

# UNITY

April 2005



## *The State of Texas House of Representatives*

*This Certifies that the Texas Flag herewith presented to*

**THE TRANSPORT WORKERS UNION  
LOCAL 556**

*By*

**REPRESENTATIVE RAFAEL ANCHIA**

*was flown at the Capitol of the Sovereign State of Texas*

**FEBRUARY 5, 2005**

**IN HONOR OF THEIR 30TH ANNIVERSARY**

*In witness thereof and pursuant to the authority vested in me,  
I have hereunto set my hand and seal of office at Austin, Texas,*

this the **6TH** day of **FEBRUARY** A.D., **2005**.



*Rafael Anchia*  
State Representative



## 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

Are you wondering what that official-looking document is on the cover of this month's issue of **UNITY**? Well wonder no longer - I'm about to tell you ALL about it. As you know, our Union celebrated the 30-year anniversary of the affiliation between the Southwest Airlines Flight Attendants and Transport Workers Union on February 5, 2005. On February 15, a reception was held where many of those responsible for the organization and growth of our Local were in attendance. This was a very special evening, and I hope you'll all read Marcy Vinyard's article on the event on page 12.

Among the special guests in attendance was Terry James, an aide from Texas Representative Raphael Anchia's office. Mr. James presented our Local with a Texas State flag which flew over the State Capitol on February 5, 2005, honoring our Union's 30-year anniversary. This just goes to show how important it is for our Local to remain politically active. These relationships can prove vital when legislation affecting our jobs as Flight Attendants or Union workers in general come before our Representatives in our states and in the U.S. Congress.

I also want to take this opportunity to let you all know that I will be in Spain in June and July. Some of you may not know this, but in addition to being a Flight Attendant, I'm also a competitive aerobatic pilot. Last fall I earned a position on the U.S. Aerobatic Team along with Southwest Pilots Debby Rihn-Harvey and Kirby Chambliss. The U.S. Team will be competing at the World Aerobatic Championships in Burgos, Spain June 22 - July 2. While I'm gone, Kathy Anderson and Mark Torrez will be assuming the roles of Co-Editors of the July issue of **UNITY** Magazine. I feel a little bit like a mother asking somebody else to take care of her child for the first time, but I am confident that Kathy and Mark will do a great job, and I look forward to seeing the results of their work when I return from Spain. Until then, buenos dias!

In solidarity,

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

- 14 *Celebrating a 30-Year Relationship - by Marcy Vinyard*
- 23 *Board of Adjustment Training - by Mike Sims*
- 24 *Flight Attendant Fatigue Summit*



## DEPARTMENTS:

- 2 *From the Editor's Desk - by Allyson Parker-Lauck*
- 4 *President's Page - by Thom McDaniel*
- 5 *Safety Team Report - by Michael Massoni*
- 6 *Domicile Reports - by the Domicile Executive Board Members*
- 18 *Grievance Update - by Mike Sims*
- 19 *FYI's - by Kathy Anderson*
- 20 *Scheduling Committee Update - by Cindy Ritner*
- 22 *"Coffee Talk" - by Tina Coffee*
- 23 *CISM Update - by Chris Watson*
- 26 *"Spotlight on Thom McDaniel"*



## MISCELLANEOUS:

- 2 *TWU Local 556 Editorial Policy*
- 5 *Calendar of Events*
- 5 *TWU Website Information*
- 21 *TWU Local 556 Hotline Reminder*
- 27 *ASHDI*
- 27 *TWU Leadership Listing*







# PRESIDENT'S PAGE

*by Thom McDaniel - TWU Local 556 President*

**O**ur Contract is now fully implemented and our Members are now enjoying the full advantage of the compensation and quality of life improvements for which

we worked so hard. You would think that things would slow down around the Union office, but we continue to work diligently to uphold our agreement and challenge ourselves in numerous areas that will benefit our Members, other Flight Attendants, and our Company. Here is an update on a few current issues in our Local that I am working on.

Your Executive Board and Grievance Staff continue to work hard to resolve numerous grievances that have been filed due to Management's ongoing Contract violations. I realize this process is frustrating, and the grievance process does not always provide immediate gratification. The Union is fighting aggressively within the boundaries of the Railway Labor Act and will continue to forge ahead. Unfortunately, over six months have passed since Beverly Carmichael promised all Labor groups at Southwest Airlines that they would honor the spirit and language of our Contracts. But the only obvious changes we have seen since this commitment was made has been an increase in grievances and more frequent Boards of Adjustment and Arbitrations.

The Inflight Audit Review Committee has been working to determine the reasons for, and solutions to, the operational difficulties faced by our department and most importantly by our Members during the holidays. This has been an all encompassing task for all involved. I appreciate their hard work and have high hopes that the results of this comprehensive study will provide solutions that will correct our annual holiday chaos.

Gary Kelly has announced that Southwest Airlines is no longer neutral on the Wright Amendment and rightfully declared it "anti-competitive". I have notified SWA Management that TWU Local 556 is fully onboard to work together with the Company to repeal this antiquated and blatantly unfair legislation. A repeal of the Wright Amendment is good for Southwest Airlines, our Members, and our Customers. Our Union has proven to be very effective on Capitol Hill. We will be asking you to get involved

in this effort, so stay tuned for opportunities to help.

Our Union recently co-hosted a Flight Attendant Fatigue Summit with the Association of Professional Flight Attendant (APFA) representing American Airlines Flight Attendants. Officers, Health and Safety Chairpersons, and Legislative Representatives from all Unions representing Flight Attendants gathered to discuss the importance of adequate crew rest, dangers of fatigue, and a legislative action in to provide protection for Flight Attendants in this area. We hope that this is the first of example of a continued cooperative effort between Flight Attendants to improve our working conditions and quality of life.

On April 14, your Executive Board is holding a training session for all Shop Stewards that were elected in the January Membership Meetings. The purpose of our Shop Stewards is to ensure that our Members always have well trained and knowledgeable advocates in meetings with Management, and to serve as a witnesses protecting your rights. Please remember that you should never go into a meeting with Management without a Union Representative. Our new Shop Stewards will be ready to assist you.

The Inflight Training Department has moved and is in full swing again. They are currently running classes of 150 to 180 people per month. I have met with several members of SWA Management regarding what appears to be unfair treatment of our New Hire Flight Attendants. Although our Union cannot represent Probationaries in disciplinary issues, this is not the "Southwest Way". It is my hope that these discussions will lead to better efforts at developing good employees instead of weeding out potential problems. As Local 556 Members and SWA Employees, please try to remember what it is like to be the "new kid on the plane" and help our newest co-workers to be the best Flight Attendants they can be.

Finally, please join me in welcoming Daryl Krause, our new Inflight Vice President back to our Department. Daryl previously served as an Inflight Regional Director before transferring to Provisioning. After a few years of difficult Contract Negotiations and the current challenges we face, we have our work cut out for us. I have had a good working relationship with Daryl in the past, and I look forward to working together in the future for the good of our Flight Attendants and our Company.

# CALENDAR OF EVENTS

2nd QUARTER 2005 MEMBERSHIP  
MEETINGS - ALL TIMES ARE LOCAL

## **\*OAK**

DATE/TIME: Wed., 04/20/05 at 10:00 AM

LOCATION: Oakland Airport  
In Transit Lounge  
(Take Elevator to 2nd Floor,  
Turn Left - go to the  
very end of the walkway.)  
(510) 563-6424

\*NOTE: Different Location

## **\*PHX**

DATE/TIME: Thur., 04/21/05 at 10:00 AM

LOCATION: PHX Sky Harbor Airport  
Terminal 3 - Level 2  
(End of the hallway next to  
the Sbarro restaurant)  
(602) 273-3382

\*NOTE: Different Location

## **HOU**

DATE/TIME: Fri., 04/22/05 at 10:00 AM

LOCATION: Hobby Airport  
The Cloud Room  
(713) 641-7723

## **DAL**

DATE/TIME: Tues., 04/26/05 at 10:00 AM

LOCATION: Holiday Inn Select Love Fld.  
3300 W. Mockingbird Lane  
Dallas, TX  
(214) 357-8500

## **MCO**

DATE/TIME: Wed., 04/27/05 at 10:00 AM

LOCATION: Hawthorn Suites MCO  
7450 Augusta National Dr.  
(407) 43 8-2121

## **MDW**

DATE/TIME: Thur., 04/28/05 at 10:00 AM

LOCATION: American Legion  
Clearing Post 600  
4352 W. 63RD Street  
Chicago, IL  
(773) 767-0230

## **\*BWI**

DATE/TIME: Fri., 04/29/05 at 10:00 AM

LOCATION: Comfort Inn BWI  
Chesapeake C Room  
6921 Baltimore Anapolis Blvd.  
Baltimore, MD  
(410) 789-7223

\*NOTE: Different Location

MEETING AGENDA: - General Business,  
Bylaw Amendments.

