

October 2006

# ***UNITY***

# **CAUTION**

## ***The Safety Issue:***

RON Safety

Your Safety Team in Action

Taking Care of Your Back

Crew Member Self Defense Training

*AND MORE*



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

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**TWU Local 556 Editorial Policy:**

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

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

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



## From the Editor's Desk

Safety. I like to think I'm a safety-minded person, but last week I found myself bending at the waist to secure my girt bars. NOT good on the old back. I also don't always do a thorough safety check of my hotel room. Did I look for the fire escapes and stairwell locations the last time I stayed in a hotel? Nope. I have become complacent. These examples of "safety laziness" are a few of the topics we'll be covering in this issue of **UNITY**.

Look for Cuyler Thompson's article on RON Safety on page 12. Some of his reminders are things we talk about all the time, but do we always "walk the talk"? Michael Massoni gives us a good look at all facets of the Safety Team and why it is so vital to our Local. See his article on page 15. Stacy Martin discusses his new role as Health Coordinator on page 18 and shares information with us on taking care of our backs on page 19. Mark Torrez tells us about his experience in Crew Member Self Defense Training (CMSDT) on page 20.

We have a new addition to **UNITY** this quarter! Chicago's own James Gordon submitted the first installment of his new series, "Jetset". In "Jetset", James, a self-proclaimed airline industry junkie, will give us his unique perspective on industry happenings, gossip, and trends. Look for James' first installment of "Jetset" on page 28.

And some sad news... On September 2, I received a note from Tina Coffee letting me know that she will no longer be submitting her regular "Coffee Talk" article for **UNITY** effective with the October issue. I want to thank Tina for almost 5 years of contributions to our publications, and think I speak for everyone by saying we will miss her unique humor. We wish her the best.

In solidarity,

Allyson Parker-Lauck  
Communications Coordinator, TWU Local 556  
OAK F/A #17928  
[aplauck@gmail.com](mailto:aplauck@gmail.com)

## **FEATURES:**

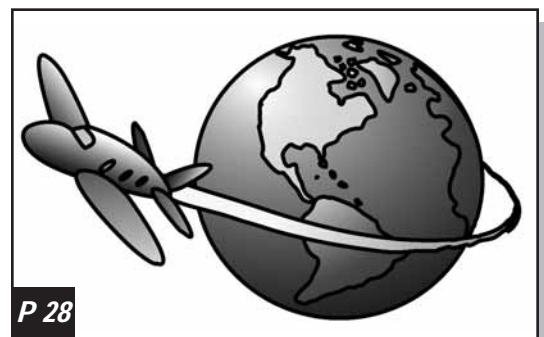
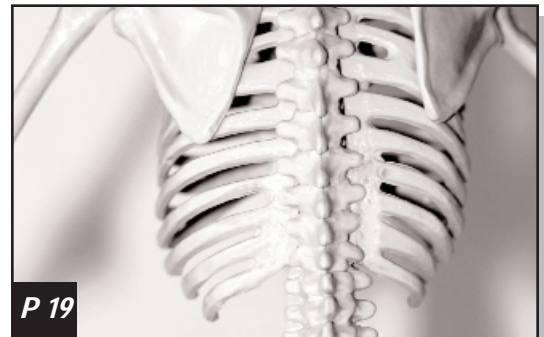
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# PRESIDENT'S PAGE

*by Thom McDaniel - TWU Local 556 President*

**W**ith the theme of Safety in this issue of *UNITY*, this is the perfect opportunity to illuminate one of the most serious and growing issues for our work group - alcohol consumption. Let me preface this by saying that as those who know me, I do partake of spirits and am pleased with the 1-2-3 discounts that the Hotel Committee has negotiated for us. One of my favorite parts of flying is having a drink with my Crew, and I hope this debrief time never goes away. The problem does not lie in a few drinks with your Crew before going to bed with ample time for legal Crew Rest, it lies with excessive consumption to the point that our judgment is impaired or safety is threatened.

We have all read and signed off on the Southwest Airlines Drug and Alcohol Policy as a condition of our employment. This document basically states that Crew Members may not consume alcohol while on duty or less than 8 hours prior to reporting for duty. The penalty is based on FAA and DOT regulations and penalties for violating this policy are severe, up to and including termination, and may result in being banned from working in the transportation industry for life. Obviously performing safety sensitive duties under the influence of drugs or alcohol is a serious issue, so please take the time to review the policy on SWA Life. The rules for on duty or pre-duty alcohol use are very cut and dried, however it should be noted that depending on the amount of alcohol consumed and other factors, 8 hours may not be enough time for alcohol to clear your system, so it is always a good idea to allow even more time to ensure you are safe and legal to fly.

Based on some recent incidents in hotels, I have signed a joint memo in a cooperative effort with SWAPA President Ike Eichelkraut, Senior Vice President of Inflight Daryl Krause, and Vice President of Flight Operations Greg Crum to call this issue to the attention of Crew Members. The

main focus of the memo is on the negative public relations impact or potential disciplinary action that could result from inappropriate behavior on RONS, and how excessive consumption of alcohol can result in life and career changing events.

The effect of alcohol on behavior can differ between every single individual and is based on a number of factors. The fact is that alcohol is a depressant and our judgment becomes more impaired with every drink that we take. When our judgment becomes so impaired that we make bad choices or lose awareness of our surroundings, the result can be disastrous.

Flight Attendants can be easy targets in hotels if we are not careful. We have had cases where Crew Members were followed from bars both in hotels and nearby establishments, and are subsequently attacked. We have also had cases where Flight Attendants have invited people back to their rooms or gone to the rooms of others where the combination of too many drinks and impaired judgement has resulted in sexual assault or other types of violence. In other situations, our Members have become intoxicated to the point of passing out, vomiting, and risked asphyxiation. These are not pleasant things to discuss or consider, however, it is my hope that a well placed warning will take the place of our Crew Members putting themselves in a dangerous situation.

If you are ever in a situation where you believe a Crew Member has had too much to drink, please make sure that they get back to their room safely, and if you feel that their health is in danger, contact the Union.

Most of us have had the unfortunate realization of waking up with a hangover after having one too many. If you find this happening more often than you would like to and think you may have a problem, please utilize the benefits negotiated by our Union. Your career and your life may depend on it.

# Calendar of Events:

What's going on in  
your Union?

## CALENDAR OF EVENTS

OCTOBER 2006 MEMBERSHIP  
MEETING\* - ALL TIMES ARE LOCAL

### OAK

DATE/TIME: Tues., 10/17/06 at 10:00 AM  
LOCATION: OAK International Airport  
Esther Love Conf. Room  
(Take elevator to 2nd Floor,  
Go through wheelchair  
accessible door, turn left,  
room is on right)  
(510) 563-6424

### PHX

DATE/TIME: Wed., 10/18/06 at 10:00 AM  
LOCATION: PHX Sky Harbor Airport  
Terminal 3 - Level 2  
HMSHOST Conf. Room  
(Go to the end of hallway  
next to Sbarro Restaurant)

### DAL

DATE/TIME: Thur., 10/19/06 at 10:00 AM  
LOCATION: Holiday Inn Select Love Fld.  
3300 W. Mockingbird Lane  
(214) 357-8500

### HOU

DATE/TIME: Fri., 10/20/06 at 10:00 AM  
LOCATION: HOU Hobby Airport  
The Cloud Room  
(713) 641-7723

### BWI

DATE/TIME: Wed., 10/25/06 at 10:00 AM  
LOCATION: BWI Airport  
BWI Conf. Room NTE 247  
(At the end of the Air Tran  
counter, turn right to the  
Meditation Room, then take  
another right. The BWI  
Conf. Room, #NTE 247, will  
be on the left behind the Air  
Tran ticket counter)

### MDW

DATE/TIME: Thur., 10/26/06 at 10:00 AM  
LOCATION: American Legion  
Clearing Post 600  
4352 W. 63RD Street  
(773) 767-0230

### MCO

DATE/TIME: Fri., 10/27/06 at 10:00 AM  
LOCATION: Hawthorn Suites MCO  
7450 Augusta National Dr.  
(407) 438-2121

**MEETING AGENDA:** - General Business,  
Election of Shop Stewards, Election of  
Members of the Board of Election.

\* All sessions constitute the meeting.

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

## Crew Member Self Defense Training Schedule

To enroll in the CMSDT Program, simply select the community college location of your choice from the list below and call or write the designated point of contact. They will provide you with all necessary details and requirements for attendance, and assist you in enrolling in a training date of your choice. Please be sure to check [www.tsa.gov](http://www.tsa.gov) often (click "Industry Partners", then "TSA Pilots and Programs", then "Crew Member Self Defense"), as new training dates will be announced. Class availability may change, so please refer to the website for the most up to date information. The following are the classes remaining for 2006. We will be posting the 2007 schedule as soon as information becomes available.

### Charlotte, NC:

Central Piedmont Community College  
P.O. Box 35009  
Charlotte, NC 28235  
October 13, 27, 30  
November 6, 13, 20  
December 8  
Contact: Doug Norwood  
Phone: (704) 330-4107  
E-mail: [Douglas.Norwood@cpcc.edu](mailto:Douglas.Norwood@cpcc.edu)

### Phoenix, AZ:

Maricopa County Community College  
2411 West 14th Street  
Tempe, AZ 85281-6941  
October 17, 18, 19  
December 12, 13, 14  
Contact: James Hornburg  
Phone: (480) 517-8461  
E-mail: [james.hornburg@riomail.maricopa.edu](mailto:james.hornburg@riomail.maricopa.edu)

### Direct Link to Class Schedule:

[http://www.tsa.gov/lawenforcement/training/  
2006\\_cmsdt\\_training\\_locations.shtm](http://www.tsa.gov/lawenforcement/training/2006_cmsdt_training_locations.shtm)

**IMPORTANT NOTICE REGARDING MEETING MINUTES:** In order to save time and money printing and shipping hard copies to each domicile, a decision was made at the June 2006 Executive Board Meeting to make future Minutes of Executive Board Meetings and Membership Meetings available only on the TWU Local 556 Website. You may read them online or print a copy to take with you. If you do not have access to a computer, feel free to contact the Union Office, and ask for extension 4305 to request that a copy be mailed to you.





## BALTIMORE

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

### HERE WE GO AGAIN

Surprise, more changes in the office. BWI has 1 new Supervisor, Wendy Lebowitz #80386, who graduated from Training in July. Derrick Dixon is the new Recurrent Training Supervisor as of September 16.

### NEW LOCATION FOR OCTOBER MEMBERSHIP MEETING

The next Union meeting is October 25, at 10:00 AM in the BWI Conference Room. Directions to the meeting room and the meeting agenda can be found on page 5.

### HE SAID/SHE SAID

It's important to know when calling the Inflight Office, whether to ask a question or to get information, you may be subjecting yourself to discipline or possible termination. Yep, it can happen to you. Anything you say can and will be used against you. If there is any misunderstanding or confusion on what was said, it will come down to a credibility issue between the Flight Attendant and the Supervisor. Even if it's a he said/she said situation with no actual proof, BWI Leadership has made it very clear it will always take the side of the Supervisor. As a Flight Attendant you are guilty until you prove yourself innocent. Don't put yourself in that situation, call the Union to ask questions, and make sure you have a witness whenever you

talk to someone in the Inflight Office.

### RETURNING FROM MATERNITY LEAVE

If you are released back to work, but miss the bidding period, you must call Crew Planning within 2 business days from returning to active status or within 2 business days after successfully completing Recurrent Training. Crew Planning will build you a comparable line based on what you could have held at your seniority if Open Time is available. If comparable pairings are not available you have the option to build your own schedule. If you build your own schedule there are no minimum trips that must be picked up.

Before you call Planning, do a little homework. Check out the bid packet and look at what lines you would have bid, and look up who was awarded those lines. Also, look up several Flight Attendants in your class to see what they held. After all that, call Planning. You do not have to be forced to work something that you wouldn't have bid. Planning has to offer you comparable pairings. Remember, comparable pairing are 3-days for 3-days, 2-days for 2-days, turns for turns.

### HELPFUL HINTS

- B-2 area, the location of our old liquor drop, is now a bag room
- Always click, "Exit CWA" to completely sign out of Crew Web Access. Protect yourself.



## CHICAGO

*by Kyle Whiteley, MDW Flight Attendant #35350  
MDW Domicile Executive Board Member*

I would like to start this month by welcoming Class 226 to Chicago. We are glad you're here. If you have questions, need help, or advice, reach out to your fel-

low Crew Members or contact me anytime. My cell phone number is 773-960-1702.

I would like to welcome Teri Allen back online. I have enjoyed working with Teri in the office and look forward to flying with her again.

The Chicago lounge has encountered some big

changes in the past month. Phase 2 of the construction will begin around the New Year and should be completed sometime mid-summer. With the completion of the next phase of construction, we can expect much more space as well as new kitchen facilities.

