

UNITY

APRIL 15, 2004



**What does this
snapshot have in common
with Contract Negotiations?**

Read this issue and find out!



UNITY

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

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TWU Local 556 Editorial Policy:

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

Submissions of articles to be printed in **UNITY** will not be considered if they are too long, 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 publication in **UNITY**. Submissions are due by the 20th of the month prior to publication, and are considered on a space available basis.

The views expressed in **UNITY** do not necessarily represent those of TWU Local 556 or TWU International.



From the Editor's Desk

Does the cover of this quarter's magazine have you puzzled? For those of you who haven't figured it out yet, the mystery word is "Strike".

Before any of you panic, no, we're not going on Strike right now. But many of you have called the Union Office to ask questions about the possibility of going on Strike, and we want to answer as many of your questions as we can in this issue of **UNITY**.

Are we going on Strike? If so, when will it happen?, What if I call in Sick during a Strike? Will I lose my insurance? What if I choose not to Strike and cross the picket line? We'll try to cover all of these issues for you so that if the time comes when your Union's Leadership sends out a Strike authorization vote to the Membership, you will be able to make an educated and informed vote.

This quarter's issue also has complete coverage of the many Union activities that have taken place over the last few months. We've made our presence known in Philadelphia, at the Messages to the Field, through picketing events, and in many other areas. The Membership of this Local has also continued to stay politically active, lobbying our Congressional Representatives and Senators to take legislative action on Flight Attendant Certification, Self Defense, and Airport Security.

We hope you find this issue educational and informative. Our goal is not to scare anyone, but to make you aware of the possibilities that may be in store for our Union in the future. If a Strike happens, we hope everyone is armed with the information to make the right choice. Believe me, none of us WANT to go on Strike. In fact, it's the last thing we want. But if we are forced with no other choice, we must be prepared.

Thank you all for your continued support and encouragement in our fight for a fair Contract. Together we will be able to achieve it.

In solidarity,

Allyson Parker-Lauck
Communications Coordinator, TWU Local 556
OAK F/A #17928
princess70@earthlink.net

FEATURES:

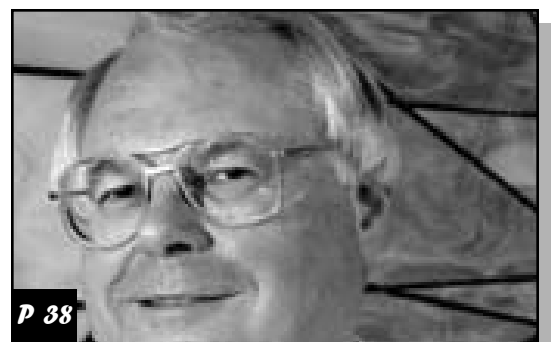
- 14 *Contract Negotiations 102* - by Allyson Parker-Lauck
- 16 *Strike Q & A* - by Tandee Thomas
- 17 *I Had Bills to Pay...* - by Anonymous
- 20 *What do we have in common?* - by James Gordon

DEPARTMENTS:

- 2 *From the Editor's Desk* - by Allyson Parker-Lauck
- 4 *President's Page* - by Thom McDaniel
- 5 *Calendar of Events*
- 6 *Domicile Reports*
- 18 *FYI's* - by Kathy Anderson
- 22 *Safety Team Report* - by Michael Massoni
- 25 *Grievance Update* - by Mike Sims
- 36 *Coffee Talk* - by Tina Coffee
- 38 *Spotlight on Jim Parker*
- 39 *TWU Leadership Teams Listing*

MISCELLANEOUS:

- 2 *TWU Local 556 Editorial Policy*
- 5 *In Loving Memory*
- 5 *The International Youth Exchange Program*
- 13 *TWU Website Information*
- 23 *The S.E.A.L. Act* - by Michael Massoni
- 24 *Reserve and Out of Order* - by Marcy Vinyard
- 26 *TWU COPE Convention* - by Thom McDaniel
- 28 *Letter of Support from Rep. Robert A. Brady, PA*
- 30 *Event Photos - New Hire Party, PHL, Messages to the Field*
- 31 *DidYou Know?* - by Michael Broadhead
- 32 *Event Photos - February 13 Picketing Events*
- 33 *Support the S.E.A.L. Act - Letter to Administrator Stone*
- 34 *TWU Local 556 Members Speak Out*
- 37 *"Union Plus" Mortgage Lender*





PRESIDENT'S PAGE

by Thom McDaniel - TWU Local 556 President

In this issue of *UNITY*, we will be delving further into the Railway Labor Act, and discussing the process if we are forced to Strike as

a last resort. These issues are not designed to predict "doom and gloom" or threaten or intimidate our Members; we have Management to do that. The reason that the Union is addressing these topics is that for the last several months, Mr. Parker seems to have drawn a line in the sand regarding Negotiations, and we have received many questions from Members asking "What's next?" There are a lot of rumors, misinformation, and speculation, and this is an effort to clarify the process for our Members.

In a recent message to our Members and a more in-depth message to Supervisors, Mr. Parker stated that he was "mystified" as to why Flight Attendant Negotiations are taking so long and that Flight Attendants were not being treated any different than any other work group at SWA. Upon reading these statements, I began to examine the state of Negotiations with our Members in comparison to the other work groups with whom Mr. Parker has recently settled Contracts. Mr. Parker references these other Negotiations often, and I wanted to see if his claims could hold up to the scrutiny that we should expect from the CEO of Southwest Airlines.

After once again failing at the bargaining table to present an acceptable offer for our Flight Attendants, Mr. Parker recently called all Supervisors to Dallas to show them his "BEST OFFER", and sent them home to spread the word that Flight Attendants should be able to vote on his proposal. Supervisors, Management Negotiating Committee Members, and Chief Pilots then began a campaign on our airplanes, in the lounges, in "file reviews" and in Recurrent Training to persuade Flight Attendants to demand that their Union let them vote on his "BEST OFFER". I could find no evidence that any other work group at SWA has experienced this type of direct bargaining under the Railway Labor Act. As hard as I looked, I could find no example of another work group being asked to vote on a PROPOSAL. All previous votes were on TENTATIVE AGREEMENTS with the Union. It seems like our Flight Attendants are different.

When I logged onto the Crew Portal the other

day, I was surprised to see that my Retro Check and next few years wages under Mr. Parker's "BEST OFFER" had been calculated for me courtesy of the Inflight Automation Department. I quickly rushed to check my Airmail and log on to Maestro since I realized that if the Inflight Automation Department had enough time to devise a computer program to calculate Retro pay and future earnings on a proposal that had not been agreed to, I would certainly be able to read my Airmail, and Maestro would certainly work during Open Time Release. Unfortunately, both Airmail and Maestro were down because as I have heard before, they are not a "priority" for our Systems Department. At our Labor Summit Meeting last week no other work group has ever had a computer program to figure Retro Pay before a Tentative Agreement, and I also found out that the Pilot's Maestro actually works. It seems like our Flight Attendants are different.

Due to the increased Supervisor presence in the Flight Attendant Lounges, the Union has made a conscious effort to have Precinct Captains and Board Members in the lounges to answer questions. A few weeks ago, the Union received a call from Tim Chaffin, Crew Planning Manager stating that they would not pull our Members for Union business (which the Union pays for) unless they felt that it was legitimate Union business. This violates our Contract, a long standing past practice, and the Railway Labor Act. I could find no example that Management has ever refused Union Pulls for any other work group. It seems like our Flight Attendants are different.

Mr. Parker has negotiated Contracts with other work groups for minimum of 26-39% wage increases, pay or protection for time on duty, holiday pay, initial training pay, and large stock option packages in addition to adequate wage increases. Mr. Parker's "BEST OFFER" on the table for Flight Attendants falls far short in all areas. It seems like our Flight Attendants are different.

In past Negotiations, we as Flight Attendants have allowed ourselves to be misled and divided, and we have accepted Contracts that were not only sub-standard, but did not even keep up with inflation. In these Negotiations, our Flight Attendants are united, informed, involved, and determined to stand together for the Contract that we deserve. Mr. Parker, it seems like our Flight Attendants are different.

CALENDAR OF EVENTS

2nd QUARTER 2004 MEMBERSHIP
MEETINGS - ALL TIMES ARE LOCAL

DAL

DATE/TIME: Mon., 04/12/04 at 10:00 AM
LOCATION: Holiday Inn Select Love Fld.
3300 W. Mockingbird Lane
Dallas, TX
(214) 357-8500

OAK

DATE/TIME: Thur., 04/15/04 at 10:00 AM
LOCATION: Oakland Airport
Rear Conference Rm.
(Take Elevator to 2nd Floor,
Go through the Handicap
Door, Turn Left - go to the
very end of the hallway.)
(510) 563-6424

PHX

DATE/TIME: Fri., 04/16/04 at 10:00 AM
LOCATION: PHX Sky Harbor Airport
Terminal 4 - Level 3
(Past the food court, next
to the art gallery)
(602) 273-3382

HOU

DATE/TIME: Mon., 04/19/04 at 10:00 AM
LOCATION: Hobby Airport
The Cloud Room
(713) 641-7723

BWI

DATE/TIME: Tues., 04/20/04 at 10:00 AM
LOCATION: BWI Friendship Center
Before C Pier between
Burger King and Starbucks
Baltimore, MD
800-969-7932

MDW

DATE/TIME: Wed., 04/21/04 at 10:00 AM
LOCATION: American Legion
Clearing Post 600
4352 W. 63RD Street
Chicago, IL
(773) 767-0230

MCO

DATE/TIME: Thur., 04/22/04 at 10:00 AM
LOCATION: Hawthorne Suites
7450 Augusta Natl. Drive
Orlando, FL
(407) 825-1234

MEETING AGENDA: - General
Business, Negotiations Update.

GENERAL UNION MEETING - OPEN
TO MEMBERS ONLY - ID'S WILL BE
CHECKED

In Loving Memory

*Over the last year, TWU Local 556 has
mourned the loss of several of our
Members. Our deepest sympathies,
thoughts, and prayers go out to the
friends and families of:*

*Amanda Brown,
Tania Devore,
Lindsay Kent,
Marty Nelson,
Tommy O'Toole,
and Joey Tidwell.*

What are your kids doing next summer?

The International Youth Exchange Program for Families of Airline Employees (IYE) is now accepting applications for a two-week exchange program for families of airline industry employees. Youth, ages 14-21, are matched with another airline family with a youth the same age. The youth visit one home first and then at another time during the summer. The youth are together at each home.

Begun in 1994 and coordinated by a retired airline employee, IYE has matched more than 600 youth world-wide. For further information and a brochure, please contact Camille Wheeler email: cwhee23773@aol.com or write to: IYE, PO Box 211065, St. Paul, MN 55121-2465 USA.

DOMICILE



In January of this year, we lost HOU based FA Joey Tidwell. I did not know Joey as well as some of you, but every story I hear about Joey is filled with good experiences about a good employee and friend. I feel compelled to tell you about an experience I had with Joey. My wife

Shanna and I took a trip up to Dallas in October of last year to Baylor Hospital seeking a second opinion about her cancer. When we walked into the clinic, I heard someone call out my name. I was surprised to see Joey standing there. He was undergoing treatment at Baylor. Joey, Shanna, and I sat down and had a truly amazing discussion. What I found out about Joey that day will stay with us forever. During our almost hour-long conversation, Joey spent only about five minutes telling us about his illness and that he was trying to fly at the same time while undergoing treatment. During the remainder of the conversation, Joey was totally focused on talking with Shanna. The concern and care he showed Shanna was extraordinary. Joey totally put aside his concerns with his own health to inquire about Shanna's health. We ended our conversation, but left with a great insight about someone who I did not know that well. That hour we spent with him told me everything about him. Joey, thank you for sharing that time with us, you have made a tremendous impression on both of us. We will all miss you Joey, and will think of you always!

I hate to shift the focus from my great memory of Joey, but I do need to discuss with you what has been happening in the Houston Base.

Kevin Clark finally put up the Revision Board next to the briefing book in the HOU lounge. As you know, the Inflight Supervisors are consistently performing gate checks and briefing days. Please make sure you keep your Manual up to date and comply with Southwest's Appearance Standards.

There are no pressing issues regarding discipline to report to you for this quarter. This does not mean that the threat of discipline has not been looming over our heads. We have all been warned in one way or another of the threat of discipline, from wearing the Red Union buttons, to being fired if a strike indeed did occur. It is unfortunate that this is occurring, especially since no one should have to work in an environment that is threatening or intim-

idating.

Informational picketing events were held in all bases on February 13th. System-wide we had a turnout of over 1,200 supporters. We also received strong support from Members of other Unions. In HOU, we had almost 200 picketers participate. These supporters braved cold, windy, and rainy conditions to show our support for our Contract Negotiations. Informational picketing will be done again in the future, so if you weren't able to attend in February, keep calling the TWU Hotline and Website and try to attend the next event.

For those of you who attended, thanks for being there in support of all of our Flight Attendants. If you cannot attend a future event, recruit someone else to attend in your place. Your Contract is in your hands, and it is important to tell others the same.

Speaking of the informational picketing, it certainly got Management's attention. Less than three days after the event, all Supervisors were summoned to Dallas to attend an emergency meeting so that they could learn emergency Union busting procedures. This leads me to discuss the "Threatening and Intimidating" work environment.

Immediately upon their return, Supervisors began a campaign of "Union Busting". This included invading the lounges with incomplete Contract information, as well as boarding airplanes under the guise of cleaning, only to begin "Contract Talk" instead. It did not stop there. In HOU, one Supervisor was telling Flight Attendants that they were "stupid" if they did not want to vote on Jim Parker's "Great Contract". One week earlier, this same Supervisor intervened in one of my lounge visits long enough to say how this campaign was just all negative. I let her speak her rhetoric, and when she was done I told her "when you come back on line, you have a voice in this Contract, but until that time, you do not". Although four Flight Attendants who were in the lounge witnessed this occurrence, this Supervisor said it was all "hearsay" and that we were all "lying" about it.

Another Supervisor was doing a check ride when she confronted one of the working Crew Members in front of a packed plane of Customers. The Supervisor completely violated SWA's own Work and Conduct Rules including interfering with a Crew Member's duties. When the Flight Attendant that she confronted told her that she did not agree with her, the Supervisor then became upset, and

REPORTS

promptly told the "B" and "C" Flight Attendants that they should not be discussing Contract Negotiations in front of Customers. The Flight Attendant and I met with Kevin Clark about this matter, as she was extremely upset with what happened. This was the second meeting of the week that I had with Kevin regarding intimidating tactics, and Kevin assured me in both meetings that he would address his staff.

The bottom line is this, Management has pulled out all the stops when it comes to "Union Busting". To the two Supervisors in HOU I say this, "Transport Workers Union Local 556 is the single bargaining unit for the SWA Flight Attendants. Stop your aggressive Union busting threats, and just do the job you were hired to do". Not only that, but your actions reflect on the entire group of Supervisors in HOU. Follow their lead and try to remain professional!

