

SPRING 2015

unity

The Magazine of TWU Local 556





CORDELL CARTER - PHOTOGRAPHER
www.thecordellphoto.smugmug.com
thecordellphotography@gmail.com • 470.257.5882

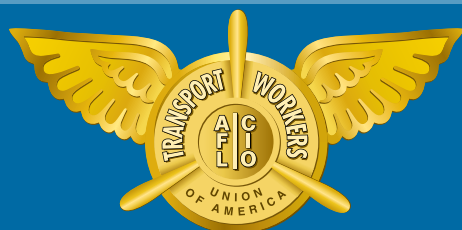
Thanks to Atlanta-based Flight Attendant Cordell Carter, the gorgeous smiles of TWU Local 556 Members are beautifully showcased in this issue. We appreciate Cordell's generosity, sharing his time, amazing skills and talents to capture Southwest Airlines Flight Attendants at their best. Thank you for making us look good, Cordell.

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 TWU 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.



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THE MAGAZINE OF TWU LOCAL 556

7929 Brookriver Dr. Ste. 750
Dallas, TX 75247

Phone: 800-969-7932 • Fax: 214-357-9870
Hotline: 800-806-7992 • www.twu556.org

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

Robin Brewer

Editor, *Unity Magazine/Communication Team*
rbrewer@twu556.org
Dallas-based Flight Attendant

TWU Local 556 Editorial Team:

Cuyler Thompson, Robin Brewer, Erich Schwenk, Audrey Stone, Matt Hettich, Donna Keith, Lori Lochelt, Alice Hinckley, Mark Hoewisch, Trish Krider, Denny Sebesta, Matt Fearey, Kelly Lane, Brandon Hillhouse, Rachel Brownfield, Eden Hiatt, Manny Ozaeta, Barbara Fitzhugh, Rob Swafford and Terri McCaffrey.

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.

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Thanks to Oakland-based Flight Attendant Tara Tramayne and her husband, known collectively as "Jet Set Betty," for designing the **cover of this issue**. Tara beautifully interpreted the overall theme of this magazine, "Building it Together."

We invite you to see more of Tara's work, available for purchase, at <http://jetsetbetty.com/>.



Letter from the Communications Committee

by Cuyler Thompson

In accordance with the TWU Constitution and Local 556 Bylaws, the Membership elects Flight Attendants to serve and represent them on the Union's Executive Board every three years. Currently, there are seventeen Executive Board Members conducting the business of the Union with a fiduciary responsibility to its Membership. The Executive Board is very important to our Union and the lives of its Flight Attendants. Board Members make important decisions on how to spend our collective dues monies, which Grievances to arbitrate and whether or not a Tentative Contract Agreement with Southwest Airlines is worthy of a Membership ratification vote. The Board oversees twenty Union Committees, staffs the Union Office and promotes legislation deemed necessary to properly safeguard the economic security and social welfare of working people.

For better or worse, Executive Board Election Season is always exciting and our most recent election proved to be no different in that respect. I have been involved, in some fashion, in every election since I first cast my vote in 1997, when our Union had less than 4,000 Members, based in five cities. The dramatic growth of our Company and Union, coupled with sensational technological advances in communications mediums, has altered our election/campaign culture forever. I cast my first Executive Board Election ballot via the United States Postal Service, after combing through a few fliers left in my Flight Attendant mailbox. As our Union, Company and technology change, we must be prepared to change with it, for better or worse.

The new 2015-2018 Executive Board takes office on May 1. Twelve Members of the previous Executive Board were reelected to their positions, and we will welcome five new Board Members. After an intensive week of training for everyone, May 4-8, this term's first Executive Board Meeting will be held May 11-15. During the first Board Meeting, the Board will hear detailed reports from the Chairpersons of each of the Union's twenty committees and will consider Letters of Interest from Flight Attendants who would like to serve (or continue to serve) as a Chairperson of a committee. The new Executive Board will also build a strategic plan for how the Union and Membership can and will accomplish some major goals over the next year.

Your Communications Team believes that effective, two-way communication with the Membership of TWU Local 556 is integral to the success of the Union and its Flight Attendants. We have made the Union's App, TWU556 Connect, free and available to Members via the App Store on iTunes for iOS and via Google Play for Android users. Flight Attendants may now ask Union-related questions

The theme of this colorful issue of Unity magazine is "Building it Together."

and receive answers via the App within 24 hours. Unity Magazine is printed quarterly; Unity Update is emailed to Members twice monthly and our Website and Facebook page are updated frequently.

Look for the dates of the 2nd Membership Meeting of 2015 to be posted to the Website soon. During this important round of Meetings, the Membership will be nominating Board of Election Members, electing Shop Stewards and proposing changes to the TWU Local 556 Bylaws. Please make plans to attend one of the ten sessions of the Meeting.

The theme of this colorful issue of Unity magazine is "Building it Together." The Members of TWU Local 556 have a lot to accomplish this year, which hopefully will include a Contract education and ratification campaign. Our Union has a strong foundation upon which we will continue to build and improve. In order to be successful, we must do it together. I offer my personal thanks and gratitude to more than sixty Flight Attendants whose contributions have made this beautiful issue of Unity magazine possible.

On behalf of your Communications Team, Erich Schwenk, Robin Brewer and I, thank you for allowing us the opportunity to serve you. If you have questions or suggestions for us, please feel free to contact us at communications@twu556.org.

Cuyler Thompson

Recording Secretary TWU Local 556
OAK Flight Attendant
recordingsecretary@twu556.org
214-640-4305



President's Message

by Audrey Stone

We are well into 2015 and the horizon ahead of us is full of possibilities. There are many items that I want our Union to accomplish this year, but that won't be possible unless we all come together as both Southwest Flight Attendants and TWU Local 556 Members.

The first quarter of this year was an eventful one. We welcomed the final wave of AirTran Flight Attendants during January and ended the month with Special Merger Training (SMT) Class #306. This chapter began with the announcement of the acquisition of AirTran on September 6, 2010 and our first SMT Class #256 transitioning over in June 2012. Now we are left as one airline and one group of Flight Attendants. We also began welcoming what is estimated to be 1,500 new Flight Attendants for 2015, beginning with Class #303.

The first quarter also brought our elections. While our voter turnout was lower than what I would have hoped, I am glad that it was a significant increase compared to our last Officer elections. There were 43 candidates who stepped up and put their name on the ballot to represent you, and each of them deserves a thanks. Also, thanks needs to go out to each of you who exercised your right to vote for your future, no matter who you voted for. Now we must move forward to continue to strengthen our Union through both increased Member participation and services.

Our new TWU Local 556 Executive Board will take office May 1, and will spend the first two weeks in Dallas for training and our first meeting together. During this meeting we will also be appointing all Chairpersons to our twenty committees of TWU Local 556. This will determine who will lead our activists who serve on these committees for the next three years.

Your outgoing Executive Board has worked hard on your behalf over the last few years, and I am proud of what has been accomplished. I am also confident that our next Executive Board will come to Dallas eager to build upon the strong foundation that has been laid.

Following our new Board taking office, we will next have our second round of Membership Meetings. These meetings are going to be busy!!!! Taking place at this session will be Shop Steward elections, Board of Election nominations, and motions to amend our Bylaws. Items that happen once either every two or three years will be converging in 2015.

Next up will be training the Shop Stewards you elect. Our Executive Board will be looking at the best way to train our Stewards to provide the tools and resources they will need to represent you moving forward. We will also be looking at the most fiscally responsible way to make this training happen.

Our final round of Membership Meetings, which typically occur in the last quarter of the year, will see us voting on the motions to amend our TWU Local 556 Bylaws and electing our Board of Election. Once the meeting concludes, the Bylaw amendments

will be sent to TWU International for the final approval to ensure compliance with our TWU International Constitution.

Last but certainly not least, I hope that somewhere in this busy year (and I'm hoping for sooner rather than later!) your Negotiating Team (NT) will bring a Tentative Agreement (TA) on our Contract forward to you for a ratification vote. We have been at the table for almost two years, and it's time. We have been clear, consistent, and reasonable in our expectations, and our proposals reflect this. We have also made very clear what is not acceptable, and have held firm to our lines in the sand as identified by YOU! We have twelve Articles currently outstanding, and if Southwest Airlines Management comes to the table with an acceptable agreement, we could wrap up quickly. However, I have been adamant that your team at the table will stand firm and remain at the table as long as necessary to bring you the right agreement.

As you can see, we have a lot to accomplish in the remaining months of 2015. It can only be done by standing together and moving forward as an informed and educated Membership. It is by standing together that we now work under an industry-leading Contract that is the envy of other Flight Attendant groups. We will not always agree, but I believe we can all agree that we want to continue to see our Company be successful and our Union continue to work hard for our Flight Attendants. We need your participation to make this happen. I know that it can be done, because I have the privilege of representing the best Flight Attendants in the industry.

As a group of Flight Attendants, due to changes that have occurred over the last few years, we have not only grown in size but expanded in our diversity. These differences make us stronger! As a collective group, we are bigger but also have a greater variance of seniority, background, cultures, and locations. Rather than dividing us, we should focus on the fact that each person's unique experiences bring a fresh perspective. As an individual, we are limited in what we can accomplish. As a group utilizing everyone's talents, we can be unstoppable.

I am honored and humbled that you elected me to continue leading our Union. I am going to continue to work hard for you, but I ask that you look for ways to stay informed and get involved. Through this you will show everyone why we have earned the reputation as the best.



Audrey Stone

President TWU Local 556
LAS Flight Attendant
president@twu556.org
214-640-4301

Thank You

for serving as TWU Local 556 Board Members at Large



Rob Riddell is a Phoenix-based Flight Attendant and has served as a TWU Local 556 Executive Board Member at Large for the past three years.

Recently Scotland held a referendum on separating from the United Kingdom and becoming an independent nation. During the campaign both sides had slogans, but the one that caught my attention and ended up on the prevailing side was "BETTER TOGETHER!" I think this could apply to our

Union as well.

Having chosen to not run for a second term as Board Member

at Large, I bid farewell to my position April 30, and the following day a new Union Member will be sworn in to represent our Flight Attendants. I wish the new Board the best of luck, and stand ready to help them. Together - the new Board Members, you and myself - we ARE the Union. Despite who was elected and who wasn't, that collective term 'WE' is very clear! We ARE the Union. In the next few years, we will have much to accomplish: we have much to build. Help us build it together! We are "BETTER TOGETHER!"



Tina Coffee is a Phoenix-based Flight Attendant and has served as a TWU Local 556 Executive Board Member at Large for the past three years.

UNION CRAZY

I remember working with this lady at my previous non-Union airline. While pushing a cart up the aisle she was talking my ear off about how the airline needed to join a Union. I had absolutely no idea what a

Union did and I certainly did not know what a Union really was all about. All I knew is that it would cost me money and I was not thrilled with that idea. I thought she was "Union Crazy."

In my initial training at Southwest, we were told that we must join the Union. WHAT? Not this "Union Crazy" stuff again. That was back in the day when we were NOT paid to go to training. I was very low on funds. Those first few months on Reserve were brutal. I was away from home, in a commuter hotel with twelve roommates, living off of discarded cheese and summer sausages, from the snack packs we had on the plane!

Admittedly, I did not vote during my first election. I didn't know any of the Flight Attendants running. I read some of their platform information left in my box, but it all sounded the same to me. I figured that the "Union Crazy" people would vote for the right ones, so there was no need for me to vote.

Then there was a year when the jumpseat jabber was what I considered way over the top, about the Union President being voted off of the Executive Board. (Not this last time, back in the '90s) Something about a Board Member being inappropriate with another Board Member while on duty. I heard that someone was suing the Union. All kinds of rumors were circulating, but it DID perk my interest. Who were those people in charge of MY Contract? I had to know what was true and what was twist-

ed, so I attended my first Membership Meeting.

Sitting in the back, I watched and listened. I had been on Student Council but this was completely different. Who is Robert Rules? Flight Attendants were heated over the President issue. There were loud disagreements. They were voting on something and I had no idea what they were talking about and too afraid to ask questions. It was intriguing to me though and I thought, "Why do I feel the need to know what is going on?" This was the beginning of my own "Union Crazy."

I started going to the Membership Meetings, reading the Union information, chatting on forums and listening to other Members. I spoke up and made motions to amend the Bylaws. I stayed in communication with the Board Members and even started writing a comedy article for the Unity Magazine. Then I realized that it is not really CRAZY, that I was experiencing a PASSION, or what I call "Union Crazy."

I encourage all Members to find your "Union Crazy." In a POSITIVE way!!! Whether it is being a Shop Steward or joining the Contract Action Network (CAN). Don't believe everything you hear, but fuel your fire with facts. Get to know your Executive Board. Ask questions at Union Meetings. VOTE!!! Know your Contract so you can help others. Volunteer for AFL-CIO events in your state. You can simply just write notes to your Operations or Provo Agent, "We support you TWU 555," with a piece of candy attached.

Thank you for the opportunity to serve as your Board Member at Large.

In Unity,
Tina Coffee

welcome

to TWU Local 556's new Board Members at Large



Sam Wilkins is an Oakland-based Flight Attendant and Shop Steward. Sam serves as the Co-Chairperson of the TWU Local 556 Mobilization/Organizing Committee and on the Negotiating Team's Coordinating Council.

Hi. My name is Sam Wilkins and I am a seventeen-year Oakland-based Flight Attendant. I was recently elected by the TWU Local 556 Membership to serve in one of the two Board Member at Large Officer positions on the Executive Board, and I am excited to be serving all of you in this new capacity. When

I decided to run for the Board Member at Large position last fall, I envisioned what I thought the Board Member at Large position should be within our Local. I look at the position as a "utility player" so to speak. If there is a special project or if there is a need in a specific base, I have always thought a Board Member at Large could jump in and help.

I would also like to continue my committee work in whatever capacity the Executive Board deems fit. I think the Board Member at Large position could play a vital role in helping to build the Union's Standing Committees. As we continue to build upon our Union's great foundation, I am eager to see what the future holds and ready to meet the challenges that the next three years

of this term may bring. As Members, your involvement will be critical in maintaining and enhancing our Union.

I look forward to working with all of you, and I thank all of you who trusted me with your vote. I promise that I will not only meet your expectations, I will exceed them and make you proud. For those of you who didn't vote for me, I extend the same sentiment to you. I work for the Members and I will work hard to represent every Member of TWU Local 556.

I want to share a quote that I think is relevant to the upcoming change of our elected Officers:

*"I can do things you cannot, you can do things I cannot;
TOGETHER we can do great things." ~Mother Teresa*

Let's stand together to achieve great things!

