

# *UNITY*

JANUARY 15, 2004

*Resolve to Become  
Involved*





## **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**

The New Year is here, and as you will see, New Year's Resolutions are the theme of this quarter's magazine. Most of us go through this ritual each year in one form or another.

Even though it's already January 15th, I don't think it's too late to add another resolution to your list. What I have in mind is something that will be personally gratifying, while also helping others - in other words, get involved in YOUR Union! Anybody who says, "I shouldn't have to do anything, that's what I pay my Union dues for" might as well go ahead and sign off on Jim Parker's last pay proposal which you all saw in the October issue of **UNITY**.

Think of it like this... many of you will be making a New Year's Resolution to get in shape. You're going to buy a membership to a gym, buy some great work-out clothes, and the best exercise shoes around. But paying all that money for the equipment isn't going to improve your fitness level. You have to do the work! Well, during these negotiations, your Union is kinda like that gym membership... sure, you're paying your Union dues, but to reach your goal, an industry-leading Contract, you're still going to have to put in some work.

Volunteering 2 or 3 hours of your time to go to an event is NOTHING compared to spending the next few years with a sub-standard Contract. The bonus is that our events are FUN! Just ask anyone who has participated. Call the TWU Hotline, check the website, and READ your publications to find out about future events. Stay informed on the issues and activities. Participate. It seems as if there's something to do just about every month: leafleting, participating in a lounge mobilization, picketing, and I'm sure we'll come up with new, creative events in the future. If we all work together, we can accomplish anything.

I hope you all enjoy this issue of **UNITY**. This issue was one of my favorites so far to put together. I want to thank all of those who made contributions, especially Denny Sebesta who helped me search literally thousands of files for the cover artwork.

I wish everyone a healthy and happy New Year, and I hope you get some ideas on how you can become involved.

In solidarity,

Allyson Parker-Lauck  
Communications Coordinator, TWU Local 556  
OAK F/A #17928  
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# UNITY

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# PRESIDENT'S PAGE

by Thom McDaniel - TWU Local 556 President

**W**ith the holidays behind us and a New Year ahead, I always like to make my first message of the year, a "State of our Union". I am proud to say that in spite of the

huge challenges that our Membership has faced in the past year, we have emerged stronger and more united than ever and are prepared to face the New Year with a renewed commitment to achieving the Contract that we deserve.

**NEGOTIATIONS** - As I write this, Negotiations continue at the table with the assistance of our Federal Mediator. While progress has been slow, your Negotiating Team continues to arrive at the table prepared and ready for hard bargaining. It is our hope that Management will return to the Negotiating Table prepared to strike a fair agreement that will reward our Flight Attendants for their contribution to the success of Southwest Airlines.

**MEMBERSHIP MOBILIZATION** - We can't talk about Negotiations without talking about our Membership. While you know that your Negotiating Team is fighting hard at the table, the more important battle is being fought every day with our Membership. Internally, our Lounge Mobilizations have been incredibly successful. A big thanks to the PCs who volunteered their time in December to help answer questions in the lounge. Externally, our 30 events over the past year have educated our Customers and communities about our important issues and garnered unprecedented support for our cause. We will be continuing different events until we achieve our Contract, so please commit yourself to any event that you can attend.

**EXECUTIVE BOARD** - Your new Executive Board and Grievance Staff continue to work cooperatively, are thriving, and continue to work hard to represent and protect our Membership. During the last year, in addition to Negotiation issues, your EB has also established a grievance database, established electronic voting, maintained a healthy treasury, and helped successfully lobby for Flight Attendant Certification. Your Executive Board will miss Will Browne who has resigned his position as OAK Domicile Executive Board Member to move to Chicago, but we forward to working with Mark Torrez who has stepped up to the plate to take his place.

Oakland's loss is Chicago's gain, and our Membership will continue to benefit from the hard work of both of these great men.

**UNION BUSTING 101** - This year has also brought numerous Union Busting challenges from Management: our Union website was spammed, Management attempted to intimidate Members and New Hire Flight Attendants, Management repeatedly attempted to interfere with our demonstrations and limit our free speech, and Jim Parker tried to bargain directly with our Membership by releasing the Company's pay proposal. As a result of our constant education campaign, our Membership has not been swayed and has in fact grown stronger by these blatant attempts to divide us. Please continue to trust and work for your Union.

**OTHER WORK GROUPS** - On the subject of Union Busting, Management has also attempted to divide our work groups by placing pressure on our Members through other work groups. We have been very successful in working with other Unions through our Labor Coalition, and soon we will be establishing a website and flier with frequently asked questions for other SWA Employees that will explain many of our issues to them. Many times we have found that when other Employees understand that we are simply fighting for many things that they take for granted, they become very supportive. If you have a question or misconception that you are encountering from other work groups, please contact me, and I will address it. On a bright side, we have received great support from many other work groups, other Unions, and even Customers at our events.

In closing, our Union has had a great year. We have faced and conquered numerous challenges and are stronger for it. That being said, it will not get any easier as we forge ahead for the Contract that we deserve. It will take the commitment and support of every Member to achieve our goal. Please commit to being the best Union Member and best Employee that you can be. We need to all be doing our job on the picket line, in the lounges, and on the airplane to show Management that we are committed to achieving a fair Contract that will allow our Company to maintain its low cost advantage and remain profitable, allow our Customers to continue to receive the Customer Service that they deserve, and allow our Flight Attendants to receive fair work rules and compensation.

This, my fellow Flight Attendants, is the "State of Your Union", and you can be proud of it.

## CALENDAR OF EVENTS

1st QUARTER 2004 MEMBERSHIP MEETINGS - ALL TIMES ARE LOCAL

### DAL

DATE/TIME: Thur., 01/15/04 at 10:00 AM  
LOCATION: Holiday Inn Select Love Fld.  
3300 W. Mockingbird Lane  
Dallas, TX  
(214) 357-8500

### HOU

DATE/TIME: Fri., 01/16/04 at 10:00 AM  
LOCATION: Hobby Airport  
The Cloud Room  
(713) 641-7723

### MCO

DATE/TIME: Tues., 01/20/04 at 10:00 AM  
LOCATION: Hyatt MCO  
9300 Airport Boulevard  
Orlando, FL  
(407) 825-1234

### BWI

DATE/TIME: Wed., 01/21/04 at 10:00 AM  
LOCATION: BWI Friendship Center  
Before C Pier between  
Burger King and Starbucks  
Baltimore, MD  
800-969-7932

### MDW

DATE/TIME: Thur., 01/22/04 at 10:00 AM  
LOCATION: American Legion  
Clearing Post 600  
4352 W. 63RD Street  
Chicago, IL  
(773) 767-0230

### OAK

DATE/TIME: Wed., 01/28/04 at 1:00 PM  
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: Thur., 01/29/04 at 1:00 PM  
LOCATION: PHX Sky Harbor Airport  
Terminal 4 - Level 3  
(Past the food court, next  
to the art gallery)  
(602) 273-3382

MEETING AGENDA: - General  
Business, Negotiations Update.

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

# Here and There...

## Flight Attendants

## Around our System



*UNITY Magazine was awarded by the Texas AFL-CIO as the Outstanding Union Newsletter of 2003. Pictured (L to R): Gwen Dunivent - DAL F/A and Texas AFL-CIO Delegate, Thom McDaniel - TWU Local 556 President, Allyson Parker-Lauck - UNITY Editor, Garry Drummond - TWU International Representative, and Tom Carlin - TWU Legislative Representative.*



*PHX F/A's during the December 14 - 20 Lounge Mobilizations (L to R): Stephen Moore, Shannon Moore, Tina Huang, Lance McCain, Stella Chandler, and Brent Kaspar.*

# Online Scheduling Survey

*Introduction by Cindy Ritner, Scheduling Committee Chairperson*

**A**s the New Year starts and you are making your resolutions, why not begin the year by taking an active role in your quality of life. As Flight Attendants, we know that our quality of life is directly related to the schedules that are built for us each month. Your TWU Local 556 Scheduling Committee is interested in knowing what your answers are to the following 25 questions.

This survey will be tallied electronically and will be broken down by base. The survey has been printed in Unity so that all Flight Attendants will have the opportunity to review it prior to answering it **ONLINE**. That's right, **ONLINE** and only **ONLINE** is where you will be able to give your answers to these questions. It's really simple, just go to:

**<https://www.ballotpoint.com/local556>**

(the "s" in the "https" must be in the website address)

To log in, enter your employee number in the box

labeled "ID" and enter the last four (4) digits of your Social Security Number in the box labeled "PIN." The first thing you will be required to do is to change your PIN. The Survey will be open 24 hours a day starting **January 15, 2004** and will close **February 5, 2004**. The results will be available in the February 15th, 2004 *Unity Update*.