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

# BREAKING NEWS

## From the Safety Team

### *FCC Proposes Changes to Cell Phone Usage Inflight*

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



**R**ecently, the FCC issued a Notice of Proposed Rulemaking (NPRM) to evaluate whether their ban on use of cellular phones on airborne aircraft should be relaxed or lifted.

You may refer to the NPRM in its entirety at:

[http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/FCC-04-288A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-04-288A1.pdf)

Because of concerns related to possible cell phone interference effects and the operational problems that would arise from widespread use by passengers of such devices on board airplanes inflight, TWU Local 556 is strongly against this FCC action.

TWU Local 556's Safety Team will be submitting official comments on the NPRM on behalf of our Members, clearly voicing our safety concerns with this proposed rule change, and is calling for a continued ban on the use of cellular phones on aircraft inflight.

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

REGISTER FOR OUR  
WEBSITE TODAY!

**Just go to:**

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

and follow the simple instructions to join!

***See you there!***



# BALTIMORE

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

## **"B" CONCOURSE LIQUOR DROP AND CHECK-IN PHONE**

In the beginning of February, the liquor drop and check-in phone were moved because of construction on the pier. Their new location is at the end of the "B" Concourse just before you exit through Security, last door on the left. The outside of the door is marked with the SWA logo. There was a 2-week delay getting the "B" Concourse check-in phone installed. If you accrued points (MBL/FTR/NS) due to the fact that there was no check-in phone accessible in the "B" Pier, please leave a note in my box as I am keeping a record.

## **REVOLVING OFFICE DOOR**

Jen Scott came back on line February 15th. At the beginning of February BWI Inflight hired two new Administrative Assistants, Morgan Nelson and Lisa Carpenter. Lisa worked with station sales for 7 years and Morgan Nelson was a BWI F/A for approximately 3 1/2 years. BWI is currently short 4 Supervisors, what a surprise! At the time this was written, no new Supervisors had been announced.

## **PROBATIONARY EVALUATIONS**

Please take a couple of minutes to complete Probationary evaluations, especially if you really enjoyed working with the new Flight Attendant. The first six months of your career at SWA is an extremely tough time - it seems especially tough in BWI. It has always been stressful, but a couple of years ago, you could make a mistake without losing your job - this doesn't seem to be the case anymore in BWI. Please turn in the good evaluations, you may help save a Probationary's job.

## **EMPLOYEE PARKING SHUTTLE**

On January 16th, the Maryland Airport Authority (MAA) took over the employee shuttle service again at BWI. The MAA bought brand new 40' buses with

lots of luggage space and plenty of seating (something we haven't been used to). The employee shuttle has 9 buses dedicated to the employee lot with 13 spare buses available if needed. The buses are supposed to run every 8 to 10 minutes. The MAA is conducting periodic checks to survey the service. If you experience problems with the shuttle service, please turn in an IR to the office and put a copy in my mailbox #34900. The new number for the employee shuttle bus dispatcher is 410-859-7018.

## **CONSTRUCTION UPDATE ON THE NEW A CONCOURSE**

The new "A" Terminal will open in May and Inflight plans to move into the new facilities at the end of May. The new lounge, Inflight Office, and Recurrent Training room will be located outside of Security on the Mezzanine level. The Mezzanine level is up one floor and you will need to use an elevator to access the lounge (similar to HOU's lounge). There has been a lot of talk of what new restaurant choices we will have in the "A" Terminal. So, here's the scoop... we're getting McDonald's, Church's Chicken, a Chinese restaurant (not PF Chang's!), Quiznos, Au Bon Pain, Aunt Annie's Pretzels, and Phillip's Restaurant.

## **EMPLOYEE DISCOUNT AT AIRPORT RESTAURANTS**

The BWI Deli in the "B" Concourse went under new management in February and decided to only give red badge employees an airport discount. I was unaware of the change until it was brought to my attention by Maestro messages and phone calls from Flight Attendants. I immediately contacted the Director of Commercial Management for the airport and informed him of the problem. The next day the problem was solved and he apologized for any inconvenience. It was explained to me that as the new vendors open in the "A" terminal, we may or may not receive a discount. The vendors have the right to decide if they will offer employee discounts, but I was told that there will be consistency among employee groups.

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### MISCELLANEOUS FYI's

- You can now get your sick bank totals through the VRU. Call 1-800-447-9291, option #3, option #4, type in your employee number and last 4 digits of your S/S#, then option #3.
- New Bag tags were distributed in everyone's mailbox in January, if you did not receive a bag tag or need another one, leave a note in my box (#34900) and I'll get you one.
- When calling in sick, you can call in sick for up

to 5 consecutive days with one sick call. Refer to Article 32, section 1 (a) of your Contract (page 110) for more information.

- The BWI winners of the TWU Local 556 green pass raffle benefitting the Tsunami relief effort are: Bonni Gentry, BWI F/A, and Brian Allen, BWI Assistant Provisioning Mgr. Congratulations!

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



## CHICAGO

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

**L**ast month we celebrated 30 years as a Union at SWA. This month we celebrate our 20th anniversary

servicing Chicago. I was one of the original employees here in 1985, working on the Ramp and in Ops. We had only two gates and seven flights a day. The big rumor back then was that we were going to add a third gate along with new service out east. Southwest entered into actual winter operations for the first time. Everyone thought Midway was going to be the gateway to Florida. In a surprise move, SWA announced scheduled service to Detroit.

Despite all of this, Chicago remained a very senior bid for overnights. How many of you remember the Congress hotel, The Step High, Mac, and Rocco? I don't. I killed those brain cells years ago. Nonetheless, people still ask me about all of them. So here's a quick update. The Congress hotel is still in labor talks with all of its unionized employees. The Step High turned into a parking lot. Mac is managing a pool hall on the North side and still marches with SWA every St Patrick's Day in the parade. Rocco, well he didn't show up in the SCMODIS search (State, County, Municipal Offender Data Information System), so we can all be assured that he is doing fine. If you were not around for those days, consider yourself lucky and thank the survivors - and do I mean survivors.

Midway Airlines was operating 737-200's with the

dash 16 engines with no problems. Our 200's had dash 8 engines with standard heating and cooling packs. They were COLD in the winter and weight restricted to as few as 50 pax in the heat of the summer. But we got by, and now we thrive here.

Back to the present... Living in a big city, even part time you have to be aware of your ever changing surroundings. This is not news to many but I must address it. Chicago is a big city and as in all big cities we have crime. It can happen at anytime to anyone anywhere. The common feeling of "It won't happen to me," can turn into "It shouldn't have happened to me" in a second. When it happens to someone we know it magnifies how anyone can be a victim. While riding the train, walking to a crash pad, or even cheering at a Cubs game, you can be a victim. The pick-pockets had a field day at Midway during the holiday time. Especially with our boarding system - three anxious and distracted groups waiting for their chance to get on the plane. They never noticed an extra bump or the accidental tug on the purse strap. That was all it took; they were a victim and didn't know it for hours.

Use the same security measures you do on the aircraft and on overnights at home. Check the base section of the briefing book for more information and the date of the next Chicago Alternative Police Strategy (CAPS) meeting. Additional Advanced Crew Member Self Defense Training classes have been added. It is a valuable resource for daily living, not just working on the aircraft. Ask anyone who has taken it. They'll tell you.

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## DALLAS

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

**H**ello Dallas. Let's take a look at what is going on in our base. The 30-year anniversary of

our Union was celebrated in all base lounges. Bunkie McCarthy graciously stepped in to help out in Dallas passing out gifts from TWU International to the Flight Attendants. Hope you liked them. Outside of that event, the Dallas Base has been extremely quiet and that's just how we like it. Therefore this is the perfect opportunity to review information that could be helpful to you.