In Peace, LUV and Unity,
Sam Wilkins



Crystal Reven is a Houston-based Flight Attendant. Crystal serves as the TWU Local 556 Uniform Committee Chairperson and on the Negotiating Team's Coordinating Council.

Hello, my name is Crystal Reven and I am thankful and proud to be one of your Board Members at Large and to serve the Members of TWU Local 556 on the Executive Board. I am a fourteen-year Flight Attendant, based in Houston, and my Union advocacy began in 2006 when I was elected as a Houston

Shop Steward. I served as the Houston Domicile Executive Board Member from 2009-2012 and many of you know me as the TWU Local 556 Uniform Chairperson, engulfed in the massive project of redesigning our uniform.

Like many of you, I wear many different hats both personally and professionally. Quality of life is key to balancing our personal and professional lives and I will represent you, your

family and your interests as one of your Executive Board Members. Over the last ten years, I have prided myself on serving our Members with an open mind and listening ear. I hope to continue that practice in and out of the Executive Boardroom.

Thank you for your vote and for your confidence.

Open Call for Committee Chairpersons

by Cuyler Thompson



Currently, the TWU Local 556 Executive Board is responsible for the staffing and oversight of twenty Committees, as described in our Local's Bylaws. At the beginning of their term in 2012, and in accordance with our Bylaws, the Executive Board appointed the current Chairperson of each of these Committees to serve a three-year term. The new 2015-2018 Executive Board takes office on May 1, 2015 and will appoint Flight Attendants to serve as Chairperson(s) of the Union's twenty Committees shortly thereafter.

The Executive Board has issued an Open Call for "Letters of

Interest" for Southwest Airlines Flight Attendants and Members of TWU Local 556 who wish to be considered for appointment to serve as Chairperson of one of the Union's Committees. Letters of Interest should be emailed to the Executive Board's Recording Secretary at cthompson@twu556.org, and will be accepted through noon CDT on Monday, May 11. The Executive Board will take up the matter of Committee appointments during the May 2015 Executive Board Meeting, currently scheduled for May 12-14, and will review all Letters of Interest at that time.

Here is a current list of the TWU Local 556 Committees:

Committee on Political Education (COPE)
Critical Incident Stress Management (CISM)
Grievance Committee
Scheduling Committee
Safety Committee
Health Committee
Education Committee
Professional Standards Committee
Uniform Committee
Communications Committee

Civil and Human Rights Committee (CHRC)
Shop Steward Committee
Mobilization/Organizing Committee
New Hire Committee
Scholarship Committee
Survey Committee
Veterans Committee
Working Women's Committee
Information Technology Committee
Flight Attendant Drug and Alcohol Committee



If you have questions regarding the submission of "Letters of Interest" or the Committee Chairperson selection process, please email Cuyler Thompson at cthompson@twu556.org.



Cuyler Thompson is an Oakland-based Flight Attendant. Cuyler serves as the Recording Secretary on the TWU Local 556 Executive Board, as the Chairperson of the Local's Communications Committee and an Editor of Unity Magazine.



Contract Education 101

Do I Have an Overlap and What are my Options?



Denny Sebesta is a Dallas-based Flight Attendant and former Member of the TWU Local 556 Negotiating Team. She serves on the Local's Education Committee and is a regular contributor to Unity Magazine and Unity Update.

Of all the contractual questions that Flight Attendants ask, Overlap is probably the most common since it occurs every month. It was 2009 when the last Overlap review was published in Unity magazine and our Membership has significantly grown so, it is a good time to review this important Contract language again.

Overlap occurs when you have Contract or FAR illegalities between your current month and the new month. To break this down a little further, there are several different types of Overlap. It depends on whether you're a Lineholder or Reserve and, whether you are going from a Line to Line month, Reserve to Reserve month or a combination of the two (Line to Reserve and vice versa).

Some important things to remember:

Overlap adjustments by Scheduling will only be made in the new month.

Be aware of SIPs. A SIP is anytime the pairing passes through the home domicile. If your pairing in the current month has a SIP that overlaps and falls into the new month, that SIP could be pulled to make you contractually legal, and an adjustment could be made within that pairing. If there is no SIP in the current month's pairing, then the pairing or SIP in the new month could be pulled. Remember, Overlap is the only time Scheduling can adjust your schedule to include five consecutive days.

NOTE: You will not be required to rejoin any portion of an Overlap that pays less than 4.0TFP

The DAL-MDW turn will be pulled, unless you call Scheduling and exercise your option to fly the turn for VJA. You would be contractually legal to fly and responsible for the remainder of the 3-day pairing.

28	29	30	31	1 Jan	2	3	4	5
	DB56Q/FAB					DB7CQ/FAA		
	SFO	EWR				TPA	BDL	

debrief on this original pairing is 1000

check in on the original pairing was 0550

Herb Time <- Click to toggle. ->												Totals		
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit
Rpt 0550														
02 Jan	3717	DAL 0650	MDW 0841	800	170			151	124		VJ			270
02 Jan	3836	MDW 1005	DAL 1224	800	173			219	140		VJ			270
02 Jan	139	DAL 1404	TPA 1609	800	175			205	1436	S				270
Rls 1639												615	1049	810
TPA:1256 Hotel: Marriott Tampa Airport #1-813-879-5151 Trans: Hotel Shuttle														
Rpt 0535														
03 Jan	2706	TPA 0645	FLL 0739	700	92			54	39					130
03 Jan	2706	FLL 0818	ATL 1003	700	102			145	49					230
03 Jan	2706	ATL 1052	BDL 1251	700	135			159	1551	S				270
Rls 1321												438	746	630
BDL:1454 Hotel: Sheraton Bradley Int. Airport #1-860-627-5311 Trans: Hotel Shuttle														
Rpt 0415														
04 Jan	2940	BDL 0442	ATL 0720	700	68			238	117	S				310
04 Jan	154	ATL 0837	SAT 1131	700	135			254	239	S				340
04 Jan	886	SAT 1410	DAL 1509	700	133			59	0					110
Rls 1539												631	1124	844 D

Your Overlap adjustment is dependent on whether your pairings and/or Reserve day(s) are original to your line, traded or picked up.

Original Pairings and Reserve days – Require an adjustment if you do not have the following:

- 48 hour break in 7 working days
- 12 hour domicile break between pairings and/or Reserve day(s)
- Legal Overlap combination of pairings and/or Reserve day(s)

48 in 7 Break is a contractual legality requirement - Don't think of it as a month to month adjustment, but a 48 hour period free from duty in 7 consecutive days. The 48 hours is calculated from end of debrief to check-in. Remember, this adjustment during the Overlap period is not required if you have a picked up pairing or picked up Reserve days or; a traded pairing that corrects your Overlap.

29	30	31	1 Jan	2	3	4
MAWXO/FAA				MEXPO/FAB		
BUR				TPA		
STL				ROC		

debrief on this pairing is 1640 check in on this pairing is 0520

Both pairings are original, so this creates an Overlap since it is less than 48 hours debrief to check in.

Legal combinations play an important role in Overlap adjustments. Legal combinations are defined by two things; the combination of pairings and number of consecutive days. This number can be no more than 5 consecutive days. All legal combinations can be found in Article 10.9.F, (page 43 hardcopy). Keep in mind that you have the option to waive these by picking up and/or trading. It's much simpler to demonstrate what combinations that you cannot be given unless you waive them, so I've listed what is not a legal combination below:

- 3-day pairing followed or preceded by 2-day pairing is **NOT** a legal combination

29	30	31	1 Apr	2	3	4
DA87Q/FAB				DAGGQ/FAA		
FNT				PDX		
RSW						

These are original pairings with no SIPs

- 3-day pairing followed or preceded by another 3-day is **NOT** a legal combination

29	30	31	1 Apr	2	3	4
DA87Q/FAB				DA4PQ/FAC		
FNT				BDL		
RSW				STL		

These are original pairings with no SIPs

- 5 Reserve days used as a 3-day pairing followed or preceded by a 2-day pairing is **NOT** a legal combination

Traded Pairings Same Days and Equal Number of Days - if you trade your original pairing for another pairing that works the same days and is equal number of days, your Overlap is protected in the same manner as your original Overlap.

NOTE: You can trade it an unlimited amount of times, but it must remain on the same days and is equal number of days.

Traded Pairings with Unequal Number of Days - if your original Overlap would require an adjustment and you trade with another pairing that falls during Overlap but it is for less or more days, you will be pulled based on the original Overlap.

NOTE: Remember that if it's for a lesser amount of days, it could correct any Overlap pull based on your original Overlap.

Picked up Pairings - any time you trade your original Overlap pairing with another day later in the month and then go back and pick up your original pairing; it is considered a picked up. In other words, it's the same as if you had no original Overlap pairing and picked up on those days.

NOTE: This is very important! If you pick up a pairing in the current month **prior** to the new month being awarded and placed on your screen, you are entitled to a 12 hour domicile break, but you must call Scheduling to adjust it back to 12 hours (block to check-in). Per the Contract language, Scheduling will only adjust to 9 hours (end of debrief to check-in). Once this adjustment is made, you still retain your Overlap option if you would like to fly it for VJA.

There are no SIPs in either of these pairings.

30	31	1	Apr	2	3	4
DA87A/FAB			DA4PQ/FAC			
FNT			OAK			
RSW			BDL			

*This is a picked-up pairing.
Block-in is 2200*

This is an original pairing. Check-in is 0830. No adjustment is needed by Scheduling due to 10 ½ hour domicile break, however, Flight Attendant has option to exercise contractual adjustment up to 12 hour domicile break. Flight Attendant also retains option to fly pairing for VJA and must call Scheduling for adjustment and to exercise Overlap option.

Now on to your options if you choose to fly:

Options to Fly the Overlap Pull – The most important thing to keep in mind is that you must be FAR legal in order to fly your Overlap pull. What this means is that you must have at least 9 hours (end of debrief to check-in) between pairings or Reserve and you must have a 24 hour break in 7 working days (24 consecutive hours free from duty during any 7 consecutive days). This can be somewhat confusing, but if you count backwards 7 days and have at least 1 day off within that time, you should be FAR legal.

There is one **very important** factor that some of you may not be aware of and that is that the Southwest Airlines **calendar day** is calculated from **0300 to 0300 Central Time** for **FAR purposes**.

This is a picked-up pairing. End of Debrief is 0010

29	30	31	1 Apr	2	3	4
DA87A/FAB				DA4PO/FAC		
FNT RSW				OAK BDL		

0300 Central 0300 Central

FAR 24-hour Calendar day

This is an original pairing. Check-in is 0830. Since there is a 24-in-7 break, this pairing does not allow the option to fly for VJA.

Fly portion of adjustment pulled at the SIP in the new month for VJA pay – You may waive your contractual legalities but not FAR's

debrief on this original pairing is 1000

29	30	31	1 Jan	2	3	4	5
DB56Q/FAB				DB7CO/FAA			
SFO EWR				TPA BDL			

check in on this original pairing is 0550

You must call Scheduling to exercise your Overlap option to fly the beginning of pairing for VJA.

Refer to example on page 7

Fly whole pairing pulled in new month for VJA pay - You may waive your contractual legalities but not FAR's

debrief on this original pairing is 1000

29	30	31	1 Jan	2	3	4	5
OAXPO/FAB				OABTO/FAA			
SFO EWR				STL SMF			

check in on this original pairing is 0830

You must call Scheduling to exercise your Overlap option to fly the pairing for VJA.

Pull that involves a complete pairing - If the pairing pulled in new month pays more than the current month, you will have the option to choose which pairing you would like to keep. Remember this is only if the complete pairing in the new month pays more and does not pay the VJA premium.

Timelines for Overlap Options and Adjustments: These vary depending on whether you are a Lineholder to Lineholder, Reserve to Reserve, or a combination of the two (Line to Reserve and vice versa)

Lineholder to Lineholder– Adjusted by noon Central Time on 18th of current month

Flight Attendant Option – Call by noon Central Time on 19th of current month

Lineholder to Reserve – Adjusted by noon Central Time on 19th of current month

Flight Attendant Option – Call by noon Central Time on 24th of current month

Reserve to Reserve – Adjusted by noon Central Time on 19th of current month

Reserve Option – Call by noon Central Time on 24th

Reserve to Lineholder – Adjusted for the new month is made at the time the Reserve is given an assignment

No Reserve Option

NOTE: If you choose not to exercise your option within the timeline required, then your Overlap adjustment will automatically be pulled.

TWU Local 556 Uniform Committee Report

Operation: "Paint the People"

by Crystal Reven

Over the last several months, several exciting events have occurred in the area of uniforms. Your Uniform Steering Committee created the Employee Design Team (EDT) that was made up of 43 Customer Contact Employees, including myself. Our team was tasked to collect peer feedback and ultimately design what will be the *all new* uniform. We were also tasked to come up with an 'updated cohesive' look. We had to determine what the definition and true meaning was for: spirited but not hokey; professional but not stuffy; casual yet not sloppy.

There were two separate groups within the EDT: the Above the Wing (ATW) Employees and the Below the Wing (BTW) Employees. The ATW group consisted of Inflight, Ops and Customer Service. The BTW group consisted of Provisioning, Ramp, Cargo, and Tech Ops. I assure you that all sizes, heights, ages, tenures, geographical/climates and genders were represented by the 43 individuals on the committee.

The Uniform Core Team and EDT met five times in either Chicago at Cintas Headquarters or in Dallas at Southwest Headquarters to collaborate about designs, fabrics and construction of potential uniform pieces. Between January and March, the EDT spent countless hours discussing, debating and developing what your uniform should look like. Overall appearance, cost, work environment functionality/performance and durability were on the minds of each EDT member.

On March 8, 2015, members of the EDT presented conceptual ideas and retail samples to many Southwest Airlines Senior Directors and Vice Presidents. The conceptual ideas and designs were overwhelming embraced. Finally on March 17, 2015, the EDT members traveled to Dallas and presented our design concepts to Gary Kelly and his Executive Leadership. Once again, our ideas and designs were applauded. In each meeting with our upper level managers, excellent questions were asked and many "what ifs" were solved.

Following our presentation to Gary and the others, our CEO did something he is not known for doing; he made an 'on the spot' decision to give the Uniform Steering Committee the go ahead to enter into the next phase of our uniform design process which is wear testing. We had over 4,000 wear test applications and wear testing is set to begin in August. Our conceptual designs will now be made into actual pieces that wear test candidates will wear on the aircraft. Applicants have been selected and contacted and will meet in mid-May to go over exactly how to accurately rate the items they will be wear testing.