One more thing; it is amazing how Management can, in less than a week, create a computer program that (misleadingly) calculates retro pay, yet cannot manage to fix Maestro so that Flight Attendants can trade with Open Time, or keep the system from being down for an excessive amount of time. It just shows where their priorities are - they prefer to

spend their time on issues that have nothing to do with our quality of life. Once and for all, do not succumb to their "Union Busting" campaign. Do not let Jim Parker destroy our Culture. "STAND UNITED".

Remember, we are not finished with our Contract battle. As it stands, even Parker's "Best Offer" is just a Proposal. We will bring you the REAL "Best Offer" in the form of a fair and equitable Contract for all Seniority levels. Jim, are you listening?

In closing, at this time Shanna is still stable. In January, we explored surgery on one tumor in her abdomen, and at this point, surgery does not exist as a viable option. I want to let you know that we both realize that other Flight Attendants and their families have some of the same issues that are facing us. Many of you have told us your stories of hope, including one HOU Flight Attendant whose mom received a successful lung transplant. We thank you for your stories of hope and words of encouragement, and we continue to embrace the support that we have received from everyone. Take care.

*Stacy Martin #21007 - HOU
Domicile Executive Board Member*



In the near future (hopefully) we will be voting on a Contract that we deserve as the BEST Flight Attendants in the industry. In Contract Negotiations, there is a series of steps to which both sides must follow and adhere. However, over the last few months, this has not

been the case with Southwest Management. When your Executive Board took office, we made a commitment to the Membership to keep you informed on Negotiations. You have seen us and the TWU 556 Precinct Captains in the lounge and out flying, and you have asked us questions. We have attempted to be honest and forthright, and convey all of the information possible regarding our Negotiations. This has not been the case with Management. They have given you only half the story - their story. We all know that there are certain steps that one must follow and we've seen them time and time again NOT following them. This is the time we must remain strong and UNITED, and not fall for their half-truths!

Have you heard SWA say "this is the best we can

offer"? We've all heard the "pie" analogy. To that I say, "It's time to make the pie BIGGER!" Labor is one of the many costs of doing business. Do we tell our Grocer, "Sorry I will only pay 'X' amount for that gallon of milk", or to the Gas station attendant, "sorry I only pay 'X' amount for a gallon of gas"? No.

We have seen other work groups receive increased wages, improved work rules, and lucrative stock options. I believe the company needs to make the pie bigger; this is the cost of doing business. Southwest Management has dealt with higher landing fees, higher fuel prices, and increased new aircraft costs, and all the while has managed to keep ticket prices and our cost structure low. I have full confidence that Management can offer us the wage increases we deserve and continue to maintain our low cost advantage. We do not want to hurt the Company; we just need Contractual improvements other work groups have successfully negotiated.

We are showing Management that it's not just a few "disgruntled" Flight Attendants who support our Negotiating Team in this fight. We just want to be treated the same. We've had record numbers attend

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PHX DOMICILE REPORT

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Union events and the media is always there, which just proves that our Customers do care about our Negotiations. We continue to convey the message that we love our Company and we want it to succeed, and that all we're asking for is fair and equitable treatment.

Just recently, I was approached by a Flight Attendant and he told me that this is the most important Contract that we will ever be faced with. He said "If we do not get a good and fair Contract this time, we never will". Think about this for awhile, the way we have done things, and how our Membership has become involved... The Company has never seen this. We have fought for what is fair like no other group of Flight Attendants at Southwest has ever fought before. We have shown them that this is OUR career, and we are here for the long run. We support our families, have mortgages, we put our kids through college and we TREAT OUR CUSTOMERS (the ones that pay our salaries) the way we want to be treated. Have we become just another airline? I certainly hope not. I really believe we can save the culture that the employees of Southwest started 30 plus years ago. Show us the LUV Jim!

I hope Jim Parker doesn't allow Southwest to become "just a business". I just read a great quote that I feel is quite fitting:

"Impossible is just a big word thrown around by small men who find it easier to live in the world they've been given than to explore the power they have to change it. Impossible is not a fact. It's an opinion. Impossible is not a declaration. It's a dare. Impossible is potential. Impossible is temporary. Impossible is nothing."

- Anonymous

I showed this quote to my kids and they understood it. I told them that in this world there will be people that will say to them "That's impossible, you can't do that". I explained to them if you have goals and believe in yourself that nothing is IMPOSSIBLE.

This is the time we must come together and UNITE. Our goal as a Membership is to Negotiate a Contract that will give us a better quality of life. Do not let anyone tell you that it's impossible, and that we should just take what Parker gives us. Don't let them tell you that all you are is a waitress or waiter in the sky. Did they forget we're in the public's eye the longest? Did they forget we're the first line of security on the plane? You may come across some in other workgroups that will question what we're doing and tell us that it's impossible what we're asking for. Believe in yourself, believe in this team and say "My team speaks for me". Give them the website www.savingoursouthwest.com this will help them understand.

Phoenix has seen some changes in the last few months, not all good. The parking situation comes to mind. I still get complaints about the buses, and questions as to why we must pay higher parking fees. I'm trying to work on solutions and will keep you updated.

We've seen construction crews break ground on our new concourse - now this is exciting. We will also see new things in the food court area over the next year. New stores and restaurants will be added to this location. Do you believe it's been 14 years since this terminal has been opened? Time flies.

I hope you had a safe and fun Spring Break, and wish you a safe and happy Summer.

Bill Bernal #9335 - PHX

Domicile Executive Board Member



Hello OAK! I would like to start out by saying that it has now been five months since I've become the OAK Domicile Executive Board Member, and I'm still here! I have been very busy over the last few months and would like to take a moment to give and

update on our current base events.

First of all I would like to thank each and every one of you who were a part of our amazing attendance at both our pre-Valentine event on February 13th, as well as the San Diego Message to the Field. We continue to prove that OAK is 100% behind our Negotiating Team and your continued support will ensure our guarantee of a fair Contract for that we

rightly deserve!

In late February and early March we had a strong presence in the lounge, our primary message: MY TEAM SPEAKS FOR ME! At times, it seemed as though our mailboxes were inundated with information from both Management and the Union. With an overwhelming response from everyone involved, we showed Mr. Parker and SWA's Negotiating Committee that their attempt to bargain with our individual Members was not acceptable. I would like to thank Cristina Wenzl, Valentin Lorient, and Michael Quattlebaum, who gave so much of their time, as well as several other volunteers who helped staff the lounge during Managements onslaught of misinformation. In the future we will need more volunteers to help staff the lounge during peak check-in times. If you are willing to help in

any way please let me know.

I would also like to extend my appreciation to OAK Inflight Management for maintaining their professionalism as they make their presence known in our lounge and on our aircraft. Also, please stop by the office to welcome our two newest Supervisors straight out of Initial Training.

Beyond Contract Negotiations, there are some notable issues that are currently affecting our base. Parking has recently become a serious issue for those of us who park a car at the airport in OAK. We recently had an increase of over 50% in our monthly parking fees. On the positive side, we are now significantly closer to the terminal and can now walk if we so chose, though I really wouldn't recommend it if it is dark or if you are by yourself. However, the security of our vehicles has been compromised significantly. Currently, not only is no one staffing the entry booth, THE GATES DON'T EVEN WORK! They are open 24 hours a day and anyone can roam throughout the parking lot unmonitored. I for one would like to know why I'm paying MORE for LESS security. OAK Flight Attendant Gary Bearly #65881 has taken this issue upon himself and is currently working on finding ways to improve the parking

problem. He is starting a letter writing campaign to our local representative and would like the support of all of us who park in OAK. Unfortunately, Management has denied us a list of Flight Attendants who park in OAK. So if you park in the Port of OAK please contact Gary to show your support.

Finally, some much needed (and long overdue) upgrades are underway in the OAK lounge. New carpet has recently been installed soon to be followed with new furniture. Also, two analog computer lines have been made available for use as a connection for personal laptop computers. Now if we can just get that second liquor drop...

I'll close with some words for Jim Parker. Mr. Parker, you called upon the Flight Attendants to ask their Union for a vote on your latest "BEST OFFER". OAK responded with a resounding NO! (stated in the letters you received on 3/1). They also asked for you to stop attempting to bargain with our Members and return to the negotiating table until you can offer something worthy of a vote. Please honor their request. Thank you.

Mark Torrez #68952 - OAK
Domicile Executive Board Member



Happy 10th Anniversary MDW Inflight, I hope everyone had a chance to stop by and enjoy some of the food that week. I, along with a lot of PC's, spent the week there to join in the festivities and keep everyone up to date on the lack of progress in securing a new

Contract. We also had the pleasure of meeting Flight Attendants from other bases, where they are being told to ask the Union to authorize a vote on Jim Parker's proposal. First off, we can't vote on a proposal. We have to have a Tentative Agreement - meaning it was agreed to by BOTH the Union and Management. Second off, 100% full retro pay is just that - money that we are owed for work performed. From reading over the Company's proposal, Retro will not be much with their offer. Thirdly, why are they releasing bits and pieces of their proposal and asking their Supervisors to try to get everyone excited about it now? It's a little late - and it's called Union Busting.

We have kept everyone informed for over two years as to what is going on with Negotiations. Now, all of a sudden a so-called "Best Offer" is tossed at the NT and they said no. When the NT didn't flinch at the table, Management took it to you. The "retro-robot"

on MySWA.com they thought would be such a great Union Busting tool turned out to be a Unity generator more than a dealmaker. This is just the start of it. We were still waiting for the economic information that supports their proposal, five weeks later.

Right now as I am typing this, I don't know when you are actually going to get to read it. The reason being, the Company has refused to pull our Communications Coordinator so that she can do her job. I'm coming in more often and utilizing our Stewards to represent Members in meetings with Management. They refused to pull Lead PC's and PC's to assist in lounge MOB's last month when they published their pretty pay charts. Thanks go out to the volunteers who picked up their trips so they could be there.

We have always had a professional relationship and I never would have expected this kind of treatment from Southwest Management. Then again, last time at this point in Negotiations we were all fighting with each other. Today we are United and more importantly informed. If they wanted to test the water, they got burned.

Remember, you will have to be able to live with this next Contract for several years. Not just the work rules, not just the compensation package, the whole thing. What did it cost you to fill up your tank in 1997

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MDW DOMICILE REPORT

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compared to 2004? Where do you plan to be in 2008 when the Company's proposal ends? If you are realistic and costs keep rising, you'll be in worse shape than you are today under Parker's proposal. Is that where you want to be? Nobody I spoke to did.

Finally, I would just like to say how proud I am of

each and every one of you for maintaining your professional attitude throughout all of these times. I would also like to say good bye and thank you to Joe Kusanovich. It was truly an honor and a privilege to work with a professional such as you. Your honesty, integrity and genuine concern for all of us here in Chicago will not be easily replaced.

Bunkie McCarthy #8838 - MDW
Domicile Executive Board Member



VALENTINE'S DAY PICKETING EVENT

On February 13, 2004, BWI had an awesome turnout of over 100 Flight Attendants, friends, families, and other supporters. Many commuters participated, who flew in just for the picketing event. We had 2 TWU Local 555 Members and 1 Southwest Pilot

walk with us. Our permit allowed a total of 37 picketers on airport property, 30 at the international terminal, and 7 in front of the SWA ticket counter. Our overflow area was a train of cars (15) that circled the airport with red LUV picket signs all over their cars. It was awesome watching the train of cars drive around the airport, especially knowing that Management was lurking in the shadows.

BWI Base Manager Tonja Harler, Station Manager Mike Miller, and Assistant Station Manager Reggie Barnes witnessed the LUV train driving past the terminal. I'm sure the looks on their faces were priceless! It's a shame I was too busy arguing with the BWI Supervisors about the red button to get a picture.

Shortly after Mike Miller spotted the "Wheels of LUV", the Airport Director told us to call off the cars. Evidently, the cars were a "fire hazard" because they created unnecessary traffic at the airport. Hmm... I wonder how long it took to think up that excuse. Actually, the Airport Director was very supportive and said, "we definitely got SWA's attention" because his phone was ringing "non-stop".

I was very impressed with our turnout and the spirit of the F/A's on the picket lines, despite Management's repeated harassment attempts. Tonja Harler and several Supervisor's came out to the picket line and told the Flight Attendants in uniform to remove their red buttons or discipline would be issued. A couple of Flight Attendants did not remove the buttons and as a result, discipline was issued.

Yes, BWI was the only base to issue discipline

regarding the red pin...put your surprised face on! Obviously, the Supervisors in BWI have nothing better to do than follow Flight Attendants around during a LEGAL Union sanctioned event. Management was more worried about the removal of small 1.5" red pin, than a large 15" X 24" red picket sign. It's a good thing we removed those pins, so the passengers could focus on the picket signs without distraction.

Cuyler Thompson was issued a 3 day suspension for insubordination, and I received a written warning, class 5 violation, for not adhering to uniform guidelines outlined in the manual. All discipline was since removed and Cuyler Thompson received full back pay. As a matter of fact, Cuyler's suspension was overturned the day after the Union issued a press release and his story aired in DAL and HOU.

MANDATORY FILE REVIEWS

If you request a copy of your file, you are NOT REQUIRED to have a "mandatory file review". Supervisors have been telling F/A's they are required to have a file review in order to obtain a copy of their file. THIS IS INCORRECT! I have addressed this repeatedly with Management. If your Supervisor wants to conduct a mandatory file review contact the Union ASAP and you will be paid for the meeting.

One problem that has repeatedly occurred when Flight Attendants actually do receive their files is that some Supervisors are only issuing them 18 months of discussion logs, instead of their entire file. When you request your entire file, that is what you should receive - your entire file, including your points, commendation letters, doctor's notes, Irregularity Reports, etc. Failure to provide you with the entire contents of your file is a violation of our contract Article 24.7.

Also, just a friendly reminder, it is a wise decision to know what is in your employee file, no matter what company you work for. Do you know what's in your file? Well, if not, you should. To receive

a copy of your file, put a request in writing (addressed to your Supervisor) asking for a copy of your entire file (personal and medical), then sign it with your employee number and date it. If your Supervisor asks for a file review, you have the option to decline, and you can call with questions.

AS THE BASE TURNS....

Ok, here we go again. BWI has another new Assistant. Base Manager, Beth Ross. Her first day was March 8th. Also we have another new Supervisor, Angelina Tao. She was an internal OPS Supervisor from BDL.

PURPOSE AND COMPLETION OF IRREGULARITY REPORTS

An Irregularity Report (IR) can be used for clarification, documentation, as well as the basis for Management issuing discipline. It is imperative that your reports are accurate, factual, and well thought out. If the required 24-hour time line does not give you enough time to compose a thorough report, ask your Supervisor if he/she will allow you more time.

OPEN TIME

Regarding open time, each base handles open time differently. BWI has a lottery system. This lottery system started when the base opened approximately 4 1/2 years ago. At approximately 9:30pm, names are collected from F/A's who wish to participate in open time. Then at 9:45pm, all names are drawn and put on a list according to rounds. BWI has 12 computers, so the first 12 F/A's are in round 1, next 12 in round 2, etc. until all names are drawn. Anyone who comes in once the drawing has started will be placed at the bottom of the list. The F/A's who run open time in BWI are Pamela Raymond, Tracy Somerford and myself. We are volunteers who have committed our own time each month to organize and run open time in BWI.