With the change in the lounge, we can expect to be seeing the Supervisor Staff at the new Customer Service Counter which will be open daily until 10:00 PM. This is something new for all parties involved and might seem a little awkward in the beginning. With this new proximity, I would like to mention what we call the "shoulder tap." That is when you are standing in the lounge and asked if you can come have a quick meeting with a Supervisor. As a Union Member, you always have the right to request a Union Representative be in any meeting you have with Management.

In the first quarter of the New Year, we can look forward to getting our liquor drop on the A concourse. The safe will be near gate A11. We will also be getting a check-in phone on the outside of security. This phone will be in addition to the phone currently located at gate A9. Thanks to Simon for making the new liquor drop become reality.

On August 10, our lives were changed once again due to the terror arrests in London. The knee jerk

reaction by the TSA required us to throw out our personal hygiene items. I want to thank Nat Thompson and Stacey Douglas for coming to the airport and offering to hold peoples personal items. They came without being asked and stayed until revised rules were in place. I apologize to those that had to throw away their belongings, and I am taking steps to try to get a system in place should this happen again.

Rita Tubilleja expressed concern that many of our Flight Attendants were unaware of how our stock options worked, and has taken the time to help many of our Flight Attendants learn about their accounts. In this edition of *UNITY*, there is an article about the stock options on page 24. Thanks to Rita for being so approachable to our Flight Attendants.

On the TWU website, you are now able to check out base specific events by visiting [www.twu556.org](http://www.twu556.org) and clicking on "Base Information". We are excited to bring this new feature to you.

Read all the base reports so you can get an idea of what is going on system wide. Each Base Representative gives new insight to the events that happen and issues that concern us in our work place. I wish each of you a very happy and safe holiday season and look forward to another great year ahead.



## DALLAS

*by Gwen Dunivent, DAL Flight Attendant #3095  
DAL Domicile Executive Board Member*

**B**IG NEWS, DALLAS!! We actually got fifty-five new Flight Attendants in DAL for October. In

November, Dallas will be increasing the number of originators to fourteen, so we are expecting even more growth in our base. After such a long period of stagnation, this growth is exciting, and hopefully, indicative of what the future holds for us.

Speaking of the future, very soon there will be a check-in phone installed in the terminal at Love Field outside of the security checkpoint. While this has long been a dream, DAL Base Management assures me that

it will soon be a reality. In fact, the target for the installation is the first of October. Your Union will be teaming up with the Base Management to inform you as soon as possible when it is up and running, and the exact location of the phone. Hopefully, this will ease some of the tension that those incredibly long lines at security have created.

The Dallas Base office has new hours of operation. Sunday through Friday, the office is open from 5:00am until 10:00pm. On Saturday, the hours of operation are 5:30am until 8:00pm. Our DAL Assistant Base Manager, Jan McNutt, has resigned from Southwest Airlines. Henry Townsend began interviewing to fill that position in late September.

The next Membership Meeting will be Thursday, October 19th, at 10:00 AM at the Holiday Inn Select, 3300 W. Mockingbird Lane, Dallas, Texas. We will hopefully have some results from the Scheduling Survey to share with you at that time, so please make an effort to attend. I know in my heart that by the time you read this, every single one of you will have participated in the survey, so that your voice will be heard.

The move of the Union office is finally complete,

and I want to thank everyone for their patience and support during the transition. We are still very close to Love Field, just a block off of Mockingbird at 7929 Brookriver Drive, Suite 750. Please feel free to come by and see the new space. We hope to have an Open House before the end of the year, so I will keep you posted. I now have a direct line that rings at my desk which is **214-640-4309**. Please call me or e-mail me at [gduinivent@twuatd.org](mailto:gduinivent@twuatd.org) anytime with comments, concerns, or just to say hello.



## HOUSTON

*by Jill van der Werff, HOU Flight Attendant #18133  
HOU Domicile Executive Board Member*

**B**y the time you read this, construction should have started on the Houston offices and Flight Attendant lounge to give it the open feel that will, eventually, be standard across the system. Nora Schaefer and Brian Ridgeway have acquired new titles. Their title will be "Supervisor 2" of Operations and Administration, respectively, and will be working closely with Assistant Base Managers Scott and Caroline. Lisa Hahn and Tanya Lang are coming back on line, so that means new faces in the office. Robert Arredondo is one of those new faces and has been a line flying Flight Attendant with SWA since April '04. He came to the Houston Base after being in BWI for 3 months and previously worked in the hotel industry with Human Resources.

The next phase of gate and concourse construction should be completed in mid 2007 to give Houston 5 more gates, with the completion of the last phase being projected at the end of 2007 or first quarter of 2008. That means an additional 5 gates, and signals the end of operating out of two concourses! Yea! There are 2 liquor drop locations while we're still operating out of two concourses. If you come in on the "A" Concourse, the most convenient location is behind the Main Ticket Counter. The access codes for

the doors are in the briefing book, just keep in mind that late at night, there may not be anyone at the Main Ticket Counter.

Since this issue's focus is on safety, I'd like to discuss safety in and around Hobby Airport. As always, common sense is the most powerful tool we have in keeping ourselves safe. We also have that still small voice inside of us that sometimes shrieks, and we must pay attention to that! It's a common thread to read of someone who was attacked who will admit that they had a "bad feeling" but chose to ignore it. If you park in one of the area's parking garages and are reporting before sun up or after sun down, stay aware of your surroundings and if you have a car with a panic button on the key fob, keep it in your hand until you've boarded a shuttle to take you to the airport. When leaving the airport, have your keys in hand before you get to your car and avoid being unduly distracted, such as talking on your cell phone while loading up your car. The area around Hobby Airport isn't the safest in the system, but I don't recall it being especially unsafe on airport property. Inside the airport, there is an elevator between the "A" and Central Concourses that you can use if an escalator is out of order. There's no sense risking falling down stairs while carrying 4 days worth of bags if we don't have to, right?





## OAKLAND

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

"I would walk 500 miles, and I would walk 500 more, just to be the man who walked that 1000 miles and fall down at the door"... of the Flight Attendant lounge that is! I don't know about any of you, but I had no idea The Proclaimers were singing about the trek from the Neil Armstrong Lot to the lounge in OAK. I can't even remember the last time I was able to take the shuttle from the parking lot because it's so unreliable these days. I recently timed it, and the turn-around time was 28 minutes or so! If you have business to take care of in the lounge, make sure to show up at least an hour before your check in.

Speaking of checking in... Did you know that FTR's have increased a whopping 300% since the implementation of CWA!?! The Company seems to think that it's an interface problem and that we are obviously incapable of checking in correctly with this new program. I realize that there is a bit of a learning curve when things change but we have had 9 months to adapt. I think we get it by now. I think it may be more of a program issue. Therefore, to avoid racking up points for no reason, I highly encourage everyone to USE THE CHECK IN PHONE when reporting for your pairing. That is the ONLY way to ensure you don't

receive an FTR, and the 1 point that comes along with it and keep your incentive passes.

On to another topic... airport construction. The new terminal had been scheduled to open in September, but more setbacks that have pushed it back to mid October. The Pilots should then be moving out of their space and construction will begin on our lounge. With the new terminal opening we will have many more food options as well. We can soon look forward to a Starbucks, California Pizza Kitchen, Gordon Birsch, and more. These businesses will share a food court, and will be managed by Host Marriott.

Finally, I have received many complaints about the way certain Supervisors treat Flight Attendants in regards to counsel. I am happy to report that our Base Management has been very receptive to our concerns and is working hard to make sure that OAK is a place where everyone is treated with respect.

Thanks to all who participated in the Scheduling Survey and those who stepped up to the plate and expressed interest in become part of the Scheduling Committee. I would also like to congratulate Sarah Cross, Donald Silva, Doreen Argyropoulos, Rachel Tabb, and Heather Joy for being newly elected Shop Stewards. I know they will all do a wonderful job being advocates for OAK FA's! See you at our next Union Meeting October 17 at 10:00 AM.



## ORLANDO

*by Susan Kern, MCO Flight Attendant #45511  
MCO Domicile Executive Board Member*

The crush of summer is behind us, and I for one thought school would never start! I hope you've enjoyed the brief respite of September as we

head into the Holidays. My thanks to all of you who participated in the Scheduling Survey. Our goal is to impact the quality of the lines with the data we mine from the Survey. Just where are those 4 Flight Attendants who want to fly 4 days??? Kyle Whiteley and Brett Nevarez have stepped up as Vice Chairs of

the Scheduling Committee alongside Committee Chair Lisa Trafton, and I feel confident that the three of them, with the assistance of the rest of the committee, will be able to positively influence our lines. Don't forget that the lines will be impacted by the Holiday schedule in November and December. You can write them at [schedulingcommittee@twuatd.org](mailto:schedulingcommittee@twuatd.org).

We have a new feature on the website at [www.twu556.org](http://www.twu556.org). Each base now has its own section that can be tailored to the issues of the base. The Executive Board received training on maintaining our base's portion of the site, and I'm hoping to use it as a tool to convey information to you quickly. Along those lines, if there's a situation or concern you feel needs to be addressed, please let me know by dropping me a note at [skern@twu556.org](mailto:skern@twu556.org).

As of the writing of this article, Mother Nature has been merciful with Florida during this Hurricane season. It did appear that Ernesto was going to be a problem (thankfully, he wasn't). There is additional good news- SWA has learned from past hurricane seasons and has instituted a Weather Disruption Response Plan team. I was scheduled to work during the time Ernesto was forecast to hit, and of course I had many questions about what to expect operationally. Log on to [www.swalife.com](http://www.swalife.com) and click "Tools", and then click on the "Operational" tab. This informs you of ATC holds, weather advisories, all kinds of useful information! Sometime when the

weather is lousy, check it out.

Training will soon begin in the lounge on the new pass/fly Reserve system, which takes effect with the November Reserve Lines. These folks are there to answer your questions and show you how to use this new feature. I'm anxious to see just how useful it will be, as in theory it sounds good, but we all know how the Company can creatively interpret things - does MIT include a class in interpretive dance?

Don't forget the October Membership meeting - it's being held on Friday, October 27 at the Hawthorne Suites, 7450 Augusta National Drive. If you're headed North on Semoran Dr. out of the airport, turn right at the 1st stoplight, then again right at the stop sign. It begins at 10:00; if that particular date doesn't work for you, check either the Union Case in the lounge or the website for additional dates and locations. Probationaries are welcome; although you won't be able to vote until probation is over, it's still OK to start getting involved! It sure is nice to be able to use the word "probationaries" in an article about MCO!

Any time you have a question or concern, do not hesitate to contact me. You can call 321-695-6683 and leave a message if I don't happen to answer, or write me at [skern@twu556.org](mailto:skern@twu556.org). Or leave a note in my mailbox! I fly a lot, so I'll get it sooner than later.

Enjoy the upcoming holidays, fly safe, stay united, and stay aware.



## PHOENIX

*by Michael Broadhead, PHX Flight Attendant #33877  
PHX Domicile Executive Board Member*

Amongst our work group, there are many differing views of safety: Some embrace it; some tolerate it, and a few think it is just "government and regulatory hassles being imposed". Regardless of our personal views of safety, to minimize and disregard safety at work is a dangerous and rogue practice we can not allow. To have one standard for you (maybe a bit more permissive), while mandating one hundred per-

cent from our Customers traveling onboard is inherently a double standard. When it comes to safety, we simply have no choice except to follow the Company's position: "Safety is job one" and Customer service never eclipses safety. Yet make no mistake: You can be a safety driven, professional Flight Attendant and still provide outstanding Customer service. Those two elements are not mutually exclusive. There is nothing that says you have to be militant, abrasive and demanding just to be safe. In fact, you can be quite the opposite.

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## News from your Domicile ● News from your Domicile ● News from your Domicile

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- Safety for Flight Attendants begins before we even get to the lounge. Make sure your car is parked in the most visible and well lighted area of the parking lot. When you return from a trip at night, use your flash light as a way to "sweep" the around and under your car as you approach it. Pay attention to the vehicles next to yours and see if someone is in the vehicle.
- Communicate what you know to the rest of the crew. Make sure everyone knows what you have been briefed on, or told via the interphone. Not everyone hears the interphone and some Crewmembers miss vital information.
- Do not wear a lanyard while on the aircraft. Why give a deranged passenger something to grab you around the neck with? Also, think of the lanyard as a big loop for a hand or arm to go through as you conduct an evacuation. While on duty on the aircraft, remove lanyards and put them in your pockets.
- Do not hang the microphone from the aircraft

door handles. Why place another object in the way of opening a door in an unplanned emergency?

- Keep your galleys as though you know you are going to encounter turbulence. Keep most galley doors and drawers closed during service. Just imagine a medical emergency that requires your full attention throughout final approach - how do you then land with an open galley? Beer kits pulled out on the floor put a serious object of injury unsecured right in your path. In the aft galley, do not leave the trash can pulled partially out during the time in which you're pouring drinks. Think of the danger the door and trash could inflict to your body in the event of unanticipated turbulence...the edge of those doors are very sharp!

The goal at all times is to minimize the possibility of injury, or the degree of injury to you, other Crewmembers and our Customers... Safety is Job One!!!

