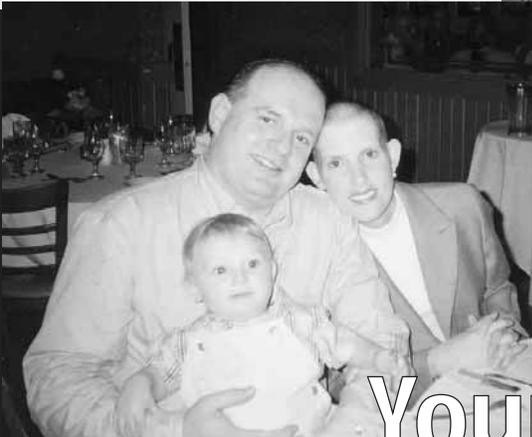
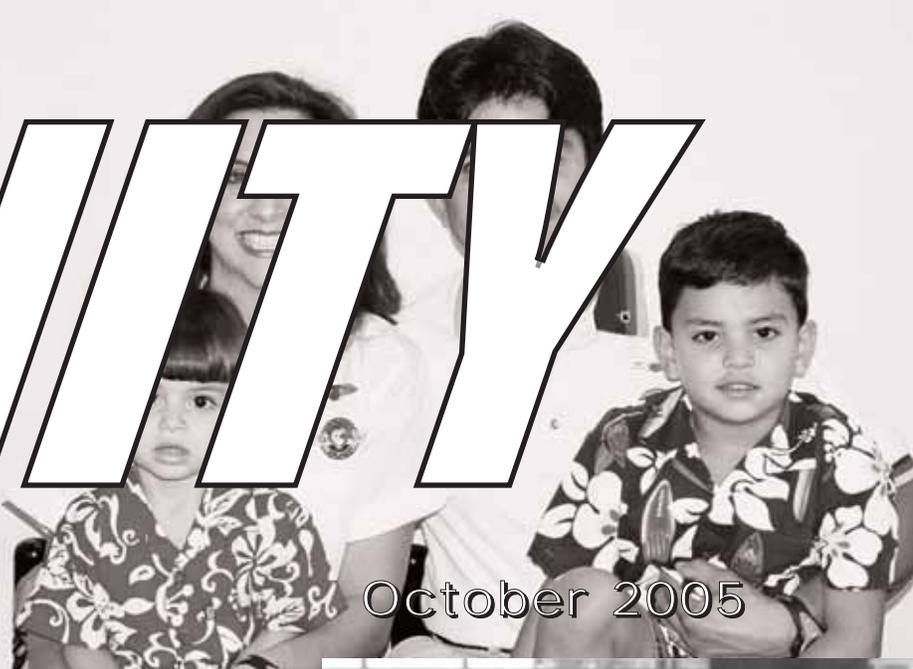
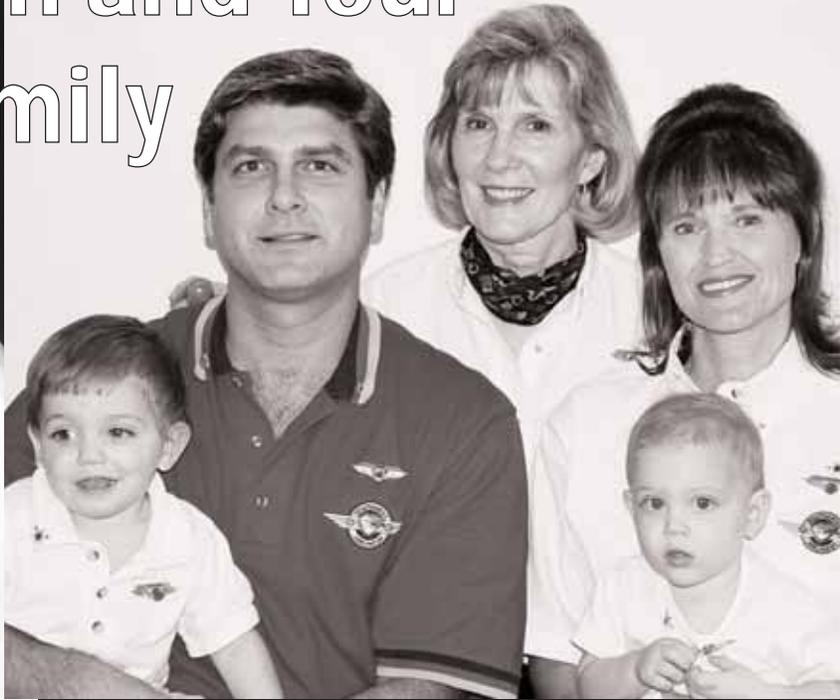


UNITY

October 2005



Your Union and Your Family





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

Submissions of articles to be printed in **UNITY** will not be considered if they are too long, libelous, defamatory, not factual, in bad taste, or are contractually incorrect. The TWU Local 556 Editorial Team reserves the right to edit any submissions that are received for the purpose of publication in **UNITY**. Submissions are due by the first of the month prior to the month of publication, and are considered on a space available basis.

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



From the Editor's Desk

As you can see, the theme for this quarter's UNITY Magazine is "Family". When the Executive Board helped me brainstorm ideas for upcoming issues of *UNITY*, Thom McDaniel made the "Family" theme suggestion. At the time, we thought the focus of the issue would center around the families of Flight Attendants with articles on FMLA and Maternity Leave just to name a couple. Little did we know that Hurricane Katrina would hit the Gulf Coast devastating the lives of hundreds of Southwest Airlines Employees. Although we often refer to our fellow Employees as our "Southwest Family", we didn't know how profound that term would be until our "Southwest Family" was so heavily impacted.

Many wouldn't think that there is a correlation between Union issues and Family issues, but FMLA (a big Union issue), allowed HOU Domicile Executive Board Member Stacy Martin the time he needed to take care of himself and to spend more time with Shanna before she passed away. Maternity Leave (another big Union issue) allows Flight Attendants to take the time off they need to care for new babies. High quality bid lines allow us to arrange our schedules more favorably to maximize our time with our families. It's all connected.

This issue of *UNITY* still includes articles about FMLA and Maternity Leave, but also points out our wonderful "Southwest Family" and what our Union is doing to help those who endure tragedy. Tina Coffee even talks about our 4-legged family members in "Coffee Talk". I hope you enjoy the issue, and hope you go home and enjoy your family.

In solidarity,

Allyson Parker-Lauck
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On Our Covers (Clockwise from top left): OAK F/A Allyson Parker-Lauck with her sister HOU F/A Jessica Parker; DAL F/A's Jose and Tracy Mata with their children; DAL F/A Becky Parker with her newborn son Daxton; Paul and Susan Sweetin holding their twins with Paul's mother HOU F/A Karen Sweetin; DAL F/A Marcy Vinyard with her husband Dan and daughter Addison; HOU F/A Stacy Martin with his wife Shanna and son Kendon; (Center photo) PHX F/A Michael Massoni with his partner PHX F/A Michael Broadhead





PRESIDENT'S PAGE

by Thom McDaniel - TWU Local 556 President

As I write this, I am traveling back from the 22nd TWU Constitutional Convention in Las Vegas. Although my return home to Houston was delayed by Hurricane Rita, I am

incredibly grateful that most of our Members were spared the devastation that was predicted. For those who suffered loss, we are doing everything within our power to help, and the responses from our Company and communities make me very proud.

The theme of the convention was "A Future Worth Fighting For", and it was an amazing success on every level. Four years ago when I attended the convention, our Membership was divided, our Local was recovering from political infighting, and in the wake of 9-11 our success in upcoming contract negotiations was uncertain. This year, the TWU Local 556 Delegation stood out as the most inspiring and united group, our Executive Board continues to provide strong representation for our Members, and we have achieved the best Flight Attendant Contract in the industry. These accomplishments are due to the hard work and solidarity of our Membership, so I thank you.

TWU Local 556 was honored with a video presentation highlighting our 30 year history with TWU and our recent negotiations where we stood up for our Members' rights as well as our Company's Culture. Local 556 was also recognized in two resolutions adopted by the convention for "Building Stronger Locals" and "Keeping our Skies Safe". These and all other resolutions adopted at the convention, as well as other convention highlights, can be seen on the TWU International website at www.twu.org.

Our Brothers and Sisters at Local 555 were recognized for their amazing response for their Members to the devastation of Hurricane Katrina. In addition, to locating their 146 Members who were affected by the hurricane, with the support of other Southwest Employees, Local 555 raised over \$30,000 to help those Members who were displaced to locate and begin to settle in new residences. They also worked hard to negotiate temporary placements, leaves, and early retirement for those Employees who were unable to return to work due to the conditions in New Orleans.

In addition to highlighting our wonderful successes, our Delegates also got the amazing opportunity

to hear speakers including Reverend Jesse Jackson and AFL-CIO President John Sweeney, and to interact and work with the very diverse Membership of other TWU Locals. I received numerous compliments on the contributions from our Local 556 Delegates. Thank you for electing such a deserving and hard-working group.

At the convention, I was elected as an International Vice President representing TWU Local 556 on the slate supporting International President Michael O'Brien. Before the rumors start, please be assured that while I am honored to hold this position, I will not be leaving my position as a Flight Attendant at Southwest Airlines or as President of TWU Local 556.

Like many of our past Local 556 Presidents, I have served as a member of the TWU International Executive Council for the last four years, and this position will be similar to the one that I serve on the Council. As International Vice President, I will continue to attend IEC Meetings and participate in the business of our International Union, but will maintain my position as Local 556 President, will remain a Southwest Airlines Employee, will not be on International Staff, and will not allow any new responsibilities to prevent me from fulfilling my full-time duties representing our Members.

I accepted the nomination for the office because Local 556 has become one of the largest, most powerful, and most successful Locals in our International and in the Labor Movement. I believe that with representation in the leadership of TWU, our Membership can continue to progressively lead, organize and assist other Flight Attendants and work groups through our success.

I return from the convention feeling very excited about the future of our Union. In the year since he assumed office, our International President Michael O'Brien and his leadership team has overcome very difficult obstacles with solutions and initiatives that are inclusive and progressive. Our plan for the future includes organizing, political action, and building strong Locals. These are the three areas in which Local 556 already excels.

We are lucky to be part of both the TWU and SWA families. I thank you for your hard work, unity, and support that has made us all so successful, and I look forward to what is to come. While we will face obstacles and difficulties, we will do it together and we truly have "A Future Worth Fighting For".

FYI'S

by Kathy Anderson
Recording Secretary



FYI: You are allowed to MBL on APSB. If you do so, your 5 hour APSB obligation will be adjusted to 5 hours from your actual check-in.

FYI: During overlap, Scheduling can pull your old trip at the SIP if the SIP falls in the new month.

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

FYI: When performing a jetway trade, you now have new options if RIGs are involved. The Flight Attendant trading the leg away may retain all applicable RIGs associated with the trip and the Flight Attendant accepting the leg will receive the leg credit only- OR the Flight Attendant may choose to give away their RIGs to the Flight Attendant accepting the leg as long as they tell Scheduling at the time of the jetway trade. If no choice is specified, the Flight Attendant trading the leg away will retain all applicable RIGs. Make sure you are aware of how much RIG would be applied when giving it away.

FYI: The Contract states that a Flight Attendant shall not be scheduled to be on duty for more than 10 ½ consecutive hours nor will she/he be required to remain on duty in excess of 12 ½ hours. This means that a pairing written in Crew Planning cannot be written with a duty period exceeding ten and one-half consecutive hours, however, if while flying the pairing and irregular operations occur, the Flight Attendant can be rescheduled up to 12½ hours. (Remember that duty day is calculated check-in to block-in on an RON and check in to debrief in Domicile.) Additional information may be found on page 13 of the Contract.

FYI: Reserves are not required to be available to Scheduling during their Domicile Break.

FYI: Remember that Reserves as well as Lineholders are entitled to a 12 hour Domicile Break. Domicile Break is calculated block-in to check-in at your home Domicile.

FYI: If you are on Reserve, you are not responsible to answer your phone from 12 hours after block-in at your Domicile. If you do answer your phone during that 12 hours, Scheduling can give you an assignment.

FYI: If you are a Reserve, you are not obligated to answer your phone during crew rest; however that does not prohibit Scheduling from trying to contact you.

FYI: If you are a Reserve, it is your responsibility to check-in with Scheduling upon the completion of your assigned pairing. At this time, the Scheduler will advise the Reserve of any further assignment or of your Reserve status. If you fail to contact Scheduling it will result in a No Show if you had been assigned additional flying.

