

January 2006

# UNITY



**You and Your Health**



# UNITY

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

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

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

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## From the Editor's Desk

When you read the word "health", what do you think about? Eating right? Exercising? Weight loss? Vitamins? Some people might think of overcoming or preventing illness. Some people may think about mental health - serenity, self esteem, and happiness. There are so many facets to "health" that it just can't be summed up with one word, one thought. I like to think of it as making good choices.

That's what we tried to convey in this month's cover. The woman in the center has many choices to make. She will decide what is right for her and find that "healthy" balance.

In this issue, along with our regular features, we will be hearing from Flight Attendants on how they find that healthy balance in their lives. Flight Attendants who have successfully quit smoking or lost weight, have an exercise program that makes them feel great, and much, much more. TWU Local 556 Health Coordinator Gayle Ross also updates us on the latest news regarding the flu, how to protect yourself, and what you can do if you suspect that you have contracted the dreaded seasonal bug. And of course, Ms. Tina Coffee doesn't fail us with her take on making healthy choices in 2006.

TWU Local 556 Safety Coordinator Michael Massoni has provided us with a detailed look at our Local's Accident Response Plan, and Marcy Vinyard gives us a heart-felt account of her role as a Go-Team member for Flight 1248.

I hope you find this issue informative. I wish you all a happy and *HEALTHY* 2006.

In solidarity,

Allyson Parker-Lauck  
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# PRESIDENT'S PAGE

*by Thom McDaniel - TWU Local 556 President*

**H**appy New Year! Each New Year, my tradition has been to write a "State of our Union" address reviewing our past year and providing insight on what our challenges will be in the

coming year. Since our overall theme centers on health issues, I am happy to report that our Union is healthier than ever in every area.

Our Grievance Team continues to do an excellent job upholding our Contract. With the many changes in our new Agreement, there have been many challenges, but we have settled most interpretation issues with Management. With the help of our new Laborsoft Grievance Database and a group of newly elected and trained Shop Stewards, our Grievance Team continues to do a great job upholding our Contract and representing Members. In addition, we were able to negotiate the new "No Show Policy" that has benefited many of our Members. We do face ongoing issues regarding Management's contract violations including the Maestro shutdown last Christmas and "Reserve Flipping". Those issues are going forward to arbitration in the near future where we predict decisions and remedies for our Members who have been harmed. Many of the Scheduling violations that we were experiencing last year were resolved after the Scheduling Audit that took place last year.

Your Executive Board has been hard at work this year on many levels. We have recently returned from our annual strategic planning retreat where we evaluated our performance and developed a new strategic plan for the upcoming year. The good news as I reported last month is that we accomplished almost every goal that we set for ourselves. The better news is that we have an ambitious plan for 2006 that will serve as a blueprint for the future.

On the financial front, your Executive Board recently approved the fiscal year budget. The 2006 budget properly funds the Union services that we provide for our Members as well as meets our savings goal. In addition, our Membership approved a new Contract Assessment Fee this year that has allowed us to plan ahead and save for future negotiations.

In safety, health, and regulatory issues, your Union has remained front and center working to make our workplace safer and responding to the needs of our Flight Attendants. In the wake of the Flight 1248

accident, I have never been prouder of the way the Emergency Response Team was activated allowing our Go Team, CISM, and designated Officers to assist our Members and our Company at this very difficult time.

Our Union has been active in the legislative arena. Many of our Members have worked to repeal the Wright Amendment and our efforts are paying off with the addition of non-stop flights to Missouri this month. Our Members have also been involved in recent efforts to prevent the TSA from loosening restrictions allowing sharp objects on commercial aircraft.

While we have continued to experience frustration with Maestro, and Management has missed their promised implementation, we have held them accountable through Membership mobilization. Thanks to everyone for participating and we are expected to have a web based crew scheduling system in February.

Many Flight Attendants have utilized our new Reciprocal Jumpseat Agreement with American Airlines and it has proven to be great benefit for both TWU Local 556 and APFA Members. This agreement was established through the good relationships that both Unions have established with their respective company's Management.

Communication has remained a number one goal for our Union and I believe that it shows in our excellent publications, redesigned website, frequent hotlines, and special notices. This year, participation at Membership Meetings has not been high, but we still have active Precinct Captains distributing accurate information. Please make a special effort to attend your Domicile Membership Meetings and vote in the upcoming elections.

Of course, we have experienced difficult times during 2005. None of us will ever forget Hurricanes Katrina, Rita, and Flight 1248 and the effects that they had on our Members, other Employees, and our Customers. In spite of these tragedies, our Employees and our Company responded with the professionalism, compassion, and spirit that are unique to TWU Local 556 and Southwest Airlines.

It has been a good year for our Union and our Company. After difficult negotiations we have moved on. We have forged relationships with our Members, our Company, and others that have allowed us work, fight, laugh, and cry together and walk away with our heads held high. From any point of view that's a good prognosis for our future health.

# FYI's

by Kathy Anderson  
Recording Secretary



**FYI:** In the Baltimore Base, if you are preparing to go on Maternity Leave, be sure to cancel your parking account with the office or you will still be charged the monthly parking charges. For those of you in the other Domiciles, you may want to check with the office to see how parking charges are handled when a Flight Attendant takes a leave of absence.

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

**FYI:** If you are looking at the RIG of a pairing and the RIG has the label 'P' this means that the RIG is permanent and it will no longer be prorated or changed. The RIG will not be calculated again.

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

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

**FYI:** If you feel you have suffered an OJI (On the Job Injury), please fill out an Injury Report immediately, regardless of the severity of the injury. If you do not report your injury in a timely manner, it can result in denial of your claim.

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

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

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

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

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



# BALTIMORE

*by Chris Sullivan, BWI F/A #65925, on behalf of  
Lucy White-Lehman, BWI Domicile Executive Board Member*

**H**ello BWI, Chris Sullivan here. As you all know, Lucy is on maternity leave, so she asked me to fill you in this month on the happenings in Baltimore. Lucy plans to return from her leave in February, so she'll be back to report to you in the April issue of *UNITY*.

Southwest Airlines named a new BWI Base Manager and two new Inflight Supervisors. When former BWI Base Manager Tonja Harler left her position, MCO Base Manager Jim Melnick was asked to step in temporarily. Jim has been the acting Base Manager since then, and has recently accepted the position full time. He is joined by two new Inflight Supervisors, Adam Green and C.J. Deschaine. Karen Feeley has also joined the Inflight Office in an Admin position. We look forward to working with Jim and his Inflight Team to make BWI the best base in the system.

Security in the BWI lounge continues to be a problem. Unlocked doors and unsecured access to

the Inflight lounge have not been properly addressed by Management at this time. Until these security issues have been resolved, please be vigilant about who is in our lounge, and keep an eye on your belongings. Hopefully by the time this month's *UNITY* is distributed, Management will have stepped up to the plate and eliminated all of our security concerns.

Elections for our Local's Executive Board are coming up, and nominations will be taken at the January Membership Meetings. If you are interested in running for office, please throw your hat in the ring and get involved. Remember, this election is important. Your vote counts and chances are the quality of your next Contract will be reflected in your choices.

The BWI Shop Stewards would like to congratulate our TWU Local 556 Domicile Executive Board Member Lucy White-Lehman and her husband Glenn Lehman on the birth of their daughter Chloe. While we all know she could use the rest, we look forward to her return to fight for the rights of our Members!

We hope that everyone had a wonderful holiday season and wish you all the best in 2006.



# CHICAGO

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

**H**appy New Year to you all! I'd like to start out by thanking everyone for their support of the Toys for Tots drive and the Ronald McDonald house this past holiday season. Once again we had a very successful Toy Drive and helped make Christmas more special for many children. Thanks to all of you who took the time out to help cook and entertain at the Ronald McDonald house in December. I was not able to attend since I was working. But, the reports I

received were more than overwhelming.

We did have a little excitement here in the beginning of December. By now you all know about the unfortunate accident on December 8. While no one on the aircraft was seriously injured, a young boy on the ground lost his life. I want to thank everyone for the outpouring of support for the crew and the families affected. While I know everyone has nothing but good intentions trying to comfort all of those involved, please let me assure you that SWA, TWU, SWAPA, and most importantly CISM have stepped up and are taking care of all of those involved. This is something that

we have trained and prepared for, and we have great people working to ensure everyone is being taken care of. Every time the GO-TEAM trains and drills, we all remark how we dread the day we will have to do this for real. I am proud to say that thanks to the drills and annual exercises we were able to deal with this in a professional, orderly, and respectful manner.

Nominations for the new Officer elections are coming up at every base Membership Meeting in January. I urge everyone to attend whatever meeting

they are closest to. For meeting dates, times and locations, go to [www.twu556.org](http://www.twu556.org), or check out page 25 in this issue of *UNITY*. We encourage all of you to attend these meetings and make nominations for your future leadership. Your future depends on it.

A list of those eligible to run for office is posted in every base glass case. Make sure whoever you nominate is willing to step up to the plate. They have some really big shoes to fill.



## DALLAS

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

**H**ello Dallas. I hope everyone had a safe and festive holiday season! Thank you to those that

participated in the Katrina Relief Raffle. The monies that were generated from the raffle will go into the Catastrophic Fund. Hopefully you will never need assistance from the fund but for those employees that were affected by Katrina, or individuals that have experienced hardships in their lives, assistance from the Catastrophic Fund is truly a blessing. If you are not currently enrolled in the fund please think about doing so.