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## News from your Domicile ● News from your Domicile ● News from your Domicile

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# Announcing the TWU Local 556 Scholarship Winners

Over the last few months, the TWU Local 556 Scholarship Committee was accepting applications for two scholarships funded by our Union. The first is the Paul Gaynor Scholarship which was created in honor of former TWU International Representative Paul Gaynor. Brother Gaynor served as International Representative for Local 556 from our charter in 1981 to his retirement in 1994. During that time, he worked closely with six Executive Boards, providing support and counsel on a day-to-day basis. He helped to negotiate every Contract in our history prior to his retirement. The Paul Gaynor Scholarship is awarded to a Member of our Local and supports extended studies of the Labor Movement by Local 556 Members.

The second scholarship that is funded by our Local is the The Shanna M. Martin Memorial Scholarship. Shanna Martin was the wife of Stacy Martin who served as Houston Domicile Executive Board Member from 2000-2006. Shanna was diagnosed with cancer in September, 2002, a few months after the birth of their son, Kendon. In spite of the hardships faced by their family, Shanna encouraged Stacy to continue his Union work and even run for Office again in 2003 when he was elected to a second term. Shanna lost her battle with cancer in October, 2005, but her spirit lives on in the good work that Stacy had done for the TWU Local 556 Membership and in their son, Kendon. The Shanna M. Martin Scholarship has been established in honor of the families who support us in our careers as Flight Attendants and Union Members.

This year there were no applications received for the Paul Gaynor Scholarship. Since there were no applications for the Gaynor Scholarship, TWU Local 556 2nd Vice President Stacy Martin volunteered to match the scholarship amount of the Shanna M. Martin Scholarship so that TWO \$1,500 scholarships could be awarded. Thank you Stacy for your generosity and dedication to furthering education. We are pleased to announce that the winners of the 2006 Shanna M. Martin Memorial Scholarships are Trevor Metzger, son of BWI Flight Attendant Jackie Metzger #65241 and Alyson Dunivent, daughter of DAL Flight Attendant Gwen Dunivent #3095. Congratulations to Trevor and Alyson for this achievement and we wish them the best of luck in their studies.



# Remain Overnight (RON) Safety:

Simple things you can do each day to  
protect yourself

*by Cuyler Thompson, TWU Local 556 Recording Secretary*

**F**or about a week now (OK, more accurately, for two 3-days back-to-back) I have been trying to come up with some creative angle or funny anecdote on which I could base this article about RON Safety. I myself hate reading dry, droning safety manuals (except the night before RT). I even resorted to soliciting help from debriefing Crewmembers at the Camberley Brown over some Maker's Mark (1,2,3, FLOOR!). We tried to come up with a top-ten list of Safety Rules for RONs but quickly digressed into such ridiculousness as "beer then liquor/never sicker", "the stripper stays at the strip club", and "what happened on your credit card in Vegas DOES NOT stay in Vegas". So today (the deadline for this article), I have finally realized that RON Safety is neither cute nor funny, and I should not even joke about it. Actually, I owe you an apology. I have put you, my good friends, my Brothers and Sisters, and your safety in jeopardy and I am sorry. Have I become complacent? I know that if I am not conscientious with my own safety that it ultimately endangers yours. It is disrespectful, it is selfish, and it is going to stop. Now, could I at least pretend to have your attention for a few minutes while I bitch about RON Safety, which by the way, starts well before you get to the hotel.

**COPY YOUR RECORDS:** You should have photocopies both at home and in your roll aboard of everything that is in your wallet in case it is lost or stolen: credit cards, driver's license, etc., front and back. It will help you remember what you've lost and make it easier to cancel and replace it.

**KEEP OUR CREW HOTELS A SECRET:** Please do not tell Axel the Axe-Murderer which hotel that we stay in when we come to town. Mr. Nice there in the exit row might be very sweet, but after his cousin Axel picks him up at the airport and they go out for drinks, Mr. Nice will probably tell cousin Axel about the "sexy stewardess" that bought his drinks on the plane. "Yeah, and she's staying at the Howard Johnson down-

town!" (My own Crew was actually followed to our hotel once by some freaks that we had cut off because they were smoking inflight, etc. It was not glamorous when they showed up in the lobby while we were checking in). Most people do not mean you harm, but come on people. The less people know about us, the better. If someone asks where we stay, I'll tell them that we are at the Howard Johnson. And then he says, "But there's no Howard Johnson in Amarillo." And then I say, "Oh my, really? Well sometimes the pretty ones aren't so smart". And then I giggle, toss my hair and head back to my New York Times.

**BUCKLE UP FOR SAFETY!:** Wear your seatbelt in the van. Hello, tight and low? What more is there to say?

**KNOW YOUR SURROUNDINGS:** Ask the van driver about things going on at the hotel and the area around it. Is it a safe area? Are there any notable conventions, etc. going on? As you near the hotel, pay attention to what's around it; you should know where you live for the next 15 hours.

## **SIGNING IN AT THE FRONT DESK:**

Sign in on the clipboard with your first initial only, last name and employee number. That makes it more difficult to determine gender. Please do not announce everyone's room number to Axel sitting over there on the couch; you wrote it down on the key sleeve, just point to it. If the front desk clerk says your room num-





ber aloud, request to move to another room. After signing in, make sure the clipboard goes behind the counter and is not left out for Axel's perusal.

**TIME TO GO TO YOUR ROOM:** Ask for directions to your rooms so that you are not wandering around the hotel. Go together to your rooms and wait until everyone has checked to see if anyone is hiding in the room before going in. Are the windows locked? Is the connecting door locked? Put the Do Not Disturb sign on the door, close it, bolt, and chain it. If someone is staying on another floor or far from you and must go unaccompanied, tell them, "I'll call you in 5 minutes to see if you're OK." Then call and simply say, "Are you alone?" It takes a couple of extra minutes but wouldn't you feel terrible if something did happen to your Crewmember just because you were lazy?

If your key does not work, either call downstairs from your Crewmember's room and have another key brought up or tell your Crewmember that you will knock on their door when you return with another key. If you're alone, have security escort you to your room.

**ICE, FIRE, AND SECURING YOUR ROOM:** Do not leave the door ajar while getting ice. When going for ice for your food bag is the perfect time to make a mental note of the location of your exits. On the way

out of the room, look at the hotel diagram on the back of the door. How many exits are there? Which would you use during a fire? On the way down the hall, count the number of doors between yours and the exits in case there is a lot of smoke and you're crawling. What is your secondary exit? Is the exit sign illuminated? Where is the fire alarm pull? When inside a hotel room, for whatever length of time, always use the deadbolt. If the room does not have a dead bolt or heavy-duty security clasp but has a chain, twist the chain to take up the slack before latching it.

**GETTING READY FOR BED:** Set your alarm(s) before you go downstairs: after a couple of cocktails, Cuyler tends to forget. Put your room key in the same place every time. If you have to evacuate in a hurry you won't have time to be searching for your key. In addition, you'll need the key to get back into the room. Put the key next to the bed, next to your flashlight. It's much too dangerous to be stumbling around in a dark hotel in the middle of the night if the electricity goes out. If you have to evacuate because of fire, the flashlight will help guide you down a smoke filled hallway. Remember, if there is a fire or other such emergency, you are pretty much on your own to evacuate yourself, especially at night. What you learn in the few minutes it takes you to orient yourself to your room and the surrounding areas could mean the difference between life and death. Make sure the phone is plugged in and that it works.

**PROTECT YOUR ROOM KEY:** Do not leave that little sticky note with your room number on it attached to your key card or in the envelope. If you lose your key, whoever finds it has access to your room; don't give him your room number too. Don't display your guest room number in public, inside the hotel or at the swimming pool. Crooks have been known to walk by casually, observe the number on the key and make false charges in the hotel restaurant, bar or store by using your room number.

**ELEVATOR SAFETY:** When entering an elevator with strangers, be the last one on and the last one to push the button for your floor. They could be up to no good. If someone follows you onto the elevator who makes you uncomfortable, either get back off if you are in a public area of the Hotel, or push the button that will take you to a public area, such as the lobby.

Once on the elevator, position yourself close to the control panel of the elevator and if attacked, push as many buttons as you can. If there is someone suspicious on the elevator and he gets off behind you on your floor, just get back on the elevator as though you forgot something downstairs. No explanation necessary. When returning to your room, have the key in hand to avoid fumbling with it in the hallway. This



helps you focus on being aware of your surroundings. If you see loiterers in the hallway near your room, just pass by your door and turn the corner or turn around and pretend you forgot something. Go to the front desk and report the incident. Be careful about putting out the hangtag for breakfast room service. This allows other people to see if you are alone, and when you will open the door.

**SECURING YOUR ROOM WHILE YOU'RE NOT THERE:** When out of your room, leave the television or radio low and your lights on. A small amount of noise can discourage a burglar. Try to go downstairs for the required debriefing together with your Crew. "I'll knock on your door. How much time do you need? Fifteen minute turn?"

**VISITORS AND STRANGERS:** Use the peephole. The door to your room must never be opened unless you are absolutely sure whom it is outside. If you receive a phone call and the person states that they are with the hotel and need to come to your room to repair something, get the employee's name and call the front desk to verify who it is and that they do in fact need to come to your room. Some criminals are known to wear hotel uniforms or pose as plainclothes security. The best bet is to be your own security guard. No matter how effective hotel security is, they can't think of everything.

**DON'T LET YOUR GUARD DOWN AT THE HOTEL RESTAURANT/BAR:** Be very aware at the bar or restaurant; you know this. Watch your drink. Watch your Crewmember's drink. (Watch Cuyler drink too much). Do not let your Crewmember go back upstairs alone (get your mind out of the gutter). Just use common sense; it will only take a few minutes to walk them up and see that they are safely behind their door.

**LEAVING THE HOTEL?:** If you are leaving the hotel, tell a Crewmember where you are going, what time you expect to be back and give them your phone number. Ask at the front desk or bell stand for directions to where you are going, and get a business card or matchbook from the hotel with the phone number on it.

If you get lost, find an open business and ask for directions. Stopping and looking at addresses or staring at street signs may make you look like an easy target for crime. Never count your money in public. If someone threatens your life for your wallet or other valuables, give them up without a fight and get out of the situation as soon as possible. No possession is worth your life. When returning to your hotel in the evening, always use the main entrance of the building.

**MORE ON FIRE SAFETY... :** If there is any indication or even a suspicion of a fire, call the hotel opera-

tor immediately. Give your name, room number, and a brief description of the situation. If the fire alarm sounds, leave the building immediately. Before attempting to leave your room, grab your key and your flashlight (in case your exits are blocked by smoke or fire, you can return to your room). Feel the door with the backside of your hand. If the door or knob is warm, do not open it. If the door is not warm, drop to your knees and slowly open the door, but be ready to slam it should a cloud of smoke roll in.

If the hallway is clear, head for the stair exit, not the elevator. Do not stand upright, but crawl or keep low to the floor to avoid smoke and odorless carbon monoxide. Stay on the same side of the hall as your exit, counting the number of doors to the exit. When you reach the exit, walk quickly, but cautiously down the stairs, and hold on to the handrail as you go. Smoke will sometimes get into an exit stairwell. If you encounter smoke, do not try to run through it. Turn around and walk up. Proceed to a smoke free corridor and cross the building to an alternate exit.

If you can't escape and there's no fire in your room, stay put. Make every effort to notify someone that you are in your room. If you cannot reach the hotel operator, dial 911 or the local fire department and identify your exact location. Signal to them with your flashlight or by hanging a bed sheet from your window or writing on the window with soap or shaving cream. Shut off fans and air conditioners because they can draw smoke into the room from another location. If there is smoke in your room, try to open the window. Do not break the glass unless it is absolutely necessary because heavier smoke may enter from outside, and you'll need to close the window.

Fill the bathtub with water as soon as possible; water pressure may disappear quickly after the fire starts. You'll need it to wet towels and sheets to stuff around the door and vents, which may be allowing smoke to enter the room. Place the mattress up against the door and hold it in place with the dresser. Keep it wet. Keep everything wet. A wet towel tied around your nose and mouth will help filter out smoke. If there is a fire outside of the window, pull down the drapes and move everything that is flammable away from the window. Do not jump from the room. Rather, continue to protect yourself from the fire and signal from your window for help.

**CONCLUSION:** OK friends, that wasn't so bad. Was it? Look, we all know about safety; we are safety professionals after all. Sometimes I just get a little overly confident and forget that despite all of my years as a traveler and as smart as I like to think I am, I could easily and quickly become a victim. I'll do my best not to let it happen to you if you'll do the same for me. Remember, "liquor then beer/you're in the clear", tip your waitress, and it's none of Axel's business.



# Safety Team Report

## TWU Local 556 Safety Team Overview

*by Michael Massoni, TWU Local 556 1st Vice President  
and Safety Coordinator*

**O**n behalf of your Union's Safety Team we would like to take this time to celebrate you as an elite group of safety professionals. When you were pinned with your wings on graduation day, you became a Southwest Airlines Flight Attendant and thus, a key Safety Professional within Southwest Airlines, TWU Local 556, and the US air transportation system. In essence you became an extension of the partnership between our Company and its Employees that is the basis of Southwest Airlines being, and remaining, a safety leader within the airline industry.

