

# UNITY

January 2005

## Back to Business





## 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 first of the month prior to the month of 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

Notice anything different? **UNITY** Magazine has gone color! Well, not entirely. When I was preparing the 2005 Publications Budget, I costed out several options to improve the look of our publications, ranging from keeping the status quo of an all black and white publication, all the way up to going full-color cover to cover. While full color would have been nice, it would have added a significant cost to our publications over the course of a year. In the end, we decided that a color cover would add to the look of our magazine, and that we would keep the inside material black and white as one of the many ways we work to keep our Treasury strong.

So what do we have in store for our publications in 2005? As the Publications Committee Chair, I recently reviewed the way our committee operates and identified two major areas of weakness: 1) We don't have a back-up plan in place in the unfortunate event that something happens to me, and 2) As Chair, I tend to operate "issue to issue" rather than plan long term for themes and content of future issues. We have already begun to address these areas of weakness by scheduling a training session in the first quarter during which Recording Secretary Kathy Anderson and OAK Domicile Executive Board Member Mark Torrez will be fully trained on the Quark publishing program. Additionally, all of our publications files have now been backed up in three ways: on compact disks, on my Union-issued laptop computer, and on the server in the Union Office in Dallas. Back in October, the Executive Board had a publications brainstorming and planning session to help outline content for upcoming publications. We have planned to hold additional sessions every 3 or 4 months. These are only a few ways in which we will be improving our publications - we're always open to your ideas of other ways the Publications Committee can serve you better.

Man, I've just about used up all my space talking about future plans - so what about this issue of **UNITY**? The January issue highlights many of the ways the Officers and Grievance Team Members have been representing you behind the scenes. We've also added a new "POINT/COUNTERPOINT" article that we hope will become a regular feature in upcoming issues. There's so much more, but I'll let the rest of the magazine speak for itself. I hope you enjoy reading this issue as much as I enjoyed producing it.

In solidarity,

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

# UNITY

JANUARY 2005

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# PRESIDENT'S PAGE

by Thom McDaniel - TWU Local 556 President

**A**s we begin a new year, our Union will be returning to business as usual now that we have successfully resolved our negotiations.

As we have highlighted in this and other issues of *UNITY*, our Union provides many valuable services to our Membership and the Labor community, but our number one priority has always been and will continue to be to negotiate and uphold the rights of our Members.

We were successful in our recent contract negotiations because our Membership stood together and fought for what we deserved as the best Flight Attendants in the industry. It is important to remember that the kind of unity that we exhibited did not happen overnight. It was the result of the hard work and planning that began long before the first proposal was passed across the table. It was also the result of the fiscal responsibility of our Executive Board combined with the Special Assessment Fee that was passed by our Membership in the first quarter of 2001.

When your Executive Board was elected in 2000, we faced many challenges. We were two years away from Contract Negotiations with approximately \$350,000 in our treasury. We knew that negotiations would require big changes in our Contract, and that it would not be a quick or easy process. We recognized the fact that based on previous negotiations, we would probably need approximately between one and two million dollars to accomplish our goals in negotiations.

The Executive Board immediately went into cost cutting mode wherever we could and adopted a very conservative budget to begin saving for negotiations. In addition, we explored avenues of financial assistance through TWU International. Our International Union was very generous with their resources, but it still appeared that our projected funds would fall short of our projected needs.

Some Members suggested a dues increase, but this seemed like a permanent solution to a temporary problem. We were operating within our budget with our current dues structure, but we needed money for negotiations. The solution seemed to be a Special Assessment Fund to be used only for Negotiations. By establishing a Special Assessment Fund, our Local

was able to keep 100% of the amount and did not have to pay the standard 30% per capita to TWU International. In the Fourth Quarter 2000 Membership Meeting, I made a motion to establish a Special Assessment of \$3.00 to be used only for negotiations and to end upon ratification of our next Contract. In the First Quarter of 2001, the motion was approved by the Membership.

This ended up being one of the smartest moves our Membership ever made in planning for our futures. It allowed us to have the funds to hold out for the Contract that we have today and preserved our Treasury making it possible for our Local to continue to uphold the Contract that we negotiated. I would highly recommend that you refer to Local 556 Treasurer Tom Mitchell's article published in the October 2004 issue of *UNITY*. If you don't have a copy, you can download it from the TWU Local 556 Website at [www.twu556.org](http://www.twu556.org) and click the button labeled "Unity".

As promised, the Assessment Fee has been discontinued and no longer appears on our paychecks. There is approximately \$47,000 left in the Assessment Fund and it remains in an interest bearing account to be used only for future negotiations. Many of our Members understand the importance of early planning and have proposed that we establish a new Assessment Fund for Contract Negotiations to plan for the future. A motion was made in the Fourth Quarter Membership Meetings to establish a new fund. The motion reads:

**MOTION:** *TWU Local 556 institute a Special Assessment Fee of \$2.00 per Member to be used only for the purpose of Contract Negotiations.*

**Amendment # 1:** *The fund will only be extended until the ratification of the next Contract.*

**Amendment # 2:** *All monies not used from the Special Assessment after the ratification of the next Contract will be placed in an interest bearing account to be used only for future Contract Negotiations*

This motion will be voted on in the First Quarter Membership Meetings beginning January 10th (the complete Meeting Schedule is listed on page 5). By establishing a new Assessment Fund for negotiations, our Membership will have a head start on saving for



future negotiations, and we will not be placed in the dire predicament that we faced a few years ago. It will also show Management that our Membership is planning for the future to give us a stronger bargaining position as we move toward negotiations in 2008. This could result in us reaching an agreement sooner and avoid a prolonged bargaining period.

I encourage every Member to attend a Membership Meeting in January and vote in favor of this motion. Our recent negotia-

tions cost approximately 2 million dollars and the improvements in our new Contract equaled about 375 million dollars. That is a good return on an investment in anyone's book. It would be easy to rest on our laurels, but remember, our amendable date in 2008 will be here before we know it and we must begin planning 2 years prior to the start of negotiations. It is never too early to start preparing and a small investment now, will make a big difference to our futures.

## The TWU Local 556 Toy Drive A HUGE Success



*PHX Flight Attendants join together in the spirit of giving. Pictured (L to R): Carolyn Lee, Melissa O'Donnell, Sandy Newton, Donna Arel, Dawn Saavedra, and Brian Fisher.*



*BWI F/A Brent Kaspar delivering toys to the Marine Corps Toys for Tots Foundation.*

### CALENDAR OF EVENTS

1st QUARTER 2005 MEMBERSHIP  
MEETINGS - ALL TIMES ARE LOCAL

#### DAL

DATE/TIME: Mon., 01/10/05 at 10:00 AM  
LOCATION: Holiday Inn Select Love Fld.  
3300 W. Mockingbird Lane  
(214) 357-8500

#### HOU

DATE/TIME: Mon., 01/17/05 at 10:00 AM  
LOCATION: Houston Hobby Airport  
The Cloud Room  
(713) 641-7723

#### OAK

DATE/TIME: Tues., 01/18/05 at 10:00 AM  
LOCATION: Oakland Airport  
Rear Conference Room  
(Take Elevator to 2nd Floor;  
through the Handicap door,  
left, end of the hallway)  
(510) 563-6424

#### PHX

DATE/TIME: Wed., 01/19/05 at 10:00 AM  
LOCATION: PHX Sky Harbor Airport  
Terminal 4 - Level 3  
(Past the food court, next to  
the Art Gallery)

#### MCO

DATE/TIME: Tues., 01/25/05 at 10:00 AM  
LOCATION: Hawthorn Suites MCO  
7450 Augusta National Dr.  
(407) 43 8-2121

#### BWI

DATE/TIME: Wed., 01/26/05 at 10:00 AM  
LOCATION: Sleep Inn BWI  
6055 Bella Grove Road  
(410) 789-7223

#### MDW

DATE/TIME: Thur., 01/27/05 at 10:00 AM  
LOCATION: American Legion Post 600  
4352 W. 63RD Street  
(773) 767-0230

MEETING AGENDA: General Business.

**Motion to be voted on:** TWU 556 institute a Special Assessment Fee of \$2.00 per Member to be used only for the purpose of Contract Negotiations. Amendment #1 - The fund will only be extended until the ratification of the next Contract. Amendment #2 - All monies not used from the Special Assessment after ratification of the Contract will be placed in an interest bearing account to be used only for Contract Negotiation.

**OPEN TO MEMBERS ONLY - ID'S  
WILL BE CHECKED**



# BALTIMORE

*by Lucy White-Lehman, BWI Flight Attendant #34900  
BWI Domicile Executive Board Member*

## **WHO'S IN AND WHO'S OUT**

The revolving office door keeps on revolving in BWI. It really is a full time job keeping

track of who's in and who's out. OK, try and find your surprised face, we have more changes in the BWI Inflight office. Deanna Benez resigned effective immediately on 9/28, Jim Mitchell transferred to MCO the end of October, and Ruth Abney transferred to RT at the beginning of December. Ruth joined BWI's two new RT supervisors Jenn O'Connell and Lynn Graham, who replaced Ralph Anderson and Tom Raffalski. At the time this was written, no new Supervisors had been announced. I wonder what will happen by the next issue of *UNITY*.

## **RESERVE PICKUPS AND GIVEAWAYS**

Maestro is allowing F/A's to pick up Reserve days after the original Reserve F/A has been assigned a trip. We have had reports that Scheduling is using BOTH F/A's for the same block, and the F/A's don't realize what has happened until they have completed their pairings. Scheduling is getting TWO Reserve F/A's from ONE block of reserve. If you pick up reserve days from a F/A who has already been assigned a pairing, make sure you notify scheduling, so the original F/A gets pulled from the assignment. This will cause less aggravation and hard feelings especially if the F/A has put money on the give-away.

## **TRIP TRADE GIVE AWAYS**

BEWARE... There are a few F/A's out there who are linking combinations of trips in the give away box. At a glance, it appears as if you are only picking up one pairing instead of a combination of pairings. Please be careful when you are picking up extra trips out of giveaway. If you only want to pick up one pairing, make sure there is a line that separates the pairings on the giveaway screen. If there is no line between the pairings, the trips have been linked. I've spoken to several F/A's who were stuck with two 2 day trips or a turn and a 3-day trip when they've only intended to

pick up the first portion. The reason that this procedure of linking trips is allowed in Maestro is because it is this function that makes entire line trades possible. The best way to ensure that you are picking up only the pairing that you want to pick up is to make sure that there is a line separating the pairings in the give away screen, and to also carefully read the transaction screen that pops up asking you to confirm your transaction. If you are using this procedure to link trips for a specific purpose, make a note on the posting. If you are one of the few F/A's who are trying to fool somebody into picking up a combination of your pairings, remember that you are hurting your fellow F/A's as well as your reputation.

## **POINTS**

Points are the number one reason for terminations. It is extremely important to know your point totals. When it comes to points you need to be proactive instead of reactive. If you are in a situation where you have high points, make sure you know all of your options. If you don't qualify for FMLA, request a medical leave if you are going to be out for 14 days or more. After talking to your Supervisor, contact the Union to verify that you have been given accurate information.

Management is really cracking down on points. Supervisors have been instructed to do mandatory file reviews and issue final warning letters to F/A's when they reach 9.5 points, so please know your points and utilize all options. If you don't know what options are available to you, call the Union Office right away. Remember, when it comes to points be proactive, and stay on top of your points.

## **ROLL-OFF POINTS**

I have had reports that there have been cases where F/A's have gone to their Supervisors to ask when they would be receiving roll-off on their points. Some Supervisors are requiring the F/A's to schedule a file review in order to receive their roll-off information. If you encounter this problem, call the Union Office

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immediately. You should be able to get your points, roll-off, etc. at any time from any Supervisor. This procedure is nothing but a waste of time for the F/A's and for the Supervisors. If a F/A wants a file review they will ask for it. Supervisors shouldn't force a file review on someone who just wants their roll off dates. That's definitely no pickle!