Thank you to all those who brought toys in for the Toys for Tots drive. The thought of a child not having a Christmas gift is heart wrenching, but thanks to the generosity of people like you many children will have a Merry Christmas.

The Dallas Base hosted two events in the month of December. On Tuesday, December 6th, the Christmas Bazaar was held and vendors brought items to sell in the lounge. On Thursday, December 8th, the base sold grab bag gifts for a mere \$2.00. The grab bags contained various Southwest memorabilia, food coupons, and green passes. Such a deal!

As you are well aware, the Dallas lounge is under construction and is changing on a daily basis as the work is completed. The kitchen has been a remodeled and new tables and chairs have been ordered and hopefully will arrive soon. The computer room is now located in the back left area of the lounge, where

the makeup counter was, and the door that once allowed access into the hallway has been closed. New computer chairs are on the way. The liquor drop location is no longer in the hallway by the back door (that no longer exists). The liquor drop is now located outside of the main entrance to the lounge. A blueprint plan of the finished lounge renovation is posted outside of Henry's office if you want to get a glimpse of what the finished product will look like.

Please know that if you bid and are awarded a charter that checks in during the middle of the night or prior to the opening of security, you will need to call Scheduling and let them know you are at the main Ticket Counter and will need to be escorted to the lounge. This can be done by Maintenance or Operations (anyone with a SIDA badge).

If you attend Open Time on the 23rd of each month and are unable to complete your trades prior to when the Supervisors leave the lounge (approximately 12 am.) you will need to have someone with a SIDA badge escort you from the lounge across the tarmac and into the terminal. T-point is the best way to enter the terminal. The FAA is always checking badges, and will fine you if you are in a SIDA area without a SIDA badge or SIDA badged escort.

I know that some of you guys were upset about the new non-stop flights to MCI and STL being operated out of MDW and not Dallas, especially after so many of you worked so diligently to obtain signatures to help get rid of the unjust Wright Amendment. Emotionally it was very disappointing for the Dallas Base not to receive the additional flying especially

since the flights operated in and out of Dallas. So I put a call in to the Director of Scheduling in order to understand why MDW was chosen for the point of operation of these flights. I was informed that the decision was based on cost to the Company. By having the pairings in MDW with deadheads on them there would be a greater possibility that commuters would chose to waive their deadheads out of MCI and STL thus saving money. Also it was thought that MDW would be more likely to pick these pairings out of Open Time or trade up to these pairings for greater flying (pay) verses the pairings being traded if they were in Dallas Open Time. MDW also had good Reserve coverage if the trips were not picked up.

The additional pairings were placed in the Dallas Base for the Pilots and the explanation for this was that Pilots tend to PICK UP rather than TRADE Open Time. The Director also stated that the pairings will continue to be monitored and are subject to change. I will continue to follow this issue in the hopes that Dallas can obtain these pairings.

On a final note, I ask that you please let me know if you see any pairings or have any irregular Scheduling issues. You are my eyes and ears and I appreciate the calls that I receive about any issues as it helps to keep me in tune with the Base. Remember no issue is too small, and do not hesitate to call me with any questions that you might have.



## H O U S T O N

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

**A**s you all know, the last three base reports for HOU were written by Jannah Dalak in coordination with Allyson Parker-Lauck. After I read the first one that was distributed in April, I called them both to let them know how much harder they just made my job. Of course, it was all in humor, but I was also serious. All three reports are a hard act to follow. They did a great job of covering the HOU base, and it made it interesting to see different writing styles.

I have been on Workers Compensation for a shoulder injury since July, and prior to that, I had taken off so that I could be with my family during our battle with cancer. I returned to active status as of December 1st.

As I reflect back on the year of 2005, I see some great achievements that were made. I also see sadness as well. Hurricane Katrina and Rita brought devastating consequences to our work group. I was also very saddened to learn that HOU Flight Attendant Robert Woodard passed away. Robert did his tour in Iraq, and during our Contract struggle, I spent several nights in the HOU lounge with him just talking about life in general. He truly was an inspiration to me.

Jill Van der Werff took on the Toys for Tots program in HOU, and as usual, she did a tremendous job. Thank You to all of you who donated toys to this wonderful cause.

I want to thank all the Shop Stewards for all the work that they took on during my absence. The only way any Domicile Representative can be truly successful, is for the Shop Stewards and other Flight Attendants to step up and be involved. If you try to make it a one man job, you will not serve the Membership well.

Thank You to all of you who helped in HOU during my leave. I am very proud to based in HOU. This brings me to my ending. At one time or the other, we have probably all experienced some type of major disruption in our lives. In the scheme of things they are all equal. Mine no greater than yours, yours no greater than mine. They are all real, and as difficult as it is, that is life, and one must find a way to go on. Shanna and I received an amazing amount of support, and without that, it would have been much harder to do what we did. I will tell you this, Shanna passed peacefully with Kendon and me by her side. Shanna never did say "Good-bye". She always said, "I will see you later". And in that I do believe. I hope the New Year brings good things to you all. And "I will see you all later".



# OAKLAND

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

**H**ello friends! I hope everyone's holiday season was enjoyable whether spent at home with loved ones or away with your TWU Brothers and Sisters. I would like to thank everyone who did work this season for doing your part in making this one of the smoothest Christmas operations yet! I can only hope for many more holiday seasons like this one in the future.

While I am giving thanks, I would also like give a very special thank you to all the Shop Stewards and other volunteers who helped raise over thousands of dollars system-wide to help replenish Southwest's Catastrophic fund. In OAK, Christina Wenzl, Kevin Onstead, Lori Lochelt, Sylvia Palomares, Val Lorien, the Inflight Office and I raised over \$800 in this effort. Many thanks to all of you.

I would also like to thank everyone who brought in a toy for the annual Toys for Tots drive. We did a little better than last year but I hope next year is even more successful. Thanks to Heather Joy and Val Lorien for their help coordinating the drive this year.

Since my last report, some changes have occurred in the Inflight Office. As many of you know HOU Base Manager Kevin Clark filled in for us in OAK as Acting Base Manager when Jamie made the move to PHX. I thank Kevin for his hard work and for the positive changes he made in our base. I also want to welcome Doreen Warner to her new position as OAK Base Manager. Doreen has a reputation for being objective and fair, and has earned the respect of the OAK Flight Attendants. I look forward to working with her in her new position.

But that's not all folks. Jim Bohol returned to Southwest from Aloha Airlines to be the new Administrative Training Supervisor. Gary Abeyta also returned to Southwest from Aloha Airlines to be a Supervisor taking over Jeremy Newton's group. Stephen Howell, a former 4-year Southwest Flight Attendant returned to Southwest after flying for Northwest for 8 years. Stephen will take over Bill

Ehlers group. Former OAK Base Coordinator Janet Horde has been promoted to Inflight Supervisor. Janet will be taking over Keith's group. La Tanya St. Charles, who was filling in temporarily for the Flight Ops Coordinator will now be the full time Inflight Base Coordinator. Quentin Powell, a 12-year Northwest Airlines Flight Attendant joined Southwest as an OAK Inflight Supervisor. Quentin will will be taking Felicia Crosby's group. Brady Byrnes a 7-year American Airlines Flight Attendant joined Southwest as an Inflight Supervisor. Brady will be taking over Lori's group. Recurrent Training Supervisor Brian Wallen and Inflight Supervisor Felicia Crosby will both return to flying the line in January. Please welcome Brian and Felicia back when you see them.

I received many responses from my last report about parking problems in OAK - so many that the Union has since filed a grievance with the Company on this issue. Article 25, section 12 of our Contract states, "The Company will provide security in all parking areas designated as Flight Attendant parking areas." I think we are entitled to a secure parking area here in our domicile, and SWA is not ensuring that the Port of OAK is providing one. If you would like to be added on to this grievance or have had a problem with parking in either the Neil Armstrong or Employee lot please contact the Union Office.

If you haven't been to the lounge in a while, you probably haven't encountered two very big changes. First, we now have a big screen TV. Hooray for progress! Thanks to the Inflight Office for working hard for the last year to make this positive change happen. I've had to sit APSB for the first time in quite a while thanks to a senior December Reserve rotation, so I've been able to personally enjoy this new feature (the TV, along with internet access, really makes the time pass!).

Unfortunately, not all changes have been equally well received. All the bulletin boards have been removed. Although in some cases they were replaced with cool photos, there isn't a board for general postings. I am working on replacing the current small board (with dry erase board) to the left of the door

outside the lounge with a larger board for posting. There is also a small board on the back wall above the last three computers for your use. Please utilize the new filing system if at all possible.

If you have any questions or concerns please let me know. I have been able to work with

Management regarding some of the changes and I will forward your feedback to them. I guess that's it for this month, thanks again OAK for being who you are and making me proud to be an Executive Board Member for the best Members in the system!



## ORLANDO

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

**H**appy New Year from MCO! I hope you all had a wonderful Holiday and here's looking to a bright 2006. I want to THANK each and every one of you who participated in the MCO Toys for Tots program. We collected two large boxes full of toys, helping many less fortunate families in the Orlando area.

Our focus on this issue is health. Flu season is upon us and if you have not already gotten a flu shot, I encourage you to do so. I have checked with the Centra Care Centers around the MCO area, and they have flu shots available. It is important to keep yourself healthy so you can report to work when scheduled. By all means, if you are sick, utilize our sick leave policy.