We would like to take this opportunity to re-familiarize you with some of the health and safety resources available to you through the Union's Safety Team and its health and safety related Committees.

The Local 556 Safety Team manages all health, safety and security activities for the Union and is responsible for the oversight of health, safety, and security policy affecting our Members. Safety Team Members include:

- Michael Massoni - Safety Coordinator/Go-Team Party Coordinator
- Stacy Martin - Health Coordinator/Go-Team Accident Investigator
- Lucy White-Lehman - BWI Member
- Gwen Dunivent - DAL Member
- Jill Van der Werff - HOU Member
- Susan Kern - MCO Member
- Kyle Whiteley - MDW Member
- Mark Torrez - OAK Member
- Michael Broadhead - PHX Member
- Marcy Vinyard - Go-Team Investigator
- Bunkie McCarthy - Go-Team Investigator
- Tommy Stefan - Go-Team Investigator

The Safety Team's scope of operation covers:

- Safety
- Health
- Accident/Incident Reporting & Response
- Regulatory & Legislative Activities

In addition, the Union jointly funds and supports two very important health and safety related committees that are critical players in the overall safety equation at Southwest Airlines. We consider these two Committees vital parts of Local 556's Safety Team:

- **Critical Incident Stress Management or CISM:** provides confidential peer support in duty-related traumatic events for our Flight Attendant group and is a key player in our incident and accident response plan.
- **Professional Standards:** offers peer-to-peer, confidential assistance in resolving work related conflict in three specific areas: FAR's, Safety and Company Policy.

The following pages contain more detailed information on three of your Safety Team top resources. This information is also available at the TWU Local 556 Website: [www.twu556.org](http://www.twu556.org).

### **ASHDI: THE AVIATION SAFETY AND HEALTH DATABASE - INTERNATIONAL**

One of the biggest problems Aviation Labor around the world faces is accurate reporting of health, safety and security incidents experienced in our unique work environment. Accurate and timely reporting is the key to tracking, trending and data harvesting by which we (through grievance, negotiation or regulatory action) may evoke positive change in health and safety standards that affect our working conditions and equipment.

Several years ago The TWU Local 556 Safety Team, as part of the International Transport Workers Federation (ITF) and in conjunction with the major aviation Unions of the world, implemented the Aviation Safety & Health Data Base or ASHDI for short.

Through direct on-line reporting we are able to gather information on health, safety and security issues our members are experiencing on day-to-day bases with depth and accuracy that is light years ahead of Company Irregularity Reports or OSHA logs. Again, with this information we can act decisively on

issues affecting the health, safety and well being of our Flight Attendants.

The Aviation Safety & Health Data Base (ASHDI) has two ways to report a Safety/Security/Health incident you experience while on duty:

1. An on-line submission for both General Safety and Health or Aircraft Air Quality issues via the TWU Local 556 website, [www.twu556.org](http://www.twu556.org) click on the "Safety Reporting" link on the left tool bar of the home page, then click on the "Submit a Report Online" link, or go to: [www.ashdi.com](http://www.ashdi.com) on your browser and submit your report directly. *(For ease of use and timeliness of processing we recommend on-line submission of your reports.)*

2. A paper submission, utilizing either the General Safety, Security & Health Incident Reporting Form, which is to be used for all incidents on or off the aircraft while on duty except those involving AIR QUALITY on board the aircraft, or the Air Quality Reporting Form that is to be used for all on duty incidents involving air quality onboard the aircraft including problems related to pesticide exposure on aircraft.

If you prefer a paper report submission they are available in your base lounges (in the forms box and/or the Union rack). Or you may print a copy of the form off of the TWU local 556 website ([www.twu556.org](http://www.twu556.org)) by:

- 1) Clicking on the "Safety Reporting" link on the left tool bar of the home page, then
- 2) Click on the "Print GENERAL SAFETY & HEALTH INCIDENT REPORTING FORM" <or> "Print AIRCRAFT AIR QUALITY REPORTING FORM" and
- 3) Once the form appears in Adobe Acrobat, print the form on your printer in the usual manner.

You're probably wondering why we chose to utilize two different paper forms. The reason is there are a number of very specific questions that need to be answered in cabin air quality incidents that if incorporated in a general form would constitute and unacceptably lengthy form. We also believe that due to the number of high profile air quality issues within our industry, we wanted to be proactive in having a means by which our Members could report such instances of cabin air quality problems that caused them acute and/or ongoing physiological problems and thus giving your Union the documentation necessary to take action.

Ultimately whether you choose to submit an online report or paper one, the most important issue here is reporting any and all safety, security and health

incidents you encounter while on duty in a timely fashion. This is in addition to your normal Company irregularity reports. When submitting reports please be sure to be as specific as possible in your account of what happened. If you review the paper form you will see how detailed the questions are. We suggest that you carry paper forms with you and use them as a guide as to what information is required for either a paper report or online submission. Also whether submitting your report on paper or online try to answer all the questions asked in order to give a full reporting of your incident. Remember that this is a tool you can use to evoke change in your work environment thereby affecting the safety, health and well being of you and your fellow Flight Attendants.

It is only through this reporting system that your Union can combat the very real safety and health problems you encounter on a daily basis. The type of issues we are talking about run the gambit—anything from broken galley latches to smoke in the cabin; from passenger disturbances to back injuries; from Flight Attendant fatigue to emergency evacuation; the list goes on and on.

#### **FLIGHT ATTENDANT ACCIDENT RESPONSE GUIDE (ARG)**

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

In November of 1994, TWU implemented the use of an Accident Response Plan (ARP). The purpose of the ARP is to provide guidelines for Crewmembers that are involved in an accident and a succinct plan of action for the Union. Our two prime directives within this plan are to facilitate aid to our Members and participation in any subsequent investigation.

TWU has an obligation to represent all of our Flight Attendants; therefore, Local 556 has made the decision to be active participants in any accident response. We will, in the event of a serious incident or accident, work in close association with the Company, SWAPA and Federal authorities to ensure the immediate needs and the best interests of our Flight Attendants are being met.

Inflight Training has always done an exemplary job of training our Flight Attendants on emergency procedures and we are confident they will continue to provide the best training possible. Under no circumstances is TWU, through our Accident Response Plan, trying to interfere with the procedures of SWA or substitute the Company's responsibilities in such matters as an accident. Our goal in this plan is to help ease the panic, chaos and confusion AFTER an accident or serious incident, as well as actively participate in the



investigative process. The Union wants you to know we will be there to help and assist you in anyway we can.

We distributed the current ARG to all active Flight Attendants in 2002 and all subsequent new hire classes since. However, we understand things get lost or just wear out. So if you are in need of a new ARG or if the version you carry has red or black printing please email your Local 556 Safety Team at: [mmas-soni@twu556.org](mailto:mmas-soni@twu556.org) and request a new Flight Attendant Accident Response Guide (ARG). We will ensure one gets to you within 30 days of your email reaching us.

The hallmarks of being a Flight Attendant are equal parts safety and service. No matter how uncomfortable planning for an emergency may be - it only serves our Customers, our profession and us to be well prepared. Our ARG augments the skills each and every one of you already possesses as "Safety Professionals". Again, should you ever experience a serious incident or accident, we hope you know that your Union is well prepared and will be there for you through this most stressful of situations.

### **CREW MEMBER SELF DEFENSE TRAINING (CMSDT)**

The TSA Office of Law Enforcement/Federal Air Marshal Service (OLE/FAMS) & TWU Local 556 are pleased to announce availability of the newly revised Crew Member Self Defense Training (CMSDT) Program. Using feedback from Crewmembers, air carriers, Unions, and professional associations, OLE/FAMS has combined distributed learning technology with hands-on instruction to produce a training program that is effective, less time-consuming, and more accessible to the participants. We strongly encourage every Crewmember to take this class as it builds on security training you have received over the years and makes you infinitely more capable of tactically handling interpersonal human aggression should the need arise.

The following general information is provided to Crewmembers interested in participating in the CMSDT Program. Specific registration details are available from the points of contact listed for each community college location. Both flight and cabin Crewmembers are eligible to participate, but must be actively employed by an eligible air carrier. Currently scheduled class dates and locations are listed on the TWU Local 556 Website ([www.twu556.org](http://www.twu556.org)). Additional dates and locations will be posted at this site as they become available.

You must pre-register with the point of contact (POC) listed for the community college at which you would like to attend the hands-on portion of the training. The POC will assist you in completing the registration process and obtaining the pre-course training

materials. Every effort will be made to schedule you for the training date you prefer. If you are seeking to participate for the first time, you should schedule at least two weeks in advance so that your registration can be processed, and you can review the pre-course materials in full.

As part of the registration process, the POC will need to verify that you are actively employed by an eligible air carrier. Depending upon your carrier's policy, you may be required to provide the POC with a signed authorization to release your employment status. The POC will determine for you whether this is necessary, and will provide you with the appropriate form if it is.

The pre-course training materials (DVD and Student Manual) are "For Official Use Only." In order for you to receive it, you must sign and return a Non-Disclosure Agreement, again available at the TWU Local 556 Website ([www.twu556.org](http://www.twu556.org)), to the POC. The POC will give you specific instructions for completing and returning this form when you call to register.

The training and training materials are free of charge; however, any travel, lodging, meals, and incidental expenses are the responsibility of the participant. The on-site portion of the training program lasts 8 - 9 hours. Enrollment is limited to a maximum of twenty-four (24) participants per class, depending upon location. You must present your air carrier identification card to the POC at the training site, along with one of the following: valid U.S. Driver's License; valid U.S. Passport, or valid Armed Forces Identification Card. You will not be admitted to the training without presenting both forms of identification.

After you have reviewed the pre-course materials, you should complete the written assessment contained in the back of the Student Manual. You must bring the completed answer sheet to the training site on the day of training. You should also bring the manual and a pen or pencil, as you may find it helpful to take notes while the questions are being reviewed. Crewmembers that successfully complete the CMSDT program may repeat it as often as they would like. Crewmembers that have successfully completed the previous (three day) version of the training may attend the new version, but must first review the pre-course instructional materials and complete the assessment contained in the Student Manual. A certificate of completion will be provided to each Crewmember that successfully completes the training.

OLE/FAMS and your Union recognizes that the demands of air carrier flight operations may create unexpected scheduling conflicts for Crewmembers. There is no penalty for cancelling a scheduled training date. If you must cancel, however, please be sure to notify your POC as soon as possible so that the training slot can be made available to others.



# To Your Health

FMLA, OJI and what your Union is doing to help

*by Stacy K. Martin, TWU Local 556 2nd Vice President and Health Coordinator*

In May, 2006, I was pleased to accept the position as the new TWU Local 556 Health Coordinator. For the past six years I have written reports that covered events and happenings in Houston, and have always had an interest in promoting safety in our careers as Flight Attendants. I have been a member of the Safety Team since I first took Office in the year 2000, and since Safety and Health overlap each other in many ways, taking on the role of Health Coordinator seemed a good fit. I have acquired skills and knowledge as a Member of the Safety Team, and have learned how important good health is to our jobs as Flight Attendants.

Since our new Board took Office in May, I am rapidly learning that Health, and the definition of how it applies to us, takes on many different faces. First, there are daily health factors that exist on the aircraft while we are flying. There is also the administrative side of it, such as OJI, FMLA, Medical Leave, Maternity Leave, and Sick Leave. One of my main focuses in my new position is learning all of the ins and outs of every type of leave so that I can help provide Flight Attendants with good information on what can seem to be a complicated process. In addition, I am currently coordinating with TWU Local 556 Safety Coordinator Michael Massoni about how my position works best with and meshes with our Local's very successful Safety program. I look forward to gaining further knowledge as I get the opportunity to meet with the Company on Health and Safety issues as well.

Many of you have called the Union Office regarding difficulties with being approved for FMLA. I have seen the denials resulting from everything from too many days being asked for, not having ever used what you were previously approved for, to just basic broad denials, such as "Not Certified by a Medical Doctor". Because of some specific data and information that we are currently gathering, I can't go into great detail as to what is causing these problems, as I do not want to compromise our ability to find a resolution. But rest assured, your Union is investigating these denials and are working on a solution that will benefit the

Membership of our Local.

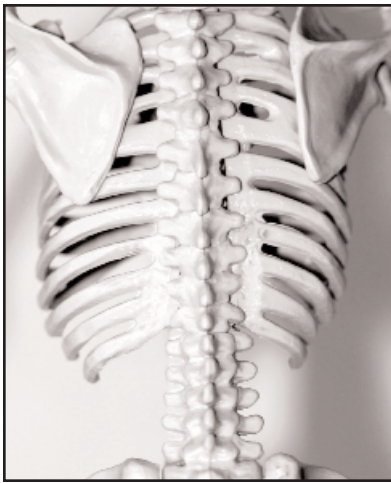
When you are told that you have the qualifying hours for FMLA, this does not mean that you will automatically receive FMLA. It simply means you have the required number of qualifying hours, and you must still go through the application process. Under the law, if you meet the criteria listed under FMLA, the Company should not deny your application. If you are denied, continue to press your claim, and if they close it out, reopen the case. I will have more information regarding FMLA in the near future, but if you feel you have been unduly denied, please contact me at the Union Office.