### MISCELLANEOUS FYI's

- Probationary F/A's are entitled to Union Representation in any meeting with Management. Call the Union Office if you need representation or if you have questions.
- Almost every change in our new Contract will be implemented by January, 2005. Please make sure you have a copy of the new Contract with you. If you lost your blue Contract or you haven't picked up one up yet, stop by the Inflight Office for a copy.
- BWI F/A, Cuyler Thompson #29614, started a Yahoo Group specifically for BWI based F/A's for trip trades, giveaways, vacation trades, job shares, jet way trades, crash pads information, etc. Cuyler also created a pay pal link on the site

to assist F/A's who pick up for money or give away for money. This should make picking up and giving away trips an easier, more reliable transaction. This website is not affiliated with Southwest Airlines or TWU Local 556, but many have found it very helpful. The web address is: <http://groups.yahoo.com/group/SWAFABWI>.

- Please remember to wear your union pin. The ratification of the Contract is not an excuse to put away your pin - it is just as important to wear it now as it was during Negotiations. If you need another pin, leave me a note in my box or call the Union directly.
- Thanks to all the volunteers who have helped me stuff mail boxes the lounge. I really appreciate you taking a couple minutes out of your day to help.

If you have any questions or need advice of any kind call the Union Office at 800-969-7932.

*L. White-Lehman*



## CHICAGO

*by Bunkie McCarthy, MDW Flight Attendant #8838  
MDW Domicile Executive Board Member*

**W**elcome to 2005, and this is your MDW forecast for the year: steadily increasing

flights, with a chance for major expansion in the summer. You don't have to worry about going where we're growing. You're already there.

The code sharing and gate acquisition will increase our growth here at Midway by 32 percent, also generating 25 to 50 million dollars in revenue for each airline. While this all looks great on paper, don't be surprised by a few bumps in the road. Please remember this is not a purchase or acquisition. It will NOT affect your seniority. Each airline will continue to operate independently, so at this time, non revenue

travel on ATA will stay the same as before. Let me sum it up with a few more details to follow.

There are classes scheduled for every month this year. That means seniority will be escalating at a never before seen pace. I know that no one will let that go to their heads, right? I have had a lot of newer F/A's relating stories to me about some extraordinary acts of outrageous customer service by MDW F/A's, not to mention the MDW F/A's hospitality on overnights. Keep up leading by being a good example.

I know it's only January and this is our first bid month under the new duty rigs. In case you have not had a chance to look through the new Contract, most questions that may arise during your trip can be answered by the Q&A section in back of the Contract. While

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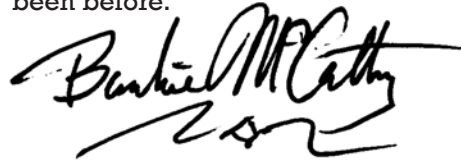
you're back there, you'll also see that there is an index to help you find answers fast. A PDF version of the Contract is also available on the TWU Local 556 website if you would rather lug a laptop around instead.

The TWU Local 556 Toy Drive was once again a success. Donated toys were down (132) this year while check and gift cards were up - \$450 in checks and 23 gift cards of various amounts were donated! Special thanks to Julia, Scott, and Eric (MDW Ramp) for helping keep the box open for more donations.

By the way, in case you have not been in the break room lately, we now have a fridge. It's for short

term storage only. Anything left overnight will be consumed by scavengers or thrown away.

There you have it. This is just the start of some major growth happening in our little square mile. Be safe, and watch out for each other this year. I'll see you at the quarterly meeting on Thursday, January 27 at 10:00am. Bring a friend, preferably one that has never been before.



## DALLAS

by Karen Amos, DAL Flight Attendant #1544  
DAL Domicile Executive Board Member

**H**ello Dallas and Happy 2005. I hope that you all had a wonderful and safe holiday with your loved ones. What's new in our Base? Well, as of late Management has been holding file reviews when a Flight Attendant's point total reaches 9.5 points or above. There seems to be confusion, or a difference of opinion if you will, as some members of Management a point total of 9.5-11.5 could constitute termination. Any time that you are called in for a file review, please call the Union so that a Union Representative may accompany you.

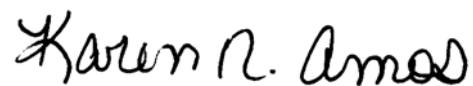
Lets take a minute to address a few other topics:

- When you pick up Open Time for time and a half, don't forget that the days for which you are paid premium pay are altered during January, February, and March, due to February being a short month. The months are clarified in the Contract under Article 5, Definitions and read as follows: January 1 - January 30 (January), January 31 - March 1 (February), and March 2 - March 31 (March).
- Article 16 (page 64) states that if a F/A has perfect attendance for the month of December, sick leave will accrue at 1.5 times the normal rate

for the month? So not only can you bank a bonus point for perfect attendance, you can bump up your sick bank at the same time.

- Uniforms are addressed under Article 13 and you will see that on page 55, #14 requires that uniform pants be offered in a minimum of three (3) lengths." Currently there are two lengths of pants for females, and only one length for male Flight Attendants that are offered by the Company. This issue is being addressed and the Company is working towards having 3 lengths available as soon as possible. And speaking of uniforms, when order new pieces, it's best to order several pieces at a time to save money on shipping charges.

I would like to close by reminding you how important it is to document all information when you encounter ANY irregular situation. If you have an issue that might become a grievance, or if you have a problem or concern that you would like the Union to address, we must have all supporting documentation to effectively represent you.







# HOUSTON

*by Stacy Martin, HOU Flight Attendant #21007  
HOU Domicile Executive Board Member*

**B**uy me some peanuts and cracker jacks! If you do, there is a good chance you will find our

new wings inside. We made great strides in our new Contract. More important than being industry leading, our Contract was tailor made for the Flight Attendants of SWA. We achieved the success that we did because we stayed united. Perhaps in our next Contract, we can have more say in our uniforms. And speaking of uniforms - your Union Pins (an approved uniform item) are a great way to show your unity.

Once again, the TWU Local 556 Toy Drive was a huge success in HOU. I want to thank HOU F/A Jill Van der Werff for taking on the lead role in HOU. Thanks to all of you who contributed this year.

In case you haven't heard, HOU F/A Pat Gilmore is now the Co-Chair of the CISM Team. Pat will be a great addition to CISM - Congratulations Pat.

Points continue to be the number one discipline issue in HOU. The Attendance policy and point system are detailed in Article 32 of your Contract. Contact your Supervisor if you do not have a Contract.

In October, I attended Safety training at the NTSB academy. I was able to view a training film on fighting fires in the cabin. In one scene, even though the F/A in

the film had what she thought was an operating Halon extinguisher, the extinguisher did not work. This is what it comes down to... there's always a chance your equipment can fail even if your equipment passes its check. But you can dramatically increase your odds of survival and escaping injury by very carefully checking your equipment. Over 93% of airplane crashes are survivable upon the initial crash. Your training and preparation does make a difference.

I am very saddened to inform you that HOU F/A Matthew Doyle passed away in November. Matthew was an excellent F/A, and a friend to many. Please keep Matthew's friends and family and friends in your thoughts during this extremely trying time. Also, please keep HOU F/A Lori Crow and her husband Lane in your thoughts as well. Lori has been diagnosed with cancer. Lori is very strong, and she exudes confidence in this battle.

In closing, the difficulties that my wife Shanna and I have encountered due to her illness are made easier knowing that your thoughts are with us. We are just one of many employees at SWA who are experiencing difficult times. Thanks to all of you for your continued thoughts and prayers. Please take care of yourself, and have a Happy New year!

*Stacy R. Martin*



# OAKLAND

*by Mark Torrez, OAK Flight Attendant #68592  
OAK Domicile Executive Board Member*

**H**appy New Year OAK! I hope the holiday season was not too stressful for anyone. I was able to

spend my Christmas in STL, much to my delight

(insert dry sarcasm here.) Oh how I love paying my dues as a junior Flight Attendant. Let me count the ways! OK, enough with my gripes, on to more important issues. I would like to thank everyone who participated in the TWU Local 556 Toy Drive this year, making it a huge success! We made a huge impact on

our community. Your generosity was greatly appreciated and warmly received.

Ever since the ratification of the Contract there have been a few issues on everyone's minds. I had a meeting with OAK Base Manager Jamie Willard on December 10 to discuss some of these issues. Our meeting was productive, and I received some answers to the most commonly asked questions.

"Where's that second liquor drop?" According to Jamie, it was unfortunately cut from last year's budget. Jamie resubmitted it this year, and it should be installed sometime in the second quarter. Everyone keep your fingers crossed - I think if we all concentrate hard enough, it might actually happen this time.

Next topic... uniforms. I hope you were all able to look over my Pulitzer Prize winning article in the November Unity Update. I do need to clarify one thing that was mentioned in regards to the shipping charges. When I wrote the article, I was told that the bases are "getting out of the uniform business" and items would be sent to F/A's homes. While this is true, the implementation of the new delivery system hasn't yet gone into effect yet. New information puts the new system into full swing sometime in the first quarter (my guess is March 31st). Until then, you can order pieces without being charged the \$5 for shipping since it will still go to the base. Jamie also informed me that the OAK Base has ordered uniform pieces in all sizes for you to try on before you place your orders. They should be available for your convenience sometime in the first quarter.

By now you've all seen the construction beginning the expansion and revitalization of SWA's main terminal. While Flight Ops has been given space in the new terminal upon its completion, it is likely that we won't be going anywhere. I have been assured that it is not because we are the stepchildren of the system, but because the Port of Oakland just doesn't want to move us. I kind of don't get why they are moving the Pilots but don't want to move the Flight Attendants. I suppose it's one of those "big picture" decisions I just don't ever seem to understand. I think it's probably because they just don't want to miss seeing our pretty faces "glowing" as we trek down the white mile after jumping off a plane at gate 27. I don't even want to think about how much further the last gate of the new extension is going to be. OK, I just thought about and I can already start to feel the calories burning which is a good thing... maybe then I'll be able to squeeze into my flat front pants! "B" Position flyers will become the new hard bodies in OAK with all that walking (unless the drinkers start sitting up front - then the "A" F/A's will get to join in on the fitness fun!). I wonder if my trainer will let me count that as part of my weekly cardio... but I digress.

Well I think I've already exceed my space allotment for this issue, so I'll part with a Happy New Year wish to all of you. Happy flying and smile till it hurts!



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## ORLANDO

by Jimmy West, MCO Flight Attendant #24715  
MCO Domicile Executive Board Member

As I look back on 2004, I am amazed at the challenges we faced, but through our unity and strength, we overcame each and every one. Just think, a year ago, a new Contract was no where in sight - Negotiations were at a standstill and by February, the Federal Mediation Board recessed our

Negotiations. But as a group, we stood together and ramped up our efforts through public demonstrations, billboards, picketing events, and calling upon Organized Labor across the country to stand beside us. Our most memorable event was the huge showing of support we received from Labor and Political Leaders in PHL in April and May of 2004.

Shortly thereafter, Negotiations were taken over by Herb and Colleen on the Company's side, and

within a few weeks C.E.O. Jim Parker resigned, and we finally heard the words, "We have a Contract!"