Based on meetings I have had with Management over the past few months, there are still Flight Attendants out there who do not understand what a "recorded line" to Scheduling means. When you are calling in sick and you tell Scheduling you are calling sick because you have a vacation planned, you have to wash your car, or cannot miss the Christmas shopping power hour sale at the local Big Lots, you are **SUBJECT TO TERMINATION**. Your Union worked with Inflight Management on a new No Show Policy which gives us options in the unfortunate event that you cannot make your check-in. The Company is not tolerating abuse of sick leave, and if you abuse sick leave, be prepared to be called in for a meeting.

I have had several calls regarding home access, or lack of, I should say. Every time I log into Maestro, I feel like I am watching a Capital One commercial,

and for now it should be called Maest-NO! To date, the roll out for the CWS is still scheduled for February.

MCO was awarded base of the year two years ago, in part because we had the fewest Customer Complaints in the system. Unfortunately, MCO has seen an increase over the past several months. Folks, we are in the Customer Service industry, and with all the competition that's out there now, please continue to give them the pickle - heck, give them the jar if they want it. We are enjoying an industry leading Contract in part because our airline is profitable. If we don't have Customers, we won't have profits.

I have heard from several of you regarding our Employee lane at Security in MCO - or lack thereof. MCO Flight Attendant Tammy Vess circulated a petition asking the Company to help us. A letter was sent back from Colleen assuring us that our concerns are being heard have been forwarded to the proper channel. Remember, until we actually get our Employee lane back, when you are coming to work, in uniform, you are allowed to go to the front of the line.

Our newest benefit for Inflight is the cabin seat agreement with American Airlines. There is a misconception that we may sit on their jumpseat and vice-versa. This is not a reciprocal JUMPseat agreement, it is a reciprocal CABIN seat agreement. If there is an empty seat in the cabin, you may occupy it. Many people are asking if we need a letter of verification (like we use to fly on United Airlines). No. Another question I've been asked is, "What should I wear?". If you are unsure whether your attire is appropriate or not, it's probably not. Think of WWID (What Would Ivanna DO?). Look at it this way, if there is only one seat left on the flight and it is in first class, and you are

wearing jeans or tennis shoes, you will not be boarded. Please allow good judgment to prevail while we are in this 6 month trial period. If you have ANY questions regarding the Reciprocal Cabin Seat Agreement, please refer to the Q&A in the November issue of *UNITY Update*.

Several people have left hotel complaint forms

in my mailbox. I have forwarded to the hotel committee. If you have a complaint, fill out the form, and remember to include the hotel and city (in some cities we have more than one hotel) and submit it to our MCO hotel committee member Kim Hefner #37707.

In closing, if there is anything I can do for you, please contact me anytime.



## PHOENIX

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

**H**appy New Year to all! I hope you all had a safe Holiday Season. 2005 came and went and we

gave the great Customer service that we're known for. Keep up the good work in 2006.

I would like to thank every single employee that bought raffle tickets benefitting the Employee Catastrophic Fund, and to everyone that donated a toy to our "Toys for Tots" Toy Drive. Both of these events were a great success. Thousands of dollars were raised for the Employee Catastrophic Fund, and hundreds of toys were donated to help some great kids have a happier Christmas.

Let's get down to some base business. January is the month that the City Council might hear our issues regarding the parking situation in the PHX base. I'm trying to move up our issues on the agenda. I will keep you posted. Since they raised the price to park at the terminals they've had a drop in over-night parking. This might help our case on getting individual parking privileges.

Installation of the emergency phones in all parking areas has begun. I have not heard whether they work or not, but I will keep you updated.

I'm still working on improving the bus schedules, and with all the construction, I hope to get a better system for us.

Please, if anyone has problems with any of the parking lots please write it up and drop a copy of it in my mail box (#9335). We need documentation so that we can show SWA that we have a problem.

Our base has seen the addition of some

Probationary Flight Attendants over the last year, and we would like to welcome them. Please let them know they are a part of our family.

Do you know what is in your file? Do you know how many points you have? These are things we must know so we don't have any problems. Remember you can request (in writing) a copy of your file and check your points. You would be surprised at how many Flight Attendants don't know their point status. Also get to know the Supervisors in the office. Lately, they have been out in the concourses and in the jetways helping out.

In closing, have a great year ahead and remember to get involved with your Union. Drop us a note or call us and ask us how you can get involved.

## Coming in February

February is Black History Month. In the February issue of *UNITY Update*, look for an article by BWI Flight Attendant and TWU Legislative Representative Portia Reddick White remembering Rosa Parks, a piece including the unforgettable words of Dr. Martin Luther King, Jr., and more. Please help us honor this important part of America's history. If any of you have information to share to help us celebrate Black History month, please send an email to [unityfeedback@twuatd.org](mailto:unityfeedback@twuatd.org).



# Here's to your health in 2006

There's something about Flight Attendants that causes us to strive to be healthy people. Just think about the last time you stayed at a hotel without a good work-out room. Without a doubt at least one member of your Crew wasn't happy about it. So how about hearing from Flight Attendants about what they do to keep their bodies and minds healthy?

*"I recently lost 25 pounds (ok, I gained 5 back eating Christmas junk), but I'm back on track for the New Year. I used Weight Watchers, weighing in once a week and counting points. I actually found it easy to do the program on the road by packing a food bag. I found packing my snack food (apples, cheese, fat free pudding, carrots, low fat chips and dip) made it easier to say no to the airport food. With Weight Watchers, when I did want some fast food, I could still eat fast food places that we find at the airport or across the street on layovers, but Weight Watchers taught me to make smarter choices."*

**Lorrie Robertson, OAK F/A #42782**

*"I was able to lose all my baby weight after having my THYROID checked. My symptoms were some that I see many females suffering with at SWA: weight gain, difficulty losing weight, fatigue, swelling in extremities, anxiety, and dizzy spells.*

*I am constantly telling people to get their thyroid checked. I kinda personally believe a lot of America may have thyroid problems since we are becoming a more obese society. I went from 180 lbs to 130 lbs and I am still eating the same way I did while I was pregnant. It took me about 4 mos to lose the weight with the medication.*

*Sorry if I am rambling, I am just a big believer in people getting this checked out now! In my case, pregnancy triggered my thyroid malfunction, but that doesn't have to be the case for everyone."*

**Tracy Rutledge, OAK F/A #46010**

*"I am reading a pretty darn good book about bringing positive vibes into your life. It is called Positive Energy, by Judith Orloff, M.D. It has some great tips about bringing positive energy into your life, counteracting some of the negative stuff we all have to live with."*

**Robin Hampton PHX F/A #4805**

*"I quit smoking in August of this year, using the patch. The box clearly states that each individual patch is not to be worn for more than 24 hours, and don't try to stretch it out because it wears off. I found this out during the first few days - I found I was getting REALLY cranky. I mean REALLY cranky. So there I am, flying C, and I'm thinking I might be gearing up for another 'crank' session. I decide the only fair thing to do is to warn the passengers in the overwing that I've just quit smoking, I'm three days into it, and I notice I become cranky periodically, so if I do or say anything to offend you please know it is me and not you and I so sincerely apologize in advance for anything I might say or do. WELL, almost every person said 'Honey, good for you! You just be as cranky as you need - we'll still love you!'*

*'Hmmm', my little brain says, processing the above information. Don't be surprised if you see me, 25 years from now, hovering over the overwing saying "Folks, I just have to warn you....'*

*Just kidding of course, but I highly recommend the patch. It worked for me."*

**Susan Kern, MCO F/A #45511**

*"A few years ago, I made the decision to become a vegetarian for two reasons - the health benefits as well as my love for animals. Both of my parents died young of heart disease and cancer. Vegetarians have a 25% lower chance of developing heart disease, and up to a 40% lower chance of developing cancer than those who eat meat.*

*In addition to the health reasons, I chose to become a vegetarian because of my love and respect for animals. The vast majority of meat sold in grocery stores doesn't come from your average farmer, but instead from huge factory farms where animals are treated inhumanely and live in filthy conditions.*

*Bottom line, becoming a vegetarian was good for both my body and my soul."*

**Jessica Parker, HOU F/A #43589**

*"I like Emer'gen-C Fizzing Drink Mix found at Trader Joe's and other such places. The vitamins and mineral complexes come in packets filled with one dose in flavored powder form. My favorite is Raspberry. All I have to do is pour a packet into one of our cups and add water. On the packet, the company claims their product to be a 'Super Energy Booster!' and I agree.*

*Also, when I'm feeling sluggish, I like to do a jumping jack or two. It gets my blood flowing and is healthier than coffee."*

**Victoria Beschenbossel, PHX, 52964**

*"I take 'Airborn' at the first hint of a cold. Really kicks it in the butt. On a daily basis, I use Emer'gen-C for daily maintenance, I drink a ton of water, and I try to get plenty of sleep. Relax!!!! (I'm guilty of not doing this.) I do cardio at least 3 days a week. Excellent source to get rid of jet lag, the calories from our scrumptious snack packs, and over all maintained energy throughout the day. Limit or eliminate your 1, 2, 3 on your layovers. I've stopped drinking period, and I can't begin to tell you what a difference it has made. I sleep better, and I enjoy life more."*

**Mark Hoewisch, MCO F/A #22865**

# Flu Facts



by Gayle Ross,  
TWU Local 556 Health  
Coordinator

**I**nfluenza, also called Flu, is a contagious respiratory illness caused by influenza viruses. Every year in the United States, on average 5% to 20% of the population gets the flu. The flu viruses spread in respiratory droplets caused by coughing and sneezing. They usually spread from person to person, though sometimes people become infected by touching something with flu viruses on it and then touching their mouth or nose. Most healthy adults may be able to infect others beginning one day before symptoms develop and up to five days after becoming sick. That means that you can pass on the flu to someone else before you know you are sick, as well as while you are sick.