The question on everyone's mind (other than are we keeping the shorts) is "what do the redesigned pieces look like?" Like I said earlier, we designed many options from casual attire to a

dressier look within the guidelines we were given. The actual 'Reveal' of our newly redesigned uniform will be released closer to the time wear testing begins. *If you retain nothing else from this article, please remember this one sentence: The Employee Design team is NOT responsible for making the decision of whether or not shorts will remain in the uniform line – that decision will be made by Upper Management only*

While the design phase of our new uniform came with extensive dialogue, Internet scouring, message receiving, healthy debate and, at times, pure exhaustion; 100% of everything we did, we did for you based solely on your feedback. Our goal was to create an *all new* uniform that every Employee would be comfortable wearing regardless of which options you choose to wear and be proud to wear it. The Employee Design Team members along with members of decision-making Management feel we have accomplished that goal.

I would like to personally thank each member of the Inflight Employees on the EDT. Your Inflight representatives were:

SENSATIONAL
CLASSY
MAGNIFICENT
JET-SETTING
JOVIAL
JAZZY
DAPPER
AMAZING
TALENTED
COURAGOUS

Sandra Hall (Dallas)
Christianna Harding (Baltimore)
Michael Massoni (Phoenix)
Joan Mast (Houston)
Joey Reynolds (Phoenix)
Jabari Smith (Baltimore)
Davide Stennett (Chicago)
Alphonso Thomas (Las Vegas)
Tracye Tipps (Dallas)
Crystal Reven (Houston)



Stick Together

by Sam Wilkins

Once, an old man was very ill and lay dying in his bed. He had four sons who were always fighting with each other. He always worried about them and wanted to teach them a lesson and asked his sons to come to him. When they came, the old man gave them a bundle of sticks and said, "Can you break these sticks?"

The first son tried to break the bundle but nothing happened. He tried very hard and finally gave up. Then it was the turn of the second son to try his luck. He thought it would be an easy task and picked up the sticks easily. He tried his best to break the sticks but nothing happened. Then, the third son tried to break the bundle of sticks, but he couldn't do anything either.

Meanwhile, the youngest son jeered at his brothers and thought they were very incompetent. He thought he was very clever and took one stick at a time and easily broke all of them.

The old father then smiled at his sons and said, "Children, do you understand what happened? It is always easy to break the sticks one by one. But when they are bundled together, none of you could break them - in the same way the four of you should always be together. No one will be able to hurt you then." The four brothers realized what their father was trying to teach them and forgot all their enmity and learned that unity is strength.

From that day onwards, they never fought with each other and lived together in peace and harmony.



So why am I including a fable in my article? The moral of the story is simple: if we stick together nothing can break us. The youngest brother in the fable chose to separate the bunch into individual sticks in order to break the entire bunch. If we allow divisiveness and separation within our Membership we are weakened; if we stick together we are unbreakable. A quote often used within Unions is "we are only as strong as our weakest Member."

While some may take what appears to be the easy way out, we must only add to the bunch to make it stronger.

Our Membership has almost doubled in size since we ratified our Contract in 2004. Our bunch of sticks was unbreakable back then and, while there may be challenges ahead, I believe we have become even stronger. As we look to the future, we have a lot of opportunity to ensure we are just as unbreakable now as we were back then. If we stick together WE, as a bunch, can move the table and ensure we enhance our industry-leading Contract.

Of course there will be threats to try to break us. We must recognize those threats and acknowledge they are real. Every day we come to work we can strengthen our bunch by edu-

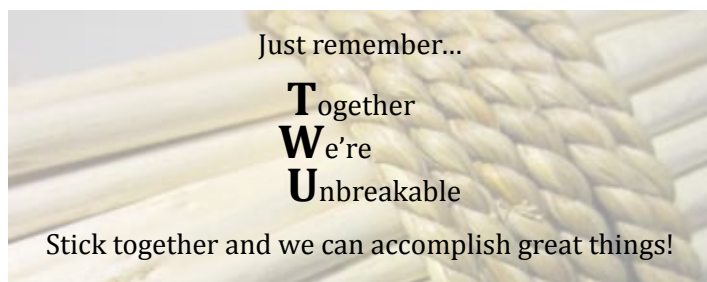
cating ourselves and informing others. Each trip you can add a stick to the bunch by respecting one another and always remaining professional.

Management will look for ways to weaken us during this time of great opportunity. In what ways do we sabotage ourselves and diminish the strength of OUR bundle of sticks?

- Tribalism.
- Writing each other up.
- Rumors.
- Fear.

We must inoculate one another to the very real possibility that Management will go to great lengths to separate us and break us.

- How do you combat tribalism? Solidarity.
- How do you combat writing each other up? Talk it out.
- How do we combat rumors? Go straight to the source; don't perpetuate rumors.
- How do we combat fear? Recognize that all fear is False Evidence Appearing Real.



Sam Wilkins is an Oakland-based Flight Attendant and Shop Steward. Sam serves as the Co-Chairperson of the TWU Local 556 Mobilization/Organizing Committee and on the Negotiating Team's Coordinating Council.

Negotiating Team Update



Your TWU Local 556 Negotiating Team (NT) has continued to meet with Southwest Airlines Management for bargaining, most recently on April 27-28. Our bargaining sessions during this time have continued around Article 8 (Hours of Service) and Article 28 (Scheduling Policy). We have also continued to communicate the Membership's concerns to Management regarding increased ground time and have made it clear that the issue must be addressed. While we recognize that we have an industry-leading Duty Hour Ratio (DHR), we also know that our increased turn times are not going away. Discussions around Crew rest, duty day, and pairing construction remain a priority and we will continue to focus on these issues until we reach an agreement.

Your NT has reached Tentative Agreements with Management on 23 of the 35 Articles in our Contract. We had further discussion regarding some of the other Articles that must be agreed upon in order to reach a final Tentative Agreement (TA) to bring forward to you for a vote. These include Article 11 (Reserve), Article 14 (Vacation), Article 32 (Attendance Policy) and Article 21 (Compensation).

While we are still far apart on our proposals in Article 21, we worked towards resolving some of the many issues in this Article. I believe that Management has heard loud and clear what will not work for our Flight Attendants, and that the Members of TWU Local 556 expect to share in Southwest Airlines' financial success. Your NT will be hard at work through the rest of the quarter as we continue bargaining directly at the table.

We will continue fighting for you at the table, to maintain and improve our industry-leading Contract, until we have an Agreement that addresses your issues. While we hope to bring a TA to you sooner rather than later, we are committed to remaining at the bargaining

table as long as it takes to achieve our goals. We continue to make movement, even though it is slow, and we are hopeful that we will not reach an impasse that takes us into mediation. However, we are not afraid to take that step if it becomes necessary.

I want to remind you all that you have a strong team fighting for you at the table, but we can't close these negotiations without your support. Whether you have time to join our Contract Action Network (CAN) in an upcoming lounge or terminal event, or are receiving this because you've signed up for our "Reservations at the Table" to get updates directly, or simply wearing your Union pin and displaying your Union bag tag, you can support your team at the table. It is with your help that we will finish these negotiations and reach the Agreement you deserve. Thank you for everything you do, and for staying informed about your Contract Negotiations.



Contract Negotiations Timeline to Date

by Brett Nevarez

For many of you, this is your first time experiencing Contract Negotiations and I'm going to start from the beginning to where we are today. Per our Bylaws, the NT is made up of five Flight Attendants. Three of the Negotiators are elected, including the President who serves as the Lead Negotiator and is elected during the TWU Local 556 Officer Elections. The other elected NT Members are elected in a separate NT Election, and the remaining two NT Members are appointed by the Executive Board. The NT election was held in September of 2012 and that

was followed by the appointment of the final two Negotiator positions in November of 2012.

Our NT is assisted by experienced professionals who have been with us at the bargaining table for many years; International Vice President and Air Transport Director Garry Drummond has helped our Local since 1994, Strategic Advisor and Legal Counsel Mark Richard since 2001 and Airline Economist Dan Akins since 2002. The initial NT research of other Flight Attendant Contracts began in October of 2012. The first Member-

ship Contract Survey was developed in January and February with input from our professional advisors and conducted in March of 2013. During April and May of 2013 the survey results, information from the Grievance Team, other Flight Attendant Contract highlights and Membership feedback were all used to help formulate possible changes in preparation for Contract Negotiations which began in June of 2013. There were 21 scheduled bargaining sessions during 2013 and the NT was able to reach Tentative Agreements (TA) on fourteen Ar-

ticles of the Contract.

After eighteen months of bargaining a second Membership Contract Survey was conducted in January of 2014. These survey results were used to further define the NT's focus for the more complex work rules in the remaining Articles. There were 55 scheduled bargaining sessions in 2014 and the NT was able to reach nine TAs for a total of 23 out of 35 Articles of the Contract.

During 2014, we also launched the Contract Action Network (CAN). As we headed towards our one-year anniversary of opening negotiations with Southwest Airlines Management, we wanted to ramp up our efforts to inform and educate our Membership about where we were. Our CAN have been visible in all ten of our domiciles each month since the launch in June 2014. They have provided updates directly from the NT about our progress at the table, as well as education regarding our current Contract language. We want all of our Members to understand the language that affects them now, in order to make more informed decisions about any changes to that language in the future. Our CAN is made up of CAN Leaders and Volunteers in all of the bases, and they remain an important piece of our negotiating process.

There have been fifteen bargaining sessions in 2015 through April. Although we continue to make progress we have not yet been able to reach any additional Tentative Agreements on the remaining twelve Articles. We have scheduled the following bargaining dates: May 8, 26 and 27 and June 8, 12, 18, 19, 29 and 30.

Your Negotiating Team remains committed to maintaining and improving our industry-leading Contract. We will remain at the table as long as it is necessary to achieve this goal, and please know that your NT is very aware of the fact that you have not received a cost of living increase during the time we have been at the table. This is being addressed on

Negotiating Team Progress as of April 14, 2015

Article #	Article Name	Progress	Highlights/Remarks
1	NONDISCRIMINATION	TA on 08/07/2013	no changes
2	PURPOSE OF AGREEMENT	TA on 08/07/2013	no changes
3	SCOPE OF AGREEMENT	TA on 09/07/2013	onboard sales: anything other than beverages
4	STATUS OF AGREEMENT	TA on 08/07/2013	no changes
5	DEFINITIONS	open	will remain open until the end
6	SENIORITY	TA on 09/11/2013	Internals go to top of New Hire class
7	PROBATION	TA on 08/07/2013	no changes
8	HOURS OF SERVICE	open	in discussion
9	ADDITIONAL FLYING	open	in discussion
10	SCHEDULING/BIDDING	TA on 10/01/2014	improvements in SDRT and waiving DH
11	RESERVE	open	in discussion
12	EXCHANGE OF TRIPS	TA on 9/12/2014	jetway trade improvements
13	UNIFORMS	TA on 9/12/2014	small allotment increase
14	VACATIONS	open	in discussion
15	LEAVE OF ABSENCE	TA on 10/01/2014	incorporated Crew FMLA provisions
16	SICK LEAVE/ON THE JOB INJURY	open	in discussion
17	MEDICAL EXAMINATIONS	TA on 09/04/2013	no changes
18	REDUCTION IN FORCE	TA on 09/04/2013	no changes
19	GRIEVANCE PROCEDURES	TA on 09/22/2013	pay protection when pulled CC
20	BOARD OF ADJUSTMENT	TA on 09/04/2013	modified BOA panel requirements
21	COMPENSATION	open	in discussion
22	EXPENSES	TA on 10/23/2014	increase in Domestic and Near International per diem
23	INSURANCE BENEFITS	TA on 10/14/2014	incorporated SL 10 language regarding medical care
24	GENERAL & MISCELLANEOUS	open	in discussion
25	HEALTH & SAFETY	TA on 11/07/2013	A/C temperature and ASAP language
26	UNION	TA on 09/04/2013	no changes
27	GENERAL-UNION INFORMATION	TA on 09/05/2013	printed Contracts available upon request
28	SCHEDULING POLICY	open	in discussion
29	DOMICILES	TA on 9/12/2014	mileage compensation increase for paid moves
30	PROFIT SHARING AND RETIREMENT	open	in discussion
31	SAVINGS CLAUSE	TA on 08/07/2013	no changes
32	ATTENDANCE POLICY	open	in discussion
33	COMMUTER POLICY	TA on 9/12/2014	pay protection in event of domicile closures due to weather
34	PASSPORTS/VISAS *New Article*	TA on 10/21/2014	incorporated SL 10 language
35	DURATION AND TERMINATION	open	will remain open until the end

your behalf. We also continue to focus on the quality of life items that you have identified, both in our initial surveys and in the feedback we have heard from you as this negotiating process has continued. Some of the feedback has also been your questions, many of which are about the specifics of what we are discussing. We are not able to give details about the proposals, both currently being discussed and those that we've already reached a TA on, because it is subject to change. Even those TA's could be re-opened at any point by either side, until we have a full comprehensive Tentative Agreement to bring forward to you for a vote. When we do, your NT will be presenting you with the very best deal we believe we could come to that addresses your needs and that we could get Southwest Airlines Management to agree to. Remember that there are two parties at the table with a "wish list" of the items they want to achieve, and we have worked hard to limit their list. We have heard many comments out there that "we always vote the first agreement down" and this is false. Over eight Contracts and four Side Letters, we have only voted down one Contract and one Side Letter that was brought forward by a Negotiating Team. If that happens, then we would go back to the table and could potentially start over. We began these negotiations taking our direction from you, and we will end these on the same note. We are confident that we will reach an agreement, and that it is one that will benefit our Flight Attendants. We thank you for your support.



Brett Nevarez is a Las Vegas-based Flight Attendant and serves as the 2nd Vice President of TWU Local 556. Brett is also a Member of the Negotiating Team.

Treasurer's Report

In May, the newly elected 2015 – 2018 Executive Board will be sworn in and will hit the ground running. As part of that Executive Board meeting, we will begin to put together the strategic plan for the 2015–2016 fiscal year. I will use this plan to lay the foundation for next year's operating budget. Holding it earlier will provide more time to assess our needs and get the budget in place. Here are some other topics that Flight Attendants have recently called about:

Assessment Fee – Every non-probationary Flight Attendant is currently paying a \$5.00 Assessment Fee that is deducted from our 20th paycheck. This money is placed in an account separate from other Union Funds and can only be used for expenses relating to Contract Negotiations. This Assessment fee is not permanent and will cease 30 days after the ratification of the Contract that is currently being negotiated.

Union Dues – Our dues are currently \$46 a month and are deducted from our 20th paycheck. If you do not receive enough compensation to cover those deductions, an invoice will be sent to your address on record with the Company. The Union cannot deduct dues from your paycheck for previous months so if receive an invoice, please pay these in a timely manner.

From a dues recovery perspective, each month we collect between \$20,000- \$25,000 from Flight Attendants by personal check, money order, or credit card. As of the first week in April, over 730 Flight Attendants owe a combined balance of \$59,000 in outstanding dues. If you have any questions about an invoice, CWA message or voice-mail, please do not hesitate to contact us at the Union Office. We can process your payment over the phone or help direct you to the Union Website.