As of January 1, 2005, almost all areas of our Contract have been implemented - which literally gives us the best Contract in the industry. So why the stroll down memory lane like a re-run on the FOX network? Achieving this Contract took hard work, dedication, and unity among our Membership. At the kick-off of Negotiations, every Flight Attendant was given a new Union Pin. Since the ratification of the Contract, it seems that many Flight Attendants are no longer wearing them. Our Union Pins serve as a reminder of what we accomplished as a Union. Based on the contractual violations we have seen over the past several months, it seems some Inflight Managers may not have received the email that we did get a new Contract! But we did, and I can assure you that the Union is doing everything possible to hold Management accountable for their violations.

Speaking of Inflight Management, I am amazed at how many Supervisors have returned to the line since the ratification of our Contract. The most ironic part is

it was some of these same Supervisors (some, not all) that tried, but did not succeed, in intimidating our Membership in the lounges. While we'll never know their real reason for the sudden switch to become one us again, if anyone runs into Ivanna on a layover, take her down for some 1-2-3. Maybe we'll get the real story for the sudden switch, after all, "Ivanna Knows!"

In closing, I hope you all had a wonderful Holiday Season! Please remember to wear your Union Pin! Make it a New Year's resolution. If you do not have one, contact your base representative. If you have trouble keeping up with your Union Pin, I encourage you to wear it above your wings so when you take your wings off to wash your shirt (assuming your shirt gets washed - just kidding), you will keep your pin with your wings. In all seriousness though, please make your Union Pin a part of your uniform. We worked hard for our Contract! Let's display our Unity! As always, if there is anything I can do for you, please feel free to contact me anytime.



## PHOENIX

*by Bill Bernal, PHX Flight Attendant #9335  
PHX Domicile Executive Board Member*

**H**appy New Year to all... I hope everyone had a happy and safe Holiday Season. We now have

about 6 months of our new Contract under our belt, and it's now time to make sure you're familiar with all of the changes and take full advantage of it. The rigs have kicked in, and everyone should notice a difference in our paychecks in February. Please be patient in learning how they work, it will take some time. Remember if you have any questions, please contact the Union Office or one of your Base Representatives.

We should have opened our new Terminal in PHX by now, but due to building delays it looks like February or March. I'm looking forward to our new area.

Please remember to check with your Supervisor

on your points and when they roll off. We do not want any Flight Attendant being surprised about their points. Remember you can request to have Union Representation with you for any meeting with Management by simply calling the Union Office.

Several F/A's have called me regarding restocking the galleys, I told them that I would pass the word on. Please remember to restock the galley for the next crew. If you run out of time, ask for help from your crew.

And speaking of galleys, how do you like the new set up in the galleys? Any ideas how we can make it better? Remember, you're the ones that work in the galleys. Email me any questions or comments, and I will forward them to the proper people. My email is [billbernaljr@cox.net](mailto:billbernaljr@cox.net). Have a great New Year!





# POINT/COUNTERPOINT

## *To Assess or Not to Assess - THAT is the Question*

### POINT:

by Susan Kern  
MCO F/A #45511

**A**t the last Membership Meeting, I proposed that TWU 556 institute a Special Assessment Fee of \$2.00 per Member to be used only for the purpose of Contract Negotiations. The fund will only be extended until the ratification of the next Contract, and all monies not used from the Special Assessment after ratification of the Contract will be placed in an interest bearing account to be used only for future Contract Negotiations.

This is a very important issue. In my opinion our ability to achieve the improvements we are now enjoying in our current Contract are a direct result of the monies collected from the prior assessment fee, in combination with an outstanding Negotiating Team, and Membership unity.

Past Contracts saw our quality of life continuously diminished, especially from a financial standpoint. The assessment fee enabled us to hire an Economist, Dan Akins, who was able to demonstrate, using the Company's own numbers in combination with other public information, that our proposals were responsible and fair (You may have noticed, as I did, that when the 3rd quarter financial statement for 2004 was reported, costs were flat. This is AFTER we had had 2 months of payroll at the new increased wage rate!). We were able to hire a Strategic Advisor, Mark Richard, who guided our Team through the negotiations process, and provided limitless advice, support, and inspiration. Lastly, the ability to use the assessment monies for a public campaign changed the landscape of public opinion and identified us as a workgroup to be reckoned with.

In my estimation, our Negotiating Team did not set out to wage war with the Company. Rather, they sought to find solutions to problems on both sides of the table. Our public campaign did not begin until the Company's Negotiating Committee became intractable with regard to the 13-hour duty day, saying we needed to extend our duty day while providing no RIGS for our protection. Our Negotiating Team knew the Membership would not agree to the extended day, and created the Valentine's Day 2003 event that many of you in Dallas attended. None of the decisions

for further public events were taken lightly; there were many hours of discussion and planning that took place, with the aim of strengthening our position while highlighting the difficulties the Team was facing. There was always a focus on the present with an eye toward the future.

The last campaign was waged with Jim Parker as C.E.O. We experienced unprecedented Union busting, misinformation to both the public and other workgroups here at Southwest (remember a 5-year Flight Attendant making \$30,000 working only 3 days a week?!?), and a decline in our culture. I fervently hope that under Gary Kelly's leadership we will not experience a Contract battle like that again, but we can't predict the future. The industry has changed and continues to change; other airlines such as United and US Airways are seeking to have their Collective Bargaining Agreements voided in bankruptcy court. There are dangerous precedents being set left and right, and we can't know today how they will impact our future Contracts. It costs money to successfully execute successful negotiations, and I would hate to be in the position of "settling for" due to a lack of funds.

The Assessment Fee is akin to an insurance policy. While we don't know that we will need it, it provides security knowing it is there. Personally, I recouped my Assessment Fee for the last Contract after flying only 33 TFP at the new wage rate. The proposed new Assessment Fee will cost me \$24/year. I don't know what difficulties we may encounter, or what the nature of the industry will look like in 2008. I only know that there is strength in unity and strength in financial security.

### COUNTERPOINT:

by Ali Bahreman  
BWI F/A #48545

**B**E AWARE - In the January Membership Meetings there is a motion for you to vote on. It allows TWU 556 to "institute a Special Assessment Fee of \$2.00 per Member to be used only for the purpose of Contract Negotiations. The fund will only be extended until the ratification of the next Contract. All monies not used from the Special Assessment after ratification of the Contract will be

placed in an interest bearing account to be used only for Contract Negotiations."

Only Members who attend are allowed to vote. If the past is any indication of the future, we may have less than 1% in attendance which translates to approximately 74 Flight Attendants. The majority of those present will decide the fate of all Flight Attendants regarding this issue.

As a one time fee for each Flight Attendant (assuming 7,400 individuals), this would add up to  $7,400 * 2 = \$14,800$ . On the other hand, if the assessment is a monthly fee, it would amount to \$177,600 annually. As we hire more Flight Attendants, the amount collected would be larger. For example, with 10,000 Flight Attendants, it would amount to \$240,000 annually. With 41 months left before our Contract even becomes amendable, that would total between \$606,800 to \$820,000 for 7,400 or 10,000 Flight Attendants respectively. For every two years our negotiations is dragged, the amount will rise another \$355,200 to \$480,000 depending on staffing levels. It is easy to imagine a figure close to between \$962,000 to \$1,300,000 will be collected from us by the next Contract ratification. The previous assessment fee was \$3 a month. It was passed by a handful of Flight Attendants and we all ended up paying it for several years.

Here are some questions you might need answered so that you may make an informed decision if you choose to exercise your right to vote. After all IT IS YOUR MONEY so make your opinion count!

Given the provisions of our constitution, our monthly union dues are based on our wages. With an increase in wages, we can expect an increase in our dues. Not counting any increase in dues, we currently pay \$34 for every Flight Attendant. Roughly \$250,000 a month. Out of that amount 30% goes to the International Union for their help with our Contract Negotiations among other things. The 70% of our dues that we keep pays for TWU 556 business, helps us maintain a budget and all of the Contract Negotiations expenses incurred. How much more money is needed for the purpose of Contract Negotiations? Is a quarter of a million dollars a month not enough to administer a Local and negotiate a Contract? Remember, this amount is to be increased as we grow! For example, with 10,000 Flight Attendants that would add up to \$4,080,000 a year in dues. Yes, that is in Millions! Is more money really necessary for TWU 556 to ratify a Contract?

How many years would it take to ratify the next Contract which is not amendable until June 2008 and may be extended for several years as our current Contract was? How much money was collected during the previous Contract negotiations in assessment fees? Who was in charge of making decisions on how to spend our money?

How much was spent and what was our money spent for? Was our money spent for expensive Nationwide Print and Radio Advertising? Were all the spendings justified, necessary, or even useful?

By the time you read this article, your fate may have been sealed in the Membership Meetings held from the 10th through the 27th of January, with or without your knowledge. This article aims to make sure you know how the system is operating.

## TWU LOCAL 556 OFFICER ELECTIONS

*by Sonia Hall, Chairperson  
TWU Local 556 Board of Election*

Nominations for officer elections will be held in the first quarter of 2006. Our Bylaws and our International Constitution require a Member to be eligible for election to office to meet the following criteria:

1. Be on the SWA in-flight seniority list for not less than a period of one (1) year, at the time of nominations.
2. Shall have attended at least two (2) regular Membership meetings during the twelve (12) months preceding nominations.
3. Pursuant to Article XV, Section 6 of the International Constitution, provide within thirty (30) days after such non-attendance, he/she files a written statement with the Local 556 Recording Secretary with the reasons for non-attendance.
4. Have maintained and continues to maintain good standing status in the Local for the same twelve (12) month period.

Please be aware that, according to Article V of our Bylaws, there shall be at least three (3) regular meetings in each domicile of the general Membership of Local 556 in any twelve (12) month period.

Your Board of Election strongly advises that any Member considering running for office become familiar with Article IX of the Bylaws.

# Back to Business

## A "Behind the Scenes" Overview of our Local's Day to Day Operations

*by Allyson Parker-Lauck*  
*Executive Board Member at Large*

**D**uring Contract Negotiations, unless you looked very carefully through every Union publication, you would hardly know that those who work in our Local's Union Office in Dallas and the Base Representatives in each base were working daily to represent Flight Attendants and help uphold the provisions of our Contract. It wasn't because they weren't doing a great job - that's the farthest thing from the truth. It was because most of us were so focused on Negotiations, that their work was mostly "behind the scenes".

Over the last 2 years, our Local has the best record of settled grievances and successes in Board of Adjustment and Arbitration than we have had in the history of our Local. This is due to several factors, among which is the professional and committed work of our Grievance Team whose thorough research and case preparation has made the Union's case a winning one.

During Negotiations, the Grievance Team mostly worked quietly behind the scenes handling grievances, answering thousands of phone calls from Flight Attendants, Management, and the press, while most everyone else was focused on one thing - Contract Negotiations. It was this "behind the scenes" work that kept our Local Office running like clockwork even through the most difficult of times.

Even though this article is titled "Back to Business", don't think that the Grievance Team hasn't been hard at work all along. In this article, I'd like to shed some light on the people who answer your phone calls every day and the work that they do. With the exception of our Local's Administrative Assistant

Madeleine Howard, "the French Lady", as some of you fondly know her, all of the members of our Local's Grievance Team are Flight Attendants, just like you and me.

On any given day, hundreds of calls are received at the TWU Local 556 Office on Mockingbird Lane in Dallas. It has been especially trying lately due to Inflight Management making unilateral decisions to violate our Contract. To add insult to injury, the Union's most recent notification of the latest Contract violation (the decision to shut down Maestro on Open Time night through Christmas Day) came from a middle of the night phone call left by Tammye Walker-Jones on Thom McDaniel's voice mail. In the mean-

time, hundreds of phone calls were logged in the Union Office from Flight Attendants who were unable to trade, pick up, and give away during this period. When Management makes these kinds of decisions, the Grievance Team bears the brunt of these decisions right along with the Flight Attendants who are being mistreated. In the days that followed the Maestro shut-down debacle, our Grievance Team barely had a moment to breathe, much less grab a bite to eat or go to the bath-

room. HEY! That almost sounds like my trip on Christmas Day. But all joking aside, there were many early mornings and late evenings spent following up on the hundreds of calls received during that period.