Symptoms of the flu may include stomach symptoms, such as nausea, vomiting, and diarrhea. These symptoms are more common in children than adults. Complications of flu can include bacterial pneumonia, dehydration, and worsening of chronic medical conditions, such as congestive heart failure, asthma, or diabetes. Children may get sinus problems and ear infections. The single best way to prevent the flu is to get a flu vaccination each fall. There are two types of vaccines:

- The “flu shot”- an inactivated vaccine that is given with a needle. The flu shot is approved for use in people older than 6 months, including healthy people and people with chronic medical conditions.
- The nasal-spray flu vaccine, “flu mist”- a vaccine made with live, weakened flu viruses that do not cause the flu. The mist is approved for use in healthy people five years to forty-nine years of age who are not pregnant.

About two weeks after vaccination, antibodies develop that protect against influenza virus infection. Flu vaccines will not protect against influenza-like illnesses caused by other viruses. October or

November is the best time to get vaccinated, but getting vaccinated in December or even later can still be beneficial. Flu season can begin as early as October and last as late as May.

Some people should not be vaccinated without first consulting a physician. They include:

- People who have a severe allergy to chicken eggs.
- People who have had a severe reaction to an influenza vaccination in the past.
- People who developed Guillain-Barre syndrome (GBS) within 6 weeks of getting an influenza vaccine previously.
- Children less than 6 months of age (vaccine is not approved for use in this age group).
- People who have a moderate or severe illness with a fever should wait to get vaccinated until after their symptoms lessen.

If you have questions about whether you should get a flu vaccine, consult your health-care provider. If you contract the flu contact your doctor immediately. *Tamiflu* is a fairly new drug, which if taken within 24 to 48 hours of presenting symptoms may shorten the viruses’ life. Also, if your family members take *Tamiflu* it may prevent them from contracting the virus. I am an advocate of *Tamiflu*!

The news is filled with reports of the avian influenza (bird flu). The earliest symptom of bird flu is a lot like that of common human flu: sudden high fever. After that the symptoms seem to be different. Bird flu patients only sometimes have a runny nose; they tend to have lower respiratory symptoms – cough and shortness of breath. Other symptoms include diarrhea, vomiting, abdominal pain, lung pain, and bleeding from the nose and gums. Symptoms of bird flu in humans have ranged from typical flu-like symptoms (fever, cough, sore throat and muscle aches) to eye infections, pneumonia, severe respiratory diseases, and other severe and life threatening complications. There may also be symptoms unusual for flu. About 5 days after illness onset, patients have shortness of breath. Severe breathing problems are common; there may be bloody sputum. Patients often move on to acute respiratory distress in about 6 days, requiring oxygen therapy and may require assisted breathing with a machine. Multiple organ failure is likely. Death usually comes from respiratory failure.

Two flu drugs are active against bird flu: *Tamiflu* (yea!) and *Relenza*. *Tamiflu* is taken orally, while *Relenza* must be inhaled. Because bird flu can infect organs other than the lungs, *Tamiflu* is considered the treatment of choice. (Not just my choice). However, treatment must begin very soon after symptoms appear. Severe cases may require double the usually

recommended dose. Once again check with your doctor. Viruses can become resistant to these drugs, so these medications may not always work. The risk from bird flu is generally low to most people because the viruses occur mainly among birds and do not usually infect humans.

The main thing to remember is prevention is the key! Wash your hands often, wear gloves when picking up trash, avoid close contact with anyone with a

cold, take your vitamins, and get plenty of sleep. If you feel any symptoms see your doctor and ask him/her about Tamiflu. Also, ask your doctor about a flu shot. The main thing is stay healthy and happy for the New Year!



## Is it a cold, or is it the flu?

Symptoms	Cold	Flu
Fever	Rare	Usual; high (100°F to 102°F; occasionally higher, especially in young children); lasts 3 to 4 days
Headache	Rare	Common
General Aches, Pains	Slight	Usual; often severe
Fatigue, Weakness	Sometimes	Usual; can last up to 2 to 3 weeks
Extreme Exhaustion	Never	Usual; at the beginning of the illness
Stuffy Nose	Common	Sometimes
Sneezing	Usual	Sometimes
Sore Throat	Common	Sometimes
Chest Discomfort, Cough	Mild to moderate; hacking cough	Common; can become severe
<b>Treatment</b>	Antihistamines Decongestant Nonsteroidal anti-inflammatory medicines	Antiviral medicines - see your doctor
<b>Prevention</b>	Wash your hands often Avoid close contact with anyone with a cold	Annual vaccination; antiviral medicines—see your doctor
<b>Complications</b>	Sinus congestion Middle ear infection Asthma	Bronchitis, pneumonia; can be life threatening

Information provided by the U.S. Department of Health and Human Services: [www.niaid.nih.gov](http://www.niaid.nih.gov)



# SAFETY TEAM REPORT

## Local 556's Accident Response Plan:

What it is, and in the wake of Flight 1248, what it means should the unthinkable happen

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

### **Event Notification System Excerpts:**

*12/08/2005 21:01PM EST / FLT SLID OFF THE END OF THE RWY ON LANDING. NO INJURIES ONBOARD*

*12/08/2005 21:18PM EST / INITIATING THE EMERGENCY RESPONSE PLAN*

### **Email from National Safety Coordinator to TWU Local 556 Executive Board Excerpt:**

*12/08/05...Here is an update on the events of earlier this evening:*

*Southwest Airlines' Flight 1248 was involved in an incident Thursday, December 8, at Chicago Midway Airport at approximately 7:15 p.m. CST while the aircraft, a Boeing 737-700, was landing. The aircraft veered off the runway onto Central and 55th Avenue, beyond the northwest corner of the runway. Flight 1248 was scheduled for a 4:50 p.m. CST departure out of Baltimore/Washington International Airport, but the aircraft's departure was delayed until 5:50 p.m. CST because of weather. The flight arrived at Chicago Midway at 7:15 p.m., after circling the Chicago Midway Airport for approximately 35 minutes.*

*The preliminary passenger list indicated the aircraft carried 98 passengers with a crew of five. Initial information is that 11 individuals have been taken to local hospitals including one possible fatality (most were from automobiles that were struck by the aircraft) while the remaining passengers have been taken to a safe place in the airport, having no reported injuries.*

*The entire Flight Crew (Pilots and Flight Attendants) were physically uninjured and are at a hotel near MDW. The Crew will more than likely remain at the*

*hotel during the initial NTSB field investigation as they will have to be interviewed.*

*The NTSB has activated a major accident investigation response and accordingly we will participate in the process as a party to the investigation. I have activated our emergency response plan effective immediately...*

**T**hese are the types of messages those of us in the aviation accident response business dread, and at the same time they are what we spend countless hours training and preparing for. On December 8, 2005, these were the messages TWU Local 556's Safety Coordinator received from Dispatch concerning Southwest Flight 1248 (WN1248) BWI to MDW, marking the beginning of what would be a seven-day, full-scale emergency response by your Union. We had one goal in mind: to ensure that our Members' health, safety, and security interests were protected through the investigative process and beyond. To be sure, this includes the interests of those involved in the accident but it also goes further than that, to include an analytical process of finding out what happened in order to do all we can to avoid it happening again.

As you can well imagine, aircraft accidents such as this can create total chaos, confusion and traumatic stress. That is why we place the utmost value in having an organized plan in place should a tragedy such as WN1248 occur.

Once notified of the accident, your Union Safety Team utilized a coordinated Accident Response Plan that includes interaction with Southwest Airlines, Southwest Airlines Pilots Association (SWAPA), the National Transportation Safety Board (NTSB), and the Critical Incident Stress Management (CISM) Group. Your TWU Local 556 Safety Coordinator and President oversee our Local's accident response. Our emergency response plan is actually driven by two different yet harmonized guides:

1. *The TWU Local 556 Accident Response Manual, (ARM) contains duties, roles, procedures and*

checklists for the majority of the Union's Officers and the TWU Local 556 Safety Coordinator. All of your Executive Board Members have a role in the Union's accident response. Some are charged with securing the Local Office and switching the phones over to an emergency response message. Others will man the Go-Team Command Center located at SWAPA's headquarters which is a sort of "mission control" for our Go-Team and an informational clearing house for our entire accident response. Certain individuals, who have been specifically trained, will be deployed to the accident site with Local 556's Safety Coordinator to participate in the on-site field investigation working under the NTSB or tending to the needs and representation of the Flight Attendants involved. While still others like the Local President will be the official spokes person of the Union to the media and the liaison to Southwest Airlines Senior Management.