It was a great improvement to see that key pads have been installed on the inside of the doors that provide access to the terminal at gates 3 and 6. The motion monitors were inconsistent and often did not register the employee's existence prior to the door being opened and a hideous, deafening alarm would sound. The blaring alarm made you feel like an escapee from prison, it was embarrassing, and you had to stay in the vicinity until an authorized person checked your ID and gave you permission to leave the area. In order to prevent the embarrassment of having the alarm go off, many of us, myself included, would stand in front of the motion detector waving our arms, or jumping up and down looking like an orangutan from the local zoo. This was almost as embarrassing as the consequences of setting off the alarm! The new keypads have alleviated this issue and seem to be working great.

As most of you know, there were MANY changes to the Reserve system in our new Contract. Many of you have had questions about Reserve contact hours. The Q&A in the back of your Contract answers these questions on page 154, Question numbers 1-3. Pages 154-156 address a variety of other questions about Reserve, so I encourage you to review your Contract Q&A. Most importantly, if you have ques-

tions, or are unsure of any Contract language, please call the Union Office.

Dallas Recurrent Training (R/T) is now located on the second floor of the G.O. Take the elevator to the second floor, go to your left, and take the first hallway to your immediate right. Training is located at the end of this hallway. If you call in sick for R/T, you must call Scheduling to report your illness. You then have a period of (72) seventy two hours to contact Melissa Dexter at (214) 792-3243 to reschedule. You will receive .5 point for calling in sick for R/T unless you utilize a doctor's note.

If your paycheck is incorrect, it is suggested that you first call Crew Payroll and bring the discrepancy to their attention. If your call is not returned in a timely fashion, you should then right an IR and fax it to Crew Payroll at (214) 792-5480, and to the Union at (214) 357-9870. You should also submit a copy to your base, and keep a copy for yourself. While we are discussing payroll issues, please note that when you VJA for a trip please be aware that the VJA pay will only be calculated on the actual trips flown and not on rig. Again, refer to your Contract Q&A, page 167, #21 for more clarification.

Dallas is a very friendly base and often Flight Attendants go in to the DAL Inflight office to chat with their Supervisors. While having a friendly relationship with your Supervisor is fine, please be aware that any discussions you have with your Supervisors concerning any aspect of your employment may be noted in the discussion logs in your file (examples: points, leaves, IRs, etc.).

I hope this information is helpful to you. Please feel free to forward any topics or issues that you have encountered that you would like to have shared with your fellow Flight Attendants. Perhaps something that you have learned or experienced along the way can help others from having the same problem.





# HOUSTON

*by Jannah Dalak and Allyson Parker-Lauck on behalf of  
Stacy Martin, HOU F/A #21007*

**H**i HOU F/As. Jannah and Allyson here. As most of you know, Stacy's wife Shanna has been battling cancer for the last 2 1/2 years. In recent weeks, the cancer has grown, and Shanna's condition has worsened. She continues to fight, as she knows their son Kendon needs his mom, and Stacy and Shanna are continuing to hope for a miracle. Stacy's focus now is 100% on Shanna and Kendon, but he did not want the Houston Flight Attendants to be left out of the loop about what is going on in the base. Stacy also wants to let all HOU Flight Attendants know that although he's not able to focus all of his attention on Union business right now, that he's making sure to return Union calls when he can, and is ensuring that the Union Office and the Houston Shop Stewards represent HOU Flight Attendants in his absence. We know you'll miss reading Stacy's report this month, but we'll do our best to keep you informed.

On February 16th, a celebration was held in the HOU lounge in honor of our Union's 30-year anniversary. TWU International supplied some excellent party favors including retractable ID clips, pens, stickers, jackets, sweaters, etc. In addition, a raffle of a green pass was held to benefit the Tsunami Relief efforts. The winner in Houston was Cheryl Brown. Please congratulate Cheryl when you see her.

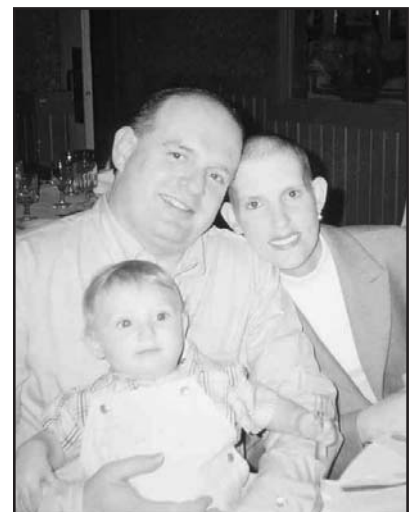
The subject of how our new duty RIGS affect VJA pay has been an issue for several HOU Flight Attendants. Please remember that VJA pay does not apply to RIGS. You can find more information on this topic by reading the Q&A section of your Contract, page 167, #21. Many Flight Attendants see a good trip in Open Time during the overlap period and immediately pick it up without looking at the details. It truly "pays" to open the trip and see whether or not it is affected by RIGS.

And speaking of VJA... Maestro is becoming increasingly more difficult to access during the initial release of Open Time. Only 450 Maestro sessions are available at any given time, so by the time Open Time

becomes available for Houston, BWI and MCO Flight Attendants are still on, leaving us with few open sessions. Just imagine how difficult it must be for PHX and OAK! Hopefully the Company will resolve these technology issues soon so that we can actually use our trading privileges.

Hobby Airport News... This summer a new restaurant will open in the Central Concourse - Little Papisitos. Phase 2 of the construction has begun. The "B" Concourse has been torn down, and 4 new gates will be added to the Central Concourse. One of the runways is now closed, but it will be completed by September. A renewed cooperative spirit has helped speed up the construction process. The Houston base is expecting slow growth in future months, but unfortunately, nothing major, although recent growth has seen Flight Attendants in the 19000 Employee number range finally getting off reserve after 13 years.

In closing, we would like to ask each of you to keep Stacy, Shanna, and Kendon in your thoughts and prayers. Each time we talk to Stacy, he asks us to make sure people know how much he and Shanna appreciate the kindness that HOU Flight Attendants have shown them. Shanna is one of the bravest and strongest people we've ever met, and she should be a role model and inspiration to us all. Stacy and Shanna, we love you, and are praying for you. If you would like to send a card to let Stacy and Shanna know you are thinking of them, you can mail it to:  
14103 Blazey Dr.  
Houston, TX  
77095.



*Stacy, Shanna, and Kendon Martin*



## OAKLAND

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

**I**would like to start off this quarter by welcoming all of our New Hire Flight Attendants to OAK. It's always exciting to see the base grow, and flying with a new person is always refreshing. Thanks for reminding us through your enthusiasm and POS, how much we appreciate our jobs and our Company.

For those of you working with our new Flight Attendants, I've been hearing wonderful things about the great examples you have set. Please make sure that you are wearing your Union pins and that those new Flight Attendants know that it is OK for them to wear theirs as well. Ensure them that it is an approved uniform item.

I would just like to remind new Flight Attendants of a few things to help you make it through your Probationary period. First, when accepting an assignment from Scheduling, please make sure you understand your assignment exactly. Write it down; repeat it back; double check it if you can. If Scheduling has given the assignment to another Crew Member and told them to pass it on to you, check for yourself. Call Scheduling to verify. Don't be afraid to call them just because they are busy.

Next, even though you are on Probation you are still entitled to have a Union Representative at any meeting with Management that may result in discipline.

The following applies to everyone, old and new. When you speak to a Scheduler, don't forget that the line is recorded. Please, just stick to the basics: your name, employee number, assignment, and Supervisor's name. Remember, Scheduling phone lines are recorded, so don't give Scheduling the opportunity to misinterpret anything you say. Stick to the facts.

Also, thanks to all who participated in the green pass raffle the Union held to raise more money for Tsunami Relief efforts. Rachel Tabb was the winner in OAK. Congratulations Rachel! Also, thanks to all who joined in the celebration to ring in our 30th year of our affiliation with TWU. We spent Valentine's Day in the lounge giving away gifts that TWU International supplied. We hope you enjoyed them.

Finally, I would like to recognize our newly elected OAK Shop Stewards. A training session for all Shop Stewards system-wide will take place in Dallas on April 14. The OAK Shop Stewards represent a wide range of experience and seniorities and will serve our base well.



## ORLANDO

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

**I**have some good news and some bad news to report. First, the bad news. Inflight Management continues to violate our Contract and disregard our Members' rights. The good news is I just saved a bunch of money on my car insurance by switching to Geico!

