

UNITY

July 2005

VS

**What is WRONG with the WRIGHT
Amendment?**

**The latest chapter in Southwest's modern day
David and Goliath saga**

More on page 12



UNITY

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

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From the Editor's Desk

I hope everyone is having a great summer. A few days ago I returned from the World Aerobatic Championships in Spain. This was my first time to be a member of the U.S. Aerobatic Team, and it was an incredible experience. The Team flew well, and between the 10 members, we brought home 5 medals.

As soon as I got back, it was time to get back to work to prepare this issue of **UNITY**. Initially, Mark Torrez and Kathy Anderson had planned to prepare this issue due to my trip to Spain; however, Mark had the wonderful opportunity to do a coast to coast bike ride to raise money for children across the country with disabilities. Kathy had a busy schedule as well with Membership meetings, so we decided that I would finish preparing the issue upon my return. We apologize for the 2-week delay in the distribution of this issue.

A lot has happened since the April issue of **UNITY** was published. On the legislative front, Southwest Airlines is working full time to help overturn the Wright Amendment. In this issue, TWU 556 Treasurer Ron Regan examines this outdated and anti-competitive legislation and why it is a good thing for us as workers if it is finally repealed. Additionally, some good changes are in the works for the Flight Attendant group. Read Thom McDaniel's President's Page, Marcy Vinyard's article on the dreaded "No Show", Mike Sims' Grievance Update, and Cindy Ritner's Scheduling Update for more information on these positive changes.

Until next time, enjoy your summer, fly safely, and stay united!

In solidarity,

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FEATURES:

- 12 *What is WRONG with the WRIGHT Amendment? - by Ron Regan*
16 *HELP! I can't make my check-in! - by Marcy Vinyard*
22 *Introducing Gayle Ross - TWU Local 556 Health Coordinator*
23 *Turbulence Memo - by Daryl Krause and Michael Massoni*
27 *The New TWU Local 556 Website*



DEPARTMENTS:

- 2 *From the Editor's Desk - by Allyson Parker-Lauck*
4 *President's Page - by Thom McDaniel*
5 *FYI's - by Kathy Anderson*
6 *Domicile Reports - by the Domicile Executive Board Members*
15 *Scheduling Committee Update - by Cindy Ritner*
21 *Grievance Team Update - by Mike Sims*
22 *Safety Team Report - by Michael Massoni*
24 *Coffee Talk - by Tina Coffee*
25 *"Spotlight on Rachael Jacobs"*



MISCELLANEOUS:

- 2 *TWU Local 556 Editorial Policy*
27 *TWU Leadership Listing*





PRESIDENT'S PAGE

by Thom McDaniel - TWU Local 556 President

A year can make quite a difference in our Union and our Company. Last July, we had just completed negotiations and had reached a Tentative Agreement (TA) with Management after well over two years of hard bargaining. I was traveling the country with our great Negotiating Team to our Domiciles to explain the new agreement in anticipation of a Membership vote. As we all know, the TA passed by an overwhelming majority.

Fast forward one year and our Members are now enjoying the fruits of our Unity with an industry leading Contract in all areas. Our Company remains prosperous even in the worst possible time in airline history. Best of all, as a result of our negotiations, Southwest Management and our Union have used the lessons that we learned in bargaining to return to a cooperative working relationship that benefits our Company, our Members, our Customers, and as a result, our Shareholders.

As a result of collaborative efforts including the recent Scheduling Audit requested by the Union, we have developed some new policies and procedures that will improve the quality of life of our Members and the bottom line of our Company. Some have just been announced, and some will be rolled out in the near future. On issues where we have disagreed, we have worked and will continue to work through the process to honor the language and spirit of our Contract. Even though Contract Negotiations are over, your Union has continued to work for you.

As you will read in this issue of UNITY, we are also working with Management to help repeal the Wright Amendment. Several months ago, when our CEO Gary Kelly announced that Southwest Airlines was no longer "passionately neutral" about the Wright Amendment, we offered our support and we are proud to be part of this important campaign.

We learned in negotiations that our Flight Attendants can be passionate and effective lobbyists and activists for fairness and equality in the workplace, so we now have the opportunity to fight for the same fairness and equality for our Customers. The Wright Amendment is anti-competitive and unfair to all citizens traveling to and from North Texas who deserve low fares and good customer service.

Airline customers traveling to and from North Texas currently pay an average one way fare that is 48 percent higher than at other airports across America because Love Field is not allowed to compete with DFW Airport on many routes. Simply put, our Customers should not have to pay higher fares just to travel non-stop to and from Dallas, our home town.

We all know that Southwest Airlines service has a dramatic effect on airline travel. We have been flying to Philadelphia a little over a year, and it is estimated that Southwest has saved customers \$1.2 billion in airfare and caused a huge economic impact with increased tourism.

A recent study by The Campbell Hill Aviation Group estimates that the Wright Amendment costs North Texas \$2.4 billion annually. The same study also estimates that denying Southwest Airlines nonstop service to 15 currently protected markets results in a \$4.2 billion penalty annually. Please remember that these huge numbers result in a significant economic impact on consumers and communities, not profit and loss for airlines.

Obviously, the repeal of the Wright Amendment would be a great benefit to our Company, but the biggest impact will be on our Customers who have supported us through good and challenging times.

The time to act is now! North Texas Congressmen Jeb Hensarling and Sam Johnson have introduced House Bill 2646 - "The Right to Fly Act". There has never been a more aptly named piece of legislation. Congressmen Hensarling and Johnson deserve our thanks for getting the ball rolling to "Set Love Free".

We have devoted this issue of UNITY to providing information to help repeal the Wright Amendment as well as opportunities to get involved. Call, write, and visit your Congressional Representatives and ask them to support our efforts. Encourage your friends, family, and neighbors to do the same. Talk to our Customers and remind them of our efforts and to visit the website at www.SetLoveFree.com with a P.A. announcement on every flight. We will also be holding a Flight Attendant Lobby Day on this issue as well as asking you to visit legislators and other leaders at home in your communities.

American Airlines has pledged millions of dollars to their monopoly on non-stop flights out of North Texas due to the Wright Amendment. I believe that when we have the grassroots efforts of our Employees, right will prevail and our Customers will truly have the "Freedom to move about the Country".

FYI's

by Kathy Anderson
Recording Secretary



FYI: Per the Contract, a Reserve Flight Attendant may be contacted only once during crew rest and must be guaranteed seven (7) consecutive hours of uninterrupted crew rest between block in and block out.

FYI: On Reserve to Reserve overlap, if you are flown into a day off in the new month and the new month is left with the minimum number of days off, you will not be pulled from an additional day.

FYI: Reserves who are bidding for Recurrent Training must bid on a day off unless your month was scheduled for the minimum numbers of days off.

FYI: If you are a Reserve who calls in sick after being given an assignment, you will be assessed a penalty of half (.5) point in addition to the half (.5) point assessed for each day while on sick leave. A Doctor's statement will not remove the half (.5) point penalty assessed for failure to call in sick prior to receiving the Reserve assignment. The half (.5) point will only be removed with record improvement. (Note: Sick calls on-line will not be assessed the half (.5) point penalty.)

FYI: If you have someone else turn in your liquor money for you, remember that you are still responsible for the presence and the contents of the envelope. Also, your liquor papers and envelope must be filled out in full.

FYI: You now have an option when you jetway trade if RIGS are involved. If you are trading the leg away, you may retain all applicable RIGs associated with the trip and the Flight Attendant accepting the leg will receive leg credit only OR if you are trading the leg away, you may choose to give away the RIGs to the Flight Attendant accepting the leg as long as you tell Scheduling at the time. If no choice is made, the Flight Attendant trading the leg away will retain all applicable RIGs.

FYI: If you call in sick for a trip you picked up on your vacation, you will not be paid.

FYI: If you No Show or UTC you will be asked to fill out an IR.

FYI: The Company has access to any messages left on a Flight Attendant's Maestro screen. Please keep this in mind when leaving messages for other Flight Attendants.

FYI: The email service, Outlook Web Access offered on swalife.com is the property of Southwest airlines, which means that any messages you send or receive are subject to review by SWA Management.

FYI: Per the Contract, the Union receives Flight Attendant contact information from the Company. In order to change your contact information with the Union, you must first change it with the Company. To do this, visit swalife.com and click on the "about me" tab to make the changes. Per the Flight Attendant Manual, Flight Attendants must keep the Company updated on current contact information.

FYI: Always carry your Flight Attendant Certification card with you on your trips. If the FAA or TSA ask to see it, you have 48 hours to produce it.

Once again, the FYI articles would not be possible without the hard work done by the Grievance Staff and Ron Regan. My sincere thanks to each and every one of them.



BALTIMORE

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

LIQUOR DROP AND CHECK-IN PHONES

The liquor drop has moved more in the last 2 months than in the last 6 years, since the base opened. When Inflight transferred to the new lounge, the liquor drop was moved to the Baggage Service office per the RBF dated 5/19. Evidently, someone in the Customer Service department (still waiting to find out who) made the decision to shut down the liquor drop without consulting or advising Inflight Management... that's team work!. As a result, the code to the baggage office door was changed, and CSA's told Flight Attendants that the safe had been moved. Actually, the safe was still there, and the Flight Attendants had no other information to go on except the RBF dated 5/19.

I contacted Customer Service Management and Inflight Management about Flight Attendants being denied access to the safe. The liquor drop was reopened briefly in Baggage Service, but then shut down a second time without consulting or advising Inflight. The reason for the second closure was that "too many people had the combination to the safe". This excuse was pathetic, especially since this was the same safe which was used in the B-pier for years. I guess it didn't become a problem until it was moved to the Baggage Service office... isn't that something.