2. *The Flight Attendant Accident Response Guide (ARG)* is your front-line field manual to accident response and consists of 4-page Contract insert and a laminated wallet card that is punched so it may be hung from your SWA ID Badge. The ARG card outlines the steps you should take (post accident) including staying together as a Crew, contacting your family, how to contact your Union, how to contact CISM, and your rights to Union representation during an accident investigation. The Contract insert provides a more in-depth outline of the same information. This document has been mass distributed several times over the last five years and is provided to every new hire Flight Attendant during the Union's presentation in Initial Training. It should be thought of as part of your uniform since judgment may become clouded during and after an accident. A written guide may become extremely useful. If you are in need of an ARG please email a request to [mmassoni@twuatd.org](mailto:mmassoni@twuatd.org).

One of the most important aspects of our well honed accident response plan (we conduct bi-annual drills and have been party to three other major investigations) is having a highly trained Go-Team ready to respond at a moment's notice. Here again your Union's leadership took a proactive position years ago and made a commitment to be active participants in any accident response and subsequent investigation. The Union's Go-Team responded to the Chicago accident decisively and was an active participant in the on-site NTSB investigation. Go-

Team Members who participated in the WN1248 investigation were: Michael Massoni, Party Coordinator; Marcy Vinyard, Investigator; and Bunkie McCarthy, Investigator. NTSB major investigations run on what is called the "party system" which is designed to enlist individuals with specific technical skills suited to one or more of the fourteen possible groups investigating an accident. TWU's Go-Team petitioned and gained party status in this investigation due to our technical qualifications. Parties to the investigation may include the Carrier, Aircraft/Engine manufacturer, Airport Authority, the FAA, Unions and others. Examples of the investigative groups are: Airframe, Systems, Engines, Operations, Weather, Human Factors, Survival Factors, etc. Some investigative groups like weather are self explanatory. Others like survival factors (the group that our Go-Team participates on) need explanation. Survival Factors is the group that investigates what was going on in the aircraft prior to, during and after the accident/evacuation that determined survivability or non-survivability to its occupants. This group's responsibilities include:

- Interviewing the Flight Attendant Crew
- Interviewing the Airport Rescue Fire Fighters (ARFF) that responded
- Other Accident Witnesses Interviews
- Documenting the interior condition, fixtures and equipment of the accident aircraft

Once the factual information is gathered, the parties of a given group write a factual report by consensus based on their investigative findings. These findings are then combined with all the other groups' reports. This in turn makes up the NTSB factual report. In some major investigations like this one the NTSB may hold a public hearing on factual findings including testimony of those involved in the accident. All factual information is then analyzed by the NTSB to determine probable cause of the accident and is then adopted by the entire Safety Board. The Safety Board then attaches its recommendations to the report and publishes it in what is known as a "Blue Cover" public report.

At the end of the day, both our overall Accident Response and Go-Team performance in the MDW accident further illustrated your Unions unwavering commitment to the safety and well being of our Membership. Obviously the investigation into this accident will be ongoing for sometime, probably more than a year for a final report. When complete we will ensure that you are given a complete accounting of the investigative findings. More importantly, we will take those findings and use them to evoke positive change in safety procedures and

*(Continued on page 27)*



# The “Go-Team”

## Behind the Scenes:

My experience as a Go-Team Member on Flight 1248

by Marcy Vinyard  
TWU Local 556 2nd Vice President

I never thought I would get the call. I’ve been a Member of the Go-Team for four years, had participated in drills, and attended NTSB courses. Up to this point, I had no idea about the realities of being at the scene of a real accident. On Thursday night, December 8, 2005 everything changed.

I received a call from Executive Board Member at Large Mike Sims. Mike asked if I had been watching the news and I told him ‘no’. He told me about the incident in MDW and that I needed to get a bag packed, because most likely I was going to be flying to the scene. He informed me that National Safety Coordinator Michael Massoni would be contacting me with further details.

I hung up the phone and told my husband that I might be going to Chicago that night. My thoughts and prayers were for the Crewmembers, Customers and the families involved. However, I knew I needed to focus on the job I was called to do despite my emotions.

A few minutes later, Michael Massoni called and informed me that Southwest would be deploying the Go-Team Plane in just a few hours and that I would need to be on it. At that moment, reality sank in. One minute I am at home trying to get my two year old daughter in bed and the next minute I was digging through my closet trying to find the warmest clothes I could to pack.

My husband asked how long I would be gone and wanted to know how long he would be playing the role of a single parent to our two year old daughter. I told him that I did not know, but that I was packing for four days. Little did I know that four days would, in reality, turn in to six.

I arrived at the designated hangar at Love Field and quickly located several of the SWA and SWAPA Go-Team Members with whom I would be traveling.

We all filled out the proper documentation, were checked off the manifest and received our boarding passes. The plane departed Dallas at about 0130 and we arrived in Chicago just past 0330. The Go-Team plane pulled in to the hangar and we all boarded busses to an airport facility building on the property. Immediately, we were debriefed by the MDW Station Manager and other MDW personnel.

After the debriefing, one of SWAPA’s Go-Team Members and I headed back to the hangar to unload our supplies from the Go-Team plane. Afterwards, we went to a hotel and set up the SWAPA/TWU Go-Team Command Center composed of computers, phone lines and other communications equipment.

After setting up the command center, I had time to get an hour of sleep and freshen up a little before attending the initial NTSB briefing at 3:00 PM.

It is at this briefing, that ‘party’ status with the NTSB is determined. As the Union representing the Flight Attendants of Southwest Airlines, we petitioned for ‘party’ status which means that we are able to assist in the investi-

gation of the incident under the direction of the NTSB.

The Local 556 Go-Team was assigned to the ‘Survival Factors’ team because this is the area in which we have received extensive training. ‘Survival Factors’ is the study of various issues that contribute to the overall survivability or non-survivability within the aircraft cabin before, during and after an accident occurs.

The ‘Survival Factors’ Team was led by NTSB Investigator Mark George. I, along with Michael Massoni, Paula Gaudet from SWA Inflight Training, two representatives from the FAA, a representative from Airport Rescue Firefighters (ARFF) and a representative from the Chicago Midway Airport Operations made up the ‘Survival Factors’ Team. The group that has the most impact on Flight Attendants is the cabin investigation group known as ‘Survival Factors’.

*(Continued on page 27)*

“He told me about the incident in MDW and that I needed to get a bag packed, because most likely I was going to be flying to the scene.”



# Scheduling Committee Update

## Tracking the Quality of Your Life

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

Over the past year, your TWU Scheduling Committee and the Inflight Crew Planning Team have worked together to bring about some positive changes to our pairings. The most significant change has been to try to reduce 4-days system wide. In a few Bases we were able to achieve that goal, and even in the January 2006 schedule, we were able to reduce the 4-days in those Bases that had not been able to experience the reduction previously: PHX, MDW, and BWI.

So, why did so many Flight Attendants not like the Schedule from those Bases for January 2006? Well, unfortunately, many times when you try to move in one direction, it comes out in another. Management would like our lines to average 14 days of work (13.8 in a 30 day month and 14.2 in a 31) regardless of Trips for Pay, so with a strong reduction in 4-days it increased the number of 3-days, which in turn forced many lines to have more flying put on them to reach the average target. Please note, that although your Scheduling Committee understands the need for efficiency and productivity, we did not agree with the forcing of trips on the lines nor with the outcome of many of them looking like VR lines. Since we were not willing to break the guidelines that we had been working under for the past several

years and force all of the Pairings that were available on the lines, Inflight Crew Planning was charged with the task. We have brought this to the attention of Daryl Krause, Vice President of Inflight, and he has offered to meet with us this month to work on areas of concern.

I think it is important to make sure our workgroup understands why we can have significantly less 4-days some months and other months we can't. It all begins with where each aircraft originates. If we have at least 33 % of the online aircraft originating in a base then we know that the schedule can handle a lower number of 4-days since the aircraft will come back to a base. With less than 33% aircraft originating in a base, we either have an increase in 4-days, or we can't reduce the number of 4-days.

With the aircraft delivery at the end of 2005 and the beginning of 2006, most of the aircraft are scheduled to originate in an outstation. In a nutshell, if more aircraft are originating in an overnight city instead of a base, then pairings that might have been 2-days can become 3-days, and 3-days can become 4-days.

Over the next couple of months, the 4-days in many Bases will increase due to the fact of where the aircraft originate. The Pilots are having the exact same problem, obviously, since they utilize the same route structure to develop their pairings. They have been lobbying the Company over the past couple of years to open another domicile so that they could have relief from the number of 4-days in their schedule. Since our

4-days had been reduced to 7%, our work group did not have that need. Even in the February 2006 schedule, we will have an average of 15% 4-days system wide, which is still better than a year ago before the huge effort to reduce them.

We don't know if another base is on the agenda in the foreseeable future. If another base is opened though, it would mean that all of those aircraft that once were considered an "overnight" would now be originating out of a base. This would help tremendously with keeping the number of 4-days down.

Your Scheduling Committee is hopeful that we will once again work through this for the betterment of our work group. We really need your feedback now more than ever so that we may convey the right message to our Inflight Leaders. Please email me at [critner@twuatd.org](mailto:critner@twuatd.org) with any items of concern, comments, questions, likes, dislikes over the schedule, the pairings, the lines, etc., so that we may have that information for our future meetings. We look forward to working for you in 2006 and wish each of you a very happy and prosperous New Year.