So who are these people we call the "Grievance Team"? Well, in addition to the six Officers who work full time in the Union Office, there are seven Flight Attendants who work full time in our Dallas Office upholding our Contract and representing Members: Shae Grajeda, Tanya McGrath, Amy Montgomery, Amy Neeper, Becky Parker, Gayle Ross, and Michelle Zenici. Each of these Flight Attendants have a wealth



*Local 556 2nd Vice President and Office Manager Marcy Vinyard (L) discusses a case with (L to R) Shae Grajeda, Amy Montgomery, and Ron Regan.*



of knowledge about our Contract. In addition to answering Flight Attendants' questions about our Contract and representing Members, the Grievance Team attempts to settle issues with Management before they become grievances, then when necessary, they file the grievances with Management. Once a grievance is filed, the Team Member working the case begins the research. They first determine if the grievance is contractual or disciplinary in nature, as time limits and how the cases are handled are different. They then begin researching past cases to see if they are relevant and whether there has already been a prior settlement on the issue. In cases where discipline has been issued, they research the Flight Attendant's file to ensure that progressive discipline has been followed, or in cases that involve points, that the points record is correct and that proper notification has been given to the Flight Attendant.

In the meantime, the Grievance Team Member handling the case keeps in touch with the Flight Attendant, follows up with Management when necessary, ensures that deadlines are met, meetings are scheduled, and research continues.

Of course this is only the tip of the iceberg. If you were to look at a grievance from start to finish, you'd find many more aspects that I haven't covered. But I wanted to give you an overview of the process so that you would know a little bit more about the work that the friendly voices you talk to on the phone do behind the scenes.

If you ask anyone who has worked grievances, I'm sure they will tell you the process is a fascinating one. Although it is frustrating and trying sometimes, it is also rewarding when you are able to play a role in removing unjust discipline from a Flight Attendant's record, or ensure that a Flight Attendant is made whole after a contractual violation by Management.

There are others who have worked on the Grievance Team in the Union Office over the years who have returned to flying the line. They were instrumental in helping countless Flight Attendants,

preparing cases for Board of Adjustment and Arbitration, and keeping their cool during the most trying times of Negotiations.

I can't complete this article without recognizing those who worked on the Grievance Team during our most recent Negotiations: Janet Bottles, Deborah Danish, John Farry, Lisa Merrill, Ron Regan, and Cindy Ritner. Several of our former Grievance

Team members continue to help out in the Union Office during very busy times, or fill in during vacations, so you may still talk to them from time to time when you call the Union Office.

In closing, I thank those who work daily to uphold our Contract - I have a feeling they are going to be VERY busy in the next few weeks and months! If grievance work sounds like something you would be interested in, feel free to submit a letter of interest to the Union Office by mail or fax to the attention of Office Manager Marcy Vinyard (the Union's contact information is located on the inside front cover of

UNITY Magazine). Our Grievance Team will grow when the need arises, so let us know if you are interested.



*Former Grievance Team Member Ron Regan filled in during the holiday period when call volume at the Union Office was exceptionally high. Here, he is working with a Flight Attendant who was given an unscheduled overnight, followed by several working legs on the unscheduled day - a clear Contract violation.*



*Becky Parker (L) and Amy Montgomery (R) scour through the Grievance Log book looking for supporting evidence for a grievance while MDW Domicile Executive Board Member Bunkie McCarthy looks on.*

# 4TH QUARTER 2004 GRIEVANCE UPDATE

## 2004 In Review and Beyond

*by Mike Sims - Board Member at Large*



All of us know that our Union has successfully risen to the challenges we were faced with in 2004. In addition, I am proud to report that our Grievance Team was highly successful in terms of settling issues with Management, effectively representing our Flight Attendants within the Grievance process, and administering our Contract. Here is a recap of 2004 and what to expect in 2005:

### 2004

First, our Grievance Team is stronger than ever. Our record spoke volumes when it came to protecting the rights of our Members in 2004. The reason for our success is simple. We had a group of highly dedicated Flight Attendants, working day in and day out in the Union office, who thrived in conducting intense research and standing up for our Contract and their fellow Flight Attendants. As a result, we were victorious more often than not when it came to settling Grievances with merit.

Clearly, the overwhelming majority of the 155 Grievances that were filed by our Members last year involved discipline. Any time Management issues discipline ranging anywhere from a letter of awareness up to termination, a Flight Attendant may choose to pursue the issue through the Grievance process if she/he believes that the discipline was in any way unjust, excessive, or outside the scope of our Contract or the Work and Conduct rules.

Of those discipline Grievances filed, our Grievance staff was able to settle over sixty discipline Grievances with the Company last year. Generally, these settlements came about through gathering new information, analyzing data, and convincing Labor Relations to review a few overzealous decisions made at the base level.

Of the discipline Grievances filed, forty-four were terminations. The number one reason for these terminations was the Members reaching twelve points under the Attendance Policy. Unfortunately, when the Union was able to verify that at least twelve points were earned, progressive discipline was properly applied, and FMLA was offered at the appropriate time, the terminations were final.

On the other hand, there were nine Flight Attendants who had their careers restored because our Union's Grievance Team proved that their Inflight Supervisors and Base Managers calculated their points

incorrectly or did not follow progressive discipline as outlined in the attendance policy.

The Executive Board of our Union reviewed Grievances every month that could not be settled with Labor Relations. Upon concluding if a discipline Grievance had merit, they authorized the Grievance Team to proceed to Board of Adjustment and/or Arbitration.

Last year, the Officers of our Union approved an unprecedented number of Board of Adjustments due to our belief that discipline was unjust in too many cases. As a result, we presented a total of nine discipline cases in Board of Adjustments held almost every month last year.

After hearing the Union and the Company argue their cases, the Boards immediately settled four in the favor of the Union and denied one Grievance in favor of Management. As a result, three Flight Attendants who were wrongfully terminated had their careers immediately restored and one Flight Attendant who was unjustly suspended had the discipline completely removed.

Three hearings resulted in a "deadlock" and decisions could not be made at the Board of Adjustment level. Due to the deadlocks, one termination case was argued before an Arbitrator. The Arbitrator ruled that Inflight Management fired this particular Flight Attendant without proper reason and we were able to restore yet another career.

The next case was settled with Management prior to going to Arbitration and that Flight Attendant was returned to work. The last case will be argued before an Arbitrator during the first quarter of next year.

We have also experienced equal success with Grievances filed over Contract interpretation. Flight Attendants who believed that Management was in violation of the Contract filed roughly 59 of these Contract Grievances. Generally, these cases involved irregular operations, errors made by Scheduling, Maestro malfunction, or an Inflight Supervisor or Base Manager misapplying the Contract.

The Union and Labor Relations were able to settle the majority of these issues. However, the Executive Board authorized two Board of Adjustments on Contract issues. Those cases deadlocked at Board of Adjustment. As of now, we believe that we will be able to work out a settlement with the Company on one of them prior to seeing an Arbitrator, and the other issue was corrected

by our new Contract.

We do have one major Contractual Grievance that is outstanding. Last summer, Scheduling was rescheduling Flight Attendants to multiple unscheduled RONS due to weather and understaffing. This practice is unacceptable and we are prepared to argue the issue before an Arbitrator this year. However, at press time the Company is working with us in order to resolve the issue. We will report back to the Membership as soon as we complete the process.

#### **WHAT TO EXPECT IN 2005:**

First, expect our Union's Grievance Team to continue its outstanding work. Last fall, the Union Officers held a Strategic Planning Session to plan for the future of our Union. We discussed and made arrangements to improve many of the services the Union provides, as well as settling more Grievances in the favor of our Members.

Look for us to be even more aggressive in representing our Membership when it comes to Contract interpretation and discipline cases with merit. We have come too far to let up now. Our Flight Attendants now have the best Contract in the industry; now we must ensure that it is enforced.

Beverly Carmichael, the Vice-President of the newly created Labor and Employee Relations Department, promised all the Unions on the property that Southwest Airlines will honor each Contract to the letter and within the spirit of their respective language. In addition, she has told us that discipline that is assessed on Contract Employees will be more appropriate and evenhanded as opposed to what many of our Flight Attendants experienced last year.

If the Company keeps their promise, we should be going to Board of Adjustment and Arbitration a lot less. We just hope that her statement has made it down to the Inflight Base level.

So far, Inflight Labor Relations has "stepped up to the plate" and is working with us more than they ever have. Although we may disagree at times, rest assured we are doing our part to work with them for the continued betterment of our Membership.

Finally, we will continue to do what it takes to ensure that all of our Flight Attendants' careers are protected in terms of our Contract. So, please be happy that our Union is strong and will continue to get stronger than it ever has been. Ultimately, we want Southwest Airlines to continue to prosper for the betterment of our Employees, Customers, Shareholders, and Communities. To do so, we will protect our Contract.

As always please contact your Grievance Team at 800-969-7932 if we can assist you in any way. If you have any questions or would like me to address a specific topic please write to me at [msims@twuatd.org](mailto:msims@twuatd.org). Fly safe!

# Shop Stewards

## *Why do we need them?*

*by Stacy Martin, Executive Board - HOU*

**F**or some Members of our Flight Attendant group, this is an easy question to answer. Perhaps you are a Shop Steward for Local 556 now, or maybe were a Shop Steward before in a different career. But for many of you, the term "Shop Steward" is like a foreign language. As a member of your Executive Board, I will be one of the first to tell you that over the years, not enough emphasis has been placed upon the importance of having Members step up to the plate by becoming Shop Stewards. We haven't developed our Shop Steward program to its fullest, but that's all about to change soon. Your Executive Board realizes the importance of the Shop Steward program, so we are implementing a new training program that will take place in February.

Shops Stewards are responsible for assisting the Executive Board and our Grievance Team in many critical areas. One of the first steps in the grievance process is representing Members in initial fact finding or disciplinary meetings with Management. When representing a Member in these cases, you are there to reassure the Member that the Union is there to help them in this process, to take accurate notes, and to be an advocate for the Flight Attendant.

Shop Stewards are also called upon to distribute Union material in the lounges. It is our goal to grow the Shop Steward program to a ratio of at least 1 Shop Steward for every 200 Flight Attendants. But this is not a limit, the more the better!

Many of you volunteered to be Precinct Captains during Negotiations. The role of Shop Steward will be an easy transition, and we encourage our Precinct Captains to consider also becoming Shop Stewards.

The bottom line to this is simple. Shop Stewards are a vital tool to the Union. It is also a great way to get involved in the Union, and to do rewarding work that benefits your fellow Flight Attendants. It can also be a building block for those of you who are considering running for Union Office in the future. If you are interested in becoming a Shop Steward, please contact your Domicile Board Member. He or she can give you all of the information you need on eligibility and nominations. Think about it! Your Union needs your assistance.



# **POINTS to Ponder**

*by Marcy Vinyard - 2nd Vice President*



**T**he number one reason Flight Attendants are terminated here at Southwest is due to reaching 12 points under the Attendance Policy in our Contract. I know you all are probably getting tired of hearing about this but it continues to be an issue.

According to the Contract in Article 32, it is up to the individual Flight Attendant to know the status of her/his own point accumulation. The Company will provide the Flight Attendant's current point status via electronic means or on paper upon request. This is very important because Management still has not made our points available to us through Maestro. Therefore, it is up to you to request this information from your Supervisor, even if that means requesting your point total after every chargeable occurrence. This will also catch any mistakes or misapplied record improvement.