In February, the ground hog saw his shadow, which means more winter weather on the way. This also means that since some Inflight Supervisors (not all - we do have some good Supervisors) will be stuck inside and not able to go out and play, giving them more time for briefing days and time to think of new ways to violate our Contract.

Recently, I have received several calls from Flight

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Attendants who called in sick and then later received a Maestro message from their Supervisor stating, "Your sick call has been documented in your file". While I am not sure who is behind this tactic, it is clearly an intimidation factor. Ironically, your sick calls have always been "documented in your file".

Speaking of sick calls... If you are sick, please give Crew Scheduling as much notice as possible. This does two things: 1) It allows them to assign the trip to a Reserve, giving the Reserve as much notice as possible, and 2) It may help a fellow Crew Member to trade into a more productive pairing considering time constraints on when a trip may be traded with Open Time. Please refer to Article 12, Exchange Of Trips, section 5 (page 49) of the Contract.

I've said this before, but I must say it again... When you are talking to Crew Scheduling, YOU ARE BEING RECORDED. When calling in sick, the only information a Crew Scheduler needs to know is your name, your employee number, your pairing number, and possibly your Supervisor's name - PERIOD.

Recently, I was on a layover in TPA at the Mainsail Suites. Once at the hotel, we were told we had to double up on rooms. When I questioned the reason with the Mainsail management, after many conflicting stories, it finally came out that baseball spring training

was going on in TPA and there were few rooms in the TPA area. They felt this entitled them to double up Flight Attendants and sell the other rooms at a higher rate. I called the Union office the next morning to report this. After several calls to Inflight Management at HDQ, we were told they thought this was OK and no help was offered. However, Flight Operations made a phone call to the Mainsail, and this practice stopped immediately. Please don't get me wrong. At times, some hotels may offer compensation if Crews agree to double up on a voluntary basis. **AOL Keyword: VOLUNTEER.** You should not be forced to double up as this is violation not only of our Contract with the Company, but it is also a violation of the contract between Southwest Airlines and the Crew hotels. If you encounter this, call the Union office immediately.

With the announcement of our new V.P. of Inflight Services, Daryl Krause, I am hopeful we now have a leader who will treat us as the professional pickle pushers we are. Here's to a new beginning!

In closing, I'd like to thank those of you who wear your Union Pins and have placed the new UNITY bag tag on your crew luggage. Consider these items as a reminder of the Contract we fought so hard to achieve. If you do not have a Union Pin or Union bag tag, please leave me a message, and I'll get you one.



## PHOENIX

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

**B**y now, Spring Break is about over, but our planes are still full, and summer is only a few weeks away! This is one of our busiest Holidays with families and young adults traveling to some fun destinations. Spring Break brings the new season in, and with that comes TURBULENCE! Remember, we must take care of ourselves. We must be careful when working and look for those signs that we might encounter some rough weather. The Pilots have been pretty good about letting us know if we will be going through some, but sometimes they have their hands full. We must take care of ourselves because going out

on an OJI and not making any money is no fun!!! When you encounter turbulence, please make sure you secure yourself and ride it out. Call the Pilots and let them know that you are strapped in and to let you know when it's safe to get up. Remember you can call the Union Office if you have questions about OJI's.

Along with our new lounge, we also have some new Supervisors in the office, stop by and say "hi".

Do you know what's in your file? How about your points? Do you know how many you have and when they roll off? Go in and ask your Supervisor for your point status, and ask to see your file. Remember, if you want copies of your file, submit a request in writing, sign it and date it, and turn that request in to your Supervisor. Feel free to call me anytime if I can help.

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## News from your Domicile • News from your Domicile • News from your Domicile

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# TWU Local 556 and Southwest Airlines

## Celebrating a 30-Year Relationship

*by Marcy Vinyard, TWU Local 556 2nd Vice President*



**B**y now, most of you know that our Local celebrated the 30-year anniversary of our affiliation with Transport Workers Union. To mark this milestone, our Executive Board

hosted a reception for past and present Union Officers. TWU International Officers, past Contract Negotiators, SWA Officers, and other Union Leaders were among those in attendance. I had the privilege of planning this important event and by doing so I was able to speak with many of those key individuals from our past.

A few weeks before the celebration, I was contacted by TWU International regarding our history. They asked for our help in producing a video detailing the critical moments and milestones in our Local's history. For the video, they wanted to interview former Officers, original Organizers, former Contract Negotiators, and others. They were able to capture some very special moments from those who have been vital figures in our Union - in both the past and present. This video will be played at the TWU International Convention in September. The convention comes around only once every four years and is attended by all the Locals of Transport Workers Union. What an honor for all of the TWU Locals to see our history and to hear our stories!

I had the opportunity to contact some of the individuals to be interviewed, and was very grateful for their willingness to participate as well as their forthrightness. I was so pleased and honored that TWU International

focused on our Local and our history. I have to say thank you to all those I contacted who were so willing to participate. Their stories are so important and the roles they played were vital to the success and strength that we experience today.

My heartfelt thanks goes out to the following:

**Paula Womack** (formerly D'Arman) - Original Organizer and Negotiator

**Susan Goodman** - Former President and Original Charter Member

**Rebekka Kelly** - Former Officer and Original Charter Member

**Shell Burford** (formerly Brummell) - Former Negotiator and Original Charter Member

**Mary Longobardi** - Former President and Vice President

**Kay McKinney** - Former President

**Paul Sweetin** - Former President

**Dean Hervochon** - Former Vice President



*L to R: Former President Susan Goodman, "Susie Stew" Mannequin, Colleen Barrett, TWU Legislative Representative Portia Reddick White, and former Officer Barbara Bennett*

We were honored that Paula D'Arman Womack, one of Southwest's original Flight Attendants and one of the founding Members of our Union, was able to join us in the celebration. Although she no longer works for Southwest, it was obvious that our Company and our Union still have a place in her heart. She came to the reception with her husband and friends, and you could see their pride as Paula was interviewed by TWU International. Interestingly, Paula's niece is now working at Southwest and Paula recently attended her graduation ceremony. Paula brought a gift for her niece to wear - her old hot pants uniform!

I would be remiss if I failed to mention one other person who played a very important role in our history. That person is Paul Gaynor, our Local's former International Representative. I never had the honor and privilege of working with Brother Gaynor, but from what I have learned from others, he was a great advocate for our Flight Attendants. Many former Officers that I spoke with mentioned that he was one of the few who would truly take a stand for our work group in a day when TWU represented very few women, and were not familiar with women's issues. Former President Susan Goodman told me that Paul was really the one who stood up for the Flight Attendants and fought alongside them regarding the hot pants issue. It is people like Paul Gaynor who have helped shape our Local and we will be forever grateful.



*TWU Local 556 President Thom McDaniel with TWU Executive Vice President Jim Little.*

During the reception, TWU International Executive Vice President James C. Little presented our Local with a plaque honoring our 30 years of success. The plaque reads:

*"International Transport Workers Union of America, AFL-CIO recognizes with pride the*



*Original SWA F/A and TWU Organizer and Contract Negotiator Paula Womack with Colleen Barrett. Notice the photo Paula is holding of her niece wearing her hot pants uniform.*

*many important accomplishments achieved by Local 556 on behalf of its members, the Flight Attendants of Southwest Airlines, over a sterling three decades of service and leadership.*

*Local 556's growth from a fledgling Local of 350 members in 1975 to a major force within the TWU, the American Labor Movement and the United States airline industry in 2005 is truly a remarkable achievement, and is a testament to the Local's membership and leadership-past and present.*

*Your International Union's leadership-in the great tradition of union solidarity-wishes the officers and members of Local 556 continued success for many years to come. We will always be by your side."*

The plaque was signed by Michael O'Brien, International President, James C. Little, Executive Vice President, and John J. Kerrigan, Secretary- Treasurer.

One other important moment at the reception was the special recognition we received from Texas State Representative Rafael Anchia. Representative Anchia's aide Terry James presented our Local with a Texas State flag which was flown over the Texas State

*(Continued on next page)*



*All past and present Officers in attendance. Former officers marked with asterisk (\*). Back Row (L to R): Mark Torrez, Stacy Martin, Garry Drummond, Jeff Quattrochi\*, Portia Reddick White\*, Cindy Ritner\*, Allyson Parker-Lauck, Bunkie McCarthy, Barbara Bennett\*, Bill Bernal, Lucy White-Lehman, Mike Sims, Shell Burford\*, Will Browne\*. Front Row (L to R): Kathy Anderson, Marcy Vinyard, Dean Hervochon\*, Mary Longobardi\*, Paul Sweetin\*, Thom McDaniel, Susan Goodman\*, Kay McKinney\*, Michael Massoni, Mary Pesce\*, Rebekka Kelly\*, and Terri Kaiser\*.*

*(Continued from previous page)*

Capitol on February 5, 2005 in honor of our 30th Anniversary. Representative Anchia was one of the State and Federal elected officials who supported Local 556 in our recent Contract victory.