*PS. We had many calls from Dallas Flight Attendants asking why Chicago received the original Dallas-St. Louis Pairings. Since the announcement of the new service was made after the schedule was developed, the Pairings were put together by Inflight Scheduling, and we were told that it cost over 1 TFP less to start the Pairing in Chicago instead of Dallas.*

# TWU Local 556 Grievance Team

## Working for YOU!

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

### 2005 - YEAR IN REVIEW

The Union filed 174 grievances in 2005 on behalf of our Members. Our Grievance Team was able to settle most cases that had merit with Inflight Labor Relations. These settlements were win-win agreements ultimately to the benefit of the individuals involved, our Union as a whole, and our Company's continued success. The Executive Board of our Union voted to proceed to either Board of Adjustment or arbitration on several cases in which the Union and Company could not reach an agreement:

We proceeded to Board of Adjustment six times for Flight Attendants who received discipline. Of those cases, the Board settled one case, deadlocked on two others, and denied reversing two terminations and one suspension. Of the two deadlocked cases, one was settled between the Union and the Company prior to going to an arbitrator, and the last one involving a Flight Attendant's termination will be argued before Arbitrator William McKee in the early part of 2006.

Additionally, we argued three cases before arbitrators last year: one Flight Attendant was reinstated by an arbitrator, another was reinstated by mutual agreement between the Union and Company during the arbitration, and one Contract case involving liquor money time frames was awarded to the Company. The remaining cases are either still in the works, or the Member who filed them withdrew the cases. Some people choose to decline to move further through the process after learning more about the applicable Contract language or that the discipline they received was just.

As I have stated in previous articles, the number of grievances were down in 2005 from previous two years. My hat's off to our Union Grievance Team and a "new and improved" Inflight Department for effectively working out so many issues last year. Working out disagreements between the Union and the Company without the hiring of outside arbitrators benefits our Flight Attendants' quality of life, our Union's resources, and our Company's continued profitability.

Granted, the Union and Inflight will continue to disagree at times. We have two arbitrations scheduled for Contract interpretation issues in 2006. The first one involves Flight Attendants ability to "flip" Reserve days, and we still have the outstanding issue of the

Maestro/Home Access lockout from the holiday season during '04. We expect decisions on those cases sometime in the spring. Rest assured that we will continue to serve our Members by protecting our Contract in 2006!

### NO SHOW POLICY:

One of the Union's proudest achievements in 2005 was the No Show policy negotiated with Inflight Scheduling. It provides the ability for Flight Attendants to recover their pairing if they no-show at check-in. The policy is productive for Flight Attendants because it allows Flight Attendants to not be harmed financially by being kept out of service for the duration of the no-showed pairing and helps Scheduling maintain smooth operations. Additionally, it is designed to take the "stigma" out of no-showing a trip. We were also hoping that it would cut down on sick calls from Flight Attendants who are about to no-show who are not sick.

Unfortunately, we are dealing with several now former Flight Attendants who have had their employment terminated due to sick leave abuse during the last holiday season. Several of them could have simply used the no-show policy and avoided abusing sick leave. Others, were more blatant. By now, almost every Officer of our Union has written about the perils of sick leave abuse at one time or another and the undersigned has discussed it at least two or three times in this column. However, some people will never learn.

If you abuse sick leave, and the Company can prove it, you will not be working at Southwest Airlines anymore. That is as blunt as I can put it. The excuses for sick leave abuse are old and tired and our Grievance Team has heard almost every one of them by now. If you are sick, call in sick. If you use sick leave for other than its intended purpose, chances are that being a professional Flight Attendant was not the career for you in the first place; so goodbye, adios, and sayonara. There is nothing the Union can do for sick leave abusers for the Contract states that you may be terminated for just cause if sick leave abuse is proven.

*(Continued on page 27)*





# A Few Words from Your Money Man

“I just got an invoice for past dues?  
What is this?”

*by Ron Regan, TWU Local 556 Treasurer*

If you have ever received an “Unpaid Dues” notice from the Union, your first thought would probably be “Dues automatically come out of my 20th pay check so I should not owe anything”. This is true **unless** you don’t receive any or enough compensation to cover the \$34.00 dues deduction. Therefore we send out a billing every six months for the previous six months since SWA will not allow us to collect unpaid dues from your future pay checks via payroll deduction. So when you

receive this past due invoice, please resolve it in a timely manner.

According to our Contract under Article 26 Section 3 on page 98, if a Member becomes delinquent in the payment of his/her Membership dues, that Member is subject to discharge as an Employee of Southwest Airlines.

You owe dues for any month in which you have received negotiated compensation from the Company, whether it is from your sick bank, vacation pay, or trips worked (active or on a leave). You also owe dues if you are benefiting from a negotiated item in the Contract, such as trip trading your entire line away. You also owe dues

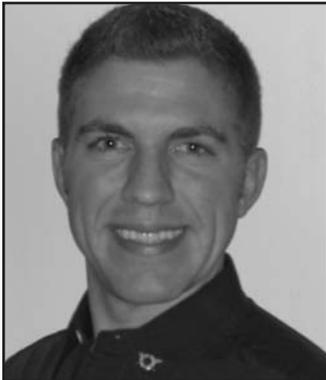
if you give away part of your line and call in sick (with an empty sick bank) for the rest of your line of time. You owe dues if you are receiving the negotiated fifteen weeks of salary continuation for Workers Compensation and/or a combination of both Workers Compensation and sick leave.

When are dues not owed? The only time you do not owe dues is, if and only if, you are on some type of leave and are not receiving a form of negotiated compensation such as sick leave, vacation pay, etc. You do not owe dues if you are only receiving Workers Compensation indemnity checks from the insurance company.

Examples of when Dues are Owed / Not Owed	Dues OWED	Dues NOT Owed
On Probation (first six months of employment)		x
Extended Probation Period (beyond first 6 months due to a Leave)		x
First month following Probation period	x	
Received 5th Paycheck & 20th check	x	
Received 20th Paycheck & No 5th check	x	
Received 5th Paycheck & No 20th check	x	
On Leave and not receiving a check		x
On Leave and receiving Sick Leave Pay on 5th check	x	
On Leave and receiving Sick Leave Pay on 20th check	x	
On Leave and receiving 15 weeks salary continuation on 5th check	x	
On Leave and receiving 15 weeks salary continuation on 20th check	x	
On Leave and receiving Vacation pay on 5th check	x	
On Leave and receiving Vacation pay on 20th check	x	
On Leave and only receiving Workers Compensation Indemnity Checks from insurance company ( <b>after the 15 weeks of salary continuation</b> )		x
Active and giving away all flights, Not receiving Pay on 5th check	x	
Active and giving away all flights, Not receiving Pay on 20th check	x	
Did not work enough to pay Union Dues (partial payment) on 5th check	x	
Did not work enough to pay Union Dues (partial payment) on 20th check	x	
Transfers to Supervisor position		x
Transfers from Supervisor position to Flight Status	x	

# point/counterpoint

We posed the following question to two Flight Attendants and got two VERY different responses: "Should Flight Attendants who are force based to another base be given priority to return to their original base when vacancies occur, or should the regular vacancy bid process take its normal course?" Let's see what they have to say.



## POINT

by Cory Wells  
HOU F/A #69637

The airline industry is in a state of tremendous change, and manning levels at Southwest - and all airlines - are constantly changing. There is always a possibility that

the Company could determine that there is a surplus of Flight Attendants at a given base. When an insufficient number of Flight Attendants voluntarily leave that base, they are forced out in reverse-seniority order. Obviously, this is the only fair way to do it. It's a necessary evil in our business, and it happens more than you may think.

Did you know that 28 people who never changed their vacancy bids were forced out of their base in February 2005? Nearly a year later, **not one** of these displaced Flight Attendants has been able to return to the original base. Since then, as movement has created vacancies, exactly 40 other people have been awarded slots at this same base, even beginning as early as March, the very month after the force-basing! Some of these 40 folks have come into the base, left the base, and returned again, all while the 28 displaced Flight Attendants remain displaced. Why?? *Because we're one of only two major Unionized Flight Attendant groups without a contractual provision ensuring displaced (force-based) Flight Attendants priority in returning back to their base before anyone else.*

It's important for you to know that I don't have a horse in this race—I wasn't force-based—this is about fairness, protection, and accountability for our decisions.

We all exercise our seniority when we make choices to remain in or leave a base. A Flight Attendant may choose to leave a base, using seniority to hold good schedules, charters or better vacations at a more junior base. He or she willingly makes a choice to leave that base. When someone is forced out

of a base, however, it is without choice. Our lack of displacement protection unfairly enables some Flight Attendants to benefit from the displacement of others. Regardless of one's seniority, willingly giving up one's position at a base should come with some accountability and a certain amount of risk.

In a perfect world, force-basing and reductions-in-force would never occur, and this would never even be an issue... But this is the airline industry.

Don't get me wrong. Flight Attendants should be able to ping-pong in and out of bases as much as their seniority will allow, but never if people are currently forced out of that base. We fought for duty rigs to protect us from arbitrary, inefficient usage of our time-on-duty by Scheduling, and we need displacement protection to protect us from fluctuating manning levels.

For an example of such displacement protection, consider American Airlines' addition of a STL base. AA had to force numerous Flight Attendants out of their bases to staff STL. Many of these Flight Attendants were Miami-based. Once they were forced out of Miami, the Miami base was closed to all inbound transfers until everyone who was forced out was given an opportunity to return, in seniority order. It's only fair.

Following a downsizing, why should one Flight Attendant who already waited his or her turn by going through the proper seniority channels have to start waiting all over again, when another Flight Attendant is able to transfer in on a whim the next month, indirectly replacing that Flight Attendant who never changed his or her mind? The force-based Flight Attendant should be allowed back home before anyone else transfers in.