Make your voice heard by going online at **<https://www.ballotpoint.com/local556>**. Please do **NOT** fill this paper survey out and turn it in as it will **NOT** be tallied with the online surveys. Your opinion is very important, go online now and make sure your Union knows your answers to these questions. It will only take a few minutes, and your fellow Flight Attendants are counting on you. Remember, this survey will be a very helpful tool to the Scheduling Committee, so please take a moment to invest in your future quality of life. Should you have any questions, please do not hesitate to call the Union office at **800-969-7932 extension 43**.

## 1. Where are you Based?

- a. BWI
- b. DAL
- c. HOU
- d. MCO
- e. MDW
- f. PHX
- g. OAK

## 2. Do you give your line away and pick up out of another Base?

- a. Yes
- b. No

## 3. If you answered yes to question #2, which Base(s) do you fly out of? (Mark all that apply)

- a. BWI
- b. DAL
- c. HOU
- d. MCO
- e. MDW
- f. PHX
- g. OAK

## 4. How long have you been a Flight Attendant for Southwest Airlines?

- a. 1 mo - 4+yrs
- b. 5 yrs - 9+yrs
- c. 10 yrs - 14+yrs
- d. 15 yrs - 19+yrs
- e. 20 yrs - 24+yrs
- f. 25 yrs - 29+yrs
- g. 30 or more yrs

## 5. Are you a commuter?

- a. Yes
- b. No

## 6. How many trips do you average each month?

- a. 60 - 80
- b. 81-95
- c. 96-110
- d. 111-125
- e. 126-140
- f. 141-155
- g. 156+

## 7. Do you sit Reserve?

- a. No
- b. Yes
- c. I am above the 35% mark in my base, but sometimes bid down

## 8. What types of pairings do you usually fly? (please mark all that apply)

- a. 4-days
- b. 3-days with a turn
- c. 3-days
- d. 2-days back to back
- e. 2-days with turns
- f. turns

## 9. If you fly extra on your days off, what types of pairings do you normally pick up? (please mark all that apply)

- a. Turns
- b. 2-days
- c. 3-days
- d. 4-days
- e. Reserve Days

## 10. Please number the following in order of preference as if you were bidding a line. If you would never bid a particular type of pairing, please leave it blank. (1-most preferred .... 6-least)

- a.  4-days
- b.  3-days with a turn
- c.  3-days
- d.  2-days back to back
- e.  2-days with turns
- f.  turns

**11. Rank in order of importance. (1-most .... 7-least)**

- a.  I bid to fly the same days every week, on the same trips every week
- b.  I bid to fly the same days every week, but same trip isn't important
- c.  I bid to fly the same days every week, with trips paying similarly
- d.  I bid to fly the same days every week, with similar check-in times
- e.  I bid to fly the same days every week, with similar release times
- f.  I care about commutability more than working the same days each week
- g.  I bid for productivity, not necessarily the same days every week.

**12. When bidding a line, please rank in order of importance (1-most .... 6-least)**

- a.  productivity of each pairing on the line
- b.  number of days off on the line
- c.  the pairings on the line work the same days each week
- d.  the pairings on the line are commutable
- e.  the pairings on the line check-in and release the same time each week
- f.  the line has the same pairings working the same days each week

**13. Do you bid to keep your line each month or do you bid with the ability to trade in mind?**

- a. What I bid I keep
- b. I trade about half of my trips
- c. I try to trade all of my trips

**14. Do you fly 4-days?**

- a. Yes
- b. No
- c. Only when I have vacation

**15. If you had to choose between flying a 4-day line or a 3-day with a turn line which would you choose?**

- a. 4-day line
- b. 3-day with a turn line
- c. 3-day with a turn line hoping to give the turns away
- d. Neither, I am senior enough to hold better

**16. Which one of these sentences most displays how you feel as a commuter?**

- a. An otherwise commutable line that did not pay the minimum (80 tfp) when being built should have a non-commutable pairing placed on the line to bring the total up to the minimum.
- b. An otherwise commutable line that did not pay the minimum (80 tfp) when being built should have a turn(s) placed on the line to bring the total up to the minimum and leave the commutable trips all on that line.
- c. I am not a commuter

**17. Would you rather fly a 2-day back to back line or a 4 day line?**

- a. 2-day back to back line
- b. 4-day line

**18. Would you bid a 4-day line if there were only three (3) 4-day pairings on the line?**

- a. Absolutely
- b. Yes, but only after bidding all other options
- c. No

**19. Would you fly a 4-day on 4-day off line?**

- a. Yes
- b. No
- c. I do not usually fly 4 days but would consider doing so with this option

**20. I would never bid 4-days under any circumstances.**

- a. True
- b. False

**21. Do you bid rotating 3-day lines?**

- a. Yes
- b. Never
- c. Only as a last resort

**22. If you bid 2-day lines what is your preference? (please rank in order of importance 1-most...7-least)**

- a.  2-days back to back
- b.  2-day before a turn (2/1)
- c.  2-day before 2 turns (2/1/1)
- d.  2-day after a turn (1/2)
- e.  2-day after 2 turns (1/1/2)
- f.  a turn with a 2-day and another turn (1/2/1)

**23. Please complete this sentence - If there were NOT enough 2-days that worked the same days each week to put on the line I would rather...**

- a. only have two-days off one week to keep the line all 2-days
- b. have a 3-day or 4-day put on the line in order to work the same days
- c. have nothing in place of that 2-day
- d. I do not bid these types of lines

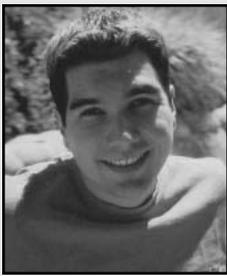
**24. If you could change anything about the current pairings what would you want to change the most? (Please mark only (1) one)**

- a. Productivity (Pay)
- b. Commutability
- c. Too many 4-days in my base
- d. The lack of 4-days in my base
- e. The lack of 2-days and turns in my base
- f. Too many 2-days and turns in my base
- g. Amount of ground time

**25. If you are based in Oakland or Phoenix, do you like to fly AM pairings that are routed to the east coast?**

- a. Yes
- b. No
- c. It's not a big deal to me
- d. I do not fly AMs
- e. I am not based in OAK or PHX

# DOMICILE



**G**reetings OAK! My name is Mark Torrez. I was recently appointed by the Executive Board to fill the vacancy left by Will Browne (*story on page 13*), so I guess that makes me your new OAK Executive Board Member. Many of you probably don't know me

yet, so I would like to take this opportunity to introduce myself. I've been a Flight Attendant for almost 2 years now (class 196) and have been in Oakland since day one.

Before starting at SWA I received my Bachelors degree in psychology from Colorado State University (Go Rams!) in May of 2000. Shortly after graduation I accepted a position as a consultant for a large collegiate non-profit organization based in Charlotte, NC. In that position I acted as an ambassador, facilitator, mentor, mediator, and recruiter among other things. However, my main goals were initiating change and membership accountability. These are all skills and goals I hope to build upon as I take on the challenge of this new position.

After finding myself unemployed after 9/11, I began to explore all my options and found myself at SWA. I am very grateful to work for not only the most successful airline in the sky, but also one of the best companies in the country.

Now almost 2 years later I find myself not satisfied with just "having" a job. Don't get me wrong, I

am extremely thankful to be here. I just think that it's time for us to not only be praised for being the best Flight Attendants in the industry, but also rewarded for it. I accepted this position because I'm willing to work for that.

I also think that being a junior Flight Attendant, I will be able to give a whole different perspective to the Executive Board. Because even though everybody's been there, it seems like we've been there forever. Since we haven't seen much growth in our ranks over the last two years, those of us are stuck at the bottom of the seniority list are finding it hard to believe that "it'll get better" like so many have told us. It's getting really demoralizing and I want to make sure that us junior folk stay united with everyone else as our negotiations continue.

Now, I want to be really honest with everyone, I have much to learn about my new position. I like to think of myself as a fast learner but I'm taking everything day by day. I will do my best to stay informed, be available, and be proactive as we continue our negotiations. I just hope it doesn't go on for much longer... I want a raise!

I also want to thank Will Browne for being a great asset to OAK in his short nine months as our Domicile Executive Board Member and wish him well in his new Chicago home. I hope to follow in his footsteps and excel in this position as he did.