FYI: As a Reserve you are not responsible to contact Scheduling at the termination of your assignment if the assignment overlaps into scheduled days off of a new Lineholder month.

Continue to wear your Union Pins and Stay United!



BALTIMORE

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

REVOLVING OFFICE DOOR

Put your surprised face on... There are more changes in the BWI Inflight Office. Administrative Assistant Morgan Moore went back on line in mid July. Christina Swemley #62870, became a new Supervisor effective September 1. Christina was an internal CSA from BWI and transferred to Inflight in October 2004. Assistant Base Manager Renee Eggleston went back on line August 16, and Base Manager Tonja Harler returned to flying the line in September. The Base Manager position will not be filled immediately, but in the meantime, MCO Base Manager Jim Melnick, will act as temporary Manager in BWI for approximately 90 days until a replacement is hired.

There have been a lot of questions regarding seniority for Managers going back on line. The Union is aware of your concerns and is ensuring that the contract language is being followed.

PARKING

The employee shuttle parking fees went down from \$37 to \$30 effective September 1. This rate change is for all SWA employees. There was a rumor going around that the pilots were paying less than Flight Attendants. This is not true. We all pay the same amount.

If you are getting ready to go out on maternity leave, make sure you cancel your parking account with the office. You will still be charged the monthly parking fees while on maternity leave. This information is NOT in the maternity handbook or on the maternity checklist and most likely your Supervisor doesn't know this either. Unfortunately, this is something BWI Flight Attendants have learned the hard way.

ELEVATOR SITUATION

This has been an ongoing issue since the new lounge opened in May. The elevator works about half of the

time. I have addressed this issue numerous times with Management. They have been in constant contact with BWI maintenance to resolve the problem. Unfortunately, someone had to get hurt (carrying their luggage up the steps) for this issue to get the attention it deserves. Evidently, the cleaning service "Chimes" is turning off the elevators at night while cleaning. It only took 3 ½ months to figure out. Hopefully, since the problem has been identified, we will have an operating elevator. Please contact the Inflight office immediately if the elevator is not working. Also, shelving has been ordered for the bag room in terminal "A" to accommodate more luggage, so if the elevator goes out Flight Attendants will not have to carry their bags up the steps.

IN CLOSING

On a personal note, if you haven't seen me lately, you may have heard through the grapevine that I'm pregnant. Are you surprised? I'm due October 26, and am now on leave. I promise that you will be left in good hands. I'm VERY lucky to have a great group of advocates and friends in BWI who will take over for me, while I'm on leave (Cuyler Thompson, Karla Kozak, Bryan Gardner, Chris Sullivan, Mike Lutz, and Lisa Happer to name a few). I want to thank them in advance for supporting the Membership and for taking care of business during my leave. I will be back next year to fulfill the rest of my term, which expires in May 2006.

Also, I want to thank the BWI Flight Attendants for all the kind words, cards and gifts. Your generosity has been overwhelming. I can't thank everyone enough for your support, especially Andrea. I truly value the relationships I've developed over the years as a Flight Attendant and as your Union Representative. I've done my best to serve the BWI Membership, and I hope that I've made you proud of me. Thanks for everything. See you next year with a little baby girl on board. *Editor's Note: Just before we went to print, on Saturday, October 15, Lucy gave birth to a healthy baby girl named Chloe Snow Lehman. Congratulations Lucy!*



CHICAGO

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

Welcome to the biggest base in the system! Never did I think that I would ever say that. Our

little square mile airport is the smallest airport in the system. I know that the crystal ball used by the architects who designed the new Midway Airport didn't show them a lot of things that we would have to adjust to. Otherwise they would have put the food court on the other side of Cicero outside security.

There have been three major issues that I have had questions on lately and are related to our growth. The first issue is all of the bodies that are in the lounge during check-in times. Most people were under the impression that start time for trips were spaced out evenly throughout the day. Unfortunately, they are not. There are AM rush hours and PM rush hours, and a whole lot of time in between when nary an Airport Stand By is in front of the big screen. There are a lot of little things that everyone can do to free up more body space during these times. Unless you absolutely, positively, need your roller bag with you down there, drop it off in the bag room next to the elevator. We all like to have everything at our finger tips. But it's just 30 minutes before you have to lug it out to the gate. I'm not being insensitive to commuters here whose only

flight gets them there three hours early. There are no "only children" here; we are a big family and everyone has to share the same room.

The second issue concerns all of the four-day trips in Open Time. Not many people here like four-day trips (unless they touch both ends of their vacation). So when they get a four-day line, they trade with any three-day in open time and dump the four-day. Coincidentally, all of the same four-days are in there all the time. On the topic of trip trading, don't forget about the two hour trade between Flight Attendants.

The third issue is parking. Suffice it to say that until the new parking garage opens up, we don't have a lot of leverage. MDW Base Manager Simon Reid and I have discussed a closer parking option, and have pleaded our case to the City, but the City just won't put it very high on their priority list. It is a money thing, but please know that we are working on it. We will continue to grow and I know more things will have to be addressed later.

Lastly, I really don't have the vocabulary to express how proud I was when the calls started coming in offering help in MSY and JAN. I know that a lot of people gave more than just their funds. Space limits me and their modesty prohibits me from telling their stories. Thanks to you all!



DALLAS

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

Hello Dallas! It has been heart warming to see everyone flock to the assistance of all those

who were affected by the destruction of Hurricane Katrina. Not a day goes by without hearing

a story about Flight Attendants volunteering time, financial donations or some form of assistance for those that are suffering due to Katrina. Your efforts have been selfless and generous and are so appreciated by all!

I would like to take time to address a few topics that might be helpful to you.

THE WRIGHT AMENDMENT

The battle to repeal the Wright Amendment is ongoing. Please continue to get signatures on petitions, and make those PA's instructing our Customers on how they can help us lift the Wright Amendment by visiting the Set Love Free website (www.setlove-free.com). Most of our Frequent Flyers have signed petitions by now; however, if you would just let our Customers know that if they support the repeal and have not yet had an opportunity to sign a petition and would like to do so, they are still available. Make sure you always have petitions in your bag. If you don't have any petitions, you may obtain them from the Inflight Office. The Base sponsored "Set Love Free Week" and issued t-shirts and wristbands for Flight Attendants to wear to show their continued support of the repeal of the antiquated Wright Amendment. Keep the momentum going!!!

REMEMBER TO TALK IT OUT

Professional Standards is in place for the Flight Attendant group to utilize when you fly a trip and have conflict or concerns about a member on your Crew. If you have concerns about someone you fly with, please either address the issue with the Crew Member or contact Professional Standards prior to writing someone up. You never know what is going on in someone's life or if they are just having a bad day.

Give your fellow Crew Member the benefit of the doubt. Writing someone up should be a LAST resort.

MOVEMENT ON SURFACE

Personal fines may be issued to Flight Attendants that are moving about the aircraft and are performing duties that are not safety-related while taxiing. With all of the short-haul "Texas Two Step" flights we see in Dallas, there is often pressure to get as much done on the ground as possible prior to leaving the gate; however, once the aircraft has pushed from the gate, limit your duties to safety related duties only. It is not worth a personal fine!

SALARY CONTINUATION

In order to receive salary continuation after an on the job injury, you must go to the Company doctor. You can see your doctor as well, however to qualify for salary continuation, once the OJI has been deemed compensable, you must have been seen by the Company doctor.

I hope this information helps. If you would like to share matters that you feel would be of assistance to others, please do not hesitate to contact me. My Union cell number is located in the Dallas TWU Union glass case.



HOUSTON

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

Hello Houston Friends. This is Jannah Dalak, and when I originally wrote this article for

Stacy, his wife Shanna was still fighting her 3-year battle with cancer. It is with great sadness that I must change the opening and report that on Tuesday morning, October 11, Shanna passed away.

I consider myself lucky that I got to know Shanna. I wanted to share with everyone a little bit of information about her. Opposites attract. As everyone in Houston knows, Stacy is a talker - Shanna was more

quiet, but had a great dry sense of humor and was a real straight shooter. As you also know, Stacy is 100% devoted to his job as both a Flight Attendant and as a Union Officer, and while Shanna often had to sit patiently while Stacy attended to Union business, she did so knowing how important our Membership is to Stacy and she supported him fully. She knew he loved his job and the Flight Attendants of Southwest Airlines. During her chemotherapy treatments Shanna came to Union events, sometimes in the rain and cold, to support the work we were doing during Contract Negotiations. Shanna set goals every year and accomplished them. Her final goal was to live to see their

8-year wedding anniversary. She made it - she passed away that morning. I only wish everyone could have met her. She was, and still is, an inspiration. She never gave up, her body just gave out. I was lucky to know her - knowing her made me want to be a better person, a better parent.

Stacy will be on leave for a bit longer, so I am bringing you the Houston base report again this quarter. During this difficult time, many would say that it would be OK if Stacy didn't submit a report for this issue - but he wouldn't have it. So I ensured him that I could fill in for him.

Our base has many employees that live in New Orleans and were directly affected by Hurricane Katrina. If you are in need of assistance or would like to sign up to volunteer, there is a list in the HOU Office. Please reach out to your coworkers that have been affected by this tragedy.

The HOU Inflight Office has a new Administrative Assistant, Becky Green. Becky was previously a CSS in HOU. We welcome Becky and look forward to working with her.

At the time I write this, Pappas Burgers is under construction with a projected opening in October. The new Subway is now open and Barry's Pizza will follow by the end of the year. Additional future restaurants include Hunan and Pappadeaux.

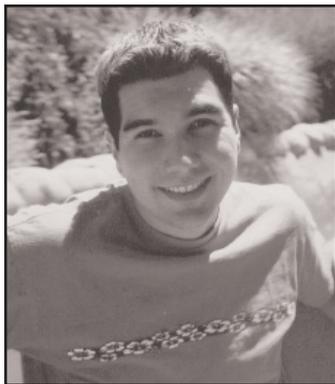
Keep an eye out for gate changes. In early September there will be two gate relocations on the Central concourse; shortly thereafter gate 28 will close and construction will begin on a 5 gate expansion that should be complete within the year.

A new training class is currently underway and there are over 800 individuals that are waiting for a Flight Attendant training class. Due to this large pool of applicants, it is anticipated that there will not be any Flight Attendant interviews scheduled for the remainder of the year.

Congratulations to the Delegates who were elected to represent TWU Local 556 at the TWU International Convention that was held in Las Vegas in September. Since we're not in negotiations, some people don't realize there are many other ways to become involved in our Union. Thanks to those who stepped up to the plate.

Finally, look for some big changes in your Inflight office in the near future. Daryl Krause has made a commitment to increasing Supervisor visibility and focusing on the customer service aspect of the Supervisor position.

In conclusion, I want to thank the entire base for their assistance and generosity to your fellow coworkers. Our base has seen more than its share of devastation - we have seen sickness and destruction, yet we have all come together to help one another. We are all part of the Southwest family, and we need each other to help get through these tough times. Thank you for reaching out to those in need. Once again, if anyone has a question or needs assistance please feel free to contact a Houston Shop Steward (Jenny Rice, Michael McNeil, Kelley Martin, Jill van der Werff and myself), and we will be happy to assist. If you need immediate assistance, contact the Union Office at 800-969-7932.



OAKLAND

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

First of all I would like to thank the Flight Attendants of OAK one more time for your support of my cross country bicycle trek for people with disabilities. My team was able to positively affect the lives of countless individuals along our route thanks to you. During the past summer there have been many changes in the leadership of the OAK base. Former

Base Manager Jamie Willard has moved to take on Base Manager responsibilities in the PHX base. At the present time no one has been appointed to fill her vacated position here in OAK. Instead, SWA has decided it best to have HOU Base Manager Kevin Clark fill in here in OAK on an as needed basis.

I was able to meet with Kevin recently. We discussed many different topics that concern our Flight Attendants. One major issue we discussed was the plan for the new terminal. I asked why Inflight is

being left out of allocation plans for space in the new terminal even though the rest of our SWA family will all be together in Terminal 2 and its extension. According to the Port of OAK, there isn't enough room for us considering the space we require for the Inflight Office Staff, Recurrent Training, and Flight Attendant lounge. I then asked if any space was being vacated in Terminal 2 so that maybe we could at least be a little closer to all of our gates. Unfortunately that is not the case. Instead, possibilities include utilizing current Flight Ops space in Terminal 1 to bring the Supervisors into an adjoining space with our lounge. Hopefully, this will at least include a remodel of our current lounge to update it and make it more user friendly instead of just putting a door in between the lounge and the current Flight Ops offices.