Lastly, I want to say it is an honor to serve as your Financial Secretary-Treasurer. Please do not hesitate to call me should you need assistance.



John Parrott

Financial Secretary/Treasurer
DAL Flight Attendant
treasurer@twu556.org
214-640-4304



Atlanta

Hi, Atlanta! I hope everybody is enjoying the beautiful spring weather! Many of you know we just had an election. Congratulations to our newly elected and re-elected Board Members. We have five new Executive Board Members; Board Members At Large Sam Wilkins, and Crystal Reven, Denver Domicile Executive Board Member Jessica Parker, Houston Domicile Executive Board Member David Jackson and Dallas Domicile Executive Board Member Brian Ricks. I want to thank all the Board Members leaving office for their hard work and dedication to our Membership. I enjoyed working with each and every one of these Board Members, and hope they continue to remain supportive and active in our Union. I look forward to working with all of our new Board Members for the next term of 2015-2018. I'm humbled and excited to continue my work as the Atlanta Domicile Executive Board Member. Thank you Atlanta for your continued support!

We have a lot of work to do as we are currently in the middle of Contract Negotiations and must continue to educate our Members. It's important to put all animosity behind us and stand together as one. Hopefully we'll have a Tentative Agreement soon. For many of our Atlanta Flight Attendants, the Contract is very new and confusing. If you don't understand something or have a question I'm always available; please don't hesitate to call or email me. If you can't reach me, contact one of our CAN Leaders or any Atlanta Shop Steward.

Congratulations to our new Atlanta Base Manager Graham Vandergrift. I met with Graham and Assistant Base Manager Tiffany Laurent to discuss any upcoming changes in Atlanta. The new construction of our Crew room is slated to begin in the second quarter of this year. There will likely be ongoing changes with Atlanta Security Procedures, and I ask that you remain patient while these decisions are being made. There are many rumors, so if you have questions stop by the desk and ask any of our Base Leaders directly.

The Atlanta Inflight Culture Committee has had two very successful events this year. The Volunteers led by Toyvette Jackson and Satari Francis did an excellent job volunteering at the Ronald McDonald House Gatewood in February. Thank you to those who volunteered their time and hearts. The Inflight Culture Committee also held a mixer in March at Malones Restaurant, and will continue with their quarterly mixers. The next mixer is tentatively scheduled for the last Thursday in June, and the location and time will be posted in the Crew lounge and on SWALife.

Lastly, I want to Congratulate ALL of our Atlanta Flight Attendants and Base Leaders for winning The 2014 Warrior Spirit Award! Go Atlanta!

Pamila Forte

ATL Flight Attendant
and ATL DEBM
pforte@twu556.org
214-640-4320



Base News

Baltimore

Happy Spring Baltimore! Spring Break travel is over and before we know it summer will be here. As we enter the warmer months UM Travel will be on the rise so keep an eye on the little ones and make sure that you are up to date on the policies and procedures. I would also recommend brushing up on Hot Aircraft Procedures. Remember to document all aircraft that you have an issue with and write an ASAP and an IR, please include the aircraft number in your reports. Also remember to make the extra announcement upon arrival in cities where temperatures are rising.

We have two new Supervisors to welcome to the Baltimore Base. Be sure to stop by and say hi to Kaminie De La Cruz and Ryan Evans who joined us from the most recent Inflight Class.

We have hit 1,555 Flight Attendants in Baltimore and eight trips in Open Time. We are going to continue to see growth within our base as we expand our Near International routes. The number of New Hires is increasing and you can spot them a mile away. Remember when we all first started and we were bright, shiny, and had a smile as big as the sun? Well they are back, so let's welcome them to our family and show them the ropes. Remember that they watch us, and some of our bad habits that we have picked up along the way. Be a leader and set an example as they will need encouragement and a little bit of help to make it through.

In closing I would like to welcome the new Executive Board Members, and to thank those Board Members who are not returning for their service and dedication to the Membership. As the 2015-2018 term begins we will be facing several challenges. The biggest challenge will be presenting a Tentative Agreement to our Membership. Now more than ever we need to show Management that we are one and we stand together. I am humbled and grateful that I have been re-elected to represent our base and will continue to do my best. Thank you and here is to our future

Stacey Vavakas

BWI Flight Attendant
 and BWI DEBM
svavakas@twu556.org
 214-640-4308



Chicago

Hello Chicago and Happy Spring! We have made it through another Chicago Winter with 'flying' colors. Right now, spring break is winding down which means summer vacations begins and our UM travelers will once again be increasing in number. Please remember to be vigilant and make sure not to let them slip by you once they have reached their destination.

We are also seeing an increase in pets on board the aircraft as more people are traveling with their furry loved ones. If one of your Crew Members has an allergy to a cat or dog, I ask that you please be gracious and trade positions with them for the leg that has the animal on it so their discomfort will be minimized. Some of our Flight Attendants have allergies that are so severe it causes them to break out in hives, have itchy eyes, congestion, and trouble breathing. Some of you reading this may be thinking that their allergy is not your problem and if it bothers them they should just ask to be pulled. If it were you, would you think it was reasonable to ask the Crew flying with them to help them and trade positions?

Last weekend began a new schedule for the Inflight Base Customer Service Desk. On Saturday and Sundays it will be open 05:00 – 15:00, so if you need a Supervisor to help you with anything on Saturday or Sunday you must contact them before 15:00. Additionally, your Supervisors will now be in the Inflight Office working for only two days every week. They will all be out flying, doing audits on the remaining days, so if you need to speak with your Supervisor please remember to ask when they will be in the office and if need be, allow another Supervisor to assist you. On another note, in addition to unannounced audits, which is the audit conducted by a Supervisor from another base, there will also be team building audits conducted by your own team Supervisor, or one you are acquainted with as part of this new system.

As of May 1, 2015 there will be new Executive Board Members joining us, I welcome these new Executive Board Members and look forward to working with everyone and moving forward for the next three years.

In closing, I would like to thank all of the Chicago Flight Attendants for once again honoring and trusting me to represent you all as your Chicago Domicile Executive Board Member for the next three years. I am humbled and grateful for this opportunity. If you have questions or need me for any reason you can contact me by phone or text at 773-960-1702 or email me at dkeith@twu556.org.

Donna Keith

MDW Flight Attendant
 and MDW DEBM
dkeith@twu556.org
 214-640-4335



Dallas

Welcome

Hello, my name is BR Ricks and I have been a Flight Attendant with Southwest Airlines since May 1, 1987. I am proud to take office as your Dallas Domicile Executive Board Member on May 1, 2015. On a personal note, I am a single dad with two boys, Gus is thirteen and Max is nine. I have a Bachelor of Science Degree in Marketing and a Minor in Business Administration & Finance from Northeastern State University in Oklahoma.

In addition to being a Flight Attendant, I have been involved with many different aspects of our Company, as I have served on the Board of Election, CISM Co-Chair, Emergency Response Team, Go Team and a Shop Steward.

I look forward to working for you, specifically in regards to our current Contract Negotiations. I believe we deserve at minimum a cost of living raise and can improve several facets in regards to our quality of life.

I want to convey to each of you that my door will always be open, and I am currently looking for additional venues for better communication. I am proud to be a part of the best airline and representing the BEST Flight Attendants.

BR Ricks

DAL Flight Attendant
and DAL DEBM
bricks@twu556.org
214-640-4309



Thank You

Spring has sprung here in Dallas and with that brings growth, not only to nature but to our base as well. We will be getting 50 more Flight Attendants in May, and that will bring us well over 1400 Flight Attendants to our base! Growth also brings change. As many of you know, we have said goodbye to Tammi Fueling who was one of our Assistant Base Managers. Tammi was given the opportunity to promote to the Denver Base Manager, and we wish her well. We have also said farewell to our beloved Supervisor, Hector Barrera. I personally have no words for how much he will be missed at our base. Hector has been promoted to Denver Assistant Base Manager. There have been interviews for new supervisors in Dallas, and I know we are all anxious to find out who will be taking Tammi and Hector's place. Starting April 1, all Supervisors will be participating in what Management is calling Mobile Leadership. They will be out and about two days a week on our planes observing, auditing and communicating with us as well as outstations to help them better manage and reward the Flight Attendants for outstanding performances. Hopefully, this will be more of a positive experience for us instead of a negative one. Just remember, if you are doing your job, then you have nothing to worry about.

Officer Elections came to a close in March, and congratulations to all of the winners! There is a lot to accomplish in the months ahead with a New Executive Board, Committee Appointments, Shop Steward Elections, BOE Elections, Amendments to the Bylaws, moving the Union Office and, hopefully, soon a Tentative Agreement for our Contract. To accomplish all of this, we need to "build it together" through UNITY in our Membership. If you have ever thought about becoming more involved in our Union, now is a good time to do so.

Parking seems to be better since I took over last October when the LUV Hub had just opened. We went through a lot dealing with the city and with Southwest Airlines Management. I worked with Upper Management and requested more frequent shuttle bus runs for Headquarters, and it seems that we will have that - at least through the end of August. I am hoping that they will see how well this helps all Employees and continue the fifteen-minute shuttle service on a permanent basis. I do realize the Luv Hub will unfortunately continue to be a challenge and I hope that the City of Dallas will keep working on improvements.

In closing I want to take the time to say how much I have enjoyed being your Dallas Domicile Executive Board Member. It has been an honor serving the great Flight Attendants of Dallas. Rest assured I will continue serving all of our Members as a Shop Steward and in other capacities in our Union. Fly safe out there and continue being the best Flight Attendants in the industry.

Andrea Garnett

former DAL DEBM



Base News

Denver

Welcome

My name is Jessica Parker and I am honored to have been elected to represent the Denver Flight Attendants as the Denver Domicile Executive Board Member. I am very excited to start this new chapter in my Union activism.

I celebrated seventeen-years as a Southwest Airlines Flight Attendant on March 14, 2015. I began my involvement in our Local relatively early on in my career by regularly attending Membership Meetings and serving as a Shop Steward and Contract Educator. More recently, I was elected to serve as a Delegate at the TWU Constitutional Convention in September of 2013, and I also participated in Get Out the Vote efforts in Colorado in November of 2014.

Volunteering in my community has long been a passion of mine. From 2003 to 2012 I volunteered as a Camp Counselor at Camp Hope, a summer camp for kids who are HIV positive. There are no words for what an amazing experience this was and one that I'm so grateful to have had. In 2008 and 2012 I volunteered to drive disadvantaged and disabled voters to the polls. It was truly inspiring to witness people who don't take their RIGHT to vote for granted, no matter the obstacle!

Currently, I volunteer at the Larimer County Humane Society. I began volunteering with animals in 2002 and continue to do so today. Anyone who knows me, knows that I LOVE animals! I can't imagine not having them in my home and can't imagine not doing something to help and care for those without homes. One of my goals as your Domicile Executive Board Member will be to coordinate a variety of community volunteer opportunities for the Denver Membership. Volunteering helps encourage activism and is one of the many ways we can strengthen and unify the TWU Local 556 Membership in Denver.

Needless to say our Union is also a passion of mine and I am very much looking forward to beginning my work as Denver's Domicile Executive Board Member. One of the first orders of business will be nominating and electing new Shop Stewards in the next round of Membership Meetings. I am a firm believer that anyone who has a passion and desire to do Union work should have the opportunity to do so! If you have the desire to help serve our Local's Membership as a Shop Steward, please let me know so I can make sure to nominate you at the next Denver Membership Meeting.

I want to thank the Denver Membership for giving me the opportunity to serve you. I welcome your suggestions, questions, and yes, even your criticisms. Now, more than ever, we need to be united and come together to make our Union stronger.

Our Local is only as strong as its Members! I'm ready to build a stronger more inclusive Local through communication, fostering and encouraging new Shop Stewards and other Union volunteer opportunities for ALL Members, and education!

Jessica Parker
DEN Flight Attendant
and DEN DEBM
jparker@twu556.org
214-640-4356



Thank You

In the Rocky Mountains you can never be quite certain when spring will actually arrive. Don't be surprised if you run into a snow day in May while you're trying to commute to work. Spring is the time for all things to begin anew. Do a little house cleaning, catch a game at Coors Field or take a hike near Red Rocks. Colorado offers infinite possibilities. Try something new and fun today!

The Denver Inflight office has grown again. New to the team are Base Manager Tammi Feuling, Assistant Base Manager Hector Barrera, Supervisor Matt Edmonson and Coordinator Janet Rhea. Cetta Larabee has fully transitioned to her role as Senior Manager of Base Operations and will oversee the Denver, Oakland and Las Vegas Bases. The new Denver Base hours on the weekends are 0500-1530. If you know you'll need assistance on those days please plan accordingly.

Once again Denver has added more Flight Attendants. Soon we'll surpass the 1,200 Member mark and expect to add more over the summer months. While this is great for everyone's seniority it also means more competition for commuters. If you commute, please familiarize yourself with the commuter policy to protect yourself in the event you may need it. For those of you who have considered moving to Colorado now would be a great time to make that happen. Summer here is full of great opportunities and even better weather.

Finally, I would like to congratulate all of our Denver Members for achieving the honor of 2014 Inflight Base of the Year. Each and every one of you has contributed to the continued success of the Denver Base and is definitely deserving of this award for the second straight year. Plans for the celebration are currently under way. Please stay tuned for all the details.

If you have any questions or concerns, please don't hesitate to contact me at csullivan@twu556.org. You can also use the old school method by dropping a note in my Southwest Airlines mailbox (#65925).

Chris Sullivan
former DEN DEBM



Houston

Welcome

Hello Houston! I'm David Jackson and I am thrilled to have been elected as your Houston Domicile Executive Board Member. I have met many of you during my eighteen years in Houston, and I look forward to meeting those of you I have not yet met. I have been a Shop Steward for many years and recently a Contract Action Network (CAN) Leader. You may have seen me on the 10th and 26th of every month in the lounge with Negotiations updates and Contract education.

On a personal note, I am a father of one and soon to be, two boys! I now realize why so many Flight Attendant moms and dads truly love their overnight time! In speaking with many of you on the plane and in the lounge I believe we have many of the same interests and conflicts in common. I know I will represent you well in the Boardroom.

Moving forward I hope that we can increase Membership involvement in all things Union. From committee work to volunteer work, from elections, to Union Meeting attendance; there are several ways you can be involved in your Union. We have several standing committee's that are listed on the Union Website that may interest you. We also have Shop Stewards in every base that handle Fact-Finding Meetings and other duties for the Domicile Executive Board Member. Elections for Shop Stewards will be during the first Membership Meeting, which will be held sometime after May 1. The date is TBD at the time this article was written, but please check the Union Website at TWU556.org for updates. To become a Shop Steward you must be off probation at the time of the nomination and you will be elected by secret ballot within the Membership Meeting. If you think this is something that would interest you, please reach out to me so we can make sure you are nominated.