**Mark Torrez #68952 - OAK  
Domicile Executive Board Member**



**I** hope everyone had a great Holiday Season. I know I asked Santa for a great Contract, and unfortunately haven't seen anything yet. As a Flight Attendant group, we have been nice for the last 7 years, which should have earned us that great Contract that we deserve, but that did not get through to the powers that be.

I have faith that Jim Parker wants to take care of our group, the group that spends more time with our Customers than any other group. Just think about it. Southwest Management is attempting to automate every department - they would replace all of us with computers if possible. A Customer can go on line and buy a ticket (look at the closures of the Reservations Centers). They can go to the airport

and check in at a kiosk (many stations are over-staffed with CSA's). Next, they go to the boarding area and wait for the Ops agent to scan their ticket. For many, it isn't until they board the aircraft that they have their first real interaction with a human being. They spend more time with us than any other group. We are the only group who has the opportunity to make their time with OUR Company enjoyable. They will make their decision at this time if they will come back and fly with us. For many years Southwest's upper Management has said, "you're the best in the Industry and people love you!" Hopefully, Jim and his group of negotiators will listen to their own words, and agree to a Contract that will be beneficial to all involved.

Here we are in January, and we have to park at the Mojave lot. I have tried everything possible to keep us at Terminal 4, but at the time of this writing, the City Council had not made their decision on

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allowing us to park at Terminal 4 at the cost of \$55.00. Hopefully we can work something out with them soon.

The Union has had some great activities the months of November and December with a great turnout from our Precinct Captains and our Flight Attendants. Remember, if you want to join us please contact me or one of our Precinct Captains. We will get the Contract that we deserve only with the help of you, our Membership. Keep up the good work.

We've had a few meetings with Management that have resulted in the filing of grievances. Please continue to call the Union office if you've been unjustly disciplined, or if you've experienced a violation of our Contract. The Union's toll free number is **800-969-7932**.

I hope all of you have a great year and remember to stay UNITED.

**Bill Bernal #9335 - PHX**

***Domicile Executive Board Member***



## **"LOCKDOWN" CONTINUES IN BWI:**

It has been approximately 3 months since BWI implemented "lockdown". Unfortunately, Management has not changed its stance on locking up the changing room and meditation room. It is obvious that

Management would rather punish 1000 plus Flight Attendants, than investigate and deal with the alleged actions of a few. In regards to discipline, to date the Union has no knowledge of any fact finding or discipline resulting from the "inappropriate actions", which Management used as their reason for the "lock down". I spoke with Tonja on several occasions regarding the alleged "inappropriate actions" and was told that BWI Supervisors, on more than one occasion, had caught Flight Attendants "in the act". OK, Supervisors supposedly caught F/A's "in the act" on more than one occasion, but did NOT issue discipline? (Put your surprised face on.) Since when does Baltimore not issue discipline?

Personally, I believe BWI Management is using the allegations of "inappropriate activity" and "vandalism" as excuses to lock up these rooms because they do not want Flight Attendants sleeping in the lounge, period! If Southwest was truly concerned with Flight Attendant safety, as stated in the October 2, 2003 "Read Before Fly" memo, then this policy would affect all bases, not just one. Ironically, "lockdown" still continues solely in Baltimore.

## **BWI'S ATTEMPT TO SILENCE THE UNION:**

My job as Baltimore Domicile Executive Board Member has been extremely challenging over the last six months. I knew this position would be demanding, but what has turned out to be difficult, really should have been the easy part.

When representing a Flight Attendant, it is very important that the Union has all the facts involved in the case. I have experienced numerous problems scheduling fact finding meetings with Management, and they have attempted to limit my participation in meetings. BWI Management's attempts to limit my participation in meetings is not consistent with practices in other bases, and this practice is denying BWI Flight Attendants proper representation. It is the role of the Union representative to be an advocate for the Flight Attendant, and that is what I will continue to be in BWI, an active advocate. Fortunately, these issues have finally been resolved and should not be a problem in the future. It is my hope that all future meetings will be conducted with fairness for all parties involved.

## **INFLIGHT OFFICE UPDATE:**

The BWI Inflight office is truly a chameleon. There's always someone coming and someone going. It's getting really hard to keep track. "Who's my Supervisor again?" Becky Barnes resigned as the BWI Base Manager in October, and Tonja Harler will be our new Base Manager. Since Tonja will be the new Base Manager, that means the assistant position will open. Once that position is filled, BWI will have had a total of 5 different Managers in just 4 ½ years. It must be a race!

Tom Raffalski is leaving the Inflight office to become a Recurrent Training Supervisor. Tom, thank you for your fairness and for treating the Flight Attendants with respect. Hopefully, those attributes will rub off on some of the other Supervisors after you leave.

## **MISCELLANEOUS:**

The following are some tips resulting from some issues that have come up in BWI:

*(Continued on next page)*

# DOMICILE

## BWI DOMICILE REPORT

(Continued from previous page)

- While sitting on airport standby, you have no obligation to answer the phone for the Supervisors during their staff meetings. Your responsibility to Southwest is to cover the Inflight staffing needs of Scheduling, not to be a receptionist. Do not feel pressured or intimidated by the request, you have the right to say no and the office has no right to ask.
- Several Flight Attendants have voiced concerns regarding Chimes Cleaners and TSA personnel using our lounge as their break room. These concerns have been addressed with BWI Management as well as Headquarters. If you see Chimes or TSA personnel using our lounge to take a break, please report it to the office or put a note in my box (#34900) and write down specifics such as: time, date, male or female.
- 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.
- If you are ill and visit the doctor, always turn in a doctor's note, even if you have already utilized one for the quarter. It is best to document all sick calls with a note, even if you have low points. You never know if you'll need that type of documentation in your file later, and then it will be too late.
- Do not save a note (especially if you are high in points) just in case you get sick later in the quarter. If you have 9.5 points (danger zone), one No Show will put you at termination (12 points). No one plans

a No Show, so plan for the unexpected.

- Know your current point status. If you are high on points, find out what options are available to you. Ask about FMLA and Medical Leave. It may save your job! These programs exist for a reason. Use them. If you have any questions call the union office for advice.
- When calling in sick for your pairing to Scheduling, all you have to say is that you are sick, period! Do not explain your illness or condition. Some Flight Attendants have volunteered additional information while calling in sick, and Management has attempted to use this against them. Don't take that risk. "Hi, this is Jane Doe, BWI F/A #12345, and I am calling in sick for my pairing tomorrow morning," will suffice.
- Please be courteous and helpful to the Flight Attendants from Class 201 and 202. They are new to Inflight, (some new to Southwest) and some may just need a little guidance. Remember we were all new once. We are pleased to have them here in BWI.

As always, call the TWU hotline, **800-806-7992** for important Union and Negotiations updates, or go to our website: <http://local1556.twuatd.org>. Remember, you have the right to Union representation when you are called in for a meeting with Management. If you have any questions whatsoever, and I would like to stress "whatsoever", do not hesitate to call the Union at **800-969-7932** for guidance.

**Lucy White #34900 - BWI**  
**Domicile Executive Board Member**



**A**nother year has passed and the Holiday season is behind us once again. I hope everyone had a great holiday no matter where you were. A big Thank You goes out again this year to you all from Gunnery Sgt. Rodriguez of the USMC Toys for Tots Toy Drive. Once again

you showed your generosity to those in need in our community.

Many New Year's resolutions are made every year. A lot of them have been broken already. One of my resolutions from a few years ago was to get more involved and active in the Union. I accomplished this and feel that it has had a positive affect both on myself and the Membership of our Local. I'm

going to let you in on a secret. If you get involved you will find that you smile more, lose weight and appear more attractive. Isn't that great!

Let me break it down for you. Smile; because you are informed and not running on the rumor mill. A treadmill has an adjustable incline, a rumor mill only has a decline. Lose weight; come join us at our media events get some extra exercise and your face on TV (Network TV, not that extended basic cable stuff.) See some lost friends, collect some old debts, and get honked at in a good way (for a change). Finally, with all of this going for you, you have to appear more attractive to others or they just are not seeing the real you. Seriously, just think about the really active PC's that you stop in the terminal and ask "What is the latest?"

We all have been running this marathon, and as

# REPORTS

we prepare for the big finish, It's time for everyone to join in. The Negotiating Team, Executive Board and Precinct Captains are looking forward to seeing even more participation in the upcoming events. We have been very successful in educating the flying public and dispelling the common myths, informing them why we're out there, and how we're trying to save the award winning culture that we are all known for.

