

**Summer 2013**

# **unity**

**The Magazine of  
TWU Local 556**

**Our Company  
Our Culture  
Our Contract**



*Dallas Based Flight Attendants:  
Tanya McGrath 27321, Teresa Sanberg 22550, Myra Ramsey 45583*



# Letter from the Editor

Hello Members,

I would like to address the article in the Spring issue of Unity Magazine entitled *"There is help; a true story of recovery"* and extend an apology to anyone that was offended by the fact that the Narconon recovery program is linked with the Church of Scientology. The views expressed within the article do not necessarily represent those of TWU Local 556 or those of TWU International.

Having said that, the Union office handles numerous calls from Flight Attendants seeking help with many different addictions. With addiction being a subject close to my heart, as I have lost a very close relative to addiction, I was excited to publish a successful recovery story from one of our past Flight Attendants. I was not aware of the affiliation between Narconon and Church of Scientology and as with any article, the intent was for informational purpose only. Hopefully the article may have encouraged just one person to seek recovery, or encourage someone to reach out to a loved one that is in a cycle of addiction.

If you are experiencing a cycle in your life and suspect you may have an addiction problem, there are numerous avenues in which to seek help, here are a few:

- FADAP - 855-333-2327 [www.fadap.org](http://www.fadap.org)
- Clear Skies - 800-742-8911 TDD 866-216-9926
- Alcoholics Anonymous - [www.aa.org](http://www.aa.org) - meeting locations and times are listed
- Narcotics Anonymous - [www.na.org](http://www.na.org) - meeting locations and times are listed



**Robin Brewer**

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or 214-640-4351

On a lighter note, for those of you who inquired about the personalized apron pictured below, here is the contact information needed. The aprons include both your name (on the front, left bottom) and your employee number (on the inside of the apron).

[www.soulmatestecar.com](http://www.soulmatestecar.com)  
[info.adbysoulmates@gmail.com](mailto:info.adbysoulmates@gmail.com)  
407-825-6156

I have spoken with Management and was informed that the Southwest Uniform Committee is working together to make changes to the current apron policy in hopes of having this particular apron approved. The Committee's goal is to give the Flight Attendants some guidelines, while at the same time giving us liberties to wear some fun-loving aprons.



**unity**  
THE MAGAZINE OF TWU LOCAL 556

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

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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 TWU556 and Southwest Airlines.

Connect with us on Facebook ([facebook.com/twu556](https://facebook.com/twu556)), or follow us on Twitter (@twu556).

**Flight Attendants should continue to submit ASAP reports and IRs regarding hot aircraft, as these will continue to be vital in addressing this issue with Management.**



## *Airline Angels*

Your Union would love to brag on you – Southwest Flight Attendants – in regard to your community service, including any and all volunteer projects.

Naturally, as a volunteer, you do not expect recognition, but we ask all you humble volunteers to share your story and pictures with us. Your personal story may inspire others to step out and get involved.

To share your experience, or if you know of an Airline Angel, please email name, employee number, contact information and a brief description of the service.

Please attach pictures (if available)  
AirlineAngels@twu556.org

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# President's Message

Life has been a whirlwind of activity for our Union since I accepted the position as your President just over two months ago. But before talking about my work, I want to explain how I became President of TWU Local 556. Was I picked? Appointed? The answer is neither. I ran for 1<sup>st</sup> Vice President in 2012, and after the Executive Board (EB) voted to remove the previous 1st Vice President, this position came to me through the order of succession outlined in our Bylaws. Simply, I received the next highest number of votes for that position.

Our Bylaws do not have provisions for a special election, and although these events have been unprecedented in our Local's history, the procedure for filling vacant positions is dictated by our Bylaws and was voted on by our Members. When the EB also subsequently removed the previous President, I subsequently moved into the Presidency, also in accordance with our Bylaws.

This has been an unsettling time for our Union, and as Members you have every right to a complete explanation and thorough understanding of where we stand. I believe the "Timeline of Events" on page nineteen can provide some answers to your questions, as can the EB Meeting Minutes for March, April, and May 2013. These can be found on our Website at [www.twu556.org](http://www.twu556.org). I am hopeful that I will gain your trust in time, and that your faith in our EB will be restored through its good work and positive results.

## **June Membership Meetings**

I met many of you during our second round of Membership Meetings in each Domicile in June, and I am thrilled that so many of you want to be informed, involved, and active in our Union. For many of you, this was your first taste of Union involvement, and we will be calling on your interest and enthusiasm for future projects, whether it's helping to educate your fellow Flight Attendants, focusing on our Southwest culture, or mobilizing Members.

## **July Executive Board Meeting**

I met with the EB for the first time in July, and we had a very productive week that concluded after 10 p.m. on Friday night. We were able to catch up on many items that had not been completed during the upheaval this spring. I now realize the determination this Board had during the last few months as they dealt with the difficult process of

removing Officers in order to protect you, our treasury, and the future of TWU Local 556. We are committed to fiscal responsibility, while also improving and expanding the services our Union offers. The EB also appointed Todd Gage as our new 1st Vice President during this meeting. Todd

brings a fresh perspective as well as experience, and I am excited to work with him. I am also up-to-speed with all the hard work our Grievance Team has been doing to uphold our Contract, as well as the current concerns between the Union and Management.

**We are committed to fiscal responsibility, while also improving and expanding the services your Union offers.**

## **Southwest Flight 345**

The enormity of my position as your President became evident on July 22 when I learned of the incident at LaGuardia involving Southwest Flight 345. I worked with Inflight Leaders, our Safety Committee, and the Critical Incident Stress Management (CISM) Teams to coordinate immediate assistance for the Flight Attendants involved. We have committees that do amazing work each and every day on behalf of Local 556, and the responses from these two committees following the incident were a proud reminder of their commitment to our Members. The next day, I was bombarded with feedback regarding the statement published by TWU International. Many of you had concerns about the speculation on the incident, as well as comments made about Southwest Airlines. I heard and shared your concerns, and brought these forward to International Leaders.

## **Negotiations Update**

Our Negotiating Team met with Southwest Management on July 25 and 26. We had productive talks over these two days, and discussion covered a wide range of topics. We will continue to pursue quality of life issues, including re-schedules, ground time, and additional scheduling matters, and we will meet with Management again on August 7, 8, 23, and 24. Our focus is making sure we negotiate the Contract you deserve, while ensuring that our Southwest culture remains true to the spirit on which it was founded.

It has been a busy start for me as our President. I am committed to working hard for you, protecting our Culture, and securing success for our Company and TWU Local 556.



**Audrey Stone**

President TWU556  
BWI Flight Attendant  
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or 214-640-4301

# If Summer Heat Is Getting You Hot - Try To Diffuse

In our jobs as Flight Attendants we find ourselves dealing with difficult situations, Customers or Co-workers. With the summer bringing hot airplanes, vacationing families, more Unaccompanied Minors, coupled with the fact there seems to be more re-routes than usual – tension is on the rise with both Flight Attendants and some Customers that may have been inconvenienced by re-routes, delays, security, etc.

Part of our job is to deal with difficult situations and people. Southwest Airlines saw something special in each of us and we were chosen over thousands of other applicants to enhance our Customer's onboard experience.

Southwest Airlines has regulations and policies noted in the "Customer Care" section of our Flight Attendant Manual to help us in these situations:

- *Deal first with the Customer's feelings.*
- *Deal secondly with the Customer's problem(s).*
- *Receive complaints, suggestions, and criticism in a concerned manner. Follow up with an Irregularity Report when necessary.*
- *Make all possible efforts to relieve the situation.*
- *Be friendly, and treat our Customers as individuals.*
- *Attempt to identify first-time flyers and make every effort to make their first flight both memorable and fun.*
- *When it is necessary to deny a Customer's request, be tactful and explain the reason you are denying the request.*
- *Know your route or flight plan and time changes (ETA and ETD).*
- *Answer call buttons promptly.*
- *Avoid controversial topics of conversation with Customers, and within Customers' range of hearing.*
  - Airline accidents and incidents
  - Religion
  - Politics

To further support Southwest's guidelines, one simple technique is "Smile, Listen, Apologize and Solve:" it is straightforward and can be applied whether the Customer or Coworker is an irate Ivan or a meek Myrtle.

In order to create calmness for the other person and yourself, try starting with a genuine smile. Most people will relax, but don't let it throw you off if they don't. Let them do the talking. Sometimes all a person wants is to be heard, even if you are unable to help them. There is power in the words, "Yes, I understand your frustration." Then simply ask, "is there anything I can do to make this portion of your flight better?" In my experience, most of the time they say, "no, but

thank you for asking."

Believe it or not, just listening to a Passenger or Coworker's issue is the first and most important step in resolving conflict. It is important to listen and understand the situation before you offer a solution. Sometimes an apology is in order, whether you are in error, or if something you did was perceived as offensive. An apology does not necessarily mean you were wrong, it simply means that you value the Customer or Coworker's feelings more than your ego. With Coworkers a sincere, "Can we agree to disagree?" statement can have tremendous power and most of the time it diffuses the tension. Then let it go and find a common ground so you can enjoy the rest of the trip.

If after listening, validating and apologizing, the Customer is still acting in an irate manner, it is important to stay calm. Try to remain diplomatic and polite. Getting angry will only make the Customer angrier. At this point, it may be helpful to remove yourself from the situation and ask a Coworker, who has not been involved in the situation, to help out. This could be perceived to the Customer as "getting your boss" – they don't have to know we are equals on the plane – and this could perhaps give the Customer validation.

We all know the next step, talk to the Captain.

On the bright side, if we never have unhappy Customers, chances are that we don't have very many Customers. Whether the root of their frustration is linked to a bad day or to a bad experience with you, being prepared with these quick steps will only benefit you to create the best resolution.

By: Robin Brewer,  
LAS Flight Attendant





# Airline Angel



*This month's Airline Angel cause is somewhat different from others presented. Michelle Nickleberry, Dallas Based Flight Attendant and a Local 556 Grievance Specialist, has a passion to educate and create awareness amongst families with families who have children with Autism. She is not backed by any particular non-profit group, but rather self-driven.*

*Her passion for this cause began in her own home. Five years ago, Michelle adopted twin girls who were 11 days old, Tori and Lexy. At 18 months, she noticed unfamiliar behavior changes in Tori. At the age of 2½, Tori was diagnosed with Autism and doctors told Michelle that this behavior pattern would continue and probably worsen. With that diagnosis, Tori was no longer covered by insurance for treatment related to Autism.*

*Michelle could not accept the doctors projections, she valued the human spirit over medical evaluations and was determined that her daughter would live a quality life. Having a Masters degree in counseling, Michelle knew that she could deal with the behavior patterns, so the work began ...*

*Preliminary research suggested ridding the child's environment of all chemicals in food, cleaners, etc. So she changed to all natural soaps and cleaners; replaced processed foods with an all natural / organic, gluten free diet. Within two weeks, there was a noticeable difference. Tori's vocabulary had expanded, and she was much more engaged.*

*She discovered Son-Rise Program, which started in the 70's, and is a proven program where hundreds of children's Autistic behavior patterns have been reversed. It is a child led program where Michelle worked one-on-*

*one with Tori. Fortunately, Michelle had the resources that allowed her to focus on Tori. Time was needed for both of them to learn the skills necessary to improve the quality of life for the whole family.*

*So now, having this rewarding experiencing of seeing her own child with Autism lead a near normal life, she had knowledge that she felt could benefit others. Only seven years ago 1 in 10,000 children were diagnosed with Autism, now the number has grown to 1-in-50 children. It became her passion to create resources for other families.*

*One of her first outreaches was right in the workplace. Working together with Haley Piatt, a private Southwest Airlines Facebook Group for Southwest employees with special needs children was established. This page created a nationwide network that serves as an informational vehicle in which people can confidentially share information on doctors, diet, insurance, different therapy, speech therapist, nutritionists, etc.*

*One of the projects that Michelle has worked hand-in-hand with the Company is to establish a Company email in which Michelle can directly address any questions or concerns from parents of children with Autism.*

*She is also currently working with Dallas Supervisors to create a program in which once a quarter, Southwest would host a "mock flight" for families who have children with Autism. This allows the child with Autism to experience, check-in, security lines and actually boarding a plane. Parents would be able*



*Michelle Nickleberry is a Dallas Based Flight Attendant and a Local 556 Grievance Specialist*



*This series of pictures demonstrate that with the right "tools" or knowledge, the parent can often help bridge the gap between the "Autistic world" and mainstream society.*

*it is important to note that numerous children with Autism drown every year. They are drawn to the water, and because they do not know how to swim, many times death occurs.*

## Safety Committee

### Michael Massoni rejoins Michele Moore in heading-up TWU Local 556's Safety Team

The safety, security and well-being of our Flight Attendants, as well as that of the environment we work in, continues to be a top priority for our Local and its' Executive Board. With the recent changes in Union Leadership, several changes were also made to the TWU 556 Safety Team. Michael Massoni will be heading up all of safety once again for the Local and has restructured the team. Michael will oversee the operational safety and security side of the house as the Operational Safety Chair and Michele Moore will continue to oversee health issues as the Occupational Health and Safety Chair. Your Domicile Executive Board Members will continue their role as your Base Safety Team Representative. The team has already requested several meetings with Southwest Leadership to discuss some ongoing issues that our workgroup has been experiencing including maintaining the health of our Aviation Safety Action Program (ASAP), continued relief from unreasonably hot aircraft and the ongoing restructuring of Inflight Training, safety and regulatory compliance within the corporate structure of the Company.

Additionally, the Emergency Preparedness Team, or "Go Team," procedures and manual has also been revised and updated. The Go-Team consists of Michael Massoni, Michele Moore and Denny Sebesta. This Team would be assembled in the event of an aircraft incident in which the NTSB requested assistance in the investigation of the event.

With the return of Michael Massoni to our Safety Team and his rejoining Michele Moore as Leaders of the Team, your Union is once again recommitting itself to maintaining the highest standards of safe working conditions and equipment for our Members. Furthermore, in deference to our mission statement (below) Michele and Michael are determined to reestablish stability and Leadership within our Union and the industry on all matters concerning Flight Attendant Health, Safety and Security.