In closing, I'd like to thank you for electing me as your Domicile Representative. I'd also like to thank Valerie Boy for her three years of service and hard work in the Houston base, I hope to carry on the tradition.

David Jackson
HOU Flight Attendant
and HOU DEBM
djackson@twu556.org
214-640-4310



Thank You

Elections have wrapped up and there's a new Base Rep in town. David Jackson will be representing Houston beginning May 1. If you haven't met him yet, he has a long list of service to our Local. He has been a Shop Steward for six years, has served on several committees and is a Team Leader for our Contract Action Network (CAN). Houston also has Board representation in Crystal Reven in the Board Member at Large position. Crystal is a prior Base Rep, a CAN Team Leader and chairs the Uniform Steering Committee with Mark Savage. I'd also like to extend a warm welcome to all new Board Members and welcome back to those returning for another term. As we aim for a Tentative Agreement, it's important to support them and the Negotiating Team. Let's stick together. Don't forget to wear your Union Pin every time you wear your wings!

Inflight Supervisor, Ginger Fraley, is moving into a position called Onboarding Supervisor. From what I understand, Onboarding Supervisors will be conducting audits on flights and helping New Hires get acclimated. The new audit forms they're using (on iPads) do not include a comments section, which should prevent the perception of biased or opinion-based comments.

Recently we've seen a rise in incidents related to slides on the exit doors. Circumstances surrounding these incidents have varied, but nonetheless I am compelled to remind you all to double check your doors. The "A" Flight Attendant should be waiting for the jetbridge to start moving before making the Disarm/Crosscheck PA.

On a final note, it has been an absolute honor serving Houston on the Executive Board. I may very well throw my hat back into the ring in the future because it truly has been a great experience. For now, my task at hand is home-schooling my daughter. I have done my best to get David up to speed and remain available to him and to all of you. As always, thank you for all you do and I'll see you all on line.

Valerie Boy
former HOU DEBM



Base News

Las Vegas

My Mom taught me long ago that not everybody is going to agree on everything all the time. Those words rang true during our recent Officer Elections as I heard from some of our Members that our election process felt divisive and counteractive to our Unity.

With more than 13,000 Members representing various backgrounds and work histories, it's natural to have a difference of opinions and that's a wonderful thing. We won't always agree on everything but we can agree to apply the Golden Rule; respect others' opinions as we would want our opinion respected. Our unique backgrounds generate varied perspectives, which spur new ideas to help strengthen our Workgroup.

TWU Local 556 is a Membership-driven Union, and our election process is one avenue to allow our Members' voices to be heard. You can also exercise your voice by attending a Membership Meeting to propose a Bylaw Amendment, elect Shop Stewards, ask questions, or offer suggestions to draw upon our different strengths to encourage Union involvement. Unity doesn't mean that we have to think or feel the same way. Instead, unity means embracing our differences while focusing on our commonalities.

We can move forward by acknowledging that we are more alike than different and that we have many goals in common - we want to work in a safe environment; we want to protect and enhance our industry-leading Contract, we want our beloved Airline to grow while maintaining our flexible schedules, and we want Southwest Airlines to remain profitable while feeling our hard work is rewarded so that we may continue to support ourselves and our families. Let's progress by remembering that the driving force behind the Labor Movement is Brothers and Sisters standing side by side fighting together instead of standing toe to toe fighting against each other.

I would like to congratulate Las Vegas Based Flight Attendant Gina Duvall on earning the President's Award. Gina developed a program to introduce aviation to early childhood education with a program called Early Birds. Her ideas improve classroom lessons by applying real-world applications of our Airline to children's core curriculum. She has worked very hard to grow her vision into a reality enriching the lives of children. Many schools in Albuquerque are benefitting from her dedication and soon she plans to expand her program coast to coast.

Las Vegas is filled with many amazing Flight Attendants and I'm very thankful for the opportunity to represent you as your Domicile Executive Board Member.

Rachel Brownfield

LAS Flight Attendant
and LAS DEBM
rbrownfield@twu556.org
214-640-4344



Oakland

Thank you Oakland Flight Attendants for electing me as your Oakland Domicile Representative to the TWU Local 556 Executive Board. Over the past four years we have accomplished a great deal and I'm excited to continue the work that we have begun in Oakland. At the base level we will continue to focus on the three areas - Member participation, Member education, and Member advocacy.

Member participation is an important component of our organization. TWU Local 556 is run democratically and is responsive to its Members. As such, we need to do our part and continually make our voices heard. So, we will look to build upon our high level of voter participation. We will continue to show up and cast votes in Union Elections, Contract ratifications, and we will continue to participate in Union surveys when asked. I was so proud to see that 54% of Oakland Flight Attendants cast a vote in this last TWU Local 556 Officer Election and that this was the highest rate among all the bases.

As TWU Local 556 Education Committee Chairperson I have worked to provide Members with resources that have helped explain our Contract in easy to understand formats (visit www.TWU556.org and click on Contract, then scroll down to Contract Education Guide Book for one such example). At the base level this work has continued as the Oakland team has worked to educate Members on our Contract, on changes to California state law, on California Kin Care, and why it's important to support candidates for public office who support our right to collectively bargain with our employer, Southwest Airlines. Over the next three years we will continue this important work of Member education. Because after all, education is power and we are a powerful group.

Finally I would like to touch upon Member advocacy. In Oakland we have a strong team of Union advocates.

Over the past three years we have worked to provide the best representation for our Members when they are called upon for mandatory meetings with Management, we have advocated for safe and secure parking, and our team worked to protect California Kin Care. Of course all this work could not have been done without the help of our invaluable Oakland Shop Stewards. Day in and day out this team has worked tirelessly to better the lives of TWU Local 556 Members. I would like to thank all the Oakland Shop Stewards who served over the past three years and encourage those interested in serving to step up and get involved. Shop Steward elections will take place at the next scheduled Membership Meeting. Check the Union Glass Case for meeting date and time.

Thank you Oakland Members; onward and upward.

Matt Hettich

OAK Flight Attendant
and OAK DEBM
mhettich@twu556.org
214-640-4336



Orlando

I want to first begin by saying THANK YOU for the opportunity to continue to serve as your Domicile Executive Board Member for the next term. It is truly a privilege to continue to represent the BEST Flight Attendants in the industry, and I sincerely appreciate your support. The theme of this Unity Magazine is 'Build It Together'. Not to be confused with the theme from Lowe's Home Improvement Store, Let's Build Something Together, although the two do go hand in hand. Building Unity together strengthens our Membership at TWU Local 556. I encourage you to write somebody up- NOT in the form of a negative Irregularity Report, but in the form of a positive LUVNote or internal commendation!

Now more than ever, during our Contract Negotiations and beyond, we need to show our great Company and our fellow Brothers' and Sisters' Local Unions that WE ARE TWU Local 556. So grab your ink pens and start 'writing', It's ON!

It appears that Flight Attendant's delaying flights are on the rise, at least by the delay code that is being written on the Dispatch Reports when a delay occurs. The delays are for various reasons and while some delays are unavoidable, a delay of flight written on a Flight Attendant will result in a Fact-Finding Meeting. Make sure you arrive at the gate on time and double check your lobby and report times; and if there are discrepancies, discuss it with your Crew. With Near International departures, you are required to report at the gate 45 minutes prior to scheduled or posted departure. Remember to 'Start Strong' so when you 'End Weak' at the end of your duty day, your on-time arrival ensures you did not contribute to a delay.

Springtime is here, which means thunderstorms and turbulence! If you encounter turbulence while performing cabin service and do not feel safe, do NOT wait until the Pilots call you, they may be too busy trying to navigate to a different altitude. Take your jumpseat or nearest Passenger seat immediately! A broken back is not worth a snack pack and a concussion is not worth a coke. Secure yourself until it is safe to resume cabin service or you could find yourself the recipient of what's behind door number two: An OJI!

I would like to say THANK YOU to the outgoing Executive Board Members who served our Membership the past three years! It was my pleasure working you. Welcome to the newly elected Executive Board Members- Here's to the next three years of "Building Together" A GREAT TWU Local 556!

Jimmy West

MCO Flight Attendant
and MCO DEBM
mco-debm@twu556.org
214-640-4311



Phoenix

Greetings Phoenix ... I want to take this opportunity to thank you once again for placing your trust in me for the next three years.

As the old Board winds down and the new Board takes office in May, I want to take a moment to thank the outgoing Board Members for their service to the Membership. First off, I want to thank Rob Riddell and Tina Coffee, who were Board Members at Large for the 2012-2015 term. I didn't know either of them very well before I took this job-I flew with Tina once and loved her articles in Unity and got to know Rob a little bit before the 2012 election. Now I consider them two of my closest friends. From the funny antics of Tina, who drew a beard on my picture in the glass case to the many times that all three of us traveled back and forth to Dallas, I will really miss them.

I want to take a moment to tell you a funny story about Rob. Before he got elected, he told me he thought the job consisted of martini lunches. Boy was he surprised. I still think of the martini lunches comment from time to time and I told Rob I will buy him a martini when we have dinner at our last Board Meeting. Best wishes to both of you...I will truly miss you.

I also want to thank outgoing Domicile Executive Board Members Valerie Boy (Houston), Chris Sullivan (Denver), and Andrea Garnett (Dallas) for their service to the Membership.

The focus of this issue of Unity is "Build It Together" and is very appropriate in the sense there will be a few new Board Members along with several returning Board Members, thus giving our 2015-2018 Executive Board a variety of experience. I want to welcome incoming Denver Domicile Executive Board Member Jessica Parker, incoming Houston Domicile Executive Board Member David Jackson, and incoming Dallas Domicile Executive Board Member B.R. Ricks to the Board. I also want to welcome our two newest ladies who were each elected as a Board Member at Large: Crystal Reven and Sam Wilkins. I used to be on the Board with Crystal when she was the Houston Domicile Executive Board Member and flew with Sam when she was Phoenix-based. I was also at the TWU International Convention with Crystal, Jessica, David, and Sam. I know Crystal fairly well, but don't know Sam, David, B.R., or Jessica very well, but I look forward to working with them to improve the lives of our Members. As far as the rest of the incumbent Board Members, I also look forward to working with them to improve the lives of our Members.

Don't forget to show your support for our Brothers and Sisters at Southwest Airlines Pilots Association (SWAPA) and TWU Local 555 who are also in Contract Negotiations.

In closing, thanks again for placing your trust in me and feel free to call or email me if you have any questions or concerns.

John DiPippa

PHX Flight Attendant
and PHX DEBM
jdipippa@twu556.org
214-640-4314



Airline Angels

by Robin Brewer



The intent of our Airline Angel article is to highlight some of the wonderful things our Flight Attendants do in their communities, and to inspire others to give back. We are a fortunate group of people to be able to have this fabulous job. Noted, many of you are raising families and time is a big issue when deciding to get involved ... well here is something for you - consider donating platelets. You are helping people while getting a couple of hours to yourself.

To some this may sound scary, well here are some facts to help you understand:

- During a platelet donation, a small portion of your blood (about 1/4 pint at a time), is drawn from your arm and passed through a sophisticated cell-separating machine. The machine collects the platelets and safely returns the remaining blood components, along with some saline, back to you. After the donation you can resume your normal activities, avoiding heavy lifting or strenuous exercise that day.*
- A single platelet donation can provide enough platelets for a full therapeutic dose for a patient in need. In fact, some platelet donations yield enough platelets for two or three therapeutic doses. By contrast, it takes four to six whole blood donations to produce a single therapeutic dose. *

This process does take longer than a regular blood donation, but most locations have TV's at the reclining chairs, which allows you to bring a DVD, or pick a DVD from their selection or simply watch TV. You'll be engrossed in your movie and while you won't forget you are donating platelets, you shouldn't be in pain after the initial sting of the needle prick. Imagine ... you are helping people while relaxing and watching a movie!

The staff is also great! They constantly monitor you and check to make sure that you are comfortable. You can get cold during the process, so they provide blankets.

Now because I have donated several times, here are some things that have been helpful to me as a Flight Attendant:

- If you fly International flights, I would suggest asking for a donor travel card and marking the dates and where you flew international, whether for work or personal travel. Then when asked about traveling international, you have that information at your fingertips.

- Go with a friend! You are both doing something helpful and you can spend time together. I've donated platelets along with a Flight Attendant friend, Ginny Carter. This provided us a great time to "catch-up."
- Donate on a day off! I strongly suggest that you schedule this at the beginning of a few days off. You can't just do this and then go throw your bag on a plane! Take it easy... you just did a good deed!

I am happy to tell you that many Southwest cities have their local American Red Cross listed as a place where their volunteer time can be used for Tickets for Time (SWAlife>luv culture>swa cares). Consider adding your American Red Cross if it is not already listed. So you are helping in yet another way!

* <http://www.redcrossblood.org/donating-blood/types-donations/platelets>



Leigh Durham-Plath is an Atlanta-based Flight Attendant.

Leigh Durham-Plath donating platelets ... looking pretty happy.



Leigh Durham-Plath and Ginny Carter (a Baltimore-based Flight Attendant). Both are platelet donors.

For more information, go to: <http://www.redcrossblood.org/donating-blood/types-donations/platelet> or call the 800-RED-CROSS number for a platelet appointment

Free Cake and Ice Cream at Membership Meetings

by Lori Lochelt

Good Day Friendly Flyers! It's almost that time again, a time so many of us (well, maybe a few of us) look forward to with planning and preparation. What is afoot, you ask? The biennial amendment of the TWU Local 556 Bylaws!

Ok, so maybe it's not as exciting as summer vacation plans or weddings or a myriad of events but it is an occurrence the Membership should be aware of, just like Membership Meetings, elections, and Contract Negotiations. The Bylaws are, along with the TWU International Constitution, THE governing document of our Local. They spell out what our Local represents, the objectives of the Local, Membership requirements, the constitution of the Executive Board and Committees, Elections, Shop Stewards and much more. There are currently thirteen articles in the Bylaws and they may be amended biennially, or every two years.

Any Member of TWU Local 556 may make a motion to amend, and any changes must be ratified by $\frac{2}{3}$ of the Members who attend the meetings and vote. In 2013 there were 52 motions to amend: only fourby motions passed the subsequent Membership vote. Every time we amend the Bylaws, they must be approved by TWU International to ensure that they are compliant with the Constitution and all labor laws. As in past years, motions to amend will be taken at the second round of the 2015 Membership Meetings usually in June/July and those motions will be voted on by those in attendance at the third round of Membership Meetings later in the year.