After the more formal recognitions, several guests took the microphone to say a few words to the group about their experiences as Union Officers. Among the most memorable was former Southwest Flight Attendant and former TWU Local 556 Vice President Dean Hervochon. "As I look across this room and see all these beautiful faces, I think to myself, 'I've said a lot of bad things about some of these people, and some of these people have said a lot of bad things about me...' but he continued to say that although different administrations had different philosophies and methods, that we all had the same end goal - to represent the greatest Flight Attendants in the world at the greatest Company in the world.

Dean also moved many to tears as he said, "Union Officers come and go, but there is one person who has been the glue that has held our Local together for the last 16 years - and that is Madeleine Howard." Madeleine has been the Administrative Assistant for our Local since 1989. She has worked with 6 administrations during her 16 years working in the Local Office, and she truly has been the glue that holds us together.



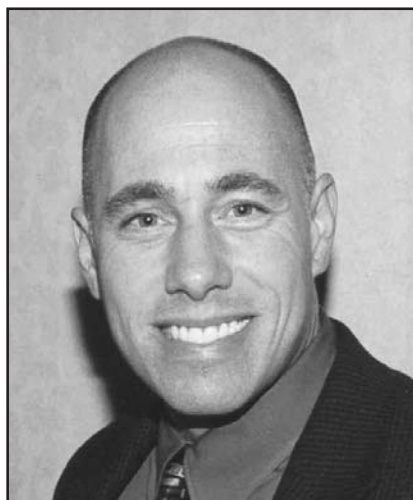
*TWU Local 556 Administrative Assistant Madeleine Howard ("The French Lady") and former Vice President Dean Hervochon.*

In closing, I would like to once again thank all of those former Union Officers, Negotiators, and Organizers who contributed to making our Local the success it is today. We will forever be indebted to each one of you for your commitment, your determination, and your perseverance through good times and bad.





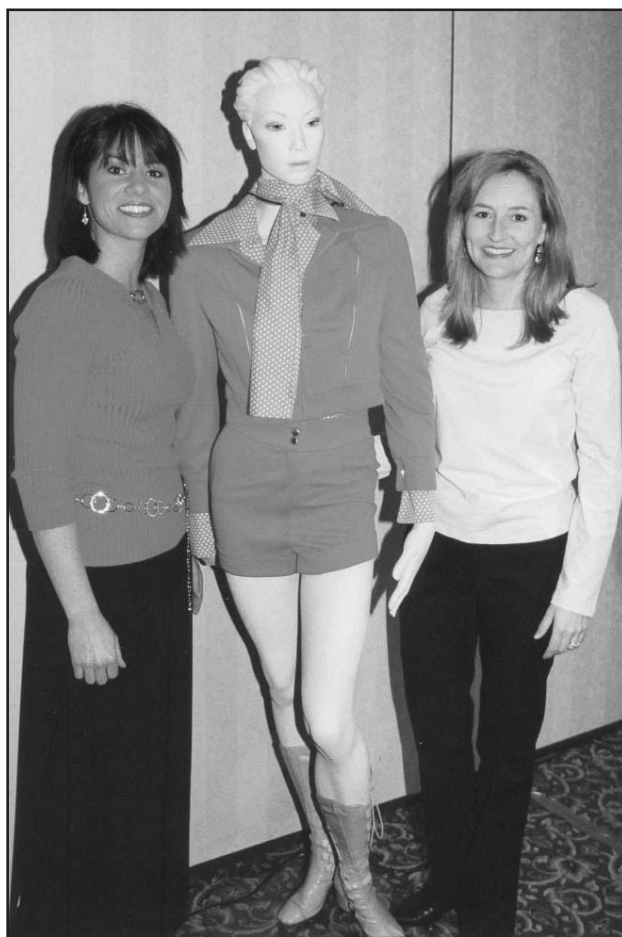
*Three of the Flight Attendants who signed our Local's Charter  
(L to R): Rebekka Kelly, Susan Goodman, and Shell Burford*



*1st Vice President Michael Massoni*



*Professional Standards Co-Chair Lorie Powell with  
former Chairperson Michael Broadhead*



*Contract Negotiator Cindy Ritner, "Susie Stew" Mannequin,  
and 2nd Vice President Marcy Vinyard*



*Former Officers Terri Kaiser and Kay McKinney with Herb  
Kelleher*



*Full time Officers and Staff (L to R): Amy Montgomery, Ron Regan, Becky Parker, Tanya McGrath, Gayle Ross, Madeleine Howard, Mike Sims, Michelle Zenici, Shae Grajeda, Amy Lynn Neeper, Marcy Vinyard, Kathy Anderson, and Thom McDaniel.*



*President Thom McDaniel, 2nd Vice President Marcy Vinyard, with Former Organizer and Contract Negotiator Paula Womack*



*TWU International Representative  
Garry Drummond*



*Former OAK E.B. Member Will Browne, 2nd V.P. Marcy Vinyard, Board Member Allyson Parker-Lauck, and MDW E.B. Member Bunkie McCarthy*



*TWU International Representative  
Gary Yingst*





*TWU Local 556 Presidents (L to R): Thom McDaniel 2001-Present, Paul Sweetin 1994-2000, Kay McKinney 1991-1994, Mary Longobardi 1988-1991, and Susan Goodman 1981-1988*



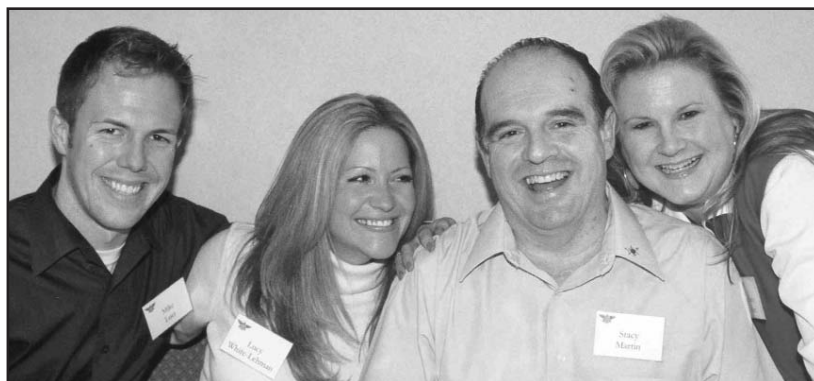
*TWU International Legislative Representative Portia Reddick White and BWI Shop Steward Mike Lutz*



*Former Officers Barbara Bennett, Shell Burford, and Kay McKinney*



*Former Contract Negotiator Juls Humphreys with President Thom McDaniel*



*BWI Shop Steward Mike Lutz, BWI E.B. Member Lucy White, HOU E.B. Member Stacy Martin, and Grievance Team Member Gayle Ross*



# TWU LOCAL 556 GRIEVANCE TEAM

## *Working for YOU!*

*by Mike Sims - TWU Local 556 Board Member at Large  
and Grievance Committee Chairperson*



**S**o far this year, your TWU Local 556 Grievance Team has remained busy. Currently, we are working to achieve resolutions on eighty-six separate Grievances filed by our Members. Here is a synopsis of the current issues:

### **SCHEDULING "HIDING TRIPS"**

We have received numerous phone calls from concerned Flight Attendants about Scheduling not placing trips into Open Time per our Contract. Our Grievance Team investigated the concerns and found that Scheduling is, in fact, not abiding by the Contract. The practice of not placing trips into Open Time that should be there is unacceptable. As a result, we have filed a grievance on behalf of our Members. At press time, we are still waiting for a response from the Company. Our Union is fully prepared to go all the way to arbitration in order to have the Company cease this practice. We will keep you informed as we move this case through the process.