I would like to close with my best wishes to everyone in the upcoming year. I would also like to

thank everyone that made 2003 such a success for our Union and for our Company. 2004 has already promised to be even more challenging. Some may express some concerns for the future. I see a plethora of unharvested opportunities that others have shied away from. Remember, the whole industry is watching us. But, what else is new! See you at the MDW Membership Meeting January 22nd at 10 AM!

*Bunkie McCarthy #8838 - MDW  
Domicile Executive Board Member*



**O**n February 1st, the city of Houston welcomes all of the NFL for the 2004 Super Bowl. While many in the city are happy that the game is being played here, not all Flight Attendants share the same enthusiasm. On the other hand, I am one of those that while I do enjoy football, if the Dallas Cowboys are not going to be playing, then I lose a little interest. The reason I am even talking about the Super Bowl in this article is simple. Whether you are interested in the game or not, we will all be affected by the influx of tourists that will be coming to Houston. The loads on flights in and out of Houston will be extremely high, and hotel rooms throughout the city will be full. Commuters, be sure you give yourselves plenty of time and backup flights. Also, make sure that you have your hotel rooms booked so that you do not find yourself without a place to stay. The days leading up to the Super Bowl will be quite hectic, as will the day after the game.

Diana Chronister took on the task once again of overseeing the TWU Local 556 Toys for Tots Drive. I want to thank Diana for taking on this program again this year. I am really proud of the donations that we received in HOU. The box in the lounge was already overflowing with toys, and Diana, Jannah Dalak and I hosted a Christmas party at Diana's house where each guest had to bring a toy in order to enter. The party was a lot of fun, and Diana and her husband Randy were exceptional hosts. Diana and I delivered the toys to the Marines on December 15. The Marines told us that donations this year were down by about twenty percent, so they were extremely pleased to receive the toys from the Southwest Flight Attendants. We plan on continuing the party

tradition next year, where the party will rotate to Jannah Dalak's house. All Flight Attendants are invited, and we will try to get the information out earlier next year.

What else is going on in HOU? At the time of this writing, it really has been quiet in our base. The Union has been involved in representing Flight Attendants in some meetings with their Supervisors, but very few have resulted in discipline. If you choose not to seek Union representation when you meet with a Supervisor, we have no way to assist you. A Union representative not only acts as your advocate, but we can also help you to ensure procedures are followed correctly. For example, there are Contractual time limits involved: seven days for discipline, ten days for Contract issues.

In previous articles, I have stressed how important it is that Flight Attendants do not fly Non-Rev while on a sick call unless you have attained prior permission from Management.

Recently, a HOU crew was suspended for three days because Management said that they were at the wrong gate. The problem I have with this is that this crew was suspended without even having any fact finding meetings. They were only told to turn in an Irregularity Report (IR), which they did, and then they were promptly suspended. I urge you to know and understand that anytime a Supervisor asks you to write up an IR, always ask if discipline could be involved. The Supervisor must tell you, and you have a right to see the IR. Over the years, we have continued to have problems with some Supervisors in HOU who view themselves simply as disciplinarians rather than leaders. Although I have found the majority of the Supervisors in HOU to be more than fair and honest in doing their jobs, sometimes the

*(Continued on next page)*

# DOMICILE

## HOU DOMICILE REPORT

*(Continued from previous page)*

actions of one or two brings pressure to bear on all.

I know many of you have been asking about the board in the lounge that lists the most current "Manual Revision". I have spoken to Kevin about getting this placed up on a wall, preferably by the briefing book, but it is still not done, and I really would like to see it back on the wall. From my understanding, all the other bases have one, and HOU should place it in view as well.

As for Contract Negotiations, at this time, I have nothing more to tell you other than what you already know. We are still in mediation. Unless something changes before this goes to print, we are still pretty much at a crossroads in Negotiations. I would like to see more movement, especially since the Company is the one that requested mediation, and in doing so told the media and all of us that they believed that this would speed the process to an agreement. I am still of the belief that what the Company has offered us in compensation is so inferior, and it truly speaks volumes of what they think the Flight Attendants are worth to the Company. Not only that, Management could do much more to make sure that the other work groups do not take their displeasure of our

negotiating procedures out on the crews that are working or commuting. It would be easy for Management to make sure everyone understands that the decision to close three reservation centers has absolutely nothing to do with the future of our Contract.

The New Year brings new beginnings and new challenges, but we still have to continue facing the old ones. Do not become impatient with the process, we are going to prevail. I am still confident that we will secure a great Contract. This Contract is the most important Contract for all of us, and for many different reasons. Do not assume anything, always get the facts. Stay United, stay true!

And as I end all my articles, thank you for your continued thoughts and support of my family. We have truly been blessed by all of you. You and others throughout the Company have given so much to us, your strength has traversed into our lives. Shanna is still stable, and Kendon is truly beautiful. I love them both forever, and I love all of you as well. Please do not ever hesitate to call on me at anytime for anything, business or personal. Contact me for any reason at **832-754-8110**.

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



**G**reetings from the Sunshine State! I hope you all had a wonderful Holiday. Speaking of Holidays, the TWU Local 556 Toy Drive in MCO once again was a huge success! I can't thank you all enough for your generosity and helping bring a smile to someone who may be less fortunate than others.

Now onto Contract ~~2002 - 2003~~ - ooops, I mean 2004. Now, more than ever it is important to stay united and stay informed. Of course, Management does a good job at putting out information like they did when they published "Parker's Pennies" (Parker's pay proposal). This was nothing more than an attempt to divide our Membership. Ironically, it failed and made us even more determined to fight for our Contract.

With Colleen being elected to the Board of Directors of JC Penny, I imagine part of our next offer from Management will include an additional 10%

discount to JC Parker's --- errrr I mean JC Penny's in lieu of a raise.

Speaking of a raise, I have said this before and I will repeat myself in saying, "If you don't want a raise, don't wear your Union Pin." In my opinion, this is the most important Contract we will ever negotiate. Despite the past two years with our industry, Southwest has continued to generate large profits because of our hard work and dedication. In the November issue of LUV Lines, Colleen has said we needed to maintain our 'warrior spirit' (considering two years ago we were referred to as Freedom Fighters), and that is true. We have a battle to achieve a great Contract. Presenting a united front and reminding Management that 'MY TEAM SPEAKS FOR ME' is the way to achieve this.

Here's wishing you all a happy and prosperous 2004! As always, if there is anything I can do for you, please don't hesitate to contact me.

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

# REPORTS



**H**appy New Year Dallas! Hope everyone had a festive and safe holiday season. What's going on in your base? Well, here's a quick look.

On October 16th, National Boss' Day, the Union ran an incredible ad in *USA Today*. Flight Attendants signed copies

of the newspaper ad and the copies were then sent to Jim Parker. The message was clear and direct and in short read, "Congratulations on running the best airline in the industry. Now how about a fair Contract for the best Flight Attendants!" The participation of the Flight Attendant group was phenomenal!

Vince Eakes was in the lounge on November 7 to update the Flight Attendants and answer any questions that they might have about Negotiations. On November 21, Gwen Dunivent volunteered to be in the lounge to assist the Flight Attendants with the distribution of the "Rapid Rewards Letter." Thanks to all those that participated in these events.

Thanks to all those who took part in the Toys for Tots Drive. It is such a worthy cause, and there is nothing like the bright smile on the face of a child opening a present on Christmas day. Special thanks

go to Paul Alexander who played Santa for a day. Although he wasn't dressed in red, Paul arrived at the Union office with a huge bag of toys to donate to the program. Much appreciation to Cindy Ritner and Mark Savage who both put a lot of hard work into implementing the Union's adoption of the Toys for Tots drive and making it a success.

Your Union Representatives and your fellow Flight Attendants were in the lounge December 14th through the 20th in an on going effort to keep the Membership informed on Negotiations. Your Union's commitment to keeping everyone informed and being present in the lounge, gives a gauge of the sentiment of the Membership. I am delighted to say that the Dallas Base is standing strong, continuing their professionalism, and staying united. Thanks to all those that helped, especially Tandee Thomas and Vince Eakes. Additionally, there were quite a few welcomed new faces assisting in the lounge, and we thank you for your time and devotion.

Let's bring in the New Year with continued Unity and endurance, as well as a commitment to professionalism, and drive to do what ever it takes to get a good Contract!

*Karen Amos #1544 - DAL  
Domicile Executive Board Member*

## Oakland's Loss is Chicago's Gain!

**O**n December 1st, I resigned my position as OAK Domicile Executive Board Member. I have purchased a new home in Chicago, and have changed my base preference to MDW. As most of you know, Domicile Executive Board Members must reside in their base, so I unfortunately had to vacate my position on the TWU Local 556 Executive Board.