So how does one make a motion to amend a Bylaw? Here is an example of one I am considering this year:

"I move to amend Article V, Membership Meetings, to add letter (m) The Union shall provide free cake and ice cream at all Membership Meetings."

Another Member, or myself, may make an amendment to this motion: "I move to amend the motion adding after "ice cream" the words "and lattes, mochas, and frappuccino's."

Since the motion will not be voted on in the same Meeting it was put forth, it MAY be amended at subsequent Meetings and we could end up getting all kinds of free food and beverages at our Meetings IF all amendments AND the original motion are voted in at the last round of Meetings. Clearly it takes a lot of planning and communication in order to get desserts at our meetings.



Most Bylaw Amendments build on past updates and are the result of keeping up with changes in our Local and/or the size or scope of our Membership. Past amendments include adding the Domicile Executive Board Member



position, removing or adding Standing Committees, or even changing how often the Bylaws may be amended. It can be tricky to decipher just how specific a Bylaw should be: do we need to offer gluten-free cake or dairy-free options at our Membership Meetings? Perhaps an item such as this should be in a procedural manual rather than the Bylaws? In general, Bylaws are meant to be broad in nature. However, amending the Bylaws is the only way a rank and file Member has of directing the Local and Executive Board in the manner in which we do business. Bylaw amendments do take some planning, if only to ensure that the language submitted enhances and does not hinder the ability of our Executive Board and others to efficiently and effectively run our Local.

For those who may be considering making a motion to amend the Bylaws, I recommend reading them thoroughly AND taking a gander at the TWU Constitution to get a good understanding of what is currently in place. Both documents may be found on the twu556.org Website. Also, have your amendment in writing for the Recording Secretary AND be prepared to present arguments in favor of your language. I look forward to looking through the amendments that are proposed this year.

Lori Lochelt is an Oakland-based Flight Attendant, Shop Steward and Co-Chairperson of the TWU Local 556 Board of Election.

What Does the Executive Board Do?

by Todd Gage

On May 1, your newly elected TWU Local 556 Executive Board officially began its three-year term. Over half of the seventeen Officers have sat on previous Executive Boards. Nevertheless, a new term is a good time to start fresh, take what has worked in the past, learn from what did not, and pull from those new Officers who come with a different perspective and move the Membership forward.

The Executive Board is governed by the TWU Constitution, the Local's Bylaws, and Membership Motions that have been passed. The President is the leader of the Union but works at the will of the Executive Board who works at the will of the Members of TWU Local 556. Along with the three governing items mentioned above, there is a strong system in place for checks and balances.

The Executive Board meets, at a minimum, once a month to execute the "business of the Union." Meetings are usually held in Dallas at the TWU Local 556 Office, but can also be held via conference call when sensitive agenda items need to be addressed. The "business of the Union" encompasses a wide spectrum of responsibilities. One of the most important responsibilities is overseeing the Union's finances. The Executive Board gets a chance to review a real time budget created by the Financial Secretary-Treasurer. The budget shows the amount of money coming in and go-

ing out. This is when a metaphoric microscope is used to review all expenses, to the penny, ensuring that the Membership's dues are being spent wisely and in the best interest of the Members of TWU Local 556. Another important responsibility of the Executive Board is to review the current grievances. The Grievance Chair presents all newly filed grievances to the Executive Board. All facts of the cases are presented, as well as the arguments for both the Union and Management. It is then determined by a majority vote whether or not the case has enough merit to continue on to the next phase, Board of Adjustment or Arbitration.

... that is what we were elected to do, protect and fight for the Members of TWU Local 556.

Some other responsibilities of the Executive Board are reviewing committee reports, addressing Southwest Airlines Management with concerns from the Membership, and ensuring the goals that were set forth in the Strategic Plan are being executed. The Strategic Plan derives from a brainstorming session of the Executive Board determining what goals and ideas it would like to accomplish. It is a great way to measure what

is being accomplished and what needs additional attention to better TWU Local 556.

During this first six months of the new Executive Board term, many changes will take place. The Executive Board will appoint Committee Chairpersons to each of the committees of the Union. Per the Bylaws, Shop Stewards must be elected at the Membership Meeting immediately following an Officer election. The Executive Board is responsible for setting up the important training for the new Shop Stewards. Since this is an odd numbered year, the Bylaws become amendable as well. This is no small task. After Members submit their proposed amendments, the Executive Board must review and determine if the amendments are legal per the TWU Constitution and all other applicable laws. With the help of Legal Counsel and TWU International, this time consuming task is accomplished. The Bylaw Amendments are then brought back to the Membership to be voted on at a Membership Meeting.

Did I mention that while all these responsibilities are taking place, the Executive Board remains available daily to take Members calls, questions, emails, and represent the Membership at many levels? It will be a busy three years, but that is what we were elected to do, protect and fight for the Members of TWU Local 556.



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

TWU Local 556 Scholarship Program



Education is important to TWU Local 556. Our Local is proud to sponsor two scholarships: the Paul Gaynor and Madeleine Howard Scholarships.

The Madeleine Howard Scholarship: one scholarship per year will be awarded in the amount of \$2,500 to a TWU Local 556 Member or family member of a TWU Local 566 Member. Scholarship Selection is based on the applicant's capacity toward serving others. Special consideration will be given to applicants who have demonstrated a level of service toward TWU Local 556, organized labor, or the Labor Movement.

The Paul Gaynor Scholarship: one scholarship per year will be awarded in the amount of \$2,500 to a Member of TWU Local 556. Selection is based on capacity for Leadership, growth, and active involvement or commitment to the Labor Movement.

Visit **www.twu556.org** and click *Scholarships* on the right hand side to download an application.

Applications must be postmarked by **June 30, 2015.**

Scholarship application and essays must be **postmarked by June 30, 2015.** Applications will be judged and awarded by the TWU Local 556 Scholarship Committee consisting of the Local President, Scholarship Committee Chairperson, and one individual chosen by the TWU Local 556 Executive Board from the academic or labor communities. **Awards will be announced on August 20, 2015.** Notice of the winner will be published in Unity Update and in the Union bulletin boards in all bases.

Grievance Team Update

by Becky Parker

Happy Spring everyone! It is a very exciting time for our Local with new Leadership in place and new goals for our future. In this article, I will talk about the Grievance Committee's Strategic Plan and will provide a brief grievance update.

Strategic planning is very important in that it is utilized to define the direction we will be working towards while allocating resources to pursue the plan. There are current plans in place and more plans developing that will enable us to become a stronger, more productive and more efficient Union and we are excited to follow through and meet our goals this year.

The Grievance Committee has put together what we believe to be a plan that will allow us to improve customer service, enhance time Management, reinforce training and significantly improve conflict Management techniques. Because conflict defines nearly every aspect of grievance work, we must ensure the interests and concerns of all Members and the Southwest Airlines Management are considered and met timely, efficiently and effectively. We are also planning to hold more grievance summits and will continue to work effectively with Management to find resolution to all issues that arise. We are confident these plans will serve us well and are hopeful to reduce our grievance numbers significantly.

We began 2015 with 122 grievances on file. As expected with the winter season, the number of grievances increased. We currently have 148 grievances on file as of the March 27, 2015 report. The typical winter weather experience was the main cause of increased grievances. Due to the weather issues, we experienced re-routes, unscheduled RONS, delays, cancellations, hotel and transportation issues, payroll issues, etc. The winter weather certainly caused an increase in Contract violations, No Shows, MBL's, UTC's and more as usual, and we are working diligently to resolve these issues.

Of the 148 grievances on file we broke them down for your review. We currently have 17 Termination grievances, 16 group grievances, 56 non-term discipline grievances and 59 Contract grievances.

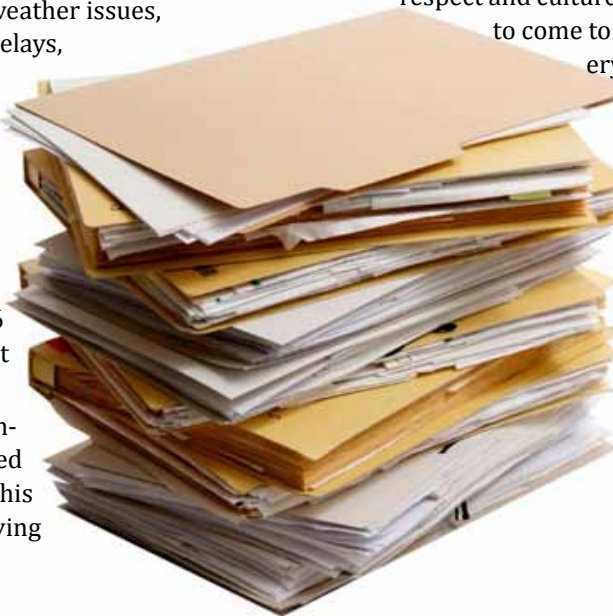
In the first quarter of 2015, TWU Local 556 entered 154 new cases into our database that ended in resolution prior to the filing of a grievance. This is significant and contributes to our strategy moving

forward to resolve conflict as soon as possible. This also lends to the development of our plan to improve customer service and increase the timeliness of resolving issues coming up on a regular basis. Our goal for time Management is to find resolution before the filing of a grievance. Our strategy is working so far. Although these 154 cases were resolved prior to filing a grievance, we did file 137 new grievances. On a positive note, the Union and Management settled 68 of the 137 grievances filed in the first quarter of this year. This is incredible. To put it into perspective, we successfully resolved half of the grievances filed in a three-month period. This is definitely an example of working in the right direction. We plan to improve this as well, over the course of this year.

Our goal for time Management is to find resolution before the filing of a grievance. Our strategy is working so far.

I have talked a lot in the past about conflict resolution surrounding grievances and the importance of maintaining a good relationship with Management. The numbers I just talked about reflect a good example of why it is important to maintain a good working relationship with Management. I say this again; we do not get problems solved just by working with only the Union. It takes Management's willingness and participation to come to a mutual agreement. I cannot stress enough how important it is to have trust and respect between Management and Union. I have personally heard from time to time that some individuals feel as though the Union is wrapped up in the arms of Management (my choice of words because I do not like the phrase I have heard). Rest assured, this is not the case. We simply work together in order to maintain trust, respect and culture, which are things we need to come to a win-win outcome for everyone.

It is a strategy, and it works. However, there are situations where the Union and Management are unable to come to a resolution. In these situations, we proceed to Board of Adjustment (BOA) or Arbitration.



Becky Parker is a Dallas-based Flight Attendant and serves as the Chairperson of the TWU Local 556 Grievance Committee. bparker@twu556.org 214-640-4321

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I also want to send another friendly reminder to all Reserve Flight Attendants regarding the Class 1, Section 17 Work Rule. We continue to see Termination grievances surrounding this Work Rule. Please remember, you must always be within two hours driving distance of your domicile while sitting Reserve. If you fail to be within two hours driving distance of your domicile for any reason during your Reserve contact hours, Management will likely proceed with termination of employment, once all individual circumstances have been considered and you are found to be in violation of this Work Rule.

In closing, the Grievance Committee is committed to work each day for our Members and we remain excited to execute our new plans for a bigger brighter future. We appreciate each and every one of you and are extremely thankful for the contributions you all make each day that contributes to the success of our Workgroup and Southwest Airlines. Please continue to give us your feedback, ask questions and always contact your Union for anything. We are here for you!



"In the interests of time, I'll also tell your side of the story."

The Evolution

by Cuyler Thompson

Prior to 2008, Southwest Airlines had been operating under an exemption by the Federal Aviation Administration (FAA) from the Code of Federal Regulations (CFR), Title 14, Part 121.391 which prescribes that all three Flight Attendants must be on board the aircraft any time Passengers are present. This exemption allowed Southwest Airlines to enplane and deplane flights with only one Flight Attendant on board, as long as the Flight Attendant was stationed at the primary exit: the forward entry door. Flight Attendants utilized this exemption frequently. Often, two of us would leave the aircraft for food, phone calls, bathroom breaks, etc. and did not have to be back on board the aircraft until a few minutes prior to "push time." The "C" Flight Attendant was responsible for walking Unaccompanied Minors (UMs) off the aircraft and often did not return until a few minutes prior to departure. We frequently boarded Southwest Airlines flights with only one Flight Attendant on board.

During the summer of 2008, Southwest Airlines lost its exemption to CFR Title 14, Part 121.391. As a result, no Flight Attendants were allowed to leave the aircraft at any time while Passengers were on board. This was devastating to us and was also a major shift in our Flight Attendant culture! We were no longer allowed to leave the aircraft for food, phone calls, bathroom breaks, etc. As a result, Inflight Management set up tables of sandwiches in the Flight Attendant Lounges for us to take with us on our trips. We transferred custody of UMs to Operations Agents (Ops Agents) or "Sweepers" at the door of the aircraft who took them to meet their parents, which led to many reports of UMs being "lost."

Both the Union and Southwest Airlines petitioned the FAA to reinstate the exemption. After months of lobbying the FAA, we were relieved when Southwest Airlines was granted a "partial exemption" to the CFR, which was better than no exemption at all. The partial exemption, now currently in place, was granted by the FAA in early 2009. This current exemption allows two Flight Attendants to leave the aircraft during deplaning, as long as one Flight Attendant is stationed at the primary exit: the forward entry door. One of us can leave the aircraft for food, phone calls, bathroom breaks, etc., but all three (or four on a 737-800) Flight Attendants must be on board and spaced evenly throughout the cabin before the boarding process can begin for the next flight. Please remember that the "boarding process" includes preboards, including deadheading Crew Members/Pilots and jumpseaters.

Even after the FAA granted the partial exemption, Flight Attendants were still not responsible for taking UMs off the aircraft. Ops Agents or Sweepers were still required to sign for the UMs at the forward

The agreement reached on the new UM Procedures was a compromise.

of Our UM Procedures

entry door, and walk them up the jetway to meet their parents/guardians. Management (and many Flight Attendants) believed that Southwest Airlines could best care for our UMs if the responsibility of walking UMs up the jetway to meet their parents was transferred back to the Flight Attendants' list of duties. However, because the responsibility for UMs now belonged to the Ops Agent, Southwest Airlines Management had to gain approval for this change from TWU Local 556 Leadership.

Article 5 (Definitions) of our Collective Bargaining Agreement (CBA), or Contract, with Southwest Airlines states, "Flight Attendants will not be required to perform the work normally assigned to a Cleaner, Provisioner, Ramp, or Operations Agent." Reassigning the duties associated with the care of UMs off the aircraft to Flight Attendants could have been considered a violation of the "scope" of our Contract.