It is also Management's responsibility to maintain accurate records and to keep your point total correct. In the past, many of Management's mistakes have been caught by the Union regarding point totals, disciplinary notices, and poor record keeping.

If you are at disciplinary action regarding your points, keep in mind, your Supervisor has to issue those disciplinary action notices to you within seven working days of when you hit the particular point status. The following chart, found on page 114 in the contract, outlines the disciplinary action you will receive if your points hit a certain level:

0 - 4 ½	No action taken
5 - 6 ½	Counseling (you will receive a Letter of Counsel)
7 - 9	Written Warning
9 ½ - 11 ½	Final Warning (possible termination for overall job performance)
12	Termination of Employment

Keep in mind that points will continue to accumulate even if warning letters are unable to be sent or received or counseling is unable to be timely given due to the rapid accumulation of points by the Flight Attendant. If you do turn in a valid doctor's note, Management will remove any applicable warn-

ing letters from your file. Always check with your Supervisor to make sure that has been done.

Points will be deducted from the Flight Attendant's accumulated point total 16 months after the event for which the points were charged. Time on leave of absence other than a single OJI occurrence of four working days or less (limited to once per calendar year), funeral leave, and jury duty will not permit Record Improvement. This means that depending on your leave, your 16 month roll off could be delayed.

According to the Contract, once a Flight Attendant reaches zero (0) points, the Flight Attendant has a "fresh start" in point accumulation. This means that once you hit zero, all points accumulated prior to hitting zero WILL NOT roll off. For example, if you no show, then hit zero a month later, those 2 ½ points from your no show will not roll off. Since you have hit zero you start over. Many Flight Attendants do not realize this and count on points to roll off that never will because they hit zero.

Points can be very confusing, but please do not wait until your points are at a critical level. I realize there are certain events that happen and are beyond control and sometimes those events in our lives begin to affect our attendance. Remember that there are several leave options that can be utilized and are available to the Flight Attendants. Medical leaves and FMLA leaves are examples of some of the leaves available to us.

Medical leaves are addressed in our Contract on page 62. A Flight Attendant will be given a medical leave of absence for physical or mental reasons when the employee submits a written request for such leave to the Company accompanied by a statement from a qualified physician recommending such leave. Such physician's statement shall contain a sufficient description of the reason for the leave to enable the Company to determine the necessity for the leave. The Company retains the right to require a medical examination by a doctor of the Company's choosing and to invoke the provisions of Article 17 in the Contract in which event the provisions of that

Article will be binding. The Company's action granting or denying the requested leave shall be noted on the request.

FMLA leave is also addressed in our contract. Flight Attendants are eligible for FMLA after one year of active service to the Company, and if you have worked 1050 hours in the previous 12 months. The FMLA hours are calculated using actual duty day hours and the months to qualify are based on a rolling 12 month calendar. Check with your Supervisor to see if you qualify.

As always if you have any questions regarding your points or any leaves, please do not hesitate to call the Union office. We are here to help you in any way we can.

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## UPDATE

This is a reminder that the TWU Local 556 Hotline is still up and running and is being updated regularly. The schedule for updating the hotline has changed slightly now that Negotiations are over, so if you are a TWU Local 556 Hotline junkie, please note that effective immediately, the hotline will be updated the 1st and 3rd Friday of every month. If important events require, special updates may be recorded between the regularly scheduled Hotline updates, so call in regularly to get the most up to date information about your Union.

# FYI's

*by Kathy Anderson*  
*Recording Secretary*



**FYI:** When calling Scheduling to complete a jetway trade, your duty day can go to 14 hours if you waive your legalities.

**FYI:** You can now use one (1) MBL per quarter without accruing points, risking record improvement or losing incentive passes. If you MBL a second time in the quarter, you will receive ½ point and it will count as an occurrence.

**FYI:** When you use an MBL, you must check-in with Scheduling from the gate at least 15 minutes prior to departure. If you fail to check in from the gate 15 minutes prior to departure, you will be subject to a No Show which is 2 ½ points. Remember that it is possible to accrue 3 points by using a chargeable MBL in addition to a No Show.

**FYI:** If you need to exchange uniform pieces, you will not to be paying shipping charges to return or exchange an item. However, a shipping charge of \$5.00 for the new item will be deducted from your uniform account when shipped to your home.

**FYI:** Red Shorts are not a retired uniform item but they are seasonal apparel.

**FYI:** If you choose to retire early, you do not have to cash in your Profit Sharing stock until you reach age 62.

**FYI:** When a Ready Reserve is assigned airport standby, if a flying assignment becomes available and Scheduling assigns the flying assignment to the Ready Reserve prior to the original airport standby assignment check-in time and the first leg of the flying assignment is scheduled to depart within one hour of the airport standby check-in, this would not count toward the five (5) time monthly maximum of sitting airport standby.

**FYI:** When you call in sick to Scheduling the only information needed by the Scheduler is your name, employee number, pairing number and supervisor's name. You do not need to explain the details of your condition.

**FYI:** There is a lot of useful information in the Q & A section at the back of the Contract.



# SAFETY TEAM REPORT

***Local 556's Go-Team stretches its legs during emergency drill and validates our "coordinated" accident response plan***

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

## **Accident Response Exercise Scenario:**

*...At approximately 9:40 AM CST, HOU ATC contacted HOU Operations and reported that SWA Flight XXX from STL to HOU crashed upon landing at the northeast end of runway 4. It appears to be catastrophic...*

This is the type of message those of us in the aviation accident response business dread, and at the same time, is what we spend countless hours training and preparing for. On October 12, 2004 at approximately 10:15 CST this was the message TWU Local 556's Safety Coordinator received from dispatch marking the beginning of the annual full scale emergency response drill of which we are participants.

As you can well imagine aircraft accidents create total chaos, confusion and traumatic stress. Therefore, it is of the utmost importance that an organized plan be in place should a tragedy such as an accident occur at Southwest Airlines.

The TWU Local 556 Safety Team has designed and implemented an Accident Response Plan (ARP), the purpose of which is to provide set guidelines for the Union and its Members, should one of our Crews be involved in an aircraft accident.

Once notified of an accident or serious incident, your Union Safety Team and Critical Incident Stress Management (CISM) peers will be sent to the field to look out for your best interests. At the same time, selected Union Representatives will be assisting in the investigative effort as members of the Go-Team.

In October's drill your Union, in conjunction with CISM, FAA, TSA, SWAPA, Houston Hobby Airport Authority and the entire SWA Emergency Response Team, conducted the annual full-scale Emergency Response drill. The purpose of the drill is to individually assess and collectively validate our emergency response plans. From a Union perspective, the drill enabled us to test and validate the following aspects of our internal accident response plan:

- Notification Procedures
- Local 556's Accident Response Manual and its Associated Check-lists
- The Flight Attendant Accident Response Guide (ARG)
- Go-Team Activation Protocols
- Check & Balances/Cross Check Procedures between SWA, TWU & SWAPA
- Setup and Activation of the Go-Team Command Center (GTCC)
- GTCC Communication Systems

As follow-up events to the

emergency drill, we participated in numerous post emergency exercise meetings and debriefings to identify the strengths and weaknesses of our accident response plan while establishing changes that need to be made. All of this is done with an eye toward cohesive coordination with the overall corporate response.

I am pleased to report that the overall response effort was a complete success and both your Company and Union are well prepared should we ever experience an accident involving one of our aircraft.

One of the more important aspects of a well honed accident response plan is having a highly trained Go-Team ready to respond at a moment's notice. Here again, your Union's Leadership took a proactive position years ago and made a commitment to be active participants in any accident response and subsequent investigation. 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.

One of the ways we fulfill this commitment is to ensure our Go-Team is current in their training and staffed with individuals who are willing to drop everything in order to respond to an aircraft accident affecting one of our crews. Our Go-Team



currently consists of five primary Go-Team Members and one alternate. They are: PHX F/A Michael Massoni, Accident Investigator and Go Team Party Coordinator; DAL F/A Marcy Vinyard, Accident Investigator; HOU F/A Stacy Martin, Accident Investigator; MDW F/A Mike (Bunkie) McCarthy, Accident Investigator; PHX F/A Tom Stefan, Accident Investigator; and DAL F/A Tammy Akers, Alternate Accident Investigator.

Recently, our Go-Team attended an intense one week recurrent training at the National Transportation Safety Board (NTSB) Academy in Dulles, Virginia. This state-of-the-art school for accident investigation offers a curriculum that specializes in the various disciplines required of groups that would petition the NTSB for "party" status in major aircraft accident investigations affecting their carrier and its employees. Our particular area of expertise in a real accident and our course of study at the academy was "Survival Factors" in Aircraft Accident Investigations. Survival Factors is the study of various issues that contribute to the overall survivability or non-survivability within the aircraft cabin before, during and after an accident occurs. Some of the topics covered in depth were: post-accident documentation of aircraft seats and cabin emergency equipment, dynamic testing of aircraft interior fixtures, detailed instruction on emergency exits and means of evacuation (slides); and the amount of usable time available to evacuate when fire burn-through is eminent from the exterior of the aircraft. Our week at the NTSB Academy culminated in the opportunity to study the wreckage of TWA Flight 800 which was raised from the floor of the Atlantic

Ocean after a catastrophic explosion took place in its center fuel tanks shortly after departing John F. Kennedy International Airport in New York.

At the end of the day, both the Accident Response Drill and Go-Team Recurrent Training further illustrates your Union's unwavering commitment to the safety and well being of our Membership. The Airline Industry was built on the premise of preventing accidents

before they occur. Over time we learned that even the safest of systems can fail and that it is important to learn from those failures. This is the impetus of the accident investigation process being used as a learning tool to help prevent further safety failures. More importantly, this is why we invest in preparedness as much as we invest in prevention because the key to cultural safety lies in a balance between the two.

## SAFETY, HEALTH, OR SECURITY INCIDENT?



REPORT IT ONLINE TO

**ASHDI**<sup>TM</sup>  
Aviation Safety & Health Database - International

<http://www.ashdi.com>

THE TWU / ITF INCIDENT REPORTING SYSTEM

Carry paper copies of ASHDI incident reporting forms with you, and share them with your flying partners. Download them yourself from the "Safety Reporting" link on the TWU Local 556 website (<http://local556.twuatd.org>). Use the forms to document safety, health and security incidents as they occur. FAX completed reports to Local 556's Safety Team at (214) 357-9870, or just enter the information online using the secure, easy-to-use ASHDI website above. The TWU Local 556 Safety Team will receive an automatic email notification, and will contact you when your report is received.

**"CREATING A CULTURE OF SAFETY FOR  
SOUTHWEST AIRLINES FLIGHT ATTENDANTS"**



**TWU LOCAL 556  
SAFETY TEAM**



TO: ALL FLIGHT ATTENDANTS  
FROM: MICHAEL MASSONI, 1ST VP - Safety, TWU Local 556  
SUBJECT: **CREW MEMBER SELF DEFENSE TRAINING (CMSDT)**  
**1ST QUARTER 2005 CLASS SCHEDULES AND LOCATIONS**

The Transportation Security Administration (TSA) is pleased to announce the dates for 1st quarter 2005 rollout of the "Crew Member Self-Defense Training (CMSDT)" Program. This training program will strengthen security training and enable crew members to develop a higher level of competency in self defense tactics. The development phase included initial consultation with law enforcement experts, Federal Air Marshals and other subject matter experts. Active discussions with industry associations, air carriers and aviation employee unions since that time have provided further refinement to the program.

As you know, the Vision 100 - Century of Aviation Reauthorization Act, Public L.108-76 signed on December 12, 2003, mandated TSA to develop and deliver a CMSDT program to all volunteer pilots (commercial and cargo), flight attendants and other flight deck officers.