MISCELLANEOUS

- The light switches have been removed from the BWI lounge. The lights will now be on 24/7. Tonja notified me of the change and said that this was done to correct a wiring problem in the lounge. Management continues to spread the LUV in BWI. Locks, lights, irons... What's next, the furniture?

- Always check-in TWICE to ensure you are indeed checked in for your trip. You can also check in via the Scheduling phone (this line is recorded and can be used as verification) to avoid a possible N/S or FTR .

- ANY Supervisor can credit an FMLA sick call. It does NOT have to be your Supervisor. You should not have to leave a message or wait for days to get your sick call credited to FMLA.

- When calling in sick for your pairing to Scheduling, all you have to say is that you are sick, period! Do not give additional information as it could be misunderstood and used against you. Remember, the Scheduling lines are taped.

- Please make a conscious effort to keep the lounge clean. It doesn't take much effort to pick up after yourself and to throw your trash away.

CONCLUSION

As always call the TWU hotline for negotiation updates 800-806-7992 or go to the website **www.local556atd.org** . Remember, you have the right to Union representation when you are called in for a meeting or if you are called in for a "talk" with Management. If you have any questions, do not hesitate to call the Union directly at 800-969-7932 for guidance.

Lucy White #34900 - BWI
Domicile Executive Board Member



"WORKING FOR FREE IS NOT FOR ME!" along with other chants could be heard loud and clear across the Universal Studios complex on March 4, 2004, at the MCO Message to the Field. With the help of Members of TWU Local 555, over 150 red shirt wearing F/A's held white

candles as we shouted our chants in unison.

The evening began by meeting in front of Hard Rock Live to distribute the red "My Team Speaks for

Me" shirts and take pictures. We then entered as a group into the auditorium (although it was not offered and not required, we politely refused the free doses of company kool-aid even though they did let us pick the flavor this year). We had a large area reserved for us and although we were not there to cause a disturbance, we refused to stand when the members of Inflight Management's Negotiating Committee (J.P. now stands for "JUST PEANUTS") were introduced. A very special THANK YOU to Tandee Thomas (BWI), John Parrott (MDW),

(Continued on next page)

MCO DOMICILE REPORT

(Continued from previous page)

Pippin Moreau (MCO) and Gisela Alvarez (MCO) for their organizing efforts at the MCO Message!

Earlier that morning, the Flight Attendants in MCO had the chance to see the Peanuts Gang (the Company's Negotiators) in the MCO Crew Room. While you certainly could not miss them because they had beams of light shining from above down on their heads, the Flight Attendants were more interested in talking to TWU 556 Negotiator Kevin Onstead to obtain the real "facts about Negotiations."

To all of you who have the red buttons on your crew luggage, THANK YOU! Management does not like seeing them on our bags. It's like a vampire seeing garlic up close, hold the button up and they'll go away.

Speaking of red buttons, and backtracking a few weeks, we had just over 140 Flight Attendants participate in the MCO picketing event on February 13, 2004. The support of our Customers and other Employee groups has been overwhelming. We did have a Rapid Rewards Member in town on vacation with his wife, a companion ticket holder, offer their help by going into the areas of the airport we were not allowed to get the Valentine Day cards signed. Ironically, the week of the event, Jim Parker distributed a confidential memo assuring the Base Managers that based on our past event turnouts, we were just a "few disgruntled employees". We definitely proved him wrong.

Thanks to all of you who participated both on the February 13th picketing and the Message to the Field. Our numbers contradict his statement and show our momentum is rising.

Now for the part you have all been waiting for... (drumroll please)... I'm mystified. I'm mystified Management has spent so much time and money (your profit-sharing) putting out incorrect information. I'm mystified by the level Management has stooped in an effort to bust our Union. I'm mystified as to why Parker brought some of his "cronies" (Inflight Supervisors and Base Managers) to the mother ship in DAL (HDQ) for a brainwashing jamboree. The most mystifying issue of all is that Management does not think we see their Union Busting tactics!

Management has been pushing hard for the Union to release the Company's proposal for a vote (ummm, the last time I checked, you vote on a Tentative Agreement, not a proposal). When I spoke to Tammye Walker-Jones on this issue in MCO, I suggested that if the Company feels that strong about voting on a proposal, then the Union could put our

proposal for a vote as well and which ever one got the most votes would be our compensation portion for the Contract. The conversation terminated quickly. You get the point.

Lately, a lot of Flight Attendants have asked me why our Supervisors are against us getting the Contract that we deserve. There actually are some Supervisors who do quietly support us, but for obvious reasons cannot make it public. We should remind those Supervisors who continue to intimidate and spread incorrect information to the Flight Attendants that one day they may be back out on line (My personal suggestion is before returning to the line, they need to go buy a boat, because they're burning a lot of bridges!).

The next time you are approached by one of Parker's Cronies or the Peanuts Gang, remind them that "MY TEAM SPEAKS FOR ME!" The next time you have a letter from J.P. in your mailbox, write "My Team Speaks for ME!" and drop it in the confidential mail drop in the crew room. Get ready for more 'games' to be played now that we are in "recess" from mediation.

Speaking of games, the Company is always looking for new game ideas for the Inflight Entertainment Kit. If you submit a winning game entry, you could win a green pass. I thought about submitting Parker's Bingo Cards. After all, no assembly required, Parker's Pennies not included.

I was very surprised that in the February issue of "Onboard", for the first time in 3 months, Tammye Walker-Jones didn't talk about our sick calls. To those of you who called in sick, when you were sick, I thank you for not bringing your illness on the airplane. In tune with sick calls, if you received a \$50.00 gift card for having perfect attendance in Dec. 2003, and have not already used the card, save it. When we finally do get a contract, we'll let the company pay for a big party using the gift cards!

In closing, to those of you who have supported your Union in any capacity, THANK YOU! Congratulations to those Flight Attendants at the MCO message to the field who won raffle prizes! We'll see if the company makes you have 3 month's perfect attendance to receive your prize! As always, if there is anything I can do for you, please don't hesitate to contract - ooops, we don't have one yet - I mean, CONTACT me anytime.

I DON'T WANT TO STRIKE, BUT I WILL!

***Jimmy West #24715 - MCO
Domicile Executive Board Member***



Friday February 13th was an unbelievable day! Over 200 Flight Attendants along with members of other work groups weathered what was one of the coldest days of the year and gathered at the entrance to Love Field Airport for informational picketing.

What a display of unity! Way to go Dallas! The message was clear that after almost two years of Contract Negotiations, the Flight Attendant Group is standing in unity behind their Negotiating Team and are willing to go the distance to get the Contract they deserve.

Flight Attendants were also present inside the airport lobby to ask for the support of our Customers and fellow Employees by obtaining signatures on Valentine's Cards to be mailed to Jim Parker. Our Customers were more than willing to sign the cards and expressed that they too want the Spirit and Culture to remain status quo at Southwest Airlines. The general consensus was that they hoped we would settle our Contract soon, and that we would be able to obtain compensation for the time that we work. Although the unity displayed at the event was exhilarating, many Flight Attendants expressed disappointment and sadness that their Company does not appear to want to reward their group with a deserving contract and is making us fight so hard for what other work groups have obtained previously in their contract negotiations.

Subsequent to the informational picketing event, a large group of Flight Attendants accompanied Union President Thom McDaniel to SWA Headquarters to hand deliver the signed Save Our Spirit cards generated at the event. The group waited in the main lobby while Jim Parker was summoned. After an approximate wait of fifteen minutes Mr. Parker appeared accompanied on one side by Donna Conover and on the other Colleen Barrett. As the group gifted over the cards to Parker, Thom

requested that Southwest please save our culture and spirit.

Dallas recently filled two vacant Supervisor positions, due to Jan McNutt's promotion to DAL Assistant Base Manager and Beth Ross' promotion to BWI Assistant Base Manager. The two new Dallas Supervisors are Jason Sinks and Shereen Governder. Jason came to Inflight from Nashville where he held the position of Customer Service Supervisor. Shereen was a MDW based Flight Attendant for 8 years.

It is always good to be aware of what has been placed in your file. You may request your file by a written statement addressed to your Supervisor, and you should receive your file within a five-day period. Your file should contain documentation from your date of hire, including; medical records, discussion logs, attendance and points. You may also choose to purge your file, which consists of the removal of all disciplinary documents with the exception of the last 18 months.

It is imperative that you are aware that the buttons issued by the Union must be placed on your bag and may not be worn on part of your Company issued uniform. If you are asked to remove your buttons from your bag or other non-Company issued items, please contact the Union immediately.

UPCOMING EVENTS IN DALLAS:

- The Dallas Membership meeting is April 12th at 10:00 Central. Please make time in your schedule to attend.
- The Dallas Message to the field is April 19th at Next Stage. The address is 1001 Next Stage Drive in Grand Prairie, located by Lone Star Race Track.

Hope to see you at the events! Stay United!

Karen Amos #1544 - DAL
Domicile Executive Board Member



REGISTER FOR OUR
WEBSITE TODAY!

Just go to: <http://local556.twuatd.org>
and follow the simple instructions to join!

See you there!

BREAKING NEWS!

SAFETY TEAM BULLETIN:

The FAA has issued Notice N8400.64 concerning the implementation of Flight Attendant Certification.

A full copy of this notice can be viewed on the "Safety Team" page of the TWU Local 556 website:

<http://local556.twuatd.org>

Click on "Safety Team" at the top of the page.

Contract Negotiations 102

What happens next?

A plain English look at the past, present, and future of our Contract Negotiations

by Allyson Parker-Lauck - TWU Local 556 Executive Board Member

Back in January 2002, we featured an article titled, "Contract Negotiations 101" which outlined the steps of Contract Negotiations. The 2002 article mainly focused on the early stages: Preparation, Section 6 Openers, and Direct Negotiations Under Section 6. Since then, we've moved on to Mediation, and many of you are asking, "What next?"

A BRIEF HISTORY OF THE RAILWAY LABOR ACT

As most of you know by now, as Unionized Airline Employees, we must operate under the Railway Labor Act. Here's a quick RLA refresher course. In 1926, the Railway Labor Act (RLA) was passed into law to provide a means of settling Labor disputes in the railroad industry. In the 1930's, the Air Line Pilots Association (ALPA) successfully lobbied to have the fledgling airline industry included under the rules developed by and for the powerful railroad industry. That's why even though we're AIRLINE Employees, we operate under the RAILWAY Labor Act.

A TIMELINE OF OUR NEGOTIATIONS

In May, 2001, our Local's Executive Board began the process of Negotiations by forming your Negotiating Team. At that point, your Negotiating Team began researching other Contracts in the industry, the history of our own Local's past Contracts, surveyed the Membership, priori-

tized issues, and drafted new Contract language.

In May 2002, your Negotiating Team met with Management for the first time to exchange Opening Statements, and began the Negotiations Process. In June 2002, real bargaining began, and both sides began discussing all non-economic issues.

Between June 2002 and June 2003, both sides managed to come to Tentative Agreement on all non-economic issues. The time had finally come for both sides to present their economic packages.

From June 2003 through September 2003, all bargaining sessions focused on economic issues. Both sides remained very far apart. Your Union's Negotiating Team was willing to continue to try to Negotiate under Direct Section 6 Bargaining. Our Team had a proposal on the table that had not been countered by Management for over 6 weeks. Instead of meeting, presenting a counter proposal, or even discussing the proposal on the table, Jim Parker instead decided he would request Federal intervention in the form of the National Mediation Board (NMB).

Both sides met with the NMB for the first time in October 2003, and continued to meet regularly through February 2004. The last meetings with Management took place February 4-6, 2004 in Washington, D.C. It was at this meeting where Management presented what Jim Parker called the Company's "BEST OFFER".

After that session, your Negotiating Team requested information on how Management

calculated the cost of the proposal, as the Company's calculations of the overall cost of the proposal was far greater than the Union's calculations. To this date, the Company has not provided us with the methodology used in their calculations.

Shortly after the February 4-6 meeting, Senior Mediator Les Parmelee chose to recess our Mediation sessions.

WHAT NOW?

Although we are in recess, we are still operating under Mediation according to the Railway Labor Act. If you look at the flow chart to the right, you'll see that there are still many steps available under the RLA.

First, until we are RELEASED from Mediation, we will continue to operate under our current Contract, and must maintain what is called the "Status Quo". Both sides, Labor and Management, must continue to do business as usual. Management can't change our wages or work rules, and we can't take any type of work action, including a slow down, "work to rule", Strike, etc. If either side engages in any of these activities, they will be in violation of the RLA and could be taken to court.

In the meantime, it is important that we all continue to do our jobs, stay unified, and support our Negotiating Team.

Many of you are asking, "We're still very far apart, Management's not budging on their proposal, we're not budging, so why can't we be released from

Mediation?" Good question.

Only the Mediator can decide when we will be released. At some point, Management or your Negotiating Team may request release, or they may file a joint request of release. However, none of this is a guarantee that the Mediator would bring a recommendation of release to the National Mediation Board.

Keep in mind, the National Mediation Board is appointed by the President of the United States. This is an election year, and the President is unlikely to want any Labor strife, so we can only assume that there is a great deal of pressure on Mediator Parmelee to keep us in Mediation until after the election. That's not to say that a release won't happen, but we must be realistic and look at all possibilities.

SO, WHAT IF THE MEDIATOR RELEASES US?

Under the RLA, if the Mediator wanted to release us from Mediation, he would present that recommendation to the NMB. If they agreed, he would declare "Impasse", and we would move on down the flow chart to "Proffer of Binding Arbitration".

WHAT IS BINDING ARBITRATION?

Binding Arbitration occurs when the fate of the Contract is placed into the hands of a neutral third party, or Arbitrator. The Arbitrator's decision is final, and whatever he/she decides must be accepted by both Management and the Union. Neither side, nor the Union's Membership will get to vote. The decision is final and binding.

Keep in mind, before Binding Arbitration can be accepted, BOTH parties must agree to it. Your Union WILL NOT agree to Binding Arbitration for many reasons, but most importantly because it takes the fate of the Contract out of the Membership's hands. It takes away your voice and your vote. So although this is a step available under the RLA, we WILL NOT ACCEPT BINDING ARBITRATION.

