

April 2006

UNITY

**Got Questions about
the Grievance
Process?**

We have answers!

More on pages 12-19



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

2520 W. Mockingbird Lane
Dallas, TX 75235
Phone: 800-969-7932
Fax: 214-357-9870
Hotline: 800-806-7992

www.twu556.org

UNITY EDITOR:

Allyson Parker-Lauck
OAK F/A #17928

TWU EDITORIAL TEAM:

Kathy Anderson, Sonia Hall,
Kelly Lane, Michael Massoni,
Thom McDaniel, Portia Reddick,
Mark Torrez and Jimmy West

TWU Local 556 Editorial Policy:

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

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

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



From the Editor's Desk

As I'm sure you know, each quarter, we have a "theme" for our magazine. Back in October, 2005, when brainstorming ideas for upcoming issues of *UNITY*, someone suggested our April, 2006 theme be "The Grievance Process". Upholding our Contract and protecting Members through the grievance process is among the most important things a Union does, but many of our Members don't know a lot about it.

In this issue, Kathy Anderson, Mike Sims, and Marcy Vinyard answer many of the most common questions. This issue will be somewhat of a road map of the entire grievance process. We will be walked through the life of a grievance from start to finish. The question, "Do I Have a Gripe or a Grievance," will be answered. We will get to dissect a real case and be given the chance to decide if the right decision was made in the end. We will get an insider's look at Board of Adjustment and Arbitration, and as always, we will be updated on the status of our current grievance cases.

Since our new Officers take office May 1, this will be the last issue for several of our Officers who write to all of you each quarter. I would like to thank them for their contributions over the last 3 years in *UNITY* and *UNITY Update*. The outstanding articles and updates they've written have helped make our Local's publications 2nd to none. I also look forward to working with the new Officers who will be filling their shoes. Thank you to all who stepped up to the plate.

In solidarity,

Allyson Parker-Lauck
Communications Coordinator, TWU Local 556
OAK F/A #17928
aplauck@gmail.com

FEATURES:

- 12 *The Life of a Grievance*
- 14 *Do I have a Gripe or a Grievance?*
- 15 *Did Justice Prevail?*
- 18 *A Behind the Scenes Look at Board of Adjustment and Arbitration*



DEPARTMENTS:

- 2 *From the Editor's Desk*
- 4 *President's Page*
- 5 *FYI's*
- 6 *Domicile Reports*
- 19 *Grievance Team Update*
- 20 *Safety Team Report*
- 22 *Scheduling Committee Update*
- 23 *A Few Words from Your Money Man*
- 24 *To Your Health*
- 26 *POINT/COUNTERPOINT*
- 29 *Coffee Talk*
- 30 *Spotlight on Susan Kern*



MISCELLANEOUS:

- 2 *TWU Local 556 Editorial Policy*
- 11 *TWU Local 556 Election Results*
- 25 *Union Officer Pay*
- 25 *In Loving Memory of Wendy Lingeman*
- 28 *Here and There*
- 28 *TWU Local 556 Scholarship Information*





PRESIDENT'S PAGE

by Thom McDaniel - TWU Local 556 President

excelled in ways that many never dreamed possible through strong, committed Leaders and a united Membership.

As a Union Leader, my priorities have been based on the premise that the primary function of our Union is to negotiate a good Contract and then uphold it. By standing together, we have achieved an industry leading Contract, and this issue of Unity focuses on our mechanism for upholding it - the grievance process.

Our Grievance Team consists of professional Flight Attendants who know our job and have walked in our shoes. That means that when you call the Union office, you will speak to a real person who has done your job. Many issues are resolved by a simple phone call to our knowledgeable and talented Grievance Team.

If an issue cannot be resolved informally, it moves on through the formal grievance process. Our grievance process is outlined in our Contract and has been agreed on by the Union and the Company. The process divides grievances into two categories: contractual grievances where our Contract is violated, and disciplinary grievances where a Member believes he or she has received discipline unjustly. Each of these grievance categories requires different time frames, research, negotiation, and processes that are administered by our Grievance Team.

If the grievance cannot be resolved by our Grievance Team, it is presented in its entirety to your Executive Board. After examining each contractual and disciplinary grievance, the Executive Board determines whether or not the Union should proceed or not proceed based on the "merits" of the grievance. The Executive Board must determine whether or not our Contract was violated or if a Flight Attendant was disciplined unfairly or without just cause.