After months of discussions, during which several proposed changes to the language of the Flight Attendant Manual regarding UM Procedures were exchanged, TWU Local 556 reached an agreement with Management to transfer the duties related to UMs at arrival stations back to the Flight Attendants. The agreement was reached only after Management agreed to changes proposed by the Union to the previous UM Procedures that were in place prior to 2008, when Southwest Airlines originally lost its exemption to CFR Title 14, Part 121.391.

The agreement reached on the new UM Procedures was a compromise. Management and the Union recognized that the new "partial exemption" allowed one Flight Attendant to leave the aircraft during deplaning for food, phone calls, bathroom breaks, etc. The Union agreed that the one Flight Attendant would also walk the UMs off the aircraft and transfer custody to the parent/guardian ONLY after Management agreed that the Ops Agent working the flight would assure that either the UM's parents or a Sweeper was present to take custody from the Flight Attendant when the aircraft arrived at the gate. The language of the Flight Attendant Manual was revised to reflect this change to our UM Procedures.

The Ground Operations Manual (GOM) was also revised to ensure that Ops Agents made the necessary arrangements for the custody transfer of the UM to occur immediately upon deplaning the aircraft, thus allowing the Flight Attendant to leave the aircraft for food, phone

SOUTHWEST AIRLINES		Unaccompanied Minor	Date August 19, 2008	Accepting F/A Emp#
Madison Brown		Age 7	Gender Female	
Flight 1334 Origin PHL		Destination MHT		PNR 228Q9Z
Parent/Guardian at Origin		Parent/Guardian at Destination		Alternate Contact
Name: Deborah Brown		Name: Ann Brown		Name: Donald Brown
Relationship: Mother		Relationship: Grandmother		Relationship: Grandfather
Home: (800) 547-3205		Home: (517) 924-7580		Home: (517) 959-1858
Address: 5887 SHIPLEY ROAD		Address: 144 BELL PLANE		
City: GREENVILLE		City: WATERTOWN		
State: PA Zip: 19609		State: MA Zip: 02147		
I certify that the information provided above is accurate. Additionally, I agree				
Parent/Guardian Signature				
Page 4 *ARRIVING PARTY MUST HAVE POSITIVE				



calls, bathroom breaks, etc. The GOM, Section 4.2.3.5, prescribes that prior to the arrival of the aircraft, "Either the Operations Agent or the Customer Service Agent at the gate makes an announcement to inform the parent/guardian of the designated location to meet UMs upon flight arrival." The GOM goes on to say that, "If the parent/guardian has not arrived, the Operations Agent must call for a Sweeper to take internal custody of the UM." Then, upon opening the aircraft door, the Operations Agent must inform the Flight Attendant where the parent/guardian meeting the UMs are located in the boarding gate area or if a Sweeper has been called.

In the spirit of cooperation, both the Union and Southwest Airlines Management petitioned the FAA to reinstate the lost exemption to CFR Title 14, Part 121.391. After the FAA granted us a "partial exemption," and once again in the spirit of cooperation and in a mutual regard for the care and safety of our UMs, the Union agreed that Flight Attendants would once again accept the responsibility of custody transfer of UMs upon arrival at the gate.

When the aircraft door is opened, the "A" position Flight Attendant must verbally confirm with the Ops Agent the number of UMs to be deplaned as well as the location of the parent/guardian or if a Sweeper has been called. If the Ops Agent is unable to verify this information, and/or no parent/guardian or Sweeper is present to accept custody of the UM, Flight Attendants are encouraged to complete an Irregularity Report (IR), documenting the situation.

It is my hope that perhaps with increased documentation that the UM Procedures are not being followed as agreed upon, Southwest Airlines Management will once again uphold this compromise for the benefit of the Flight Attendants and our precious Unaccompanied Minors.



Inside Look at Scheduling

by Amanda Gauger

Over the last several months your CAN (Contract Action Network) Leaders and Volunteers have been in the lounges educating our Membership on different articles of our Collective Bargaining Agreement. In addition to your CAN Leaders, Domicile Executive Board Members and Union Office Staff, Crew Scheduling is a great resource to answer many of your contractual questions that affect your daily work life. Schedulers are trained extensively on Article 8-Hours of Service, Article 9-Additional Flying, Article 10-Scheduling/Bidding, Article 11-Reserve, Article 12-Exchange of Trips, Article 32-Attendance Policy and Article 33-Commuter Policy.

As a former Scheduler and current CAN Leader in Las Vegas, I can attest to the importance of understanding our Contract. Every single one of us can recall that day during Initial Training where a mountain of information from Scheduling, Planning, Payroll and Automation was crammed into eight hours or less. It was a whirlwind, to say the least. And although I had the advantage of working with our Contract every day in Scheduling, it was overly apparent that one day is not enough time to learn the rules that govern our workdays and quality of life. This is why we, as Flight Attendants, must utilize the resources available to us to understand our Contract, and Crew Scheduling is one of those resources.

You may wonder what kinds of questions are asked on these exams that our Schedulers are required to take. Here are a few examples—take the challenge to see how well you know your Contract!

1. **A Contractual Domicile Break is calculated from:**
 - a. Block-in to Block out
 - b. Block-in to Check-in
 - c. Debrief to Check-in
2. **AM Reserve contact times are from _____ to _____. PM Reserve contact times are from _____ to _____. These times are in _____ time.**
3. **How many hours are required between two pairings being flown on the same day:**
 - a. One hour block to block
 - b. Four hours block to block
 - c. Two hours block to block
4. **True or False:** A Flight Attendant is covered under the Commuter Policy if the flight is weight restricted.
5. **True or False:** A Flight Attendant on a MDW trip is covered under the Commuter Policy if the commuter flight arrives in ORD one hour prior to check-in.
6. **True or False:** A Flight Attendant can utilize the Commuter Policy for Recurrent Training.
7. **Which of the following is NOT a legal Overlap trip combination:**
 - a. A 3-day pairing followed by a 2-day pairing
 - b. Two 2-day pairings
 - c. A 3-day pairing followed by a turn
 - d. A 4-day pairing followed by a turn



Amanda Gauger is a Las Vegas-based Flight Attendant and is a Contract Action Network Leader (CAN) Leader.

8. Calculate the RDV for the following Flight Attendant on Reserve:

2	3	4	5	6	7	8	9	10	11	14	15
OVH	LRR	LRR		LS17A/FA8	LA9LA/FAC					Report: 1400	LRR
										Release: 1507	
										Credit: 1950A	LRR
										Block: 1445	

9. Split this pairing and prorate the RIG appropriately:

Herb Time <- Click to toggle. ->												Totals			
Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly
13 Feb	478	Rpt 1750 LAS 1850	DTW 2255 Rls 2325	700	99			405	1615	SP		405	535	480	
DTW:1515 Hotel: Four Points By Sheraton #1-734-729-9000 Trans: Hotel Shuttle															
14 Feb	DH 4131	DTW 1510	ATL 1710	700	133			0	100					230	
14 Feb	1010	ATL 1810	MSY 1945 Rls 2015	700	133			135	1925			135	535	180	
MSY:1825 Hotel: Doubletree Airport #1-504-467-3111 Trans: Hotel Shuttle															
15 Feb	4138	MSY 1510	HOU 1630	800	162			120	50					150	
15 Feb	1066	HOU 1720	LAS 2045	700	129			325	50	S				400	
15 Feb	1066	LAS 2135	RNO 2255	700	126			120	30					150	
15 Feb	2498	RNO 2325	LAS 0035 Rls 0105	700	22			110	0			715	1025	130	
Flight Time Color												Total: 1255 2135 1950 A			

10. Calculate the pay for this pairing, including the correct RIG symbols (if applicable):

Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly
14 Feb	3052	Rpt 0910 LAS 1010	LAX 1115	700	41			105	35					120	
14 Feb	3861	LAX 1150	PHX 1305	700	143			125	225					140	
14 Feb	3006	PHX 1530	MCI 1800 Rls 1831	700	129			230	1510	S		450	920	300	
MCI:1409 Hotel: Marriott #1-816-464-2200 Trans: Hotel Shuttle															
15 Feb	3659	Rpt 0840 MCI 0910	STL 1005	700	41			55	55					100	
15 Feb	329	STL 1100	MDW 1205	700	138			103	37					120	
15 Feb	329	MDW 1235	MSP 1400 Rls 1444	700	128			138	1544			325	550	180	
MSP:1446 Hotel: Minneapolis Airport Marriott #1-952-854-7441 Trans: Hotel Shuttle															
16 Feb	440	Rpt 0530 MSP 0600	MDW 0735	700	120			134	133					180	
16 Feb	1157	MDW 0905	LIT 1055	700	53			150	30					210	
16 Feb	1157	LIT 1125	LAS 1500 Rls 1530	700	138			335	0	S		600	1000	420	

So, how did you do?

If you are feeling a bit overwhelmed by some the questions, that is completely understandable. The first year for a Scheduler is a huge learning experience. The day-to-day assigning of Reserves and notifying them of their trips becomes easy to master fairly quickly. However, when a one-time, unique situation or a major weather event occurs, the true challenge of Scheduling begins.

Resolve to get involved in our Union this year! Utilize your Contract App, your paper Contract and all other resources available to understand our work rules. An educated Membership is a the first step to being a Unified Membership.

Answers: 1. - b; 2. - "0300 - 1100, 1000 - 1800, Local; 3. - c; 4. - true; 5. - False; 6. - False; 7. - a; 8. - 5 Reserve Days x 6.0 tfp = 30 tfp-19.50 tfp for trip flown = +10.50 or 1050 on the Reserve Report; 9. Feb 13-15 LAS 2045 pays 16.70, the LAS-RNO turn pays 2.8; 10. 1950 - ADG for a 3-day pairing

737 MAX-8 Update

by Michael Massoni

I hope you all had the opportunity to read the February 3 Inflight Info on the Go (IIOTG) concerning the 737 MAX-8 Galley System Design, written by Sonya Lacore, Southwest Airlines Senior Director of Customer Experience, Strategy & International Operations. As you may or may not be aware, TWU Local 556 Safety has been an integral part of the Galley Design Team from day one, helping to ensure the design of the 737 MAX galleys provides the utmost in safety and ergonomics. This was done in an effort to deliver to our Members, the safest work environment and equipment possible.

The Galley Design Team has done an amazing job designing galleys that were put together for you, Southwest's business model, and built in flexibility for the future. We worked closely with Southwest Airlines Engineering and Marketing Departments as well as Boeing to blend everyone's needs and requirements to come up with the end product. It has been eighteen months of long hard work, and we are so very proud. Here is what you can expect:

- No carts at this time; however, if we need to change our business model, the galleys can easily be changed to accommodate them
- Two Flight Attendants in the aft galley and two Flight Attendants in the forward galleys—the ½ height monument in the forward galley is now a full height-working galley with a coffee warmer
- Two coffee makers in the aft galley—one A/C Left and one A/C Right
- Two locked OHBs—one forward and one aft
- New latches—focusing on Safety and aesthetics
- Quarter turns only where they are necessary for Safety and securing the galleys
- All galleys will be ready to have inserts (chillers/ovens) if our business model changes and takes us down a different path in the future
- Emergency equipment will be located in Galley 2—allowing for OHB space for Customers

The first of many MAX-8 deliveries begin in July 2017. We know you have been asking if we'll have the opportunity to put the MAX-8 galleys on existing orders of -800 aircraft prior to the MAX and/or if we'll have the option to retrofit any



**Galley 1 (G1)
FWD Service**

**Galley 7 (G7)
FWD Entry**

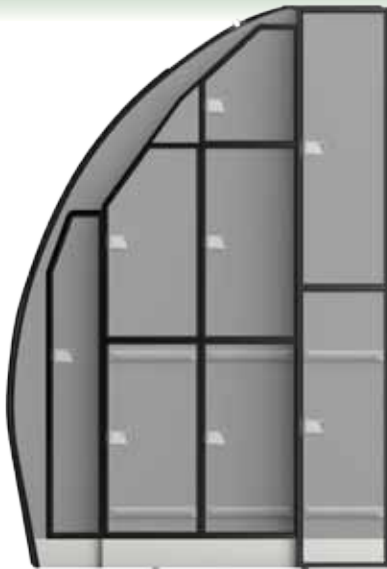
current -800s already flying. We are excited to let you know that we will be cutting into our scheduled -800 deliveries beginning in May 2016, all new -800s that we'll be receiving will have the MAX-8 galley system installed. I know this date sounds like a long way out, but the galleys must pass certification, and May 2016 is the first time after certification that we can make changes to Boeing's schedule. On the other hand, the decision to retrofit our current -800s has not been made. The Company is performing a thorough evaluation of the costs and certification needs, and significant decisions like these take time. I know this is important to you, so I'll keep you posted on any changes on this front as soon as information becomes available.

You can look forward to all Flight Attendants going through a special training event beginning September 2015 through February 2016 (that will be in accordance to Articles 10 and 21 of the CBA). Every Flight Attendant will be trained on the MAX-8 galleys—a complete mock-up of each galley will be in every base for training. In addition, a module focusing on Customer Service and Hospitality will be created since that is a vital piece of who "you" are. Although the special training component is still being determined for Provisioning Agents, we'll be sure to share all of the details as soon as they are finalized.

As part of this article, you will find the renderings for the MAX-8 galley system. I know you will have a lot of questions, so an e-mail address has been created for you to submit your questions/comments. A member of the Galley Design Team will respond to all e-mails, so please send them to futuregalley@wnco.com.



Michael Massoni is a Phoenix-based Flight Attendant and serves as the TWU Local 556 Operational Safety Chairperson.



Galley 2 (G2)
FWD Service
Emergency Equipment



Galley 4B
Aft

This project has been a huge success, and we couldn't be more proud of the Flight Attendants and Provisioning Agent who participated. We now have the opportunity to take a look at and review the 737-700 galleys to see if we need to make any changes as we look forward to the MAX-7 in 2019. In early January, we began conducting an analysis with a large group

of Flight Attendants and Provisioning Agents, and if change is deemed necessary, we will follow the same guidelines that worked so well with the MAX-8.

You can expect updates throughout the year on progress being made on the 737 MAX project.

Boarding Procedure Change Notice

by Michael Massoni

Flight Attendant Manual Revision 15-01 (effective April 10, 2015) added the following action to be performed PRIOR to the commencement of passenger boarding:

The "A" Flight Attendant is to ring one chime on the cabin call system after making the Prepare for Boarding PA
Please note: No other part of "A" Flight Attendants boarding procedures has changed.

In review of Your Flight Beginning to End; 3.0.0 (Passenger Boarding) and 3.1.0 (Commencement of Boarding):

"A" - Must:

- Verbally confirm with the Operations Agent that the Flight Attendants are ready for boarding.
- Make the PA "Prepare for boarding."
- Ring one chime on the cabin call system.