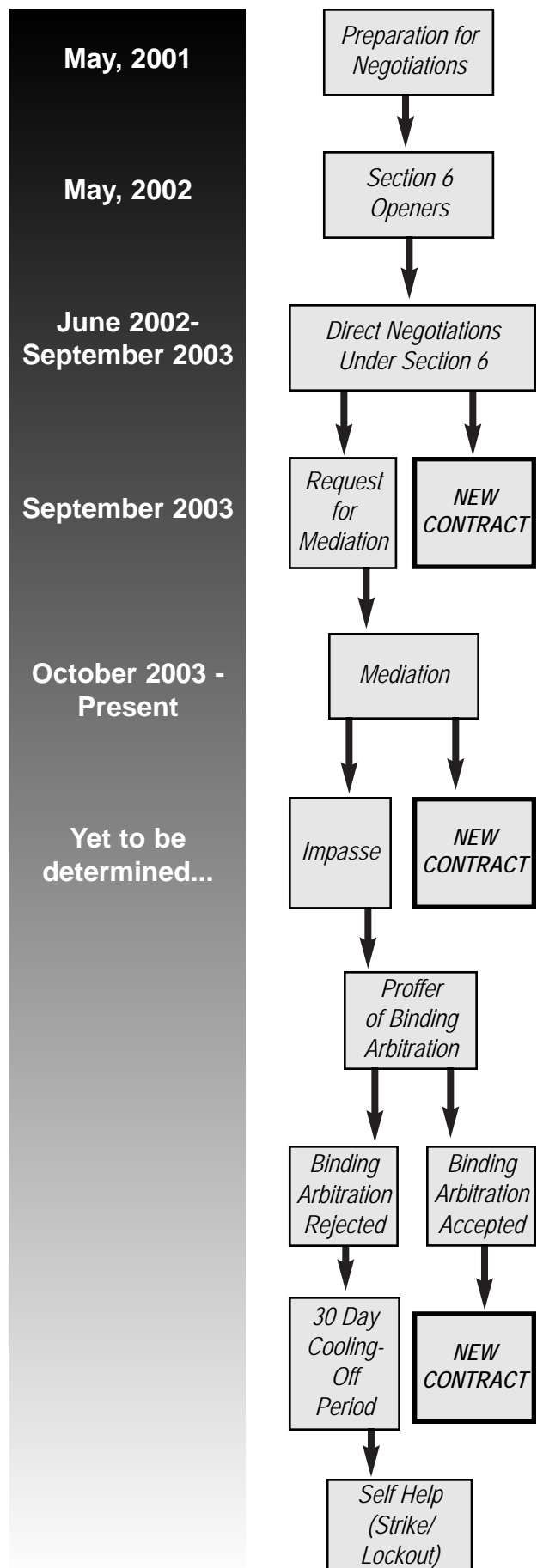
IF WE DON'T ACCEPT ARBITRATION, WHAT NEXT?

If Binding Arbitration is rejected, the next step is the 30-Day Cooling Off Period. The 30-Day Cooling Off Period is designed to give both parties a few days to step away from the Negotiations process and re-focus. If the parties agree, they can continue to try to Negotiate. But if an agreement is not reached by the end of the 30-Day Cooling Off Period, it is then time for "Self Help".

WHAT IS SELF HELP?

Self Help is when it starts to get ugly. This is when both parties can legally take actions previously pro-

(Continued on next page)



STRIKE Q&A

*Compiled by
Tandee Thomas,
BWI F/A #45525*

Q. Do Union Officers and Staff get paid during a Strike?

A. No, all Flight Attendants, including your Union Officers and Staff receive no pay.

Q. Why would we go on Strike?

A. A Strike would be our last resort in the event Management refuses to settle our primary issues. Ultimately, an effective Strike may be the only way we can obtain a satisfactory Contract.

Q. Who calls the Strike?

A. A majority vote of the TWU 556 Membership would empower the Executive Board to authorize our Local President to call a Strike any time after a 30-Day Cooling Off Period ends without an agreement.

Q. Can I be fired for going on Strike?

(Continued on p. 17)

CONTRACT NEGOTIATIONS 102
(Continued from previous page)

hibited when operating under the "Status Quo". The Union can declare a full-scale Strike or a "selective Strike". An example of a "selective Strike" would be the type of Strike implemented by the AFA represented Alaska Airlines Flight Attendants when they Struck individual flights rather than a full-scale walk-out. This type of Strike was called CHAOS™ (Creating Havoc Around Our System). Other options include work actions such as "Work to Rule" or "Slow Downs".

Management also has options under "Self Help". They can impose work rules and wages, or they can "Lock out" Employees. Management could also hire "Replacement Workers" or "Scabs" if we went on Strike or if they Locked us out. There are a multitude of options available to the Union if any of these circumstances were to occur. We will keep you updated if and when the time comes. In the meantime, please refer to the Strike Q & A that starts on this page. It will answer many of your questions.

BUT WAIT, THERE'S MORE...

As mentioned earlier, the President of the United States does not look favorably on Labor strife. There is one last caveat in the RLA where the President, if he chooses, can intervene. This is called a "Presidential Emergency Board".

If the NMB agrees that the dispute may be threatening to deprive any section of the country of essential transportation service, then the NMB will notify the President of the United States. The President can then create a "Presidential Emergency Board" (PEB) to determine and provide recommendations for resolution of the dispute within a 30 day period. The PEB temporarily prevents a work stoppage or a lock out for up to 60 days. During this process, both sides must maintain

the Status Quo. They have no options of Self Help until after the 30 day period expires and there is still no agreement to a Contract.

This is where some of us feel that the RLA is too vague. If we went on Strike, or if we were Locked out, would that really "deprive any section of the country of essential transportation service?" Last time I looked, there are plenty of other airlines serving almost every Southwest city. But I digress...

WHAT HAPPENS IF WE DON'T GET A CONTRACT BEFORE THE END OF THE PEB?

Well, there are a couple of options. First, we could be released to go on Strike, Management could impose a Contract, or we could be Locked out as mentioned before. Hopefully, an agreement could be reached, and we could all get back to doing what we do best.

However, there's one other option: Congress COULD step in following the Presidential Emergency Board, and upon the recommendation of the PEB, they may choose to legislate a resolution. Plain English? Congress could decide our fate and impose a Contract on us. However, at any time during this process, if we are able to reach an agreement with Management, we could still sign a new Contract. This is yet another reason why it is important to elect Labor friendly candidates to Congress.

CONCLUSION

This article was intended to give the straight facts on our Negotiations. Although we're all hoping for a quick resolution to these Negotiations, we still may have a long road ahead of us.

Continue to stay informed. Continue to save money in the unfortunate event that we have to go on Strike. Don't allow a single car payment or rent check determine your long term future.

I had bills to pay...

by Anonymous

A true story from a former scab.

It was midnight and the phone rang. "You are on Strike," said the voice on the other end. "Oh my God! I'm getting a divorce, and now I have no job," I thought. "What will I do? How will I pay my bills? Will I lose my house?"

These were the LEAST of my worries, I would find out later. I went to work as scheduled through the "secret" passageway the Company had set up. They didn't tell me that there were people with cameras all along the road into the airport because EVERYONE had access to the secret passageway from an 800 number the Company set up. This isn't good, I thought, but I went on with the help of my Dad driving me in. We were to meet in a "secret" room (everyone knew where the secret room was - again, the 800 number) where we were briefed by the Airline's CEO. He told us that all of the Striking Flight Attendants would be fired and would be replaced. WE got first choice of bases, bids, International trips. He told us that WE were the BEST!

I boarded the airplane to a very surly Captain who proceeded to ask us every safety question he could think of. Any of us who missed the questions were left behind. We were not treated well by ANY of the Pilots. The Crew of 10 consisted of 8 guys and 2 girls. I later found out that the two male Flight Attendants were plants sent by the Union to collect information on all of us scabs.

The first night there were security guards at our hotel van and at the hotel at each room. It was a



good thing because the people who lived in that city were outside yelling at us all night. The next morning, we were followed through the terminal by a news team who stuck a camera in my face. Great, I'm on the news in Chicago, too. The next night, there were Flight Attendants from that city trying to roll the van with us in it

I was so proud of myself. I stood up for my employer!! That Union doesn't pay my salary, I thought to myself. This took guts!!

I came in to base from LAS to find out that the Strike was OVER and everyone had been called back. Yikes! Everyone was allowed back in the terminal and we had to deplane to a crowd of very angry co-workers. We were stopped and asked questions, called names, weren't allowed to get to our cars, you name it. I finally got to my car to find out it had been beaten with a hammer and my tires slashed. My garage door at home had SCAB written all over it which didn't make my Union neighbor happy, either.

This was in Texas, not Detroit or Pittsburgh.

My point to all of this is not to scare you into a Strike. But if it does, then that's OK too. It ruined my career at an airline that I loved.

After the Strike, I lasted 2 months. I just couldn't take it any
(Continued on page 18)

STRIKE Q&A

(Continued from p. 16)

A. No. You have a legal right to Strike under the provisions of the RLA and you cannot be fired or disciplined for Striking.

Q. If I am a Probationary Flight Attendant, can I Strike?

A. Yes. All Flight Attendants, including Probationary Flight Attendants have a legal right to Strike.

Q. What happens to me if I cross the picket line and work during a Strike?

A. You become a SCAB. This will be a decision you will have to live with for the rest of your life. Those who stand together to fight for fair wages and decent work rules will not understand and will have a hard time forgiving your decision.

Q. What if I call in sick during a Strike?

A. If you call in sick during a Strike instead of declaring yourself on Strike, you will be considered to be a SCAB.

Q. Can I be permanently replaced?

A. SWA can hire "permanent" replacement workers (scabs) during a Strike. Any replacement worker must complete

(Continued on p. 18)

STRIKE Q&A

(Continued from p. 17)

the FAA-required training for SWA Flight Attendants before they can work on the aircraft. Flight Attendants from other airlines who do not know our emergency procedures would have to go through additional training before they could fly for Southwest. At the end of a successful Strike, TWU 556 would Negotiate a Return to Work Agreement under which no permanent replacements would work until all Striking Flight Attendants were back to work.

Q. Who can Southwest use as a Flight Attendant during a Strike?

A. Southwest can use any person at SWA as long as they have completed the FAA required training as outlined in the answer above. This includes Inflight Supervisors, Base Managers, Recurrent and Initial Training Supervisors, etc.

Q. Would I lose my 401(K) or Profit Sharing if I go on Strike?

A. No. Whatever vested retirement rights you have before a Strike cannot be taken away from you because you Strike, even if you choose to

(Continued on p. 19)

I HAD BILLS TO PAY

(Continued from page 17)

more. I thought I was doing the right thing by crossing the picket line, but in retrospect, I let down the very people who were fighting MY battle for me. The fact is, they were the only people who were concerned about me, because the Company did nothing to protect us after the Strike.

Someone ripped open my suitcase and poured tomato juice in it. Someone armed my doors after I left the plane, and when I plead my case to the Company, they told me that we crossed the picket line freely, and they didn't get involved in Union matters. You see, to them, we were scabs, too. We had no honor to them either. All of the Flight Attendants who went on Strike to help us get a better Contract were slapped in the face by us and our betrayal of them. They put their payments on their homes, cars, etc. on the line too. It was not until I came to Southwest that I realized the amount of damage that my selfishness had done.

The final outcome of the Strike was a positive one, too. The Union

got a good Contract and it made a huge difference to all Employees.

Now, when I get on a van with a crew from my former airline, I am terrified that I will be noticed and my past will be revealed to my coworkers here.

Please take this decision seriously. It isn't going to be in your favor to go to work. The threat letters from the Company will come. They will tell you that you will be fired, you will lose your insurance, along with many more tactics to scare you. Don't let them.

The Union will tell you what Management can and cannot do. Call the Union office. Ask questions. Ask your Precinct Captains. Do whatever you have to do to understand. Be informed. I may not have made such a regrettable decision had I taken the time to educate myself. Don't be complacent. Learn the facts about Contract Negotiations and the Railway Labor Act. Please don't pay the price I paid. It was not worth it, and you will regret it. Prepare yourself financially and mentally. Don't make the mistake of thinking that we won't Strike. I made that mistake. It CAN happen.

FYI's

by Kathy Anderson

Recording Secretary



FYI If you feel you have suffered an OJI (On the Job Injury), please fill out an injury report immediately, regardless of the severity of the injury. If you do not report your injury in a timely manner, it can result in denial of your claim.

FYI If you are based in Oakland, pursuant to California law, you can designate a personal physician in the event of an on the job injury. If you do not designate a physician to your employer,

they may and will choose one for you for the first 30 days of an in the job injury. This form must be filled out prior to any injury. If you need a copy of this form, you may contact your Oakland Domicile Executive Board Member or you may call the Union office. Once you complete this form, turn it into your Supervisor for placement in your file. We also recommend keeping one for your own records.

FYI If you are on Workers Compensation and your vacation falls during this time, your vacation can be moved outside the Workers Compensation period to the beginning of your active status only. It is the Flight Attendant's choice to forgo the vacation until returning to work or to take it while on leave, or to receive the compensation.

FYI A Flight Attendant with perfect attendance during the month of December will accrue sick leave at 1.5 times the normal rate for that month. (e.g. If a Flight Attendant flies 100 trips during December she/he will be credited with 15 trips.) Article 16.1.B

FYI If you pick up a trip for money from a Flight Attendant and the Flight Attendant does not pay, you can go to Small Claims Court to collect. The Company, the Union and Professional Standards will not get involved.

FYI If you are sick leave recovering you are not pay protected. In other words, sick leave recovery is for attendance policy purposes only. You are not entitled to the greater pay; you will get paid for what you actually fly.

FYI If you are asked to go see your Supervisor, you have the right to ask what the meeting is about and if discipline will be issued or could result from the meeting. You have the right to take a Union Representative with you to the meeting. If you are approached in the Lounge by your Supervisor and they ask to meet with you at that time and there is not a Union Representative available remember that you can stop the meeting at any time to ask for Union Representation.

FYI Probationaries are allowed to come to Union meetings.

FYI Probationaries are allowed to file Contract grievances. This means you are protected by the Contract on issues such as Scheduling, Hours of Service, Reserve, etc...

FYI Probationaries are allowed to call the Union if being disciplined or if you need correct information regarding your rights. Yes, you have rights!

FYI As a new hire, you have two resources for information- your Supervisor and your Union.

STRIKE Q&A

(Continued from p. 18)

never come back to work after a Strike.

Q. How long will a Strike last?

A. The duration and nature of a Strike will be carefully calculated to produce the maximum pressure on Management to reach an agreement with us, while limiting the damage that our Customers and Members will suffer. The length of the Strike depends on our unity, and on how and when the Company responds. It is imperative that each and every one of you make a real effort to be financially prepared in the event a Strike does occur.

Q. At the end of the 30-Day Cooling Off Period, do we all just walk off the job?

A. No. Not necessarily. We have different Strike strategies to implement. Toward the end of the 30-Day Cooling Off Period, TWU 556 will keep you informed through our website, forums, broadcast phone messages, and any other means possible. We will not publicly announce which Strike strategy we are going to use until just before the Strike deadline.

(Continued on p. 20)

STRIKE Q&A

(Continued from p. 19)

Q. What happens to my insurance when I am on Strike?

A. The Company MUST offer COBRA as required by the Consolidated Omnibus Budget Reconciliation Act of 1985. We know the issue of insurance is among the top concerns for Flight Attendants when asking questions about a Strike. We will be providing you with much more information when and if the time nears for a Strike.