If the Executive Board votes to proceed on a grievance, our Union takes it to a process called the Board of Adjustment where the case is presented to a panel, something like a jury, made up of two people

appointed by the Union and two people appointed by the Company. The panel hears both the Union and the Company present their respective cases, which is conducted somewhat like a court trial. After closing statements, the panel can either accept, uphold, or deadlock the grievance. If a grievance is accepted, the Union wins. If a grievance is upheld, the Company wins. If the grievance is deadlocked, it goes to a higher level where the case is heard by a neutral Arbitrator whose decision is final and binding.

That is the "quick and dirty" version of the grievance process, but the most important part of the process is the people who make it happen. Every step of the way, our Shop Stewards, Executive Board Members, Grievance Team Members, Negotiators, professional experts, and even an occasional SWA Supervisor or Manager work together to make sure that our Contract is upheld and our Members' rights are protected. It should be noted that grievances can be settled at any level as long as the terms are contractually legal and agreed to by both our Union and the Company. Many times costly arbitrations can be avoided through the hard work, excellent research, strong advocacy, and relationships developed by our Grievance Team and our Officers.

The grievance process may seem simple, but it can be complicated and can sometimes move very slowly. While we try to settle grievances as quickly as possible, we must be thorough and consider the ramifications of the results of the process to protect our Members and honor the spirit and language of our Contract.

Throughout this issue of Unity, the details of the grievance process will be outlined in more detail. On the heels of our recent election, it should be noted that the past Officers that have served our Union for the last three years and the newly elected Officers are an important part of our most important functions as a Union - negotiating and upholding our Contract.

To the Officers who will be leaving our Executive Board, thank you for your service and sacrifice. To our new Executive Board, thank you for stepping up to the plate to serve. Get ready for a very tough and rewarding job. To our Members, thank you for your support and solidarity. We have promised you our best Leadership, so please hold us accountable.

We have our work cut out for us in these challenging times in our industry. I look forward to working together with our new Executive Board and a great future for TWU Local 556 and Southwest Airlines.

FYI's

*by Kathy Anderson
Recording Secretary*



FYI: *If you know you are going on any type of leave, do not pick up trips you know you will not be flying. You could be subject to discipline.*

FYI: *We have had numerous reports of Flight Attendants being suspended for taking drink orders on taxi. In order to avoid discipline, do not take drink orders once pushback commences.*

FYI: *If you have a Lineholder to Reserve overlap and the last day of your lineholder trip is inbound on a Reserve day, you must call Scheduling to be released. You are considered a Reserve on that inbound day.*

FYI: *If you pick up a Reserve day on the last day of the month, you are responsible for the obligation of the Flight Attendant giving it away– even if it goes into your vacation.*

FYI: *On a 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 or receive time and one-half for those trips.*

FYI: *We have been receiving reports from Flight Attendants who have spoken with Schedulers who are confused about the difference between Jury Duty recovery and Sick Call recovery. Please make a note of the following in order to protect yourself:*

- *When recovering your pairing on a Jury Duty pull, you may not be required to recover in your base. You may be able to recover in your commuter city if you are a commuter. Ask the Scheduler for this option.*
- *When recovering a Sick Call pull, you must recover in your base.*
- *When recovering your pairing on a Jury Duty pull, Scheduling is required to pull you from and/or recover you to your original pairing and you are pay protected. If Scheduling cannot get you back on your original pairing, you will be pay protected and you are not required to accept anything comparable.*
- *On a Sick Call recovery, Scheduling may offer you a comparable pairing if your original trip is not available. You are not pay protected on a Sick Leave recovery.*

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

FYI: *Flight Attendants have been informing us that they are sitting down at the computers in the lounges only to find some one else's screen pulled up and vulnerable. You must log off of both CWA and SWALife to ensure that your screen is protected from schedule changes that you may not want.*

FYI: *Updating your contact information on SWALife does not update it with Scheduling. You must update your contact information with Scheduling if you are on Reserve or wish to VJA.*

Once again, the FYI articles would not be possible without the hard work done by the Grievance Team. I extend my sincere thanks to each and every one of them.



BALTIMORE

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

Hey Baltimore, I'm back in full swing again. I came back at the end of February from maternity leave. Thank you Chris Sullivan, Mike Lutz, Cuyler Thompson and Karla Kozak for taking care of Baltimore while I was home taking care of my beautiful baby, Chloe. I appreciate your support and dedication to the Membership. I'm a little rusty on the issues, so I'll do my best to update you.

AS THE BASE TURNS

Wow, a lot has changed in the office since I've been gone. Ok, here's who's in and who's out. Assistant Base Manager, Beth Ross, went back on line on February 16. Patricia Montemayor was promoted to Assistant Base Manager on February 16. BWI has four new Supervisors: Dennis Broadwater started February 26 (transferred from the People Department), Pamela Raymond started January 3, Adam Green started November 3, and CJ Deschaine started December 1 (transferred from Initial Training). Randall Miller transferred to the DAL Base as a Supervisor at the end of February. Kathy Fitzsimmons left the Company in February. BWI is still short 3 Supervisors. I've heard good things about the changes that have happened

over the last several months in the Inflight Office, so only time will tell.