The objectives of this course are:

- **Recognize** potential threats before an act of violence occurs.
- **Interpret** behaviors that lead to potential hostile acts.
- **Conclude** appropriate course of action crewmembers must take to avert hostile actions intended to injure crewmembers or passengers or to take over an aircraft.
- **Apply** appropriate individual self-protection measures and self-defensive tactics to prevent or reduce the possibility of injury or death to one's person or the take over of an aircraft.

Classes are limited to 24 volunteer crew members, per site, to ensure proper instructor to student ratio. The course duration will be 24 hours over the three day period with approximately 85% hands-on training. To enroll in the classes, crew members should choose their preferred location and contact the Points of Contact (POC) listed below. The POC will provide details and requirements for attendance. Class participation is free to crewmembers; however, all travel, lodging and meal expenses are the responsibility of the participant.

TSA, in partnership with the American Association of Community Colleges, has expanded the class to nine community college locations. The classes will take place at the community colleges listed below on the following dates.

**January 11-13, 2005**

**February 15-17, 2005**

**March 15-17, 2005**

Washington, DC - Northern Virginia Community College  
Alexandria Campus  
3001 North Beauregard Street  
Alexandria, VA 22311-5097  
POC: William Gary  
Marjorie Bynum

703-323-2399  
703-845-6227

wgary@nvcc.edu  
mbynum@nvcc.edu

Miami, FL - Miami Dade College - North Campus  
11380 NW 27th Avenue  
Miami, FL 33167  
POC: Ron Grimming  
Pam Golden

305-237-1328  
305-237-8450

rgrimmin@mdc.edu  
pgolden@mdc.edu

Chicago, IL - Wilbur Wright College  
4300 North Narragansett  
Chicago, IL 60634-1591  
POC: Chris Wilkerson

773-481-8842

cwilkerson@ccc.edu

Dallas, TX - Tarrant County College - Northwest Campus  
Criminal Justice Training Center  
Building WCJC (North side of campus) Room 1206  
4801 Marine Creek Parkway  
Fort Worth, TX 76179  
POC: Ted Phillips  
Paula Stubblefield

817-515-7770  
817-515-7770

Ted.Phillips@tccd.edu  
paula.stubblefield@tccd.edu

Los Angeles, CA - Los Angeles Harbor College  
1111 Figueroa Place  
Wilmington, CA 90744  
POC: Brad Young

310-233-4066

youngbj@lahc.edu

Philadelphia, PA - Delaware County Community College  
85 North Malin Road  
Broomall, PA 19008  
POC: Peggy Dugan

610-359-4139

mdugan@dccc.edu

Atlanta, GA - Georgia Perimeter College  
3251 Pantherville Road  
Decatur, GA 30034  
POC: Fran Mohr

404-298-4851

fmohr@gpc.edu

**\*\*\*The dates for San Francisco, CA are as follows:**

**January 18-20, 2005**

**February 8-10, 2005**

**March 15-17, 2005**

San Francisco, CA - City College of San Francisco  
50 Phelan Avenue  
San Francisco, CA 94112  
POC: Suzanne Korey

415-550-4437

skorey@ccsf.edu

**\*\*\*The dates for Denver, CO are as follows:**

**January 14-16, 2005**

**February 17-19, 2005**

**March 17-19, 2005**

Denver, CO - Community College of Aurora  
16000 East Centretch Parkway  
Aurora, CO 80011-9036  
POC: Michael Carter

303-360-4742

Michael.Carter@ccaurora.edu



# Scheduling Committee Update

## *Tracking the Quality of Your Life*

*by Cindy Ritner, DAL F/A #19517  
Scheduling Committee Chairperson*

**H**opefully, by now you have all noticed the Trip for Pay (TFP) increase in the overall pairings in each base for the January 2005 schedule. RIGs are finally in place. It is very important that you read the RIG Q and A in the back of the Contract beginning on page 164 behind the Index. The RIG Q and A is helpful with more general questions such as 'How are RIGs calculated' to the more specific questions like 'How are RIGs calculated on a split trip and is there a difference in RIG calculation if the trip is split by Scheduling or a Flight Attendant?' If you have not picked up your new Contract in the Flight Attendant lounge, please ask your Base Administrator or Supervisor for one.

The next area of discussion is a difficult topic on which to write; however, it is affecting the Quality of Life of many of our Flight Attendants, and I made a promise to the Inflight Leadership that I would discuss this topic with all of you in order that we could see a positive change in the length of pairings beginning with the February 2005 Schedule.

Over the past several months, you have heard from your Union Leadership and Management about the high volume of sick calls. In Thom's Article in the Unity Update he even quantified the high number by using Halloween as an example. Obviously, if you are sick, please call in sick. Management

believes that a percentage of our Flight Attendants are calling in sick because they cannot give their trips away, or are not able to trade their trips down. Management's view, whether real or perceived is one of the main factors for the increased number of 4-days in every base. During Negotiations, your Negotiating Team worked very hard to achieve minimums and maximums on the length of trips that are developed for our schedule. Unfortunately, we are at the maximum percentage of allowable 4-days in our schedule and the reason is due to the high volume of sick calls.

Since Crew Planning has to forecast how many Flight Attendants are needed in each base, and based on that number create a schedule, they have had to create more 4-days to ensure the schedule is initially covered with fewer Flight Attendants, so they could utilize those extra Flight Attendants as Reserves to handle the sick calls. It takes fewer duties, hence less Flight Attendants to cover 4 days than to break that same route into turns, two days or even 3-days. A large majority of our workgroup does not like to fly 4-days, and 4-days are actually more costly for the Company as well; increased per diem costs, sick leave costs on a 4-day as compared to a shorter pairing, and if there are no more 4-day Reserves, the breaking of the 4-day into multiple shorter pairings usually creates dead-head cost.

Your Union believes that

although we may have enough Flight Attendants system-wide, we do not necessarily have them in the right place; too many in a couple of bases and not enough in others. Also, with the change from being overstaffed a year ago to our current staffing, Flight Attendants who could give trips away when they were legitimately sick are no longer able to do so. Trip Trading and Picking up are much more competitive now. Unfortunately, those Flight Attendants who are using discretionary sick leave are harming the rest of us who are coming to work because we are getting stuck with less to choose from in the bid packet, less flexibility, and reroutes online.

How do we solve this problem? Our schedules are typically planned three (3) months in advance. Sick calls have decreased since November 04' and your Scheduling Committee has been given the opportunity to work with several members of the Crew Planning team to lower the number of 4-days system-wide and thus increase the number of turns, 2-days, and 3-days. Beginning with the February 2005 Schedule, you will see a reduction in the number of 4-days. Our goal in working with the Inflight Crew Planning Team is to reduce the 4-days as much as possible. The only way this goal will be achieved, and Quality of Life returned to our work group is by doing our part to show up for work when we are healthy. If we all work together and hold each other accountable to do our part, then it will be easier for us to give away, trade, pick up, AND we will have far less 4-days in our lines. We stood together during Negotiations to achieve an industry-leading Contract, now let's stand together as the professional Flight Attendants we are, so we will have the types of pairings we all want and deserve.

# The Face of HIV

## *Growing Up* POSITIVE

by Patrick Dean, BWI F/A #38170

**R**emember 1984? For some, it may seem like yesterday; for others, it's a year known only through books, movies, or the stories of others. It was the year that Los Angeles hosted the summer Olympics and the only time the games were boycotted by a country called the Soviet Union. It was the year that another Gandhi was assassinated, Oscar went home with Mozart, the rain was purple in Prince's world, a Virgin took to the skies for the first time, and like a virgin, Madonna rolled around the stage at MTV's 1st Annual Video Music Awards, taking the world by surprise. It was also the year that something took me by surprise; it was the year that I tested positive for HIV. I was 20 years old.

I was living in San Francisco, a city synonymous with an open-minded culture in the United States. I had heard rumblings about HIV and when I saw a poster encouraging sexually active men and women to be tested, I did just that. Even before the caseworker gave me the results, I knew I would test positive. In the moment before the results were delivered, I knew that my life was about to change forever and that somehow I was going to be alright. I also knew that my life would not end because of this positive test, but merely strengthened by it, even though AIDS was already was claiming the lives of so many friends, acquaintances, and familiar faces on the street that simply disappeared. Even still, his words hit me in the stomach and I momentarily felt weightless and without oxygen.

You can get HIV in four ways:

- unprotected sexual intercourse with an infected partner (the most common);
- sharing needles or other contaminated injection or skin-piercing equipment;
- blood and blood products through, for example, infected transfusions and organ or tissue transplants;
- transmission from infected mother to child in the womb or at birth and breastfeeding.

HIV is not transmitted by casual physical contact, coughing, sneezing and kissing, by sharing toilet and washing facilities, by using eating utensils

or consuming food and beverages handled by someone who has HIV; it is not spread by mosquitoes or other insect bites.



Since the 1st reported case of HIV/AIDS, the public at large have chosen to ignore the facts of HIV transmission, instead have let their common sense be shadowed by fear, uncertainty and ignorance. Despite my own fear of the unknown, I have always found it in me to be open about my HIV status. Perhaps it was the circles I traveled in, the jobs I held, or my need to do the right thing for myself. I was never afraid to let people know I was HIV+. Largely due to my own family history, I was determined that this news would not be bottled up inside, but would be shared freely and openly with those around me. It was important to me to try to dispel the rumors that were spreading like wildfire, and provide as much accurate information about HIV as possible. I spent the next week calling my mother, my brothers and sisters, my close friends and coworkers. I told them I was HIV+ and tried to educate them as much as possible with what that meant. Back then, trying to explain something like HIV to your friends, family, and coworkers, when the CDC (Center for Disease Control) was working around the clock to explain it to the rest of the world with little or no luck was difficult to say at the very least.

At age 20, this news proved to be a turning point in my life. I joined BodyPositive, a support group for men/women that provided me a safe place to name my fears, vent my anger, and define new goals. In 1984 I was working at the Village Deli on Castro Street in San Francisco. I was a loud mouth rebel back then (big surprise huh?) and I had a voice that was bound and determined to be heard. The fear of discrimination was not going to stop the echo of my message and/or the gift it may bring others, now or then. I had a choice, a responsibility, to my community to let people know I was the face of HIV and just 20 years old and very

healthy. BodyPositive gave me the strength and determination to find my voice and add that voice to the many thousands already advocating for more funding for HIV/AIDS services for those who needed them, and education for those for whom the words "HIV" and "AIDS" instilled only fear and prejudice. I picketed, I marched, and I learned, and my own fears disappeared.

There are things in life that come our way that literally knock us off our feet. The thing we must all look at is whether the experience makes you a harder person or a softer person. Have you ever looked at the people around you and felt that their life experience had really changed them? Marianne Williamson, Author of 'A Return to Love', once said in a lecture I attended, "You must first let it pierce you, then cleanse you". We all have life changing moments, something that moved us, enlightened us or even crushed us. We all have a story, and mine is no different from the next. If you think about it, all our experiences in life are relative because we are individuals. What we do with these life altering moments could eventually heal us and our fellow brothers and sisters. We have a choice to make, and this is where you look inside and think to yourself, "Am I open to the truth, or do I just walk away and live in silence?"

In 1996 I became a Flight Attendant for Southwest Airlines and my voice was silenced. I was asked by friends and family to keep my HIV status to myself so it would not jeopardize my new job. I love my career at Southwest Airlines, and at the time, I would have done anything, almost anything, to secure my future with what I considered to be the Best Airline in the Industry with the most innovative approach to its Culture amongst its employees, the Internal Customer. I listened to their fears that I would be discriminated against, avoided by other crew members and treated unfairly. Not only did I listen to their fears, I believed them, bought into them, and spent the next eight years keeping a low profile about my HIV status. I was 33 years old, had never been on medication for HIV and my immune system never compromised leading to any type of illness. This fact remains true to this very day. No meds/No Illness. 20 years HIV+.