Although OJI rates have not been as high, nevertheless, they continue to be higher than any other airline in the industry. The best advice I can give you is to take steps to protect yourself from injury. Do not perform your cabin service unless it is safe to do so. Always communicate with the Pilots and your other Crew Members about anything that pertains to your safety. Make sure you follow simple rules regarding lifting and bending. I have included information on the following page that I found on the Occupational Health and Safety (OSHA) website regarding keeping your back healthy. Safe lifting techniques coupled with listening to your body can help you avoid serious injury.

Wear your gloves for picking up trash, whether in the Cabin during clean-up, or arming your girth bars. I definitely would like to see the Provisioners use at least two separate mops during the cleaning of the galleys. The practice of one mop for all is unacceptable.

While we can help avoid injuries by following all safety guidelines, we all know that accidents still happen. A serious injury not only harms us physically, but can also have psychological impacts. Ask for help if you need it. An injured worker shouldn't return to work until he or she is both physically AND mentally ready.

Fly safely and fly healthy. And do not hesitate to contact me by email at [smartin@twuatd.org](mailto:smartin@twuatd.org) or 800-969-7932 with concerns that affect you on your job.



# Take Care of Your Back

Four basic exercises for good back care

*by Stacy K. Martin, TWU Local 556 2nd Vice President and Health Coordinator*

The following exercises are helpful for many people. They can be done every day in the order listed below. Note: Everyone's body is different. Don't do any exercise that causes pain or gets more difficult to do over time. If the exercise relieves pain or gets easier after a few repetitions, keep doing it. If you are under medical care for a back problem or if you have back pain, be careful. Ask your health-care provider before you try these exercises.

**THE PELVIC TILT:** The pelvic tilt exercise helps strengthen your stomach, buttocks, and thigh muscles as well as stretching the lower back muscles. This exercise flattens the back and then lets the back return to its natural curve.

1. Lie flat on your back on a hard surface with head resting on a small pillow.
2. Bend knees and hips so both feet are flat on the hard surface.
3. Push lower back flat to the floor. Make sure your back is flat by trying to place your hand between your back and the hard surface. When done correctly, your hand shouldn't fit.
4. Tighten your "stomach" (abdominal) muscles.
5. Tighten your "buttock" (gluteal) muscles.
6. Lift your hips from the floor and tilt your whole pelvis forward while keeping your back flat against the hard surface.
7. Hold for a count of ten.
8. Slowly relax.
9. Repeat this exercise ten times.

**LUMBAR STRETCHES:** When lumbar muscles are tight, they become shortened and interfere with bending, twisting, and pelvic rotating. Keeping these muscles stretched also helps keep the natural curves of the spine in shape.

1. Lie flat on your back on a floor or hard surface with your head on a small pillow.
2. Bend your knees and slowly bring them toward your chest. Reach your hand behind your thigh to help bend the knees. (*Note: pulling from the top of the knee isn't good for the knees.*) Don't bounce.
3. Keep your head on the pillow and elevate your butt as high as possible off the floor. Your knees should be as close as possible to your chest.
4. Hold this position for a count of 10. Relax, but continue to hold onto your thighs.

5. Again, pull knees as close to your chest as possible. Do this exercise 10 times.

**HAMSTRING STRETCHES:** When hamstring muscles are shortened or tight they interfere with bending. You can stretch them by doing the following exercise. Begin by lying on a hard surface.

1. With your knees close to the chest but in a relaxed position, slowly extend one leg toward the ceiling.
2. Flex your foot and push your heel upward to feel the hamstring muscles stretch. Count to 10 while holding this position.
3. Now bend this leg and bring the knee back toward your chest, while extending the other leg. Repeat Step 2 with the other leg.
4. Repeat this exercise 10 times, one leg at a time.
5. When you are done, bring both knees toward your chest and roll to the side as a safe way of returning to a standing position.

**REVERSE SITUPS:** Many people have weak abdominal ("stomach") muscles and tend to arch their backs while doing situps. That's why we recommend "reverse" situps to strengthen the three groups of muscles that make the abdomen strong.

1. Sit on the floor in an upright position with knees bent.
2. Lock hands together behind your head and hold your arms out to your side.
3. Tighten your stomach muscles and slowly lean back about 15 degrees, which is like going from 12 noon to 11 o'clock on a time-piece. Hold this position for a count of 5, and 10 if you can.
4. Slowly lean back to the 10 o'clock position. Hold and count again.
5. Return slowly to an upright position.
6. Repeat the whole exercise.



# Crew Member Self Defense Training

Don't be a victim

*by Mark Torrez, OAK Executive Board Member*

**T**his past summer I was fortunate enough to be able to participate in a Crew Member Self Defense Training Class in Chicago. I attended the last session held of the three day class format. Classes are now condensed to one day of training. I hadn't gone to a class sooner because, like many of us, couldn't find time in my schedule between trips to fit it three days of training. Even though I live in a city where training has been held, it was only offered once a month, so if my trips didn't align perfectly, I couldn't go. In fact, I had to commute from OAK to MDW and stay with a friend just to attend a class that fit into my schedule.

The first day of class I had to brave the Chicago bus system to get across town to Wilbur Wright College. Even though I routinely take the train in the bay area, the bus system was a bit of a challenge. I made it though, and much to my surprise, I was one of only three Flight Attendants in attendance! I was very excited at the prospect of the one-on-one attention, but very disappointed at the lack of participation.

Thankfully, once training commenced all of my concerns faded to the background and I was able to focus solely on the lessons at hand. Our instructors Doug and Carlton, two off-duty Chicago Police Officers, began the course with a "classroom" session which is now accomplished with a homestudy prior to training. We learned textbook ways to

- Deter a passenger who might present a threat
- Control, striking, and restraint techniques
- Training to defend ourselves against edged or contact weapons
- Methods to subdue and restrain our attacker(s)

- Use of available items aboard the aircraft for self-defense
- Appropriate and effective responses to defend ourselves

We were able to cycle through the course material relatively quickly because of the small size of the class. I found it very interesting as they explained the Psychology of Survival. I learned that its not ALL about our predisposition in regards to how we will react to a threat. It also has very much to do with our mental readiness. In other words, the more I practice these techniques, the more likely I am to remember them when I most need them. What a novel idea! Some other key points that stuck out to me as we reviewed our personal responsibilities as Crew Members were a bit startling. For example, did you know that

"The things they show you are beneficial whether you are defending the aircraft from a suicide hijacker or defending yourself against an attacker on an overnight."

if you employ defensive techniques in response to an act of aggression:

- You are acting as a private citizen
- You have no law enforcement authority
- You have no legal jurisdiction
- Your actions must be necessary, reasonable and appropriate

In other words, you better make really sure that someone is actually trying to breach the flight deck and not confused where the lavatory is before you douse them with a scalding pot of coffee.

The best part of the training was the hands on portion of the class where we were on the mats learning different offensive and defensive movements. The things they show you are beneficial whether you are

*(Continued on page 33)*





# Scheduling Committee Update

Tracking the quality of your life

*by Kyle Whiteley, MDW Executive Board Member  
Scheduling Committee Vice-Chairperson*

**W**hat an incredible three months this has been for your Scheduling Committee. After a very productive meeting with Tim Chaffin and Brendan Conlon, your Scheduling Committee has almost doubled in size, and we are in the process of getting our prospective new members in to observe the process and begin their training. Thanks to everyone who called or submitted letters of interest. We look forward to having these new members join our Committee, and are excited to have new ideas brought forward.

This month, I want to explain exactly what the Scheduling Committee does for you, and why their work is so important. Every month, Crew Planning spends weeks building the pairings that are placed on our lines. The Planners run daily schedules hundreds of times to find an overall solution that will not only save money for the Company, but maintain high productivity levels for the Flight Attendants per our duty rigs. The solution that is ultimately chosen might be the first the computer system created, however they continue running these daily schedules until they find a balance between costs to the Company and quality of life for the Flight Attendants.

In the next step, the Crew Planners build a set of contractual lines. These lines are built to the letter of our Contract, with more time being spent maximizing our productivity. This is where the actual number of lines each base will be allocated during the month is derived.

At this point, our Scheduling Committee comes in to build the lines that we will ultimately bid. The Scheduling Committee is given the number of lines the base is allowed, and must work to place every pairing on the lines. While we have a computer system that helps in the process, the human touch is required to make the lines as clean as possible. The Scheduling Committee is also involved in the creation of the "rules of the road" with regard to how the lines are produced. Some

months our lines look wonderful, other months we know that there are issues that make them less desirable. The bottom line when it comes to our schedules is that we work to make them as good as they can be. However, the results always come back to the flow of the aircraft.

Previously, we only had four members building all of the lines for the bases. They had very limited time to get the lines written, much less checked. On a trial basis, Brendan has given us an additional 24 hours for both primary and VR lines. These extra hours will allow us to have six additional people come in and write our lines, and allow additional time to go back and check their work. I hope that you noticed a difference in the lines for October and am hopeful that the extra manpower will make our lines more workable for the holidays.

I would also like you to know about the amazing group of Flight Attendants we have that build our lines. In order to add more line writers, several of our existing team members took a reduction in pay so we could stay in our budget. When they were informed of this change, none of them complained about the loss of pay. This speaks volumes as to the quality of people that build our lines and how dedicated they are to improving our overall work experience.

I would also like to thank everyone that completed the Scheduling Survey. We have the results of the survey now, and we will be making some changes to the pairing builder to better reflect the needs of the Flight Attendants. I hope that in January, when the adjustments can begin to be implemented, you will see some positive changes for the pairings and lines. Anytime you have feedback for us, please email us at [schedulingcommittee@twu556.org](mailto:schedulingcommittee@twu556.org) and carbon copy (cc:) [inflight.planning@wnco.com](mailto:inflight.planning@wnco.com). We welcome your opinion, and will make sure that everyone involved in the process is aware of your concerns.

# TWU Local 556 Grievance Team

Working for YOU!

*by Denny Sebesta,  
Grievance Committee Chairperson*

**B**eginning in May of this year, the entire Grievance Team transitioned into specialized areas in order to make the grievance process more efficient and to better serve the Membership. We presently have 3 Discipline Specialists, 2 Contractual/Reserve/Payroll Specialists, and 1 FMLA/Workers Comp/Leave Specialist. We also have a Team that is dedicated to the Board of Adjustment and Arbitration process.

When issues cannot reach an immediate solution, they become a grievance and this is where the Grievance Team continues to use their knowledge and experience to manage your case. A grievance is filed when a Member's problem is not resolved before the contractual time limit of 7 working days for disciplinary issues and 10 working days for contractual violations. At that point, the case is then maintained and researched by a Grievance Team Member whose responsibility falls within the specialized area.

No matter what your questions or concerns may be, the entire Grievance Team is ready and available to assist when you call the Union office. You may not always like the answer but we are here to represent all 8600 Flight Attendants and will represent you with honesty and fairness.

I would like to personally recognize and thank the entire Grievance Team for their incredible dedication and commitment to the Membership; Kathy Anderson, Gwen Dunivent, Shae Grajeda, Stacy Martin, Amy Montgomery, Amy Lynn Neeper, Becky Parker and John Parrott.

On July 18, the Union held a Board of Adjustment training class for the Union Board of Adjustment Members. The Board is comprised of 10 Flight Attendants and their role and responsibility is to be part of the 4 member panel (2 Flight Attendants and 2 Company members) that hear cases presented by the Union and the Company at Board of Adjustment. Cases presented may range from different levels of Discipline to Contractual matters, so it is crucial that the members appointed to the BOA panel are very familiar with our Contract. Almost all of the current members have been active with our Union through



*The TWU Local 556 Grievance Committee (seated L to R): Denny Sebesta, Catherine Rea, Amy Montgomery, and Amy Lynn Neeper. Standing (L to R) Shae Grajeda, Kathy Anderson, Becky Parker, Gwen Dunivent, and Stacy Martin. Not pictured, John Parrott*

different avenues including Shop Steward, Precinct Captains, picketing events or have held a leadership position within our Local.

Union Board of Adjustment training was facilitated by Mark Richard one of our Labor Attorneys. Many of you may remember that Mark was one of our strategic advisors during Contract Negotiations. His knowledge of labor issues has been invaluable to our Members. This training session was in addition to our Contractual obligation under Article 20 of our Contract. We will have dialogue in the future with the Company on the required joint training session.

Some of you may ask "How often are Arbitrations and Board of Adjustments scheduled?" Scheduling an Arbitration or Board of Adjustment takes a concerted effort of coordination with the people involved, which may include an Arbitrator, Management, the Union, witnesses for both parties and the Grievant. In the case of an Arbitration hearing, it first begins with communication among the Arbitrator, Union and Management. Arbitrators are designated to hear a case through the rotation process outlined in our Contract under Article 20. Once her/his available dates are sent then, the Union and Management must agree upon a specific date to hold the Arbitration. Again, coordinating involves many different people, and at times it may take several attempts to confirm a date.