Secondly, we discussed OAK employee parking security... or the lack thereof. I have brought up this issue before with Management but have not had much response. According to our Contract, we are entitled to a secure parking area. The Port of Oakland says that both the Neil Armstrong lot and OMC lot are secured. I vehemently disagree! The port says that even though ANYONE can enter our parking area, they have a security guard in a buggy that monitors the parking lot every so often. Honestly, I can't remember the last time I saw anyone monitoring the area. Lets face it, our airport is not in the best neighborhood, so we would all do ourselves a favor to be extra careful late at night, especially when you are by yourself. Apparently SWA would rather wait until something bad happens to an employee before they demand a truly secure parking area for us from the Port of Oakland.

Fortunately, Kevin Clark understood my point

and said he would investigate the matter further. I sincerely appreciate his efforts to be proactive on this issue of keeping our Flight Attendants safe.

Along with the change in Base Management, there have also been several changes among our Supervisors. Keith Brown has left SWA, and both Bill Ehlers and Lori Fernandez have *begun* flying the line. Please show your support and encourage them as they complete their Probationary period. Also Emily Boucher has now become a Supervisor. I am excited to have one of our own join the ranks in the Office. Unfortunately, OAK is still lacking three Supervisory positions. I recommend that everyone go in and check who your Supervisor is considering the amount of turnover we've seen lately. Recurrent Training is once again fully staffed with the addition of Ben Adis.

Now, I know that this report has been a long one and I hope you all are still reading. I just want everyone to know that I am still your Base Representative. I made some poor decisions in the last few months regarding my position and responsibilities in OAK. As many of you know, when I rode my bike in the Journey of Hope this summer, I changed my domicile to MDW. At the time, I did not realize the consequences of doing this, but by doing so, I vacated my position as OAK Domicile Executive Board Member. Thankfully, the Executive Board reappointed me to the position, but I want to apologize to all OAK Flight Attendants, and promise I won't let you down again. I would ask that if anyone has any specific questions for me regarding this issue that you email me at mtorrez@twuatd.org or feel free to call me at 925-878-9915. Once again I would like to thank you for your support and apologize if you were adversely affected by my absence this past summer.



ORLANDO

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

Since my last article, I am happy to report that our grievances in MCO are declining. Maybe it's because we are short on Supervisors. Maybe it's because Jim Melnick, our Base Manager is working in

BWI and has not been around (just kidding). Regardless, we are at a lower discipline rate which is a good sign. Keep up the good work.

Please remember that if you check in for a trip and you have a message from a Supervisor or other member of Management to "stop by and see them", you could find yourself in an un-official fact finding

meeting OR you could be receiving an invitation to the “Kurtain Cafe” that is set up in the Inflight office. Either way, you are entitled to have a Union Representative present.

Although we ratified our Contract just over a year ago, questions still arise from time to time. I have left the Q & A from the new Contract in the glass case. It covers everything from Duty Rigs to Reserve.

One issue that I have had several calls on is VJA pay for a trip that has RIGS assigned to it. Please remember that VJA pay does not apply to RIGS. You can find more information on this topic by reading the Q&A section of your Contract, page 167, #21.

You can always find the latest Union information, including the complete schedule of Union Meetings and any other important issue that arises in the Union glass case.

THANK YOU to those who offered assistance to our MSY commuters who were affected by hurricane Katrina by opening your wallets, donating your time, or offering your homes to those in need. I met with Management in Orlando after the hurricane to inquire about how our MSY-MCO commuters would be affected since Southwest discontinued service from MSY. I

was assured that any and all help would be given during this terrible time. On SWALife.com, all affected departments were listed except Inflight, so I was concerned. But the Union has been assured that although not all problems have been completely resolved, that our Flight Attendants are being given the highest consideration. Please contact the Union Office or me personally if you need assistance with hurricane related problems and we will help you find the assistance you need.

As of press time, assistance is still needed for several MSY employees. Several of our Brothers and Sisters from Local 555 have transferred to MCO. Some are temporary, planning to return to MSY when openings occur, and some have moved to MCO permanently. If you know of anyone who has a crash pad or spare room and can help out some of our displaced MSY ground employees, please contact me or Patti Adams at Local 555.

Trick, a fellow Flight Attendant acting like a Supervisor performing a check ride. Treat, no discipline being issued in MCO! Either way, have a Happy Halloween!



PHOENIX

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

By now we should have cooler temperatures (low 100's - if that's cooler). This is the reason we choose to live in Phoenix. This is the time of year that we look forward to: golfing, hiking, and going to the lake. This is also the time period when we think our Customer loads will lighten up, but it doesn't seem to happen.

With that said, we now can look forward to the Holidays and being with our families. I know our Company's goal is to treat us like family so we can go out and treat our Customers like family. One of the things that I do, as do many of our Flight Attendants, is treat our Customers the way we like to be treated, and I believe that our Customers love this. Now if only we could get the City of Phoenix Aviation Department to

treat us that way. Why? Because we're their Customers and by treating us like family we can go out and do the same for our Customers.

My last article dealt with our parking situation and how the City changed the rules again. For those of you who have been around a while, you know that we've been kicked out before, and later let back in. Well, this is starting to get old! I asked for you to write to Phoenix Mayor Phil Gordon, and the response was great. When I called the Mayor's office, I talked to one of his assistants. She knew my name, who I was, and what I did. She was not too happy that I made the Mayor's email address public, but I told her that he was a public figure and the majority, if not all, of the emails came from registered voters. That changed her tune. I was invited along with a representative from AFA-CWA representing America West Flight Attendants to the City of Phoenix Aviation Advisory

Board Meeting that took place in August. They had a pretty full agenda with some interesting topics for the future of Sky Harbor Airport. The main reason I was there was to speak on behalf of our Flight Attendants that park at Terminal 4. The Acting Manager of Aviation Parking presented a 26 page Power Point presentation on the changes in parking levels since 9/11/01. Here are some of the highlights of that presentation.

- There are 21,664 public spaces; 5,596 employee spaces, and they presented the breakdown of the number of spaces per lot.
- The overflow parking was used consistently in June, July and August of 2004.
- Terminal 4 parking demand has increased since February 2005. The garage closed due to being full on May 18th and has closed 7 more times since then.
- They believe that they should keep 10% of open spaces at any given time for good CUSTOMER SERVICE.
- They expect 2 million more passengers by year's end and most will be parking at Terminal 4.
- Closures forced crisis operating procedures (monitoring of spaces, redirecting customers, adding signs, and bus reroutes).
- More spaces were added to the east lot, and a parking rate increase is being considered along with the relocation of 1000 plus employee spaces.
- 9/11/01 caused a significant drop in parking. In 2001, all employees moved to Terminal 4. In the fall of 2003, Terminal 4 reached capacity and employees relocated. The parking program at the time allowed employees to park at Terminal 4. In June of 2005, employees were given 2 months to relocate and only allowing car pooling employees to continue to park at Terminal 4.
- In July and August 2005, employees began contacting the Mayor, City Council and Aviation Department.

The concerns that we addressed were:

- Increased shuttle bus frequency, commute times, and bus capacity
- Increased security including fenced lots, round the clock security, only authorized vehicles in parking area, security patrols and emergency call boxes

- The lack of spaces on the east side
- Covered parking for employees
- Utilizing a turnstile system like DIA uses for their employees (Employees working at DIA park in designated parking lots, and go through a security check point there in the parking area and then get on a bus. They are then dropped off beyond the security check point at the airport)
- A check point like LAS

We did receive some positive responses from our presentation. We were told that the emergency call boxes would be installed by year's end, and that they would consider the DIA and LAS configurations.

Please write up any problems that you encounter with the lots so we can present them to SWA Management.

The City loses \$2.4 million per year on employee parking. They have asked both SWA and AWA to take over the responsibility of employee parking and both said NO. Considering my experiences in dealing with this situation, I feel that the city is looking to get out of the responsibility to provide parking for the employees. I am working with AFA-CWA to see if we can come up with a group effort so we can present our side again.

I'm sure that this is not what you wanted to hear. I asked one of the councilmen about customer service to the employees and the airlines that bring in millions of dollars to the economy of the city. He had no answer to give me. Maybe we need to elect officials that believe in the people that vote them in and not just the businesses that make financial contributions. I believe that as Union Members we must get involved in politics so we're protected in the future. Which ever party you belong to, keep up on how your elected officials vote on issues. Ask yourself if they are Labor friendly and if they support workers.

During the month of September, we were asked to join in an informational picketing event at America West Airlines. We had a good turn out, and were even interviewed by the media. I explained that we supported all Labor not just Airline Unions. We must stay strong as a group, and support other Unions when asked for help. Many different Unions stood by us as we negotiated our Contract. All Flight Attendants, junior and senior, should get involved in preserving and progressing the Labor movement to ensure our futures. Contact me any time to learn how you can become involved.



Scheduling Committee Update

Tracking the Quality of Your Life

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

2005 IN REVIEW:

RIGS

Starting with January 2005, we began to reap the benefits of the new RIG protection in our Contract. Since that time, we have been able to feel the affects of having such protection in place through the increase in productivity of our pairings which in turn has added to our income. RIGS do not create productivity instead RIGS drive it, by setting a minimum that all Pairings are required to pay and in turn the DPOS pairing generator tries to build pairings with as little RIG as possible. RIGS were negotiated to ensure that if a Pairing could not be built as productively as other Pairings, that at least there was a standard/minimum set. If you have not already read RIGS 101, please go to the Inflight section of www.swalife.com and print a copy.

4-DAYS / SCHEDULE THROUGH THE END OF YEAR

Due to the devastation in MSY, the October 2005 Schedule had to be re-written in a very very short time frame. Originally, the October 2005 Schedule was going to have the least amount of 4-days system wide by ensuring that OAK, PHX, BWI, and MDW, would see the reduction in 4-days that DAL, HOU, and MCO had.

Intially, MSY was taken out of

the schedule (at the time the schedule was re-written there were no plans to resume service into MSY in 2005) which also removed 9 airplanes from the schedule; however, 4 of those airplanes were put back in the system and with Boeing on strike the other airplanes could come in handy should Boeing not be able to deliver the 7 airplanes that were to be added in the fourth quarter.

Normally, a schedule is produced many times before picking the most productive, cost efficient, with the best quality of life; however, with the reproduction of the October 2005 schedule in such tight time constraints, Inflight Crew Planning had to lessen the restrictions of limiting 4-days in DPOS. Good news is that even with the rewrite, the October 2005 Schedule still has a greater reduction in 4-days to 12% system-wide from an average of 17% last year. We are hopeful that the 1st quarter 2006 schedules will give each base the opportunity to feel the affects of a significant reduction in 4-days.

As you already know, we have begun flying back into MSY. There may be additional flights added over the next few months. When known, Inflight Crew Planning will be able to build those additional flights into our Pairings for our Bidlines; however, the schedule could change after our bid packets are developed. We will be updated as soon as possible, should our schedules change in the future.

4-DAY RESERVE BLOCKS

In the Bases that did not have 4-day Pairings, Inflight Crew Planning

drastically reduced and/or removed 4-day Reserve Blocks from the Reserve Lines. This was a cost savings measure, and one of the key reasons that 4-days were able to be reduced so dramatically. In the initial costing comparing a 7% 4-day schedule to a 17% 4-day schedule, the 17% 4-day schedule costs less, since it covers more flying with less people. To recoup some of that cost of a 7% 4-day schedule, Inflight Crew Planning has been able to reduce the number of days a Flight Attendant is available for Reserve.

SURVEY

The Scheduling Committee Survey is being postponed due to the fact that the data we would have collected would not have been completely accurate since 4 of our 7 Bases have not been able to feel the affects of a significantly reduced 4-day schedule. We are hopeful that such a schedule will be produced in the first quarter of 2006, and at that point we will then administer a survey.

We would like to thank Inflight Crew Planning for their timely and proactive communication with the TWU Scheduling Committee, Union Office, and the Membership during the Hurricane. Also, thank you to the Membership for stepping up to the plate once again to help one another and the Southwest family. We appreciate your continued feedback and support. We continue to strive to create the best quality of life within the constraints we are given. Please feel free to call the Union office at ext. 43 or email at critner@twuatd.org.