*...The mission of the Union's Safety Team is to provide **Union Leadership** in all issues of Flight Attendant health, safety & security; **Technical Counsel** to the TWU 556 Executive Board; **Representation** to our Membership; **Stewardship** within our Company; Industry; its regulatory bodies and most importantly, facilitate **Effective Communications** between all...*

If you have any safety or health concerns, please email Michael and/or Michele at: [mmassoni@twu556.org](mailto:mmassoni@twu556.org) or [mmoore@twu556.org](mailto:mmoore@twu556.org)

*By: Michelle Moore, DAL Flight Attendant  
Health and Safety Chair  
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*to work with their child to handle the many transitions that seem natural for most people, but can be traumatic for a child with Autism.*

*Another project she is partnering with Southwest is to educate other Flight Attendants on how to recognize children with Autism on the aircraft and ways that we can assist.*

*Her outreach doesn't stop at work. She is also starting a special needs ministry at her church. Attending a large church of over 7,000, there was nothing in place for special needs children. Michelle has scheduled training classes for adults interested in working with the special needs children. This program will allow parents of special needs children to attend church with the security of knowing their child is safe, loved and understood. Her vision is that once this program is established, they can offer a date-night for the parents, which will allow parents to spend time together, thus helping to maintain a strong parent relationship.*

*That's not all ... Michelle is a former Dallas Police Officer. Utilizing the connections with the Police Department, she is in beginning stages of establishing a system in which parents can register information regarding their child with Autism (e.g. name, habits, dislikes, how do they react to touch, can they talk, etc). This system would serve well as children with Autism "wander" – meaning they leave without a destination – and sadly many are found dead. Once in place, this system would serve as a starting point as to where to begin looking for the child.*

*It is easy to conclude that Michelle is a woman with a purpose and many families will benefit from her passion to help other families who have children with Autism. If you would like more information on how you can help or resources, you can contact Michelle at [SWALUVKids-DG@wnco.com](mailto:SWALUVKids-DG@wnco.com) ~ by Robin Brewer*

*This picture is significant in the fact that children with Autism usually do not show affection. Tory is the one with her arm around her sister.*





## Melanomania!!

I have heard many Flight Attendants say that they have had skin cancer. It is frightening! Especially since I was a sun worshipper in my youth. I remember slathering on the baby oil and just cooking myself to a bright lobster red, while floating down the Salt River.

Did you know that the chances of getting Melanoma doubles if you have had five or more sunburns in your life? Tanning beds anyone? I remember the funky smell of sweat, tan accelerator, and burning flesh. The things we do to appear as golden goddesses/gods. Did you know that tanning beds put out three to six times the amount of radiation given off by the sun. For most people, 5-10 minutes of unprotected sun 2-3 times a week is enough to help your skin make Vitamin D, which is essential for your health. Getting more sun will not increase your Vitamin D level, but it will increase your risk of skin cancer. Vitamin D also comes from orange juice, milk, fish, and supplements.

It is important to do a self-exam, preferably once a month. You should know the pattern of moles, blemishes, freckles, and other marks on your skin so that you will notice any new moles or changes in existing moles. Self-exam is best done in a well-lit room in front of a full-length mirror. Use a hand-held mirror to help look at areas that are hard to see. Examine all areas, including your palms and soles, scalp, ears, nails, and your back (in men, about one of every three melanomas occurs on the back). Friends and family members can also help you with these exams, especially for those hard-to-see areas, such as your scalp and back.

It is also important to know your family history, as a strong family history of skin cancer should also lead an individual to seek early screening for this disease.

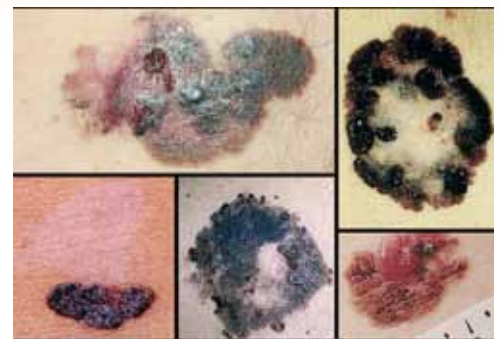
The ABCDE rule is a guide to the usual signs of melanoma. Be on the lookout and tell your doctor about spots that have any of the following features:

- A is for Asymmetry: Look for moles with irregular shapes, such as two very different-looking halves.
- B is for Border: Look for moles with irregular, notched, ragged, blurred or scalloped borders.
- C is for Color: Look for growths that have many colors or an uneven distribution of color.
- D is for Diameter: Look for new growth in a mole larger than ¼ inch (the size of a pencil eraser), although Melanomas can sometimes be smaller than this.
- E is for Evolving: Look for changes over time, such as a mole that grows in size, or that changes color or shape. Moles may also evolve to develop new signs and symptoms, such as new itchiness or bleeding.

Some melanomas do not fit the rules described above. It is important to tell your doctor about any changes or new spots on the skin, or growths that look different from the rest of your moles.

If you have not been affected yet, it is a good idea to start some preventative measures now.

- Limit UV exposure.
- Slip on a shirt.



*Very graphic samples of Melanoma.*



*Yes, it can occur underneath your nailbed.*



*Simple discoloration should be seen by a doctor.*

- Slop on sunscreen.
- Slap on a hat - keep in mind a baseball cap leaves your neck exposed.
- Wrap those sunglass labeled as blocking UVA and UVB light around your eyes - yes you can get melanoma in your eyes.
- Keep a healthy diet.
- Avoid tanning beds.

On a positive note, if caught early Melanoma can most likely to be cured. So do that self-exam. Write it on your calendar. For fun, buy a washable marker and play dot to dot on your loved one.

---

by: Tina Coffee  
PHX Flight Attendant  
Board Member at Large  
214-640-4317



## Professional Standards

### Respect Within Our Inflight Family

As a Southwest Airlines Flight Attendant we share a unique bond and experience with our Coworkers that most people do not experience in their work place. For some of us, we have literally grown up in the Southwest family and our family has really grown in the last few years, which in turn has brought change and challenges. Like a family, we sometimes have issues that develop between family members and just like at home, we should try to resolve these issues amongst ourselves.

As a Flight Attendant we each understand the stress that can be felt on the job and the challenges of being away from home. Please remember as a Member of Inflight that we are a family and we can resolve most issues through mutual respect and personal responsibility.

The Professional Standards Committee is staffed with eighteen on-line Flight Attendants that work a line and experience the same issues that you may experience while on duty. Our goal is to successfully resolve duty-related conflicts. Each of us bears the responsibility to be professional and respectful while on duty and we ask the same while working a case. Please remember if contacted by Professional Standards, that you are speaking with another Flight Attendant, and not Management. We are not punitive and nothing will go into your file. The purpose of Professional Standards is to be your first resource to resolve an issue before Management gets involved and cost factors mount on both the Company and the Union. The cost associated with just one case that is brought to arbitration is staggering to both the Company and the Union. Please allow us to resolve the issue with mutual respect and professionalism.

So what type of cases will Professional Standards handle? Below are a few examples and scenarios that have been reported to and resolved by the Professional Standards Committee. We strive to achieve a positive resolution and avoid unnecessary costs associated with IRs and grievances:

- It was reported by a Captain that the forward galley entry door was not disarmed upon landing. The Crew had deplaned and the Pilot disarmed the door. All parties were contacted, the situation explained, and ASAP Reports were recommended.
- It was reported that during the flight, a Flight Attendant allowed a pet to be removed from the pet carrier. Two Crew Members objected and communication broke down. All parties were contacted and the regulatory issues and the Company Policy regarding pet carriers were discussed.
- It was reported that while Customers were boarding the Aircraft, a Flight Attendant was not in the proper boarding position and was in the aft galley using a cell phone on several flights. All parties were contacted, and the boarding procedures from the Flight Attendant Binder were referenced and discussed. Alternative solutions were suggested to allow phone calls to be made.



- It was reported that two Crew Members had a heated exchange on the plane and refused to communicate for the rest of the trip. All parties were contacted and the importance of communication as a safety issue and regulatory issue were discussed.
- It was reported that a Crew Member was spreading rumors about another Crew Member while on duty. All parties were contacted. Our role was not to get involved with what was said, but rather to inform all parties that speaking in this manner while on duty violates the Work Rules and Expectations Company Policy.
- It was reported that a social media post named a Flight Attendant and the flight they were working. The caller felt the post was negative and in poor taste. All parties were contacted to explain where to find the Southwest Airlines Social Media Policy and to have them verify that they are in compliance. We will not comment on the nature of the post.
- It was reported that upon arriving at their Base, an inbound Flight Attendant left the aircraft immediately without saying anything to the outbound Crew. The outbound Crew felt the Flight Attendant was probably a commuter, but that something should have been said to them. We contacted all parties and explained the procedures for a Crew change at a Base, and where it can be found in the Flight Attendant Binder. We also explained as a professional courtesy to always check with the outbound Crew before leaving the aircraft.

Every case is unique and different and we strive to resolve all cases within Professional Standard's scope. Please remember that we cannot be all things to all people. Professional Standards may not take some cases, but you may be referred to other resources. If in the future you have a conflict with an Inflight family Member, please contact us at 888-322-3735. Let's keep it in the family and resolve our issues professionally, respectfully and with integrity.

---

By: Kurtis Beggs, HOU Flight Attendant  
Professional Standards Chair  
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## Scheduling Committee

### Crazy Summer Schedule

Thankfully, summer is coming to a close and we can give a collective sigh of relief. In this article we will take a look at the past schedule trends compared to what we are flying today.

The summer flight schedules historically are more dense due to increased Customer demand and this summer is no different. Many questions the Flight Attendants ask have to do with the perceived changes in the line quality. While the challenges the "D" pairings impose on the schedule and the abundant schedule changes are newer, many of the issues that we hear about are not. Unity articles by former committee leaders address many of the same concerns heard today.

One of the most common complaints is about the pairings, specifically, how they operate, report/release times, and rest on RONs. In the past we had fewer schedule changes affecting the type and number of pairings operating throughout the month. Now schedule changes are more prevalent and the pairings change with every schedule change. Challenges with the pairings are not new, although the extended ground time on thru flights is becoming more common and potentially problematic. The Scheduling Committee doesn't build the pairings, but we can pass on feedback to Planning regarding issues with the pairings and try to work towards a positive resolution.

Another hot topic is the Vacation Relief (VR) lines that are not "clean" lines. This question was addressed in the October 2011 Unity and again in the Spring 2013 Unity, but confusion still persists. VR lines are very difficult to predict due to the various pulls and leaves that contribute to the pairings used for the VR lines. Some may remember in years past that our work group was over-staffed resulting in Primary and VR lines having much fewer pairings and resulting in more "clean" lines. Furloughs were prevalent at other carriers, but Southwest had a different Culture, a connection with its Employees. The lines were adjusted and we worked through it. As recently as 2009, trends show Flight Attendants were picking up more trips and this was possibly due to the recession affecting our flying and our families at Southwest. That summer there was little or no Open Time available; however, we are no longer in that situation. Currently, we are covering more pairings on the bid lines and more trips are left in Open Time.

Earlier this year the Company published they are trying to avoid force basing Flight Attendants as they work through temporary staffing issues. New routing from previous AirTran cities, a new Domicile, and a new aircraft have all contributed to the staffing puzzle. In addition, the Company and the Union have reminded the Membership regarding the use of discretionary sick calls. When staffing is stretched, and weather or other issues affect the operation, it is easy to see how we can be left in a predicament.

As summer winds down the fall flight schedule should bring a reduction in flying. Ultimately, staffing and pairings generated will determine if line quality can improve. For more information on the Unity articles referenced, click on the Publications link on the Union Website. For current schedule information, click the Scheduling Committee link for information from the source.

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By: Michelle Zenici, DAL Flight Attendant and  
Marcy Vinyard, DAL Flight Attendant, Scheduling Committee Chairpersons  
[schedulingcommittee@twu556.org](mailto:schedulingcommittee@twu556.org)

## COPE - The Committee on Political Education

Recently our Local worked with the Coalition of Flight Attendants (COFA) to fight the TSA's proposed rule change to allow knives on board commercial aircraft. TWU Local 556, along with the COFA, partnered with other affected work groups, passenger advocacy groups and Members of Congress and we were able to force TSA Administrator Pistole to re-examine his dangerous decision, and eventually it was withdrawn all together. We are now working with the Coalition to pass permanent legislation that will ensure such a dangerous change to prohibited items will never be presented again. We will soon be providing you with information on how you can help with this critical legislation.

The success of our "No Knives on Planes Ever Again" campaign is a wonderful example of what power we have as unionized Flight Attendants when we join together with other Flight Attendants and constituency groups to effect change. We have another important campaign involving all Flight Attendants that I want to share with you.

On September 24, 2002, President Bush signed into law the Flight 93 National Memorial Act. The Act created a new national park to commemorate the Passengers and Crew of Flight 93 who, on September 11, 2001, courageously gave their lives, thereby thwarting a planned attack on our Nation's capital. The memorial is near Shanksville, Pennsylvania, where Flight 93 crashed with the loss of its 40 Passengers and Crew.

At Local 556 we are working with COFA to honor our fallen colleagues and their Passengers who died on that tragic day by seeing that the Memorial is finally completed. We are working with the National Parks Foundation to realize this goal, as the Memorial is the only National Park Service site commemorating the events of September 11, 2001. The project is over one million dollars short and we invite you to visit [www.honorflight93.org](http://www.honorflight93.org) to learn more about the Memorial and consider donating. We must never forget.

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by: Audrey Stone, President TWU556  
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# 1<sup>st</sup> Vice President's Message

## Save The Date

The next Membership Meetings are scheduled for the following dates:

Monday 10/07 Dallas  
Tuesday 10/08 Houston

Monday 10/21 Denver  
Tuesday 10/22 Phoenix  
Wednesday 10/23 Las Vegas  
Thursday 10/24 Oakland

Monday 10/28 Midway  
Tuesday 10/29 Orlando  
Wednesday 10/30 Baltimore

Times and locations will be announced soon.

Vacation Bidding continues; check the Union Website for the bidding time line.

As we have all witnessed, many changes have taken place recently within our Local; it's been quite the rollercoaster of a ride. In the "Timeline of Events from Your Executive Board" (in this issue of Unity, page nineteen), you will see the appointment of me, Todd Gage, as your 1<sup>st</sup> Vice President for Local 556 was the final decision made.

For those of you who do not know me, I am an Oakland based Flight Attendant and started flying in March of 1998. Prior to accepting this appointment I have served in a few different capacities within our Local. I was elected as the Oakland Domicile Executive Board Member (DEBM) back in 2009. After serving two and a half years of the three-year term, I stepped down due to major changes in my personal life. At the time, I believed those changes would prohibit me from giving the Oakland Membership 100 percent, and I never wanted to give less than that. Although I stepped down from the Executive Board, I continued to serve our Local any time I was asked and proudly served as an Oakland Shop Steward.