Force-basing and reductions-in-force are extreme and unwelcome occurrences. Most of us lay down roots in our domicile. We have homes and families. We make childcare, commuting, and crashpad arrangements. Junior people know they will be the first ones forced out of a base should the need arise. The experience - though possibly expected - must be horrible. But it is a true slap in the face to be uprooted against your will only to be replaced in your base of choice, in some cases the very day you unwillingly start flying out of your 'new' base.

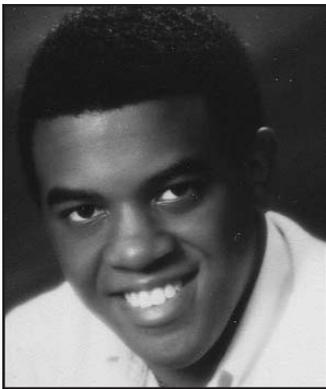
Herb has always said that if he takes care of his People, we'll take care of the Customers, and in turn, they'll take care of the Shareholders. We are the People of Southwest Airlines, and we deserve no less than the same protections offered to our colleagues at ATA, America West, American, Continental, Northwest, United, and USAirways. Having such protections would be a simple enhancement to our Contract and would not cost the Company a penny. There could only be a positive effect on both our profitsharing and the continued success of Southwest Airlines.

We cannot claim to have an industry-leading Contract based on pay and work rules alone. In fact, we have inferior protective clauses or none at all. Until those are addressed, we do not have an industry-leading Contract. A displacement protection would demonstrate we're more than just numbers. We're real people with homes, families, and lives outside of work.

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

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## COUNTERPOINT

by Brent Hillman  
BWI F/A #37753

Until I accepted a CSA position with Southwest, I had no concept of seniority. Growing up as the older of two boys, I of course, got the bigger bedroom but that was about the

extent of my "seniority" experience.

Once here, it didn't take long to figure out. The senior CSAs got the best shifts. The "new guy" (me) was banished to night shifts in Baggage Service. I didn't like it but I understood it. Seniority was a concept everyone could understand and few could argue with.

One of the more popular shifts was AM Baggage Service. The first flights of the day were usually light, with few claims to be processed. Generally, the shift involved much more sitting around and drinking coffee than working. There was one agent in particular who bid this shift month after month for years.

Then, one day, a senior agent decided that he might like to take a stab at "day bags" and in the blink of an eye, "Mike" *took* "Jane's" shift. We felt bad for "Jane" but we all understood that the shift she loved was only "hers" as long as no one senior to her wanted it.

In 1998, I was an "internal" transfer to Inflight Service. Though I had two years of "company seniority", I chucked it all when I decided to leave Ground

Ops to become a Flight Attendant. Sure, it chapped my hide to graduate from training junior to people with employee numbers higher than mine. However, I knew the score before I made the switch, if I was unhappy I had only myself to blame.

It is with those experiences in mind that I approached the subject at hand:

*"Should Flight Attendants who are force based to another base be given priority to return to their original base when vacancies occur, or should the regular vacancy bid process take its normal course?"*

Before I give you my answer... let me ask you, the reader, a question: How would it feel if you had to wait a month or months for your chosen base because junior, force based Flight Attendants were being given preference? Wait. Don't give the answer you think a recently force based co-worker would want to hear... answer based on how you and your family's lives would be impacted.

I feel badly for the people this happens to. I just disagree with the idea of giving preferential treatment in this or any other circumstance. Especially when the preference circumvents seniority.

Like all of us, I have worked hard for what little seniority I have. It ain't much, but I like the idea being able to exercise it whenever I can. In turn, I respect the right of each and every Flight Attendant with more seniority than I to do likewise - even if it is only by one month. Bottom line, if they are senior to me, they are senior. Period.

Anyone who has been flying for more than 20 minutes knows which bases are "junior" or "senior". Baltimore = Junior, Dallas = Senior. If I wanted to transfer to Phoenix, I would put in my bid and cross my fingers. In the interest of making an informed choice I would also take a long hard look at the seniority list of my chosen base to see where I would stand once I got there. I would have to consider all the factors, including the possibility of a force base, before bidding. If my desire was to get to Phoenix and stay in Phoenix, I might be smart to wait until I had a comfortable number of names below mine before I made the switch - and certainly before I packed the moving van.

When we became Flight Attendants, we accepted that ultimately our Crew bases were at the mercy of Southwest and that the system is seniority driven. At least that's what we told the recruiters at our interviews. "Hire me and I'll gladly be based anywhere for any amount of time!" Yeah right! Southwest's right to adjust staffing as needed doesn't expire when we get off probation, attend our 10 year banquet, or even when we finally get our base of choice.

Understandably, it is frustrating and inconvenient  
*(Continued on bottom of next page)*

# Coffee Talk

By Tina "MamaJava" Coffee  
PHX F/A #24301



## "I"

I bring "good wine" with me on my trips because sometimes I have trouble falling asleep. I certainly do not want to get addicted to those sleeping pills that the OTHER flight Attendants have prescriptions for. Drinking red wine is good for you! I saw it on the Food Channel. "Everything in moderation," is what the Bible says. I think that quote is from the Bible. Heck, some denominations drink wine during their Sunday ceremony. Is a half a bottle moderation?

I only smoke when I am drinking, and NEVER in my hotel room. I wouldn't be caught dead in a smoking room. Hummm... That is a phrase to think about. I go to the stairwell to do the dirty deed. A couple of times I've encountered other "stairwell smokers" in there puffing away. It is easy to tell they are fellow airline employees simply because we are the only ones who would dare sneak down the hall in ratty pajamas to go and light up on the secret stairs. I am not really a smoker, since I only smoke one a day. It's kind of like my apple!

I pretty much like to eat healthy, EXCEPT when going down to the bar at night for a Crew debriefing. You know, getting cultured! Younger F/A's don't slam click as much as we middle agers do. I think it is because they have a faster metabolism and can go to sleep after eat-

ing a gut bomb of "Super Nachos, and not waking up wearing them on their hips. I eat therefore I am!

What's a girl to do with these earthly temptations? Go chill in the stairwell, with a glass of my vino, and munch on the emergency can of "Chicken Of The Sea," that is stashed in the side pocket of my bag along with my smokers rags, sucking on a ciggy. What a lifestyle I live!

I need to make some big changes this year to get out of this self mangling mode? I don't know where to start. I can clearly see that I relate fun, to fast fixes and have an addictive personality. What will I substitute to take the place of my nicotine. Fruit!?! I don't think so

I, YI, YI... This isn't going to be easy. How will I make these changes because I have been doing things this way for such a long time. I think the first thing to do is change the I in my life to WE.

WHY WE? Because WE, is the first step to realizing that others love me and want me to be healthy. To be here for them a long time. If the whole world focused on turning their I's (eyes) to WE's, can you imagine how different it would be? After all isn't I just like the word ME? (It' all about ME) ME should be easy to change. Just turn the M upside down, and the word is now WE!!!!!!!!!!!!

PS. Bill Dougherty editor of "Trends" magazine and also fashion police to the Stews, advised me not to use the word "I" so much in my writing. This one's for you Bill!

## POINT/COUNTERPOINT

(Continued from previous page)

to finally settle in at a base only to be forced out. Nevertheless, seniority is seniority. If we make an exception for force based Crewmembers, what will be the next exception? There may be "gray" areas in our Contract. Fortunately, seniority is not one of them. Let's keep it that way.

The situation facing the employees of the newly

merged USAirways/America West is a prime example of how important it is to have clearly defined, consistent seniority language.

When a force base situation does occur the Company owes us every consideration. Filling future vacancies out of seniority order should not be one of them.

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

# Talk It Out, Don't Write It Up

by Lorie Powell, DAL F/A #19127

Professional Standards Committee - West Coast Chair

**W**ith all the variables in the Flight Attendant workplace, conflict is inevitable. The Professional Standards Committee offers a forum to work it out. A phone call to our hotline, **1-888-322-3735**, starts the process. Please leave a clear message stating your name, base, and Employee number. Your call will be returned by one of our trained Committee Members who will assist you in trying to reach an amicable resolution to your problem. If you do not receive a return call in a timely manner, please call again. Sometimes the message quality is poor, and we cannot hear your information. Therefore we cannot return your call. Once we

receive your message, we will attempt to call you back 3 times. If we don't hear back from you we assume your situation has been resolved.

The services offered by the Committee cover professionalism, safety, and commitment to duty (as defined by the F/A manual). The areas in which the committee will not be of service, are situations that have already gone to Management, situations that involve and violate SWA Policy of harassment, collection of unpaid monies for trips, crash pad, or roommate related disputes.

This program is fully supported by Southwest Airlines and TWU. The Committee Members are all

line flying Flight Attendants who will confidentially work to resolve your conflicts. The Committee works closely with the Pilots' Professional Standards Committee, and both have a very high success rate.