Although this may seem sudden to some, I have for some time been seeking a larger home for my family, and after much searching and weighing of options, Chicago offered the best of all.

I'm leaving the Bay Area with

a heavy heart, but hope to leave the Base with fond memories and the knowledge that the Union has worked positively and productively with Local Management for the greater good of the OAK Flight Attendants.

But do not fret. OAK Flight Attendant Mark Torrez has been appointed by the Executive Board to fill the OAK vacancy. Mark has made a HUGE positive impression on all of the Union Leaders who have had the opportunity to meet him. I have complete confidence that he will be successful in dealing with Flight Attendant issues and the Inflight Office, and will be an outstanding addition to our

Union's Leadership Team. Welcome aboard, Mark!

It was my honor to serve the Membership in OAK. Although I won't be able to serve on your Executive Board, I still plan to stay very active in the Union by serving as a Precinct Captain, attending events, and supporting the Negotiating Team. My Team Speaks For Me!

In Unity,

*Will Browne, MDW F/A #17768*



# Resolve to Become Involved

by Jannah Dalak, HOU F/A #19358

Saturday was shaping up to be a bad day, and then it got worse. I had laid out my clothes the night before for a three-day trip. I had planned to spend Saturday morning Christmas shopping with my girls and mailing packages at the Post Office before heading to the airport.

I fell behind schedule a little with a few phone calls and a backed-up kitchen sink, but nothing I couldn't handle. It wasn't until my husband's dog 'Arnie' decided to help me pack, that I realized my plans were doomed.

This dog, a giant, smelly Basset Hound, which has forever turned me against dog-ownership for the rest of my life, likes to chew things. He likes to chew the cardboard piece on the hangers you get from the cleaners. This dog found three pairs of my pants neatly cleaned and pressed from the cleaners and carried off all three pairs to his secret domain in the laundry room. He then separated all three pants from their hangers, using all of the slobber his jowls could muster, just to reach the coveted cardboard on each of the hangers. Now I had no uniform pants to wear.

It took me a long time to find my pants - I mean, would anyone have imagined something like this? And the dog was only too thrilled to show me that he had taken great pains to separate the clothes from the hangers before getting chewed pieces of cardboard everywhere. The separated pants, tossed aside in the corner, had little puddles of dog slobber all over them. And yet, he lives!

I was so frustrated that my morning was wasted de-lousing my clothes and going back to the clean-

ers, that I lost track of time. The clock was ticking and I only had two hours before check-in. Having completed nothing on my list, I desperately tried to adjust my attitude and rushed off to the airport to deliver Positively Outrageous Service to our Customers. Upon arrival, I opened my trunk and realized that I had left my luggage 50 miles away at home - sitting in the laundry room with THE DOG!

Now I was really in a bind. I needed that luggage and I needed it fast! My husband, the owner of the

creature that ruined my life, agreed that, in the best interests of our continued marriage, he would deliver my luggage to the airport before push, which he did. Marriage is great for moments like that. When you are in a tough spot and you need some support, it's great to have someone to count on (I didn't have to add that the creature responsible was his responsibility-he knew).

Our current Contract Negotiations are wrapped up the same way in different parts of responsibility, support, and results. Our Negotiating

Team needs our support; they need to be able to count on us. And, ultimately, it is the responsibility of all of us to work for the Contract that we deserve. It would look pretty silly if at every picketing event, the only picketers carrying signs were our five Negotiators. It would also reflect a real lack of support for the Negotiating Team and our goals. Although they are front and center, the Negotiating Team is only as strong as we make them. We're responsible for showing that we care by making appearances when they need us. But, if we don't show up for scheduled publicity events, it's like showing up for work without luggage - we're not going to get very



Jannah, with her husband, daughters, and "THE DOG"!

far. And we undercut the people who are working on our behalf.

Recently, I was traveling to Nashville for one of our picketing events and met a Flight Attendant friend of mine. She asked me, "Why are you doing this on your day off?" Folks, if we have that attitude, we are in big trouble. If we are NOT willing to get involved and work for the Contract we want, then we should be willing to sign up for the Parker Proposal. We cannot expect someone else to carry the torch.

At many of our picketing events, we have

received very positive coverage on the radio, TV and in print. When we show up in force, we get press coverage, the attention of Management, and ultimately, we will get the Contract we deserve. Making an appearance at an event for a couple of hours can and will be directly related to the quality of our lives for the next five years. As 2004 creeps upon us, make a New Year's resolution that will have a positive impact on your life. Resolve to make a difference, resolve to become involved!

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# RECYCLING

## You CAN Make a Difference

*by Jessica Parker, HOU F/A #43589*

! RECYCLING ALUMINUM RESULTS IN 95% LESS AIR POLLUTION AND 97% LESS WATER POLLUTION THAN PRODUCING ALUMINUM FROM NATURAL RESOURCES.

! ONE RECYCLED ALUMINUM CAN SAVES ENOUGH ELECTRICITY TO OPERATE YOUR TELEVISION FOR THREE AND A HALF HOURS.

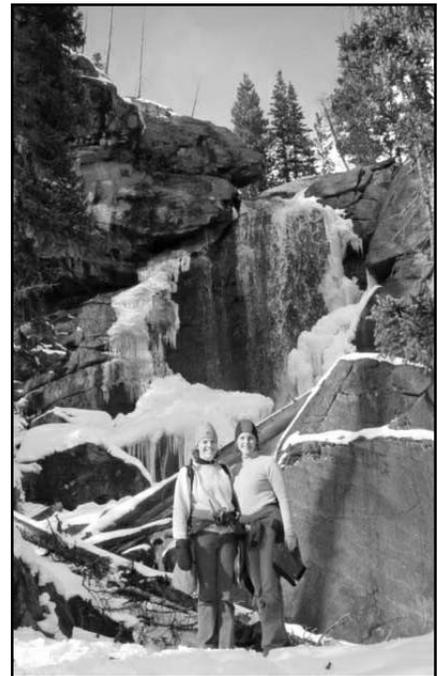
! TOSSING AWAY ONE ALUMINUM CAN WASTES AS MUCH ENERGY AS POURING OUT HALF OF THAT CAN'S VOLUME OF GASOLINE.

I have been wanting to write an article about recycling for some time, and when I found out that the topic for this quarter's *UNITY* Magazine was about New Years Resolutions, I figured that this would be perfect timing. Besides,

one of my New Years Resolutions is to stop procrastinating.

How many of you recycle at home? I know that I do, and for the most part it seems to be the norm in most households these days. Then why not recycle at work when you are dealing with a much larger volume? I would imagine that pretty much all of us who fly B and C do. I guess my question mostly goes out to those of you who fly up front.

I have heard lots of reasons as to why Flight Attendants don't recycle on the plane. Some say that they used to separate cans, but the Provisioners just mix it in with the regular trash, so why bother? Then why not bring your cans to the back? Some may say that that is just too much work. How long does it really take to walk to the back of the aircraft? Not very long, and there is usually a reason to go to the back anyway. Either to walk through with trash, get provisions



*Jessica, a.k.a "Nature Girl" (on the right), hiking with her sister two months ago in Rocky Mountain National Park, Colorado.*

for the next flight, or just to tell the other Flight Attendants about the really hot guy in row three. I have also heard Flight Attendants say that they don't know where the money that is raised from the recycled cans is going, so why should they? I think we can all agree that that really isn't the point in recycling in the first place.

So I encourage everyone on their next trip to do their part and recycle. Just think what a huge difference a little effort on your part could make.

# 4TH QUARTER GRIEVANCE UPDATE

*by Mike Sims - Board Member at Large*



As of December 16, 2003, there are 77 active grievances. Since October 10, 2003:

- (28) New Grievances have been filed.
- (14) Grievances have been withdrawn.
- (12) Grievances have been settled in favor of our Members.

These settlements consist of the following:

- (3) Terminations - Reinstated.
- (2) Terminations Reinstated through Board of Adjustment.
- (1) 3- Day Suspensions- Reduced to Written Warning
- (1) No Show- Removed.
- (2) MBLs- Removed.
- Total Points Removed- 5.5**
- (1) Letter of Awareness- Removed.
- (1) Letter of Counsel- Removed.
- (2) Trade Privileges- Restored.