The liquor drop is now located in the hallway next to gate B-4. The new check-in phones are at gate B-9/ B-11 and A-6.

REVOLVING OFFICE DOOR

Put your surprised face on, BWI has two new Supervisors: Pete Keogler #62937 and Melvin Gunderson #59515. Pete was an internal OPS Supervisor from ISP, and Melvin was an internal OPS Agent in BWI and then was a Flight Attendant for approximately 6 months before going into the office.

UNIFORM ORDERING

You can order uniform pieces on line directly through the Cintas website www.cintas.com. On the home

page, type in "Southwest Airlines" as your Cintas ID. The next page asks for your employee number and password. The last 4 digits of your Social Security number is your password until you create a new password. After creating a new password you are in the SWA uniform allotment store.

NEW LOUNGE

We have moved to the new lounge... well at least the computers are there. We moved over a month ago and still don't have FID monitors, door handles, or TV's that actually work. We do have a breakfast bar with no bar stools and boxes of who knows what lining the hall ways. I have made numerous complaints to Management about all of the above. BWI Management is aware of all the lounge's short comings and is trying resolve these problems. Evidently, the contractors moved us in and then forgot about us.

MISCELLANEOUS FYI's

- Probationaries can request a medical leave. Don't let a Supervisor tell you to take the points... points take 16 months to roll off and could get you terminated. If you are out more than 14 days for an illness, request a medical leave. Probationary time will be extended for the amount of time of the leave.
- Probationaries are entitled to Union Representation during meetings with Management.
- In order to speed up Maestro processing time, delete any duplicate give away entries you may have made. Multiple entries won't help your trip go away quicker and significantly slows down Maestro.
- Check the Union glass case or red rack for Union meeting dates, Executive Board Meeting Minutes, Membership Meeting Minutes, Bylaws, Union updates and any other pertinent Union information.
- If using the computer to check-in for a pairing, always check-in twice to ensure it has been recorded. Remember, you can also use the check-in phone.

If you have any questions or concerns, please call the Union office at 800-969-7932.



CHICAGO

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

Here we are halfway through 2005 and I hope that everyone is enjoying a great summer.

Congratulations to MDW for being selected as base of the year. This speaks volumes about all of us in the MDW base. Keep it up and don't change bases, it's getting harder to get in here (and stop telling everyone how great it is here!).

Speaking of changes, there's no doubt in my mind that you have noticed a number of new faces in the MDW Inflight office. Space limits me here, but I would like to welcome all of our new Supervisors, Coordinators, and Assistant Base Manager. Please take a minute to stop in and say hi.

We're still growing every month here in Chicago as we are throughout the system. This growth includes Scheduling. Please remember they have the same tools that we have (Maestro). Chances are that if you're having a problem with it, they are too. This goes for Open Time as well. All of us are awaiting the

new web-based Scheduling program. I really don't have the vocabulary to describe the immense changes that will be happening soon with the technological upgrades in Scheduling. Daryl and his new team in Scheduling are working very hard to fix all of the problems that have been handed to them. One of his priorities is to help develop the personal working trust between Flight Attendants and Schedulers. I could do a whole article on this, but let me just say that if we all treat each other the way we want to be treated, trust should not be an issue again.

One last thing, there are numerous things being done to repeal the Wright Amendment. Many of them only take a few minutes or even just a signature to make your voice heard. I urge you all to take the time and get your friends and families involved in repealing this outdated economic attempt to boost a regulated economy. We enjoy the benefits of two airports competing for passengers here in Chicago. Those nice folks in Dallas should have the same economic advantage that we enjoy here - two great airports in one great city.



DALLAS

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

Hello Dallas. By now most of you probably have noticed that I am back on line. It has been

great to see everyone and to be closer to issues that are going on in the Dallas Base. Please know that although I am no longer working grievances, I am still very much available to assist you and I have placed my Union cell phone number in the glass case in the lounge. Please do not hesitate to call me with ques-

tions, or if you need help with an issue, or just need to make me aware of something going on at the base level.

As many of you are aware Joy McGrath went back on line in mid July. Joy was a pleasure to work with and I know you all will extend a warm welcome to her on the line. Henry Townsend was named as the new DAL Base Manager, and I look forward to working with him. Debbie DeVoe has joined Leslie Turney and Vicki Starkey as a new Coordinator in the Dallas Base. Debbie transferred from a position in Planning so

many of you might already know her.

The following changes will be taking place in July so I want to make sure you all are aware of these changes that directly affect you. Southwest Airlines is working hard on efforts to repeal the Wright Amendment. Personally, I feel that the removal of the Amendment will be beneficial to the Dallas Base, as well as our Airline. Please join SWA and the Union when asked for your assistance. Check www.swalife.com and www.twu556.com for more information.

The first round of vacation bids were extended through July 22. The second round begins August 1, and closes August 15. The August bid packet will be the last time you will see paper bids. September marks the start of paperless bidding.

And speaking of computers, several changes are in the works. Starting in July, we can utilize the Outlook program to email each other through www.swalife.com. On July 6th the Company placed new Dell computers in the DAL lounge. We desperately needed new equipment!

I want to take a moment and speak about a few issues that came up in the Dallas Base and make sure that you are informed. Hopefully by addressing these topics it will alleviate problems for other Flight Attendants in the future:

- You can obtain your point total from any Supervisor in your base. However, to get a record of your roll off you will need to speak with your individual Supervisor. It is not necessary to schedule a file review to get your point total or roll-off information. If you have any problems with this issue please call me as soon as possible and let me know.

- If you no show or FTR, you are usually requested to fill out an Irregularity Report about the incident. There is usually no need to be wordy. Get to the point. For example, if you read your check in time wrong, just state something like, "I no showed due to reading my check in time wrong".

- Any time you are asked to meet with Management, you are entitled to Union representation.

- The procedural aspect of the Dallas Open Time has been a bit confusing, therefore, I will be at Open Time on the 23rd to present what I think might be a more fair and productive way to run it. If you have any suggestions on Open Time procedures, please contact me as soon as possible. For those Flight Attendants who are based elsewhere and attend Open Time in Dallas, please know that the current procedure of permitting Dallas Flight Attendants to do Open Time first will not change. Dallas is not trying to be unfair or alienate anyone from Open Time, but it is only fair in any base, that those who are based there have access to their own computers.

Therefore, this Open Time procedure will stay the same for the fairness of the DAL based Flight Attendants. I hope I have not offended anyone that is out of base, but I feel that you have a right to know why Dallas takes the stance that they do and hopefully this will help to alleviate any animosity. Let's not let this issue divide us, after all it is unity that got us our great Contract.

As always it is a pleasure to serve you guys and I hope this information helps you. Keep in touch.



HOUSTON

*by Jannah Dalak HOU F/A #19358 on behalf of Stacy Martin,
HOU Domicile Executive Board Member*

Hello, HOU friends. Jannah Dalak here again. The Houston base has been relatively quiet these days. There are two issues that have been more prevalent in HOU that I'd like to start out with, OJI and

VJA pay. These seem to be the two "hot button" issues in HOU these days.

If you are out on OJI you must see the doctor, have your OJI paperwork completed, and then fax the OJI paperwork to Karen Atkins. It is also very important that you call Karen and follow up with her to ensure that all the paperwork is complete, correct, and in

order.

There continues to be confusion about calculating VJA pay. With the RIGS in our new Contract, calculating VJA is now different. Make sure you understand how this is calculated before you VJA. You can find more information on how RIGS affect VJA pay by reading the Q&A section of your Contract, page 167, #21. If you are unclear, feel free to call the Union Office at 800-969-7932.

We are slowly growing in HOU and now have over 1,000 Flight Attendants! We can now have 5 trips in OT for trading purposes! Kevin Clark states that base growth will continue at a slow pace. The "B" concourse was paved and 2 new gates moved to the Central side. Now only AUS, SAT and HRL go out of the old side. You should see Little Pappas open by the time you read this report. In August, a regular Subway will open as well as Pappas Burgers. Barry's Pizza and Hunan will open in October.

John White has joined the HOU office and has taken over Patrice Foreman's group. John flew for 12 years and then taught RT at several bases. He was a Supervisor in MDW before HOU.

Nora Shaffer came to us from the Ticket Counter where she was also a Supervisor. She transferred to Inflight in April 2001 before becoming a Supervisor in HOU. Nora has taken over Karen York's group.

Duane Smith was an Operations Supervisor in HOU before transferring into the Inflight department in November 2004. He took over Charlottee Haynes' group when she was promoted.

Stacy's wife Shanna Martin has decided to participate in an experimental medical study. This new target drug will be administered on a 21 day on 7 day off cycle in San Antonio. Please keep their family in your thoughts and prayers during this difficult time. Also, by the time you read this Kendon their son will have celebrated his third birthday on July 10.

Houston Flight Attendant Lori Crow has recently completed her last chemotherapy treatment for breast cancer. She is now waiting for surgery but remains optimistic and happy about returning to work. Lori was 3 months shy of her annual exam when she found her cancer which had progressed to a stage 2 carcinoma. There is no breast cancer in her family and 50% of women get it just because they are women! Please welcome Lori when you see her. She is really excited about returning to work, hopefully in August, and seeing her friends. She also thanks everyone for the kind thoughts, prayers and cards.

I want to thank all the HOU Shop Stewards and Flight Attendants who have pulled together to keep our base running smoothly while Stacy is out on leave. Also special thanks goes out to Robin Adiska Rudy, Sherrie Maloney, Denise Arthur, Patti Oliver and Lucy White-Lehman who organized a fundraiser for their friends Lori Crow and Stacy Martin.

In closing, until Stacy returns, if anyone needs anything please call the Union office so that they can get in touch with me or any HOU Shop Steward. We will make sure your concerns are addressed.