With our new Contract, we have time limits for all termination cases and the Union must make sure that if a termination case is proceeding forward, it must be scheduled within the Contractual time limits. This is not to say that terminations take priority, but if the Union has several termination grievances they must be managed and scheduled according to the Contractual time frames or we risk losing the case due to missed time limits. Our Contract also provides a

mechanism for expedited Arbitration if mutually agreed to by both parties.

## CURRENT HOT TOPICS

**CWA/MAESTRO GRIEVANCES:** Since May of this year, the Union has met with Management on 4 separate dates to discuss the outstanding Group Grievances on CWA/Maestro. The number was significant - 17 cases. These were all filed in 2005 or early 2006.

To give you a little background on these meetings:

- Late May, two of the cases were settled through Labor Relations.
- June 8 - Meeting with new Director of Scheduling for Inflight and Flight Operations, Russell McCrady and Labor Relations to discuss the 15 remaining grievances. The Union was not informed that prior to this meeting, Management made the decision to divide the Director position and Russell was moved to the Flight Operations side, therefore, the meeting was a waste of the Union's time and energy.
- July 24 - Meeting with newest Director of Scheduling, Brendan Conlon to review CWA/Maestro grievances. We were not able to complete the review of all outstanding CWA/Maestro cases due to time constraints on our meeting.
- August 30 - 2nd meeting with Director of Scheduling. Management denied all CWA/Maestro grievances reviewed at last meeting.
- September 26 - Meeting with Director of Scheduling to review the remaining CWA/Maestro grievances. We were successful in settling 2 Group grievances that were filed over a year ago and we have scheduled an additional meeting to work on finding a resolution for Open Time issues.

It is your Union Leadership's hope that with the changes to Inflight Scheduling Management that both parties will find some common ground to resolve all, if not most of these grievances. So far we have had some success and are diligently working to resolve the outstanding issues. We are carefully analyzing each case to decide the best direction in which to proceed.

**EARLY RELEASE OF OPEN TIME:** As many of you are aware, we continue to have CWA problems and the latest was the early release of Phoenix Open Time for the September schedule. This was the 2nd time that this has occurred in Phoenix within the past few months. I give credit to the Director of Scheduling, Brendan Conlon for being proactive in contacting the Union and communicating that this was a human error. He and our Union Leadership agreed to work on find-

ing a quick resolution for the Phoenix Base in order to give a timely solution versus filing another Group grievance which could possibly have taken months to settle.

**SCHEDULING ISSUES:** The Union and members of Inflight Management have committed to a monthly meeting to discuss Scheduling problems that affect our workgroup. The goal is to work together on finding solutions before they become a grievance. Many of these issues are identified through your calls to the Union office. The Director Brendan Conlon and Manager Claire Taitte, of Inflight Scheduling have agreed to participate in these meetings, so the Union is cautiously optimistic that these monthly meetings will be productive.

**OPEN TIME AND TRIP TRADING:** On August 30th, the Director of Scheduling, Brendan Conlon sent out a "Read Before Fly" to try and explain the perception of "Hidden Trips". Originally, the Union and Brendan tried to develop a joint letter to help Flight Attendants understand when trips actually touch Open Time and when they are removed from Open Time, but since we could not agree on several points, the Union declined the joint letter. While the Union certainly appreciates Brendan's efforts to communicate with the Flight Attendants, we do not agree with several points in his RBF. The first being, when a trip should be placed in Open Time. Per Article 12.5.E of the Contract "All pairings or pieces of pairings that are uncovered including sick calls, overlap adjustments, DRT's, leaves of absence and Funeral leave shall immediately be placed into Open Time and made available for pickup or trade." Management is violating this contractual language by arbitrarily determining when a pairing should or should not be available for pickup or trade with Open Time. And second, the Crew Optimization process. When a pairing is legally built (begins and ends in same domicile) it must immediately be placed in Open Time - NOT when Scheduling deems it appropriate.

The Union is also adamantly opposed to Scheduling combining originally built pairings created by Crew Planning that hit Open Time. This completely circumvents Crew Planning's process of creating pairings for the Flight Attendants monthly lines built through the D-Pos system. The perception is that Scheduling combines or adds to original pairings just to increase the TFP so Flight Attendants can't trade down the Open Time trip within the Contractual 6.5 TFP.

**CONTRACTUAL OVERLAP VIOLATIONS:** During Negotiations, the Union and the Company negotiated very clear and concise language on how all overlap adjustments would be made in the new month, and yet Management has decided to blatantly ignore the

*(Continued on page 33)*

# Treasurer's Update: Stock Options



*by Gayle Ross, TWU Local 556 Treasurer*

I receive many phone calls each day from Members with a variety of questions and concerns. One of the most common topics that Flight Attendants call me about is in regard to our negotiated Stock Options.

I searched SWALife and found a document that answers some of the basic questions Flight Attendants ask about our Stock Options. Unfortunately, it is not

easy to find. It can be found in the "Inflight" section, in the "Inflight Department News" window, and after scrolling down, you will find a section titled, "Flight Attendant New Hire Grant Information".

Not exactly "point and click", and the document title is a little confusing, but the information is there. The following chart contains the information from that document.

<b>Persons Eligible:</b>	Persons employed by the Company as Flight Attendants.
<b>Grant Date:</b>	The date an option is granted to persons eligible. For Employees that were employed by the Company and on the Flight Attendant seniority list on the date of ratification, the grant date was July 30, 2004. For new hire/probationary Employees, the grant date will be the probation completion date, which is normally the date a Flight Attendant class completes probation. For new hire/probationary Employees on extended probation, the grant date will be the first day of month in which the Employee completes probation.
<b>Grant Price:</b>	The exercise price of the options. The exercise price is the fair market value of the Common Stock of Southwest Airlines (LUV) on the date of grant. The fair market value is the average of the highest and lowest trading prices Southwest stock on the date of grant.
<b>Eligibility:</b>	Grants will be made to persons eligible after successfully completing probation (subject to administrative procedures). Completion of probation must be verified before a grant will be issued.
<b>Options Granted:</b>	The number of options granted to persons eligible is determined by the hire date: <ul style="list-style-type: none"> <li>• 1,600 options are granted to Nonprobationary and Probationary Flight Attendants on the seniority list on the date of ratification</li> <li>• 500 options are granted upon completion of probation for each Flight Attendant hired after the date of ratification and before June 1, 2007</li> <li>• 300 options are granted upon completion of probation for each Flight Attendant hired on or after June 1, 2007 and before June 1, 2008.</li> </ul>
<b>Options Vesting and Vesting Requirements:</b>	The options vesting and the vesting requirements are as follows: <ul style="list-style-type: none"> <li>• 1,600 options granted to Nonprobationary Flight Attendants on the seniority list on the date of ratification vest on the date of ratification</li> <li>• 1,600 options granted to Probationary Flight Attendants on the seniority list on the date of ratification vest upon completion of probation</li> <li>• 500 options granted to Flight Attendants hired after the date of ratification and before June 1, 2007, vest on the one year anniversary of the grant provided the Flight Attendant is in the employ of Southwest Airlines Co. and on the seniority list on such date</li> <li>• 300 options granted to Flight Attendants hired after June 1, 2007, and before June 1, 2008, vest on the one year anniversary of the grant provided the Flight Attendant is in the employ of Southwest Airlines Co. and on the seniority list on such date.</li> </ul>
<b>Duration</b>	The vested and unexercised portion of a stock option grant will automatically and without notice terminate at the earliest of: <ol style="list-style-type: none"> <li>1. May 31, 2012;</li> <li>2. Three months from the date of termination from the Company; or</li> <li>3. Twelve months from the Optionee's death.</li> </ol>



# FYI'S

by Kathy Anderson  
Grievance Committee Member



**FYI:** Before attempting to travel on the Southwest Airlines/American Airlines Reciprocal Cabin Seat Agreement, Flight Attendants must call the 1-888-WE-FLY-AA reservations line and select option 3 to "Flight List" and tell the agent that your priority code is D7. Cabin Crewmembers must present a valid ID displaying the word "CREW".

**FYI:** Be sure to observe the dress code for the Southwest Airlines/American Airlines Reciprocal Cabin Seat Agreement. You must be in uniform or in American Airlines appropriate non-rev clothing. NOTE: Shorts are prohibited- even SWA uniform shorts. For more information on the reciprocal agreement, visit the Local 556 website at [www.twu556.org](http://www.twu556.org).

**FYI:** You can access the Contract on the Local 556 website, by visiting [www.twu556.org](http://www.twu556.org) and click on 'Contract' and in the 'Search' window, enter the keyword(s) of the subject you are researching. You can refine your search by selecting specific keywords.

**FYI:** If you have picked up trips and given yourself less than 12 hours of domicile break and your inbound trip runs more than an hour late, you have two options (Refer to Article 8.2.C for additional information):

- If you are FAR legal, you may fly the trip with the reduced domicile break and receive 1 ½ for the legs that would have been pulled
- Or you may call Scheduling and receive the original amount of domicile break. For this option you must call Scheduling or the first option will apply

**FYI:** All letters of discipline and documents referencing or relating to performance and/or conduct (including supporting documentation), will be null and void after eighteen (18) months of active status following the date of issuance or creation, and at the request of the Flight Attendant will be removed from the Flight Attendant's file. (Page 74 of the Contract)

**FYI:** Regarding discussion log entries removed from the Flight Attendant's file after 18 months of active status following the date of creation, the Company will, at the request of the Flight Attendant, obliterate such entries so as to make them unreadable. However, the Company may make copies of such entries to be kept in an archive and such copies may be used or referred to at a Board of Adjustment or Arbitration only to impeach direct testimony to the contrary. (Page 74-75 of the Contract)

**FYI:** Contractual pay raises will not be reflected until the 20th pay-check. Depending on your date of hire, you may not see the raise on the 20th pay-check immediately following the pay raise but on next 20th paycheck. For additional information on compensation, see Article 21 of the Contract.

**FYI:** According to the Contract, it is the Flight Attendant's responsibility to know their point accumulation. Please make it a priority to contact your Supervisor in order to obtain your current, up to date point total. If you feel your points are incorrect, please contact the Union.

**FYI:** If you want to file a grievance, remember the contractual time lines. For a discipline grievance you have 7 working days from the date of the occurrence to file the grievance and for a contractual grievance 10 working days from the date of the contract violation. For additional information on the grievance process refer to Article 19 of the Contract.

# The SMU Flight Attendant Survey

A word from Dr. Maria Dixon

*by Dr. Maria A. Dixon, Chief Consultant, mustangconsulting  
Southern Methodist University*

Greetings to the best Flight Attendants in the world!

At the conclusion of the Contract negotiations of 2002, Colleen, Beverly Carmichael (then Vice President Employee and Labor Relations), and Beth Harbin (Director Strategic Public Relations) asked a key question: **How can we communicate better with our Flight Attendants?** One of the results of the brainstorming of that issue was that a little over a year ago, many of you welcomed a motley crew of college students and their nutty professor into your Inflight Bases to answer that very question.

But, before sending us on our way, Colleen made us promise that we would not just "survey" the Flight Attendants. We would truly hear and experience their hearts and their Warrior Spirits. She also knew that we needed to work in partnership with the People who knew the Inflight "world" the best, and so rather than simply asking Thom McDaniel for his opinion as TWU 556 President, Colleen asked him if he would consider becoming a cosponsor of the project. We were delighted when he agreed, and the project became a powerful collaboration on your behalf when, very shortly thereafter, Daryl Krause was named your new Vice President of Inflight, and he enthusiastically joined the project.

For the entire year of 2005 and throughout the Spring of 2006, my students and I took part in virtually every aspect of a Flight Attendant's life-0300 lobby calls and late night arrivals; flying a three-leg trip several days in a row; sitting in the Base on reserve duty; and poring over flight manuals and Read Before Fly memos. We visited the OAK, MCO, PHX, MDW, and DAL Bases and we spent time talking with you as you worked on your bids; checked in; checked out; and waited for a call to work a line (Our apologies to our friends in HOU but a lady named Rita was scheduled on the same day we were). In short, a year and a half, we did our best to walk in your shadow.

So, who took the survey? Over 1033 Flight Attendants representing the OAK, MCO, PHX, MDW, and DAL Bases were participants in this effort. In addition to the written surveys, we also interviewed a small group from each Base, so that we could hear the "hearts" behind the numbers. After all of that, what did we learn? And, more importantly, what did your Inflight Leaders, Union Leaders, and Corporate Communications learn?