During my time on the Board, I formed the Local 556 Veteran's Committee. As the Chairperson for this new committee, I worked with other Locals within TWU to learn about common issues and possible grievances their Veterans were having as they returned from active duty status. With this knowledge, Local 556 was better able to assist our Members who have served our Nation. One of the most rewarding projects the Veterans Committee participated in was the collection of needed items for the "Wounded Warrior Project." These generous donations from you all were sent to wounded Veterans at the Walter Reed Medical Center in Washington D.C.

Before starting my career at Southwest Airlines, I studied Sociology and Spanish at California State University of Sacramento. I am the father of two children, Allyson who is twelve, and Santiago who is eight. My partner Rick runs the business operation for the Golden State Warriors (the Bay Area's NBA team). So if I am not on an airplane or working for the Membership, you may find me coaching soccer, watching my children play soccer, or supporting Rick and his career at a basketball game. My sister Erin is also an Oakland based Flight Attendant.

I would like to thank the Executive Board for selecting me as your First Vice President. I am committed to working with this team to regain the trust of our Membership. Our President, Audrey Stone, has been diligently bringing me up to speed, and has already tasked me with reviewing many expenses and internal processes to save our Local monies. Audrey and I have a shared vision for what we would like our Union to accomplish for you in the coming years. We will be building upon not only our own experiences, but also those of previous administrations in order to better lead and build a stronger TWU Local 556. As you know, we are in Contract Negotiations and we potentially may start international flying next year. These issues may significantly affect our lives and careers and that's why it is so important for our all of us to unify and move forward.

We will be building upon not only our own experiences, but also those of previous administrations in order to better lead and build a stronger TWU Local 556.



Todd Gage

1st Vice President TWU556  
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# FYI's

By: Kathy Anderson  
DAL Flight Attendant

- To be granted a hotel room on extended ground time, you must be at an outstation (not a Base, even if it is not your own) either scheduled or as the result of cancellations or delays for at least four hours from the time you make the call to Scheduling. The delay cannot be a rolling delay such as one caused by weather or mechanical problems, where your scheduled departure is continually changing.
- If you give yourself two-hours between pairings and your first pairing runs late into your second pairing and you are pulled/rescheduled due to being unable to make push, you will not suffer a loss of pay. You will be guaranteed the greater of the sum of your originally assigned pairings, or what you actually flew.
- You are allowed one free MBL per quarter; however, when you MBL, you must call Scheduling from the jetway at least fifteen minutes prior to scheduled departure. As a lineholder, If you MBL and you do not arrive at the A/C at least fifteen minutes prior to scheduled, it may be considered a No Show. This language does not apply to an Airport Standby who receives an assignment. Please refer to Article 32.12 in the Contract.

## Commuter Policy

- You are protected by the Commuter Policy if you pick up out of Base.
- The Commuter Policy covers you on International Flights as long as the flight is arriving in to the Domicile in which the pairing originates.
- You will not be covered by the Commuter Policy if you waive your deadhead on the first day of your pairing.

## Fatigue Policy

- If you call out fatigued, Scheduling will provide you with a minimum ten hours uninterrupted rest. You will be returned home or reassigned either at the initial phone call or during your required phone call to Scheduling following the rest period.
- You will not receive a chargeable occurrence or lose pay if you utilize the fatigue policy if the fatigue was caused by operational or duty-related factors and that you are willing and able to accept reassignment following the period of rest. These operational or duty-related factors may occur during your duty day or RON.
- The Base Manager will review submitted information and you will be pulled Company Convenience unless the Manager decides it was not duty-related at which point it will be converted to a Leave Without Pay.

## Base News Baltimore

It is with great sadness that I start another article with the loss of a friend and Coworker. **Donald Creer** and his wife **Donna** have passed in a house fire. Thanks to all who were able to attend the services, and I would also like to extend a thank you to **Anthony Angion**, Inflight Supervisor, for attending the services and delivering a heartfelt speech.

Be sure and stop by the Lounge and welcome **Ro Thomas** and **Danielle Ramos** to the Inflight Team.

On June 10, 2013 your Negotiating Team met with the Company to go over ground rules and begin the process of negotiations. Your Team has secured meeting dates through December 2013. There are currently five work groups in negotiations with Southwest Airlines. Our Brothers and Sisters at 555 have been in negotiations for almost two years and with no resolution in mediation, negotiations have been put on hold and no other meeting dates have been set at this time. I believe that we will also have a long hard fight in front of us. I will once again say that we need to set our personal feelings aside and stand together as one to protect and maintain the best Contract in the industry for the best Flight Attendants in the industry.

The day we all have been waiting for has arrived—the Flight Attendant Binder has received an overhaul and is much lighter! The Flight Attendant Handbook has been removed from the Binder and can now be found on SWALife. Be sure and pick up your packet and update your Flight Attendant Manual; all revisions are included as well as Overwater and International Procedures.

The procedures for Unaccompanied Minors (UMs) in contract cities are the same and all contract employees are supposedly trained in our UM procedures. They are aware that sweepers should be available to sign over the UM. Please, remember to follow procedures and keep an eye on our little travelers. Remember, they are precious cargo and they need to be your first priority when flying A. Your C can help with other deplaning duties.

The Flight Attendant Drug and Alcohol Program (FADAP) is a confidential 24/7 Helpline 855-333-FADAP. You can also reach them at [www.fadap.org](http://www.fadap.org). This program is FAA sponsored and includes Flight Attendants from every airline that are also in recovery. FADAP offers help for you, as well as intervention assistance. Recovery is not a hard landing it's a journey. Remember we need to take care of each other and get back to our grass roots of being a family.

Please keep your thoughts and prayers with the families of the Asiana Airlines tragedy. Remember what you are trained to do and that it could happen to any of us at any time. You are the best Flight Attendants in the industry so keep up the good work.



Stacey Vavakas

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## Chicago

This year has been very busy and as we are all aware 2013 has been a year of big changes both in our Company and our Union. These changes have been the center of many discussions, and have caused some anxiety for a lot of Members. Currently we are beginning a new chapter at TWU 556; therefore I would like to announce the National Officers serving the Membership on the TWU Local 556 Executive Board—President, Audrey Stone; 1<sup>st</sup> Vice President, Todd Gage; 2<sup>nd</sup> Vice President, Brett Nevarez; Treasurer, John Parrott; and Recording Secretary, Cuyler Thompson. These five Officers come to us with experience, dedication, and commitment to the Membership. I am most surely pleased to have the opportunity to work with them, and for all of you as we move forward.

If you have not attended Overwater-International Training, please contact Training at 214-792-5200. I would like to extend a thank you to the Flight Attendants from each Base that stepped up and acted as our mentors and trainers.

One more reminder for all of you is to make sure you have a valid passport and once you do, register it on SWALife. The deadline to register your passport is December 31, 2013.

To date, nothing has changed with the Gate Appearance Checks. The checks are continuing in all Bases and are intended to be conducted on outbound Crews.

One item that has been brought to my attention by many of our Flight Attendants is that most, if not all, In-flight Audits are now unannounced, which 'back in the day' we called ghost rides. The Supervisor conducting the Audit will not make their presence known until after the flight segment is completed and at that time, out of the sight of Passengers and other Crew Members may speak with the Flight Attendant they were auditing.

In closing, I would like to say, as always, I am incredibly honored and humbled to be allowed to represent you as your Chicago Domicile Executive Board Member. Please know that you are the absolute best Flight Attendants in the industry and I am proud to be among you.

Fly safely,  
Donna Keith

## Dallas

The dog days of summer are here. Although the APU's are being turned on – Whoo Hoo – planes continue to be hot at times, so please write it up – send that IR! The planes aren't the only things hot; our sodas tend to be popping hot, as they are stocked from hot provisioning trucks. Be aware, some Flight Attendants have had their hands cut while opening these hot sodas, and we are all aware of the exploding hot cans! Write it up if you experience either of these. We certainly don't want our Flight Attendants injured, and sending in IRs alerts Management of existing issues on the plane. Your IRs do matter! Leaders from Inflight Department meet with your Executive Board to discuss these issues and your IRs include examples, dates and locations that help us address issues and concerns.

Our Company is growing while our Base is shrinking. There is a light ...the Wright Amendment goes away October 13, 2014! You may have noticed the number of trips allowed for Flight Attendants to drop into Dallas Open Time has decreased to four in June, and will remain so through at least August. Our Contract (Article 12-Section 5, page 68) contains language regarding Open Time trips, and when Dallas reaches 901 Flight Attendants on the seniority list will we be allowed to drop up to 5 trips in Open Time.

We are being watched! Please remember that upon entering the elevator everyone on the elevator must enter the code inside the elevator. The Dallas Base has been cited and received a non-compliance warning from TSA; we do not want to incur a fine. Cameras are everywhere - beware!

Gate update: Gate 14 opened July 2 and gate 43 is now shut down. Temporarily, gate 42 and 44 will operate on a very limited basis and will be used as overflow.

Currently there is a \$5 / per ticket drawing for a pair of \$150 Nike tennis shoes – all white – so you can wear them to work. The monies will benefit the Dallas Local Culture Committee and will be greatly appreciated.

Interesting facts about the Dallas Base:

- 47.5 is the average age of a Dallas Flight Attendant.
- The check-in phone extension in the lounge is 214-904-5669; In-house extension when dialing from another Dallas Southwest phone is 8325.
- Out of all the Bases, Dallas has the fewest Phase Two Attendance Meetings.
- If you had perfect attendance and flew 75 TFP for the month of June, your name was entered into a drawing for a Blue Pass.
- If you received a Customer external accommodation in July your name was entered into a drawing for a Blue Pass.
- Awards come to the Base on a monthly basis for anniversaries and the Company does not wait until the June Annual Banquet to distribute awards. Fly Safe. In Unity, Karen



Donna Keith

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## Base News Denver

Welcome to summer in Colorado! For many of you this will be your first chance to experience the Centennial State without a hat and jacket. With all the sunshine and hot temperatures it's time to replace those with shorts and sunscreen. Be safe and enjoy all the summer fun Colorado has to offer.

The deadline for obtaining your passport is December 31, 2013. Once you have one, enter your passport information in the About Me tab on SWALife (*AboutMe >My Personal Info >Passport Information*). After you've done that bring your passport to the Base to be scanned.

Voting for the TWU International Convention begins on August 1, 2013 at noon Central and closes on August 16, 2013 at noon Central. The list of candidates is posted in the Union glass case located in the lounge computer room. Given the large number of candidates I suggest using the Website to vote. However, you will also be able to vote by phone. You should have received voting instructions in the mail to the address you have on file with Southwest. If you did not receive instructions or have questions concerning the vote, please contact the Board of Election at 800-969-7932 ext. 4324 or via e-mail [BoardofElection@twu556.org](mailto:BoardofElection@twu556.org).

I would like to welcome Inflight Admin **Katie McLaren** to the Denver Base. She brings a helpful smile to an already great office staff. Also, I'm happy to have Shop Steward **Janet Bottles** (3820) join the Denver TWU 556 team. She has a wealth of knowledge and experience that will be of great benefit to our Members.

Did you know that Colorado is home to fifty-four 14,000 foot peaks? Many of these are within a couple hours' drive of the Denver airport. Whether you are an experienced climber or just getting started there is one for you. Check out [www.14ers.com](http://www.14ers.com) for all the information you'll need to get started. Grab some friends and get outside!

Finally, now that we've entered Contract negotiations please do your best to stay up to date and informed. Reading this magazine and other Union updates is a great place to start. Try to make a habit of checking the Union Website on a monthly basis. Encourage your Crew Members and friends to get involved. Our Coworkers at Local 555 have been fighting for a better Contract for over two years and deserve your support as well. Together we can all make a difference.

As always, if you have any questions or concerns please contact me directly.



Chris Sullivan

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## Houston

Welcome to the height of summer travel. It's hot, it's crowded, and the "amateur flyers" are out in force. Our lines have more density as Management beefs up numbers of Reserve lines based on projected sick call trends. Add in new planes, new cities and a lot of schedule changes and our resilience and perma-smiles are tested. While it is prime time for most Flight Attendants to want to work their trips with no drama and just go home, it's also prime time to make a difference in what our future as Southwest Flight Attendants will look like.

Changes in connection times and the DPOS (pairing generator) continue to put the squeeze on all work groups. Management is hard at work to keep us as productive as possible. While that's a good thing for us financially, sometimes the on-line impact of the "small tweaks" is not realized. We are told the changes implemented are a direct result of feedback from Flight Attendants. For example, the Flight Attendant Binder will be lighter in August as the Handbook will be removed and found on [SWALife.com](http://SWALife.com). Consider using the Ideas and Inquiries tab on SWALife to express productive ways to make life easier on-line (i.e. setup of galley, UM Procedures in cities with contract labor, etc.).

For Contractual issues, your Negotiating Team has made it easy to give feedback through conference calls, an interactive Webpage ([nt.twu556.org](http://nt.twu556.org)) and a smart phone app. While you're flying, please make note of Contractual language that could be tweaked to make our quality of life better and submit feedback to your Negotiating Team.

Growth continues to rock our world! We'll have nine new -800's joining our fleet this year, and another five introduced in 2014 bringing our total to 57 by the end of 2014. We've been begging for more consistency in our lines and pairings, but relief is not likely in sight. Incorporating the D Position into the regular lines of flying is still too costly, so D Position flying remains separated. With about 4500 A, B, and C position lines and approximately 500 D position lines, the D reroutes seem greater in number, but in reality are only slightly higher. However, if your D Position reroute appears to be outside of Contractual parameters and/or not as the result of upgrade/downgrade, please print out a copy of the original pairing and contact the Union office.

We break ground on our International Terminal this fall. The good news is our new terminal will usher in growth for our perpetually senior base. The bad news is parking will likely be an issue during construction. On-site parking will close and spill over into our already crowded parking lots. Scott Wells and I have been in discussion about this and will hopefully have a solution in place prior to the on-site lots closing.

Finally, thank you to those who filled out cards supporting Asiana Flight Attendants. It was a pleasure to send those off. It's always an honor to represent Houston. Stay Fabulous, Houston.