OAKLAND

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

Hi OAK. It's been a while since I've seen anyone, but rest assured I'll be back in OAK before you know

it. Actually I'm writing this update from the road. As most of you know, I am participating in a coast to coast bike ride benefitting children with disabilities. After leaving from the shores of Oregon on June 4th, I've

cycled more than 2,000 miles this summer and am currently in Pueblo, CO. This has been an incredibly challenging summer so far both physically and emotionally. Every day, I've been riding about 75 - 80 miles from about 6:30 am to 12:30 pm. Once we get to our destination we are usually met by local officials to be recognized, then it's off to a local organization to do volunteer work. It's been exciting, fun, trying, frustrating, difficult, and therapeutic all at the same time.

I really can't emphasize how much I appreciate the OAK Membership's understanding and support in allowing me to undertake this Journey of Hope. I've gained so much already and I hope that I can use what I've learned to serve you better when I return.

I would also like to thank all of our Shop Stewards who have stepped up to the plate and helped to cover my responsibilities as your Base Representative while I've been away. Your Shop Stewards are Michael Quattlebaum, Christina Wenzl, Sylvia Palomares, Bryan Orozco, and Val Lorien. I'd also like to recognize OAK Flight Attendant and former Contract Negotiator Kevin Onstead. They have all gone out of their way to ensure that our OAK Flight Attendants have had quality Union Representation, that new Flight Attendants are being shown the ropes at orien-

tation, and that important materials have been distributed.

As you all know by now, OAK Base Manager Jamie Willard is leaving OAK to take over the responsibilities as the PHX Base Manager. We thank Jamie for her work in OAK, and wish her all the best. At press time, a new Base Manager has not yet been announced.

Since I have been out of the SWA/TWU scene for over a month now, I don't have any other news to report, but I encourage you to look at UNITY in its entirety for pertinent information. Also, don't forget we still update the TWU Local 556 hotline the first and third Friday of each month with timely information - 800-806-7992. I look forward to getting back on line and sharing my adventures with all of you.



ORLANDO

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

Hello to all from MCO, where we are becoming home to the hurricanes early this year!

Recently, I have had several calls on a few issues in the MCO base. First, the question people ask me most often is, "Why don't we have a check-in phone outside of security?" You will probably remember two years ago, I wrote about this topic in one of my UNITY articles. I had approached Management seeking a phone at the ticket counter. It was quickly dismissed (NOT BY ME) and stated it was not a contractual item because we do not operate from multiple concourses. I then offered that the Union would consider paying for a check in phone at the ticket counter, but again, that offer was declined because of our contractual language. I will admit that at the time I had approached Management on this issue, our Contract talks had taken a turn for the worst and our relationship with Management had spiraled downhill, so the timing probably wasn't the best. Although our upper Management has been "closed for repairs" over the past year, they have now re-opened "new and

improved" with many changes still to come. I will continue to work on this issue and report back in my next article.

The next issue is our "non-employee" line at the security check point. While this is not a contractual issue, or even Company Policy, I have spoken to several TSA Supervisors to find out why there is no designated employee line. The TSA's position is that the SWA check point has become so busy with the number of passengers we carry, they needed to alleviate some of the stress of the long lines by allowing all lanes open to passengers. They have assured me that uniformed Crew Members may cut to the front of the line. If you encounter any problems with this procedure, please contact me and our Base Manager.

The next item up for bid: "Summer Luvn' - Summer Intimidating". I am still receiving calls from Flight Attendants who, when they have called in sick, are receiving a Maestro message from their Supervisor stating that their sick call has been documented in their file. In addition, it has been reported that a new message is now being sent out when a Flight Attendant calls in sick before or after a vacation or a holiday, and that this too is being documented in

their file. Maybe "The Sharper Image" will come up with a device that tells you when your body will be sick before or after a holiday to give you time to change your vacation. Until then, if you receive this message, please remember that your sick calls have always been documented in your file, and that this is just a form of intimidation.

On a more positive note, Daryl Krause has been our Vice President for only a few months now, but I feel many more good changes are on the way. I think

that upper Management is now positioning people in our department that truly understand how important that Flight Attendants are to our Company and are trying hard to restore the trust that has been lost over the past few years. While changes will not happen overnight, the Union is working hard with Management to rebuild our relationships to benefit both our department and our Company.

In closing, if I can assist you in any way, please contact me anytime. Pass the pickles!



PHOENIX

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

Well here we are in the middle of summer, and as always, every flight is full. We

have the summer travelers, UM's, the elderly and the business traveler to take care of, and each group has its own needs. We must be able to deal with each group accordingly and make their travel a memorable experience. I know that sometimes we really have to work at it, but it does pay off in the long run with return business and profit sharing. This is why we must keep up the great job we do to show Southwest Management that we do care and we're willing to do whatever it takes to keep SWA number one.

We are working through the lounge issues with the PHX Base Management, and now that we have a new Manager we hope to see some changes. We would like to welcome our new Base Manager, Jamie Willard to Phoenix. Jamie was previously the Base Manager in Oakland.

Back to the lounge... We now have permission to use the break room in the Inflight Office to eat and get coffee and to use the microwave, but please remember to keep it clean for everyone. We're working on getting better TV reception in the lounge as well as another TV.

The most frustrating thing so far in PHX is the parking situation. For those that park in the west lot, you need to arrive at the lot at least one hour before your check-in time so you can make it to the lounge. I have met with Management in the past on this issue with limited results. But there is a new Manager in town, and I hope to meet with her soon on these issues.

Also for those that park in the terminal, I feel your pain!!! First we have to jump through hoops to prove we're car pooling, and then they decide to kick everyone out. I would think that the city would want a steady amount of income every month. I have worked every avenue I know of to resolve this issue to no avail. I believe the next step is to contact the mayor. Here is his email address - tell him how we feel: **phil.gordon@phoenix.gov**. You can also go to the city website and search for Sky Harbor and click on "contact info". We must let our elected officials know that airline employees are being treated this way.

I've heard that many Flight Attendants feel that the west and east lots are not safe. I need reports on these issues before I can act on them (bus service, delays, safety, and theft). If you encounter these types of problems, please write up a report and leave it in my mailbox #9335, or email them to me **billbernaljr@cox.net**. I hope everyone has a great and safe summer.



What is *WRONG* with the *WRIGHT* Amendment?

A look at how this law came into effect, its impact on Southwest Airlines, and what we can do to make it HISTORY...

by Ron Regan, TWU Local 556 Treasurer

We all know that Southwest Airlines recently kicked off a campaign to repeal the Wright Amendment, but many of us may find ourselves trying to answer the question - What is wrong with the Wright Amendment? To answer this question, you must first be familiar with the issue and its history. As Flight Attendants for SWA, we all know that this federal law limits flights to and from Dallas Love Field, but how did the law evolve?

Years ago the cities of Dallas and Fort Worth were under pressure from the federal government to come together and build one airport for the surrounding region. They did so and had all of the airlines sign an agreement stating that they would move to that new airport which is now known as DFW.

The cities needed the commitment of the airlines in order to ensure that after spending the money to build a new airport, that the airlines would utilize it when it opened. After all the other airlines signed this letter of intent in 1968, Southwest Airlines came into existence in 1971 by offering service to business travelers out of centrally located Love Field and did not intend to move to DFW. SWA's philosophy was simple. We catered mostly to Dallas business travelers and it didn't make sense to spend more on cab fare from DFW to downtown Dallas than it cost to fly from Houston or San Antonio.

Of course, the other airlines were not happy about that and tried to force Southwest to sign the letter of intent too. Speaker of the House, Jim Wright of Fort Worth, Texas created the Wright Amendment in 1979, which prevented Love Field from handling flights to and from states that did not border the state of Texas. In fact, the amendment was actually attached to the *International Freedom of Air Competition Bill*, which sounds very ironic at this time.

These changes took place over 25 years ago, and oh how the North Texas landscape has changed, or should I say grown. Having spent the first eight years of my life living in Bronx, New York where everyone

lives on top of each other, I was in shock when I moved to Dallas in 1980. As a child I remember driving out to DFW and seeing all the open space. Today however, it's not like that anymore. With all the commercial and residential development around DFW, there is not much land left unused.

The area also built a new airport north of Fort Worth called Alliance Airport. It is the industrial airport for Fort Worth, and houses a huge sort facility for FedEx and a maintenance facility for American Airlines. By the way, why didn't anyone make a fuss about this **NEW** airport? Alliance has taken away business from DFW, so how is that right?



Industry at Alliance Airport

All of the cities in the North Texas area have grown by leaps and bounds. While several other cities across the country have grown, so have their airports. Several cities have multiple airports: Houston, Chicago, New York, Washington D.C., and Los Angeles. Isn't it time for the North Texas area to have two passenger airports that serve the whole United States?

There is discussion that the Wright Amendment

is unconstitutional. Article I, Section 9, Clause 6 of the US Constitution which states: *"No Preference shall be given by any Regulation of Commerce or Revenue to the Ports of one State over those of another; nor shall Vessels bound to, or from, one state, be obliged to enter, clear, or pay Duties in another."* Well, the Wright Amendment does violate this.

Just recently a powerful business group, the North Dallas Chamber of Commerce commented on the Wright Amendment: "The Wright Amendment is bad for the city's economy and its repeal would provide a billion-dollar-a-year economic boost". The Chamber went on to say, "The law is choking Dallas' growth by keeping airfares high and hurting the city's convention business and tourism". With this new support Southwest Airlines spokeswoman Ginger Hardage recently stated, "The North Dallas Chamber's opinion reinforces the sentiment of the flying public that North Texas deserves access to lower fares through repeal of the Wright amendment".