Q. Is the insurance coverage under COBRA different than for active Employees?

A. No.

Q. What do I say to Customers who ask about a Strike?

A. First and foremost, do not initiate these discussions on board the plane and do not make any disparaging remarks about SWA. If asked, politely inform the Customer that we are in Contract Negotiations with SWA, and we hope to get a fair Contract without having to go on Strike. Do not elaborate any further.

We will be answering more of your questions in upcoming issues of our newsletters.

What Do We Have in Common With the Cast of "Friends"?

MORE THAN YOU THINK! Read on...

by James Gordon, MDW F/A #25994

Once upon a time, there was a new television program called "Friends". Each of the six stars made \$20,000 per episode to start. At the time it was standard salary for a group of unknown actors on a new TV show.

Over the next several television seasons the show built a cult following and it became more and more popular. Viewer ratings continued to climb, advertising revenues skyrocketed and the producers of the show were making a fantastic fortune. Yet the stars were still being paid what they considered a paltry sum in proportion to the earnings the show was generating.

Before their contracts were up for renewal, each actor came to an agreement with the others that they deserved a higher wage for their work. Many other television actors were making a bundle, even on shows that didn't produce as much revenue as "Friends". For instance, ER star Anthony Edwards who played Dr Greene took home around \$375,000 per episode. "Friends" was the highest rated show on TV with actors who were being nominated for Emmy

and Golden Globe awards. Simply put, they wanted to be paid what they were worth.

They decided to unite and negotiate for a pay increase from the show's producers. Each one agreed to unify and promised to each other that not one of them would "break rank" and give-in. If the producers refused to give them the money they believed they rightfully deserved, they would walk off the set. For the unknown actors who had nothing to fall back on, this was

a risky move, but each knew the rewards would outweigh that risk.

The actors who play Phoebe, Chandler, Monica, Joey, Rachael and

Ross indeed remained unified throughout the negotiation process. Shortly afterward, each of them made \$1,000,000 per episode.

After 10 years, not counting syndication earnings, each actor will have made an estimated \$82,790,000; Unity has it's rewards!

The stars of "Friends" wouldn't have succeeded without their agents, nor could our unity succeed without the NT representing our interests at the bargaining table. We



voted for the members of the NT to negotiate our Contract for us. With our vote, we made an unspoken agreement that we would support them in their efforts to do whatever it takes to get us an industry leading Contract.

Never has there been a more crucial time to realistically think about your future as a SWA Flight Attendant. If you plan on being employed by SWA for the next 10-20 years and haven't yet been to a Union event, then you should plan on getting involved!

For example, did you know that simply your presence at an informational picketing event or lounge mobilization sends a clear and unmistakable message to the Company, the Executive Board, and the Negotiating Team that our workgroup, as a whole, is empowered, informed and NOT willing to accept anything less than an industry leading contract? Here's an overview of what your fellow Flight Attendants have been doing:

- SWA Management, Employees from other departments and Customers alike took notice that over 1,200 Flight Attendants marched in all bases on February 13th, 2004!
- www.savingoursouthwest.com has had nearly 6,500 "hits"!
- Hundreds of Flight Attendants have silently protested at "Messages to the Field" across the country!
- The SWA-FA Forum on Yahoo currently has 900+ Flight Attendants communicating with the Union and one another on a nearly hourly basis!
- Over 800 Precinct Captains are educating their fellow Flight Attendants on Contract issues and helping to squash rumors and halt Union busting!

These are wonderful numbers and show fantastic unity. Amazingly, even with more communication (telephone, e-mail, websites, face-to-face) and infor-

mation (*UNITY*, The Contract Connection, Buttons, Stickers, Flyers, lounge mobilizations, informational picketing) than all past Contract Negotiations combined, there are still some Flight Attendants who are not connected to the process.

Keep in mind while reading that the Contract we are currently working under passed by only a few percentage points - 57% for and 43% against! Astonishingly, not everyone even bothered to vote! So, what will happen, you ask, if many more of us don't get informed and involved, and make a unified effort to get a fair and reasonable Contract?

Most certainly we will lose the opportunity for better pay, better working conditions and a much better quality of life. It also means many personal decisions will be taken away from us. The decision to buy that new car, that first home, the dream vacation, you name it... will all be compromised due to the cruelty of economics. The money simply won't be there. If we can't keep up with the cost of living, how will we be expected to pay for necessary goods and services? What about the ever rising prices of oil, utilities and gasoline? How will you pay for medical care or unexpected household emergencies? How can you expect to live your life happily and on your own terms by working 150+ trips a month just to make ends meet?

Ironically, what's the point in working for an airline if you can't even afford to use the travel benefits and take a vacation?

Are you willing to decide to accept what the Company advertises as its "Best Offer"? If so, stop and think about yourself and your lifestyle for the next 4-6 years. When you are laying in a lumpy hotel room bed on your 10-hour RON after a mighty long day, hungry and exhausted, underpaid and under appreciated, will you be regretful then that you didn't contribute to the cause today? Would

you gladly trade that miserable day for another chance to join together today, now, with your fellow Flight Attendants and unite for what we rightfully deserve, and reap the benefits of the profitable airline we have worked so hard to help build?

Take a moment to take an inventory of your finances as they stand today. Examine your savings, checkbook, and even count what's in your penny jar. Then match that against your credit cards, rent, car payment, mortgage, phone bills and loan repayments.

Can you honestly afford NOT to get educated and get involved? Don't be a fool and rely on a one-time taxable retro check to solve your financial challenges. Only a healthy raise and a consistently larger paycheck (ok, and some self-discipline too!) will do that for you. Don't compromise and gamble your future based on the retro check. It's not worth it and anyone who voted yes for our current Contract (including yours truly) will tell you so! That paltry sum is long gone and I'm still paying bills!

Or, will you realize later, when it's too late, that the decision you made not to get involved and be informed during the Negotiations has affected the quality of your life in ways you never imagined?

"In any moment of decision the best thing you can do is the right thing. The next best thing you can do is the wrong thing; and the worst thing is nothing."

- Theodore Roosevelt

Where can you get dates & times of Union events?

Communication: You can't get Information without it. Update your cellular and home phone numbers & e-mail address with the Union. In case there is a last minute Union event, you don't want to be the last one to find out! It is absolutely vital to your own financial interests that

(Continued on page 39)



SAFETY TEAM REPORT

ARP and ARG - What These Initials Mean to You

by Michael Massoni - 1st Vice President and Safety Coordinator

As you can imagine an aircraft accident creates total chaos, confusion and traumatic stress. Therefore, it is of the utmost importance that an organized plan is in place should a tragedy such as an accident or serious incident occur.

In November of 1994, TWU Local 556 implemented the use of an Accident Response Plan (ARP). The purpose of the ARP is to provide guidelines for Crewmembers that are involved in an accident and a succinct plan of action for the Union. Our two prime directives within this plan are to facilitate aid to our Members and participation in any subsequent investigation.

TWU has an obligation to represent all of our Flight Attendants; therefore, Local 556 has made the decision to be active participants in any accident response. We will, in the event of a serious incident or accident, work in close association with the Company, SWAPA and Federal authorities to ensure the immediate needs and the best interests of our Flight Attendants are being met.

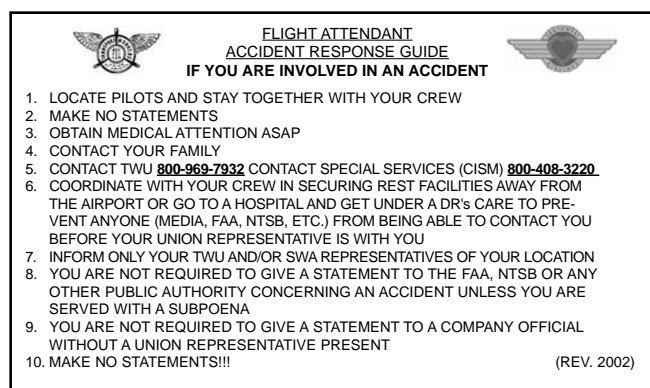
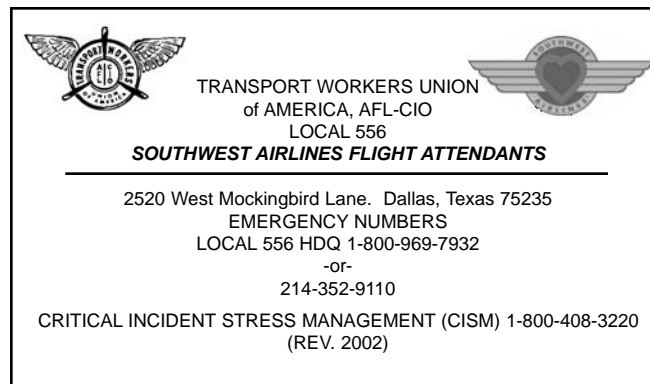
Inflight Training has always done an exemplary job of training our Flight Attendants on emergency procedures and we are confident they will continue to provide the best training possible. Under no circumstances is TWU, through our Accident Response Plan, trying

process. The Union wants you to know we will be there to help and assist you in anyway we can.

On the following page you will find an example of a pamphlet entitled "IN CASE OF AN ACCIDENT". This pamphlet is our Flight Attendant Accident Response Guide or "ARG" for short; it contains the guidelines the Union suggests that you use should you be involved in an aircraft accident or serious incident. This pamphlet can be inserted in your Contract for quick reference.

An example of a wallet size card shown to the left, and is included with the ARG along with emergency phone numbers for Local 556 HDQ and Critical Incident Stress Management (CISM). The ARG wallet card is laminated and punched so it may be hung on the back of your SWA I.D. badge for easy access. The current version is the third revision of the ARG and is identified by **orange printing** and a **"REV 2002"** description.

We distributed the current ARG to all active Flight Attendants in 2002 and all subsequent New Hire classes since. However, we understand things get lost or just wear out. So if you are in need of a new ARG or if the version you



Sample ARG Wallet Card

to interfere with the procedures of SWA or substitute the Company's responsibilities in such matters as an accident. Our goal in this plan is to help ease the panic, chaos and confusion AFTER an accident or serious incident, as well as actively participate in the investigative

carry has red or black printing please email your Local 556 Safety Team at: mmassoni@twuatd.org and request a new **Flight Attendant Accident Response Guide (ARG)**. We will ensure one gets to you within 30 days of your email reaching us.

The hallmarks of being a Flight Attendant are equal parts safety and service. No matter how uncomfortable planning for an emergency may be - it only serves our Customers, our profession and us to be well prepared. Our ARG augments the skills each and every one of you already possesses as "Safety Professionals".

Again, should you ever experience a serious incident or accident, we hope you know that your Union is well prepared and will be there for you through this most stressful of situations.

IN CASE OF AN ACCIDENT

The "It can't happen to me" syndrome has repeatedly been shown as flawed in the harsh world of risk involvement, where an accident is always a possibility. If you are ever involved in an accident TWU will be there to help you. Once notified, you're Union Crisis Action Team (CAT) and Special Services (CISM) peers will be sent to the field to look out for your best interest. At the same time selected Union representatives will be assisting in the field investigation as members of the GO-TEAM. The Union suggests the use of the following guidelines for crewmembers who are unfortunate enough to be involved in an accident.



FLIGHT ATTENDANT ACCIDENT RESPONSE GUIDE

REV 2002

The S.E.A.L. Act

Secure Existing Aviation Loopholes

by Michael Massoni

Congressman Markey (D-MA) has introduced legislation to close security loopholes that remain for millions of American flyers and aviation workers. H.R. 3798, the Secure Existing Aviation Loopholes Act (SEAL Act) seeks to address urgent security problems that plague the American aviation security system. The SEAL Act seeks several actions to close the security gap:

- Discreet, secure communication system for all flight crews
- Meaningful, comprehensive counter-terror training for flight crews
- Thorough inspections of all cargo transported on passenger planes
- Federal Air Marshals or equivalent officer of government on board all foreign air carriers taking off or landing in the U.S.
- International coordination with foreign counter-

- parts in the area of aviation security
- Comprehensive preflight cabin interior screening
- Complete Department of Homeland Security control of accessible airport secure areas
- Training pilots how to maneuvers and proceed in the event of a missile strike
- Aggressive flying maneuvers communication and coordination training for pilots
- Extending cockpit door reinforcements for cargo planes
- Establish 'no fly zone' requirements for sensitive areas and create and implement an airport vulnerability assessment plan

TWU Local 556 supports this important legislation that seeks to save lives and secure the workplace environment of airline personnel. Please log on to the TWU Local 556 website at <http://local556.twuatd.org> and click on the "Action Alert" button. This will launch you to the TWU Political Action page and allow your voice to be heard by your elected representatives concerning this important Flight Attendant safety legislation.

If you would like to help support the S.E.A.L. Act Legislation, please go to page 33.



Reserve and Out of Order

by Marcy Vinyard - TWU Local 556 2nd Vice President

Every day the Local Union Office receives many phone calls from Flight Attendants with questions about Reserve and possibly being called out of order. There are several important points to keep in mind when determining Reserve(s) out of order issues.

For you to determine if you have been used out of order you must compare yourself with other Reserves in your same category. (Category meaning good for the same number of days as you are and they must be of the same Reserve classification.) For example, if you are good for three days of Junior Call-Out you can only compare yourself with other Reserves good for three days of Junior Call-Out.

Another determining factor in assignment of Reserve is Trips for Pay (TFP). Trips for Pay must be calculated within the category/classification requirements. For example, if Susie has 15 TFP in her scheduled Reserve month and Jane has 23 TFP in her scheduled Reserve month, Susie should be called out first. Keep in mind, when calculating Trips for Pay, you do not compute picked up trips or picked up Reserve days on days off. Also, if you have sat APSB, those trips credited for APSB do not count toward the total in calculating order of assignment, only trips actually flown.

Contractual and FAR legalities may affect order of assignment. In the example mentioned above, Susie would be first to go and Jane would be second if they are legal

by Contract and/or FARs. The following would apply if a Contractual legality were involved:

If Susie blocks in from a trip the night before at 2100, she would not be good for contact until the next morning at 0900; therefore, if a trip needed to be covered prior to 0900, Jane would be utilized before Susie.

According to the Contract, Article 11 Section 4, for the first three days of the month, all Reserve Flight Attendants will be Ready Reserves. To further clarify, Ready Reserves and Call Out Reserves will be treated as if they are the same classification on those days and will be assigned pairings in seniority order beginning with the most junior.

During the overlap period, remember that the line up for the Reserves is affected in order to keep Flight Attendants legal for any overlap trips in the new month. Therefore, it will appear there is no order, but order is based on the above, in addition to all overlap requirements.

A printed Reserve Status Report is available in each domicile. According to the contract, Article 11 Section 5, this report shows order of rotation, availability, and credited TFP for each Flight Attendant on Reserve and should be updated every two hours. This report should be provided every two hours during posted office hours. Most bases display this report by the charter postings. If you do not find this report, call Scheduling and they should be able to fax your respective bases report.

After the base closes, a

Reserve will be able to call Crew Scheduling for the current, up-to-date Reserve standings, including order of rotation, availability and credited TFP for all reserves, including themselves, on call that day. The calls for this information will NOT count towards a Flight Attendant's two calls allowed per the contract (Article 11.4.D), nor will the Flight Attendant be available for an assignment, reassignment or contact during the call.