Valerie Boy

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and HOU DEBM  
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## Las Vegas

I first want to welcome the new Members of the Executive Board—President, Audrey Stone; 1<sup>st</sup> Vice President, Todd Gage; 2<sup>nd</sup> Vice President, Brett Nevarez; Treasurer, John Parrott; and Recording Secretary, Cuyler Thompson. Welcome aboard.

The last few months in Las Vegas have been very exciting. We have some new probationary Flight Attendants and we want them to feel welcome so please fill out all evaluations when you get them and let Southwest Management know how awesome they are doing. If you notice areas that need improvement, please address it with the Flight Attendant directly. Put yourself in their shoes and remember how stressful probation was and try to do things to make it easier on them. Also a friendly reminder for all of you Flight Attendants still on probation, you can and should ask for a Union Shop Steward to come to all Fact-Finding Meetings with you. You should not ever go into a meeting alone.

Our negotiations are just getting off the ground. Please make sure you keep up with your Negotiating Team by logging on to **www.twu556.org**, or by downloading the new Negotiating Team app. If this is your first time logging onto the site, please use your birthday as your password (mm/dd/yyyy).

TWU 555/556 Unity is still in full force; please be friendly to the Operations Agents and Provisioners. Just saying “Hi, we are supporting you” will go a long way.

Please vote in the Delegate Election for the TWU International Convention taking place in Las Vegas on September 23-27. Voting over the phone could take up to an hour, so please utilize the online voting option. Voting opens on August 1 at noon Central and closes on August 16 at noon Central.

I wanted to thank you all for the great job you do as Flight Attendants. My heart dropped when I heard the news report that a Boeing had crashed in San Francisco. I was amazed after seeing the images, that more lives were not lost. and I realized that all Flight Attendants, no matter where we are from, are trained to save lives. The Flight Attendants of Asiana Flight #214 did a great job and it reminds me of why we are here. Stay safe out there you guys.



*Las Vegas Shop Steward Rachel Brownfield passing out lanyards to Aligent Airlines Flight Attendants who are negotiating their first contact.*



**Addie Crisp**

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and LAS DEBM  
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## Oakland

Over the past few months there has been significant change within our Local. Since this past June, the Executive Board has experienced a transformation in personnel as five Officer positions have been replaced through resignations and removals. While the Executive Board turnover may seem detrimental to our overall operations, in the area of grievance handling and negotiations, little to no impact was felt. If you think about it, our Local does a lot on a daily basis, but enforcing our Contract through the grievances process and negotiating changes to our Contract are its primary tasks. Throughout much of the Executive Board turmoil, these two areas of Union work remained strong due to the hard working individuals within our Local that continued to keep the Membership's concerns as their primary focus. Because of this, our Grievance and Negotiating Teams have emerged from this difficulty in a stronger position to tackle the issues that confront our Membership. Thank you to the Grievance and Negotiating Teams.

Over the past year the Membership has also experienced a transformation. The Membership has taken an active role in their Union; this is a tremendous achievement of which we can all be proud. Union participation in Membership Meetings, Union elections, and Union surveys is at an all-time high. Think about it, at this last round of Membership Meetings we saw Members attend who have not attended a Union Meeting previously or have had limited engagement in the past. This heightened level of Membership participation will guide our Local moving forward and into the future. This is a new chapter for our Local and it is because of the commitment made by our Members to get active and stay involved. Thank you to our Membership; it is an honor to be one of your representatives.

Lastly, I would like to welcome our new President, Audrey Stone; our new 1<sup>st</sup> Vice President, Todd Gage; our new 2<sup>nd</sup> Vice President, Brett Nevarez; our new Recording Secretary, Cuyler Thompson; and, our new Financial-Secretary Treasurer, John Parrott. All of these TWU Local 556 Officers have been fierce advocates for the Membership and will be tremendous assets serving in their new positions.



**Matt Hettich**

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and OAK DEBM  
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Greetings from the Sunshine State! There is an old saying that "A picture is worth a thousand words." It can also be associated with one word - **Discipline**. In today's world of technology, Flight Attendants taking pictures of fellow Flight Attendants and turning them into Management is on the rise at an alarming rate. Additionally, since the implementation of the electronic IRs, it appears that Flight Attendant's writing each other up has been on the increase the past several years.

If you have done either of the above, **you** need to stop. If you are inclined to become a 'writer' or a 'photographer', apply for a position at your local newspaper. Turning in fellow Crew Members into Management is just **plane wrong!**

You may remember that with the paper IRs, there was a box you had to check that asked you if you had spoken with or discussed the issue with the person you were writing up. Although that question is not currently asked, if you have an issue with a fellow Crew Member, how hard is it to speak to them first to find a resolution?

It is often we hear that we don't see the big picture regarding operational issues. The past few months have resulted in numerous reschedules, Flight Attendants being JA'd and daily VJA in all Bases. While sick calls remain the number one perceived culprit, our staffing levels come into play as well and it appears that we are understaffed. We are not seeing the big picture; we are only seeing the wallet-sized photo.

We are well into summer travel, which means turbulence due to weather in certain parts of the country. When you are asked to take your jumpseat, please do so immediately. If it becomes turbulent and you do not feel safe moving around the cabin, please do not wait for a call from the cockpit. Secure yourself until it is safe to resume your service. We are often asked to take our jumpseats due to upcoming turbulence. As soon as the last bit of turbulence occurs, the cockpit calls and says 'you should be good to get up now'. Please allow a few minutes more before resuming your service as this will ensure the turbulence is completely over.

Finally, there is a rumor circulating that Orlando is closing as a Base. Back in April, I began receiving phone calls from Flight Attendants, that Orlando was closing because of the flight reductions we will see in Orlando in August. Keep in mind that over the past few years, we have reduced flights around this time and Orlando is still 'open for business'. Please do not rely on rumors. Thank you for all you do and for being the **best** Flight Attendant's in the industry. Here's to a 'photo', 'write up' and 'turbulence free' rest of the summer.



**Jimmy West**

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and MCO DEBM  
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Summer is finally here and for us Phoenicians that means hot airplanes and high AC bills. While I don't have any advice on reducing your AC bill in the summer, I can give you advice on how to keep our planes cool. For starters, please make sure you are following the Summer Procedures, regardless if you are in cooler cities. If the cabin is still unbearably hot, ask the Captain to turn on the APU, as this is now part of our Hot Aircraft Procedure. Finally, if this fails, please submit an ASAP Report and write an IR.

I share this story to give an insight as to what our Passengers feel about the hot airplane issues we are experiencing: I was coming back from Dallas the other day and seated beside me was a father with his son. This was the son's first flight as I overheard the father say they were flying to San Antonio for lunch and then back to Dallas as his son has always wanted to ride on an airplane. While sitting there, I couldn't help but feel like a kid again on their first airplane ride as the son kept asking his father if we were taking off soon. Some of you that have children can most likely relate to this as one of the memorable experiences of being a parent and can fondly recall the event many years later. With that being said, I am sure that this parent will do the same, but he will most likely remember how hot it was on the airplane as I overheard him say that it was 900 degrees on the airplane. While I am sure hopeful that the father and child will be Southwest Customer's for life, part of me also wonders if they equate our airline, which is commonly known as no-frills, to also mean no air conditioning in the summer.

**Shelia Towns** is our new Crew Base Coordinator (handles parking issues, Uniform issues, etc.) who has replaced Irene Wingfield. Sheila come to us from the People Department ... Welcome Shelia.

In closing there seems to be a rise in Fact-Finding Meetings in Phoenix. Please remember, if you are called by a Supervisor and they ask you on the phone what happened, please remind them that you will not say anything further without a Union Representative present.

Please remember to drink plenty of water this summer to stay hydrated and do your best to stay cool.



**John DiPippa**

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# We Are Interviewing!

## A hypothetical situation ...

When checking in for a recent trip, I reviewed the briefing book in the lounge and the title of one of the RBF's caught my attention: **"We are interviewing!"** My immediate thought was, "Great, more classes are coming through and the Southwest engine is continuing to hum along with growth and expansion." Business as usual, right?

As I continued reading, the communication became crystal clear. It helped explain the unusual amount of chatter in the lounge that morning. There was a sense of uneasiness and disruption that was palpable. I noticed some Flight Attendants visibly shaken, others seemed assured, and yet others were off by themselves in a moment of self-reflection. What was happening?

I continued reading the announcement. It was short and succinct—only two sentences long. It read: **"All Flight Attendants are being re-interviewed. Please see an Inflight Supervisor to schedule your interview."** Southwest was not offering New Hire classes, but was instead re-interviewing each existing Flight Attendant for the position.

Reality check! Process it, feel it, take it in. My employment and livelihood was on the line. My mind was racing. How did we get to this? Was this legitimate? My initial thought was, "Would I be hired at Southwest Airlines today based on my total performance?" If a video journal was shown documenting my work and attitude of the last week, last month, last year—would I be given the thumbs-up for continued employment? Do I demonstrate the same professional attributes and commitment today as the day I was hired? Has complacency settled in, and is my employment in jeopardy?

While this was not an actual briefing memo, it is a helpful exercise to role-play. Reflect back to the day you set foot in the interview room. No doubt, extra care was taken to set out your best, pressed clothes. We stood in front of the mirror taking special note to be well-groomed, crisp, professional, shoes shined, everything in place. Confidence, positive attitude, and mental clarity were all in check. Perhaps we gave ourselves a mini pep talk. Still, our stomachs were in knots and heartbeats noticeably revved up.

Your name was called by the Recruiter, and the interview was set into motion. Our handshakes were firm, eye-contact was focused and on target, and our body language reflected our excitement for the pro-



By: Jaycee Barrus  
PHX Flight Attendant

spective job role. Each answer was delivered with a sense of warmth, genuineness, and honest reflection. We sold ourselves to Southwest Airlines based on what we value in ourselves—work ethic, personal values, service to others, dependability, and being problem solvers. I recall the headings of each interview question—Awareness, Sensitivity, Job Fit, Judgment, Teamwork, and Motivation.

We all signed a contract with Southwest Airlines on our hire date. We also made a commitment from within. That commitment

and contract is in force each day. May we have the resolve to have a candid conversation with ourselves each time we pin on our wings and set foot onboard the aircraft. You see, the interview process is on-

going and always in motion. We are being interviewed each day by our Customers, both external and internal. We are hired for the role and offered the job when Customers give us their repeat business and loyalty. For that, we should be extremely grateful and proud. Let the interviews continue!

**Do I demonstrate the same professional attributes and commitment today as the day I was hired?**

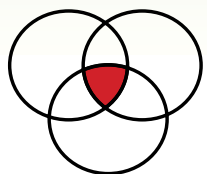
A total of 300 Flight Attendants are scheduled to complete Special Merger Training.  
The following class dates are scheduled:

August a class of 55;	September 9 a class of 65;
September 23 a class of 65;	October 7 a class of 65;
November a class of 50.	

Please be aware the dates and numbers of individuals in the classes are subject to change.



## CISM Update



*The CISM Team handles approximately 700-800 incidents a year. Every incident we handle is confidential between the Flight Attendant and the CISM Team Member. In December 2012 we were notified about the horrific mall shooting in Portland. One of the Flight Attendants directly affected felt compelled to share her story in hopes of showing how her life was changed in the blink of an eye. This is a true story of someone who experienced a tragedy, walked through the process of healing, and gained a sense of "normalcy."*

It is December 11, 2012 and I am trying desperately to "get it all done." Yet again I am on a trip, but at least I am in Portland, so I can get a little bit of my Christmas shopping done. It is a cold, clear day in Portland and we are two thin-blooded Phoenix girls so there is no walking for us today; we head to the mall courtesy of the hotel van. I have flown several times with this Flight Attendant and consider her a friend. It is 3:15 in the afternoon and as we enter the chaos of shoppers we head off in separate directions. She needs makeup from Macy's and I have a thousand other things to get. With a plan to meet for dinner in two hours, I am focused and ready to shop.

I have been in the mall about fifteen minutes now and am wandering through a store called Maurice's. I'm chatting on the phone with my cousin and am completely distracted from my surroundings until I hear a "POP POP POP" sound. I'm jolted back into awareness as I take a step toward the front of the store. The sound leads me to believe one of those little trains carrying children around the mall has hit the wall. The next sound I hear is rapid gunfire, at least fifteen more rounds and then mothers screaming for their children. I am momentarily stunned. I calmly say to my cousin on the phone "Sweetie, I have to go, I think someone is shooting!" then I hang up on her. (I'm fairly certain she will never forgive me for this but she loves me anyway).

Someone is yelling, "Ladies come this way." It is one of the employees in the store and she is directing us to a hallway that leads to the back storeroom. I am the last person to pass through the door between the store and hallway; the other women have already made it to the storeroom. I have this horrible feeling. As she closes the door, I notice there is no lock; I ask her if she closed the front gate of the store and she says no. She asks if she should go back out to close the front gate, I say "NO!!"

At this point I think to myself, "Don't take over, this isn't your plane." Then that inner voice screams "DO WHAT YOU HAVE TO DO!" I tell her to get me anything she can find to block the door. "DO NOT tell the other woman we are not secure, have everyone silence their phones and be completely quiet."

We do the best we can to block the door from opening, and then join the other seven women. Some of the ladies are texting while others are just standing there in shock. I am trying desperately to get in touch with my Crew Mem-

ber. She is not answering. 'Oh God please let her be okay.' Why isn't she answering, I've texted and called her at least four times. Now we are getting reports that two are dead and all of this has happened in and around Macy's, OH GOD PLEASE, where is she?

I need to let someone at Southwest know what is going on. I separate myself from the others and call the Phoenix Office. I tell Supervisor Kim Garza what's happening and her actions are amazing. She does all she can to reassure me, and tells me that SWA will do everything they can to get me home.

I just want to go home. I need to hold my babies and my husband. I call my best friend and tell her what's happening. I can't call my husband, he is a coach and in the middle of a game. He won't answer the phone and I don't know how you leave a message about something like this.

I don't want him to hear me die. I rejoin the others. We are all quiet. I am praying.

BAM BAM BAM!, someone is trying to get through the door!! We all start diving on top of one another. We are lying under a clothing rack. I didn't expect my life to end like this. I quickly text my husband. I thank him for being an amazing husband and tell him how much I love him. I then

send another text to him for my children. I tell them, "God has amazing plans for your future, when you miss me just close your eyes, and I will always be there! Mommy will always be with you," I then begin to pray. "Lord I am ready, if you want me I am ready but if you could work it out I'd really like a bit more time." At that point I feel this amazing peace and warmth come over me. I still don't think I'm going to live but I know everything will be okay regardless of what happens.