So, You're Having a Baby!

Practical Information that you need to know About Maternity Leave

by Marcy Vinyard
TWU Local 556 2nd Vice President



Congratulations! You just found out your expecting a bundle of joy. You are probably thinking, "How will this affect my job? What do I need to do now?" Hopefully, I can answer some of those questions for you. The Local receives numerous calls every week pertaining to maternity leave, and I want each of you to be educated and informed on what you are entitled to during your leave. The following information will assist you with your benefits, pay, unemployment, pass privileges, and parental leave. This information should be considered as a reference tool. Please refer to the maternity benefits package provided by Management and always check with SWA Benefits for any policy changes.

MEDICAL BENEFITS

Medical Benefits are calculated from your last physically worked day (this includes attending Recurrent Training) prior to the start of your leave. This should not be confused with the last day you may have been scheduled to work, but gave away. You can give away as many days as you like prior to your official maternity leave beginning.

The formula for calculating your medical benefits prior to being offered COBRA is as follows: Take

your sick bank total from your last day worked and divide it by 90, and multiply by 30.

This will give you a total number of days. Then add your accrued vacation days, plus 120 days.

This will give you your end of coverage date. For example, if you have 450 trips in your sick bank you would use the following calculation:

450 trips divided by 90 = 5
5 times 30 days = 150 days
3 weeks vacation = 21 days

150 days + 21 vacation days)
+ 120 contractual days = 291 days

Therefore, if you begin maternity leave on March 1, your benefits would end on December 16, for a total of 291 days covered by benefits. The Benefits Department will send you a customized summary of your Leave of Absence with the exact date of expiration of your benefits. Please contact the Employee Benefits office at (214) 792 - 4146 or (800) 551-1211 to verify your coverage during the length of your leave.

For those of you who are married to a Southwest employee and you reach your end of coverage date, your spouse will become the primary insured responsible for healthcare coverage for you and your dependents. Keep in mind, your end of coverage date could be earlier than the contractual 120 days after the baby is born if you don't have the sick bank trips to carry you through the contractual 120 days.

LIFE AND LTD BENEFITS

Life Insurance and Long Term Disability continue for an additional 90 days after your end of coverage date before they expire, and will continue to be deducted from your paychecks until the end of the additional 90 days.

If you are not receiving a paycheck, upon returning to work, the entire amount owed on all optional insurance will be deducted from your 5th and/or 20th paycheck.



The next step for continued coverage is COBRA.

COBRA

When your medical coverage ends, you and your covered family members may purchase your existing coverage of health benefits for a period not to exceed 18 months. However, you will be required to pay the entire cost of your continued coverage.

Contact the Benefits Department for cost, due dates, and additional information on converting any of your Life, AD&D or Long Term Disability to individual plans prior to reaching the end of coverage date.

REMEMBER: If your optional Life, AD&D or Long Term Disability Insurance lapses, you will be required to re-qualify with proof of good health (evidence of insurability).

CALIFORNIA STATE DISABILITY

For information regarding Disability Insurance or to obtain a claim form, contact your local Employment Development Department Disability Insurance Office by calling 1-800-480-3287 or by visiting the website at www.edd.ca.gov.

FMLA

According to the Family Medical Leave Act of 1993, an employer can run any leave (including Maternity Leave) concurrent with your 12 week FMLA leave entitlement, if you qualify for FMLA.

In order to qualify, you must be an employee for 12 months and have 1050 duty hours. It is the responsibility of the employer to notify the employee that a leave is being designated as FMLA leave.

COMPENSATION

While on maternity leave or any extended medical leave of absence, in order to be paid out of your sick bank, you must fill out a "Request for Pay On Leave" form. This form is provided on SWALife and must be filled out using your login and password. If you are receiving an advance and want to keep receiving an

advance, you will need to submit this form before the 11th of the month prior to your leave, and each subsequent month on leave. (You can login and request the pay for all the months at once.)

If you are not receiving an advance, you can submit the form as

late as the end of the month for the lump sum for the month for which you are requesting pay and it will show up on the next month's 20th paycheck. You may request pay up to 118.2 TFP out of your sick bank per month. If your leave begins prior to the end of a month, you will not need to fill out a "Request for Pay on Leave" form; however, you will need to let your Supervisor or Payroll know if you want to be paid out of your sick bank for the remainder of the month.

If you do not wish to receive an advance, you will need to fill out a "Change of Advance" form and enter "0" for the amount to be paid. Keep in mind, once your leave is over if you wish to start receiving an advance, you need to specify your request on the "Change of Advance" form. Any time you change your advance status, you must submit a new form.

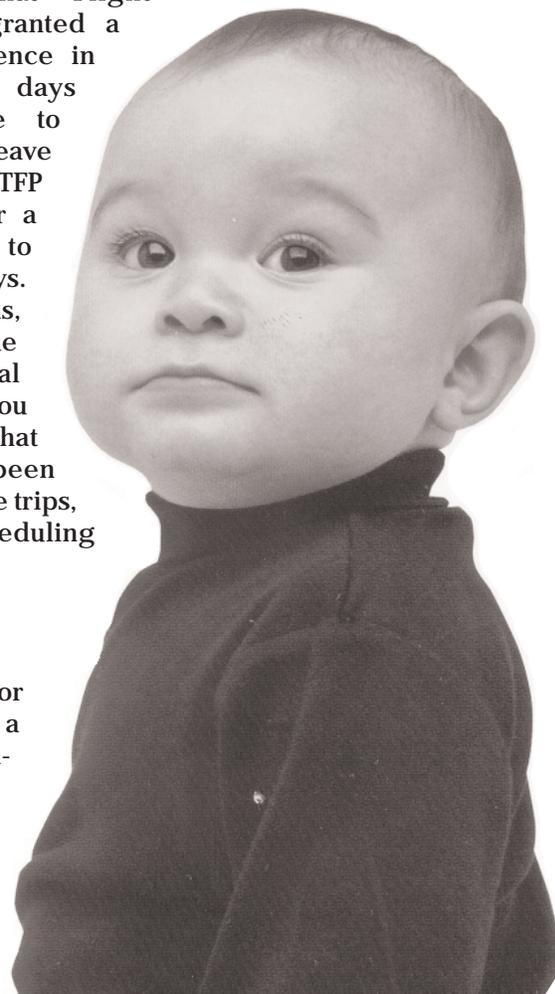
If you are scheduled for vacation during your leave, you will be paid 34 trips in "A" position on the 20th check of the following month. If you find a line in the month's bids that pays more than 34 trips during your vacation week, you can indicate that line on the "Request for Pay on Leave" form and you will be paid accordingly.

Please refer to the Contract, Article 16.1.K. page 66, that Flight Attendants granted a leave of absence in excess of 30 days will continue to accrue sick leave at a rate of 7.0 TFP per month for a period not to exceed 90 days. In other words, you will accrue an additional 21.0 TFP. If you don't think that you have been credited for the trips, contact Scheduling Audit.

VACATION

ACCRUAL

If you are out for more than a year, your vacation accrual can be affected. For example, if you are entitled to 14 days



vacation and you extend your leave an additional 2 months after the one year, Crew Planning will divide the 14 days vacation by 12 months and reduce your vacation by 1.17 days per month. Planning will round up or down to the nearest whole number. Therefore, in this example, the Flight Attendant would lose 1 day of vacation for the following year.

PASS BENEFITS

During maternity leave, the Company requires you to surrender your I.D.; however, you and your dependents are each eligible for six (6) SWA passes that may be used at any time.

These four part passes may be obtained through the Supervisors in your domicile. Remember to request these passes as soon as you are aware you will be traveling. You may not use these passes if you are on the extended parental leave of absence.

UNEMPLOYMENT BENEFITS

Flight Attendants should be eligible for unemployment benefits in the state in which they reside. After consulting with several state agencies, TWU's International Attorney has been advised that so long as the doctor makes clear that the Flight Attendant is not medically fit to work as a Flight Attendant due to pregnancy, she will be eligible for benefits.

If you choose to apply for unemployment benefits, it is important that you verify your specific state agencies rules and regulations. Some states require that you deplete your accrued sick days and vacation prior to being eligible for unemployment benefits.

If you are drawing from unemployment while on leave, you may not draw pay from your sick bank.

PARENTAL LEAVE OF ABSENCE

Upon the expiration of your Maternity leave, you may be entitled to receive a one to three month additional parental leave of absence after the baby is born.

You will not lose seniority and you will not lose insurance coverage. Keep in mind that even if you have exhausted your medical benefits coverage, your insurance coverage would be reinstated once you begin the parental leave of absence.

If you have exhausted your medical benefits coverage prior to the expiration of the 120 days from the date of delivery, you may begin your parental leave of absence in order to restart your insurance coverage.

RETURNING FROM YOUR LEAVE

You must provide your Supervisor with a doctor's release verifying that you can be released back to work with NO RESTRICTIONS.

If you notify your supervisor before the 3rd of the month prior to your return, your name can be placed on the bid packet for the following month.

If you miss the bid period, contact Crew Planning

to have a line built for you upon your release to return to work. Crew Planning will build you a line comparable to what you would have held at your seniority level. (For example, if you normally hold Tuesday-Thursday 3 day trips, Planning would need to only give you Tuesday- Thursday three day trips.)

You need to contact Crew Planning within two business days of returning to active status, or within two business days after successfully completing the required training necessary to gain active status, whichever is greater.

If nothing comparable is available, you have the option to build your own schedule. Keep in mind that comparable means day for day, same day of the week, but not AM for AM or PM for PM. This means you may pick up from Open Time or other Flight Attendants. If you do build your own schedule, you are not obligated to pick up a certain amount. You can fly as little or as much as you want.

If you do not contact Crew Planning within the two business day window required, Crew Planning may, but is not obligated to, build you a line of time from any trips available in Open Time based on line construction guidelines as stated in Article 28 of the Contract.

I hope this information will answer some of the questions you may have about maternity leave. Should you have additional questions concerning your benefits or compensation, please contact those departments for further clarification or feel free to contact the Local Union office. Please clip this article from your Unity and keep it for future reference. Congratulations on the upcoming addition to your family and get ready for your life to change dramatically! (For the better of course.)



FMLA: The answers to your most common questions

by Gayle Ross, TWU Local 556 Health Coordinator
with BWI Executive Board Member Lucy White-Lehman



Q. What is FMLA?

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

Q. How do I qualify for FMLA?

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

Q. Do Reserve hours qualify?

A. Yes. Reserves are credited with 5.72 hours or actual hours, whichever is greater.

Q. How do I apply for FMLA?

A. If you know of a foreseeable leave you must notify your Supervisor at least 30 days prior to the leave, or if it is not foreseeable, as soon as possible. Your Supervisor will calculate and determine your eligibility hours for FMLA. Request the FMLA paperwork to be sent to you or your treating physician. Once your Supervisor has determined your eligibility, you will be required to contact Broadspire Services at 877-494-0192 to process your FMLA request. Be sure that your treating physician returns the paperwork within the 15-day timeframe that the FMLA law provides, or you may be subject to applicable attendance guidelines. Remember to call Broadspire and verify that they received your documentation. Please make sure that Broadspire receives all pages of your paperwork.

The completed forms may be mailed or faxed to Broadspire.

FMLA medical certification is governed by Federal Law, and your treating physician is required

to follow the guidelines. Your physician will deem whether your illness or injury qualifies for FMLA. Should you have any problems with Broadspire processing your claim, contact the Local Union office immediately.

Q. Are there different types of FMLA?

A. There are two types of FMLA leaves: continuous and intermittent. Continuous leave means that you are on inactive status and out for more than a 3 day period or up to 12 weeks. Intermittent leave is taken intermittently as needed and is considered a separate block of time due to a single qualifying reason.

- If you are on continuous FMLA leave, you must provide a doctor's note to your Supervisor, releasing you to return to work to FULL DUTY WITH NO RESTRICTIONS.
- If you do not have enough hours to qualify for FMLA and have a serious medical condition you may request a medical leave from your Base Supervisor. You will be required to provide a medical leave request from your doctor
- Intermittent FMLA may require you to update your paperwork every 30 days. Keep in mind that your doctor may not understand a Flight Attendant schedule. Please explain to him frequency and duration of flights.