CHECK-IN PHONES?

According to our Contract, "If more than one concourse is utilized, a crew telephone will be placed in each concourse." At this point, BWI only has a check-in phone in the lounge. I have no idea what happened, but I informed Jim Melnick of the problem. He is working on it and hopefully this issue will be resolved by the time this is published. If any one has had to MBL or received an FTR because you were unable to use a designated check-in phone in the concourse, please call the Union Office.

PROVISIONING

Just to let you know Provisioning Supervisors have been instructed by their Managers, to do 14 galley checks per day. Hopefully, you have noticed some improvement. Please remember to fill out those Hearts left in the galleys by Provisioning. The Managers do read them.

Always remember you have the right to Union Representation in any meeting with Management. Also, if you have any questions, please call the Union directly at 800-969-7932.



CHICAGO

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

Well this is the last time you will be hearing from me as your Chicago Domicile Executive Board Member. On March 15, you elected Kyle Whitely. Kyle has served as a Precinct Captain

and was elected as a Shop Steward. I have always been able to count on him to do the right thing and represent the Membership in a positive and professional manner. Many of you told me what a hard decision it was in the MDW race between Kyle, Will, and Don. I agreed, because there was no doubt in my mind that no matter who won, we would be in good

hands in MDW. I am proud of Will and Don for running a Membership-directed race, and look forward to serving with them as a Shop Steward. I ask that you all give your support to Kyle and all the Shop Stewards that serve you.

Meanwhile back in base... I am sure you have already heard MDW will be growing again. Besides better seniority (hopefully) for a lot of Members, it also means dealing with more people in our already out-grown lounge. Plans are already in the works for an expansion, but like all things that involve the city, it's going to take some time to get plans approved and permits issued.

The problems that have come along with the new

CWA have been addressed with Management. As with all new things these bugs can be expected. Though tested extensively as expected by us (and not the Company) this has led to many issues. We are working to resolve these issues and want a one click check-in available and a more clear log-out process among other enhancements. While this is being worked out, I ask that everyone use the system ethically and not take advantage of someone who might have been in a rush and not logged off.

In closing I would like to thank everyone for their support over the past five years. I hope that as I turn the keys over, that I leave it a better place then when I got it. Have a happy and safe summer.



DALLAS

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

What's new in DAL? There are six new Supervisors in Dallas. Randall Miller was a Supervisor in BWI, and Debbie Henry was a BWI Flight Attendant. Trish Hirsh and Brent Turnbough both transferred to Dallas from the Inflight Training Department. JoAnn Jackson was a Flight Attendant in MDW, and Janice Barnett transferred from Scheduling. Prior to her position with Scheduling, she was a Flight Attendant. Please welcome these new Supervisors to our Base. Obviously the number of Supervisors has been increased. This was necessary so that the new base operating hours could be covered. As of April 2, Supervisors will be on duty in the lounge from 5 am. until 10 pm.

New parking cards became available starting April 3, and the old parking cards will expire on May 5, so please stop by and pick up your new card prior to May 5.

Some of you have been to the new Saturday Recurrent Classes, and as of April, the new "Late Riser" Recurrent Training classes will be available. This should come as quite a relief to all those die hard PM flyers who have had to suffer through an AM

report to training. Recurrent Training bidding is now done via the Voice Response Unit. Bidding starts of the 15th of the month and closes on the 22nd of the month.

There are a couple of issues that have generated discipline in the Dallas Base that you need to be aware of. First, did you know that the FAA can personally fine you, and the Company will discipline you, if you perform non safety-related duties once push back commences? This includes, but is not limited to, taking drink orders, handing out peanuts, or distributing pillows and blankets. For those of you who always thought that this was only an issue when the aircraft commenced movement on the surface under its own power, you should know that the Flight Attendant Manual defines "movement on the surface" as any time after push back commences, and since the manual is approved by the FAA, this becomes the regulatory standard you are held to.

The second issue is Flight Attendants causing a delay of flight when they go to get food. We are not ferns. We can't live on air alone! The Company's stance is that we must coordinate with the Captain and First Officer to take our places for boarding if we need to go for food. This is a touchy area but if you need food, you need food! Just make sure to coordi-

nate this with your Crew to avoid a delay of flight.