- Flight Attendants value clear, concise communication.
- Time is an important consideration when Flight Attendants are choosing a source of communication. The item must be able to be read on the way to the gate, or during a quick meal in the Base.
- There has been a perceived gap in the interaction between Supervisors and Flight Attendants. (Part of this was due simply to the physical layout of some of our Bases, as well as to the fact that differing work schedules had historically made it difficult for Supervisors and Flight Attendants to personally meet on a regular or informal basis. This resulted in the feeling that when there was a personal meeting between Flight Attendant and Supervisor, it was often connected to an irregularity or some other negative issue.)
- Flight Attendants perceived that they get less information about Company events and issues than other Employees do.

- Flight Attendants have a strong desire to get accurate and up-to-date information about Company events and issues, as well as about other Flight Attendants' personal and professional milestones.
- Only 50% of Flight Attendants surveyed read Today @ SWA
- Only 39% of Flight Attendants surveyed found OnBoard a valuable source of information, with many Flight Attendants believing that the Union's magazine, *UNITY*, provided them with better information.
- 25% of Flight Attendants surveyed liked the idea of Company voicemails and text messages to their cell phones.

My hope is that you will recognize the deep commitment your Leaders have made to improving your communication experience with your Company. You'll be interested to know that many of the issues that my students and I identified in our work with you were the very issues that Daryl had already identified upon assuming his new position as Vice President. Much of our research simply confirmed the ideas Daryl had about "gaps" and areas where the Company could improve the level of Customer Service that Southwest Airlines Flight Attendants experience-both in the Bases and at Headquarters. Honestly, it was exciting and rewarding to work with Company Leaders and Union Leaders whose desire was to successfully partner to address the concerns and desires you and your Coworkers shared with us. Some of the key initiatives that reflect your suggestions for improvement include:

- Reducing the physical distance in the Base between Supervisors and Flight Attendants
- An increased focus in OnBoard on the wonderful things Flight Attendants do when they are not working-such as charitable activities, family milestones, and professional achievements, recognition, and awards
- Greater collaboration with TWU 556 to ensure that accurate and up-to-date policy and procedure information is provided to you through a number of communication vehicles. (In fact, this letter is a reflection of that collaboration, since it is appearing in both *UNITY* and OnBoard.)

On behalf of my students (all of whom recently graduated in the class of 2006), I would like to thank each of you for making our time in the field with you fun, memorable, and-most of all-informative. Whether it was eating Krispy Kremes in PHX; HOHOs in MDW; catching up on "The Young and the Restless" in MCO; or playing on the PlayStation in OAK; you treated us like Family, and we enjoyed every minute of our time with you!

## TWU LOCAL 556 LEADERSHIP TEAMS AND CONTACT INFORMATION

### EXECUTIVE BOARD:

Thom McDaniel, President  
 Michael Massoni, 1st Vice President  
 Stacy Martin, 2nd Vice President  
 Gayle Ross, Financial Secretary  
 Cuyler Thompson, Recording Secretary  
 Executive Board Members at Large:  
 Brett Nevarez and Allyson Parker-Lauck  
 Domicile Executive Board Members:  
 Lucy White-Lehman, BWI  
 Gwen Dunivent, DAL  
 Jill van der Werff, HOU  
 Susan Kern, MCO

Kyle Whiteley, MDW  
 Mark Torrez, OAK  
 Michael Broadhead, PHX

### GRIEVANCE TEAM:

Denny Sebesta, Chairperson  
 Madeleine Howard, Administrative Assistant  
 Kathy Anderson, Shae Grajeda, Amy  
 Montgomery, Amy Lynn Neeper, Becky Parker,  
 John Parrott, and Catherine Rea

Visit us on the web at [www.twu556.org](http://www.twu556.org)

### Contact us at 800-969-7932

The Union Office is open Monday through Friday from 8:00 AM to 6:00 PM. The Office is closed weekends and on Company Holidays. We can be reached when the office is closed for emergencies by calling the toll free number, and following the prompts to the emergency extension.

### The TWU 556 Hotline number is 800-806-7992

The Hotline is updated the first and third Friday of each month, and when circumstances require even more often. Please keep informed and call the hotline regularly.



# JETSET

"Exploring Virgin Territory"

*by James Gordon, MDW F/A #25994*

**SFO INT'L AIRPORT** - "We're building an airline from scratch. We've taken a long hard look at travel and questioned it all, so we can keep what's right and challenge what's not".

That's the goal at Virgin America (VA), a low cost carrier "with frills" scheduled to begin service in early 2007. VA is partially owned by Sir Richard Branson's Virgin Group, who gave the world one classy airline - Virgin Atlantic, and several low-cost carriers - Virgin Express and Virgin Blue; both cloned from SWA DNA and are literally printing money for Branson.

Branson's Virgin Group controls over 200 companies valued at nearly 5 billion British Pounds. The London Times estimates that Branson alone is worth 3 billion British Pounds. By comparison, the Queen of England is worth 260 million, Elton John and Mick Jagger are getting by with 180 million each. Beckham and Posh Spice are destitute at 75 million.

Can the Magnificent Branson possibly improve on an already proven no-frills, low cost carrier blueprint? Curiosity lead me to SFO where Virgin America headquarters is located nearby. I wanted to know: "What does Virgin America have up their sleeve for the flying public and how will they treat their Flight Attendants?"

Virgin America has 3 Airbus A320's each seating 149 passengers. 33 are on order and once operations begin they claim they will be accepting delivery of one or two aircraft a month for the next 5 years. In 1971, SWA started with 3 Boeing 737's. We now have nearly 470.

Virgin will start service in SFO and JFK, then add LAX in 6 months, following a 5 year plan to service "every cosmopolitan city in the US". In 1971 SWA began service to DAL and SAT, adding HOU about 6 months later. We now fly to 62 cities.

Braniff, Trans Texas & Continental filed suit to block SWA from flying. Today, objections to Virgin America are filed by Continental Airlines, American Airlines, Delta Air Lines, US Airways and the Air Line Pilots Association.

And that's where the "no frills, low cost carrier" comparisons come to a screeching halt!

Virgin America planes will boast the largest screen state-of-the-art in-flight entertainment system. Passengers will choose from thousands of songs, dozens of unedited movies play games and enjoy a groundbreaking feature, "virtual chat rooms"; Instant Messaging to anyone else seated on the plane!

Virgin is partnering with land based "name" restaurants. Meals will be ordered directly from passenger touch screens in every seat-

back. Passenger orders appear on a screen in either galley where the Flight Attendant prepares and delivers it to the seated passenger. All that's missing is a system where the Flight Attendant can talk to the passenger from the galley saying, "Do you want fries with that?"

The cabin lighting will also be state-of-the art and controlled in sections. Lighting will change by itself during the day in different hues and brightness.

Flight Attendants will have hand-held devices to accept credit cards and process food/drink orders. It does automatic inventory control, sending an e-mail ahead to Provisioning of what they will need to replace on the incoming flight.

Virgin America will not have ground-based Inflight Supervisors, or as they call them "Inflight Team Leaders". The ITL's will have at least 10 years of experience as a Flight Attendant and fly the lead position, making certain that Virgin's legendary customer service standards are upheld.

Imagine that... Inflight Supervisors who've done the job AND fly! I half expected Ashton Kutcher to storm through the doorway shouting "You've been PUNK'D!"

Over lunch I chatted with Doreen Lawrence, SFO Base Manager for Virgin. Doreen has been an Flight Attendant for Braniff, Eastern and American. After working in American's Inflight Department she went to LAN Chilean Airlines to become their VP of Inflight - Taking them from 14th place to 4th in Customer Service Ratings. Doreen would eat in the employee cafeteria while the VP's ate in their own dining room, so she could create a direct connection, chatting with the employees. She continued onto JetBlue's Inflight Department before landing at Virgin.

"I took the job here on one condition" Doreen told me, "and it was that I would fly as well. There was no way I could expect anyone I hired to do what I asked if I couldn't do it myself. I don't want to be behind a desk all day. I love to fly and I want my Crewmembers to know that I enjoy it. They are working with me, not for me."

Wow! Supervisors and Base Managers who actually fly? Not because they have to but because they want to? They just might be onto something.... "Positively Outrageous!"

**In the next issue of UNITY: How can SWA compete with Virgin America?**

Send your comments to [feedback@jetsetpodcast.com](mailto:feedback@jetsetpodcast.com)



# point/counterpoint

We posed the following question to two Flight Attendants and got two very different answers: "Seems that the hot topic lately in the galleys and online forums is minimums. What do you think?" Let's see what they have to say.



## POINT

by Stephen Moore  
BWI F/A #62553

**I** am against minimums in any form, monthly, quarterly or annually. It's not wise to change our current Contract to restrict the freedom and flexibility we enjoy as Southwest Flight Attendants. The current system

is beneficial for all Flight Attendants regardless of where you are in your life or how you currently fly.

One of the greatest benefits of being a Southwest Flight Attendant is the flexibility and freedom we enjoy. Flexibility which allows us to go backpacking with a friend up the coast of Australia, spend a month touring Europe, or exploring Asia. Freedom to provide extended care for an ailing or aging friend or loved one. The list goes on and on. These experiences and opportunities are as priceless as the freedom that makes them possible.

Some say, "I fly my line and have never taken that much time off, I've never needed to". Can they say they never will need to or simply want to? Others say, "A minimum of 50-60 trips per quarter will let us maintain our flexibility." At present, I fly 120-150 trips a month. But I have the option of not flying at all that month or flying six days a week. Change occurs incrementally, little by little, Contract by Contract. If we permit flying restrictions of even the smallest amount we will have opened a door that is not likely to be closed again but only made more easily widened.

Another reason why minimum-free flying is advantageous is the greater choices that exist in the Flight Attendant trip trade/give away box. If minimums are in place, there will be less choice in the give away box because those who currently fly less won't be able to put as many trips in give away. This leaves the "no-flyer" and the "extra flyer" both unhappy.

These are just a few reasons why minimum-free flying is beneficial. So what are some reasons that people support implementing minimums? The one I hear the most is that people who don't fly are costing

the Company money because we're paying for their healthcare while they're only acting as part-time employees. Let's say we put minimums in place. The "no-flyers" then fly their minimum. How has this reduced their healthcare cost? "No", you say, "they'll quit, thus saving the Company 'X' amount on healthcare". Wrong. Let's say we have 8,000 Flight Attendants and 300 quit as a result of minimums. Guess what? We need 300 more Flight Attendants to fly those lines, resulting in healthcare costs for that same 8,000 Flight Attendants. Furthermore, most airlines that have minimums offer some sort of healthcare/retirement plan. Southwest doesn't. Why not? Because it's outrageously expensive! So what costs more, benefits for 5% of Flight Attendants who don't fly their entire line or long term retirement healthcare for all Flight Attendants?

Others say that these "no flyers" are not contributing to the Company. This isn't true. The Company has a set number of lines it needs covered every month, and they need a set number of Flight Attendants to cover those lines. Each Flight Attendant who bids a line is contributing. What they do with their line is their choice, trade it, give it away, or pick up extra trips. This is the beauty of our flexibility.

In many cases, it saves the Company money to allow minimum-free flying. For example, when a topped out Flight Attendant, who makes \$50 TFP gives away a 3 day that pays 20, and I pick it up, only making \$28 TFP, that essentially saved the company \$440 on that 3 day trip alone.

Some feel that those who don't fly frequently are unsafe. This discredits our Initial Training Recurrent Training programs. Why is it that when the Recurrent Trainer yells, "crash!" we start screaming our unplanned evacuation commands like we do it every-day. It's because our emergency drills have been ingrained in us, not because I shout them once a trip. It also seems to me that the FAA sees a higher risk of Flight Attendant fatigue (i.e. 24hrs off in 7 days) than it does with Flight Attendants who fly less frequently.

Others may want minimums because they feel that Flight Attendants above them will quit, and they will move up in seniority. What if they don't quit? Then you're in the same place, and now you have reduced

your flexibility. Even if 300 Flight Attendants quit system-wide, approximately 40 per base, would that really give you your dream line? You'd be sacrificing a short term gain in seniority for a long term stranglehold on your flexibility.

Think about how you fly today. Did you fly that way a year ago, 5 years ago, 10 years ago? I suspect you didn't. Circumstances change, families grow, loved ones become ill, opportunities arise. Our lives are in flux. To request minimums is to assume that your life and priorities won't change and you'll always want to or be able to fly the amount dictated by the Company. **NO MINIMUMS! NO MAXIMUMS! NO RESTRICTIONS!**

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Now let's hear the other side of this debate...

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## COUNTERPOINT

*by Robert Smart*

*PHX F/A #54962*

**T**he first thing that explodes out of the mouths of some Flight Attendants when you mention minimums is, "There goes our flexibility", and "Are you out of your mind?". Flexibility is not defined by the ability to gain all by not working or contributing. That is defined as mooching (for lack of a better term). We have a great Contract that gives us a lot of flexibility and that is why we have this job. However, there is a price to pay for that flexibility and that is productivity. We have a very successful Company because of the hard work that the majority of our employees provide. For those who think that their lives would be destroyed by having a minimum requirement think about the following:

If you are not contributing, why should you be given medical benefits for yourself, and all your family members to the tune of millions of dollars of cost to the Company?

Why should someone who is not flying get 4 or 5 weeks of paid vacation at the higher wage levels when they are not working in the first place?