Recently, the Love Field Citizens Action Committee spoke out against the repeal of the Wright Amendment. This committee is made up of the residents around Love Field. The residents state that they don't want any additional noise from the airport. In 2001, a Master Plan for Love Field came into existence that these residents agreed to. They, along with Southwest Airlines, the City of Dallas, American Airlines and several other interested parties agreed that the number of gates at Love Field would be capped at 32. Getting rid of the Wright Amendment will not destroy this Master Plan, so why are they in such an uproar over something they agreed on?

Two North Texas Congressmen have introduced legislation called "The Right to Fly Act" that would fully repeal the Wright Amendment". They state that they have been talking about introducing a bill for several years but the recent statement from the North Dallas Chamber of Commerce nudged them over the edge. There had been a lot of talk that this bill would not happen until next year, but fortunately we don't have to wait any longer. There was some discussion that Tennessee Congressional Representative Marsha Blackburn, R-Brentwood, was thinking of submitting a bill, but then American Airlines suddenly lowered their fares from BNA to DFW and increased the frequency of such service to appease them. Many years ago, American took similar actions when Senator Robert Dole was upset about the fares from MCI to DFW. Well, American dropped the fares for a while to calm the talk but later increased the fares. Let's wait to see if American Airlines will drop all fares out of DFW in an effort to appease these local residents: however; if they do, we know that the lower fares won't last very long if history is any indicator.

As a Flight Attendant, you might wonder, "Why should I care?" First, by getting rid of this federal law,

our Company can restore our service out of DAL to where it was before 9/11 with little additional cost. Second, this would mean possible additional growth for Southwest Airlines and that growth might manifest as growth in the DAL base and/or growth in other bases. It is too early for us to speculate on the outcomes, but growth has always been a good thing for us. Third, just think; we would be able to non-rev to and from DAL without having to change planes. Finally, Southwest would bring the "Southwest Effect" to long haul flights to and from our hometown. This effect will bring an economic boom to the area. Just look at what Southwest Airlines did for the Baltimore area.

THE IRONY AT AMERICAN AIRLINES

American Airlines is stating that they would have to move some of their operations from DFW to Love. They go on to say that the move would have a negative impact on DFW. If that's the case, why haven't they moved from O'Hare to Midway? Midway has become a brand new airport, and is booming, but American did not increase their presence. Sounds like a scare tactic to me. Ultimately American would just need to match our fares from DFW because opening another hub less than 25 miles away would not only be inefficient, it would be 'just plane stupid'. Now if Southwest were to accept the invitation to go to DFW, we would be 'just plane stupid'. As Herb Kelleher recently stated, *"The invitation to go to DFW Airport is like the spider saying to the fly, Why don't you drop in for a bite to eat?"*

Reagan National Airport has a perimeter rule around it with regard to non-stop flights to encourage growth for Dulles International airport. American Airlines has lobbied successfully to have this perimeter at Reagan expanded. How ironic!!

Recently American Airlines has reported that lowering their fares at Miami has increased their passenger numbers and revenues. This decrease in fares was due to the tremendous growth of low fare service at Fort Lauderdale. Once again, how ironic!

WHAT IS THE UNION DOING ABOUT THE WRIGHT AMENDMENT?

Thom McDaniel is working closely with Colleen Barrett, the SWA Legislative Awareness Team, our advisors, and other Unions on creative and effective ways to involve our Members in efforts to repeal the Wright Amendment. Thom has begun a letter writing campaign to key legislators to recruit their support and invites all of our Members to join the effort. He will be making visits to legislators anytime he is in the D.C. area to make as many Congressmen aware how this law has outlived its usefulness, and that it nega-

tively affects our Company, our Members, and most importantly, our Customers. TWU Local 556 Members have proved to be effective lobbyists during negotiations and we have made many friends on Capitol Hill over the last several years fighting for our new Contract. We will be planning a Flight Attendant Lobby day and we will continue our relationships to better our Company, benefit our work group, and better serve our Customers. We also will be sponsoring visits with our Congressional Representatives to let them see the faces of the Flight Attendants who would benefit from the repeal of this Federal law called the Wright Amendment.

SO WHAT CAN I DO AS A FLIGHT ATTENDANT?

Write your Federal Congressional Representative no matter what state you live in. Tell that person you want them to help abolish this outdated law. Some say this is a local issue, but how can it be when it will literally take an act of Congress to bring an end to the outdated, anti-competitive and anti-consumer law. So get involved via email by visiting several websites that are set up to assist in this grass roots action. The following websites: **www.house.gov/writerep** and **www.senate.gov** will allow you to determine your local Federal Representatives so that you can make your position known to them.

Ultimately, by helping our Company we are helping ourselves. So, take some time to spread the word. As stated in a recent RBF, please make a brief announcement during your welcome PAs so our Customers are aware of the SET LOVE FREE website: **www.setlovefree.com**. Throughout the next few weeks, tell your friends about the website and explain

to them that by helping your Company, they will in turn will help you. Finally, you might also call the Capitol switchboard at 202-224-3121 and ask to speak with your Congressional Representative. A quick phone call to their office will make an even greater impression on how important this issue is to you as a citizen. Even better, put on your uniform and go to your Congressman or Senator's District Office, hand deliver a letter and ask for their support. Most importantly, if they do commit their support, send them a thank you note.

I have found several websites on the Wright Amendment. Three of the websites are in favor of the repeal of the Wright Amendment and one website is in favor of keeping it. Be sure to check them out.

For Repealing the Wright Amendment:

<http://fightwright.org>

<http://wright.iaspx.com>

<http://www.setlovefree.com>

For Keeping the Wright Amendment:

<http://www.keepdfwstrong.com>

Faced with the challenge to assist our Company in the effort to RIGHT the Wright Amendment, we are often asked questions regarding this issue. Hopefully, this information gave you some clear understanding of this amendment, how it came into place as well as tools to respond to questions that the public asks you.

In closing, the repeal of the Wright Amendment will be good for our Customers, our Members, and our Company. If you haven't already, please get involved and get your friends involved in the grass root effort to abolish this antiquated federal law.



Aerial view of the mammoth DFW Airport



Aerial view of Love Field



Scheduling Committee Update

Tracking the Quality of Your Life

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

TO HAVE OR NOT TO HAVE 4-DAYS?

That is the question; however, this subject is not one that is clear in its answer. As those of you who were Flight Attendants when 4-days were introduced well know, they were developed out of need based on staffing and expansion, and it was promised that only three 4-day pairings would be placed on a line of flying. When I was hired, 4-days were already in our schedule, so this information was passed onto me. When we were overstaffed, your Scheduling Committee was allowed to write many 4-day lines with only three 4-days on a line, and when we have been understaffed, there have been times that five 4-days have been placed on a line. (That is done only as a last resort to limit Open Time).

You may recall a few years back answering a Scheduling Committee Survey. Over 80% percent of those that answered the question referencing a choice between 4-days or 3-day/turn lines, chose 3-day/turn lines and the majority of those that preferred 3-day/turn lines would bid those to give the turn away. An overwhelming majority did not want 4-days at all and if they had to be built, then only place 3 of them on a line. Inflight Crew Planning tries to plan for on line Flight Attendants

to take on an average of 14 days of flying. That means that we all cannot have 3-days on and 4-days off. Even with the limited number of 4-days currently in the schedule, Crew Planning still budgets for each Flight Attendant listed on the bid packet to carry 14 days of duty. That is why there is a mixture of different combinations of pairings on the bid lines.

Over the past 6 months, your Union Scheduling Committee along with Inflight Crew Planning have been working together to find ways to improve the productivity, cost efficiency, and quality of the pairings. This has been a trial and error process. The bottom line after all is this - How much does the schedule cost when it is initially produced, and what is the ending cost once we fly our lines? In the calculation of the final cost of the monthly schedule, Inflight Crew Planning looks at: Reserve utilization (too few / too many), Vacation Pay, Sick Calls, Deadheads (% waived), additional duties created, and many other factors.

We know the number of duties (work days) that have been counted as Sick Time was lowered on average during the months of April, May, and June 2005 as compared to 2004 and 2003. April 2005 was the first month that the number of 4-days system wide was reduced from an average of 17% to 7% with no 4-days in Dallas, Houston, and Orlando. Although we do not have a full year's data tracking Sick Time as related to the lower number of 4-days, your Scheduling Committee does believe that there is an initial correlation between the two.

When your Scheduling Committee went on the road with Inflight Crew Planning to all of the Bases in February of this year, we heard over and over again - "Get rid of 4-days!" The majority of our workgroup likes having fewer 4-days; however, we have been receiving phone calls at the Union office as well as in Crew Planning that some Members would like them back. Having 4 day lines so that a Flight Attendant can be pulled from more trips and receive higher pay on vacation is very costly to the Company. The pairings that are pulled are placed on VR lines and then many times end up in Open Time, where nobody wants them. Lisa Trafton, who has been a member of the Scheduling Committee for 5 years, has collected data on the Bases that had 4-days for the month of April 2005 (Baltimore, Chicago, Oakland, and Phoenix). It was clear through her research, that the overwhelming majority of Baltimore and Chicago Flight Attendants trade down or give away their 4-days; however, the Flight Attendants in the Oakland and Phoenix Bases kept a little over 40% of their 4-days. Productivity and commutability are key to whether a Flight Attendant keeps or trades away a 4-day and those two criteria are not a given when working with a pairing development system that has to take so many other factors in to consideration when the final schedule is developed.

So, to have or not to have 4-days? This is still the question. What is the answer? Your Scheduling Committee will be
(Continued on page 26)

"HELP! I can't make my check-in!"