HIV is a virus. It causes a disease we refer to as "HIV infection." The term "AIDS" stands for "Acquired Immune Deficiency Syndrome" and refers to the later stages of HIV infection, when the immune system has been damaged and complications begin to develop ([www.aidsfund.org](http://www.aidsfund.org)). There are a vast majority of Women, Children, and Men who are HIV+ and are not experiencing complications due to the virus. They are the people working right next to you, they are the children you hold

while helping a customer to their seat, they are the employees that work for other departments, and they are the Customers that hear you while you're in the back galley talking up a storm. The face of HIV is not the face of some person, looking sick, losing weight or even just men whom some people think this virus happens to. The face of HIV is all around us and talking about the issue in the workplace in a derogatory way is no different than making racial slurs, slamming religious beliefs that are different than our own, or even making rude comments about one's age, weight, or sexual orientation. This type of behavior is also against Company policy, which is an assault to our Culture that we have built together here at Southwest.

I have battled depression, disease, and even my own personal demons, but none of this compares to coming to work and being discriminated against by fellow employees who are basing their comments on fear, rather than on the facts that were never given to them or they bothered to ignore. Although I realize that HIV is not the topic of open conversation at the water cooler in business offices around town or even at the Parent/Teachers meetings where many of our HIV+ children are going to school, but at some point in time it will. Subjects such as Breast Cancer, Prostate Cancer, and even Alzheimer's were once taboo subjects to discuss openly and honestly, for fear of discrimination.

Times have changed.

#### **HARASSMENT: Southwest Airlines Company Policy**

*"Southwest Airlines prohibits any and all types of harassment, sexual harassment, or discrimination of its Employees by other Employees or outside parties. Harassment or discrimination based on race, color, religion, age, sex, sexual orientation, pregnancy, marital status, national origin, disability, veteran status, or other protected status, negatively affects morale, motivation, and job performance. It is inappropriate, offensive, and will not be tolerated. It is also contrary to the intent and definition of the Southwest Spirit and the Southwest Culture.*

*Harassment or discrimination based on the above personal characteristics typically involves severe or pervasive conduct, and by way of example, may include: unwelcome verbal behavior such as derogatory, offensive comments, suggestions, jokes, or remarks; unwelcome and inappropriate physical behavior such as pats, squeezes, repeatedly brushing against someone's body, or impeding or blocking normal work or movement; unwanted sexual advances; unwelcome and inappropriate visual*



harassment such as posting derogatory, sexually suggestive, or discriminatory messages, photos, graffiti, pictures, cartoons, or drawings, even at one's work station; unwanted or offensive E-mail or voicemail messages; basing employment decisions (such as an Employee's performance evaluations, work assignments, or advancement) upon the Employee's acquiescence to harassing behavior in the workplace, or any other conduct deemed inappropriate by Southwest. Racial epithets are always offensive and will not be tolerated for any reason, even if an Employee mistakenly believes them to be a funny part of a joke."

The complete Southwest Airlines Policy on Harassment can be located in your Flight Attendant Manual: INTRODUCTION & ADMINISTRATION SECTION 3 - PAGE 1, 2, 3.

### **The Americans with Disabilities Act and Persons with HIV/AIDS**

*The Americans with Disabilities Act (ADA) gives federal civil rights protections to individuals with disabilities similar to those provided to individuals based on race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, State and local government services, and telecommunications.*

*The ADA considers an individual to have a "disability" if he or she has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or regarded as having such impairment. Individuals with HIV disease, both symptomatic and asymptomatic, possess physical impairments that substantially limit one or more major life activity, the law, therefore, protects them.*

*The law also protects persons discriminated against because they are regarded as being HIV-positive. For example, the ADA protects a person fired by an employer because of a false rumor that he has AIDS.*

*Moreover, the ADA protects persons discriminated against because of associations or relationships with an individuals who are HIV-positive. For example, the ADA would protect an HIV-negative woman denied a job because her roommate had AIDS.*

*The ADA prohibits discrimination by all private employers with 15 or more employees. In addition, the ADA prohibits all public entities, regardless of the size of their work force, from using employment practices that discriminate against qualified individuals with disabilities.*

*The ADA prohibits discrimination in all employment practices. This includes all hiring and firing, job*

*application procedures (including the job interview), job assignment, training, and promotions. It also includes wages, benefits (including health insurance), leave, and all other employment-related activities.*

### **IN CLOSING...**

I realize that this article will bring up a lot of emotions, questions and/or comments. Let them come up and out. It is time we found our voices so that we may all speak our truth.

*Editor's Note: We would like to thank Patrick for having the courage to share his beautiful story with us. Harrassment of any type should not be tolerated, and the Union recommends that anyone who experiences any type of harassment in the work place contact Southwest Airlines People Services immediately.*

## **The 2005 Texas AFL-CIO Scholarship Program**

### **WHO MAY APPLY?**

Members or children of Members of Local Unions, or children whose legal guardians are Members of Local Unions that are affiliated with the Texas AFL-CIO and the local Central Labor Council. Applicants must be high school seniors who are planning to attend a university, college or technical institute in the summer or fall term.

### **HOW DO I GET AN APPLICATION?**

For an application form, contact the TWU Local 556 Scholarship Committee Chairperson, Allyson Parker-Lauck at 707-816-9833 or by email at [aplauck@twuatd.org](mailto:aplauck@twuatd.org).

### **WHEN IS THE DEADLINE?**

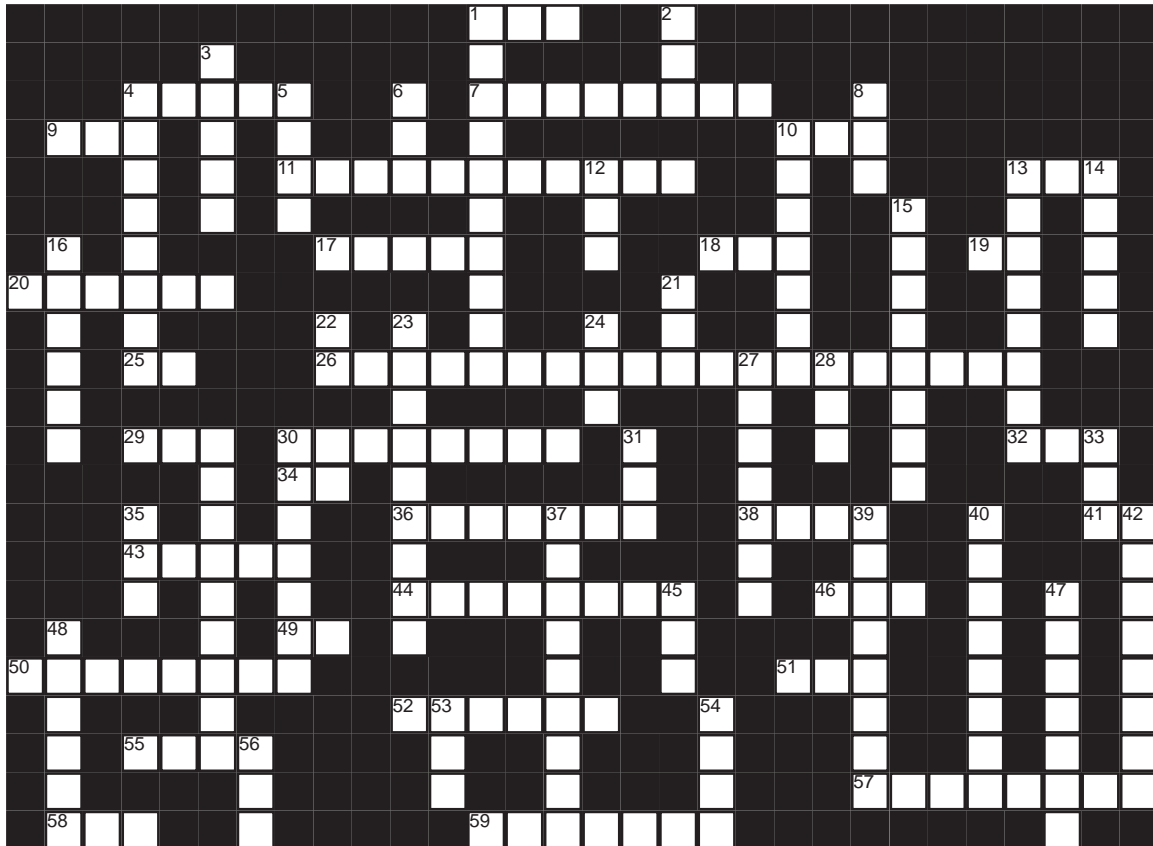
The deadline is January 31, 2005.

### **SELECTION PROCESS:**

Each Central Labor Council will arrange all interviews and tests for applicants in April. Please contact your Central Labor Council if you have not received the notice of an interview by April 1, 2005.

# CROSSWORD

Back by popular demand - your very own Union crossword puzzle. Special thanks to Lucy White-Lehman for developing the following puzzle. The initials "CBA" in the clues refer to our Contract (Collective Bargaining Agreement). Solution on page 31.



## ACROSS:

1. Additional Flying
4. CBA Article 20
7. Late notice \_\_\_\_\_
9. 2nd F/A base
10. 3rd F/A base
11. Dismissal
13. Headquarters
17. Flight without pax
18. Optional insurance
19. Ruined day off
20. \_\_\_\_\_ covered pairing
25. \_\_\_\_\_ note (abbr.)
26. CBA p. 34
29. Method of receiving bid results
30. Series of flights
32. .70 TFP
34. Type of report (abbr.)
36. CBA Article 10
38. 1050 hours to qualify
41. 2.5 points
43. Time A/C leaves gate to arrival gate.

44. Scheduled 11 hours
46. 1 Point
49. 1000 to 1800 local
50. Provided by Co. once per year
51. 2.5 points on Reserve
52. Happens at check-in to cover another pairing
55. Sit in lounge (abbr.)
57. 243 miles or less
58. Sick call
59. SWA provides security in all \_\_\_\_\_ areas

## DOWN:

1. Submit to fill domicile opening
2. "Red-\_\_\_\_"
3. Elect to not take DH
4. A month with your friend
5. Check in to debrief
6. 4 TFP
8. CBA Article 22 (abbr.)
12. CBA Article 23 (abbr.)

13. NRM
14. Funeral \_\_\_\_\_
15. Pairings not covered
16. \_\_\_\_\_ fluids
21. Pay protection
22. Split line (abbr.)
23. Duty broken by rest (CBA p. 15)
24. Pass through domicile
27. 0 to 11 = 0 TFP, 12 to 16 = .1 TFP, etc.
28. Lots of time off
31. 6.5 TFP
33. Layover (abbr.)
35. Arrive 15 min. to departure
37. \_\_\_\_\_ operations
39. We have 34 of them
40. CBA Article 14
42. .3 TFP/Hour
45. Pay (abbr.)
47. Double time
48. Contact on Reserve
53. CBA Article 16 (abbr.)
54. Random test
56. 6th F/A base

# Coffee Talk

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



## CONSPIRACY THEORY OR JUST PLANE SMART STRATEGY?

For those of you who are confused about the ATA buy-out-thing... Here it is in EZ "Mamajava" terms.