Why should people be able to get Incentive Passes, fly for nothing all over the country, have family members fly for nothing, use their flight benefits to operate other businesses, when they are not helping to contribute to the productivity?

Why is it so hard to understand that even if it is cheaper to pay a more junior Flight Attendant to fly a line that is given away that you are still paying for 2 sets of benefits to cover one trip?

Why should those who want to work not be able to get the good lines, and vacation lines, that go to those who just break them up and give them away?

Please do not misunderstand me, for those who

have medical and serious family problems to deal with, we need to provide the best in support and flexibility to assist them in their crisis. However that does not include having to get Junior to soccer practice. This is a job you have chosen to exchange some of your labor for to be able to fix Junior's leg when he breaks it. All I am saying is contribute something minimal for your benefits.

For those of you working somewhere else, ask your other employer why he/she is not providing health benefits.

It is probably because they are too expensive.

Small quarterly minimums would not destroy your life, and this article is not directed to those who are contributing even in a small way. We have a great Contract because the Company can afford to pay for the compensation we receive in the form of benefits, wages, etc. based on the productivity of its workers.

Someone please tell me why it is wrong to expect people to contribute in return for some of the best benefits in the working world.

I know that this is not a popular position for discussion. You may be surprised at the level of support for small minimums in the work force. Many will not express publicly some of their thoughts for fear of retaliation from other Flight Attendants. We need to be able to discuss this issue without threats and condemnation so that we as a work group can deal with this in a civil manner.

For those of you who think that this is coming from a "Company" type, it is not. It comes from someone who ran their own Company for 20 years and who had to "pay the bills."

Tell us what you think! Send an email to:  
[unityfeedback@twuatd.org](mailto:unityfeedback@twuatd.org)

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### COMING NEXT QUARTER:

In the January issue of *UNITY*, the following question will be posed to our two POINT/COUNTERPOINT authors: "The new 'IROCS' program is calling for more checkrides being performed. Some Members feel that since many of our Supervisors have little or no experience flying, that the wrong people would be evaluating our performance. Others feel checkrides would help improve our Customer Service. What do you think?". If you would like to write about either side of this topic, please submit a short essay in 200 words or less. Contributions must be made by email. Please include your name, base, employee number, phone number, and email address at the bottom of your essay (this information will not count toward the 200-word count). Please email submissions to [unityfeedback@twuatd.org](mailto:unityfeedback@twuatd.org) no later than November 25, 2006.

# Response to Last Quarter's POINT/COUNTERPOINT: "Charters"

Last quarter, we asked the question, "Regarding our Charter system, there are some who feel 'seniority rules' and it should stay as is, awarded to the most senior bidders. There are others who feel that the wealth should be spread so that more people would have the opportunity to fly them. What do you think?". As we mentioned in the Editor's note in the July issue, it was not our intention to present only one side of the argument. Since last quarter's issue basically presented two "COUNTERPOINT" arguments, to be fair and present a true, "POINT" side of the argument, PHX Flight Attendant Deborah Stenbridge has agreed to author us a special "POINT" article regarding Charters.



## POINT

*by Deborah  
Stenbridge  
PHX F/A #164*

**T**his is in response to Greg and Brian's editorials in the July issue of *UNITY* Magazine regarding Charters. This summer

we have seen several Charter positions and all three positions on a Charter going unbid or unconfirmed. When this happens, the Charter positions go into Open Time at 1801. This opens up these Charters to anyone in any base. If you want to work a Charter, the opportunities are there, but you have to play the "Charter game". You have to be aware of the Charters posted on the Charter board and Charter line. You have to paper bid on a Charter card and you have to verify with Scheduling by 1800 that you are aware that you were awarded a Charter. You need to pull up your Charter orders to know the special needs of the Charter, and finally, you need to be prepared to do whatever it takes to operate that flight. You are the Flight Attendant, Provisioner, and Aircraft Cleaner.

Greg and Brian have raised several issues about the Charters and have shown the jealousy they harbor, but they have not made any efforts to bid the Charters; the evidence is there when you look at how many charters go unbid. It seems to me that they do not really want to work these available Charters but would just like to take earned seniority away from their coworkers. When Brian was hired, he was very happy to take his unearned seniority as a result of a lawsuit.

On to his other accusations, once, when all the

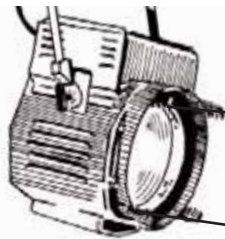
planets lined up, one very lucky Flight Attendant was able to rack up 501 TFPs. It has never happened again and was the result of sheer luck and hard work. This is truly a Southwest legend and we should celebrate one person's good fortune.

We all work hard on the airplanes - this summer has been brutal. We all do the same job, some of us have done this job a little bit longer than the next Flight Attendant. On our payscale, we top out at 13 years, so a 13-year Flight Attendant is making the same pay as a 35-year Flight Attendant. The only rewards that come from seniority are better schedules, being able to bid 2 weeks vacation in the first round, and seniority based Charters.

Our Members should be aware that Charters are "feast or famine". There may be a flurry of Charters and there may not be any. There have been more Charters lately because of the war. They can go away at any moment, if we need our planes elsewhere, or if the war ends. And if the Charters go away completely, I personally will be just fine, unless Brian and Greg start casting covetous eyes on my schedule, or heaven forbid, my vacation days.

Hopefully, our Flight Attendants realize that we have a great Company and they have an opportunity to make a career at Southwest Airlines. As you climb the seniority ladder, your schedule and pay get better. We can also choose, as a Union negotiated benefit, to commute to another base in order to work a better schedule or to avoid Reserve. A Flight Attendant planning a career at Southwest should really stop and think what it would be like if there weren't any privileges left to be earned, if everything was "equal" and you never got off weekends, or always sat Reserve.

There will always be people who covet what their neighbor or coworker has. There is no fair way to make life equal for all. If you take earned seniority from one group to give to a more junior group, you should ask yourself, "Is that fair?".



# "SPOTLIGHT" ON Rebekka Kelly

**DAL F/A #2449**

In this issue of *UNITY*, we are pleased to "Spotlight" a very special person who not only was a founder of our Local, but continues to be a Union and community activist every day.

Let's start from the beginning. Rebekka Kelly was born in Palestine, Texas. She attended school in Dallas and then bounced around Junior Colleges, working 3 part-time jobs to put herself through college before being hired at Southwest Airlines in 1979.

It didn't take Rebekka long to get involved in Unionism. When asked how she got involved, she says, "What got me interested in the Labor Movement was hot pants. As far as I could see, our best shot at getting out of those and generally improving our situation as Southwest Flight Attendants was a strong Union. In those days, without a closed shop at Southwest you basically never got off probation (belonging to the Union then was voluntary, pre-TWU, and ineffectual). There was little job security, and the politics of Inflight could be capricious at best. Our schedules and Reserve situation in those days I would describe as brutal."

There were only about 400 or so Flight Attendants at Southwest at the time when they organized for representation with TWU, and those who were willing to help with the organizational efforts were pretty well known. Rebekka joined the Union voluntarily after getting off probation which was rare in those days. Rebekka was asked to attend a meeting to determine the first group of Officers. There was no time for an election right off the

bat, and she ended up being the Recording Secretary.

Of her early involvement in our Union, Rebekka says, "I'm very proud of being a Charter Officer and being involved in the founding of our Local. There were then and always have been more talented Union activists than me, but you would be hard pressed to find a more loyal supporter of our Local and the Labor Movement."

Most recently, Rebekka played an instrumental part in a grassroots effort to repeal the Wright Amendment. She put her organizing hat on again, just as she did when she was a Charter Officer of our Local.

While Rebekka has a rich history of activism within our Local and her community, she encourages other Flight Attendants to take up activism in our Union and in their own communities. Rebekka says, "Politics and what happens in State Capitols and Washington matter to us as Southwest Flight Attendants." Her grassroots work on repealing the Wright Amendment is a great example of that. "Our Union would be doing us as the Membership a disservice not to continue to make us aware through all the means they do of all that's at stake and what can be done."

Looking back over these last 28 years, Rebekka is humbled that she has been mentored by some amazing individuals. They took a green, but willing person, and opened her eyes as to what was possible. She mentions former TWU 556 President Susan Goodman, who is now heading



Legislative Awareness at Southwest Airlines, former TWU International Counsel Art Luby, and former TWU Vice President and organizer Paul Gaynor in particular. Of Brother Gaynor, Rebekka says, "Paul's great gift was in finding and nurturing talent. He mentored me and countless others. Southwest Flight Attendants owe this gentleman a true debt of thanks, for without Paul, TWU would never have chosen to represent us".

When asked what advice she has to give other Flight Attendants, Rebekka says, "I would just urge them to continue to support those they elect to represent them. Union work is the most demanding, stressful work I know of. Support from the Members goes a long way. By all means question when you have a legitimate concern, but be a supporter".

When not flying, being a Union and grassroots activist, Rebekka enjoys spending time with her two daughters. She says, "They are my life. They have walked many a picket line too, so they know from whence they came!"



## CREW MEMBER SELF DEFENSE TRAINING (Continued from page 20)

defending the aircraft from a suicide hijacker or defending yourself against an attacker on an overnight. On the final day of training they test your skills by having you work on a mock aircraft and simulate real life scenarios both by yourself and with a Crew. It definitely pulls you out of your comfort zone by simulating a real attack. How will you react?

Even though I knew it was simulated, my adrenaline still rushed through my veins, and I still fought hard. (Its a good thing my attacker was wearing a protective suit!) I hadn't been in a fight since grade school and wasn't sure how I would react to an assault. Was I going to freeze up and not remember any of the previous two days of training? Or would I be able to go all "Chuck Norris" on him? Turns out I was somewhere in between. I guess its impossible to be on autopilot after only a couple of days but I was pretty happy with my response.

It's funny how once you realize that you're not made out of glass and you're not going to break if someone hits you, and then you accept the fact that you are going to be feeling some pain, you feel empowered and a little eager to inflict even more pain on your attacker. Especially when you know that he/she wants nothing more than to kill you.

I hope that now that the class is shortened to only one day many of you reading this decide to take it. You will be glad you did and you will wish everyone you fly with would take it too. I gained so much from the class, not only in physical and mental readiness to thwart a possible attacker, but also a little faith in myself. The knowledge that I can make a difference and that in the end, it may be up to me to stop an attacker is very empowering. There are posters in or near the Union glass case in your lounge with more information of dates and locations of classes.

## GRIEVANCE UPDATE (Continued from page 23)

agreed upon Contractual language by adjusting Reserves in the current month. The Union has filed a group grievance and it is scheduled to go to Arbitration in December.

**NEW RESERVE ENHANCEMENTS:** In March 2006, the Union and the Company settled grievances #3099 and #3100 (commonly known as "Reserve Flipping"). Since then, the Union Inflight Scheduling, and Automation and Technology, have been working together to implement the programming changes needed to migrate with the CWA computer system. Beginning with the November Reserve lines, you will see the new Reserve Pass/Fly system on CWA. Both

the Union and the Company have committed to educate Flight Attendants on the new system.

The initial training will begin October 21-31 in all base lounges and will cover 2 shifts per day. Each shift will be covered with Flight Attendants trained on the new system. The Reserve Pass/Fly program has been scheduled to be migrated into the CWA system on October 18th, prior to Trip Trade and Open Time Release.

In addition to trainers in the base lounges, Inflight Technology will be providing an interactive tutorial demo for all Flight Attendants to learn at their own pace. We will provide additional information on when and how to access the tutorial as soon as it becomes available.

Below is a quick overview of the new system:

- A Pass/Fly option that will allow you to designate a preference for every day of Reserve. This will give you more of a say in order of assignment, but it will not allow you to "pass" on a trip.
- You will be able to indicate in CWA if you would like to combine picked-up and original Reserve days for overnights.
- End-of-month liability will appear inside all Reserve days that are the last day of the month or bid period. This means no more guessing how many days you are "good for" at the end of the month.
- You will be able to tell just by glancing at a Reserve block whether or not it is breakable.
- You will be able to view a current Reserve Status report in CWA, to get a better idea of when you might be assigned.
- For anyone with Reserve days during the month, your payroll report will show more detail about your guarantee(s). This will make it much easier to determine which TFP are going towards your guarantee(s) and which days are part of your monthly guarantee.

The Union and the Company will be providing additional updates and information on the new Reserve enhancements in the very near future. Please be sure to check the TWU website, TWU Hotline, and all Company communication tools such as the CWA User Guide, Company Email, Onboard newsletter and RBF's.

We are Flight Attendants who love our chosen career, and as Grievance Team Members, we bring the first hand perspective of the Flight Attendant to the grievance process, the Collective Bargaining process and all other matters that affect the quality of life of our work group. Finally, we are here to serve each and every one of you equally and fairly. We encourage you to call us with any concerns you may have in the future.

## 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

## UNION UPDATE

### 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

**"Safety is a cheap and  
effective insurance policy."**

Author Unknown

**CAUTION**