## **462 TFP- Awarded to Members**

Often issues are settled without the utilization of the grievance process, thereby providing substantial savings to the Membership. The following issues have been settled in this manner:

- (1) 3- Day Suspension- Removed.
- (1) 3- Day Suspension- Reduced to 1- Day
- (13) No Shows- Removed.
- (5) UTCs- Removed.
- (1) FTR- Removed.
- (2) MBLs- Removed.
- (12) Points- Removed for Other Reasons.
- Total Points Removed- 61**
- (2) Letters of Awareness- Removed.
- (2) Letter of Counsel- Removed.
- (1) Final Warning- Removed
- (11) Days Off- Awarded.
- (1) Sick Call converted to FMLA.
- (1) Workers Comp- Resolved.

**180.45 TFP- Awarded to Members**  
**\$150.00- Awarded to Members.**

## **OPEN TIME GRIEVANCE:**

We have filed a Group Grievance due to Flight Attendants not being able to drop trips into Open Time. What is happening is our Members are being denied the opportunity to drop trips in their Base's Open Time even though the number of trips for that base is legal.

When calling Scheduling to find out why their transaction is being denied, Flight Attendants are being told that the Scheduling version of Maestro shows more trips than our Crew version. Therefore, the transaction is denied. The Union feels that this problem leaves the impression that trips are being "hidden" and it sends the wrong message that Scheduling will not work within the spirit of the Contract. This software glitch is unacceptable and we hope to settle this issue soon.

## **OPEN TIME/TTGA IN WRONG BASE:**

This is another Group Grievance that was recently filed. Flight Attendants are picking up trips from their Base's Open Time or Trip Trade Give Away. When they check-in for their trip the Company has been giving No Shows because the trip originates from another base. The Union maintains that Flight Attendants should not be unjustly punished for the deficiencies and mistakes caused by Maestro. While this Grievance is pending, it is imperative that you ensure that the trips that you pick up or trade originate out of the base that you want it to. Otherwise, Management will probably give you a No Show you if you check in at the wrong domicile.

## **NONCOMPLIANCE WITH PREVIOUS AGREEMENT:**

We are very disappointed to have had to file this Group Grievance. The Company previously agreed that Scheduling would make a reasonable attempt to contact Flight Attendants if their flight is cancelled or appreciably delayed within two and half hours of the Schedulers knowledge. Otherwise, the crew(s) affected would be compensated an additional 2 TFP. Recently, an AM crew showed up for their originator only to find it had been cancelled during the night. The crew waited several hours at the airport for their rescheduled flight. Scheduling could have contacted them and kept them at the Crew hotel as opposed to waiting at the airport. Since they received no notification from Scheduling we believe they are entitled 2 TFP each per our previous written agreement. Per Scheduling, a "reasonable" attempt to contact the crew could not be made because they were "too busy." Therefore, they are denying paying the crew 2 TFP. The Union maintains that Flight Attendants should not be denied these 2 TFP because of continued operational deficiencies and is willing to work with the Company's Leaders to make Scheduling more "internal Customer friendly."

# FYI's

by Kathy Anderson -  
Recording Secretary



**FYI:** Flight Attendants have received discipline for using cell phones while passengers are on board the A/C. Avoid possible discipline and use your cell phone out of view of passengers either in the airport terminal or during ground time when the aircraft is free of passengers.

**FYI:** The Reserve Order of Rotation phone line up is not contractual; it is a courtesy. Contractual language pertains to computer displays and/or printouts provided in the lounge. The computer print out will be updated every two hours. Please contact a Supervisor in your base if the print out has not been updated accordingly.

**FYI:** When viewing your trip in Maestro from a computer or from a copy of your trip printed from Maestro, always remember that you must subtract 30 minutes from the calculated duty day on an RON. The 30 minute end of debrief is only calculated when returning to domicile. Maestro displays the additional 30 minutes for FAR purposes.

**FYI:** If you call in sick less than 2 hours prior to push time, you will receive what is called an SL1, which is 2.5 points for the call plus .5 point for each day of the sick call.

**FYI:** A Doctors note will not remove the 2.5 points accrued due to an SL1 (defined above). The note will only remove the points accrued for the sick days.

**FYI:** Any sick call made after check-in is considered a sick call on line and you will only accrue .5 point per day.

**Recently, the Local office has received several calls regarding Contract violations affecting Reserves. In order to ensure that you have the correct information, we are publishing the following Reserve FYI's. Please refer to Article 11 - Reserve, for all contractual language. If you need clarification on any specific issue, please call the Union office.**

**FYI:** If you are a Ready or Call-Out Reserve, you cannot be JA'd on your days off. However, if you are holding a VR line on Reserve, you will be treated as a line holder and could be subject to JA on your days off.

**FYI:** Reserves are not liable for contact during any scheduled crew rest; this includes crew rest on overnights, domicile breaks, etc. If you are a Reserve and make yourself available by answering the call, you must receive 7 consecutive hours of uninterrupted rest between block in and block out. If you do not receive the 7 consecutive hours of uninterrupted rest, on either side of the contact, you will receive 1.5 times the applicable trip rate for that assignment until you receive legal crew rest.

**FYI:** A Ready Reserve is not liable for contact until 2 hours prior to the first scheduled push in her/his domicile on the first day of a Reserve block. The Briefing Book should contain an update on the first scheduled departure for your respective domicile. If you call Scheduling prior to your contact time to check your rotation status, you are not required to accept an assignment at the time of that call. You are only responsible to accept an assignment during actual contact hours. In other words, if you are on a scheduled domicile break or crew rest, you are not responsible to answer the phone until the break or rest has been completed.

**FYI:** When you are released for a domicile break or crew rest, always make sure that Scheduling gives you a verbal confirmation on tape of your actual contact time.



# SAFETY TEAM REPORT

## *FAA Reauthorization Bill mandates: Flight Attendant Certification & Air Quality Study*

*by Michael Massoni - 1st Vice President and Safety Coordinator*

**A** yearlong battle in Congress has given way to the passage of the FAA Reauthorization bill that includes among other things: Flight Attendant Certification, and a mandate for the FAA to conduct an in depth cabin air quality study. TWU Local 556 and other Flight Attendant Unions have championed both of these causes for years, and as such, we view this as a pivotal and important victory to all Flight Attendants in our quest for a safer and healthier work environment.

**CERTIFICATION OF FLIGHT ATTENDANTS** provides us long over due validation in our role as safety professionals on the nations airways. As we have previously informed you (back when we asked your support in pushing this issue in Washington), certification reinforces our place as "safety professionals" within the airline industry, and provides a tangible identity that our passengers and fellow Crewmembers can relate to.

Our argument all along has been this: every other work group that is overseen by the FAA is issued a certificate to perform their jobs. Upon completion of training, other airline employees with safety sensitive jobs (Pilots, Dispatchers, etc.) receive FAA Certification. But until now, Flight Attendants - who by the way receive extensive safety & security training, had never been certified. This lack of certification allowed us

to be viewed as second-class safety employees. In spite of our extensive training and overall stake in safety of flight - our companies, the government, and the flying public saw us as merely "waitresses/waiters in the sky" or (in the case of Southwest Airlines in particular) the "inflight entertainment."

But no more, with the passage of this legislation, we will finally have recognition and will receive the respect we have long sought and deserved. No more will the government, our employers, and the public be able to simply view us primarily as servers. We are finally being recognized for our safety role, and will, by law, be defined as "safety professionals".

Respect and recognition aside, certification provides a number of other important benefits. It will help lead to job portability and make us more marketable to airlines that may be hiring, as it will standardize our profession's credentials and create incentives for airlines to hire experienced Flight Attendants over other applicants. An airline that hires a previously certified Flight Attendant would no longer have to send them through the entire initial training program; the airline specific training would suffice, because the applicant's Flight Attendant certificate would serve as proof that they had completed initial training standards.

Additionally, Flight Attendant Certification gives us more leverage during collective bargaining

since Management is now forced to recognize us for our safety role, and thus must quantify our worth within the operational safety equation at the bargaining table.

Certification will also improve training standards by limiting a carrier's ability to be granted waivers from the FAA that tend to skip or seriously "water down" critical safety training. Our long-term goal is to build on certification and have more industry-wide Flight Attendant training standardization. This would eventually ensure that when certified, Flight Attendants from all carriers would be trained to a common safety standard.

The most important benefit certification offers to all of us who are already out in the Flight Attendant work force is it does not require new training or medical clearances. Certification will be automatic based on training we have already received or are required to complete in recurrent training. The law states: all current Flight Attendants will continue to serve; within one year of the law's enactment, the FAA will issue certificates to all current Flight Attendants. Furthermore, the FAA has 120 days to issue certificates to Flight Attendants hired after enactment of the law or upon completion of recurrent training. The certificates will be similar to those issued to pilots, and will contain each Flight Attendant's identifying information such as name and address, and will include the air-

craft type for which the Flight Attendant is certified.