It is now very quiet again. The banging on the door has stopped. Where is he? I look around and I see a ladder. I use it to get on top of a scaffolding area being used for storage. I think to myself 'I'm out of here'. He might get me but I'm not going to make it easy. I hustle up the ladder, lay flat on the platform and hide behind some boxes. It's so cold. After a few minutes some of the other women follow. I don't want them with me but I can't exactly kick them down.

I receive a text from Kim, they have found my Crew Member, thank you Lord. We are also receiving information and found out that there are a total of three dead, one of them is a gunman but police are unsure if there

**The next sound I hear is rapid gunfire, at least fifteen more rounds and then mothers screaming for their children. I am momentarily stunned.**

are more shooters. The news reports are very conflicting. Reports say 2-3 gunman, where are they?

It's now 5:15 and my husband is calling. He is so breathless as he says "Babe, what's wrong?" I tell him quickly what has happened and that I am hiding. Our daughter is in the car with him, he is trying to remain calm and in control but I can hear his voice cracking and his heart breaking. He chokes as he says, "Please be careful and come home to us, we love you." I have got to get out of here; I need to get home. I start clawing at a vent; maybe I can get through it.

Over the loud speaker we hear "If you are still in the mall, come out with your hands above your head and state your name." I jump off the scaffolding then help the other ladies down. We head out into the hallway. I feel confident it's the SWAT team but am very concerned they might mistakenly shoot me. I see our barricade has been pushed back about a foot....someone did try to get in.

I am the first one out of the hallway. I walk into the store screaming my name and that "I am a Flight Attendant for Southwest Airlines!" I scream this over and over. The SWAT team rushes me, their rifles in my face. I again scream my name and tell them there are eight more woman behind me. As the women exit one by one a SWAT member tells me we were the only store at this end of the mall not locked down. The shooter had gone store-to-store trying to get out; we were an open invitation for him. Fortunately, he could not get through the barricaded door and continued moving through the mall. I'm feeling very blessed!

The SWAT team gathers us together and we head out into the mall. I look to my left and see two people lying on the floor. I look away. We walk toward the escalator and head downstairs. I look slightly to my left and there he is, the shooter, sitting against the wall. He appears to be resting but there is blood and his gun is lying in his lap, his mask has been pulled up to reveal his face. I might throw up. The police rush us outside where it's dark. They ask us questions then allow us to leave. I have never felt so alone in my entire life. One of the store employees offers to take me back to the hotel; I am relieved that I don't have to walk back.

I get to my room and call my family. It is so good to hear their voices. Since it's so late, Kim has scheduled my deadhead in the morning but now I need to get through the night. I head downstairs to find my Crew and we are able to reconnect. It is good to put my arms around my friend. There are many Crews downstairs and we all try to support one another.

While downstairs I get a message from Eileen in CISM. She would like to speak with all of us for a debrief as soon as we feel up to it. My Crew Member and I head to my room and call her. Eileen is wonderful and gives us some suggestions on how to get through the evening. She tells us of a CISM Team Member who can fly in but we decline due to the late hour. I just want to lie down. Eileen gives



us her number and says to call her anytime. She will call us in a couple of days to check in. I'm trying to sleep; not happening.

Landing in Phoenix has never been so sweet. I was so grateful to see my husband. After getting some rest I spent some time with my kids explaining what I had experienced, careful to share just enough so they could understand, but not so much that they would be afraid for me to go back to work.

The next few weeks were a blur. Some days it was all I could do to get out of bed and get the kids to school. There were many calls back and forth between Eileen and myself, and she reminded me what I was going through was normal. I just had to push through.

Today is July 4, Independence Day, and yesterday I was in Portland for the first time since the incident, and yes I went to the mall. I was with my dear friend, CISM Team Member Dina. She walked with me as I retraced my steps from that day. We stood where the victims were and where the gunman had died against the wall. Finally we entered the store where it all began for me. The employee was sweet and allowed me to go into the storeroom and just take it all in. She said the two employees from the time of the shooting have transferred, which doesn't surprise me. It was a very long two hours for all of us.

I cannot explain the freedom I felt as I walked out of Maurice's yesterday. I will never be able to adequately thank CISM for the support they have given me, which ultimately led me to face my fears. I know some Flight Attendants may be leery of speaking to or receiving help from CISM after an event occurs in their life. I am here to tell you the CISM Team is ready and available to help in any way, shape or form. They are truly a special group of people who give tirelessly of their efforts and want nothing but happy healthy Flight Attendants in return. If you are in need – call them. If you have had a situation occur and haven't heard from them then you pick up the phone and call them. They are here for us and are fantastic at what they do.

Peace my friends and be safe out there.

~Signed a Very Thankful PHX Stew~

# New City Codes

With Southwest adding many new destinations, we thought it might be handy to include a “cheat sheet” for you. Below are the destinations that have been added in 2013.

## Southwest Destinations

BKG Branson, MO  
CLT Charlotte, NC  
DSM Des Moines, IA  
FNT Flint, Michigan  
GRR Grand Rapids, MI  
EYW Key West, FL  
PWM Portland, ME  
ROC Rochester, NY  
SJU San Juan, PR  
ICT Wichita, KS

## Southwest and AirTran Destinations

CAK Akron/Canton, OH  
FL aircraft / WN station personnel  
DAY Dayton, OH  
SJU San Juan, Puerto Rico

## Coming to Southwest November 2013

MEM Memphis, TN November 2013  
PNS Pensacola, FL November 2013  
RIC Richmond, VA November 2013

## AirTran Destinations which will soon be Southwest Destinations

CUN Cancun, MX  
BDA Bermuda, BM  
MJB Montego Bay, Jamaica  
MEM Memphis, TN  
MEX Mexico City, MX  
NAS Nassau, Bahamas  
PNS Pensacola, FL  
PUJ Punta Cana, Dominican Republic  
RIC Richmond, VA  
SJD Cabo San Lucas/Los Cabos, MX

# Base Wars

It is the present, Star Date 2013. A New Council has been put in place to rule the Sector Of Southwestian's. There are many challenges to contend with. All around us our universe is manifesting intense activity. There is a feeling of apprehension among the Space Shuttle Stewbots; they are looking forward to a great event – Negotiations with the Emperor's of SWAG. Some are filled with anxiety and fear. We all know, “Fear is the path to the Dark Side. Fear leads to anger; anger leads to hate; hate leads to suffering.” If ever there is a time when Planet-Bases should be uniting, it is NOW!!!!” This was recently voiced by the new Chancellor.

“There they are. Put up your invisibility shield,” said Rebokii Zenzo, the Phoenixian from the hot Planet-Base.

They kept their eyes straight ahead instead of greeting the other Space Shuttle Stewbots.

“Did you see her short dress? I bet they are from Baltimore,” said Marmar Haldal.

“You are just jealous because she looks hot,” implied Rebokii. “Remember, we *are* the Stewbots that once shed our space suits and rocketed hot pants and mylar boots!”

“It is just not professional! The Supee's of SWAG will discipline her. They are everywhere, enforcing the Universal Law,” Exclaimed Marmar.

“Baltimorean's are known for their flair,” Rebokii added.

“FLAIR? Well, their FLAIR better not get in the way of their cleaning!!!” Marmar spewed with attitude.

## COFFEE TALK



“They think **we** do not clean. Isn't that what they say about Phoenixian's?” Rebokii laughed.

“Oh, look at that handsome Space Commander over there.” Marmar swooned.

“HELLOOO” Rebokii smiled and waved at the Space Commander. “I cannot believe he did not acknowledge me!!! I bet **he** would have noticed that silly Stewbot in her short dress.”

“It might help if we put our invisibility shields down.” Marmar chuckled.

Jet Blue is selling, “Even More Space” seats, with extra leg room. Richard Branson is going to blast off into space with Virgin Galactic. US Airways is trying to get **into our space**, by purchasing America West and American Airlines. What will happen to the Sector Of Southwestian's if they keep up with these Base Wars? Will we all be sucked into the black hole of indiscretion and then self-destruct?

Let us recall the wise words of the Grand Master of the Jedi Council, YODA. “The dark side clouds everything. Impossible to see the light, that the future is.”

*Latte's LUV Tina Coffee (Mamajava)  
Phoenix Flight Attendant  
Board Member at Large  
214-640-4317*



# Timeline Of Events for Trials and Removal of Officers

*The Flight Attendants in attendance at all nine Sessions of last month's Membership Meeting made it very clear to us that our Membership wanted more information and communication regarding recent events that took place at the Local 556 Union Office and on the Executive Board. This "Timeline of Events" has been created and approved by the Executive Board in hopes that our Members may better understand the sequence of events that led to the removals of Chris Click, Jerry Lindemann and Stacy Martin from Office. You can locate the letters of explanation on the main page of [www.TWU556.org](http://www.TWU556.org) in the post dated June 1, 2013, or email us at [ExecutiveBoard@TWU556.org](mailto:ExecutiveBoard@TWU556.org) with questions and/or comments.*

## Friday, April 19, 2013

The Executive Board (EB) found Article XIX charges against Financial Secretary-Treasurer Jerry Lindemann and 1st Vice President Chris Click proper. The EB voted to suspend Chris Click from his position as 1st Vice President under Article XIX, Section 4, pending a trial. The EB instructed Board Member at Large Rob Riddell and Oakland Domicile Executive Board Member (DEBM) Matt Hettich to contact the list of potential Trial Committee Members and determine their willingness to serve. Rob Riddell and Matt Hettich agreed to present the Trial Committee recommendations to the EB on Friday, April 26.

## Sunday, April 21, 2013

Board Member at Large Rob Riddell and Oakland DEBM Matt Hettich began the Trial Committee selection process tentatively selecting May 22 and May 23 as the trial dates. Rob Riddell sent an email to TWU ATD Director Garry Drummond seeking clarification on holding one trial for both Jerry Lindemann and suspended 1st Vice President Chris Click.

## Monday, April 22, 2013

Board Member at Large Rob Riddell sent out an email titled "Tentative Trial Date" with trials scheduled for Wednesday, May 22, 2013.

## Tuesday, April 23, 2013

Confirmation was received by the EB that the Local could hold one trial for two or more Members. Board Member

at Large Rob Riddell sent out an email to the EB titled "questions," again tentatively selecting the week of May 23 for the two trials.

## Wednesday, April 24, 2013

Board Member at Large Rob Riddell organized a conference call for the EB to discuss the Trial Committee dates and the selection of Union Presenters for the trials. During the call, Rob Riddell withdrew as a Trial Committee coordinator over frustration about President Stacy Martin's involvement in the selection of trial dates and committee. The call concluded with Stacy Martin wanting to change the trial date to May 14 and 15. Rob Riddell sent an email stating "...only to have Stacy change the date this morning. This is crazy in my opinion."

## Thursday, April 25, 2013

Oakland DEBM Matt Hettich sent an email to Recording Secretary Jannah Dalak titled "RE: Trial Committee" stating there is opposition to the dates that President Stacy Martin has selected. At that point EB Members, Rob Riddell, Matt Hettich, Donna Keith, John DiPippa, Jimmy West and Karen Amos had given their preference in avoiding the week of May 14-15 for the trial dates.

## Friday, April 26, 2013

Oakland DEBM Matt Hettich sent Trial Committee recommendations to the EB via email titled "Urgent/Confidential". Matt Hettich explained that there was a dispute among EB Members about the trial dates (President

Stacy Martin wanted the dates to be during May Boards - May 14 & 15).

## Sunday, April 28, 2013

Recording Secretary Jannah Dalak sent the EB a rough draft trial notification letter that still lacked a trial date.

## Monday, April 29, 2013

At 09:12 Oakland DEBM Matt Hettich sent out a final resolution email stating that the trials were scheduled for May 22 and May 23. In agreement were Board Members Matt Hettich, Addie Crisp, Jannah Dalak, Karen Amos, Rob Riddell, Tina Coffee, Donna Keith, Jimmy West, and John DiPippa.

At 13:35 Recording Secretary Jannah Dalak sent an email stating that May 22 and 23 would not work, per President Stacy Martin, and that she was selecting May 14 and 15 for the trial dates.

## Tuesday, April 30, 2013

Recording Secretary Jannah Dalak sent out trial notifications with the dates of May 14 and 15 to the charging and accused parties.

## Thursday, May 2, 2013

Recording Secretary Jannah Dalak sent the EB trial notifications with the May 14 and 15. At 20:08 Jannah resigned her position as Recording Secretary effective May 3, 2013. Dawn Wann resigned her position as 2nd Vice President on May 2, 2013.

## Sunday, May 5, 2013

The Board of Election, per Bylaw VI (h), contacted Officer Election candidates regarding the vacated positions.

## Monday, May 6, 2013

Oakland DEBM Matt Hettich sent out an email expressing concerns about the Trial Committee logistics. Cuyler Thompson accepted the position of Recording Secretary and Brett Nevarez accepted the position of 2nd Vice President.

## Tuesday, May 7, 2013

Allyson Parker-Lauck confirmed her

availability to serve as Union Presenter in the trial regarding charges brought forth by the charging Member.

### **Wednesday, May 8, 2013**

Suspended 1st Vice President Chris Click challenged two members of the Trial Committee scheduled for May 14 and one member of the Trial Committee for May 15.

### **Thursday, May 9, 2013**

President Stacy Martin released the "State of the Union" video on YouTube, TWU Local 556 Facebook site, TWU Local 556 Website, and sent an email blast to the entire Membership. The charging Member requested that the trial involving charges she submitted be moved to a later date.

### **Friday, May 10, 2013**

A conference call was held at 10:30 Central time with Allyson Parker-Lauck, the charging Member, Oakland DEBM Matt Hettich, President Stacy Martin, and legal counsel Ed Cloutman. The purpose of the call was to discuss the request from the charging Member to move the trial to a later date. It was agreed by all participants that Matt Hettich would reach out to the EB to inquire about their willingness to change the trial dates. Board Member at Large Rob Riddell sent out an email titled "Trial / Objections / Dates" asking the EB the following three questions: 1) agreement on moving the trial dates to May 23 and 24; 2) agreement on the selection of Allyson Parker-Lauck as presenter for the charges brought forth by Cuyler Thompson; and, 3) agreement on suspended 1st Vice President Chris Click's challenge to the composition of the Trial Committee members. At 17:20 the EB voted to change the trial dates from May 14 and 15 to May 23 and 24.