Q. What are the qualifying reasons for taking FMLA?

A. There are several qualifying reasons:

Family Member

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

Employee

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

Q. How do I get paid?

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

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

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

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

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

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

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

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

year. Duration means the number of days for each episode of incapacity.

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

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

Q. How many hours of FMLA do I have to use?

A. Each F/A who qualifies has 480 hours to use. These hours have nothing to do with your pay. Once your 480 hours are used your FMLA expires and you must re-qualify.

Q. If I fly a 12 hour day do they deduct 12 hours?

A. No, 5.72 hours a day are deducted no matter the length of your day. You also have 5.72 hours deducted per reserve day.

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

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

Q. Do I have to receive an advance while on FMLA?

A. No, but you must submit a form on www.swalife.com to stop your advance if you choose not to have one while on leave.

Q. My Supervisor did not put FMLA paperwork in my box, but I think I qualify; what should I do?

A. Southwest is required to put paperwork in your box if you are absent for four days in a row. If you fly a three day and then are off, this will not trigger the Company to put paperwork in your box. If you want to apply for FMLA ask your Supervisor for the paperwork. You may request FMLA at any time. FMLA is your legal right; do not be afraid to ask!

We hope this helps to answer your questions about FMLA. There have been numerous occasions where Flight Attendants unnecessarily accrue points, as they would have qualified under FMLA if they had only applied. Do not let yourself get into this situation. If you have any questions, feel free to contact the Union office. You may reach the TWU Local 556 Health Coordinator, Gayle Ross, by emailing gross@twuatd.org. Stay Healthy and Happy!

Cabin Air Quality Study:

TWU Local 556's Safety Team is looking for volunteers to participate in a federally funded cabin air quality study. The Safety Team encourages Southwest Flight Attendants to participate. Please read the letter below for more information.



UNIVERSITY OF OREGON



October 6, 2005

Dear Flight Attendant:

We need volunteers to help us with a study about aircraft air quality and its potential health effects. We are researchers from a consortium funded by the Federal Aviation Administration (FAA) Office of Aerospace Medicine to study airliner cabin air quality. For more information about us please visit our website at www.ohrca.org.

It is important for our research team to understand the perspectives and experiences of flight attendants on this issue in order to best fine-tune the study design. To this end, we need flight attendants to volunteer **two hours of their time** to participate in structured discussions about cabin air quality, the reactions of flight attendants, system supports, and how we should approach the problem of studying air quality events. We have invited members from AFL-CIO flight attendant unions to participate in order to get the most varied feedback possible. In sum, we ask you to participate in the focus groups of health and safety representatives, and to notify your members (through word of mouth, email distribution lists/listserves, websites, fax) who have experienced health symptoms that they attribute to a bleed air incident in the recent past to contact us to participate as well.

The focus groups will be held at an airport hotel near **ORD on November 10** and an airport hotel near **LAX on November 17**. **YOU CAN ATTEND EITHER DATE**. At each location, there will be two focus group sessions: one for safety chairs (MEC and LEC) from 10am-noon, and one for members who have been in a bleed air event from 1pm-3pm. All participants have to be 21 years or older and have been flying for at least a year. Food will be provided and all participants will be provided a token gift basket (approximate value \$15) and entered into a lottery for a dinner gift certificate (approximate value \$50).

Your participation is strictly confidential and your comments will only be available to our research teams and not be linked to you as an individual in anything that gets published or released publicly. Laurel Kincl, PhD at the University of Oregon will contact you in the next week to determine how we can best work with you to spread the word to your local safety chairs and affected members. **Laurel can be reached by phone at 541-346-3073 or by email at lkincl@uoregon.edu. We are asking safety chairs and members to RSVP by OCTOBER 19th.**

Thanks for your help,

Steven Hecker, MS
University of Oregon Labor Education and Research Center

Eileen McNeely, PhD, MS, RNP
Harvard School of Public Health

TWU LOCAL 556 GRIEVANCE TEAM

Working for YOU!

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



The Union is rapidly approaching our lowest number of total grievances in recent memory. At press time, we have 49 issues before Management that are waiting final disposition in the grievance process. This time last year we had roughly 90 outstanding formal disagreements with discipline related matters and Contract interpretation issues. So what has caused the decline in disagreements? There are many factors that have caused this, here are a few:

- The number of grievances that have been filed by Flight Attendants is down by over 50%. Since Daryl Krause was appointed Vice President of Inflight and promoted Russell McCrady (Former Flight OPS Scheduling Manager) to oversee Inflight Scheduling, most Scheduling issues have been worked out prior to filing grievances.
- Our Grievance Team has settled an unprecedented number of cases with Southwest Airlines Labor Relations; we have been very productive and are working issues out to the benefit of our Flight Attendants.
- Our Members have not been unjustly disciplined at the pace they were in the past few years. Management has done a better job of abiding by progressive discipline as detailed in our Work and Conduct rules and applying the "just cause" standard pursuant to Article 19 of our Contract. The total number of discipline cases is down as a result.

However, the most important factor in the reducing grievances continues to be the TWU Local 556 Grievance Team. Our Staff is extremely productive and efficient in resolving issues in the favor of our Membership. I am convinced more than ever that our Members receive top-notch service from fellow Flight Attendants working in the Union office whom, in many cases, have temporarily set aside their own personal lives, sacrificed their quality of life, and worked day in and day out on very tough and sometimes heart-breaking issues. We are there for our Members when they are at their best, and we stand at their side when they are faced with a personal and professional crisis.

I would like to thank those who will never be

thanked enough for their dedication to our Flight Attendants and the Labor movement:

Amy Montgomery, Shae Grajeda, Gayle Ross, Amy Lynn Neeper, Becky Parker, and Catherine Rea. These Flight Attendants keep it all together in the Union Office. They have earned our respect.

Now for the other issues:

MAESTRO/HOME ACCESS

The Union Office has been besieged with calls from our Members regarding the poor performance of Maestro/Home Access. At press time, we have six pending grievances in regards to the continued problems of its functionality.

We hear you. Maestro has got to go. The Executive Board of the Union has made our position clear with the Company and communicated our continued dissatisfaction that Maestro has continued to deteriorate. We have asked that Inflight communicate better with our Members in regard to what is being done. In addition, we have requested a specific time frame in which this issue will be fixed. We were told that a new and improved system would be up and running by end of September. We have since found out that deadline was extended to some time in 2006.

When you have problems with the system, please continue to document what has happened. Fill out an IR and submit a copy to Management and one to the Union. In the meantime, the Executive Board will continue to work with Management, and the grievances will continue through the process. Ultimately, it may require an arbitrator to instruct the Company to fix the system and abide by Article 12 of our Contract. Please know that the Union is moving forward with getting the Maestro issues resolved.

TRADING RESERVE DAYS

The Company is restricting Flight Attendants' ability to unlimited trip trading in regards to Reserve days. Specifically, Flight Attendants' ability to trade, pick-up, and give away Reserve blocks has been interrupted by the Company's violation of Articles 11 and 12. Commonly known as "reserve flipping" Flight

Attendants were trading, picking-up, and giving away their reserve days to maximize productivity and efficiency in their schedules. This practice began in 1997.

This year during the audit of Inflight's Scheduling, Planning, and Automation Department, they discovered this practice. The Union was told a few months later that Inflight was stopping the trades due to their belief that the trades were not in the "spirit" of the Contract. We filed the grievance based on several factors: First, the practice was in place since 1997 and known to the Company. As a matter of fact, our research indicates that during negotiations, the practice was brought up by the Company. While they voiced their displeasure with the trades, they did not negotiate a change in the Contract. Therefore, it is our view that the Contractual provisions that allow for unlimited trading must continue to apply. As a result, we are scheduled to argue our respective cases before an arbitrator later this fall.

MANIPULATING OPEN TIME

We recently filed two grievances in regards to Scheduling "piece-mealing" portions of trips in Open Time and combining them into a single pairing. Granted, we understand the intent in making trips more productive. However, we are in disagreement with how this practice takes place. First of all, we want to ensure that our Members are not financially harmed by the Company not wanting to pay the applicable RIGs on the newly built pairing; second, we do not wish to see the hard work completed each month by the Union's Scheduling Committee to be undermined. Each month they ensure that our number of 4-days, 3-days, etc. remain at Contractually agreed levels. We do not want to see these numbers altered. Finally, we do not want our Members to be restricted in how and when we can trade with Open Time. At press time, we are still working with Scheduling to come up with a win-win solution. Stay tuned.

MAESTRO/HOME ACCESS SHUTDOWN OF 2004

With the holidays approaching, we are reminded of Inflight Scheduling's challenges we all faced and collectively endured last year. As you recall, Flight Attendants were locked out of Home Access for two days last year so the Company could recover its operations. This Contract violation is one of the more blatant ones I personally have seen in recent memory.

This year we have had numerous conversations with Inflight on making our Members whole for this violation. While we have had several productive meetings, we simply have yet to agree on a remedy we can all live with. The bottom line is the Union has not forgotten about what happened last year and we are urging the Company to continue its improving of our Scheduling Department. We have all come a long

way this year. On the other hand, we can not allow our Contract to be violated. Therefore, we are still working through the process to settle this issue with the Company.

Finally, it has been a pleasure serving each one of our Members this year. The Grievance Team, in many respects, is a family too. We have celebrated many victories and stuck together through our challenges together. We love our jobs and want to remind you that we are here to serve all Flight Attendants.

We wish you the best and safest holiday season yet. Please call us when you need us.

2005 TWU Local 556 Toy Drive



This year's TWU Local 556 Toy Drive, benefitting the US Marine Corps Toys for Tots Foundation, is currently being organized. More details will be available in the November issue of UNITY Update. Collection boxes will be in the lounges soon.



For the last 4 years, our Flight Attendants have donated hundreds of toys, making a child's life a little happier around the holidays. Please plan to donate, and help our Union make this the biggest Toy Drive yet.

We thank you for your continued support, and again, please look for more information in the November issue of UNITY Update and in the glass case in a Flight Attendant Lounge near you.



SAFETY TEAM REPORT

The Safety Team Voices our Concerns to the TSA

by Michael Massoni - 1st Vice President and Safety Coordinator

On September 2nd, 2005 I hand delivered a letter to the Transportation Security Administration (TSA) on behalf of the more than 8000 professional Flight Attendants of Southwest Airlines, represented by Transport Workers Union Local 556. I wrote to TSA Administrator Edmond S. Hawley to voice our serious concerns over press reports indicating proposed changes to TSA screening procedures.

This letter strongly articulated that Flight Attendants are the front line security professionals onboard commercial airliners flown by millions of Americans on a daily basis, and the very same security professionals that were the first to lose their lives on September 11, 2001. I wrote to Administrator Hawley in the hope that he would seriously consider our input on the proposed changes in screening procedures given our unique and vital role in aviation security.

The Local 556 Safety Team found it disturbing that we as a group learned of these proposed screening procedure changes through the media and were not given the benefit of direct communications. This is especially disconcerting given Flight Attendants' augmented security responsibilities since the attacks of September 11, 2001.

On numerous occasions Local 556, along with other Flight

Attendant Unions, has reached out to the TSA and in some instances even partnered on projects that have not only benefited the TSA and our Members, but also the traveling public. Unfortunately, there have been many more instances such as this, where we learn of proposed changes after the fact and without any consideration for our input.

Efforts to make airport screening more "passenger friendly" must always be balanced with the TSA's duty to prevent weapons that may be used to commandeer an aircraft or harm its occupants from passing through security check points and on to the aircraft. The Safety Team strongly feels that by proposing a loosened ban on restricted items such as knives, razorblades, ice picks and other potential weapons is not fulfilling the agency's duties or mandates. TSA's attempt to make screening easier for the public would in fact, make us all less safe.

The proposed loosened ban on restricted items aside, we are optimistic that the TSA will increase screening for potential suicide bombers. However, the reported proposed changes that would allow Pilots to circumvent security screening is ill-advised and again not in agreement with the agency's duty or mandate.

Flight Attendants play an important role in security as we perform our duties daily. We discharge these duties, as our fellow Cockpit Crew Members are safely barricaded behind reinforced

cockpit doors and in some instances are armed. All of this with fewer Federal Air Marshals in the cabin and a continued lack of mandatory, effective Flight Attendant security and self-defense training due to the TSA's failure to act on Congressional mandates.

Since the terrorist attacks of 9/11 our Union has supported and advocated careful screening of every person with access to an aircraft, (passengers, crews, or employees). One way to accommodate both the needs of ALL Crew Members in reaching their aircraft in a timely manner is to find a way to do so without excessive or intrusive screening, while ensuring that every person entering a secure area has been thoroughly screened.