### **AM RESERVES**

We were forced to file a grievance on behalf of our Flight Attendants because Inflight Scheduling was failing to return AM Reserves back to their domiciles by 1800 on the last day of their blocks. The Contract language is clear and was agreed to during Contract Negotiations last year. However, Scheduling told us that they were continuing to use AM Reserves past 1800 due to Crew shortages and reschedules. Once again, this is another practice by Inflight Scheduling that is unacceptable. If we are unable come to a quick resolution with the Labor Relations Department on this issue, we will argue our case before an Arbitrator.

### **LIQUOR MONEY TIMELINES**

This grievance was filed on behalf of our Flight Attendants because Inflight Management has chosen to issue discipline outside our agreed Contractual time frames (Article 19) when Flight Attendants have not turned in their liquor money on time.

Granted, our Union fully expects our Flight Attendants to drop their liquor money when they are supposed to. However, if the Company is to issue discipline to those who have not made the liquor drop on time, they must issue the discipline within seven busi-

ness days of their reasonable knowledge that the money has not been deposited. Due to their internal auditing procedures, sometimes they do it right, other times they choose not to. We must protect the integrity of the Contract and we are confident that an Arbitrator will direct the Company to abide by Article 19. We argued this case before an arbitrator on March 23. We are hoping to receive a decision by early summer.

### **ATTENDANCE POINTS**

How would you like to be fired for reaching twelve points under the attendance policy only to find out that Inflight Management is unable to prove that you have twelve points because they have "lost" several years of your attendance history from your file? It happened last year to one of our Flight Attendants. Common sense should dictate that our department would maintain higher standards, or at least defer to the Mission Statement when a mistake like that is made. It didn't happen in that case.

When it was proven that it is mathematically impossible to determine how many points a Flight Attendant has when the basic information needed to make these calculations is missing, Inflight Management chose to not "do the right thing" by reinstating the Flight Attendant with a final warning. So, we were forced to argue the issue before a Board of Adjustment last year. Cooler heads prevailed and common sense was applied into the process, and the Board voted unanimously to reinstate that particular Flight Attendant. Thank goodness.

Did Inflight learn their lesson? No. They've done it again in 2005. Once again, we are forced to go all the way to an Arbitrator if necessary to help a Flight Attendant whose employment **SHOULD HAVE NEVER BEEN TERMINATED**. One would think that this travesty would not happen at our Company. At the very least, when the problem was discovered, an Inflight Leader should have stood up and said, "This is wrong and we will not do business this way." Unfortunately, that has not happened. Therefore, we will be arguing this case, **AGAIN**, soon. Flight Attendants deserve better than this, and the Union will do everything to

ensure that Flight Attendants are respected.

### **SCHEDULING TAPES**

For the hundredth time, please do not subject yourself to possible discipline by calling in sick when you are not sick. Everything that is said to Scheduling is recorded and is subject to be used against you. What you may think is a well-intentioned call from you to "help out" or to give Scheduling a "heads up" can turn ugly.

In other words, sick calls are for when you are sick. Calling in sick when "your car is broken down", you are "stuck in traffic", or "you just had a fight with your significant other" can cause major problems for you. Don't do it. Really. Don't.

### **MAESTRO**

Enough is enough. First, we still have the outstanding grievance we filed on behalf of our Members over the Company shutting down Home Access on December 23 of last year. While we have had some discussions with Labor Relations on this issue, we do not have any settlement offers at press time. I will keep you posted.

As far as the other issues with Maestro, we have filed other grievances due to the maintenance problems with the system. The Company has published their timetable to go to a web based system, but this won't help the problem now. It is very important that the Company hears from our Members on this issue when the system fails. Please fill out IRs when this happens and turn into your respective bases. Copy the Union on it as well, and fax it to our office at 214-357-9870. In the meantime, we will continue working to resolve the Maestro issues through the grievance process.

# FYI's

*by Kathy Anderson  
Recording Secretary*



**FYI:** *If you are on AM/PM Reserve, you do not have to call in the night before your block.*

**FYI:** *The hours for AM/PM Reserve are based on local time.*

**FYI:** *If you have Recurrent Training on a Reserve day and call in sick for Recurrent Training, you will not be paid for that day.*

**FYI:** *All traded Reserve days will be coded with a 'B' label. The 'B' label designates days that are traded towards your guarantee. All 'B' labels are subject to RON and TFP will be go toward your guarantee.*

**FYI:** *'B' label Reserve days may not be combined for RON with an original or picked up day of Reserve.*

**FYI:** *You may trade for a Reserve day or block of days for other Reserve days and you may also trade any pairing for a Reserve day or block of days.*

**FYI:** *Please remember that all 'B' labels are grouped together to create a guarantee. For example, 5 traded Reserve days = 30 TFP even if they are not consecutive days. You must fly more than 30 TFP in those 5 days to exceed your guarantee.*

**FYI:** *In accordance with the Contract, beginning on March 2, 2005, if you are signed up for VJA and Scheduling reaches you with an assignment, you are obligated to take it.*

**FYI:** *There has been some confusion on VJA pay for RIG affected pairings. Be aware, you will not receive RIG pay plus time and a half. For example: if you have a pairing that pays 16 TFP and is brought up to 19.5 TFP because of the ADG (Average Daily Guarantee), you will only receive 16 TFP at time and one half. Please refer to question number 21 on page 167 in the Contract for a full explanation.*

*(Continued on page 21)*



# Scheduling Committee Update

## *Tracking the Quality of Your Life*

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

### **NO MORE 737-200s**

In mid-January of this year, SWA retired its last 737-200 - our workhorse. What does that mean to our work group? The simple answer is an increase in productivity especially in the Dallas and Houston pairings. The restriction of the 737-200 route structure, which ended up being the Wright Amendment area, disabled the Dallas and Houston Flight Attendants from being as productive as the other Bases (Other 5 Bases an average of 7.2+ TFP per day; Dallas and Houston combined an average of 6.8TFP per day; at a 14 day a month work average multiplied by 12 months = a loss of 67.2 TFPs per 1 Flight Attendant per year).

This was one of the biggest reasons your Union fought for RIGs (minimum pay protection) in this Contract. With the extinction of the 737-200s from our fleet, coupled with our Company's continued optimization of our schedules, our workgroup's productivity will increase and be a little more evenly distributed. The Dallas and Houston pairings are experiencing a taste of the long-haul flying, and the other Bases, while still seeing the majority of long-haul flying, are experiencing a little more "Texas two-step".

With the ever-growing number of 737-700s being added to our fleet, we will be strongly posi-

tioned to jump on the routes that would open if and when the Wright Amendment is repealed.

### **PAIRING LENGTH**

Over the past year, we have seen the overall percentage of 4-days system-wide peak to as high as 20% and be reduced to an all-time low (April 2005 Schedule) of 7%. Why the shift? A reduction in sick calls helped get the ball rolling. Your TWU Local 556 Scheduling Committee has been included in helping with the development of the pairings over the past several months. Previously, we would give input from our workgroup, but our main role was, and still is, to write the Bid and VR Lines which are written once the pairings have been developed.

Through this combined team effort, Inflight Crew Planning and your TWU Scheduling Committee have been able to develop many different monthly schedule solutions and analyze each one for overall cost-efficiency, productivity, and quality of life. After producing a schedule in March 2005 that reduced the 4-days to 12% system-wide, Tim Chaffin, Manager of Inflight Crew Planning decided it would be a good time within our staffing and cost constraints to see if DPOS (the Duty Pairing Optimization System - the computer program that creates our pairings) could produce a schedule without any 4-day pairings. The DPOS system could not develop this request. DPOS still produced 4-days, and turns were not produced in some bases, diminishing quality of life. The overall cost of that schedule was significantly

higher compared to the final schedule. However, the April 2005 schedule is the result of what DPOS could do based on the aforementioned factors of cost-efficiency, productivity, and quality of life. The Schedule that was developed for April 2005 with 7% 4-days actually cost less than the Schedule produced the month prior with 12% 4-days.

### **WHAT'S NEXT?**

The May and June schedules will look very similar to the April 2005 schedule. As long as we continue to do our part by not calling in sick when we are not sick, we should be able to look forward to a much lower percentage of 4-days than we have ever experienced in previous schedules. If we are short on the forecasted number of Flight Attendants, unfortunately an increase in 4-days will be the result since it takes less Flight Attendants to cover a 4-day schedule than others. With the reduction in 4-days, you will see the same number, if not more, of consistent turn lines, 2-day lines, and three-day lines in your base. You will also notice some other types of lines such as 3-on / 3-off; 2-day/turn/turn; 3day/turn; and other combinations.

