556's current negotiations have almost reached the three-year mark.

Our Pilots have been in talks over four years and have just started completely over as a result of their failed Tentative Agreement (TA). Our Brothers and Sisters at TWU Local 555 took almost five years from their Contract's amendable date to get a successor Contract.

This timing and pace of the RLA has long caused a big debate. Should the law be changed? To move more quickly? To make it easier to strike? One central debate is over whether there should be annual automatic cost of living increases (COLAs) while the parties are at the tables during protracted negotiations.

Some observers think Unions should ask Congress to amend the act to make these type of changes. Other Union leaders disagree strongly, arguing that such an experiment could lead to bad or worse changes being put into the RLA.

The "YES" side wants to have Congress and the President amend the RLA. They seek a quicker process and a vehicle to get raises into the hands of Workers as the process unfolds. This could be done with additional built in time limits as well as economic upsides for Employees. There could be other beneficial amendments.

The "NO" side strongly warns against wading into a generally anti-Union Congress. They are very unsure as to what direction the amendments would actually go and point out that once a law is open, the airline executives will want to get changes made to the RLA that favors the carriers and undermine Worker rights. Are the Unions in a position to stop unintended consequences? These Union observers believe that the law has worked well enough since 1936 and the way to address tough issues is at the bargaining tables and in Contract campaigns – not in Washington, D.C.

The TWU Local 556 Executive Board has carefully weighed both options and consulted with their advisors and legal team. You leadership strongly believes the risks and potential harm are real. This is not the time to expose Members to the great uncertainty of the national political scene.



Mark Richard is a renowned labor lawyer with the firm Phillips, Richard and Rind, based in Miami, Florida. Mark has served as strategic advisor and legal counsel for TWU Local 556 since 2001.

TWU LOCAL 556 PARTICIPATES IN TWU LEGISLATIVE CONFERENCE



AFL-CIO President Rich Trumka



TWU Local 556 Members Pamela Forte and Eric McCulley



Members Jim Volpe, Susan Johnson and Anita Vinje



LaTonia Paul Benoit with Administrative VP John Bland



Jim Volpe with Arizona Congressman Ruben Gallego

On March 7 – 9, TWU Local 556 Members attended the TWU United, Invincible, Legislative Conference hosted by TWU International in Washington, D.C. The conference served as an opportunity for TWU Members to engage in the political process, advancing issues that impact TWU Members and our families. The TWU Local 556 delegation met with members of Congress, and their staff, and helped plan TWU's voter registration efforts in anticipation of the 2016 national election.

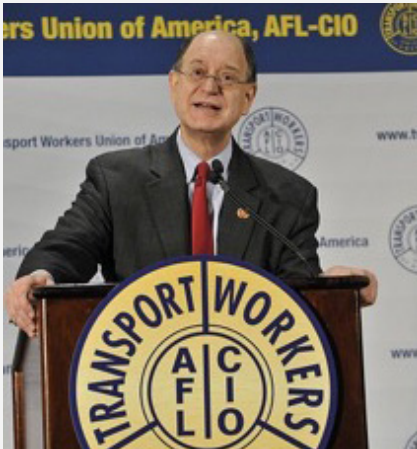
The first day of the conference was highlighted by AFL-CIO President Rich Trumka addressing TWU Members on the importance of Member participation in the election process, voting for political candidates that share our Union values and who respect the right of Workers to bargain with their employer and have representation in the workplace. Over lunch, Arizona Congressman Ruben Gallego addressed the conference, echoing similar themes of engaging Members in the political process. Day two saw a panel discussion on creating change facilitated by Jerame Davis, Executive Director of Pride at Work and Carlos Jimenez, Executive Director, Metro Washington Council, AFL-CIO. California Congressman Brad Sherman also discussed issues advanced by TWU, including leveling the playing field for foreign aircraft repair stations and providing training for airline employees to recognize and report cases of human trafficking. Day three wrapped up

with panel discussions on the vacancy on the Supreme Court and how this vacancy impacted the Friedrichs v. California Teachers Association case impacting Unions across the country.

Throughout the conference, TWU Local 556 Members met with members and staff of the U.S. House of Representatives and Senate, discussing issues that impact TWU Members. Topics discussed with congressional offices included banning knives on passenger aircraft, the WAGE Act, Trans Pacific Partnership, issues relating to foreign aircraft repair stations, and FAA Reauthorization. Additionally, TWU International hosted two workshops focusing on communications and TWU Member voter registration efforts. The communications workshop focused on the power of digital media in delivering important information to Members, while the voter registration workshop discussed the need to engage TWU Members and encourage participation in the election process.

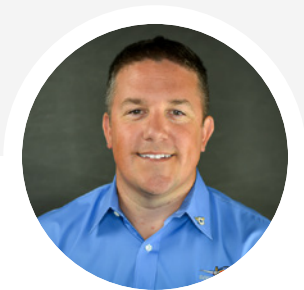
Coming out of the conference, TWU Local 556 will be working in conjunction with the TWU State Conferences, working toward increasing voter registration of our Members.