This process could be expedited, and at the same time provide enhanced security, by implementing a Transportation Workers Identification Credential (TWIC). This card would allow those employees who pass through security frequently to do so in an expedited manner and at the same time, provide enhanced security through the use of biometric technology which would be incorporated in the TWIC. It would only take one compromised airline employee, be it Pilot, Flight Attendant or ground worker with the ability to bypass security screening and then access an aircraft, to repeat the tragedy of a downed plane full of passengers due to imprudent security policy.

In my closing comments in

my letter to Administrator Hawley, I stated that our Flight Attendant group would once again like to express our disappointment in the TSA's choice to ignore the concerns of our nation's over 100,000 Flight Attendants. Our hope is that he will take the concerns contained within the letter seriously, and prudently guide the changes that need to take place for better aviation security. At the same time, our hope is that Administrator Hawley veto and/or dismiss those proposals that are counter to improved aviation and homeland security. As always, members of the Local 556 Safety Team have made ourselves available to discuss these concerns with the Administrator personally, at any time.

As always the Local 556 Safety Team is committed to ensuring our Members are provided with the safest and most secure work place possible and will continue to proactively voice the concerns of Southwest Airlines' Flight Attendants to Management, the industry, and its regulators. If you would like to personally make your feeling on this matter known to the TSA, you may submit comments at www.tsa.gov.

ATTENTION TO THOSE AFFECTED BY KATRINA

TWU Local 556 Officers have attempted to contact each Flight Attendant who may have been affected by Hurricane Katrina. If you were affected and have not yet spoken to anyone at the Union Office, please contact us at 800-969-7932.

TWU Local 556 Disaster Relief Fundraiser



TWU Local 556 is raffling 7 green must-ride passes (one in each base) to raise money to help rebuild the Southwest Airlines Employee Catastrophic Fund. The Catastrophic Fund has helped many Southwest Employees affected by the the hurricanes this summer, and TWU Local 556 wants to help make sure the fund remains healthy to help those who may need it in the future. Many thanks to Southwest Airlines for donating these passes and supporting our efforts to help provide future assistance to Southwest Employees in need.

Tickets can be purchased from any TWU Local 556 Officer, TWU Local 556 Shop Steward, or from your Base Admin.

Ticket prices: \$5 each or 3 for \$10

Tickets will be sold from November 1 through December 1.

Drawings will be held in each Flight Attendant lounge on December 1, at 12:00 PM Local Time. Winners will be announced in the December issue of UNITY Update.

I was elected a delegate for the 22nd TWU International Convention - So what does that mean?

by Michael Broadhead, PHX F/A #33877

I just returned from attending the 22nd Convention of the TWU International Convention as a delegate that was held in Las Vegas from September 19th-23rd. I was elected by my peers along with ten other Flight Attendants in the election held in August 2005. The elected Local 556 Delegates attended the Convention with thirteen Members of our the Local 556 Executive Board. The convention was five days long and was attended by over four hundred delegates and alternates representing the Airline, Rail and Transit divisions of the TWU International Union. Our Union, TWU Local 556 is now the LARGEST Local in Airline division of TWU International!

This was my first TWU International Convention, and as such did not know what to expect. The following describes some of the things I learned and experienced at the Convention.

First and foremost: it was simply amazing to be gathered together with all divisions of TWU International. This was the first time I had witnessed the "big picture" of our Union beyond the walls of the Union Office in Dallas. Our International Union is huge! It was impressive! Any Flight Attendants that honestly believe that we are in the wrong Union because of our affiliation with rail and transit workers are simply misinformed. TWU understands and knows us, very well.

We elected our TWU International Officers. Our International President Michael T. O' Brien is a name every single Flight Attendant should know! He is the President of TWU International for the next four years. During the convention, I had the privilege of speaking with him directly more than once, and all Flight Attendants should know that he is a vibrant and qualified leader for TWU International and has a great sense of humor. He is knowledgeable, and he is making the plans and taking the actions of keeping TWU a strong Union. He knows and understands that not to change and adapt is a sure path to extinction. He understands and knows the strength and unity of our Local, and he showcased Local 556 several times throughout the convention.

We reviewed, debated, and passed more than thirteen resolutions and constitutional changes on the Convention floor. Due to time constraints several more resolutions were referred to the TWU International Executive Board and Council. Local 556



Twenty Four Flight Attendants of Local 556 served as Delegates at the TWU International Convention held in Las Vegas in September

submitted a resolution entitled "Keep our Skies Safe", and it was presented to the entire Convention by Thom McDaniel. The Delegation in attendance passed the resolution. Copies of the resolution are being sent to Secretary of Transportation, TSA Administrator and other congressional leaders and it will be posted on new TWU Local 556 website very soon for all to read.

The resolution was authored by President Thom McDaniel, 1st Vice President Michael Massoni, and International Representative Portia Reddick White. Delegate and Flight Attendant Gwen Dunivent spoke at the microphone to the entire convention in favor of this resolution explaining its effects on the entire traveling public. Over six amendments to the TWU International Constitution were hotly debated and passed. Many of these changes were the result of TWU International President Michael T. O' Brien's vision of the future of our Union and the changes to keep our Union strong.

We had several guest speakers including AFL-CIO President John Sweeney. The Reverend Jesse Jackson also spoke and gave compelling remarks that were focused and very supportive of the Labor and Union movement. He also spoke of the need to care for one another especially in light of Hurricane Katrina and Rita. He had just come from the New Orleans area and spoke of what he has experienced there. His remarks actually served as the "ignition" of TWU International for passing an added resolution that condemns the Bush Administration's suspension of the "Davis/Bacon Act", which allows for govern-

ment contractors to pay less than prevailing wages in the rebuilding of New Orleans, thus reinforcing the poverty cycle.

Each day the Convention was opened with prayer from a minister or religious leader of different denominations from the Las Vegas area. Each one of them gave thoughts of compassion, unity, love, and support.

In order for all Delegates to see the "big picture" of TWU International, several videos were presented to show many of the TWU Locals in action in a broad spectrum of issues. Some showed Locals using the Martin Luther King Holiday to distribute goods to needy citizens in a city while others showcased a successful newly organized group that had just joined TWU International. One video showcased Local 556 for our efforts during our most recent contract negotiations. It was a very informative presentation that showcased our rich history as well as the strategic campaign that led to our industry leading Contract. Many of our tactics and demonstrations were showcased along with several interview clips from Flight Attendants. It even had comments in it from Herb and Colleen complimenting our Union.

Our Local's President, Thom McDaniel was nominated and elected as an International Vice President of TWU. Before any rumors start, Thom's duties with our Local DO NOT change and he is NOT leaving - so keep reading! Our Local has now grown to be the largest in the Airline Division of TWU. Thom has been an effective leader for our Local and the TWU International recognizes his efforts and accomplishments. Thom's newly elected position and duties will simply be added to his duties as our Local President. Thom's elected position with the International is likened to that of serving on a "Board of Directors". His presence in meetings with TWU International will ensure that our voice of over 8,000 SWA Flight Attendants will be heard, now more than ever. This is a HUGE win for the Flight Attendants of Southwest Airlines! Please congratulate Thom when you can.

We learned a great historical lesson on the formation of our International Union, founder Michael J. Quill and the labor strike he led in 1937. It was an "awakening lesson" for me to learn the entire New York Transit system was shut down, because TWU Union members wanted a one dollar an hour pay raise-and they got it!! One dollar!

Many of the speakers at the Convention spoke of the "current state" of the Unions in our country. It is a reality that many Unions have been nearly destroyed and Membership has been declining for many years, but this is more because our economy has shifted from an industrial based economy to a service based economy. The industrial based jobs have simply disappeared or have been shipped over seas. In the last five years alone, over 400,000 manufacturing jobs in

the USA have disappeared. Unions have seen a decline in Membership because the jobs that traditionally had Unions are simply no longer here. Unions are facing the fact they must change-and TWU is changing. TWU announced that in the last year they had organized thirteen new Locals alone! This is good news for all of us!

TWU International has also formed a new committee; the "Committee on the Future". This is part of the focus on keeping Locals strong and expanding our International Union. It also includes new clear language for organizing new Locals - something I talked about with Leaders of TWU International. TWU also restructured the "COPE" committee to be more effective. "COPE" ensures that our voices are heard on Capitol Hill to help match the voice of Corporate America as well as all other Lobbyists on Capitol Hill. It was noted that through the voluntary donations to "COPE", for each donated dollar TWU spends, corporate Lobbyists spend eleven dollars. We need to support COPE! Remember your regular Union dues do NOT go towards political parties; only your voluntary donations to "COPE" go for political action, and are donated to help politicians that are Republican, Democrat or Independent who happen to support Labor issues. It is worthy to note, that over the past year, our new hire Flight Attendants have been signing up for "COPE" donations at record levels!! Congrats to our new hires!!!

When the convention adjourned, I along with all the other Delegates walked away with a greater understanding of our International Union and its promising future.



TWU Local 556 President, Thom McDaniel, speaking at the Convention.

Coffee Talk

By Tina MamaJava Coffee
PHX F/A #24301



SISTER'S STORY

Any time I'm getting ready to leave home for another Inflight adventure, my cat, "Sister" always tries to stow away in my roller bag. "No Kitty, you can't go!" She meows loudly in protest, and joins my pouting Pit Bull on the floor. The dog, "Miss Piggy" peers up at me with her big hazel eyes. "No Mom, Don't go. Don't leave us," she'd say if she only could. They both follow me as I move about the house, gathering up the items that I will need for my trip.

I never really wanted any pets as an adult because they were too messy. I had dogs when I was a kid and what I remembered most was picking up their piles in the backyard. It was my weekend chore. I would have much rather been watching the Saturday Morning lineup of cartoons or playing Barbie.

When I moved into my townhouse, the cat was just there... lurking, staring at us from atop the brick wall. My Son was delighted, as we had never had an animal. "Don't feed it," I warned him. "If you feed a cat they will never leave," I repeated what my Mother had ingrained in our minds. My Mom hated cats.

My Son, Kole, and I would be sitting on the couch, watching TV, and the cat would creep up to the sliding window and sit there meowing at us. "Mom, can't I go and pet it?" Kole would beg. "No, it might give you ringworm." I told him. "What's ringworm?" He wanted to know. I wasn't really sure, but that is what my Mom used as an excuse to keep us away from cats. She told us a story about this girl who she knew, with long blonde hair, that had to have it all shaved off because she got ringworm.

The cat wouldn't give up on charming me though. When I'd go out and sit in my backyard, she would come over the fence and try to get into my lap. "No cat, go away," I'd say to her, then she would rub up against my ankles. I finally gave in and petted her, then I went into the house and scrubbed down my hands with antibacterial wash.

I found my Son outside, feeding her a pouch of my white albacore tuna one day. "I told you not to feed that cat." I yelled at him. "Mom, the cat likes me. She is my only friend here," he cried. Talk about breaking my heart. We had moved into this house,

away from his Dad, and all of his neighborhood buddies. It was pretty hard on him. I guess that a cat as a friend was better than no friends at all. It was summer, and if he had to get his hair shaved off, it would grow back by the time he started kindergarten.

When I went grocery shopping, I picked up some cat food. I didn't want Kole to feed HER (wasn't sure if it was a he or she, but we figured it was a girl since we didn't see any boy parts) the tuna I used for my trips. We put some "Little Friskies" in a bowl on the porch. Later we checked to see if she had gone for the bait. We were disappointed to find, it wasn't touched. "She only likes tuna," Kole declared, like he was suddenly a cat food connoisseur. Well, I wasn't about to buy the cat the expensive "Eau De Tuna" Gourmet Cat Cuisine. So I settled for some tuna flavored "Purina Cat Chow." Chow, chow, chow. Kitty liked it!

One night, I noticed that my usually very loud child was being extra quiet in his room, with the door closed. I went to check up on him. When I opened up the door, guess who was in the house? The cat! (We called her "Sister" because she was black and white, like a Nun's habit). "Get that cat out of my house young man right now!" I yelled. She jumped off of the bed and tore off into MY bedroom, where she hid under the bed, and I could not get her out. "Come here Sister Kitty." I sweet talked her, and finally enticed her to appear with a chunk of tuna. Then I launched her out the front door! I felt really bad after that, because Kole was on my case about what a terrible Mom I was.