There is life after a No Show

by Marcy Vinyard - 2nd Vice President



It all started out as a simple commute on a Saturday from Dallas to Houston. I was flying with a friend of mine and we were starting a p.m. trip in Houston. We packed our bags and headed for the airport. Once we arrived, we realized that instead of leaving every thirty minutes, the flights were spread out a bit due to the reduced Saturday flight schedule. Oops! We forgot to check the schedule. There were two flights that would get us to Houston in time, one was full, but the other flight looked hopeful.

We were the last non-revs to make it on and as we taxied out onto the runway, I felt a sigh of relief that we would make our check-in after all. Unfortunately, my relief was short lived. Just as I was about to settle in for a quick nap, the Captain announced that we were on an indefinite ground hold and we would be returning to the gate immediately. My check-in was in 45 minutes and I was nowhere close to Houston. I panicked. My mind was racing. Since I wasn't covered by the commuter policy, what were my options? Do I call in sick? NO, I can't call in sick, I'm not sick! My only other option was to No Show; something I had never done before, and something I had vowed I would never do. After all, isn't it ingrained in all Flight Attendants that it's bad to No Show? What happens when you No Show? I knew I would get 2.5 points, and besides feeling like a complete loser, that was the only repercussion I could think of at the time. Oh well, I had no other options except to call Scheduling and tell them I would be a No Show. Then I remembered as I was drowning my sorrows in pizza, I wouldn't be able to fly for the duration of my No Show and I would lose a fourth of my pay for the entire month! OUCH!!

The reason I am sharing my story is simple. I want to educate Flight Attendants on the choices they have when they can't make their check-in and at the same time prevent them from making a poor decision that could cost them their career. In the past, Flight Attendants have used sick calls incor-

rectly when they have found themselves unable to make their trip and unfortunately, it has cost them their job. The Contract specifically states, "Using sick leave or sick pay for a purpose other than a legitimate illness constitutes abuse. Abuse of sick leave or sick pay shall subject an employee to termination". Not only will a Flight Attendant be subject to termination for abuse of sick leave, but Management usually adds Work and Conduct Rule violations of Class 1, #1 theft and Class 1 #2 dishonesty, which both carry a penalty of possible termination or up to a 30 day suspension. Management takes theft and dishonesty very seriously. If you call in sick when you are not sick, that is considered dishonesty and if you use your sick bank for any other reason besides a legitimate illness, Management considers it theft.

I am not implying that you should never utilize our sick leave policy. By all means, if you are sick, call in sick. The sick leave policy and your sick leave bank are there for a reason, utilize it if needed. (Please refer to Article 16 regarding sick leave.) However, if you are unable to make your check-in for a reason other than a legitimate illness, remember that a No Show is always an option. I know as Flight Attendants, we feel No Shows have a certain stigma. We are taught it is bad to No Show and the last thing you ever want to do is No Show. However, in certain situations, a No Show may be the only other alternative. I am not saying a No Show should be taken lightly; it still carries a hefty penalty of 2.5 points. However, considering the alternative being possible termination due to abuse of sick leave, take the 2.5 points. Remember, if you are going to No Show, call Scheduling and let them know you are about to No Show because they always appreciate the heads up.

As a reminder, be sure to read over Article 33, the Commuter Policy in the Contract. If you are commuting to work, the Commuter Policy may cover you and you could save yourself from a No Show. Also, depending on the circumstances of your situation,

your Supervisor may be able to assist you with a forced trade, a personal leave, or the best alternative for your situation, but please remember that any consideration for special circumstances is at Management's discretion. And, as always, contact the Union office with any questions.

BREAKING NEWS!!!

Just as this issue was about to go to press, the Union and the Company came to an agreement on a new No Show Policy that we feel will be beneficial for both the Flight Attendants and the Company, and that will alleviate some of the painful effects of a No Show. The new policy will go into effect July 25. Under the previous policy, Flight Attendants were not allowed to fly during the duration of the No Show, which meant not only did we get a 2.5 points penalty, but we also lost pay for the duration of the pairing. The new policy gives Flight Attendants many options that were previously unavailable, and can take away the "double whammy" penalty that a No Show used to inflict.

The following information listed below includes the Read Before Fly, the new No Show Policy, and a list of Q&A's issued jointly by the Company and the Union on July 18, 2005.

In closing, I hope you find this information helpful, and that you do realize that you do have options if you find yourself in the unfortunate situation that you can't get to work. If you have any questions regarding Sick Leave, No Shows, the Commuter Policy, or any other contractual questions, please do not hesitate to contact the Union office toll free at 800-969-7932.

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No-Show Policy RBF

DATE: 07-18-2005
TO: Flight Attendants
FROM: Daryl Krause, Vice President Inflight and
Thom McDaniel, President TWU Local 556
RE: No-Show Policy

In a cooperative effort to maximize productivity and prevent abuse of sick leave, Southwest Airlines and TWU have agreed to a change in the penalty for No Shows effective July 25, 2005. While this change in no way alters current Contract language, it does significantly lessen the impact that a No Show will have on a Flight Attendant's income and a Flight Attendant's ability to return to flying.

Under current practice, a Flight Attendant receiving a No Show receives 2.5 points, loses pay for the duration

of their scheduled pairing, and is not allowed to fly for the duration of their scheduled pairing.

Under the new agreement, a Flight Attendant receiving a No Show will still receive 2.5 points and will lose pay for the unflown portion of their pairing that was No Showed, but will be allowed to recover their pairing, pick up from Open Time, or sit Reserve through Crew Scheduling. In addition, we have agreed to the ability to convert No Shows to Failure to Reports (FTRs) under certain circumstances.

This Agreement arose after discussions between the Company and the Union when Flight Attendants called in sick when they discovered that they would be unable to report for work due to commuting or other situations beyond their control. Using sick leave or sick pay for any purpose other than a legitimate illness constitutes abuse of sick leave, and any abuse of sick leave will subject an Employee to termination. Although No Shows have the potential of dramatically impacting our operation and causing inconveniences to other Crew Members, this change in practice will benefit both the operation and the Flight Attendants involved.

It is still the responsibility of every Flight Attendant to report for work as scheduled. A No Show should only occur when it is impossible to meet that responsibility. If you become aware that you will No Show ahead of time, please notify Scheduling as soon as possible. They will be able to assist you with your options.

We hope this change in policy will benefit our Flight Attendants by allowing a viable option when a situation beyond your immediate control prevents you from making your check-in.

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No Show Policy

Reporting for Duty

Flight Attendants are required to report for duty at their respective domicile crew lounge via Maestro or the designated check-in telephone at or before the scheduled show time unless otherwise stipulated in the Commuter Policy. Flight Attendants may report as early as six hours prior to the scheduled check-in time provided she/he is reporting for work with the intention of remaining at work.

When a Flight Attendant fails to check in with Crew Scheduling at the time designated, or checks in and does not make the scheduled departure on a originating flight or at an outstation, she/he will be considered a No Show. Flight Attendants may MBL or utilize the Commuter Policy, if applicable, prior to reporting for

the beginning of their trip. It is not permissible to use the Commuter Policy and an MBL together.

When a No Show occurs, Scheduling's primary responsibility is to cover the open trip. To do this, they may do one of the following:

1. Assign an Airport Standby (APSB)
2. Call out a Reserve, VJA or JA from home.
3. Move-up, re-route or add-on to a Flight Attendant already on duty.
4. A combination of (1), (2) or (3) above.

No-Show Procedures

A Flight Attendant who No Shows an assignment will be assessed 2.5 attendance points per the Contract. A Flight Attendant who has No Showed a pairing may elect to recover their originally assigned pairing by contacting Scheduling. Upon being contacted, Scheduling will determine if it is operationally feasible to recover the pairing if the original pairing is available. Scheduling and the Flight Attendant will determine the best point to recover the trip.

The Flight Attendant will be returned to her/his original schedule as quickly and economically as possible. However, returning a Flight Attendant to her/his original scheduled trip will not result in additional cost to the Company. The deadhead(s) required to position the Flight Attendant will not be paid and the Flight Attendant will not be paid for any TFP missed.

If the Flight Attendant cannot be returned to the original schedule, she/he may be offered, but is not obligated to accept, a reassignment to another pairing. Scheduling will offer the Flight Attendant an assignment for the same number of workdays, but may offer a shorter or longer pairing.

If the Flight Attendant accepts the assignment she/he will be paid the actual TFP flown. Premium pay will only apply if the Flight Attendant's original assignment was paid at a premium. The new pairing's pay will serve as the original pay for later reassignments.

A Flight Attendant who No Shows at an outstation will be returned to their original assignment when possible (without generating additional costs) once they are in contact with Scheduling. If the Flight Attendant deadheads to recover her/his pairing, the deadhead will not be paid. If it is not operationally feasible to recover the pairing, the Flight Attendant may be used to cover flying out of the station where the No Show occurred. In the event of an operational necessity, Scheduling may deadhead the Flight Attendant to another station to cover flying not part of her/his original assignment. In this case, the Flight Attendant will be paid for the deadhead and work performed.

Converting a No-show to Failure to Report

If a No-Showed Flight Attendant reports for duty

prior to departure of the flight and is available to replace the Airport Standby (APSB), Reserve, or rescheduled Flight Attendant without causing a delay, she/he will be allowed to work her/his original assignment. The No Show will be converted to a Failure to Report (FTR). The Flight Attendant will be assessed one attendance point for the FTR.

- If an APSB covered the No Show, he/she will be returned to APSB status.
- If a Ready Reserve (RR) covered the No Show, the RR may be assigned another pairing, assigned to APSB, placed back on call, or released from duty.
- If a Flight Attendant was rescheduled to cover the No Show, she/he will be returned to her/his original pairing, rescheduled to another pairing, or released from duty. If the Flight Attendant is released, the release time will be adjusted in Maestro. The Flight Attendant will be pay-protected from her/his original pairing.