Thank you for your support, and remember use us if a conflict arises before going to Management. The Professional Standards Committee includes:

## Chairpersons:

Jean Chandler Brooks, East Coast Chair (BWI, HOU, MCO, MDW)  
Lorie Powell, West Coast Chair (DAL, PHX, OAK)

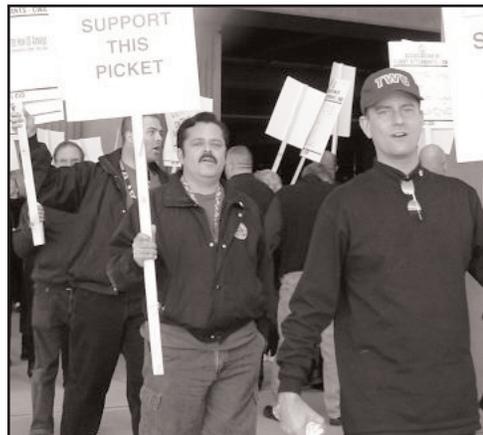
## Members:

Carole Adams, Craig Lackey, Annette Golka, Sandra Peterson, Kevin Mackenzie, Mike Foley, Marla Young, Sabrina Falcon, Lezli Richardson, and Edith Benham

## Here and There - Flight Attendants Around our System



Above Left (from top left): PHX F/A's Bill Bernal, Brett Nevarez, Jill Korte, and Mark Savage picketing with US Airways/America West Airlines Employees in PHX.



Above Right: Brett, Bill, and Mark walking the line.

Below Right: PHX F/A's Connie Cox, Crystal Webb, and Cinda Widmark donating Toys to our Union's Toys for Tots Toy Drive.



## CALENDAR OF EVENTS

JANUARY 2006 MEMBERSHIP MEETING\* - ALL TIMES ARE LOCAL

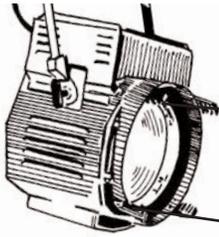
<b>HOU:</b>	Mon., 01/16/06 at 10:00 AM
<b>MCO:</b>	Tues., 01/17/06 at 10:00 AM
<b>DAL:</b>	Wed., 01/18/06 at 10:00 AM
<b>BWI:</b>	Tues., 01/24/06 at 10:00 AM
<b>MDW:</b>	Wed., 01/25/06 at 10:00 AM
<b>OAK:</b>	Thur., 01/26/06 at 10:00 AM
<b>PHX:</b>	Fri., 01/27/06 at 10:00 AM

**MEETING AGENDA:** - General Business, General Election Officer Nominations.

\* All sessions constitute the meeting.

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

For information on locations, check [www.twu556.org](http://www.twu556.org), and click "Union Meetings", or check the Union's Glass case in your lounge.



## “SPOTLIGHT” ON

# Michael Broadhead

**PHX F/A #33877**

If given the task of making a short list of Flight Attendants who are not one of our Local's Officers, but who contribute to our Local and to our Members on an almost daily basis, that list would undoubtedly include PHX Flight Attendant Michael Broadhead. Michael is a Jack-of-all-trades in our Union, performing every duty from Shop Steward to Board of Adjustment Member to interior designer of the Local Union Office! We thought it would be appropriate to start out 2006 Spotighting a Flight Attendant whose dedication to our Local should be an inspiration to Members who may not want to run for Office, but who want to be deeply involved.

Michael was born in 1962 in Ridgeway, New Jersey. From 1985 until 1992, Michael worked for America West Airlines. Michael calls his time at America West, "...an invaluable work experience. My continued interest in the aviation industry today was a direct result of my experience at America West".

In 1992, Michael left America West to become a full-time college student. He Graduated from Southern Utah University in 1995 with a BS in Psychology and a minor in Marketing. But the airline bug was still in Michael's blood, so in late 1995, Michael joined the Flight Attendant ranks at Southwest.

When asked, "How did you become involved in our Local?", Michael answered, "While on Probation, I remember calling the Union Office and asking if it was legal for Southwest to require us to come in on our days off and take Probation exams without pay. I

remember thinking to myself that was not right." That phone call started the ball rolling, and not long after that Michael was knee deep in Union volunteer work.

Michael's involvement in our Local includes: Information Rep, Shop Steward, Board of Adjustment, Delegate to the International Convention, and former Chair of the Professional Standards Committee to name a few. He has also walked alongside other TWU Local 556 Members to support other Unions by Informational Picketing for the employees of America West and ATA.

In 1997, the Officers of TWU Local 556 asked Michael to redevelop our Professional Standards Program. He spent the next five months putting together a completely new program that has operated since. One year ago, our Executive Board again asked Michael to provide the Leadership in updating the Professional Standards program manual and Committee Member training to ensure it continues to operate properly. Michael says, "I was extremely pleased that Thom McDaniel and Colleen Barrett both supported and directly participated in the training, and each made invaluable contributions."

Remember where we mentioned earlier that Michael's many roles also include "interior designer of the Local Union Office"? A few months ago, Michael took on the task of helping to preserve and honor our Local's history by seeking photos and memorabilia to display in our Union Office. Michael says one of his proudest achieve-



*Self proclaimed "aviation geek" Michael Broadhead touring the Concorde last May at the Museum of Flight in Seattle*

ments was, "...working with Colleen Barrett and her extreme generosity. She gifted to our Local over 20 framed photographs of Flight Attendants and Southwest aircraft from the past 34 years to showcase our Flight Attendants and to celebrate their incredible contribution to Southwest Airlines. When anyone walks in the door of our Office, they know who we are, what we do, and how proud we are! Thank you Colleen from all of us!!!". Additionally, Michael condensed two storage units in the Dallas area into one, saving our local money. While doing so, he found the original financial ledgers from when TWU first organized at Southwest.

When not flying for Southwest, Michael enjoys the outdoors and spending time with his partner in life and co-worker, Michael Massoni.

Michael, we thank you for your dedication to our Union and allowing us to share your "Spotlight" with the Members of Local 556.

## **SAFETY TEAM REPORT**

*(Continued from page 17)*

training at Southwest to help our work environment be as safe as possible.

In the mean time, and having nothing to do with Flight 1248, we want to stress to all of you the importance of your safety duties on the aircraft day in and day out. Items like your overwing exit briefings, 30-second review, evacuation commands, double latching your galley compartments, and understanding that you may not have guidance from the Cockpit on a decision to evacuate, can make the difference between survival or death. Also remember, that those seemingly mundane items like seat backs, tray tables, and proper stowage of luggage and trash, can and do come to light in accident/incident investigations and their subsequent public reports. Every emergency situation is different and it is imperative that we exercise leadership, the utmost of situational awareness and judgment should the unthinkable arise.

In closing, I would like to restate a philosophy I have previously put forth to you because it is so much more relevant after what happened in Chicago on December 8: The Airline Industry was built on the premise of preventing accidents before they occur. Over time we learned that even the safest of systems can fail and that it is important to learn from those failures. This is the impetus of the accident investigation process being used as a learning tool to help prevent further safety failures. More importantly, this is why we invest in preparedness as much as we invest in prevention because the key to cultural safety lies in a balance between the two.

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## **GRIEVANCE UPDATE**

*(Continued from page 20)*

In other words, review the no-show policy. Use it when applicable and do not abuse sick leave. Period.

## **THINGS TO COME**

2006 is already shaping up to be another banner year for our Union. We are looking forward to continued service to our Members and will be there in times of need for all Flight Attendants. The Grievance Team has a busy schedule this year and will do our part to resolve issues that our Members may face. Please call us anytime you have a question or need our help. We are here for you.

May you and your loved ones have a wonderful 2006! Fly safe!

## **THE GO-TEAM**

*(Continued from page 18)*

Mark George asked each of us to commit to six days at our first meeting. That's when I knew I would be in Chicago for longer than I anticipated.

Our first task was to interview all the Flight Attendants working Flight #1248 scheduled the following morning. Over the next several days, we also interviewed the firefighters and police officers who were the first responders to the scene as well as some Chicago airport personnel.

In addition to the interviews, we were charged with documenting the inside of the aircraft cabin including the condition of the aircraft seats, cabin emergency equipment, and the galleys.

Following all of the interviews and our cabin inspection, the group compiled each of our filed notes to create one final set of notes. We presented to Mark to put together for the final report. We each had to sign off on the documents to ensure we agreed to their accuracy.

After six fourteen hours in a row, our portion of the investigation was complete. We could now return to our families. As I flew back to Dallas, I couldn't help, but once again, to feel for our Pilots, Flight Attendants, and everyone else involved in this tragedy. On the other hand, I was proud of the response of our Company, our Union, SWAPA, and CISM. While I never expected something like this would happen to our Company, I am thankful that we were there to help. Thanks to our training and drills, we were prepared.

As a mother, Flight Attendant, and Union Officer I am humbled to serve. I don't wish to do this job again, but in the event I am called out on the Go-Team again. I am ready.

## **TWU LOCAL 556 LEADERSHIP TEAMS**

### **EXECUTIVE BOARD:**

President: Thom McDaniel

1st Vice President: Michael Massoni

2nd Vice President: Marcy Vinyard

Financial Secretary: Ron Regan

Recording Secretary: Kathy Anderson

Domicile Executive Board Members:

Lucy White-Lehman - BWI, Karen Amos - DAL, Stacy Martin - HOU

Jimmy West - MCO, Bunkie McCarthy - MDW, Mark Torrez - OAK,

Bill Bernal - PHX

Executive Board Members at Large:

Allyson Parker-Lauck and Mike Sims

### **GRIEVANCE TEAM:**

Madeleine Howard, Amy Montgomery, Amy Lynn Neeper, Catherine Rea, and Gayle Ross

**“There's lots of people who spend so much time watching their health, they haven't got time to enjoy it.”**

Josh Billings, Humorist  
1818-1885