I proclaimed that the poor Kitty was homeless. "The cat has got to belong to somebody. Where do you think she goes when I am on my trips?" I proposed to him. "She sleeps in the bushes. I'll show you where." He took my hand and lead me to some Oleander bushes in the front of our house. Behind the bushes was his old blanky and a couple of his Pokemon toys. "I made her a bed." He bragged. "That is your baby blanky' you want to get cat hair all over it?" I asked him. "Mom, I am five years old and not a baby anymore. She might get cold out her all by herself at night," he informed me. "Okay, we'll let her sleep with your blanky," I gave in.

My Mom would have probably thrown the

blankey out saying it had lice. I was handling this pretty well I thought. I'll just replace it with an old towel later, and wash the blanky in real hot water.

A month passed, and I finally got over my "New-carpet-spill-o-phobia." So what's a little cat hair compared to the Koolaid stain that I had to put a throw rug over (I had yet to experience a hairball). It was time to go to "Petsfart" (My nickname for it, because it smells so bad in there) and get some "Cat Gear." I recruited the help of a clerk, to fill me in on what I might need. Wow, it was like animal Disneyland. I purchased a litter box, a scooper, cat liter, two bowls, tarter control treats, a pink flea collar, catnip flakes, and a stuffed toy to put the flakes in.

"Sister" slept on the end of my son's bed, and if I didn't close my bedroom door, she would sneak into my bed in the middle of the night and try to cuddle up right above my head on the pillow. I was still worried about the ringworm thing a little, so I wouldn't let her stay there.

We enjoyed having her with us in our home, especially when she got all crazy from the Cat Nip (I think it is like Feline Marijuana). I was still certain that she must have belonged to somebody else, so I went door to door and knocked inquiring about the kitty. I rang the doorbell on unit #160. Nobody answered, so I knocked instead. A girl about 20 years old opened the door and a white cat ran out. "I wish you wouldn't knock so loud. My Mother is very sick and needs her rest," She scolded me. "Nice to meet you too," swept through my mind, but instead I said, "Sorry, I thought maybe the doorbell wasn't working." "I heard it just fine. What do you want? I don't want to buy anything. We're broke!" she eyed me.

"I was just wondering if you owned a little black and white kitty. It is at my house most of the time and my son really likes it, and...." I was rambling on. "That is my Mothers cat, Oreo. She's got lots of cats, and a dog, and a couple of birds. I gotta take care of them cause she is in bed most of the time." "Well, if you'd like, I could take the black and white cat for you." I offered. "No! My Mom likes that one best."

"Well, it is at my house a lot of the time, just in case you are looking for her. If you ever decide to give her away please let us know. I was also wondering if I could take her down and get her shots. It is a HER isn't it? I'll pay for them. I mean, just in case she gets ringworm or something." She looked at me like I was a nut. "Oreo got spayed and shots at the pound where we got her. She doesn't have ringworm." She let me know. "I've never had a cat before. I don't know a lot about them," I explained. "Sorry, if I woke up your Mom." I apologized once again and left. I wasn't even going to tell Kole she belonged elsewhere. Maybe I could get him a fish or a turtle. Something low maintenance.

A few days later, an ambulance pulled up at

townhouse #160 and I noticed them take someone out on a stretcher. I went out on a two day trip, and when I came home late that night, Sister wasn't there to greet me, as she usually did. It was then that I noticed how attached to her I had become. Up and down the street I walked calling out for her. I put tuna in a bowl outside, and checked it twice that night. None of it was gone.

A couple of days later the Animal Control people parked a van in front of townhouse #160 and went in. I was spying over the fence. A guy was bringing out a pet carrier. I ran out and said, "STOP! do you have a black and white kitty in there?" The guy said, "No Ma'am, a mean white cat and a Tabby. Another guy with a cage of birds came out next. "What happened to the lady that lived here? Why are you taking her animals away?" I'm sure I appeared frantic. "Sorry, but you will have to ask the girl inside. We're just picking up the animals like we were told," he replied.

I didn't want to go up to the front door and be yelled at again, so I went home. I had this sick feeling. My son was due over after Kindergarten. He would be expecting to see the kitty.

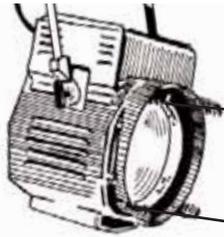
"Where is Sister?" he asked as he busted through the front door. "I don't know, I haven't seen her today yet. Maybe she is out chasing a big fat mouse," I replied, trying to act cheery.

The doorbell sounded and Kole ran to get it. "It's Sister, it's Sister," He was jumping for joy. The girl from #160 handed the cat to him. "Thank you lady for finding my cat," he said to her and took the cat into his room to watch him play Nintendo. I could tell the girl had been crying and she quietly spoke to me, "I guess you can have the cat now. My Mother passed away and we are selling the house. Oreo, wouldn't leave my Mom's bedroom and was hiding under the bed when the people came to get the other animals. She was my Mom's favorite and slept right by her head."

"I'm so sorry about your Mom," I told her. "I promise that we will take good care of her and give her plenty of love." It probably took a lot for her to come here and give us her Mom's cat. "Thank you so much!" I added compassionately. "My Mom loved animals." She said sadly. "My Mom hated cats. She would never let us have one. I can't wait to tell her!" I laughed. She gave me that look like she didn't know what to think of me, then turned and walked away. That night I slept with a cat on MY head.

Sister Oreo Kitty has been with us ever since. I never wanted animals as an adult, but now I have two, a cat and a Pit Bull. The dog is a whole other "Coffee Talk."

Kibbles and Bits,
Tina (Mamajava) Coffee



"SPOTLIGHT" ON Janet Bottles

DAL Flight Attendant #3820

When it was decided that the theme of this month's *UNITY* would be "Family", it was easy to decide who should be our "Spotlight" person for this issue. Janet Bottles embodies the term "family" in everything she does in her life.

Janet was born in Dallas, TX. She had finished 2 years at a local junior college when in February, 1981 she began working at Southwest Airlines. Like many Flight Attendants, she thought she would only fly for a year or two and then get "a real job". Almost 25 years later, she's still here, and has yet to get that "real job".

In 1984, Janet married her husband Bobby, and in 1990, her daughter Mary Caitlin was born, followed by her son Thomas in 1994. In 2001, Janet decided to try something new and joined the TWU Local 556 Grievance Team. She enjoyed her work in the Dallas Union Office helping Flight Attendants each day. Janet took a real interest in helping Flight Attendants with OJI and Worker's Comp issues. She was a great asset to the Union Office and to our Members for 2 years. In 2003, she returned to flying the line, but continued to fill in during Executive Board Meetings or other times when additional Staff was needed.

On November 3, 2004, Janet's life completely changed. While fly-fishing with her family in late July, 2004 her arm began to hurt. Later, she found the knot in her right breast. Janet has mammograms every year, but the mammogram she had the year before did-

n't show any cause for concern. But on November 3, 2004, she got the news that she had breast cancer. After MANY visits with her doctor, she decided to have a mastectomy due to the growth rate and the size of the mass.

After the surgery, Janet found out that the cancer was not contained to the mass in her breast, so after consulting with her doctor and her family, she began a treatment called Dose Dense Chemotherapy. She underwent treatments every other week for 16 weeks. Janet describes her chemo treatments as being very difficult, but she felt it was worth it for her. She says, "If you ever encounter somebody going through chemo, just remember that they are being given a medicine that kills everything growing in their body. Losing your hair is of course the most visible, but of course the eyebrows, eyelashes, and fingernails are also affected. I had problems with my nails coming off the beds." She continues, "I kept a journal through all this, which I haven't looked at since May. I feel like it helped me to write things down and give them to God. That was all I could do."

Janet is scheduled for another mammogram in November and is a little nervous. But she says that she is following her doctor's orders and continuing to eat healthy foods: chicken, fish, vegetables, fruit, and of course drink plenty of water. "The best advice I can give anyone," Janet says, "is to live a healthy lifestyle, exercise and perform monthly self breast exams.



Janet (L), with her son Thomas, daughter Mary Caitlin, and husband Bobby.

Having an annual mammogram does not excuse you from performing MONTHLY exams." Janet continues, "Pay attention to your body. When you get run down, STOP, rest, and if you don't feel better after a while consult a physician."

When asked how she balances her life, Janet says, "God always is first, and doing what is right. We try to live our life that way, so that our kids understand that the right thing is not always the easiest. We will not have our kids in our house forever, so spending time with them is our priority. I struggle with letting the housework go, but it will always be there, the kids won't. Work just seems to fit in there somehow; the flexibility we have is great."

Janet, there was no doubt that you were the right choice for our "Spotlight" article this quarter. We thank you for sharing your inspiring story.

Don't Forget to Visit the New TWU Local 556 Website

If you haven't visited the new TWU Local 556 Website yet, you're really missing out. On August 1st, your Union unveiled the new site and the response has been overwhelming.

The site is regularly updated with important issues about your Union including Safety updates, Membership and Executive Board Meeting Minutes, Newsletters, and much, much more.

Our new site does require a one-time-only re-registration, but the process is easy and streamlined. Just go to www.twu556.org and click "Logon Signup". The site takes you through the process very quickly. Come visit us online soon!

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The Union of Southwest Airlines Flight Attendants

Welcome to **TWU LOCAL 556**

Click here for International Convention Information
www.setlovetfree.com

News
January Unity Magazine [5/18/2005]
January Unity Magazine [print | email | more]

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TWU LOCAL 556 LEADERSHIP TEAMS

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

EXECUTIVE BOARD:

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 2nd Vice President: Marcy Vinyard
 Financial Secretary: Ron Regan
 Recording Secretary: Kathy Anderson
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UNION UPDATE

AGENCY FEE POLICY

The following is the T.W.U.'s Agency Fee Policy. We are required by law to post this to make you aware of its existence. Please read it carefully, it is self explanatory.

Transport Workers Union of America,
AFL - CIO
Agency Fee Policy

1. Any TWU represented non-member employee, whether publicly or privately employed who is subject to a union security clause conditioning continued employment on the payment of dues or fees, has the right to become an objector to expenditures not related to collective bargaining, contract administration, grievance adjustment or other chargeable expenditures. A current TWU member who chooses to become an objector must assume non-member status prior to filing an objection through these procedures. An objector's fees shall be calculated in accordance with this Policy.

2. To become an objector, a TWU represented non-member employee shall notify the International Secretary/Treasurer, 80 West End Avenue, New York, New York 10023, in writing of his individual objection by mail postmarked during the month of January each year. A copy of this notice shall also be mailed to his Local Union. Such employees desiring to object, but who were unable to make timely objection because they were not subject to a TWU union security clause as of January, must make an objection within thirty (30) days after becoming subject to union security obligations and receiving notice of these procedures. The objection shall be signed and shall contain the objector's current home address and TWU Local Union number, if known. Objections may only be made by individual employees; no petition objections will be honored. A person who wishes to continue an objection in a subsequent twelve (12) month period shall provide notice of objection each January in the same manner.

3. The following categories of expenditure are chargeable to the extent permitted by law.

a. All expenses concerning the negotiation of agreements, practices and working conditions.

b. All expenses concerning the administration of agreements, practices and working conditions, including grievance handling, all activities related to arbitration, and discussion with employees in the bargaining unit or employer representatives regarding working conditions, benefits and contract rights.

c. Convention expenses and other normal Union internal governance and management expenses.

d. Social activities and Union business meeting expenses.

e. Publication expenses to the extent coverage is related to chargeable activities.

f. Expenses of litigation before the courts and administrative agencies related to contract administration, collective bargaining rights and internal governance.

g. Expenses for legislative, executive branch and administrative agency representation on legislative and regulatory matters closely related to the negotiation or administration of contracts and working conditions.

h. All expenses for the education and training of members, officers and staff intended to prepare the participants to better perform chargeable activities.

i. Other costs of group cohesion and economic action, e.g., demonstrations, general strike activity informational picketing, etc.

j. An appropriate portion of overhead and administrative expenses.

4. Each December in the EXPRESS, the International Union shall publish these policies and procedures to provide notice to TWU represented employees of their right to object and the procedures for objecting. The International shall also send a copy of these policies and procedures to each person who objected the previous year to inform the person of his or her right to renew the objection for the current year.