Inflight Leaders are aware that when we have 4-days off a week, we are better able to pick up additional flying especially during irregular operations. Also, when picking up additional flying, the vast majority of Flight Attendants pick-up 2-days, and 3-days (Based on Scheduling Committee Survey 2003 and communication with Flight Attendants during Base vis-



its in February 2005). The FAR rule of 24 hours off in 7 days prohibits us from picking up 4-days unless we adjust our schedules or have vacation; therefore, when a 4-day is left in Open Time and all Reserves have been utilized, Scheduling has to break up those pairings which creates additional costs that could have been avoided if the pairing had been shorter in length.

Inflight Crew Planning will be tracking the differences related to sick calls, dead-heads, additional duties, open time utilization, Reserve coverage, etc with these enhancements and will keep your TWU Scheduling Committee in the loop. Obviously, with any change there are going to be some bumps in the road. So, please continue to give your TWU Scheduling Committee feedback on these positive changes. The goal is to improve quality of life while continuing to increase the profitability of our airline.

Your TWU Scheduling Committee extends a big thank you to everyone who talked with us during the February lounge visits and filled out comment cards. For comments, questions, or concerns, please email me at [critner@twuatd.org](mailto:critner@twuatd.org).

## **DON'T FORGET**

**The TWU Local 556 hotline is updated the first and third Fridays of each month. Keep yourself informed by calling the hotline at 800-806-7992.**

*(Continued from page 19)*

**FYI:** *During the overlap period, Scheduling can pull the trip from the old month at the SIP if the SIP falls in the new month. The part of the trip that is pulled will be in the new month.*

**FYI:** *When checking your schedule, always look at your Display Screen and not your Trade/Giveaway Screen. The Trade/Giveaway Screen is not always reliable.*

**FYI:** *If you are on Medical Leave and want a 5th paycheck, you must notify the Company by the 11th of the month prior that you want 50 TFP of Sick Bank.*

**FYI:** *On RONS, be sure to double check the van times because the sign in sheets are not always correct.*

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

**FYI:** *When you receive a "good letter", check with your Supervisor to ensure that it was placed in your file. Your "good letters" are not always automatically placed in your file.*

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

**FYI:** *Up until July 1, 2004, there had been a "5 minute rule" in which the Help Desk would make corrections on recent Open Time Trades if contacted within 5 minutes of the transaction. The Help Desk no longer offers this courtesy. This information was issued in a Read Before Fly dated 6/15/04.*

***I would like to thank the talented Grievance Staff for the work they do in researching and clarifying the difficult issues. They are such a valuable resource in my research for the FYI articles.***

# Coffee Talk

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



Screen Play:

## *Desperate Flight Attendants*

Cast:

A F/A: The High Maintenance Princess  
B F/A: The Drama Queen  
C F/A: The Naive Newby

Setting: In a Southwest Aircraft, aft galley.

B F/A: I don't want to go home. My boyfriend has been staying with me because a water pipe broke in his house and flooded it. They had to rip out all of his damaged carpet and bring in these huge fans to dry the place up. His home smells like a wet dog.

A F/A: How long ago did this happen?

B F/A: A month, and he still has no carpet. I'm going to go crazy. My only refuge is on my trips. He is starting to make stacks all over the place. I think it is some sort of obsessive compulsive disorder. I saw people like him on Oprah once. They call them "hoarders." They don't throw things away, and stuff gets piled up all over. Now he is piling in my home, and I am a clean freak. I tell myself it is just temporary, but his stacks are bugging me. They are everywhere, stacks of clothes, stacks of newspapers, stacks of used paper towels...

C F/A: Used paper towels?

B F/A: Yeah, says he is gonna use them again. Get this. I come home from a trip and straight from the car I rush into the bathroom and shut the door. My bowels are happy to be home, preferring the comfort of my own commode. I look and there is no toilet paper on the roll. I guess that old joke, "How many men does it take to change the toilet paper roll?" is true. Anyway, I start yelling from the throne. He

stands behind the door and tells me that he WAS going to pick up some TP at the store, but forgot. So I'm just sitting there really mad and I ask him, "What am I supposed to use now?" I don't hear anything and a few seconds later I see some of those used paper towels he has been hoarding being shoved under the door. Then he says, "See I told you I'd use them again." I called Clear Skies the next day!

C F/A: He sounds like a fruitcake. I'd get out of that dead end relationship. You can definitely do much better than that.

A F/A: I think all men are weird. I've been Internet dating for about six months now and still haven't found my "Mr. Right". I've found a lot of "Mr. Right Now's", good for a free meal, but nothing worth marrying.

C F/A: Are you serious? I would never find a date on the Internet. What if he was a stalker or worse, A SERIAL KILLER. No way! not for me. You don't tell them where you live do you?

A F/A: No, of course not. We usually meet for lunch, and that is after you get to know them by chatting online. I'm dating a mortician right now!

B F/A: Sick... Did you know his occupation when you decided to date him?

A F/A: No, his profile said that he was in HR. I thought he meant "Human Resources", but obviously it stands for "Human Remains."

C F/A: That is too creepy for me. What does he talk about at dinner? What he did at work today! You can definitely do much better than that.

B F/A: So what about you? Let's hear about YOUR Mr. Perfect.

A F/A: Yeah, lets hear about YOUR "So much better" relationship.

C F/A: Well, first of all, he's a Pilot...

TO BE CONTINUED...

What happened next? Tune in next week for the next episode of *Desperate Flight Attendants*.

# CISM Team Attends International CISM Conference

*by Chris Watson, CISM Team Member*

**O**n February 16 - 17, the 8th World Congress of the International Critical Incident Stress Foundation (ICISF) held its annual seminar in Baltimore, Maryland. This year's conference was attended by B. R. Ricks (PHX), Pat Gilmore (DAL), Mary Riding (MCO), Eileen Rodriguez (MCO), Brenda Winters-Brown (DAL), Sheri Hightower (MDW), B. J. Brittenham (MDW), George Wyatt (HOU), David Pinkwasser (BWI), and Chris Watson (MCO), all members of the Southwest Airlines Flight Attendant CISM Team. David Sanders, Chairperson of the SWA Pilot Team was also in attendance.

The theme for the Aviation Workshop was CISM: Resilience in Aviation. Conducting the Aviation segment of the World Congress was none other than our own Tania Glenn-McIntosh, PsyD, LCSW, CTS, and Brenda Tillman MSM, both of whom are the consultants and trainers for the SWA CISM Team.

Guest speakers throughout the two-day seminar included Margaret Watson-Hopkins, RN, who was a flight nurse and transports critically ill patients via aircraft. Her amazing story regarding her surviving a plane crash and her resilience to board another plane to do her job was remarkable. Jorg Leonhardt spoke from an air traffic controller's perspective and educated us on the post-traumatic stress associated with a mid-air collision and how important is the confidentiality of those involved in a critical incident.

We were also very honored to have two speakers from Southwest Airlines to address the World Congress. Ty Gregory, SWA Pilot (Retired) and Eileen Rodriguez, SWA Flight Attendant. Ty spoke on his amazing resilience throughout his life from his childhood, through his many military close calls, to a near accident as a commercial pilot. Eileen addressed the attendees on the affects of suicide and when it touches our lives so unexpectedly. Her heartfelt story was well presented and extremely educational.

Many other presenters were in attendance. All in all, your SWA CISM Team left the conference with incredible tools to help us be more resilient as we handle the many critical incidents that occur throughout our system. More importantly, we can now better serve you, our peers, when resilience is of utmost important to YOU when you return to work after an event.

Your CISM team is always here for you 24 hours a day, 7 days a week!

**CISM Hotline: 800 408-3220**

# Local 556 and SWA Train for Board of Adjustment

*by Mike Sims*

*TWU Local 556 Grievance Committee Chairperson*

**O**n April 7, The Union and Inflight Management conducted a joint training session for the panelists appointed to serve as members of the Board of Adjustment. Adjustment Board Members serve as "judges" as the Union and the Company argue grievances in an informal hearing. Each Board of Adjustment panel has two Union and two Company appointees. These four people are charged with hearing the facts of either discipline or Contract interpretation cases and rendering a decision based on oral testimony and written evidence.

All decisions made by the panel are final and binding. In the event that the Board is unable to reach a conclusion, the case is considered "deadlocked". At that point the case most likely will be presented before an Arbitrator for final disposition.