Additionally, TWU Local 556 will continue following the progress of the FAA



California Congressman Brad Sherman

Reauthorization bill; looking for ways in which our Members can get involved in advocating on the issues that impact TWU Members. The TWU Local 556 Committee on Political Education (COPE) would like to thank Pam Forte, Eric McCulley, Jennifer Vitalo, Jessica Parker, Paula Taub, LaTonia Paul Benoit, Michael McNeil, Rachel Brownfield, Susan Johnson, Donna Keith, Brendon Remezas, and Jim Volpe for their participation at the conference; and, thank Corliss King and Anita Vinje for volunteering their time in attending.



Matt Hettich is an Oakland-based Flight Attendant and serves as the Co-Chairperson of the TWU Local 556 Committee on Political Education (COPE).



WHY DO UNIONS ENDORSE CANDIDATES?



Bryan Orozco is a Las Vegas-based Flight Attendant and serves as the Co-Chairperson of the TWU Local 556 Committee on Political Education (COPE).

Like other advocacy groups, one of the roles of a Union is to educate its Members about legislation that could affect their jobs and their lives. A Union should also inform Members about candidates who may or may not support the causes of Labor.

Some elected officials have voted in ways that support Workers, while some elected officials have voted in ways that support corporations. Each Member has the right to vote on candidates, who then vote on legislation that may have great implications on Workers. When endorsing a candidate, a Union is not telling Members how they should vote but educating Members how their vote could affect their work lives.

Like other advocacy groups, a Union's endorsement of a candidate is meant simply to educate its Members regarding which candidate will best represent their careers and the causes of Labor.

IN MEMORIAM OF VALUJET AIRLINES FLIGHT #592

Editor's Note: Leadership at the Association of Flight Attendants (AFA), Council 57, representing the Flight Attendants of AirTran Airways, published the following letter to their Union's Members on the fifteenth anniversary of a terrible day in their Union's collective history. The tragedy of ValuJet Airlines flight #592, lost shortly after departure from Miami en route to Atlanta on May 11, 1996, is now part of our collective history here at TWU Local 556 and Southwest Airlines. Please join us in remembrance of those who perished on that awful day.

May 11, 2011 - IN MEMORIAM

Dear Supporter,

As we celebrate our continued success as both an airline and a workgroup, and we look to our exciting future, we would like to pause to remember five of our colleagues who were taken from us far too soon.

Fifteen years ago today, on May 11, 1996, flight 592 was lost shortly after departure from Miami, en route to Atlanta. DFW based Flight Attendants Jennifer Stearns, Lori Cushing and Mandy Summers, working with Captain Candalyn Kubeck and First Officer Richard Hazen were among those who perished on that awful day.

While our hearts have never fully mended, our airline, through great struggle and mountains of hard work overcame what many viewed as insurmountable odds.

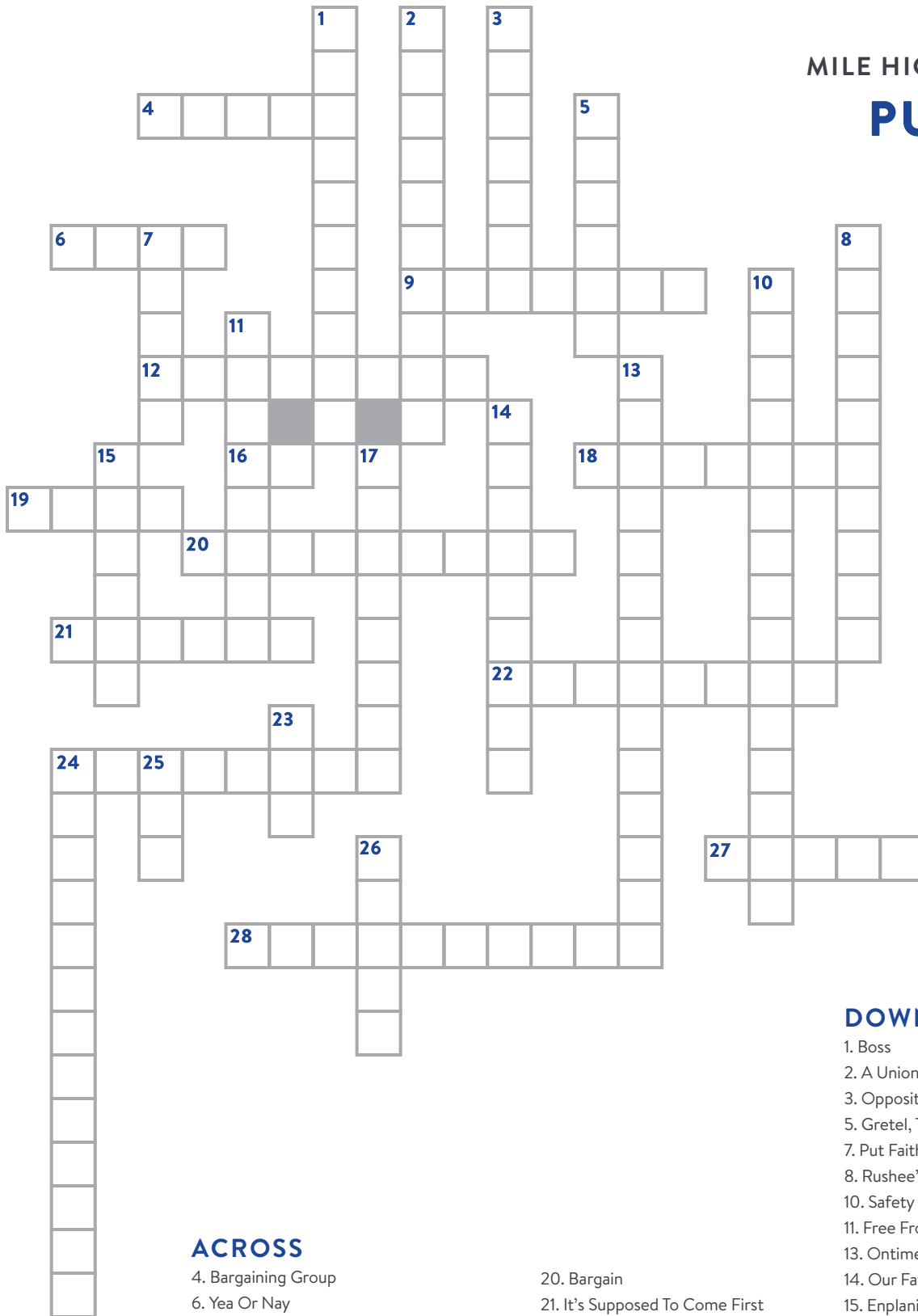
Continued hard work and sacrifice led to not only recovery, but the emergence of one of the nation's most respected air carriers.