Imagine the show Hollywood Squares. Okay, got it in your mind? Now, the players are Southwest's C.E.O. Gary Kelly, and JetBlue's C.E.O. David Neeleman. Neeleman gets to go first and picks Oprah's square way up in the right hand corner. "Oprah, what color is the sky?" The host asks. She answers, "All colors, like humanity," and Neeleman agrees. The answer is, "A spectrum of many different colors," and an "O" is placed in Oprah's square. Gary Kelly says to himself, "I thought the sky was Blurple, Red and Orange (Southwest colors). Glad I didn't get that question."

Then it is SWA's turn... Gary picks the Olsen twins in the center square. A very strategic move. The question is, "Who created the universe and on the Seventh day rested?" "That is easy... GOD," they giggle. Gary Kelly says, "I disagree - The correct answer is Herb Kelleher." The host rolls his eyes and says, "I'm sorry the Olsens are right - O gets the square." The Olsens hug and high five each other. Mary Kate salutes with a Twinkie.

Neeleman chooses "Dolly Parton" in the bottom left square for a BIG win. A diagonal at that. Southwest is not even on the grid yet. Dolly perks up and listens to the question, "What three Cities in California are referred to as the Silicon Valley?" "Well honey, I ought to know that one; Hollywood, Burbank, and Los Angeles," She chirps. Neeleman, who frequents Dollywood, a theme park in the Smoky Mountains (<http://www.dollywood.com> for airline discount tickets) agrees with her. The Host shakes his head in disbelief and says, "I think you both misunderstood the question. I said, siliCON not siliCONE." "OH!" they say in unison.

It's Gary Kelly's turn again... They have to go with Dolly again for the block. The question, "What was the name of the Attorney and certified public accountant, that had worked for Southwest Airlines from 1976 to 1978 and served as its chief financial officer before he resigned. He considered Southwest a monopoly in need of competition, and decided to start an airline which would use as its first route one that provided a large part of Southwest's business-the route from Dallas Love Field to the William P. Hobby Airport in Houston. (In 1981 Southwest carried 250,000 passengers a year on this route.) He made an initial public offering to raise more than \$35 million to com-

mence operations between Dallas and Houston, and the company began with twenty-eight daily round-trip flights. The company was never able to generate a consistent profit, even though it relied on nonunion labor from the beginning and offered fares comparable to those of Southwest. The company was doomed to failure by its high debt-service costs and the insistence on competing directly with the much larger Southwest; Although by 1984 the airline had \$102 million in revenues, chief rival and former employer, Southwest Airlines, bought out the fledgling airline, making it a wholly owned subsidiary in 1985 and renaming it TransStar Airlines. Southwest restructured the company's route system to emphasize long-haul service, starting out with flights from California to Florida, and restricted TransStar from carrying mail, air freight, and interline passengers traveling partly on other airlines. In October 1987, citing "unacceptable losses" and prohibitive competition, TransStar ceased operations?" (*"Battle of the Air," Austin Magazine, November 1984.*)

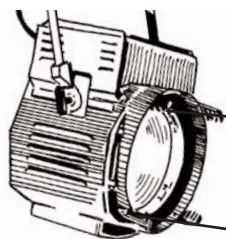
Gary Kelly has a sly smirk on his face. He knows this answer. "Well I'll be, that's a really long question." Dolly laughs. "Can I call somebody?" The host replies, "Since Sprint is one of our sponsors, go ahead." Dolly takes out her cell phone and rings up her friend Kirstie Alley who is secretly working at ATA as a Flight Attendant to make ends meet, while trying to manage a comeback on TV, as the "Fat Actress." Ring, Ring... "Well hello Dolly, just hello Dolly!" Kirstie sings, "I'm watching Squares right now, and I am afraid that I might be beating the cement in LA auditioning for independent Films here soon. The answer is M. Lamar Muse of Muse Air. I have to go now and make a phone call to Fergie to see if she can land me a weight Watchers gig." Dolly replies, "Don't worry Sugar, I know a great plastic Surgeon. We'll do lunch soon."

"The answer is MUSE," Dolly squeaks out in her Tinkerbell voice. Gary Kelly smiles into the camera, "Kirstie we're hiring! I will agree with her answer." He then looks over at Neeleman, winks and says "CHECK." An X is placed in Dolly's square. Southwest is in the game with a block. (Ashley Olsen cheers with her half eaten Twinkie.)

So there it is... Simple to understand. I believe that we are investing in ATA to block not just Jet Blue but all others who might try and win by getting more squares in a row than we have. "Just Plane Smart" Strategy if you ask me, but I'm just a Flight Attendant what do I know?

Now I would like to explain Einsteins "Theory of Relativity." You see, it is like the Jerry Springer Show...





# **"SPOTLIGHT" ON** **Michael O'Brien**

## ***TWU International President***

**M**ichael O'Brien was unanimously elected TWU's 7th International President on September 21, 2004 by TWU's International Executive Council.

O'Brien joined TWU Local 282 in 1972 as a school bus driver and later in maintenance for Bristol Township, Pennsylvania. He began representing fellow Local 282 Members as a Shop Steward in 1975. He served on the Local union's Executive Board from 1978 to 1981, and as President of the Local from 1981 to 1985, where he negotiated several gain-filled contracts as a Local Officer.

He also served as a Trustee for the Bucks County AFL-CIO from 1981 to 1984, and Vice President of that organization from 1984 to 1997.

O'Brien's success as a Local Officer gained him recognition in the International Union as a talented, hardworking advocate for the Membership. In 1983, then International President William Lindner appointed O'Brien an International Organizer and sent him to Dallas to begin organizing a series of regional commuter airlines--then a growing trend in the airline industry as a result of deregulation.

Along with fellow organizers Tim Grandfield (now TWU Organizing Director), Paul Gaynor and the late Herman Leonard, O'Brien organized a number of these regional carriers that eventually became American Eagle. He subsequently helped organize many more workers employed by school districts and municipalities in New Jersey and Georgia.

O'Brien also defeated raids by rogue unions on TWU Local 225 Branch 4 Members and TWU Railroad Division Local 1460 on-board service workers at Amtrak.

After the organizing victories, O'Brien was promoted to International Representative and assigned to the Transit, Utility, University and Service Division. He built up a reputation as a tough and savvy negotiator and was elevated to Vice President in 1993. He was named Division Director in 1997.

O'Brien was unanimously elected TWU's International Executive Vice President in February 2003 by the TWU International Executive Council.

Through the years, the new TWU President has helped Local leaders negotiate more than 100 contracts for transit properties, municipalities, school districts, universities and utilities. He also led a highly publicized strike of women food service workers against the mighty anti-union Marriott Corporation.



O'Brien has worked on numerous political campaigns for TWU-endorsed candidates across the country; served as a delegate to the International Transport Workers Federation (ITF) in Florence, Italy, and served as a Trustee to the Local 223 Pension Fund in Omaha, Nebraska.

He is a veteran of the United States Army 2nd Infantry Division from 1968-1970, and is the father of 5 children.

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

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[www.twu556.org](http://www.twu556.org)

and follow the simple instructions to join!

***See you there!***

# 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.*

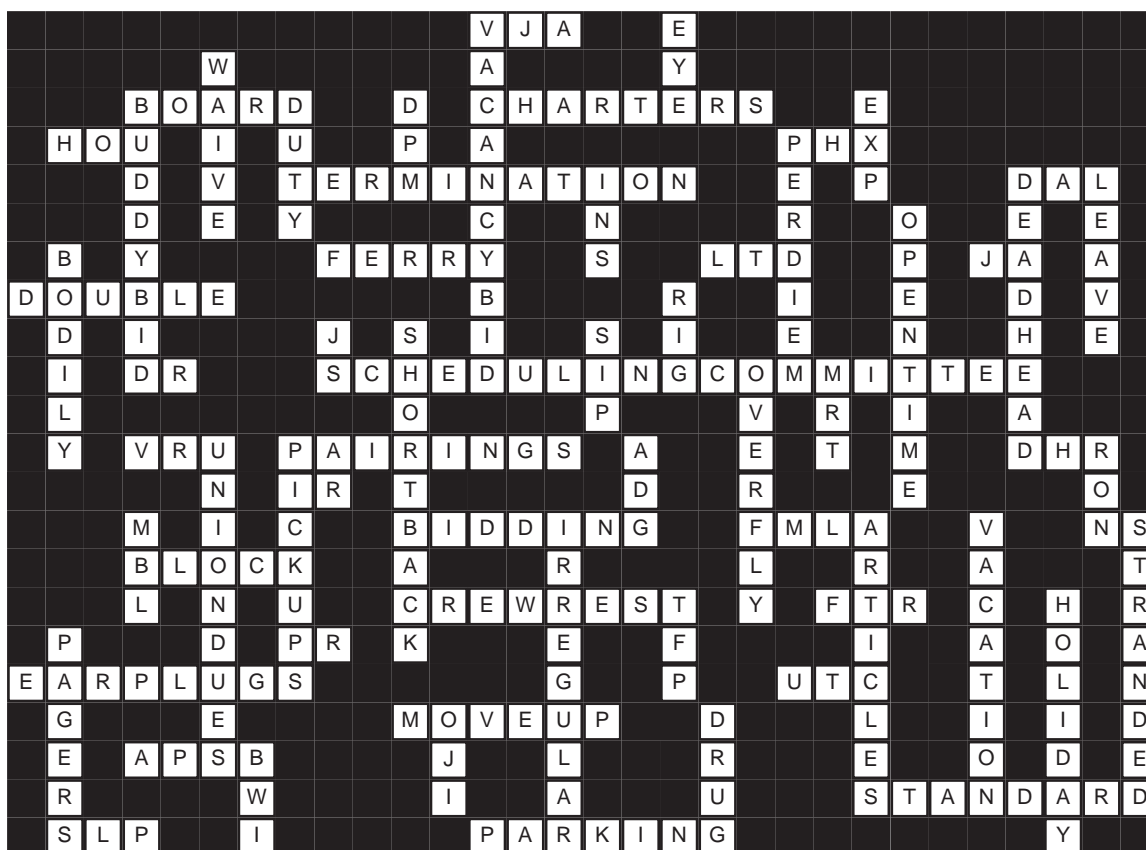
### EXECUTIVE BOARD:

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-Lehman  
 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:  
 Allyson Parker-Lauck and Mike Sims

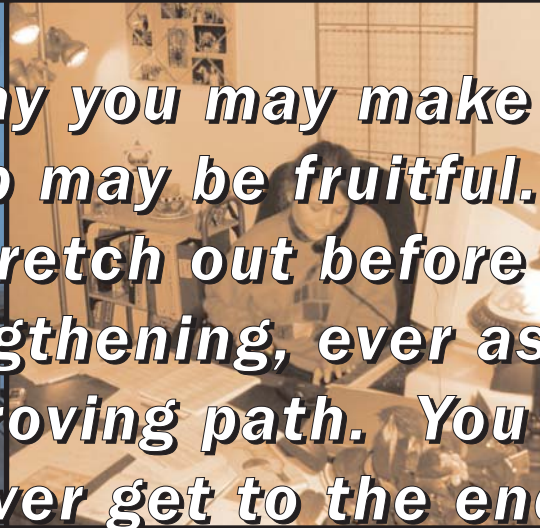
### GRIEVANCE TEAM:

Shae Grajeda  
 Madeleine Howard  
 Tanya McGrath  
 Amy Montgomery  
 Amy Neeper  
 Becky Parker  
 Gayle Ross  
 Michelle Zenici

## CROSSWORD PUZZLE SOLUTION







***"Every day you may make progress. Every step may be fruitful. Yet there will stretch out before you an ever-lengthening, ever ascending, ever-improving path. You know you will never get to the end of the journey. But this, so far from discouraging, only adds to the joy and glory of the climb."***

**Sir Winston Churchill, British Politician  
1874-1965**