While Scheduling is not contractually required to update the Reserve phone line up, the Contract does require them to update the Reserve Status Report every two hours during posted office hours. If a Reserve Status Report is not available in the Lounge, or is not updated, ask the Supervisors to obtain the report from Scheduling or call Scheduling and ask to have an updated report faxed to your domicile.

A Call Out is responsible to call Scheduling between the hours of 1800 and 2359 CST prior to the first day her/his reserve block begins. If they fail to call in, they will automatically be converted to a Ready Reserve for the following day. For example:

Susie, who is first to go, calls at 1800 the night before her block begins, and there is no assignment, she would be good for contact at 800 central the next morning. Jane, who is second to go, calls at 1900 and in the meantime, Scheduling receives a sick call and gives the sick call assignment to Jane, this would not be considered out of order.

Inbound Reserves who are in the same category and classifica-

tion and who are legal for the same number of days will be assigned additional trips by utilizing the Reserve with the least amount of TFP first. If the TFP amount is the same, the most junior Reserve will be assigned first.

When determining the order of Reserves for any given day, Flight Attendants that have picked up a day of Reserve will be labeled with a (T) label and will be called first to go for an assignment. Flight Attendants who are sitting scheduled reserve for the month will be assigned after those who picked up. If more than one Flight Attendant picks up a Reserve day, the most junior one will be called out first.

As a result of past practice and grievance settlements for out of order situations, the Flight Attendant who actually flies the trip receives the time and a half, not the Flight Attendant who was skipped. For example:

If Susie is first to go and Jane is second and Jane is called out for an assignment, Jane would receive the time and a half, not Susie.

If you suspect that you have been called out of order, please have all your information ready when you call the Union office. This includes a copy of the Reserve Status Report from the Lounge, the names and employee numbers of Flight Attendants who should or should not have been used before you.

I hope this has helped to clarify out of order issues. If you believe you have been used out of order on Reserve, call the Union office so we may further research your issue. If you do speak to your Supervisor regarding investigating your out of order issue, keep in mind you will still be bound by Contractual time limits should you need to file a grievance.



Grievance Update

*by Mike Sims, TWU Executive Board,
Grievance Committee Chair*

EMPLOYMENT FILES

Per our Contract, "A Flight Attendant will be entitled to receive from the Company a copy of his/her entire personnel file upon request within five (5) days." Recently, the Union filed a Grievance because: a) files have not been made available for Flight Attendants to pick up, or b) Supervisors are requiring Flight Attendants to have a file review in order to obtain the file. We hope to settle this issue with Inflight Management. In the meantime, if you have any issues trying to obtain your file according to the Contract, let us know the name of the Supervisor or Base Manager so we can take appropriate action.

SCHEDULING TAPES

We continue to have situations where Flight Attendants are calling in sick and are giving unnecessary details to Inflight Scheduling during the call. In short, if you are sick, call in sick. Simply give the Scheduler your employee number and let him know that you are calling in sick. It is not necessary to give the Scheduler a complete synopsis of your situation. Remember, all conversations are taped and if you say anything that is inappropriate or irrelevant during your sick call, you could find yourself on the wrong end of a sick leave abuse investigation.

ATTENDANCE POINTS

It is the responsibility for each Flight Attendant to know his/her point total. If you have any questions regarding your point history, please see your Supervisor. If for any reason your points are inaccurate, please contact the Union so we may help you. Remember, you may be terminated if your points reach termination level. If you have a special situation or there are circumstances that are taking place in your life, please see your Supervisor so they can help you. We all must be more proactive when it comes to points. Your career may depend on it!

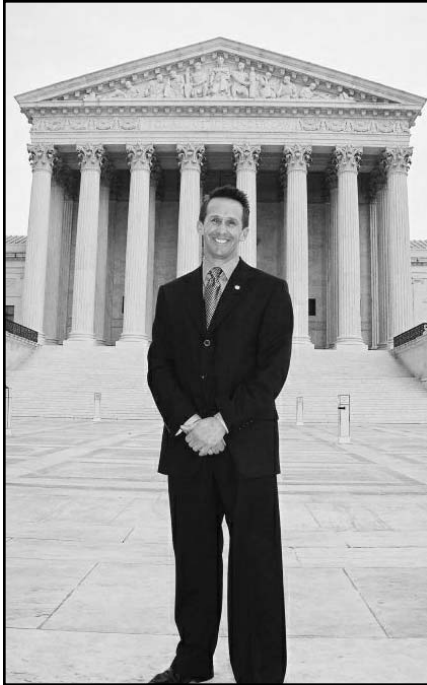
UNION PULLS

Per our Contract, our Union has the right to pull Union officials and Flight Attendants from their trips on an as needed basis for Union business. Recently, Management started systematically denying most of our pull sheets. We have filed a Group Grievance in an effort to stop Management from interfering with our ability to conduct legal Union business. Unfortunately, these recent actions by our Company's Leadership may be a direct result of our efforts to achieve the Contract our Members deserve. We intend to utilize any and all of our options under the Railway Labor Act to stop Management from interfering with our daily operations to protect our Union.

(Continued on Page 39)

TWU C.O.P.E. CONVENTION

by Thom McDaniel, TWU Local 556 President



On March 1-3, 2004, I had the opportunity to attend the annual TWU International COPE (Committee On Political Education) Convention with Local 556 Members, Michael Massoni, Gwen Dunivent, Deborah Danish and TWU Legislative Affairs Representative, Portia Reddick in Washington D.C. The Convention was attended by delegates from all TWU Locals to discuss pending legislation affecting working people and the importance of electing Labor friendly candidates.

I have attended several COPE Conventions in the past; however, this is a very important year for Southwest Flight Attendants because of our ongoing Contract Negotiations and upcoming National Elections. It has never been more important to our Members to elect Labor friendly candidates to support our

Contract battle and protect our rights.

As participants, we were treated to workshops teaching us to be more effective in presenting Labor issues to our elected Representatives and the Public. In addition, during the morning sessions, several Senators, Representatives, and AFL-CIO Labor Leaders addressed the Convention about the serious issues facing our Members. They stressed the importance of registering and voting in the upcoming primaries and elections.

Afternoons at the Convention were spent meeting with our Senators, Representatives, and their staff members to discuss our transportation issues, the state of our Negotiations, and their potential effect on their districts.

Due to the hard work of our very own Portia Reddick, we held 16 meetings with Senators and Representatives from all states and Districts where we have domiciles, as well as Pennsylvania, the newest Southwest destination. Our visits were very well received. Our elected officials were genuinely interested in our issues and many pledged their support to help us to achieve a fair Contract for our Flight Attendants.

A special thanks goes out to Michael Lutz and Scott Slasienski, both BWI based Flight Attendants who volunteered to go to Capitol Hill with the COPE Delegates. I had the pleasure of conducting visits with Deborah Danish and Michael Lutz. It was an amazing contrast to be with a 27 year employee and a less than 2 year employee, and to hear their different perspectives and common resolve to achieve a fair Contract

with Southwest Airlines.

We also shared the details of our battle for a fair Contract with the entire TWU COPE Delegation and received overwhelming support from our TWU Brothers and Sisters all across the country.

Through our TWU COPE fund, we, as workers can make a difference in the political process that affects our everyday working lives. Since we cannot use dues money to support political candidates, COPE exists through voluntary contributions from our Members. COPE funds are used to endorse candidates of all parties as well as Independents. The only criteria to qualify for COPE dollars is a Labor friendly voting record to protect the jobs, lives, and families of our Members.

Our jobs are governed and regulated by many government agencies including the TSA and the FAA. In addition, new laws and regulations not only impact our worker's rights and quality of life, but also the financial health and future of Southwest Airlines.

Through the political process, we have been able to achieve Flight Attendant Certification and defeat "Baseball Arbitration". This year, we will be fighting for the SEAL (Secure Existing Aviation Loopholes) Act to provide a safer and more secure workplace for all aviation workers and passengers. It is now more important than ever that we are involved in the political process.

I began contributing to COPE for 10 years ago when a Union Officer explained the importance of being involved in the political process. Southwest Airlines and other large corporations spend millions of dollars a year on

Capitol Hill and it is important for us, as workers, to have a voice and a vote as well.

I would like to encourage all of our Members to join COPE. COPE Contributions can be payroll deducted from your paycheck and can be as little as \$1.00 per month. Please consider filling out the COPE form to contribute to COPE and mail it back to the TWU Local 556 Office. You won't miss the small amount, but all of our donations together will make a huge difference to elect representatives who will protect our interests as aviation workers. Please become a COPE Member today.



TRANSPORT WORKERS UNION OF AMERICA

80 West End Avenue, New York, NY 10023

AUTHORIZATION, ASSIGNMENT, AND DIRECTION FOR DEDUCTION FROM PAYROLL, FOR TWU POLITICAL CONTRIBUTIONS COMMITTEE

I (name) _____, hereby authorize my employer _____ to deduct from any wages earned or to be earned by me, the sum of \$ _____ per month from my check and to forward the said amount as an assignment and deduction to the TWU Political Contributions Committee, 80 West End Avenue, New York, NY 10023. The authorization, assignment and direction is intended to facilitate my transfer of this amount to the TWU Political Contributions Committee and to save me the time and effort of making a separate payment. This authorization for, and contribution to, the TWU Political Contributions Committee is entirely voluntary on my part and has not been obtained by physical force, job discrimination, or financial reprisal or threat thereof, but is purely a voluntary contribution on my part made of my own free will and choice. I understand that contributions or gifts to the TWU Political Contributions Committee are not deductible for federal income tax purposes. This assignment, authorization and direction may be revoked or cancelled by me at any time by writing to my employer. I direct, however, that this authorization shall be effective and apply to each payroll voucher I receive in each calendar year from my employer. This assignment, authorization and direction shall continue until the termination of Collective Bargaining Agreement between _____ and the Transport Workers Union of America, AFL-CIO or until revoked by me in writing, whichever occurs sooner.

NAME: LAST FIRST MIDDLE EMPLOYEE #
SIGNATURE OF EMPLOYEE LOCAL #
ADDRESS: STREET CITY ST ZIP SOCIAL SECURITY #



Michael Lutz and Thom McDaniel meet with Texas Representative Sheila Jackson-Lee from Houston.

Gwen Dunivent, Michael Massoni, Portia Reddick, Thom McDaniel, Deborah Danish, and Michael Lutz.



ROBERT A. BRADY
1ST DISTRICT, PENNSYLVANIA

COMMITTEES:
ARMED SERVICES
SUBCOMMITTEE ON
TACTICAL AIR AND LAND FORCES
SUBCOMMITTEE ON MILITARY READINESS
HOUSE ADMINISTRATION
JOINT COMMITTEE ON PRINTING

Congress of the United States
House of Representatives
Washington, DC 20515-3801

March 9, 2004

Mr. Jim Parker
Vice Chairman of the Board and CEO
Southwest Airlines
P.O. Box 36611
2702 Love Field Drive
Dallas, TX 75235

Ms. Colleen Barrett
President, COO, and Corporate Secretary
Southwest Airlines
P.O. Box 36611
2702 Love Field Drive
Dallas, TX 75235

Dear Mr. Parker and Ms. Barrett,

I write to welcome Southwest Airlines to Philadelphia International Airport, which is located in my district. Throughout my tenure in Congress, I have worked tirelessly with the City of Philadelphia to secure needed and deserved Federal resources for our airport.

These funds have been used to modernize our facilities, increase the number of gates and to improve security for the flying public and the crews that serve them. The considerable effort by airport stakeholders in winning the funding, together with the size of the pool of regional passengers, makes our facility attractive to many carriers. Indeed, companies such as United Airlines were hungry to expand into the gates your carrier will now occupy.

However, all of us were pleased that you chose our city as your 60th airport. What pleased us the most was SWA's unrivaled standing in the area of customer satisfaction and employee loyalty. It is also a plus that the newest addition to a strongly pro-union community works with a mostly organized workforce.

Philadelphia is a city that honors working people and respects their right to fair compensation and decent working conditions. We encourage every company that operates in Philadelphia to respect those values. One of the most exciting things about your company's culture is your reputation as the "Luv" airline. The flying public is well acquainted with the personable and caring Southwest employee. That smiling face is the one we welcome, and it is nowhere better personified than in your flight attendants.

As a member of two unions myself, I appreciate the role of these organizations in protecting workers. I have long enjoyed a close working relationship with the Transport Workers Union in general, and SWA's bargaining unit, Local 556 in particular. Local 556 has been an important ally to those of us who are concerned about passenger safety, homeland security and airport modernization. In my dealings with Local 556, I have had the pleasure of meeting many of their members, including SWA attendants.

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WASHINGTON, DC 20515-3801
(202) 225-4731
FAX: (202) 225-0088

☐ 1907 SOUTH BROAD STREET
PHILADELPHIA, PA 19148
(215) 389-4627
FAX: (215) 389-4636

☐ THE COLONY BUILDING
511-13 WELSH STREET
1ST FLOOR
CHESTER, PA 19013
(610) 874-7084

☐ 2630 MEMPHIS STREET
PHILADELPHIA, PA 19125
(215) 426-4616
FAX: (215) 426-7741

www.house.gov/robertbrady

These professionals have a well deserved reputation for customer service. They are the lynch pin of your spectacular rise over the past 30 years from Dallas' Love Field to flying out of 60 airports as the nation's fourth largest carrier.


Your 1990 designation as a "major" airline and the surpassing of the billion dollar revenue mark is owed in great measure to the sacrifice and the labor of your flight attendants. I believe that they should be rewarded for that sacrifice now that the company sits atop the world of commercial aviation.

And so, I was alarmed to learn that, although your contract with Local 556 has been amendable for two years, you cut off direct talks and moved negotiations into mediation. I am particularly concerned that no mediation sessions have been held in weeks and no more are scheduled. These facts do not bode well for continued labor peace.

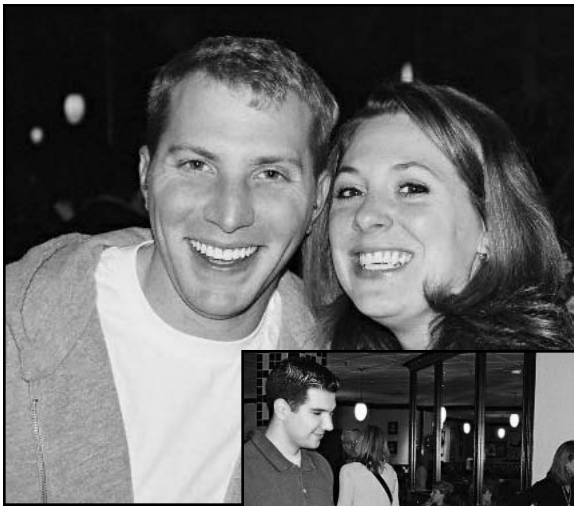
I have listened to Southwest Airlines flight attendants and deeply sympathize with their plight. They inform me that they earn 20 to 30 percent less than the rest of the industry, and that your contract offer was substantially less lucrative than those offered other SWA unions. They also tell me that, because of the way they are compensated, they work an estimated 23 unpaid hours per month, performing such tasks as security checks, assisting disabled travelers or children flying alone, helping with luggage and cleaning the airplane between flights.