Last year, the Union proceeded to Board of Adjustment fourteen times. This year has already proven to be demanding for the Union's Grievance Team. Judging by our current caseload, we will be proceeding to Board of Adjustment almost each month for the rest of the year.

TWU Local 556 thanks this year's Adjustment Board Members for stepping up to the plate: Lynn Beall, Michael Broadhead, Will Browne, Jannah Dalak, Gwen Dunivent, Rebekka Kelly, Susan Kern, Brett Nevarez, Doug Patterson, and Fields Williams.





# Flight Attendant Fatigue Summit

March 29, 2005

**O**n March 29 and 30, TWU Local 556 partnered with the Association of Professional Flight Attendants (APFA) representing American Airlines Flight Attendants, to co-host a Flight Attendant Fatigue Summit in Dallas, TX. The Summit was a huge success and was attended by over 60 Flight Attendants from 5 Unions representing 14 airlines.

The Summit focused mainly on fatigue suffered by Flight Attendants as a result of work rule changes in concessionary contracts since 9-11. New contract agreements have extended duty days and reduced crew rest to FAA minimum and reduced rest standards. In 1996, the FAA implemented Flight Attendant Duty and Rest Rules requiring 8 and 9 hour rest periods, but those "rest periods" include all the transportation to and from the airports, plus meals, and preparation for work the following day.

Union Officers, Health and Safety Representatives, and International Representatives pre-



*APFA President Tommie Hutto-Blake and TWU Local 556 President Thom McDaniel*

sented the specific problems that their Flight Attendants face due to duty related fatigue. "Flight Attendants end up with only five or six hours to sleep, and oftentimes less," said Pat Friend, President of the Association of Flight Attendants (AFA). "Airlines are cutting every corner to keep Flight Attendants on duty, and that's both affecting our health and raising concerns over our ability to properly safeguard our passengers."



TWU Local 556 President Thom McDaniel presented SWA's Contractual Language with one of the industry's shortest duty days, longest crew rest, and a Flight Attendant Fatigue Policy as a standard that the industry should seek. "Even though we have strong contractual language and a fatigue policy to protect our Members, it is important for TWU Local 556 to work with other Unions to achieve legislation or FAA standards for duty and rest limitations," said McDaniel. "Negotiations at other airlines and bankruptcy laws have shown us that what we achieve at the bargaining table can disappear with the stroke of a pen."

In addition there was a presentation by representatives from the FAA's Civil Aerospace Medical Institute regarding their Congressionally mandated Flight Attendant Fatigue Study. The CAMI representatives provided valuable information and asked for the help of Flight Attendant Unions in completing their study.

Presentations by aviation expert Dr. Diane Damos of Damos Aviation Services, Inc. and human factors expert Dr. Douglas R. Eddy provided the Summit with recommendations and models to study, monitor and detect Flight Attendant Fatigue.

Summit participants closed the day with updates from Union Legislative Representatives with updates and strategic planning for educating the public and legislative and FAA reform on Flight Attendant Fatigue.

"Duty-related Fatigue is a very important issue for our Members," said Tommie Hutto-Blake, President of the Association of Professional Flight Attendants (APFA). "We're all struggling with this, and I certainly feel that we'll have more impact if we have a common strategy."

TWU Local 556 will continue to keep Members updated on Flight Attendant Fatigue and opportunities to support efforts to influence legislation and FAA regulation on this and other important Flight Attendant issues.



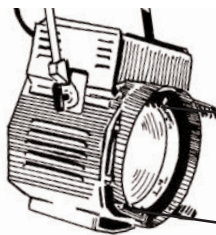
*Experts discussing research and strategy options: Dr. Diane Damos and Dr. Douglas R. Eddy*



*TWU Local 556 1st Vice President and Safety Coordinator Michael Massoni and APFA National Safety Coordinator Candace Kolander*



*Over 60 Flight Attendants from 5 Unions representing 14 airlines were in attendance*



# **"SPOTLIGHT" ON** **Thom McDaniel**

## ***TWU Local 556 President***

**T**here is no doubt in the minds of anyone on the Editorial Team that Thom McDaniel is going to be a little miffed when he learns that he has been selected to be the "Spotlight" person for our April issue of UNITY Magazine. But it would be a real shame to not acknowledge his incredible dedication and contribution to our Local, so let him be mad! It is always easier to ask for forgiveness than permission, right?

Thom came to work at Southwest during the summer of 1992. He previously worked in the insurance industry, but felt that Southwest Airlines would give him the flexibility to pursue other interests. Thom was the perfect fit for Southwest, truly willing to color outside the lines.

After getting his feet wet at Southwest, Thom felt he wanted to contribute more to Southwest than simply doing his job as a Flight Attendant. For many, one of the great things about our job is that once we drive away from the airport, there's no homework, and we have no concerns until we drive back into our parking spot in the employee parking lot. But not Thom... that's just not the way he does things. He learned about the Culture Committee early on, and felt there was a place for him there. As one who always roots for the underdog, Thom felt the Culture Committee would give him an avenue to really make a difference to improve the lives of our Flight Attendants.

Although Thom made great strides as a Member of the Culture Committee, due to the purpose and

structure of that Committee, he felt it just wasn't enough for him. It was at this point that he became involved in the Union. Thom is not one who blindly accepts the status quo. He questions things, and offers solutions. He began frequenting the Union's Flight Attendant Forum, at that time hosted by Compuserve. Thom wasn't exactly happy with the way the Union represented the Flight Attendants at the time, and was a VERY vocal Member. It was at this time when former TWU Local 556 Vice President Dean Hervochon suggested to Thom that he become more involved in the Union. Thom and Dean weren't exactly friends... they were often on opposite sides of most issues. However, Thom took Dean's advice, and in 2000, Thom ran for 1st Vice President.

Thom ran for office hoping that he would still have time to fly the line and do his Union work at the same time. However, he ended up diving into Union work head first, enjoying doing grievance work, resulting in a full-time position on the Grievance Staff.

In 2001, Thom found himself as the new President of TWU Local 556. Although it was a difficult time for our Union, Thom made the best of the situation and immediately began laying the ground work for our most recent Contract Negotiations.

For those who had never experienced Contract Negotiations at Southwest before our most recent Negotiations, you may not know that traditionally, Negotiations were very private, almost secretive events. But Thom knew that the



2002 Negotiations had to be different.

When Thom realized that he would be the Lead Negotiator in our Negotiations, he knew that he would have to learn as much as he could as quickly as he could. He attended a class in Strategic Bargaining and learned that there was in fact a new way to conduct Negotiations by keeping the Membership involved and informed, rather than making it a secretive, "behind the scenes" event.

And the rest, you could say, is history. Our Local was blessed with a highly skilled and talented Negotiating Team. They were willing to fight hard, they kept the Membership involved every step of the way, and achieved gains many thought impossible. Thom laid the groundwork for a new way of doing business in our Local and undoubtedly will be remembered as one of the great Presidents of our Local.

You can't really talk about Thom without mentioning what he gives back to the community through his volunteer work. For



many years, Thom has been one of the top individual fundraisers for the AIDS Walk Houston. This year Thom achieved his goal of raising more than \$10,000 to help find a cure.

Thom also volunteers one week every summer to a very special place called "Camp Hope", which is a camp for kids with HIV. Camp Hope is held at a wonderful place outside of Brenham, TX. The entire grounds of Camp Hope is wheelchair accessible - including the swimming pool and tree house! It's a truly magical place that changes the lives of the children and the volunteers who attend each summer. Thom has volunteered at Camp Hope for 8 years, and considers his volunteer work there the most important work he does.

Thom, we thank you for your dedication, contributions, and the sacrifices you have made for our Local. There is nobody we can think of who works as hard as you do, while still taking time to give back to the community. That said, there is nobody who deserves this "Spotlight" more than you.

## SAFETY, HEALTH, OR SECURITY INCIDENT?



REPORT IT ONLINE TO



<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**

## 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 Lynn Nepper  
Becky Parker  
Gayle Ross  
Michelle Zenici

The image shows the Texas State Capitol building in Austin, Texas. The building is a large, multi-story structure made of light-colored stone, featuring a prominent central dome topped with a statue. The architecture is classical, with many windows and columns. A Texas state flag flies on a tall pole to the left of the building. The sky is clear and blue. Overlaid on the image is a quote in white text.

**The best way to  
predict the future  
is to invent it.**

**Alan Kay  
Inventor**