### **Saturday, May 11, 2013**

Oakland DEBM Matt Hettich drafted two versions of trial notification letters addressed to all parties informing them of the change in trial date and information on the yet-to-be-decided challenge to the trial committee.

### **Sunday, May 12, 2013**

Oakland DEBM Matt Hettich sent "Change of Trial Date" notification via email to suspended 1st Vice President Chris Click and Financial Secretary-Treasurer Jerry Lindemann and tried, unsuccessfully, to contact both by phone informing them of the change in dates to both trials.

### **Monday, May 13, 2013**

Oakland DEBM Matt Hettich and Recording Secretary Cuyler Thompson instructed TWU Local 556 Executive Assistant Kimberly Colmenares to send out the written trial notification letters authored by Matt Hettich and Cuyler Thompson to all parties informing them of the EB's decision to move the trial dates. Kimberly Colmenares stated that the letters were not delivered per Stacy Martin's instruction.

### **Tuesday, May 14, 2013**

An unauthorized trial took place for suspended 1st Vice President Chris Click and the Trial Committee recommendations were considered null and void by the EB. In accordance with Article XXI of the TWU Constitution, President Stacy Martin was suspended from Office by the EB and was escorted from the Union Office pending a hearing of the EB. Chicago DEBM Donna Keith and Oakland DEBM Matt Hettich called David Whitfield of McGann, Whitfield and Ketterman and informed him of the rescheduling of both trials.

### **Wednesday, May 15, 2013**

Suspended 1st Vice President Chris Click and Financial Secretary-Treasurer Jerry Lindemann participated in a second unauthorized trial and the Trial Committee recommendations were considered null and void by the EB. Acting President Brett Nevarez called David Whitfield of McGann, Whitfield and Ketterman and again informed him of the rescheduling of both trials and the suspension of Stacy Martin. Brett instructed David Whitfield to inform all present to leave. A cease and desist letter was faxed to McGann, Whitfield and Ketterman restating the

suspension of President Stacy Martin and that any legal services performed at his direction were not authorized. The EB agreed that Las Vegas DEBM Addie Crisp and Orlando DEBM Jimmy West would go to the unauthorized trial location and inform all trial participants that the trial had been rescheduled.

### **Thursday, May 16, 2013**

In accordance with Article XXI of the TWU Constitution, 1st Vice President Chris Click was suspended from Office pending a hearing of the EB.

### **Saturday, May 18, 2013**

TWU Local 556 Communications Committee Co-Chairperson Dean Walker allowed illegal entry into the Union office of suspended President Stacy Martin, suspended 1st Vice President Chris Click, and David Whitfield of McGann, Whitfield and Ketterman. The first unauthorized blast email to the TWU Local 556 Membership was sent out containing blatantly false and inflammatory information. The TWU Local 556 Facebook page was used by both suspended Officers without EB authorization. The suspended Officers disabled the "key cards" and email accounts of EB Members. Dallas DEBM Karen Amos was asked to check the Union office by acting President Brett Nevarez. Karen Amos and Contract Negotiator Val Lorian were asked to secure the Union office with deadbolts on the three hallway entry doors.

### **Sunday, May 19, 2013**

The deadbolts were removed and replaced by another locksmith resulting in the second illegal entry into the Union office by suspended President Stacy Martin and suspended 1st Vice President Chris Click. The second unauthorized blast email was sent out containing blatantly false and inflammatory information. The TWU Local 556 Facebook page was again used by the suspended Officers without authorization. Trespass orders were hand delivered by acting President Brett Nevarez and Recording Secretary Cuy-

ler Thompson, accompanied by Contract Negotiator Val Lorian as a witness, to Stacy Martin, Chris Click, Dean Walker and others. All refused to leave the Union office.

#### **Monday, May 20, 2013**

The third illegal entry was made by suspended President Stacy Martin and suspended 1st Vice President Chris Click. Trespass orders were hand delivered to Stacy Martin, Chris Click and Dean Walker which were again ignored. TWU ATD Director Garry Drummond hand delivered a letter upholding the suspensions of Stacy Martin and Chris Click which they also ignored. Stacy Martin and Chris Click refused to leave until TWU President Jim Little told them to do so.

#### **Tuesday, May 21, 2013**

The fourth illegal entry was made by suspended President Stacy Martin. A conference call with the TWU International Administrative Committee (IAC) and acting President Brett Nevarez resulted in a letter from President Jim Little and the IAC upholding the suspensions of Stacy Martin and Chris Click. Stacy Martin left the Union office immediately upon receiving the email.

#### **Thursday, May 23, 2013**

A trial under Article XIX charges was held for suspended 1st Vice President Chris Click which he did not attend.

#### **Friday, May 24, 2013**

A trial under Article XIX charges was held for suspended 1st Vice President Chris Click and Financial Secretary-Treasurer Jerry Lindemann which neither attended.

#### **Tuesday, May 28, 2013**

The EB met to review the Trial Committee recommendations for the two trials. The EB decided to follow their recommendations and voted to remove Chris Click from the Office of 1st Vice President and Jerry Lindemann from the Office of Financial Secretary-Treasurer.

#### **Wednesday, May 29 and Thursday, May 30, 2013**

An Article XXI hearing for suspended President Stacy Martin was held by the EB. After considering the testimony and exhibits the EB decided to remove Stacy Martin from the Office of President.

#### **Friday, May 31, 2013**

The Board of Election, per Bylaw VI (h), contacted Officer Election candidates regarding the vacated positions of 1st Vice President and Financial Secretary-Treasurer. Audrey Stone accepted the position of 1st Vice President and per Bylaw VI (f) became President of our Local. John Parrott accepted the position of Financial Secretary-Treasurer.

#### **Thursday, June 6, 2013**

An Article XXI hearing for former 1st Vice President Chris Click was held by the EB. After considering the testimony and exhibits the EB decided to remove Chris Click from the Office of 1st Vice President.

#### **Friday, July 12, 2013**

The EB appointed Todd Gage as the 1st Vice President of TWU Local 556 per Bylaw VI (h).

## **Good To Know**

Your Flight Attendant Certification (Airmen Certificate) should be maintained on your person. This is not required but is a good practice as the FAA and/or NTSB could ask you to produce it anytime they are on your aircraft, or investigating an event/accident. If you do not have it with you, you will have to produce it or a facsimile thereof within 15 days of the request (this is considered the reasonable amount of time referenced in the Act that provided our required demonstration of proficiency certification.).

If a Flight Attendant has lost their certification card, it can be replaced through [www.faa.gov](http://www.faa.gov) -> Licenses and Certificates -> Airmen Certification page.



**So I asked for a  
sweeper in BKG,  
and they brought  
me a hokey.**

*excerpt from FB*

*written and approved by*

***Your TWU Local 556 Executive Board***



# Gratitude Improves Your Attitude

It seems that more and more, while on-line, the topic of discussion evolves to the feeling that our Culture is not what it used to be. This begs the question, "who is in charge of our Culture?" We are! Part of our Culture is the golden rule and simple kindness to one another along with volunteering is a huge part of our Culture.

In the recent Membership Survey there was a question about volunteerism. Only 21% of our total workgroup would be willing to donate/volunteer time to assist with Union activities. While I completely understand that we all have busy lives outside of work, I began to list some simple things that we can do while we are at work as well, as some things that may take a few hours of your free time.

Gestures of Gratitude and LUV:

- *Write a LUV report! Only takes a few minutes!*
- *Write a simple note on a beverage napkin to Provo that says, "We have your back TWU555! LUV TWU556". If you would like a pre-designed note, visit [www.twu556.org](http://www.twu556.org) homepage, click on the icon at the right of page for a PDF that you can print. Once printed, take along with you on your trips to write notes on the back or hang in your galley. **Every time** I hang a mini-flyer in my galley I receive POS from our Provo Agents.*

- *Volunteer for a TWU555 event. They are so appreciative of any amount of time that we give to them.*
- *Go to a Union Meeting. There are three meetings in your Base every year. Meetings usually last about four hours (sometimes longer), but it is a chance to educate yourself on what is happening in our Local. Four hours a year is doable. Make a commitment to yourself that you will attend one meeting a year.*
- *Buy a box of Thank You cards and write simple messages of gratitude and hand them out to your fellow Flight Attendants, Ops Agents, Pilots or Provo Agents. If you want to take a step further, go buy a few \$3 Starbucks gift cards and include them in the card.*
- *Offer the Ramper who brings up the bin slip a cold can of water, especially in these summer months.*
- *Offer Ops and the Pilots a can of water as well.*
- *Ask the Ops Agent if any of the CSAs need a beverage.*
- *Put an orange ribbon on your bag in support of our AFA 57 Brothers and Sisters.*
- *Buy a few extra apples or bananas and offer them to your Crew. I would say chocolate but it's summer and I don't need to be eating chocolate right now.*
- *Smile! It takes 43 muscles to frown and 17 muscles to smile.*

Visit [www.twu556.org](http://www.twu556.org) click on the icon at the right of the homepage page to download PDFs containing each of the three "LUV notes" shown here. You can print them, take along on your trips, and write encouraging notes to hang in your galley. You can also cut the images below and hang in your galley.



## Grievance Update

There are five Southwest workgroups currently in negotiations and technically six if you count AFA 57 (AirTran Flight Attendants). We can do the simplest of things to show each other that we care and support one another. We are much stronger during negotiations if we all support one another.

There are a lot of things that we can do to show our fellow Coworkers that we are grateful for their contributions to our amazing Company! There are also a lot of things we can do that will help build Unity not only within our own workgroup but also with our fellow Union Brothers and Sisters!



In Peace, LUV & Unity,  
Sam Wilkins  
OAK Flight Attendant  
#45023

# TOGETHER

## TWU 555 & TWU 556

# WE KEEP

# ♥ LUV ♥

# ALIVE!

As of the writing of this article, there are 139 Active Grievances. Since May boards, the team has settled 25 cases in the Union's favor including 7 reinstatements! Other Union awards include the removal of 5 No Shows, 4 Discipline letters were nullified, and 2 six-day suspensions were reduced to no discipline. Several contractual grievances have been cured as well. These issues include FAR reduced rest options, double covered pairing language, illegal reserve assignment and denied compensation.

### Override Pay Grievance Arbitrator Decision

In August 2011, Management informed the Union they planned to add a row of seats to the 737-300 and 700 increasing the number of Passenger seats to a total of 143. Management took the position that it did not have to pay an additional override fee to Flight Attendants who worked a flight with over 137 Passengers. The Union made every attempt to resolve this dispute, including delaying Arbitration in hopes that both parties could come to an agreement. Unfortunately, Management was not willing to pay Flight Attendants for this additional work. The Union was disheartened by Management's position on this issue as it is irrefutable that the additional Customers create more work for Flight Attendants, and yields more profits for the Company. After all settlement talks were exhausted, the Union took the case to Arbitration.

The Union put forth a strong case during this Arbitration, and the Membership was well represented. Much evidence from the Union's historical records was presented and past Negotiators came forward to testify. The Arbitrator took significant time to make his decision. Unfortunately he determined that we did not have the Contract language needed and ultimately denied the grievance. He declared that Management did not have to pay Flight Attendants an additional override premium; therefore there will be no additional override pay for working a flight on the 737-300/700 in which over 137 Passengers are boarded.

Flight Attendants will still receive the \$5.00 override premium for any flight where the number of Passengers boarded exceeds 122 on the -300 and -700's, and when the number of Passengers exceeds 162 on an -800.

### Piece Back Pairings Grievance Filed

Management has ceased a practice concerning piece back pairings. A piece back pairing is a pairing that was sipped apart and then put back together. For example a Flight Attendant sips a 4-day trip into two 2-day pairings leaving one 2-day on his board. Another Flight Attendant picks up the other 2-day portion of the trip and places it into the giveaway box. The Flight Attendant who has part of the trip can pick up the sipped out portion of the trip by contacting Scheduling to assist with piecing the trip back together again. Scheduling will then put the trip back together. Currently, Scheduling will only piece back the second portion of a pairing after check in of the first portion. The Union has filed a group grievance on the issue.

### 800 Required Training Grievance

The Union had hoped Management would agree to pay Flight Attendants for the required online training for the -800 aircraft, per the Contract. Since Management has still refused and settlement talks have been exhausted, the Union will be slating the case for Arbitration.

By: Lyn Montgomery, DAL Flight Attendant  
Executive Grievance Committee Chairperson  
214-640-4317

# Texas Labor Management Conference

The Texas Labor Management Conference is held annually, and is intended to nurture and develop positive relationships between labor and management. Southwest Airlines and TWU Local 556 have been in attendance over many years and play an active role in this fruitful venture. At the conference, company and union leaders from various companies across the state attend workshops together and discuss topics on good leadership qualities, new healthcare regulations, resolving issues and how arbitrators think, to name a few.

The conference serves to procure good relationships that aid both parties in achieving a common goal – job security, profitability and a solid future for all. This organization has served to show that by working together rather than working apart labor and management can achieve better results.

Southwest Airlines takes an active role in this conference. TWU Local 556 International Vice President **Thom McDaniel**, Senior Director Labor Relations **Naomi Hudson**, and Legal Counsel for Southwest, **Christina Bennet** all serve on the Board of Directors. This year TWU Local 556 was represented by Executive Grievance Committee Chairperson, **Lyn Montgomery**; Grievance Chairperson, **Becky Parker**; and Grievance Team Member **Barbara Fitzhugh**. Members of upper Management who were present included **Mike Mankin**, **Brendan Conlan**, **Maureen Emlett**, and **Brianna Grant**. These Managers and Directors are the persons working with Local 556 Leaders (which includes the President) to resolve disputes and grievances on a daily basis. We all joined together at this conference and learned new tools to enhance leadership skills and discover effective ways to work together. Southwest Airlines and TWU Local 556 are considered to have one of the best Labor and Management relationships in the nation. It is no coincidence that Southwest is the only profitable airline and its Flight Attendant's have an industry-leading Contract.

This year Senior Labor Attorney of Southwest Airlines, **Joe Harris**, was inducted into the Hall of Fame. Joe is responsible for providing advice and counsel with regard to labor relations, collective bargaining negotiations and the interpretation and application of local, state and federal labor laws. Throughout the years, Joe's contributions to the success of Labor Management relationships at Southwest Airlines have been significant.

The conference serves to procure good relationships that aid both parties in achieving a common goal – job security, profitability and a solid future for all.