Knowing this, I call upon Southwest to return to the bargaining table with Local 556, negotiate in good faith and agree to a fair contract the workforce can vote on. It is my hope to continue to be supportive of measures that help your company operate safely, efficiently and profitably from our city. However, the treatment of your workforce is an issue that I take very seriously. As your new partners, the people of Philadelphia will be watching your treatment of your employees for indications of your corporate respect for our local culture.

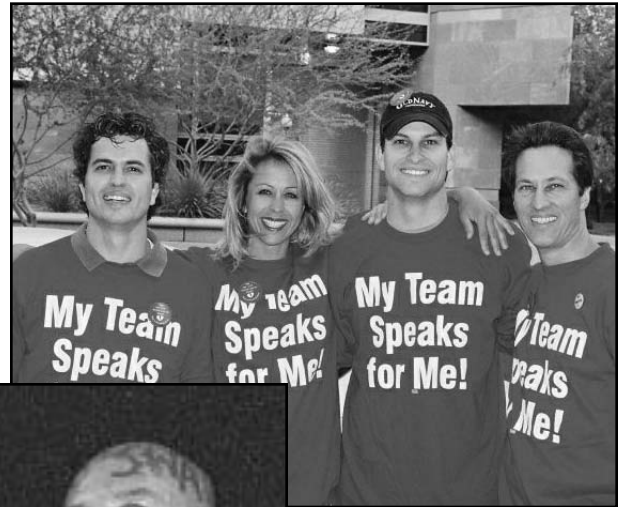
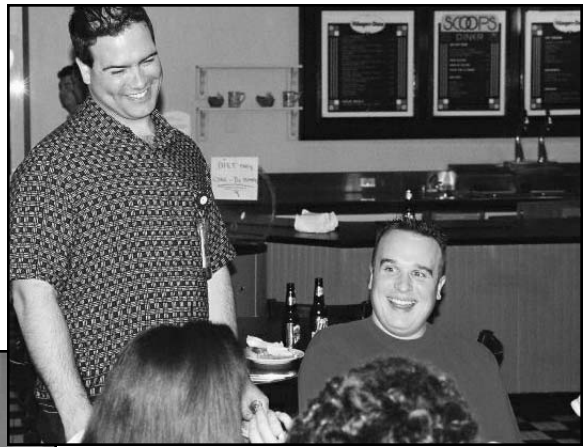
Sincerely,



Robert A. Brady
Member of Congress



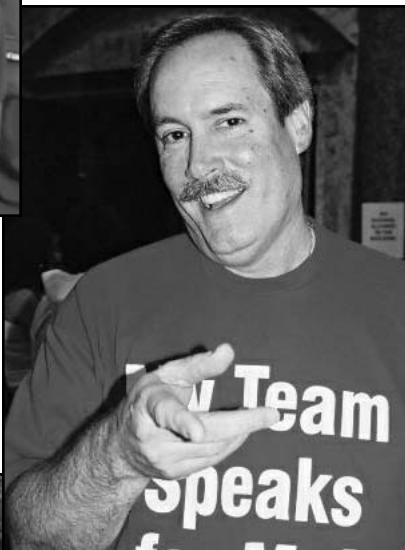
New Hire Pizza Party



2004

P H L





Did You Know?

by Michael Broadhead,
PHX F/A #33877

As a Flight Attendant, you can better manage your personnel file. Yes, that is correct. By submitting a written request to your Supervisor, or during a file review meeting, you can have the "personnel" section of your file "purged".

Your file has several sections. You can request the "personnel section" of your file purged so that it will only contain the current 18-month window. It is a good idea to establish this habit once a year. Purging your file does not occur automatically. You must request this.

Your Medical Logs cannot be purged in this manner - they are permanent. "Discussion Logs" cannot be purged - they are permanent. Ensure that all remarks written in your Discussion Logs are accurate.

Remember: Any adverse letters or letters of discipline must be removed after 18 months! Flight Attendants may rebut bad letters.

You do not need Union representation to purge the current 18-month window or to review the Discussion Logs, but Union representation is always available if you request it. The choice is yours.

**KNOW your file
and manage it!**

Messages to the Field

FEBRUARY 13, 2004

An Early Valentine for a LATE Contract



Support the S.E.A.L. Act

Securing Every Airport Loophole

If you would like to support this important legislation that will help make all of our lives more secure, we have just the thing for you. We ask that you write TSA Administrator David M. Stone. Below is a letter you can sign and send in, or you can write your own. The important thing is that you make your voice heard. We ask that you please drop your letter in the Union Red Rack in the Flight Attendant lounge in any base, or you can fax or mail it to the Union Office:

**Transport Workers Union Local 556
Attn: SEAL Act Letter
2520 West Mockingbird Lane
Dallas, TX 75235
FAX: 214-357-9870**

Dear TSA Administrator Stone:

It has been almost 3 years since the deadly terrorist attacks on New York and Washington D.C. That fateful day taught us a valuable lesson; we are not prepared for terrorist attacks on commercial aircraft.

Many strides have been taken to help protect Americans here at home. However, unless we guarantee that crewmembers on commercial airliners are trained to defend the aircraft and coordinate our efforts with Federal Air Marshals, Federal Flight Deck Officers and other pilots, we have failed both those onboard the aircraft and on the ground.

Congress has recognized the importance of security training for flight attendants three times since September 11th. However, TSA has yet to establish industry guidelines for mandatory security training for flight attendants. Mr. Stone, I am a flight attendant and the professional when it comes to evaluating flight attendant security training. In my expert opinion; I have not received adequate security training.

While TSA has acknowledged that a new strategy is needed post September 11, it has failed to provide a program for the carriers to implement. By failing to provide a comprehensive standardized program, yet allowing each carrier to individually decide on security training issues independently, TSA is approving security training programs that do not provide adequate training for flight attendants who are the first responders in the sky. We are the only workgroup guaranteed to be in the cabin on every commercial flight. It's only logical that we receive the proper training that reflects our important role in defending our aircraft and hence, our nation.

Sec. 603 (6) of the Vision 100 - Century of Aviation Reauthorization Act last year provides that TSA shall monitor air carrier training programs. It states: "In determining when an air carrier's training program should be reviewed . . . the Under Secretary shall consider complaints from crew members." I urge you to follow the will of Congress and provide a mandatory comprehensive basic security training program for flight attendants. TSA was established to design our nation's security system. It is critical that TSA develop security training for the employees who were the initial targets on 9/11. Because I feel that my carrier's security training program lacks the appropriate comprehensive substance that will enable me to protect those on board any aircraft when I am working as a crewmember, I urge you to review the program at my carrier to ensure that it meets the criteria Congress has supported in the Homeland Security Act and the Vision 100 Reauthorization bill.

Sincerely,

Name

Carrier

Yrs. of Service

Members Speak Out

The following are a sampling of some letters to Management regarding the state of our Contract Negotiations.

Dear Tammye,

I was impressed with some of the numbers (25.4 % increase in Flight Attendant sick calls over the same period last year) you presented [ed. note: in the February 2004 issue of "Onboard"]. Here are some additional numbers that may help when "evaluating each holiday sick leave call".

The Flu Pandemic was widespread in 45 states resulting in limited availability of influenza vaccines in those states (Source: CNN). Weekly national average reported cases of the flu are as follows:

December 20, 2003 = 7.7%

December 27, 2003 = 9.4%

January 3, 2004 = 6.2%

Compared to overall national average of 2.5% for 2002.

(Source: CDC)

As the work group with the highest percentage of personal Customer contact, Flight Attendants are more susceptible than any other work group to the spread of flu and other "winter-related illnesses". Additionally, other work groups and Management may report to work with sinus/ear infections with little more than personal discomfort as a consequence. For Flight Attendants however, the consequences may be permanent and serious injuries resulting in long-term health care costs and possibly the inability to continue working as a Flight Attendant.

I am curious if your "projection of \$17 million for Flight Attendant sick pay" includes injuries as well as illnesses. As Flight Attendants are required to unfasten their seatbelts 15 minutes into the flight (at a time when it isn't safe or advisable for external Customers to do the same) and begin moving around a work environment moving 350+ MPH

through unpredictable air currents, I suspect we have a much higher rate of injuries than any other work group. Will those numbers be available in your "update"? If your investigation into reported sick leave misuse fails to produce any significant findings, as I suspect it will, I suggest the monetary and personnel resources used to investigate sick leave calls would be of better use investigating improvements of our work environment, procedures and leave options.

On the subject of attendance, would you please make available (perhaps in the "update" or the "Inflight scorecard") the number of Flight Attendants who picked up trips in addition to their scheduled line during the Holidays and their vacations? Possibly present those numbers next to the numbers of those in management who worked on Holidays and during their vacations.

The Flight Attendant work group is unique in its responsibilities and rewards. September 11, 2001 proved that the duties we perform with a fun spirit and professionalism are also gravely hazardous duties. Everyday, Flight Attendants are caring nurturers, Positively Outrageous Service providers, and sometimes, quite literally we are lifesavers. With more of our Customers utilizing SWA online services and kiosks, more than any other work group, Flight Attendants are "the face of Southwest Airlines". As Flight Attendant mediation continues, I am pleased to read that you are "optimistic that we will reach an agreement in 2004". I am optimistic as well, Tammye. Southwest Airlines Flight Attendants have the support and recognition of the

other work groups, and we are united.

Colleen Griffin
MDW F/A #53396

Dear Mr. Parker,

I am writing to you again, directly, regarding contract negotiations for the Flight Attendants of Local 556. I wrote you an open letter several weeks ago, and had no response from you.

Negotiations thus far, have proven two things: 1) it has taken far too long, not to have produced a tentative agreement and 2) our Membership is more united than ever. The side effect of twenty-two months of negotiations, and not reaching an agreement, has produced a Membership that is more informed, more educated about the RLA and more supportive of Local 556, than ever before-the informational pickets that took place on February 13th 2004 proves this as well as your reactionary deployment of the Inflight Supervisors.

It is common knowledge and practice among Management in many industries, to drag out the negotiations process for as long as it can for all the obvious reasons: to drain Union resources, to weaken and divide the group through frustration and to ultimately save the company money. Those are the facts of negotiations and they are in play at Southwest because management's ultimate goal is to only satisfy at least 50% + 1 of group, in order for the offer to be ratified.

In your communications to Thom, posted via the crew portal, you have asked, and I am paraphrasing, that the Membership have the opportunity to decide for themselves on your "best offer". After spending over 35 hours in the lounges last week talking with Flight Attendants, one statement/question was made hundreds, if not thousands of times; "since when does an offer from Management, equate to a Tentative Agreement"? Our response was, "it does not, and there is no ten-

tative agreement in place to vote on". The resounding response to your "best offer" was, "offer rejected". Hundreds of Flight Attendants communicated this directly to the Inflight Base by writing that statement across your offer, and placing it in the Supervisors box. Thus, you have your response to your "best offer".

Your communications to Thom, and the Membership have used very carefully chosen words, of which each has a very specific purpose. The words we find most discouraging and borderline offensive are "mystified", "compressed", and "blended". Each time those words are used; it is with full intent to discredit, demean, divide and deny.

As a proud Flight Attendant of this great airline, I am asking that as CEO you stop communicating with us using misleading words that attempt to hide, deflect and deny your accountability in the matter. Tell us the facts with no deflections. Example: "Management's offer does not give you a pay raise for 2003", rather than "blended 2002-2003". It is what it is.

I am also asking that you honor your own words. In a letter to Mike Caspar, PHX Flight Attendant dated September 2nd, 2003 you said, referring to Southwest Flight Attendants; "in my opinion, the best in the airline industry" and referring to Managements NT, "we are not going to negotiate in the newspaper or on a stage". Mr. Parker, offering the vast majority of F/A's TFP rates that are still below industry average contradicts your very words-we can not be the best, and be paid less than average. Are you saying we are not even worth average TFP wages? As far as negotiating; by disclosing selective parts of your offer and using representatives of Inflight Management, you have gone "on a stage". There is no other way to look at it. It is a conflicting business strategy, at a cost driven airline, to expend excess company resources to fight a Tentative Agreement, rather than expend resources to resolve the differences.

I am asking you and your NT to bear the burden of your work and to finish it. If your Team is not able to complete the task, then perhaps you need to adjust your Team, which includes you. A growing number of people, both inside and outside of Southwest are beginning to ask one of the most obvious questions: "why is your CEO directly negotiating a contract, and not the Vice President of your department". I am posing that exact question to you. I am asking that you set an example to the entire industry and demonstrate leadership in these negotiations and come back to the table and negotiate a tentative agreement, not simply present an offer you deem best. Anyone can make an offer Mr. Parker, but effective leaders come face-to-face and negotiate-even when steep differences are in play. It is one of the demands of leadership at your level. Avoidance is not strength of effective leaders. To settle with one group in ten weeks and not settle with another group in over twenty-two months is not effective.

Like the pins our CSA's proudly wear, "No excuses" with a red line running through the words, so it is. Mr. Parker I submit to you: there are no excuses for the scenario that's currently in play except for failed or inadequate leadership at this level, on this issue.

Southwest Airlines has a proud history of overcoming all obstacles. Let your tenure at Southwest continue that heritage, so we can all be proud again. United, more than ever.

Michael D. Broadhead
PHX F/A #33877

And finally, a letter from a Southwest Customer...

Dear Mr. Parker

I have been a Southwest Airlines frequent flyer since the mid 1990s when Southwest began servicing South Florida. I am an attorney and have worked in the financial

services industry for various firms for almost 20 years. I am presently a Senior Vice President and Director of Compliance for a major Wall Street brokerage firm owned by an international bank. I have in the past and continue do a significant amount of business travel as well as take numerous vacations involving air travel.

I was disappointed to recently learn that you and your airline are unfairly dealing with your Flight Attendants in protracted contract negotiations. It is my understanding that you have used unethical and inappropriate negotiating tactics in your dealings with your flight attendants. It also my understanding that you have refused to pay new flight attendants for training, have limited the amount of pay increases to flight attendants while significantly increasing the wages of other Southwest employees and have refused to pay flight attendants for extra work performed on the aircraft. I must tell you that I am personally outraged over these issues.

I am a survivor of the September 11th attacks on the World Trade Center and I know from the news reports that the flight attendants on the planes that struck the buildings were heroes who did everything they could to help their passengers. I know that flight attendants are not merely there to serve drinks and a meal, but are highly trained safety professionals who help passengers in case of an emergency.

In light of the information regarding your unfair dealings with the fine men and women who serve as Flight Attendants on Southwest Airlines, I refuse to fly your airline, and will encourage the corporate travel departments of the major Wall Street firms I have worked with to refuse to book their employees on your airline as well. Shame on you!