"A" - Must visually ensure "B", "C", and "D" are in boarding position before allowing the first Passenger to board.

NOTE: All of the elements of the above procedures are to be accomplished in order without variance before passenger boarding may commence. Under no circumstances may an Operations Agent substitute for the "A" Flight Attendant in any part of the above procedures.

Board of Election Report

by Susan Johnson

The long process of conducting the 2015 TWU Local 556 Officer Election is now behind us. Preparations began in November 2014 and concluded at the end of March 2015. I'd like to acknowledge and thank **Lori Lochelt** #46466 (Oakland-based) and **Will Browne** #17768 (Chicago-based) for their tireless efforts on behalf of our Membership. Being on the Board of Election is not an easy task, nor is it for the faint of heart. Lori and Will did not shy away from the hard questions and were a pleasure to work with. My sincerest gratitude goes to these two individuals!

congratulations to our newly elected Executive Board!

President

3488 Audrey Stone
2587 Lyn Montgomery

ATL Domicile Executive Board Member

241 Pamela Forte (uncontested)

LAS Domicile Executive Board Member

694 Rachel Brownfield (uncontested)

1st Vice President

2612 Todd Gage
2200 Teri Queen
1169 Corliss King

BWI Domicile Executive Board Member

321 Stacey Vavakas
48 David Garcia
96 Damion West
229 Stephanie Roberts

MCO Domicile Executive Board Member

400 Jimmy West
104 Anita Vinje

2nd Vice President

2957 Brett Nevarez
1833 Kristen Loucks
1198 Don P. Shipman

DAL Domicile Executive Board Member

379 Brian "BR" Ricks
305 Andrea Garnett

MDW Domicile Executive Board Member

699 Donna Keith
174 Roy Soria

Recording Secretary

3443 Cuyler Thompson
2471 Kathleen Gregory Mayeux

DEN Domicile Executive Board Member

247 Jessica Parker
143 Chris Sullivan

OAK Domicile Executive Board Member

528 Matt Hettich (uncontested)

Financial Secretary Treasurer

5092 John Parrott (uncontested)

HOU Domicile Executive Board Member

361 David Jackson
256 LaTonia Paul Benoit

PHX Domicile Executive Board Member

366 John DiPippa
10 Lawrence Jackson
158 Jeffrey Baker
192 Jim Volpe

Board Member at Large

2734 Sam Wilkins
2147 Crystal Reven
569 Melissa Lehr
1678 Michael Massoni
1107 Rickie Spand (Rickie Bobby)
591 Michael Reid Rodriguez
378 Jeffrey Shea
176 Aaron Martin
490 Elizabeth Leapley
417 Eddie Pirl
510 Brendon Remezas

The TWU Local 556 2015 Officer Election saw a significant increase in voter participation over the 2012 Officer Election. The chart below outlines those changes.

Voter Participation

	2012			- vs -	2015		
	#eligible	#voted	%participated		#eligible	#voted	%participated
ATL	N/A	N/A	N/A		610	268	43.93%
BWI	1222	529	43.29%		1407	704	50.11%
DAL	994	507	51.01%		1394	710	52.63%
DEN	N/A	N/A	N/A		896	397	44.31%
HOU	1011	449	44.41%		1271	627	49.33%
LAS	1270	446	35.10%		1484	761	51.28%
MCO	999	356	35.64%		1082	507	46.86%
MDW	1668	672	40.29%		1810	892	49.28%
OAK	1099	371	33.76%		1017	552	54.28%
PHX	1593	555	34.84%		1430	729	50.98%

Total Eligible:	9856	12356
Total Voted:	3885	6148
Overall Participation Rate:	39%	49.76%

OFFICIAL RESULTS for 2015 Officer Election

	ATL	BWI	DAL	DEN	HOU	LAS	MCO	MDW	OAK	PHX	TOTAL
President											
Lyn Montgomery	59	412	559	135	317	188	252	370	57	238	2587
Audrey Stone	205	285	149	257	302	569	245	513	483	480	3488
1st Vice President											
Teri Queen	26	317	480	121	323	182	215	276	47	213	2200
Todd Gage	127	188	144	179	177	445	164	347	469	372	2612
Corliss King	111	170	75	81	114	117	103	255	33	110	1169
2nd Vice President											
Kristen Loucks	23	303	452	97	209	123	182	239	51	154	1833
Brett Nevarez	132	222	155	195	260	519	199	379	425	471	2957
Don P. Shipman	109	156	84	88	138	108	108	252	67	88	1198
Recording Secretary											
Kathleen Gregory Mayeux	57	374	526	129	289	172	235	348	48	293	2471
Cuyler Thompson	197	298	175	246	310	566	243	497	499	412	3443
Financial Secretary Treasurer											
John Parrott (uncontested)	239	551	508	331	483	681	414	767	491	627	5092
Board Member at Large											
Melissa Lehr	4	177	113	19	46	34	36	68	17	55	569
Michael Massoni	25	133	176	91	184	198	163	244	97	367	1678
Rickie Spand (Rickie Bobby)	59	94	222	65	109	187	97	156	57	61	1107
Michael Reid Rodriguez	19	332	41	26	36	33	40	39	10	15	591
Jeffrey Shea	87	23	12	19	18	56	34	111	8	10	378
Aaron Martin	0	15	28	29	34	19	13	22	4	12	176
Crystal Reven	81	137	185	150	341	311	123	236	325	258	2147
Sam Wilkins	157	182	160	199	212	437	157	356	451	423	2734
Elizabeth Leapley	65	55	54	30	38	39	99	55	11	44	490
Eddie Pirl	1	47	164	19	50	18	53	25	10	30	417
Brendon Remezas	1	31	56	25	34	24	61	232	8	38	510

Our newest Officers will be sworn in for the 2015-2018 term
at the May Executive Board Meeting in Dallas.

The chart above breaks out the votes to show how many
people voted in a particular base for a particular candidate.



*Susan Johnson is an Orlando-based Flight Attendant and Shop Steward.
Susan serves as the Chairperson of the TWU Local 556 Board of Election.*

Donning the Shop Steward Cape...

by Valerie Boy

The Shop Steward role is vital to our Union. For many Members, Shop Stewards are the face of TWU Local 556. Shop Steward Elections will take place at the next round of Membership Meetings, so this is a great time to explain the duties and responsibilities of the position. In a nutshell, Shop Stewards represent Members in meetings with Management. They're more than just note-takers. They do research, prep Members before their meetings and are not afraid to raise questions with Management.

Meetings are scheduled around Base Leadership office hours and Flight Attendant's schedules, not the schedule of the Shop Steward. They're not pulled to do meetings and because of grievance time frames, usually only have a few days' notice, sometimes less. Their position requires integrity and fair, unbiased commitment to the Membership. If you're considering running for the position, here is a brief "job description."

The Shop Steward Role:

- A three-year commitment to the Local and its Members.
- Being available to the Union Office – returning phone calls/emails from the Grievance Team in a timely manner.
- Contacting Flight Attendants as soon as possible in order to prep for their meeting.
- Being mindful of grievance time frames by emailing typed notes to the Grievance Team Case Manager within 24 hours after meetings.
- Making sure all meetings are scheduled through the Union Office so procedures are followed through proper channels.
- Sign and honor a Confidentiality Agreement.
- Read Shop Steward Publications and participate in monthly conference calls to stay up-to-date on current issues.
- Attend Membership Meetings.
- Assist the Domicile Executive Board Members with duties in the base.
- Understand Duty of Fair Representation – we represent ALL Members, regardless of personalities or opinions.

What you need to know:

- Our Contract and Bylaws. (Article 8 of our Bylaws is dedicated to the Shop Steward position).
- A good understanding of the Grievance Process (Article 19).
- Flight Attendant Work and Conduct Expectations/Company Policies in the Flight Attendant Binder.
- Familiar with Base Managers, Supervisors and knowledgeable of their Management style.
- Attendance Policy (Article 32) and how it is applied by Management.
- Knowledgeable about resources and committees available to Flight Attendants such as CISM, FADAP, ASAP, Professional Standards, Clear Skies, etc.
- Patience and tact.

As you can see, there is a bit more to the position than meets the eye. We currently have more than 200 Shop Stewards but only about 50 are regularly doing meetings. The training is expensive and much of their knowledge comes from actively participating in Fact-Finding Meetings. If you are willing to commit to the responsibility and feel passionate about protecting our Contract and our Co-workers, please consider running for the position in the upcoming Membership Meeting. If this doesn't sound like your cup of tea, the Union still needs your involvement. Research other Committees within our Union and resolve to get involved.

Where do you fit in your Union?

1. Would you be willing to commute in early to do a meeting and/or Is you schedule flexible to do last minute meeting?
2. Are you familiar with the Leadership in your base?
3. Are you familiar with the ASAP program? Do you know what ASAP is?
4. Can you sit across from Management in a meeting and not be intimidated? Are you comfortable with speaking up?
5. Do you have a good grasp of the Contract?

If you answered yes to all the questions above, the Shop Steward position might be the right fit for you in your Union.



Lucy White-Lehman



Valerie Boy



Stacey Vavakas

Valerie Boy is a Houston-based Flight Attendant. Lucy White-Lehman and Stacey Vavakas are based in Baltimore. These ladies serve as Co-Chairpersons of the TWU Local 556 Shop Steward Committee.

So You Want to be a Shop Steward?

by Damion West

We have all said at one point or another in our career, “Maybe I should be more involved in the Union.” The sentiment is there, but for most of us, it’s easier said than done. A large percentage of our Workgroup commutes, has family obligations and/or life events that make it nearly impossible to do more than fly your normal schedule.

I got involved with our Union because I was interested in helping my fellow Flight Attendants. I sat on the sidelines complaining about the problems, but I finally I decided to step up to the plate and be a part of the solution. In the beginning, like most people, I was super excited because it was a new experience. On my own time, I “shadowed” a more experienced Shop Steward during several Fact-Finding Meetings before I could represent a Flight Attendant on my own. I quickly realized that such meetings seem to come in waves. There were times when I was called upon a lot; other times, weeks or months went by without a call.

During those waves of down time, I stayed involved by participating in Shop Steward Conference Calls, attending Union Meetings, reading Union publications and keeping myself educated with the events of our Local. This was not the advocacy part of the job, but it is a part of the commitment of being a Shop Steward.

If you are thinking about being a Shop Steward, one of the most important things to consider is your role representing a Co-worker during a mandatory meeting with Management. In some cases, the Flight Attendant’s job is on the line. For me, in the beginning, I wasn’t afraid of speaking up in front of Management, but I was nervous that I wouldn’t do a good enough job. This meeting could lead to a Flight Attendant being disciplined and/or terminated. That is a lot of responsibility resting on my shoulders and something that needs to be taken very seriously. The Flight Attendant was counting on me to stand up for them, to guide them, support them and make sure Management conducted a fair meeting. A Shop Steward essentially has someone’s job in their hands and in that meeting, you are the face of the Union. Being a Shop Steward is about standing up for your fellow Flight Attendants no matter what the situation or personal feelings. You must take it seriously and do your best because their career is in your hands.

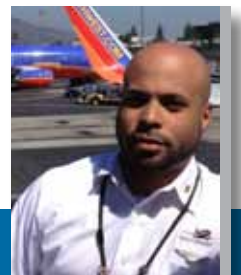
The Shop Steward’s job doesn’t begin when the meeting starts or when the meeting ends. There is a great deal of preparation with the Flight Attendant and the Grievance Case Manager prior to the meeting and more follow up after the meeting. An important component is building trust with the Flight Attendant and making them feel comfortable enough to tell you everything involved in the situation. The more information you have the better you are able to assist them. When Shop Stewards are contacted to do meetings, whether they know this Flight Attendant or not, they are required to handle the information given with discretion and confidentiality.

If you are thinking about being a Shop Steward, one of the most important things to consider is your role representing a Co-worker during a mandatory meeting with Management.



There is another part of the job that takes time and practice to develop. That is taking notes. After the meeting, you have 24 hours to turn in your meeting notes to the Grievance Case Manager at the Union Office. During meetings, the conversation moves back and forth at a pretty rapid pace. There has to be a balance between listening to everything being said, making sure your Flight Attendant does not say something to get them into trouble and writing notes that you can understand later. It is impossible to catch every word said in the meeting, but developing a good note-taking style is important. A Shop Steward’s Fact-Finding Meeting notes will be critical evidence should the case move through the Grievance Process, Board of Adjustment and Arbitration.

I am sure every Shop Steward’s experiences are a little different, but we all start off with good intentions by wanting to get involved and help our fellow Flight Attendants.



Damion West is a Baltimore-based Flight Attendant and Shop Steward.

The TWU Local 556 App

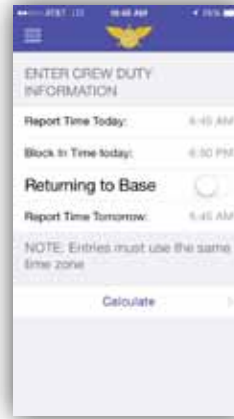
by Erich Schwenk

Over the past few months the Communications Team has been working with a talented programmer to bring our Members a brand new application. While discussing the application with Members we repeatedly heard the need for an updated App for both major mobile platforms, Android and iOS. This new App, which rolled out to iOS users in December and Android users in April, contains:



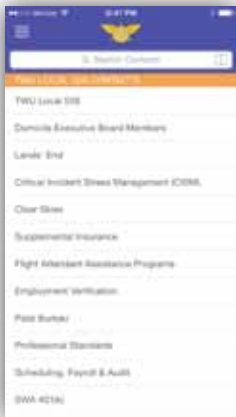
Contract

Your favorite purple-covered, 34 Article containing, booklet of fun is now accessible with the tap and scroll of a finger. This fully searchable Contract even allows you to add bookmarks for your frequently visited language.



Duty Day Calculator

The Duty Day Calculator is your place for legality checks. Currently the app can provide you with information on when you will receive double time for extended duty days and crew rest. The app will also let you know when you are due to receive double the time off at the end of your pairing for experiencing an extended duty period.



Contacts

Tired of looking on SWALife for phone numbers? Look no further. The TWU Local 556 applications cover everything from the Union's Executive Board to Professional Standards, base contacts, Ameridoc and commonly called groups at Headquarters.



News

All of the latest TWU Local 556 news right in your hand.

Questions

We want to hear from you! Send us your questions or comments right from the App. (Questions answered within 24 hours.)

This latest update has some additional security improvements and requires you to log in using your TWU Local 556 Website login information. If you have difficulties logging in, visit the Web-

site to reset your password or contact the Communications Team at communications@twu556.org for assistance.

We hope you LUV this new update and find the tools useful. Visit the Apple App Store or Google Play Store from your device to download the **FREE TWU Local 556 App**.



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