If the Flight Attendant does not accept a pairing from Open Time on the day of the No Show, she/he will be allowed to accept a pairing only from Open Time (during the life of the originally No-Showed pairing). The Flight Attendant must speak directly to a Scheduler to be assigned a pairing from Open Time.

If there is no available Open Time to offer the Flight Attendant at the time of the No Show, the Flight Attendant has the option to call Scheduling at a later time and pick up flying that may have been added to Open Time since the No Show. If no Open Time is available over the entire No-Show period, Scheduling has the option to allow a Flight Attendant to sit Reserve for the remaining day(s) of her/his scheduled pairing. The Reserve block will pay the greater of 6.0 TFP times the number of Reserve days in the block or what is actually flown during the block. The Flight Attendant must be available for a full day of reserve duty.

Unable to Contact

Reserves who cannot be contacted for a Reserve assignment will be given a UTC for the Reserve day and charged 2.5 attendance points per the Contract. If a Reserve contacts Scheduling after being assessed a UTC, she/he will be returned to Reserve status if there is six hours or more left in their callout period that day and their guarantee of 6.0 TFP will be restored for that day. If the Reserve flies the pairing that she/he was originally scheduled/contacted to fly, the UTC will be reduced to a FTR. If the original assignment is unavailable, the UTC remains.

No-Show of a Scheduled Deadhead

Flight Attendants are required to take their scheduled deadhead unless released from the requirement

by Scheduling. Flight Attendants who do not take their deadhead and have not been released by Scheduling will be assessed a No Show if the Flight Attendant is needed for a reassignment.

Might Be Late

Flight Attendants may advise Scheduling they Might Be Late (MBL) prior to report time if it can be determined that they can safely make departure. A Flight Attendant who does not report for duty at the aircraft 15 minutes prior to departure will be replaced and may be given a No Show in addition to the MBL. It is Scheduling's discretion to allow the Flight Attendant to fly the assignment if she/he reports with less than 15 minutes to departure.

Points

Attendance points will be handled in accordance with Article

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No Show Recovery Q&A

1. What is the penalty for a No Show?

You will be assigned 2.5 points per Article 32.5. in the Contract.

2. Am I obligated to contact Scheduling after I No-Show?

No; however, if you would like to recover your pairing, you must contact Scheduling.

3. After I No-Show, if I contact Scheduling, am I obligated to return to my original pairing if it is available?

Yes, only if you contact Scheduling.

4. How will it be determined if I recover my original pairing?

If your original pairing is still available and if it is economical and efficient, you will be returned to your original pairing.

5. Will I be paid for the deadheads I take when recovering to my original pairing?

No, you will not be paid for the deadheads or any TFP missed.

6. Although I am not getting paid for the deadheads to recover my original pairing, will my duty day still begin at the time I check in?

Yes.

7. How will Scheduling determine where I will pick

up my original pairing?

You, along with Scheduling, will determine the best point to recover your trip.

8. If I cannot be returned to my original pairing, may I fly something else?

Yes, Scheduling may offer another assignment from Open Time for the same number of workdays or they may offer a shorter or longer pairing.

9. Am I obligated to accept the assignment they offer me?

No.

10. If my original assignment paid 23 TFP and the assignment I accept from Scheduling pays 20 TFP, will I get paid my original assignment of 23 TFP?

No, you will now be paid the new assignments TFP.

11. If I accept another assignment, and my original pairing I No-Showed was a VJA pairing, will I still get VJA on the accepted assignment?

Yes, premium pay will only apply if your original assignment was paid at premium.

12. If I No-Show my pairing at an outstation, am I obligated to return to my original assignment?

Yes, if Scheduling contacts you or you contact Scheduling, you will be obligated to return to your original pairing.

13. If I No-Show at an outstation and I deadhead to pick up my original pairing, will my deadheads be paid?

No.

14. Does it have to be operationally feasible for me to recover my original pairing after I No-Show at an outstation?

Yes, you need to recover your original pairing without generating additional costs to the Company.

15. If it is not operationally feasible to be returned to my original pairing, may I be used to cover flying out of the station where I No-Showed?

Yes.

16. If I contact Scheduling after a No show, will I be obligated to cover that flying out of the station where I No-Showed?

Yes.

17. If I am required to cover flying out of a station other than where I No-Showed, will my deadheads be paid?

Yes, if you are required to cover flying out of another

station or flying that is not part of your original pairing, you will be paid for any deadheads and trips flown.

18. If I No-Show my pairing but am able to make my flight without causing a delay, will I be allowed to work my original assignment?

Yes, as long as you can make your flight without causing a delay.

19. Will my No Show be removed if I work my original assignment without causing a delay?

Yes, however, you will be given a Failure to Report (FTR).

20. If I do not accept a pairing from Scheduling on the day I No-Show, will I be allowed to fly on subsequent days?

Yes, you will be allowed to accept a pairing only from Open Time during the life of your originally No-Showed pairing. You must call Scheduling to do so.

21. May I pick up from another Flight Attendant instead?

No, you will only be allowed to accept assignments from Open Time.

22. What if there is no Open Time available over the entire No-Show period, then may I sit Reserve?

Yes, you may sit Ready Reserve at Scheduling's discretion.

23. If Scheduling allows me to sit Reserve, do I need to be available for a full day of Reserve?

Yes. You must inform Scheduling of your intent to sit Ready Reserve at least two hours before that day's first scheduled departure from your domicile in order to be available for a full day of Reserve.

24. How will I be paid if I sit Reserve?

You will be paid the greater of 6.0 TFP times the number of Reserve days in the block or what you actually fly.

25. I am a Reserve and just received a UTC, what is my penalty?

You will be charged 2.5 points per Article 32.5. in the Contract.

26. Am I allowed to go back on call after receiving a UTC?

Yes, if you have six hours or more left in your call out period on the day you received your UTC, you can go back on call and sit the remainder of your call out period.

27. Will I be required to sit the remainder of my call-out period?

Yes, if you contact Scheduling and there is six hours or more left in your call-out period, you will be required to

sit the remainder of your call-out period.

28. If I am returned to Reserve status and sit the remainder of my call-out period, will my guarantee of 6.0 TFP be restored for that day?

Yes, if you sit six hours or more of your call-out period, your guarantee will be restored for that day.

29. I am an AM/PM Reserve and I do not have six hours or more left in my call-out period, but I would like to go back on call, can I sit Ready Reserve?

No, you can only be returned to your original Reserve classification if you have six hours or more left of your call-out period for that day.

30. Will my UTC be removed if I sit six hours or more of my call-out period?

No, you will still be charged with a UTC.

31. If I end up flying the assignment that Scheduling was originally contacting me for, will I still get a UTC?

No, your UTC will be reduced to a FTR if you end up flying the assignment for which Scheduling was originally contacting you.

32. If I end up sitting the remainder of my call-out period, how will order of assignment be affected?

If you are not returned to your original assignment, you will be placed back in the same order for which you were originally called.

33. If my UTC was reduced to a FTR because I will be flying my original assignment for which Scheduling was contacting me and I now No-Show my original assignment, will I get both penalties?

Yes, if you already received a FTR and then you No-Show again, you would receive both penalties.

34. What if Scheduling was contacting me for APSB, will I still have my UTC reduced to a FTR if I sit APSB or if I get another assignment?

Yes, your UTC will be reduced to a FTR if you sit APSB at the original time that Scheduling was contacting you for APSB or if you receive a trip assignment pushing within an hour of the original APSB time.

35. If I originally No-Show my VJA pairing and there was no Open Time available and I am now sitting Reserve, will I get VJA for my Reserve?

Yes, if your original pairing was at premium, you would get the premium for the guarantee or what you flew, whichever is greater.

TWU LOCAL 556 GRIEVANCE TEAM

Working for YOU!

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



Since the last publication of *UNITY*, the Grievance Team has settled an unprecedented number of grievances with the Company. I continue to be amazed and humbled by our Union Staff's hard work and determination. Their persistence ensures that our Members continue to receive outstanding representation from our Union. In addition, I want to thank those at Inflight Labor Relations for recently "stepping up to the plate" and working with our Union to address many of our Members' concerns.

The following is a recap of what we have recently accomplished:

UNSCHEDULED OVERNIGHTS

Last year, Flight Attendants that were assigned "unscheduled overnights" due to a reschedule were not being returned to their domicile at the earliest possible time. Also, over two hundred Flight Attendants were assigned multiple unscheduled overnights during irregular operations. There were Flight Attendants that were originally scheduled to fly a three day pairing and ultimately kept out on line for up to six days in order to crew flights.

The Union and the Company were scheduled to argue their respective positions before an arbitrator in May. A few days before the case was to be heard, TWU Local 556 2nd Vice President, Marcy Vinyard and I had several conference calls with Director of Labor Relations Naomi Hudson and Labor Relations Senior Attorney Keila Selders to discuss our differences. Collectively, we concurred that it would be in the best interest of the Company and our Flight Attendants if we could work out a settlement as opposed to having an outside arbitrator settle the issue for us.

After numerous phone calls back and forth as well as several passionate arguments between the parties we were able to agree to a settlement on the issue. From now on, if a Flight Attendant is rescheduled to an unscheduled overnight, they will be returned to their domicile at the earliest possible time on the following day. The Company has agreed that they will cease the practice of multiple unscheduled overnights unless there is a major operational contingency (such as hurricanes, etc.) resulting in flights being cancelled. In the event that the Company does not get a Flight Attendant

home at the earliest possible time, Flight Attendants will now be compensated double time for the last day of their trip if they received legal crew rest and triple time in the event that they do not receive legal crew rest.