The FAA Reauthorization Bill also requires an Air Carrier Air Quality Study. The law mandates the FAA begin to monitor cabin air quality. Procedures to test and analyze cabin air quality will be established as well as an air quality incident reporting system as a result of this bill. Now, air samples from aircraft will identify contaminants to which passengers and crew are exposed. The FAA will also monitor the ozone in the cabin on a representative number of flights and aircraft to determine if compliance with existing Federal Aviation Regulations is being met. The final report of the Air Carrier Air Quality Study findings will be reported to Congress not later than the end of 2006.

And finally, there was some bad news:

**Flight Attendant Safety (advanced security & self-defense) Training:** We did not prevail on the Flight Attendant safety training within the FAA Reauthorization bill; continued efforts in the future will have a better footing with Flight Attendant Certification in place. Right after September 11, 2001, Flight Attendant Safety Training was the third prong to a three-part plan to improve air safety. The first two were Federal Air Marshals and a program to arm Pilots (Federal Flight Deck Officer [FFDO]). Those two programs were instituted, but mandatory Flight Attendant training was abandoned. Efforts are already underway to combat the lack of sufficient standard training.

Continental Airlines led the fight for changing the wording in the bill from "shall" to "may" which took the authority away from the TSA in structuring terrorist training for Flight Attendants. Instead, it gives complete discretion of the training to individual airlines, which results in inadequate, non-standard, hit-and-miss training. However, the small print in the bill's language suggests that reporting inadequate training to the TSA will result in security training audits. Obviously, more on this at a later date!!!

# FMLA Q&A

by Lucy White - Executive Board Member, BWI

## **Q. What is FMLA?**

A. In August 1993, Congress passed into law the Family and Medical Leave Act (FMLA). This law requires employers to provide job and benefits-protected leave to eligible employees for certain family and medical reasons.

## **Q. How do I qualify for FMLA?**

A. Employees are eligible after 1 year of active service to the Company, and if you have worked 1050 hours in the previous 12 months, (this includes when a Flight Attendant has flown her/his line as scheduled for a period of 7 ½ months without reaching 1050 hours) The 12 months need not be consecutive. If an employee is maintained on the payroll including vacation, jury duty, approved funeral leave, Union duty, and company convenience, the week counts as a week of employment. The months to qualify are based on a rolling 12 month calendar. The rolling 12 months goes back exactly one year, so if you don't qualify today, you may qualify in a couple of days. If you are close in hours, it is important to keep checking with your Supervisor for eligibility. The FMLA hours are calculated using actual duty day, not block hours.

## **Q. How do I apply for FMLA?**

A. If you know of a foreseeable leave you must notify your Supervisor at least 30 day prior to the leave, or if it is not foreseeable, as soon as possible. Your Supervisor will calculate and determine your eligibility hours for FMLA. Request the FMLA paperwork to be sent to you or your treating physician.

Once your Supervisor has determined your eligibility, you will be required to contact Broadspire Services at **877-494-0192** to process your FMLA request. Be sure that your treating physician returns the paperwork within the 15 -day timeframe that the FMLA law provides, or you may be subject to applicable attendance guidelines. Remember to call Broadspire and verify that they received your documentation. The completed forms may be mailed or faxed to Broadspire.

FMLA medical certification is governed by Federal Law, and your treating physician is required to follow the guidelines. Your physician will deem whether your illness or injury qualifies for FMLA. Should you have any problems with Broadspire processing your claim, contact the Local Union office immediately.

## **Q. Are there different types of FMLA ?**

A. There are two types of FMLA leave, continuous leave and intermittent leave. Continuous leave means that you are on

(Continued on next page)

## **FMLA Q&A**

*(Continued from previous page)*

inactive status and out for more than a 3 day period or up to 12 weeks. Intermittent leave is taken intermittently as needed and is considered separate blocks of time due to a single qualifying reason.

- If you are on continuous FMLA leave, you must provide a doctor's note to your supervisor, releasing you to return to work.
- If you do not have enough hours to qualify for FMLA and have a serious medical condition you may request a medical leave from your Base Supervisor. You will be required to provide a medical leave request from your doctor
- Intermittent FMLA may require you to update your paperwork every 30 days

### **Q. What are the qualifying reasons for taking FMLA?**

A. There are several qualifying reasons for taking FMLA:

#### **FAMILY MEMBER:**

- Caring for serious health conditions for employee's spouse, child under 18 years, or parent (does not include in laws).
- For adoption placement up through the date the adoption is legally finalized

#### **EMPLOYEE:**

- Inpatient hospital care including any period of incapacity or subsequent treatment in connection with inpatient care.
- Pregnancy
- Employee's health condition or chronic health condition requiring treatments

### **Q. How do I get paid?**

A. When taking FMLA for yourself, you are paid from your accrued sick bank for all trips pulled, as long as you have enough sick bank accrued to cover the leave.

The Company does not allow you to draw from your sick bank for a family member, but they will require that you use your accrued vacation days in the current year to cover FMLA for a family member. If you do not have any vacation days available, you will not receive pay.

During a leave of absence in excess of 30 days, granted to a Flight Attendant, sick leave will continue to accrue at a rate of 7 TFP per month for a period not to exceed 90 days (Please refer to Article 16 - Sick Leave/OJI.)

### **Q. Do you receive points while on FMLA leave? What about record improvement?**

A. You will not accumulate points while on FMLA leave.

- Continuous FMLA Leave - You will not be allowed to record improve for that quarter and any point roll off will be extended by the amount of days of your leave.
- Intermittent Leave - Does not affect your record improvement if you have no other chargeable occurrences under the attendance policy.
- NOTE: FMLA Leave is separate from a sick call. It does not affect your contractual right to submit 1 doctor's note per quarter for no chargeable occurrence. (Refer to Side Letter 2 - Attendance Policy.)
- The attendance policy will be in force until your FMLA application has been approved.
- It is your responsibility to notify Scheduling by calling in sick for all trips prior to approval of FMLA. On intermittent leave you must call in sick with scheduling and within 24-48hrs contact your Supervisor to have them credit the sick call to FMLA

### **Q. How many days of FMLA leave are you allotted?**

A. This is determined by your doctor. If you are on intermittent leave it is important to know the number of days allotted by your doctor for the frequency and the duration of illness. Frequency means how often you will be incapacitated during a week, month or year. Duration means the number of days for each episode of incapacity.

For example; Frequency two time a month, duration three days, this means you can only call in two times per month. If you call in for two turns, you have used up all your allotted days for that month because your doctor determined the frequency of illness to be two times per month.

A continuous medical leave should account for all the days you missed. It is important to make sure you know the dates missed and to ensure those dates are documented correctly by your doctor.

### **Q. How is an OJI or Medical Leave affected by FMLA?**

A. The Company may by law run leaves including OJI and Medical Leaves concurrently with FMLA. The Company must notify you of the use of FMLA. FMLA cannot be designated without your knowledge, and you are not required to use FMLA concurrently with a sick call.

We hope this helps to answer your questions about FMLA. There have been numerous occasions where Flight Attendants unnecessarily accrue points, as they would have qualified under FMLA if they had only applied. Do not let yourself get into this situation. If you have any questions, feel free to contact the Union office. Let's start out the New Year right!

# Coffee Talk

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



## ☐Reserve Resolutions☐

I have fond memories of my first months on line, working Reserve: four day blocks, week ends, and my personal favorite... A.M.'s!!! There were twelve of us in a hotel commuter room in Chicago. It was like the slumber party from He\*\*. Suitcases stacked in every available space, garbage cans full of take out Styrofoam boxes, and the bathroom vanity looked like the make up counter at Nordstroms. The maids wouldn't even touch our room. They just left new linens, towels, and soap by the door. We had to borrow extra towels and bedding from their carts when they weren't looking. The soiled ones were put back out in the hall on another floor, so they wouldn't suspect us of having too many people in a room, and risk getting kicked out. You see, the maximum occupancy of the room was 4 people at a time. It just didn't work that way sometimes. I guess it was a fire hazard or something. We had no fear of fires. We were newly trained fire fighting Flight Attendants, and there was a halon extinguisher right by our room in the hall. Pull the pin.