**Lyn Montgomery**

Executive Grievance  
Committee Chairperson  
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214-640-4317



From the left; Barbara Fitzhugh, Becky Parker, Joe Harris, Lyn Montgomery.



Together, Christina Bennet and Lyn Montgomery accepting recognition for Southwest Airlines, which is a platinum level sponsor of the Texas Labor Management Conference.



Joe Harris receiving award with Naomi Hudson.



Naomi Hudson introducing Joe Harris as she reads comments from former Local 556 President Thom McDaniel.



# Don't Write It Up ...Talk About It

During the course of a 'normal day' as a Southwest Airlines Flight Attendant, it is easy to become distracted from our job duties. As we color outside the lines assisting with babies, small children, Unaccompanied Minors, the elderly Passenger that needs a bit more assistance and even the non-rev on a buddy pass who has no idea about common non-revenue travel protocol, the opportunity to make everyone's travel experience more favorable is what we are all about.

Southwest is in a tremendous growth spurt opening new cities, adding new aircraft, and Employees. With these changes, growing pains can be felt all around the system. Additionally it is summer travel season and the planes are hot, full, and everyone, including the Crew, wants to get to their destination as soon as possible if not earlier!

We all have those days when we are just not on our 'A' game. We may have just gotten a rough start out of the house, it may have been hard to leave our children, we couldn't find our wings, traffic was bad, or perhaps we just received a not-so-complimentary gate evaluation. Any of these things may cause emotions to spill over into the trip. On these occasions I have to remind myself that nobody's perfect – we all make mistakes.

I say this to bring up the issue of Crew Members submitting IR's on other Crew Members. Before it gets to that point, try to look for the good in others; life may be presenting challenges to this person and they could use a little understanding.

Maybe the 'B' is slow to set up the galley or sets it up in a manner that you don't particularly care for, or the 'A' does a funny PA and throws you off on the demo, or the 'C' gets stuck in the aisle every time you are serving. Although these may sound like little things, they may be just enough to cause tension between the Crew Members. Remember, there may be more going on that is affecting usual work habits so I encourage you to engage in conversation with your Crew Member(s) to gain a better understanding of the situation. Inquire if they feel ok, or ask how their day is going. You might find that a kind word and some encouragement is enough to help your Crew get back into the swing of things during the day.

Unfortunately it is much too easy to pick apart the faults of others. Sometimes I have to stop and evaluate if I, or my service style, might be the issue and not the other person. Before writing up a fellow Flight Attendant, please stop for a moment. Think about it. Talk it out with the Crew. Remember every action has a reaction.

Conversations between Crew Members that are not well received may need additional dialogue involving Professional Standards or Inflight Management. If that is the case, please be sure to document the conversation date, pairing number and all pertinent information. Discuss the issues and be sure that all avenues for resolution have been explored before you hit send on that IR.

If no resolution was achieved through conversation and you are putting it to paper, ask yourself a few questions:

- "What are my words really saying?"

- "How will this be perceived by Management?"
- "Is this concern an oversight or is it repeatedly happening?"
- "Has the Crew spoken about the concern?"
- "If it is a safety issue, have I and the other Crew Members followed proper procedures outlined in the manual to ensure cabin safety?"
- "Could the issue be a personality conflict and not necessarily a job duty neglect issue?"
- "Is this issue worth the Flight Attendant receiving discipline? Could this cause them to lose their career and is it worth it?"

Reporting on positive things is just as important as the negative. Fortunately our Company advocates giving kudos to those that deserve it. The Inflight Department relies heavily on Customer letters for the majority of our accolades. It does not have to be this way. It takes a few minutes (the time it takes to make a Facebook post) to submit a Luv Note via SWALife/SWAG/Recognition Center for a fellow Flight Attendant. Wouldn't it be great to have Management inundated with Luv Notes from within our department recognizing the positive versus the write-ups pointing out the faults of others?

***I'd like to propose that Inflight take the next thirty days and see how many Luv Notes you can send out.***

Try it and see how good it feels to recognize others and even better, how good it feels to be recognized for the good that you do daily.

***I'd like to propose that Inflight take the next thirty days and see how many Luv Notes you can send out.***



**Renda Marsh**

Grievance Team  
Specialist  
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or 214-640-4337

# Side Letter 8

## Proof that when you exhibit professionalism, your Union is able to achieve more.

Do you remember Side Letter 8? It's the Side Letter we voted on which outlined the training pay for the 737-800 and 717 and it would have been our most "boring" Side Letter to date if it didn't contain one change in our work rules: confirmed cabin seats for all deadheading Flight Attendants.

How were we able to breach the topic of "confirmed cabin seats" in an agreement that had nothing to do with deadheading or scheduling? There's not enough space in this article to go into detail so I'll try to give the abbreviated version: We initially broached the issue in Side Letter 7 where we guaranteed a cabin seat for one or two Flight Attendants if a deadhead on the 737-800 was over three hours. After Side Letter 7 was voted on and approved by the Membership, the idea of confirmed cabin seats for all deadheading Flight Attendants was resurrected. Thom McDaniel, our Union President and Lead Negotiator at the time, took the issue head on. There was a lot of push back from Management and you can imagine the reasons Management did not want to agree to provide cabin seats to all deadheading Flight Attendants.

How did we finally manage to finally secure cabin seats for all deadheading Flight Attendants? Management simply doesn't agree to give us anything "for free" or without any assurances. Among the tactful conversation that was had at the negotiating table, your Union did provide a simple assurance to Management: **A Southwest Flight Attendant is going to consider the needs of the Company and their own personal circumstances when agreeing (or not agreeing) to sit on the Flight Attendant jumpseat.** We argued that we wanted our Flight Attendants to have a choice, because, in the end, we know that they will do the right thing. We didn't want the Company deciding

for us whether or not we should sit on the jumpseat because no matter how much they try, they will never fully understand our jobs. Also, because of the time constraints under which Scheduling constantly operates under, the last thing they're considering is how long your day has been or how short your overnight was when placing you on a deadhead.

So now that we negotiated "black and white" language to address a very contentious issue, does this mean that we don't have any problems? Of course not. We still hear of instances where the Gate Agent did not secure the Flight Attendant a cabin seat. We also heard of Scheduling asking one of the working Crew Members if they'd like to "sit out the flight" on the jumpseat while requiring one of the deadheaders to "work the flight" in retaliation for requesting a cabin seat. Neither of the above behaviors are acceptable and should be immediately reported to the Union.

The only right Management has is to make us aware of the importance of "accommodating the Customer" to the best of our ability. This is one thing that we fully understood and promised our Flight Attendants would also exercise their best judgment when requesting a cabin seat. Those of you who have been here a while have experienced, first hand, how two of the founding Members of our Company "leaned towards the Customer" after they just finished a full day at work: Herb and Colleen "hopped on the jumpseat" in a moment's notice when it was known the flight was going to be full—Herb sat "up front" and Colleen sat "in the back." Even though they are now gone from our corporate landscape, please keep in mind their sacrifice and that every time you follow in their footsteps, you are continuing their legacy. If you volunteer for the jumpseat when the circumstances permit, you are "setting the

example" for your peers and exhibiting professionalism to our coworkers on the ground. As aviation professionals, we are expected to make conscientious decisions and when you make the right decisions, your Union is able to achieve more for you at the Negotiating Table. **United, We Bargain. Divided, We Beg.**

**We argued that we wanted our Flight Attendants to have a choice, because, in the end, we know that they will do the right thing.**



Val Lorien

OAK Flight Attendant  
Negotiating Team  
val@twu556.org or

**"A chain is as strong as the weakest link"**

# Teamsters Resolution



**TWU 556**

The Union of  
**Southwest Airlines  
Flight Attendants**

July 22, 2013

WHEREAS: Transport Workers Union (TWU) Local 556 is the Labor Union and exclusive bargaining agent of the Flight Attendants of Southwest Airlines; and

WHEREAS: The purpose of a Labor Union is to improve the lives of working people, protect their members, and preserve their rights through collective bargaining and representation through solidarity; and

WHEREAS: There are thousands of unorganized workers who need Union representation in the United States; and

WHEREAS: The International Brotherhood of Teamsters (IBT) is currently conducting raids on Members of the Transport Workers Union (TWU) at American Airlines and the International Association of Machinists (IAM) at US Airways; and

WHEREAS: The predatory act of raiding other Unions does nothing to advance the needs of working people, but instead wastes resources and divides the collective strength of the Labor Movement.

NOW, LET IT THEREFORE BE RESOLVED that TWU Local 556 Members will not participate in any coalitions, organizations, meetings, events, fundraisers or AFL-CIO central labor councils that the IBT is a member or participates.

BE IT FURTHER RESOLVED that TWU Local 556 will not work or cooperate with the IBT on legislative or political activity on a local, state or federal level. While we have many transportation labor issues in common with the IBT, we can no longer conduct business as usual while these raids continue.

## **CERTIFICATION:**

I, the undersigned President of TWU Local 556, do hereby certify that the full sixteen Executive Board Members of TWU Local 556 voted unanimously to adopt the above resolution on this, the twenty-second day of July 2013.

**SIGNED:**

*Audrey Stone, President of TWU Local 556*



# Contract Education

## Extended Ground Time

We are seeing a significant increase in reschedules resulting in extended ground time, unscheduled overnights and stranded Crew Members. Recently, these unplanned events have resulted in Flight Attendants being unable to obtain hotel rooms.

If you are on ground time that exceeds four hours, you will have the option to obtain a hotel room if certain conditions are met. These conditions can be found in the Contract under the Q & A section pertaining to Article 22. The Q & A in the back of your Contract is an excellent resource to use when you are wondering what the language in the Contract actually means. It has specific questions and answers that clarify Contract language and is a very important part of your Contract.

A good example of how the Q & A can be helpful can be referenced in Article 22 pertaining to extended ground time. If you take a look at Article 22.2.D, it states; *"The Company will pay directly for any hotel rooms and local transportation required. Upon request, Flight Attendants will be provided a hotel room when given an unscheduled RON in Domicile. If transit time through any out station exceeds four (4) hours, the Company will provide single hotel rooms for each Flight Attendant."* Although this language seems pretty clear, it doesn't talk about rolling delays, timing of your phone call to Scheduling, etc. This is why the Q & A is so important, as the Q & A section is also negotiated between the NT and Management.

If you take a look at the Q & A, you will find three questions pertaining to Article 22 which read as follows:

- Q: Will Scheduling ask Flight Attendants to share a hotel room? *A: No*
- Q: Can I be forced to share a hotel room? *A: No, but you can offer to share a room on your own accord. The hotel may ask you to share, but you are not required to do so.*
- Q: If I am on extended ground time, what conditions must be met before I can request a hotel room? *A: You must be at an outstation (not a Base, even if it is not your own) either scheduled or as the result of cancellations or delays for at least four (4) hours. Your next flight must be posted to depart at least four (4) hours from the time you make the call to Scheduling. The delay cannot be a rolling delay, such as one caused by weather or mechanical problems, where your scheduled departure time is continually changing.*

One of the main things to remember when you have extended ground time is that it cannot be a rolling delay and your next flight must be posted to depart at least four (4) hours from the time you make the call to Scheduling.

Although the Q & A may help clarify some questions that surround this section of Article 22, extended ground time can be very frustrating and may leave some Flight Attendants feeling very unproductive. If you meet the conditions to obtain a hotel, you may want to consider this as a good opportunity to alleviate the frustration of ground time. Your duty day is not affected by obtaining a hotel, nor are you required to remain telephone availability to Scheduling. In fact, getting a hotel room can be a good opportunity to take a nap, go for a swim, utilize the gym, dine in at a restaurant, use a private restroom or simply have a quiet place to read your Contract and familiarize yourself with the Q & A. Also, the entire Crew does not have to get a hotel room. Ultimately it is up to you. Just remember that you are entitled to a hotel if you meet the criteria in the Contract. If you want to utilize your ground time wisely, take this time to read your Contract and contact your Union if you have any questions.



Becky Parker

Grievance Committee  
Chairperson  
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# My Union Story...

I was born into our Union so to speak. I was not raised in a union household nor did I really know what it meant to have a voice at work. I remember as a new Flight Attendant working under a less than desirable Contract, and how frustrating it was when it appeared Scheduling was picking on me. After expressing my frustrations in the lounge, to anyone who was willing to listen to me or was willing to join in on the discussion, someone said to me "you have the power to change it." Some fifteen years later those words still resonate with me!

I will be the first to admit life gets in the way sometimes. A personal life is hard to balance when you are a Flight Attendant. This is more than a career; *it is a lifestyle* as well. Over the years I have had to tend to my personal life ahead of my career and my Union. Luckily it was during a time that I had complete trust and faith in my Leaders.

Shortly after the acquisition announcement of AirTran there was a lot of chatter about various things, much of it being fear driven conversations. I will never forget a conversation I had with a Flight Attendant who was convinced that AirTran Flight Attendants were receiving a significant cash "bonus" to transition. Instead of finding out the truth she would tell anyone and everyone she ran into. I kept challenging her to find out if what she was saying was indeed true. "ONE LUV" was more than just a catchy phrase it meant something to me to say that *we are one!*

This was a turning point for me as I started to see so many fear based conversations on social media. I decided I would re-commit myself to our Union and my Coworkers. For the past couple of years I have gotten involved and volunteered

as much as I can for whatever will help build our Union and help the overall Labor commUNITY.

A cause that I have become a strong activist for is supporting our Brothers and Sisters at TWU555 as they have faced a challenging two-years sitting at the table with Management. I also did my part in getting people involved in the *NoKnivesOnPlanes* campaign.

Levels of commitment can come in all shapes and forms. Each and everyone of us have our own commUNITY in our Bases. I started small, asking a few of my Union Brothers and Sisters to come with me to a Membership Meeting. Afterwards we went to happy hour and talked about the meeting. They were all surprised at how empowering it was to express themselves. They all began to understand the meaning of solidarity and what true Unity means.

We can all start small and commit to voting and doing your Contract surveys. Take the initiative to pick one thing in our

Contract that you want to see changed and then send your suggestions to your Negotiating Team. I really believe that the only way for our Union to remain strong during such a crucial time is for Members to commit to being a responsible Member of our Local. Under our ByLaws it says "Every Member should make a reasonable effort to attend Membership Meetings and keep abreast of the current affairs of the Local." Stay informed! Stay United! There is no Union without "U" & "I" and our commitment to building a strong Local is paramount.