Russell McCrady, the new Director of Scheduling, has assured us that Scheduling fully intends to abide by this agreement. So far this year, we have had very few unscheduled overnight issues (as opposed to last year). Hopefully, this trend will continue.

TRANSIT TIMES AND HOTEL ROOMS

Our Contract states that if transit time through any outstation exceeds four hours, the Company will provide single hotel rooms for each Flight Attendant. The Union filed a grievance due to our belief that this part of our Contract was not being adhered to.

The Union and the Company have agreed to settle this issue. From now on, in the event that transit time through any outstation exceeds four hours, the Company will provide a hotel room for each Flight Attendant, so long as the transit time is not the result of a "rolling delay" and the affected Flight Attendant is not in a domicile. A "rolling delay" is any delay caused by irregular operations causing a flight to be delayed for an unforeseen amount of time and that delay continues to get longer and longer. For example, the flight may be delayed for an hour, then two hours, then three hours, etc. No hotel room will be provided for "rolling delays".

When the Flight Attendant contacts Scheduling to request a hotel room, the flight in question must be posted at least four hours from the point of the call. Keep in mind that if you do go to the hotel, you will be required to remain available to Scheduling for reschedule. In the event that there is a reschedule or change in your flight status, Scheduling can issue a No Show if they can not locate you. In other words, if you do go to the hotel, confirm your contact information with Scheduling and remain available (via cell phone or the phone in your hotel room).

JETWAY TRADES AND RIGS

Recently, one of our Flight Attendants jetway traded
(Continued on page 26)



SAFETY TEAM REPORT

Crew Member Requirements for Boarding

by Michael Massoni - 1st Vice President and Safety Coordinator

CREWMEMBER REQUIREMENTS FOR BOARDING

As we communicated in the June 7th, 2005 TWU 556 Hotline message, "The FAA is effecting changes to the interpretation of the FAR's concerning Southwest's boarding procedures - including the number and boarding position of required crewmembers". Those changes we were referring to have since taken effect. That said, we thought it important to give you a little more insight on these changes and the reasons for them as well as letting you know that the Union is aware of how much of a challenge this may be to those of us who fly. That said, this is ultimately a regulatory matter and thus the law and no matter how much we dislike these changes, we can only suggest ways to minimize its impact on each of us.

HISTORY:

The past practice at SWA has been to allow boarding with only one Crewmember on board stationed at the forward entry door. SWA's local FAA Certificate Management Office (CMO), while not condoning this practice, has allowed SWA to operate under Southwest's interpretation of the applicable FAR's concerning minimum crew and boarding procedures.

THE CHANGE:

Due to industry pressures exerted by lobbyists in Washington DC, the FAA at the federal level scrutinized SWA's operational practices on the matter and in turn, pressured SWA's local CMO to enforce the original intent and FAA interpretations of the applicable FAR's. In short, this occurred because other airlines were not being allowed the same latitude on boarding procedures as SWA.

THE NEW PRACTICE:

Upon notification of boarding from the Operations Agent, no less than three (3) qualified crewmembers must be present in their boarding positions to be in compliance with the FAR's. Flight Attendants and Pilots are considered qualified crewmem-

bers however, when using a Pilot they may not be engaged in cockpit preflight duties and can only reside in the "A" boarding position. The other two boarding positions must be manned by Flight Attendants.

HOW TO COPE WITH THIS CHANGE:

Plan ahead and coordinate with your entire Crew before you arrive at a station where you would like to get off the aircraft. Remember one crewmember may leave the aircraft so long as three qualified persons are in position to board. "Through-flight" procedures remain the same so you can still decrease to one crewmember onboard so long as there is no boarding of originating passengers in progress.



We are happy to announce the appointment of Gayle Ross to the position of TWU Local 556 Health Coordinator. Gayle, a native Texan, recently celebrated her fifteen-year anniversary as a Southwest Airlines Flight Attendant based in both Dallas and Houston. She has been serving as a member of the TWU Grievance Team for two years and has been involved with handling over seventy grievances. Her expertise in the areas of OJI, Medical/Maternity Leaves, and FMLA made her a shoe-in for the Health Coordinator position. Gayle is very interested in providing better education to the 556 Membership in regards to the very real health issues that we face while serving as Flight Attendants. The Health Coordinator Position is a new position that will work in concert with the TWU Local 556 Safety Coordinator to help insure the best working conditions possible for our Members. If you have any health issues you would like to bring to her attention please email her at gross@twuatd.org, or call her at the Union Office at 800-969-7932.



TO: ALL FLIGHT ATTENDANTS
FROM: DARYL KRAUSE, Vice President Inflight
MICHAEL MASSONI, 1ST VP - Safety Coordinator, TWU Local 556
SUBJECT: **TURBULENCE RELATED INJURIES**

As you know, Southwest Airlines is the industry's low-cost leader...but did you know that we are also the industry's leader in Flight Attendant injuries due to turbulence? So far this year, we have had 46 turbulence events that resulted in at least 49 Flight Attendant injuries. The severity of some of these turbulence related injuries may be life and/or career altering.

Obviously, we cannot continue down this path. With more than 3000 flights per day-soon to reach 4500-your potential exposure to turbulence and turbulence related injury is huge.

Because turbulence-related injuries have been a problem for some time, Southwest invested in the industry's leading turbulence avoidance product which is produced by Northwest Airlines (NWA). The program includes Northwest Airlines turbulence forecasting, Southwest Dispatch releases, and an augmented seat belt policy. This turbulence avoidance program has afforded NWA the industry's lowest turbulence related injury rate. We want this product to help us reduce the number and severity of injuries, but clearly, we have a long way to go.

Avoiding turbulence-related injuries is a top priority for the Company and the Union, and we are asking you to make it your top priority, too. In order to solve this very serious problem, we need the full support, cooperation, and collaboration of all involved, including Pilots, Flight Attendants, and Dispatchers

Here are some ways you can help ensure your safety as it relates to turbulence:

- Communication
 - Preflight Briefings-Anticipated turbulence is to be covered utilizing all resources, including the Pilot's Turbulence Plot Map
 - In flight-When information is communicated via interphone, be sure Flight Attendants in the fwd and aft are on the line and ensure the information is known by all Crew Members
- Procedures
 - Turbulence Codes-Know the codes and the appropriate actions/responses
 - Flight Deck Instructions-Consistently abide by Flight Deck instructions concerning anticipated turbulence
 - Unexpected turbulence-If unexpected turbulence is encountered, take appropriate actions, including securing yourself immediately, then communicate with Customers and Flight Deck

Although this information has already been communicated through Read before Fly memos, Onboard and Unity newsletter articles, Flight Attendant Manual, and Training, we felt it important to emphasize the significance of this problem. We care about you and your safety. Turbulence is a part of our everyday operation, but with your help, we can make a positive difference. Please join us in our efforts to make Southwest the industry leader in least number of turbulence-related injuries.

Coffee Talk

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



LITTLE BLURPLE MEN

I was having a "I need chocolate" attack in my hotel room, so I scrounged up some change and headed out to find the vending machine. Standing in the hallway I could hear the ice machine, "Maybe I will find my chocolate treasure there", I thought. No luck, just a noisy ice maker that sounded like a bad hail storm hitting a car.

Next, I ventured down the stairs to the lobby where there was sure to be some sort of midnight snack junkie's fix. NADA! "What the heck kind of hotel is this," I wondered. I was surely going to mention this to the Hotel Committee (Do we still have one?). Sure, we have plenty of hotels with work out rooms, but what about a little something for PMS.

I proceeded to the front desk and nobody was in sight, so I chirped in a sing song voice, "You who, anybody home?!" A very large lady answered my call, "Can I help you?" I told her I was having a chocoholic craving for a candy bar and wondered if there were any machines in the vicinity. She shook her head no, as if she could feel my pain. "I have a 'Willy Wonka Bar' in the back that I could give to you," she said. "How nice," I thought. She was giving me the chocolate pickle.

I offered to pay her but she confessed that she had already eaten two and that most likely she was going to be in big trouble at her Weight Watchers meeting tomorrow for gaining. I questioned, "What do they do to you if you go up instead of down?" and she mentioned that she would have to stand up in front of the class and recite a pledge to Fergie. Laughing, I thought it was a joke, but she was serious. Holding up her hand like a girl scout, "I promise to avoid chocolate and all other food that has a high fat content, so someday I will meet a handsome prince and live happily ever after. Hail Fergie."

The pledge shocked me. I mean Fergie did marry a Prince and then the British tabloids started calling her the "Porktress of Whales" or something like that. What about living happily ever after?! The last I heard (in the National Enquirer), she was caught on film sunbathing topless on the beach somewhere, with some freaky bald guy sucking her toes. Wasn't Monica a Weight Watcher girl or was that Jenny Craig? I can't keep up with those full figure celebs. I say, "Why diet when you have enough money to get it all sucked out and lifted?"

Anyway, the front desk lady got me the chocolate bar, and I headed back to my room, with late nite Jerry Springer uncensored on the TV and a Scrumpdillicious Willie Wonka Bar in my hand. Life couldn't get much bet-

ter than this.

I must have fallen asleep because I heard a knock at my door, so I jumped up and looked out the peep hole. Nobody was out there. This scared me and my heart was beating fast. Then the knock came again this time louder, "Who is it?" I yelled. "Room service," a male's voice responded back. "I didn't order room service," I said keeping the door closed.

"The front desk clerk sent you a piece of chocolate cake," he said. I had the chain latch on the door, so I opened it up a tad to take a peek, and what to my tired eyes should appear but a little blurple man, with a white cotton ball hairdo, holding a tray with a mouth-watering piece of devil's food cake on it. I gasped and shut the door quickly.