Very truly yours,

Joseph A. Vallo
Southwest Airlines Customer

Coffee Talk

By Tina ☐ MamaJava ☐ Coffee
PHX F/A #24301



STEW'S AND THE CITY

"Flying together. Do U want 2 go 2 the city? Let me know. Trang" was the message I received on Maestro. Let's see... I had LAX, LBB overnights! I knew it wasn't Lubbock. I pulled my next trip up on Maestro. Trang wasn't even on it. OH! She must mean the last trip. My beloved four day for VJA, that I stole from some poor soul trying to flip it. The city? THE CITY OF NEW YORK! It hit me. I had an ISP RON. VJA AND NYC... Sometimes this job has its perks!

I felt like an oxen pulling around my big over-stuffed roller bag. Fearing that at any moment the zipper would give out. Based in PHX and living out West all my life, the thought of 30 degree temperatures, flashed images of frost bite through my mind. I've heard layering was the key to keeping toasty. I wasn't worried about style. I was worried about having to have my toes removed. (Sunny California one day and frosty New York the next, and SOME wonder why we get sick so often!)

We were all so excited for that last day. We made plans in the galley. Dee Ann and Trang wanted a "LOUIE" Vuitton knock off purse. I was going to look for a fake silver heart necklace, from TIFFANY'S. Trang also produced a fold out map of the city. It looked like spaghetti to me, but she seemed to know which subway to catch to lead us to the treasures. This was going to be an adventure. THIS is the job I signed up for!

We met in the lobby bright and early. I was layered like an onion. I also donned two pairs of cotton socks to save my tootsies. I waddled onto the crew van which was taking us to the train station. I was wondering how Carrie on "Sex and the City" became the fashion Icon that she was. I don't remember seeing her layered quite like I was. Maybe she did it with more flare!

We had just enough time to get a "Coffee Lite" at Dunkin Donuts, and then we boarded the train to Penn Station. (Note: When they ask you if you want "Coffee lite" ask for 1/2 the sugar. My coffee tasted like liquid

cotton candy. I bet the dentists there make bundles.) A crazy lady sat right down next to me. Maybe I looked like a fellow transient. She was cussing and talking to herself. I decided it was best to ignore her and look out the window. Some street artist had spray painted on it. How do you get graffiti on a moving train? I tried to sleep but I was so sugar hyped on my "Coffee lite," it was impossible. I acted like I was snoozing and listened to Trang and Dee Ann talk about LOUIE, LOUIE, LOUIE. My feet were REALLY, REALLY, REALLY cold!

"Excuse me Sir, could you tell us which subway we take to Canal Street?" Trang had no problem asking for directions. "I thought you knew where we were going? I stated. "I do, I'm just making sure." she replied. She asked the same question to about five people. "When you get the same directions twice then you know you're on the right track," was Trang's methodology. I just followed her and Dee Ann like a lost puppy.

We made it to Canal Street finally, and all the shops were closed. I could have slept in for another half hour! I don't know what I expected but it sure didn't look like what I saw on TV. There was no way that Carrie, my "Sex and the City" idol, would wear those open toe designer high heels around here! You couldn't possibly wear that type of footwear without freezing your toes off. My own little ice cubes were so chilled they were burning. I feared if it was the beginning stages of frostbite.

At about 10:00 AM, Canal Street came to life. We instantly found a purse shop, but there were NO LOUIE'S or designer labels on the merchandise. When we asked the clerk if they had LOUIE bags, she whispered, "Follow me!" We trailed right behind her through a secret door that opened up to a little room, full of Gucci, LOUIE, Channel, Prada, and Coach. WE HAD FOUND THE JEWELS and we didn't even need the treasure map!

All the shops were about the same, some of the merchandise was better quality than the others.

(Note: You have to check the inside of the LOUIE'S for a serial number. That makes it a REAL, fake purse.) Anytime a merchant spoke the magic word "LOUIE" to Trang and Dee Ann, their eyes would fog over and they would go into a trance and follow the sales person to the contraband. I had already spent my allotted cash. (Note: They don't take credit cards or checks! Wonder why?) I would look around the shop asking if there was a place I could buy WOOL socks, because NOW I couldn't feel my toes at all!

The frivolous F/A's, reappeared each time with a new style of LOUIE bag. (Note: The Shop Keepers put the illegal merchandise in black garbage bags to fool the cops! Smart huh?) "What in the heck are you going to do with all of those purses," I wanted to know. "Hide them from my husband," Dee Ann answered honestly. We left Canal Street looking like a bunch of happy bag ladies that had just collected a restaurants buffet remnants.

"Excuse me Sir, Excuse me Miss, Excuse me Mr. Street Bum..." Trang asked around for the way home. The problem was that she didn't get the same answer twice. I was getting a sick feeling that we were going to miss our connection to Penn station and have to pay for a taxi to Long Island. Finally, Trang walked right up to the window of the train to the driver. He told us to get into HIS train and we sped away. He came out to talk to us in the cabin. "Where's you's from?" I noticed

he had a TWU Transport Workers cap on. AFL/CIO, different number than ours, but the SAME Union. I mentioned to him we were in the Local 556, Flight Attendants for Southwest Airlines. He had read about our negotiations saga in the TWU Newspaper and voiced his support. He also mentioned that he thought that we were a pretty tough group for almost all gals, and he was impressed. His advice to us was, "Hang in dare and fight! Lotta my co-workas crossed da picket line durin o'wer strike, an we gotta piece a crap deal. Ya NO what I'm sayin?" (NOTE: New Yorkers are hard to understand sounds like they have a bunch of rocks in their mouths)

We made it back to Long Island on time, but we had to hail a cab to get a ride to the hotel. It just wouldn't have been the same if we didn't hail a cab. They do it all the time on "Sex in the City." That day when the Pilots asked us what we wanted the word to be we all agreed it should be "LOUIE."

Latte' Laughs:

Tina (Mamajava) Coffee

(Note: Luckily, I still have all ten toes. They thawed out, but if you decide to go to THE CITY in the winter, bring WOOL socks. They don't have "Socks in the City.")

Information about Chase Manhattan "Union Plus" Mortgage Lender

UNION MEMBERS:

Let Us Help You Buy A Home or Refinance Your Current Mortgage.

Chase Manhattan is the only Lender in the United States acknowledged by the AFL-CIO as a "Union Plus" Mortgage Lender. Union Plus Mortgage is here for you with a program that is exclusively developed by the AFL-CIO, Union Privilege, the benefit arm of the AFL-CIO and the Internationals of the AFL-CIO for Union Members and their families.

MORTGAGE ASSISTANCE PROGRAM:

Available to all Union Members and their spouse who become unemployed due to layoff, disability or other legitimate issue that would cause financial hardship and result in difficulty making mortgage payments. Parents and/or children of Union Members are eligible as well. Loan benefit will pay monthly mortgage obligation ("PITI" principal, interest, taxes, insurance) for up to six months beginning the first month. Repayment is \$75/month interest free - this payback is between the Union Member and AFL-CIO.

STRIKE BENEFITS:

After 3 months of a Strike, 50% of principal and interest are paid for months 4,5 & 6. After 6 months of strike, 100% of principal and interest are paid. For months 7,8 & 9, no repayment.

CLOSING COSTS:

Closing costs have been reduced by \$450 for your savings benefit

IMMEDIATE FAMILY ASSISTANCE:

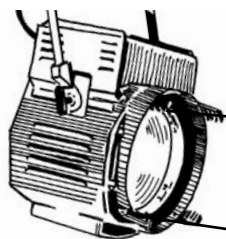
Parents and children of Union Members are eligible for all the above benefits (except Strike) through your Union Privilege

FINANCING OPTIONS:

A wide variety of special financing options available for those with less than perfect credit or other unique circumstances.

FOR MORE INFORMATION, CONTACT:

Tammy Dykema,
Senior Loan Officer
Chase Home Finance
7160 Dallas Parkway, Suite 540
Plano, Texas 75024
972-378-7634 - office
972-608-5238 - fax
tammy.j.dykema@chase.com



"SPOTLIGHT" ON

Jim Parker

Southwest Airlines C.E.O.

For two and a half years, the "Spotlight" article has been a popular feature in *UNITY* Magazine. Each quarter, we select an individual who has contributed to the strength and unity of our Local. This quarter, we could find no single individual more fitting to spotlight than our own C.E.O., Jim Parker.

From the beginning of our Contract Negotiations, Jim's contributions to our Local have been unparalleled. His efforts started small, but as time went by, he became a more powerful organizing force. His contributions to the Labor Movement are rivaled only by that of the great organizer himself, Cesar Chavez.

Back in February, 2003, our Contract Negotiations had been moving along at a snail's pace. It had been months since our Negotiating Team had been successful in Tentatively Agreeing with Management's Negotiating Committee on any Article in our Contract. That was when Jim made his first outstanding tactical organizing move. He insisted on extending the Flight Attendant's Duty Day to 13 hours. Our Negotiating Team explained to Jim that they had surveyed the Membership and that an extended day would not fly. But Jim, knowing he had the pulse of the Flight Attendant group, disagreed.

The Union's Negotiating Team took the issue to the Membership, asking them to sign cards that read, "Management thinks you want a 13-hour Duty Day. Tell them how you feel." Thousands of Flight

Attendants responded with a single voice that said "No Way!". This event marked the beginning of Jim's outstanding organizing efforts at TWU Local 556.

After this successful effort, Jim decided to lay low for a while. Flight Attendants were still riding high on the wave of unity he created with the Duty Day proposal. He knew that our Negotiations would be going on for many more months, so he waited before planning his next unifying rally.

The next few months went on, business as usual, but then the time came to discuss Article 21, Compensation. Several weeks went by, as did several bargaining sessions. Both sides were quite far apart. Then, Jim went fishing.

It was a brilliant move on his part. When Flight Attendants asked about Negotiations, the only answer the Union could give them was that they couldn't find Jim Parker. Flight Attendants in each base became very concerned about our C.E.O. and began a "Where's Jim?" search party. Although it was tense at times, our Flight Attendants were determined to find him, asking over and over again, "Where's Jim?"

Suddenly, in September he reappeared. And when he did, he made his most bold organizing move to date. He released his Compensation proposal. It was the most brilliant organizing move that many of us had ever seen. Flight Attendants from coast to coast gathered together and again said, "No Way." Possibly for the first time in Southwest history, at least



since the valiant efforts of our Union to eliminate hotpants, the Flight Attendants of TWU Local 556 were UNIFIED! And this, all thanks to Jim Parker.

Since then, although his efforts haven't been quite as grand as the great "Compensationgate", he has continued to organize our Local like no one else before. His comments such as, "Flight Attendants are either old and sick, or young and pregnant," really rallied the troops. Likewise with his comment, "Why are you fighting to raise New Hire wages, we got 'em lined up out the door!"

Jim's most recent effort can't go unnoticed. He again tried to ride the coattails of "Compensationgate" with a new twist... his "BEST OFFER". Flight Attendants gathered again from coast to coast on February 13th in our greatest show of unity to date. Thousands participated in the "Early Valentine for a Late Contract" picketing events.

In closing, we must give credit where credit is due. Thank you Jim Parker. You, more than any other single individual, have made our Union stronger!

CAST OF FRIENDS

(Continued from page 21)

the Union has your correct contact data. Contact your Domicile Rep, leave a note in the Union box and call TWU-556 at 1-800-969-7932. Do this today!

Can't make it to an event?

Internet - There are over 900 SWA Flight Attendants on the YahooGroups SWA-FA Forum - you don't even need a home computer, just a Yahoo e-mail address! There are free computers provided in many overnight hotels including SEA, LAX, MCI, TUL, SLC, MHT, FLL and more.

You work better with Friends!

Talk to 2 or 3 of your friends who are Flight Attendants. Make a decision together that you are ready to make a positive change and will attend the next few Union events together. You will make your presence known and your voice will be heard! Talk it up on your overnights with other Crew Members, network and make connections! We all know what's wrong with our current Contract, pay issues, Management, Scheduling, our lines and so on. It's been beaten to death, so instead talk about solutions and be proactive.

Get Informed, Get Involved and Get Unified. The actors who play Phoebe, Chandler, Monica, Joey, Rachael and Ross would be proud of you!

GRIEVANCE UPDATE

(Continued from page 25)

"APPRECIABLY DELAYED FLIGHTS"

ARBITRATION: An Arbitrator has been selected to hear the Union and Company's arguments regarding Flight Attendants not being notified of "appreciably delayed flights." According to a settlement letter that was signed between Inflight Management and TWU Local 556, Flight Attendants are to be notified by Inflight Scheduling when their first flight at an outstation is over two hours and thirty minutes late or the affected Flight Attendants are to be compensated an additional two TFP. Several months ago we filed a Group Grievance because Management was not in compliance with our previous agreement. We hope to have this issue resolved as soon as possible. At press time, we plan to go to Arbitration no later than June 2.

QUESTIONS, COMMENTS, CONCERNS...

Our Union Staff is here to help you. Please contact us anytime we can help you regarding any Contractual issue. Just remember to always keep detailed notes of which Schedulers you speak to and the time of the call. Also, if you are called in by an Inflight Supervisor for a meeting, you are entitled to Union representation. Simply, tell the Supervisor that you wish to fully cooperate, but you would like a Union Representative at your side. Then, give us a call at 800-969-7932.

TWU LOCAL 556 LEADERSHIP TEAMS

You can contact any of the following Members of the TWU Leadership Teams by calling the Union Office Monday through Friday, 9:00 AM - 5:00 PM Central Time. The local number in Dallas is 214-352-9110, or the toll-free number is 800-969-7932. The Union Fax number is 214-357-9870.

TWU LOCAL 556 EXECUTIVE BOARD:

President: Thom McDaniel
1st Vice President: Michael Massoni
2nd Vice President: Marcy Vinyard
Financial Secretary: Tom Mitchell
Recording Secretary: Kathy Anderson
Executive Board Member, BWI: Lucy White
Executive Board Member, DAL: Karen Amos
Executive Board Member, HOU: Stacy Martin
Executive Board Member, MCO: Jimmy West
Executive Board Member, MDW: Bunkie McCarthy
Executive Board Member, OAK: Mark Torrez
Executive Board Member, PHX: Bill Bernal
Executive Board Members at Large:
Allison Parker-Lauck and Mike Sims

CORPORATE ACTION TEAM CHAIR:

Sonia Hall, PHX F/A #21878

TWU LOCAL 556 STAFF:

Madeleine Howard
Amy Montgomery
Ron Regan
Gayle Ross
Michelle Zenici

CONTRACT NEGOTIATING TEAM:

Thom McDaniel
Brett Nevarez
Kevin Onstead
Cindy Ritner
Denny Sebesta

SENIOR PRECINCT CAPTAINS:

Susan Kern, MCO F/A #45511
Mark Savage, PHX F/A #25970
Lucy White, BWI F/A #34900

"Impossible is just a big word thrown around by small men who find it easier to live in the world they've been given than to explore the power they have to change it. Impossible is not a fact. It's an opinion. Impossible is not a declaration. It's a dare. Impossible is potential. Impossible is temporary. Impossible is nothing."

- Anonymous

**Members of TWU
Local 556, Let's Do
the Impossible.**