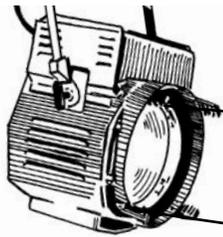
Getting ready in shifts was necessary. We couldn't run two hair dryers at a time or the circuit would blow. Only ten minutes of shower time each was allowed. You must be considerate and leave some hot water for the next person. Four people could shower before it went freezing cold. No! We didn't shower together; we slept together though! Some girls simply went to the airport and got ready (I guess you're not allowed to do that anymore). A Flight Attendant in the handicapped stall, giving herself a jock shower, is not acceptable. I was looking for this rule in the manual, but couldn't find it. I did find in "Appearance standards" Section 3, page 4, under Personal hygiene, that you MUST bathe daily, and keep your ears clean!!!

I was so glad to get into Phoenix the next month. That is where my home is. I lived close enough to the airport to make it on "one hour call" (remember that craziness?). I called it "Killer Call". You lived life on the edge, connected to a beeper, B.C. (Before Cell-phones - NOT "Before Christ"! I'm not that old!). Once you got the dreaded beep, like Superman, you had to find a phone booth fast. Most of the time they gave you more than one hour's notice, but there were a couple of instances that I recall seeing if my car could really go 90, driving like I was in the Indy 500, to make it "On Time." Now that I look back, I wonder WHY did I put my life in jeopardy for SWA??? BECAUSE I WAS ON PROBATION, THAT'S WHY!

My stay in PHX was short lived - just one month, and then they surprised us and opened up the Oakland base. Off we went, force based, to the hood. We really didn't know where to stay so we chose a cheap hotel. We soon learned that this hotel provided entertainment for its guests. Prostitutes!!! I tried to talk my buddy bidder into letting me pimp her out to get some extra money, but she wouldn't go for it. We made new friends at the diner there, the employees, the street bums, and the cops on the late beat. I was set to stay in OAK forever, except for one small incident. The van had just picked us up after our flight, and we were in transit to the hotel. We had stopped at a red light, suddenly these guys in a white low rider jumped out of their car and attacked a pedestrian who was standing on the curb waiting to cross the street. The van driver yelled "everybody down," and we took our crash positions. He went screeching around the corner, and out of the intersection. It was like a movie. I yelled "heads down, stay down" and when the van finally came to stop in the parking lot of the hotel, I asked, "Can we evacuate now?" The driver explained that there was a lot of gang activity in the area, and he didn't want to be involved in a drive by. After that, I was going back to PHX. I didn't care if I was on Reserve for the rest of my life.

Last month, I didn't turn in a bid. Well, I tried to, but I was a day late (Am I the only F/A who has no idea what day it is when I am at home?). Sitting Ready Reserve brought back those memories of Chicago, Oakland, speeding in car like a mad woman. Being at the mercy of Crew Scheduling for 24 hours made me realize that I was thankful that I was past those Reserve years. I heard some pretty scary stories while sitting on the couches about some of the bologna that goes on with Crew Scheduling and even got a taste of it myself. I had forgotten what it was REALLY like to sit Ready Reserve for an entire month, since I bid VR lines. READY RESERVE... Four day blocks, week ends, A.M.'s! (Yuck)

The theme of this edition of "Unity" was New Year's resolutions, and I wrote about Reserves. There is a method to my madness, let me tie it all together now: I resolve to never sit a month of Ready Reserve again! I also promise to not be reserved and speak up for the Reserves. I have no reservations about my Reserve Resolutions. HAPPY NEW YEAR!



## **"SPOTLIGHT" ON**

# **Dan Akins**

### ***TWU Local 556 Negotiations Economist***

**T**his quarter we want to introduce you to someone that many of you may know little about. Someone who works largely behind the scenes, but is incredibly important to our Negotiations efforts, Dan Akins, the TWU Local 556 Negotiations Economist. Dan is married, the father of two boys, ages 11 and 14, and recently moved to Stowe, Vermont from Austin, Texas. He was born and raised in St. Paul, Minnesota the son of a Union electrician and homemaker. Dan received a B.A. in economics from Gustavus Adolphus College, a small liberal arts college in Minnesota. In pursuit of world-class academic training, Dan moved to England and earned a graduate degree in transport economics from the London School of Economics (LSE) in 1983.

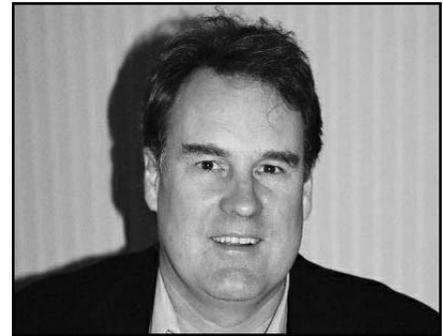
After graduating from LSE, Dan has worked as an economic consultant for several Companies and Unions, mainly in the airline sector: the Airline Pilots Association (ALPA), Kurth and Company, a Washington D.C. airline consultancy, Airtrans Inc. (not the airline), a D.C. based airline consultancy, and as an independent consultant. He has worked with the Flight Attendants at American, United, US Airways, Hawaiian Airlines, as well as pilots at UPS.

The TWU 556 Negotiating Team first contacted Dan in July of 2003. Dan was excited by the opportunity of working with TWU 556 and was selected from a number of other highly qualified candidates. Dan says, "From my years of experience I know that employees and employers have different

interests and goals during negotiations. With the goal of resolving those differences, it is always helpful to have the ramifications of changes to the Contract assessed and analyzed so that costs are properly attributed and not over or understated. With both sides (the Union and Management) doing the number crunching, my goal is to reach agreement with the Company on the likely potential costs resulting from the Contract issues under discussion at the table."

Dan feels that Southwest Airlines has reached a critical juncture the Flight Attendant group. Dan states, "I believe that keeping this critical work force productive and happy requires that Southwest Flight Attendants have a sense that their Company treats them in a manner commensurate with their efforts, and at a minimum, equitably in comparison to other Southwest work groups. From my evaluation of past bargaining, I realized that Southwest's Flight Attendants had only received two across-the-board increases in their pay scale since 1992, getting around 10% new money to the scale over the past ten years. Also, the first nine steps of the current Southwest Flight Attendant pay scale is surprisingly behind the 1985 A-scale rates. In my work experience, I have not seen this degree of pay deflation at a healthy airline."

When Dan first examined the pay scale raises of the other Unionized work groups at Southwest, he was surprised to see that they are receiving very signif-



icant increases across their pay scales. Dan says, "Southwest is absorbing these pay increases through the traditional combination of growth, new aircraft with lower fuel and maintenance burdens, and the continued operating efficiencies and the productivity of employees".

Dan continues, "In my brief time working with your Negotiating Team, they have displayed to me a caring and interest for the health of their Company that I have not witnessed at any other Company in my years of experience. I have analyzed the likely cost impacts of the wage and other proposals made by your Negotiating Team, and have come to the conclusion that they do not have a dramatic impact on Southwest's unit costs nor do they threaten to jeopardize Southwest's relative standing amongst its competitors".

When most people hear the word "Economist", they typically think of a numbers-only guy wearing a pocket protector. We hope that this brief segment about Dan Akins will show that he is one who, like a Southwest Airlines Flight Attendant, is willing to color outside the lines. Thank you Dan for your excellent service.

# A Few Words on the TWU Local 556 Toy Drive

by Diana Chronister, HOU F/A #18355

**H**ello Houston Flight Attendants. We had a great time at the Christmas party at my house. All Houston Flight Attendants, Pilots, and Ground Ops were invited via a flyer on the bulletin boards. We had a nice turnout and a lot of fun. Thanks to all who came and brought a toy for the Toys for Tots toy drive. Also, a big thanks to all who brought a toy to the Houston lounge.

In addition to the TWU Toy Drive, I recently went on a motorcycle ride with over one thousand bikes, and we delivered two truckloads of toys to the Shriners Burn Center in Galveston. All of the children who were able, came outside of the building and a "Biker Santa" handed out gifts. It broke my heart to see these children with their burned faces, and their arms and legs wrapped, and their hands disfigured. It made me realize that I am so fortunate. These children were so excited to see all the motorcycles and receive a gift.

Even though you don't always get to see the look on a child's face when you drop off a gift in the lounge or at a party, it is by your participation that a child will receive a gift. Once again, thanks to all who participated. Let's make next year's Toy Drive the biggest ever!

**TWU**  
TRANSPORT WORKERS UNION OF AMERICA, AFL-CIO  
Local 556

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Just go to:

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## 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.*

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*"The strength of the team is each individual member... the strength of each member is the team."*

Phil Jackson