In Peace, LUV & Unity,  
Sam Wilkins, OAK Based Flight Attendant

... someone said to me  
"you have the power to  
change it." Some fifteen  
years later those words  
still resonate with me!

## TWU Local 556 Commitment Card

I commit to support our TWU Local 556 NEGOTIATING TEAM.

Name \_\_\_\_\_

Base \_\_\_\_\_ Emp. # \_\_\_\_\_

Cell # \_\_\_\_\_ Commuter City \_\_\_\_\_

Email \_\_\_\_\_

Check all that apply

- ☐ I will commit to being a responsible and active Union Member of Local 556. I will educate myself, participate in surveys and vote.
- ☐ I will commit to being in charge of 10 people in my base/commuter city to keep them informed and mobilized.
- ☐ I am interested in volunteering 2-4 hours per month of my time towards Union activities.



Please take a moment to fill out the **Negotiating Team Commitment Card**, and drop in the Union "Red Box" located in any lounge.

Lets all show solidarity in supporting OUR NT as we enter negotiations with Management.



# Treasurer's Report

Since accepting the position of Treasurer in June, things haven't slowed down a bit! I have a strong understanding of where we are financially and want to assure each of you that we will continue to make necessary cuts. The Union's fiscal year is coming to a close in September and a lot of focus will be placed on getting our spending back in-line through the budget process. All of your Union Leaders will be involved throughout this process to ensure our success. I will write more about this in future articles, but here are a few topics that I would like you to know about now:

**Assessment Fee Increase** – A Motion was approved at the last round of Membership Meetings that will raise the monthly Assessment Fee by \$2.00. The new fee of \$5.00 was effective on the July 20, 2013 paycheck. This Fee is placed in a separate account and is only spent on negotiation related expenses. One of the most important functions of our Union is to negotiate a Contract with Management. This affects all of us and is important we stand together, especially during this process.

**Special Assessment** – A \$5.00 One-Time Assessment Motion was also approved to assist with the costs in sending a full complement of Delegates to the 2013 TWU International Convention. Conventions are held every four years and thirty-five Delegates will represent our Local. You will see this deduction on the October 20, 2013 paycheck.

**Delinquent Dues** – Southwest Management was notified that the first round of Termination of Employment Letters will be sent to those Members who are severely delinquent in the payment of their dues. You may log into the TWU Website to view your account standing and pay your balance. You may pay your balance by credit card over the phone with a TWU Representative. If you have any questions or need further assistance, please contact me.



**John Parrott**

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

## *In Memory Of...*



Each day as I walk through the hallway of the Union office, I glance at two wooden plaques with the names of TWU 556 Brothers and Sisters who have passed away throughout the years. I actually worked as a temp staff member for a while before I noticed these plaques and remember the overwhelming emotions I felt as I read the names, some of whom I knew and others I did not.

In 1994, the Executive Board made a decision to commemorate the Flight Attendants "who have passed before us". They had the first plaque made and throughout the years it has been lovingly updated each time we lose a Member.

Currently, I am the one who adds each small gold plate, which is engraved with the name of the Flight Attendant we have lost. I am proud to do so and as I add each one, I reflect on how fortunate we are to have them as a fellow Brothers and Sisters.

Godspeed.

Kimberly Colmenares

Executive Membership Coordinator



# Understanding the NT Assessment Fee

At the Dallas Membership meeting on February 15, a motion was made by Houston Flight Attendant, **Kelley Martin**, to raise the Assessment Fee from \$3.00 to \$5.00. The motion was seconded by Dallas Flight Attendant, **Jeanna Jackson**, and was put on the agenda to be voted on during the second round of Membership Meetings which ended on June 29 in Baltimore. The motion passed by a vote of 244-32 in favor of raising the Assessment Fee to \$5, which became effective on our July 20 paychecks.

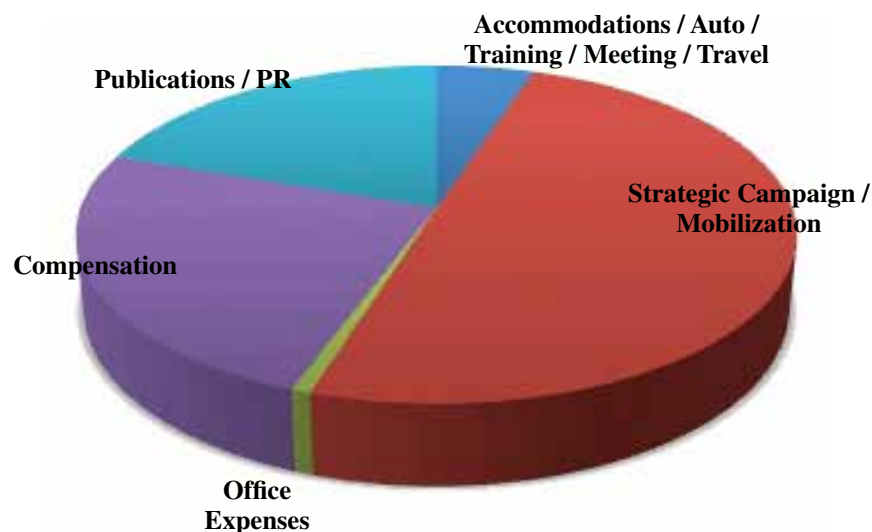
For those of you who don't know, the Assessment Fee can only be used for negotiations, and after a Contract is ratified, the assessment will end thirty days later. Any money left over in the fund will be placed in an interest-bearing account that can only be used for future negotiations.

One of the biggest advantages of our Special Assessment Fee is that it's not a permanent dues increase and 100 percent of it goes towards negotiations since we do not have to pay the thirty percent per capita that comes out of our regular dues to TWU International. We had Special Assessment Fees for our last two Contracts and following Side Letters and they have been very beneficial for our Members. Our 2002 Contract Negotiations lasted over two years and cost our Local over \$2 million. Our 2008 Contract also cost our Local about \$2 million, and the following Side Letters 7, 8, & 10 cost an additional \$1 million.

Negotiations are expensive, and being strategically well-prepared for them has paid great dividends for our Members. Even during the most difficult times in our current economy, we are able to continue to negotiate industry-leading work rules and compensation and the Special Assessment Fee makes this possible.

Increasing the Assessment Fee sends a great message to your Negotiating Team about what's important for our Members, while reminding Management that we remain strong and united as we prepare for the future. Given that the previous assessment of \$3 was only sufficient to cover the salaries of four Negotiating Team members, the increase to \$5 now ensures that we will have the sufficient resources to meet our goals.

The chart below illustrates how the NT Assessment Fee is spent.



*Cost saving measures the NT has already taken:*

- The NT now leases a house versus hotel rooms
- Leasing one car versus two rental cars

*These two adjustments cut the accommodations expenditures by 75%, which is not reflected in the chart below.*

*Your NT will examine each expenditure to ensure the Assessment Fee is being utilized wisely.*



## TWU Local 555 Update

First, I would like to extend my sincere appreciation to all TWU Local 556 Members for your continued support. It means so much to our Members to have the support of the best Flight Attendants in the industry! Please know, that we will stand with our Brothers and Sisters at 556 to ensure both groups receive a fair Contract.

On June 14, 2013, the federal mediator decided not to schedule any additional meetings because the Union and the Company have made no progress in recent mediation sessions.

What's next? I will be in direct contact with the mediator to help him understand what it's going to take to make progress, and to once again make it clear that we will not negotiate against ourselves. Our Negotiating Committee will be working on information requests and preparing proposals to present once we return to the table. After they have completed these duties, our Negotiating Team will go back online in their home stations or to their previous assignments.

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With over twenty years of experience negotiating contracts, I have never seen what I believe to have been bad faith bargaining until now.

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With over twenty years of experience negotiating contracts, I have never seen what I believe to have been bad faith bargaining until now. For example, we presented a legitimate plan to address the Company's staffing issues for stations with seasonal flight increases (which was identified by the Company as a top issue from day one!); the Company then used that format to craft a proposal to use 40 percent part-time agents in every station, regardless of any seasonal flight activity. Was an increase in seasonal flights ever really the issue, or is it simply saving millions of future dollars by not having to pay family health care coverage? Their claims are disingenuous, which is bad faith bargaining.

We will continue working with TWU Local 556 and other Unions to present a united front on several common interests. This process has been ongoing and will help our common goals of maintaining quality of life items such as medical insurance coverage upon retirement, sick bank usage, family medical health care, and many others.

**Lead with LUV** by Ken Blanchard and Colleen Barrett includes a chapter entitled "Making Unions Your Business Partners," in which Colleen explains Southwest's philosophy about working with unions as follows:

*That's the genius of Herb. When the first group of Employees had an opportunity to vote on whether they wanted to be part of a union, Herb told them, "I think unions are great, as long as we still sit on the same side of the table. I don't want, and I don't think you would want, a union whose leaders want to sit on the other side of the table." So our union folks participate in everything we do; their Leaders are involved in all major decision making. As business partners, we are on the same side of the table.*

Sadly, the days of unions being considered business partners seem to be gone. Instead of sitting on the same side of the table as Herb and Colleen recommended, labor is not even included at the table.

In closing, we are not the first group that SWA has tried, unsuccessfully, to wear down by drawing out the negotiation process. By sticking together as the most hardworking and productive ground workers and Flight Attendants in the industry, we will get the Contracts we deserve. Stay united!

Charles Cerf  
President, TWU Local 555



# One LUV, Two Pay Scales... Wait - WHAT?!

Some of you may have seen bright orange AFA bag tags with the above motto adorning AirTran Flight Attendants' bags. First, let me assure you that these are in no way meant as a slight toward our Brothers and Sisters at Southwest Airlines. These are part of a larger mobilization effort known as "Operation Orange" during our Contract negotiations – and are directed solely at Management.

A little back story: When the acquisition was announced in September 2010, we (AirTran Flight Attendants) were in Contract negotiations with AirTran Management. Contentious as always, these negotiations took on a very different tone at the table after the announcement. Hastened by the looming acquisition date, our Negotiations Team was forced to jettison many of our economic priorities and focus on more pressing concerns. Through the diligent mobilization of our Flight Attendants (with help from Southwest Flight Attendants we're proud to say!), we picketed six cities in six weeks, and implemented a new Contract on May 1, 2011 – one day before the acquisition date.

The Contract was a simple two year agreement to bridge us through the merging process – all indications from the Company were that the AirTran brand would cease to exist before this new Contract became amendable. As we know now, this process has taken much longer than anticipated.

Nearly three years after the announcement 85 percent of AirTran Flight Attendants remain in the AirTran partition making pre-merger pay rates. In addition, flying and working conditions continue to deteriorate due to the shrinking AirTran system.

That being the case, we returned to the negotiations table earlier this year – this time negotiating with Southwest Airlines directly. We made it clear from the beginning that our productivity priorities would remain realistic due to the unique challenges of the merging landscape, but that AirTran Flight Attendants deserved, and expected, to see parity with Southwest Flight Attendants from an economic standpoint.

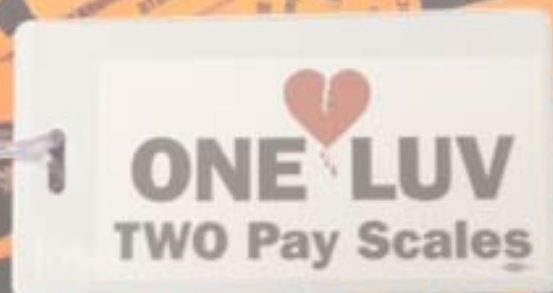
The Company has pushed back *hard*. They have not only asked us to give up hard fought aspects of our Contract, but flatly denied pay parity with Southwest Flight Attendants. In fact, they've only offered measly pay rates in response. We've been stunned. It seemed only fair in this "One Luv, One Family" environment that Southwest would pay AirTran Flight Attendants the same as our Southwest counterparts – equal pay for equal work, right?

So in that disappointing response from Management, "One Luv, Two Pay Scales" sprung up as part of Operation Orange. It is simply our message to Management that what's right is right – and paying one group less than the other for the same job - is **WRONG**.

If any of you have been offended by these tags, please know that was never our intent. We have great respect for our Southwest brethren and your industry leading Contract. Further, we have worked hard to build our own strong reputation, and to be told we are somehow "substandard" or "deserve less" than our Southwest counterparts is a tough pill to swallow.

We invite you to stand with us as we continue our Contract struggle. We can only assume your negotiations will be challenging as well – and we look forward to standing with you in full unity as Brother and Sisters *regardless* of what uniform we wear.

In solidarity,  
Travis Bruce  
Vice President,  
Association of Flight Attendants  
Council 57 – AirTran Airways





# CONTRACT 2013

*In a business so fraught with economic peril that the entire domestic airline industry has compiled a net loss since its inception, Southwest's People have produced an unprecedented and unparalleled record of job security, Customer satisfaction, and Shareholder return. From these results, it can factually and logically be concluded that if you seek long continued success for your business organization, treat your People as family and LEAD WITH LOVE*

*... excerpt from "Lead with LUV"*

*"Competitors can buy tangible assets, but they can't buy culture"*

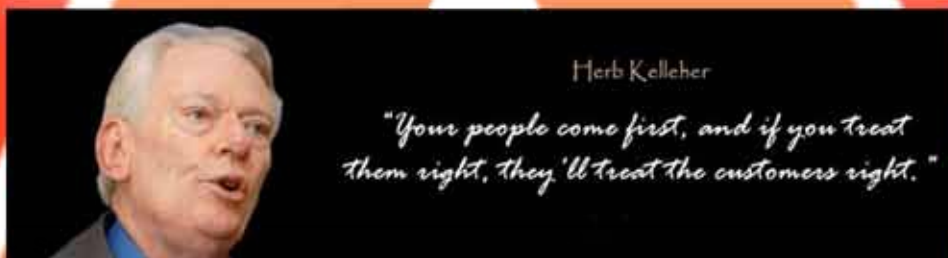
*"The core of our success. That's the most difficult thing for a competitor to imitate. They can buy all the physical things. The things you can't buy are dedication, devotion, loyalty—the feeling that you are participating in a crusade."*

*"We have a strategic plan. It's called doing things."*

*"When someone comes to me with a cost saving idea, I don't immediately jump up and say yes. I ask: what's the effect on the customer?"*



Your Negotiating Team selected orange as the color for your new contract as tribute to original Southwest colors and to express homage to our beLUVed Herb Kelleher and the roots he established.



Herb Kelleher

*"Your people come first, and if you treat them right, they'll treat the customers right."*