"I must be dreaming, what the hell was that?," I said to myself. I called down to the front desk to report being attacked by a little blurple man, and before I could say anything I heard, "Did you get the cake I sent you?" from a familiar voice. "What's up with the Blurple Mini Me?" I wanted to know. "Oh, that is an Oompa Loompa, he delivers room service here." She laughed. "WWWHH-HAAATTT? You're telling me that you have a real Oompa Loompa working here?"

"Why yes," she said, "We have many of them working here. You see, they went on strike at the chocolate factory in Pittsburgh because Mr. Wonka was paying them with jawbreakers and they had no dental plan. He fired them and gave their jobs to the U.S. Airways Flight Attendants who were furloughed. They work for chocolate covered peanuts, AND have an HMO plan."

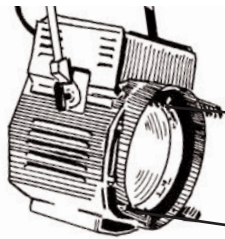
She went on, "The Oompa Loompas are excellent bakers and can whip up a decadent chocolate cake, better than Martha Stewart. I sent you up a slice because I could tell that you were a true chocolate lover like me."

I thanked her and hung up the phone, went into the bathroom and splashed some cold water on my face, then went to the door and opened it up again. There was the Oompa Loompa, as Blurple as could be, sporting his cottonball do, smiling at me. I asked him if he really used to work at Willy Wonka's Chocolate Factory, and he said, "yes". Then he asked me what I did for a living. I let on that I was a Flight Attendant for Southwest Airlines.

He sang, "Oompa Loompa doodilly do, I've got some Southwest questions for you. Oompa Loompa doodilly dee, give me some hints so they'll hire me."

"Well, I'd tone down the hair a little, your cottonball-do is kind of big. You have to look somewhat 'put togeth-

(Continued on page 26)



"SPOTLIGHT" ON **Rachael Jacobs**

BWI Flight Attendant #24311

This spotlight issue is on an exceptional member of our TWU Local 556 Leadership Team. Rachael Jacobs has been a SWA Flight Attendant since March of 1994 and is currently based in Baltimore. She is a proud Member of TWU Local 556 and during our Strategic Bargaining Campaign, Rachael served as a Lead Precinct Captain in the Orlando Base and also helped out in the Chicago base.

Rachael was born in San Pedro, California and grew up in Los Angeles. She earned a degree in Political Science from Tennessee State University and plans to attend law school in the future. Her hobbies include writing short essays and she enjoys painting although she states that she is not an artist.

Rachael is one of the funniest people you could meet; in fact, she is a self proclaimed "Ding Bat". However, there is a serious side to Rachael. She was elected to the Davidson County Democratic Executive Committee Representing the 6th District. With her Mom running her campaign, she won in the Primary and will serve a two-year term.

As you can probably tell, Rachael is a busy person, but she doesn't let that slow her down from volunteering in her community. In addition to her elected office, she was appointed to a position as an Honorary Deputy Clerk of the Juvenile Court in Nashville, Tennessee by the Honorable Vic Lineweaver, Juvenile Court Clerk.

And if that weren't enough, in

addition to all of her other activities, duties, and volunteer work, Rachael is a member of several other organizations including the following:

- The National Organization of Women (NOW)
- Davidson County Women
- Young Democrats

Rachael also worked on the Gore/Liebermann campaign and Kerry /Edwards campaign.

In addition to her work in the political arena, Rachael is also a member of the Southwest Airlines Culture Committee, and was awarded the honor of "Customer of the Month" twice in MSY and once in TPA. She is currently building a new program at Southwest Airlines she calls, "Share the Snack". The "Share the Snack" program encourages Flight Attendants to keep the unopened snacks from our snack packs that would normally be thrown out and donate them to community efforts to help feed the hungry.

Rachael states that her goals include becoming more organized, and spending more time with her family.

Rachael has been inspired by many people, and she lists the following as her favorites:

- Her Mom for her wisdom, strength and compassion.
- Herb for his good looks and devilish charm.
- Zig Ziglar for his energy
- Rosa Parks for her courage and her forward thinking.



Rachael with a volunteer at the Neon Community Center

Rachael has compiled a list of thoughts and quotations she calls her "words to live by". Listing her favorite three would be a fitting close for this article:

- "I would like to replace the word 'tolerance' with 'welcome' because who wants to be tolerated?"
- "Failures are not people, they are events and a few events build character."
- "You can never go wrong if you do things for the right reasons."

Rachael, we couldn't agree more. Thanks for allowing us to share the inspiration we've received from you with the rest of the Members of our Local. You have proven that even with our jobs as Flight Attendants and our busy lives, we truly can give back to the community if we make it a priority.

SCHEDULING COMMITTEE UPDATE

(Continued from page 15)

putting together another online survey that will be ready in October 2005. Yes, we are going to try again, and we are very hopeful that we will have much greater participation this time. Also, a Member of your Scheduling Committee will be in the lounges a couple of days during the survey time period to help encourage your participation and answer any questions you may have. Please don't let others decide your quality of life. We have been trying to bring forward changes that the Membership has requested, and we really need your input. As always, if you have any questions, concerns, complaints, or compliments for your Scheduling Committee, you may email me at critner@twuatd.org or call the Union Office and leave a message for extension 43.

Note: Contractually, a Probationary Flight Attendants first line of time may be awarded in B or C position; however, the computer system that is matching the Probationary Flight Attendants with their first line of time is being changed to assign the C position first and then B position if necessary. This change comes from communication with Members during the February 2005 base visit and feedback from the Inflight Training Department, which was passed onto Inflight Crew Planning and Inflight Automation for approval and processing. Thank you for your input.

COFFEE TALK

(Continued from page 24)

er'. Smile a lot and have fun," I advised him, "and don't say stuff like, 'I love to fly and I love people', everybody says that. If you didn't like those things you wouldn't be there. You know what I mean?"

He asked me questions like if we had good benefits, if I liked my job, and if there was a height requirement. I directed him on how to go about looking up our website and sending in a resume. I also mentioned that I thought he should look very nice in our blurple outfit because it matched his skin tone nicely. He confessed that he really wanted to get away from the sweets business, and I warned him that in the airline business he would certainly encounter some occasional fruits and nuts.

He handed me the piece of cake that I had been eyeing for the last 20 minutes, and I wished him good luck. He danced off down the hallway. I've been looking for the little blurple Oompa Loompa around work wondering if he ever got hired here. I was thinking about the look on the interviewer's face when they saw him. Would the fact that he was the same color as our planes help or hinder his chances? The way I see it is he's uniquely "colored outside of the lines." Isn't that what we are looking for?

GRIEVANCE TEAM UPDATE

(Continued from page 21)

away her last leg to another Flight Attendant. Later she found out that the Flight Attendant who accepted the leg was paid the applicable RIG. As a result, a grievance was filed. This is one of those issues that was unique in the fact that there was no policy in affect due to RIGs being a new part of our Contract.

The Union and the Company have agreed that any applicable RIGs will remain with the Flight Attendant trading away the leg UNLESS that Flight Attendant tells Scheduling to give the RIGs to the Flight Attendant who is going to fly the leg. Scheduling will not be asking to whom the RIGs should be applied. If you do not specify how the RIGs should be applied, they will automatically stay with the Flight Attendant trading the leg away. It will be the Flight Attendant's responsibility to let the Scheduler know how the RIGs should be applied. I recommend that if you are involved with a jetway trade that you clarify with the other party as to where the RIGs should be applied before you call Scheduling. By both Flight Attendants knowing in advance where the RIGs are to be applied, this will cut down on confusion and misunderstandings.

MANIPULATING OPEN TIME

This column is not all good news. While we have made considerable progress with our outstanding work on grievances, we recently filed a new one in regards to Inflight Scheduling attaching pieces of trips in OT to original pairings in OT. We have received numerous complaints from our Members and have had meetings with Scheduling to stop this practice. In addition, we filed another grievance under Article Three of our Contract, because the Union was not notified of their change in policy.

At press time, we have no agreement from Scheduling to stop. As a result, we will continue to work this grievance through the process as outlined in our Contract. If necessary, we will argue this issue before an arbitrator.

SICK LEAVE ABUSE

Do not call in sick if you are not sick. According to our Contract, sick leave abuse, if proven, can be terminable. Don't risk losing your job by using sick leave for other than its intended purpose (*Editor's Note: See Marcy Vinyard's Article regarding "No Shows" for more information*).

CONCLUSION

Please feel free to call us at the Union office if you have any questions or concerns. We are here to serve you.

NEWS FLASH - TWU LOCAL 556'S WEBSITE HAS A NEW LOOK

The address is the same (www.twu556.org), but the look is completely new. On August 1st, TWU Local 556 will unveil our new website design. The new site has an exciting new look as well as new features that will enhance your web experience.

The new website will require a one time only re-registration. We apologize for this temporary inconvenience, but it is necessary so that our database is correct, and is compatible with the new site. To register, just go to our website www.twu556.org, and follow the steps as you are prompted, and you'll be set in just a few minutes.

Many thanks to HOU Flight Attendant Jerry Lindemann who has served as our webmaster for the last 5 years. Jerry spent countless hours keeping up-to-date information on our website during



Negotiations when at times, new information needed to be posted hour to hour. Jerry's work has been exceptional, and very much appreciated.

If you have any questions, or problems accessing the new site, please email Ron Regan at rregan@twuatd.org, or utilize the link directly from the website.

We hope you enjoy the new features and that you see our new site as a valuable Membership benefit.

www.twu556.org

TWU LOCAL 556 LEADERSHIP TEAMS

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

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