5. The International shall retain an independent auditor who shall submit an annual report for the purpose of verifying the percentage of expenditures that fall within the categories specified in paragraph 3 above. Similarly, if the Local Union has adopted these procedures for application to its total fees, the Local Union shall arrange for the audit of the records of the Local Union which will enable the Local Union to verify annually the percentage of the Local's total expenditures other than the International per capita tax that is chargeable to objectors.

6. The fees paid by objectors shall be handled as follows:

a. Objectors who pay fees by hand shall pay an amount less the percentage of dues, both International and Local, ascribed by the audit (described in #5 above) to non-chargeable activities. The balance shall be placed in an interest

bearing escrow account. The Local shall place its share of the fee in such an account, and forward the objector's share of per capita fee to the International, which shall place said fee in an interest bearing account.

b. Objectors who are paying fees by checkoff shall continue to have a fee equal to full Union dues checked off by the employer and transmitted to the Union. The Local shall place its share of the fee in an interest bearing escrow account: the International shall do the same.

c. Following completion of the audit (described in #5 above) for a given year, both the Local and the International shall rebate to each given objector an amount equal to such fees held by the Unions in escrow which were ascribed by the audit to non-chargeable activities (said amount shall be zero for a hand fee payer, if the year's percentage of non-chargeable activities does not exceed the prior year's).

d. If the objector does not challenge the validity of the audit pursuant to #8 below within the allotted time, the fees still held in escrow shall become the property of the appropriate Local Union or the International. If a challenge is filed, the fees held in escrow shall continue to be so held until the challenge is resolved in accord with the procedures referred to below, at which time the fees shall be distributed in accord with said resolution.

e. Objectors filing objections in January of 1992, in addition to paying fees in the manner set forth above, shall receive rebates from the International and their Local Union for the year 1991, based upon the audits (see #5 above) for the fiscal year ending in 1991, as they may be modified by the procedures set forth below.

7. The report(s) of the independent auditor(s) for both the International and Locals shall be completed as soon as possible following the end of the fiscal year. The report(s) shall include verification of the major categories of Union expenses attributable to chargeable and non-chargeable activities. The results of the audit(s) for the International and Locals which have completed them shall be published in the EXPRESS in the first issue following completion of the International's audit. Other results shall be similarly published as soon as they are available. Both the International and Locals shall provide to all non-member employees who are represented a copy of their auditor(s) report(s).

8. In the absence of an exclusive statutory review procedure, each objector may challenge the legal and arithmetical bases of the calculations contained in the independent auditor report(s) by filing an appeal with the

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AGENCY FEE POLICY - Continued

International Secretary/Treasurer, together with notice to his Local Union. Non-member challengers in bargaining units covered by the National Labor Relations Act shall also have the right to seek a determination of any issues relating to these procedures by invoking the jurisdiction of the National Labor Relations Board. If such a challenger chooses not to invoke the Board's jurisdiction, or if the Board defers to these appeal procedures, the non-member challenger's with the International Secretary/Treasurer postmarked no later than thirty (30) days after the later of the following two dates; the date the International Secretary/Treasurer has forwarded a letter to the challenger acknowledging receipt of the challenger or the date the National Labor Relations Board affirmatively declines to assert its review jurisdiction.

9. Except where State law provides an exclusive statutory review procedure or when a challenger proceeds before the National Labor Relations Board, as set forth in paragraph 8, all such challenges received by the Union within the time limits specified above shall be determined by expeditious referral to an impartial arbitrator appointed by the American Arbitration Association ("AAA") under its rules for impartial determination of Union fees as modified and approved by the courts and these procedures. The International Union will notify the AAA that challenges of its fees, which have been received from one or more individual employees, are to be determined by an impartial arbitrator and will include the names and address of the individuals who have filed their appeals challenging the Union's fees and who should be notified of the proceedings. Thereupon, in accordance with its rules, the AAA will appoint the arbitrator to the case, notifying the Union and the other participants.

a. All appeals shall be consolidated and heard as soon as the AAA can schedule the arbitration. All procedures challenging the International's fee determinations shall take place in New York City, and the parties shall be the appellants and the International. All other procedures (i.e., fee determination of Locals) shall be at a location selected by the AAA to be the most convenient for those involved in the proceeding; the parties shall be the Local Union and the appellants.

b. Each party to the arbitration shall bear their own costs. The challengers shall have the option of paying a pro rata portion of the arbitrator's fees and expenses. The balance of such fees and expenses shall be paid by the Union party to the proceeding.

c. Challengers may, at their expense, be

represented by counsel or other representative of choice. Challengers need not appear at the hearing and shall be permitted to file written statements with the arbitrator instead of appearing. Such statements shall be filed no later than the beginning of the hearing before the arbitrator. Post-hearing statements may be filed in accordance with the provisions of paragraph 9(g) below.

d. Fourteen (14) days prior to the start of the arbitration, challengers shall be provided with copies of all exhibits - or a list of all such exhibits intended to be introduced at the arbitration by the Union party and a list of all witnesses the Union party intends to call, except for exhibits and witnesses the Union party may introduce for rebuttal. Where a list of exhibits has been provided, the challenger shall have a right to receive copies of such exhibits by making a written request for them to the International Secretary/Treasurer (where the International is the Union party) or to the Local's Financial Secretary/Treasurer (where the Local is the Union party). Additionally, copies of all exhibits shall be available for inspection and copying at the hearing.

e. A court reporter shall make a transcript of all proceedings before the arbitrator. This transcript shall be the only official record of the proceedings and may be purchased by the challengers. If challengers do not purchase a copy of the transcript, a copy shall be available for purposes of inspection by challengers, at the Union party's headquarters during normal business hours.

f. The arbitrator shall have control over all procedural matters affecting the arbitration in order to fulfill the dual needs of an informed and an expeditious arbitration. The arbitrator shall set forth in the decision the legal and arithmetic bases for the decision giving full consideration to the legal requirements limiting the amount objectors may be charged. In the event that the arbitrator should decide that a challenge was without good faith justification or that it was frivolous, he shall have the authority to require the challenger to pay all, or part, in his discretion, of the arbitrator's fees and expenses.

g. Each party to the arbitration shall have the right to file a post-hearing statement within fifteen (15) days after both parties have completed submission of their cases at the hearing. Such statements may not introduce new evidence nor discuss evidence not introduced in the arbitration. The arbitrator shall issue a decision within forty-five (45) days after the final date for submission of post-hearing statements or within such other reasonable period as is consistent with the AAA rules and the requirements of law.

h. The decision of the arbitrator shall be final and binding with respect to all findings of fact supported by substantial evidence on the record considered as a whole and on other findings legally permitted to be binding on all parties.

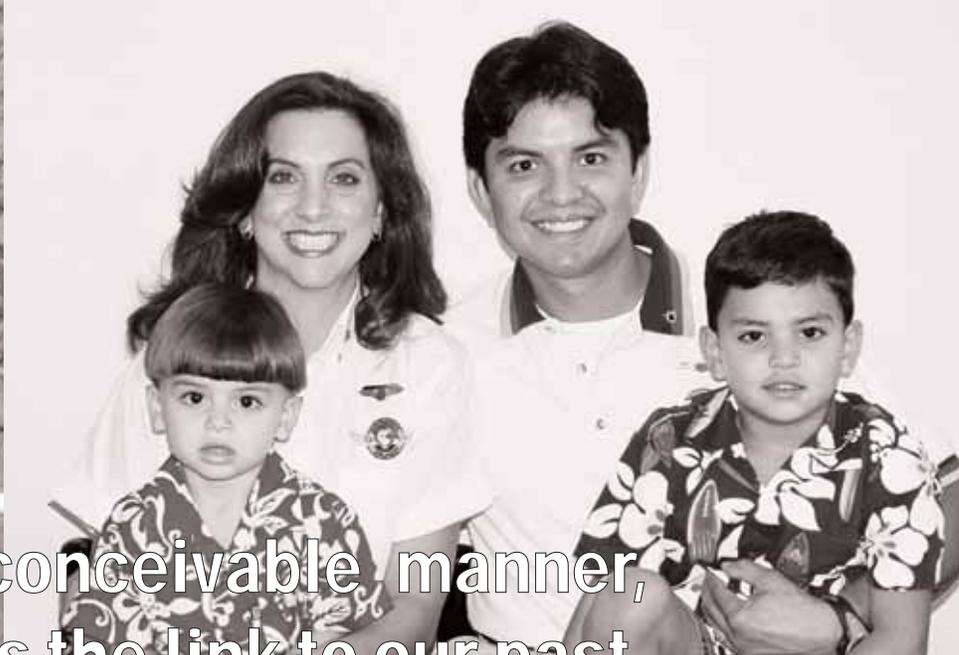
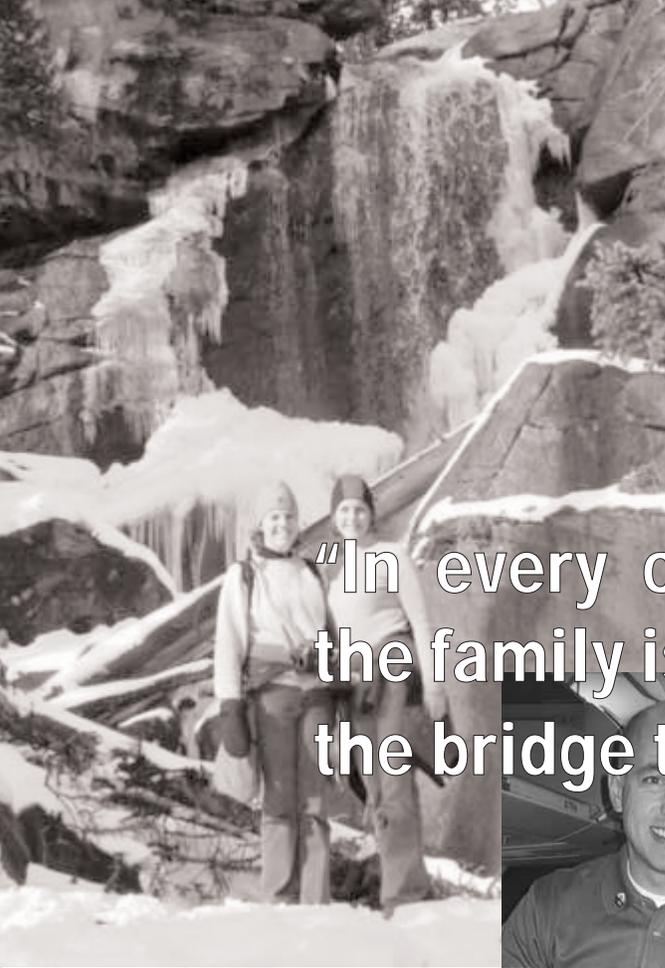
i. Upon receipt of the arbitrator's award, any adjustment in favor of the challenger will be made from the escrow account. Any Local Union that is required by law to have an agency fee policy, but which has failed to adopt such a policy, shall be deemed to have adopted this "Agency Fee Policy" as its own; the December issue of the EXPRESS shall enumerate those Unions which have thus adopted this policy. Any Local Union which fails in a given year to conduct an independent audit of expenditures in accord with paragraph 5 above, shall be deemed to have spent the same percentage of its expenditures on chargeable activities as the International was determined to have spent for that year, provided that objectors shall have the right to use the procedures set forth in paragraph 8 and paragraph 9 above to assert that the Local Union spent a lower percentage of its expenditures on chargeable activities than did the International; the Local Unions thus bound by the results of the International's audit shall be enumerated in the same issue of the EXPRESS that publishes the results of the International's audit.

11. The provisions of this procedure shall be considered legally separable. Should any provision or portion thereof be held contrary to law by a court, administrative agency or an arbitrator, the remaining provisions or portions thereof shall continue to be legally effective and binding. If, after consultation with each other, the President of the International Union or the Local Union President determines that modifications in this procedure are necessary to maintain its compliance with applicable law, such modifications may be made in accordance with the Constitution of the International Union or the Bylaws of the Local Union.

12. An objector shall have neither a voice nor a vote in the internal affairs of the Local Union or of the International Union which includes, inter alia, the ratification of a collective bargaining agreement, whether or not it covers his or her employment.

13. Use of the male gender in these procedures shall be deemed to include the female gender.

ADOPTED by the INTERNATIONAL
ADMINISTRATIVE COMMITTEE
November 1, 1991
AMENDED: September 19, 1996



"In every conceivable manner,
the family is the link to our past,
the bridge to our future."

- Alex Haley, Author
1921-1992