Regardless if you're flying today or not, rushing from airplane to airplane or enjoying well deserved time off, please take a moment to reflect on those individuals who were lost. We should all be proud of the path we as a collective group have taken in their memory.



In solidarity and with great respect,
Your AFA 57 Leadership

MILE HIGH LABOR PUZZLE



ACROSS

- 4. Bargaining Group
- 6. Yea Or Nay
- 9. Aretha Franklin Classic
- 12. In The Numbers, According To Adage
- 16. Major Peanut Purchaser (Code)
- 18. "Oh, _____!"
- 19. Flight Staff

- 20. Bargain
- 21. It's Supposed To Come First
- 22. One Getting Bossed Around
- 24. Written Agreement
- 27. Source Of Strength
- 28. Source Of Crew Injury

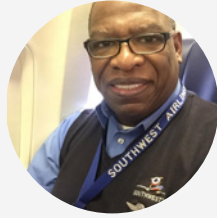
DOWN

- 1. Boss
- 2. A Union Anthem
- 3. Opposite Of Losses
- 5. Gretel, To Hansel
- 7. Put Faith In
- 8. Rushee's Desire
- 10. Safety Professional
- 11. Free From Duty
- 13. Overtime Performance Impediment
- 14. Our Favorite Direction
- 15. Enplaning Bridge
- 17. Crusader
- 23. Legislation
- 24. Articulation
- 25. Created By Railway Labor Act
- 26. Part Of AFL-CIO



“I don’t consider myself in full uniform until I put on my Union Pin. Standing for Unity with my Brothers and Sisters makes me whole.”

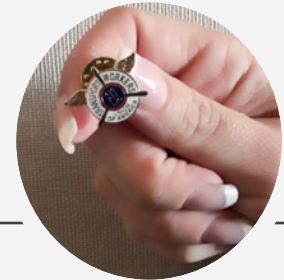
ZACH BERRY – CHICAGO



“I wear my Union pin and I am proud of what it stands for. To me it stands for equality, solidarity and Unity.”

HERMAN “JJ” BAKER – LAS VEGAS

DO YOU NEED A UNION PIN? REQUEST ONE HERE: TWU556.ORG/UNIONPIN



“I wear my Union Pin to show my Co-workers and my Passengers I’m a proud Union Member. I want to show support for all Union Workers I may encounter on my plane or in the airport. To me, it’s a symbol to the Company that I love that I will do whatever it takes for us to succeed together but I will not allow my rights or livelihood to be compromised.”

ANN CLAIRE CRAWFORD – DALLAS



“Wearing my pin shows my support for those Members and leaders who came before me. I wear my pin because it’s about us not me.”

MICHELLE ODEN – CHICAGO



“I wear my Union Pin because I am proud to be a Member of TWU Local 556. I recognize that collective bargaining is Labor’s most powerful tool.”

TINA SKURA – LAS VEGAS



“I wear my Union Pin to show I stand with ALL my Union Brothers and Sisters.”

WAYNE TIPTON – PHOENIX



“I wear my Union Pin to show not only solidarity with my fellow Southwest Airlines Flight Attendants, but also as a symbol of how far our profession has come. I wear it to show my deep respect and admiration for Flight Attendants, and indeed the entire Labor force, whose struggles to ensure a safe workplace, just work rules and fair compensation have benefited all American Workers.”

DENISE MARTIN – CHICAGO



“I wear my Union Pin to show the Company I support my TWU Local 556 Brothers and Sisters in getting a fair and equitable Contract.”

DIANA WILLIAMS – LAS VEGAS