The biggest complaint I'm hearing in Dallas is the lack of SIPs on trips! Planning needs to build pairings that allow for the altering of a schedule to fit ones needs. The big question is, "Why do they care if we SIP out our trips?" Dallas has over 250 Flight Attendants not based in Dallas that pick up Dallas trips. These broken pairings will get picked up. Dallas Reserves often fly trips that are not Dallas trips. It is not like we are understaffed, in fact we are actually overstaffed in Dallas. So give us back some lines with SIPs in them.

Another complaint that is often heard in the Dallas Base is that Scheduling is keeping AM pairings in Open Time for an extended period of time past the 9 p.m. cut off to trade an AM trip. One would almost think Scheduling is intentionally clogging Open Time so that trips cannot be traded.

The last Scheduling issue that has been brought forth is one that I like to refer to as "pairing fondue." Scheduling briefly (and I do mean briefly) dips a

sweet trip into Open Time, so that they are covered contractually and then pulls the pairing out and assigns it to a Reserve Flight Attendant. Many of the trips that this happens to are pairings that Flight Attendants have voiced they would have liked to pick up.

These are just a few of the hot Scheduling topics in Dallas that need to be addressed. Anytime you see these types of issues take place, document the trip, print the screen, and fax it to the Union Office with a brief explanation of what occurred. These issues need to be brought to the Executive Board so that they can be addressed with the Company.

On a final note I would like to thank the Dallas Base for the opportunity to serve as Base Representative. I have truly enjoyed working with you. Congratulations to Gwen Dunivent, your new Base Representative, who will take office on May 1. Thank you for stepping up to the plate to serve the Membership.



HOUSTON

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

As I write my final report for the HOU Base, I find myself somewhat torn on what it really means.

As you all know, while I will continue to serve the Membership in the role of 2nd Vice President, I will no longer be your HOU Domicile Executive Board Member. Choosing not to run for the HOU Domicile Executive Board Member position was a difficult decision to make, but knowing that there were well-qualified candidates ready to step up to the plate and represent the HOU Membership well made the decision easier.

Jill van der Werff is going to do a great job! For many years Jill has done a tremendous amount of work for our Base, even before I went on leave to take care of Shanna and my family. My congratulations go to Jill for being elected to serve the HOU Base, my heartfelt thanks go to her for stepping up to the plate

and taking on the work load that she did over the last few years. I also want to thank Kim Zimmer for running for the position as well. If for some reason Jill found herself to be in a position where she could not carry out the duties in her new position, I have complete confidence that Kim will also be able to step in and carry out the duty of strong representation. HOU will be in good hands.

I will miss writing a Domicile report for HOU. I usually find a way to throw in a little humor into my reports, and I will carry on that tradition with the following. Although I find it to be difficult to be writing my last report, some of you may be thinking, "Finally, no more reports from Stacy".

The Inflight Department is doing a complete make over. The way we see them and their jobs is changing, there's a new focus on Customer Service (the Flight Attendant being the Customer), and we're already seeing some of those changes across the system. Dallas is the first Base in the system where the

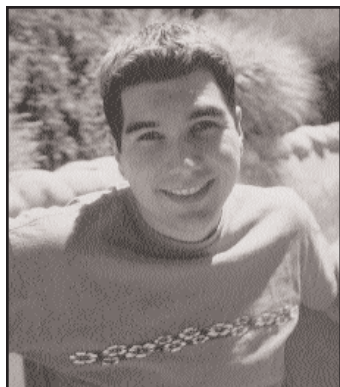
new procedures are taking place. For those of you who have been through the Dallas lounge, you will see a new layout that is intended to make the Supervisors more visible and accessible. The change is coming to all bases, including HOU.

While I am hoping these changes are a big benefit to the Flight Attendants, and while I look forward to our Supervisors changing their focus to Customer Service, I do want to remind you to be aware that your Union is still here, and our priority has always been on serving our Members. In our Contract, you have 7 days to grieve discipline issues, and 10 days to grieve contractual violations. It's a simple motto, when in doubt, call the Union.

As you know, our new CWA system has encountered a few bugs along the way. To ensure that your check-in is correctly logged, I would advise you to check in twice on the computer to ensure it has been recorded and back this up with a call to Crew Scheduling. And speaking of CWA, ALWAYS log out correctly. Once you log out of the CWA application,

you must ALSO log out of SWALife.com. There are unfortunately a few unethical people out there who might take advantage of an open screen. Please protect yourself by logging out completely from CWA and SWALife before leaving a lounge computer. Also, let's help take care of each other. If you see a computer screen left unattended and logged in under another Flight Attendant's log in, go over and log that person out. In the meantime, I hope that Inflight Automation will consider a "one click" log out procedure that will help protect us all from these types of situations.

In closing, while I will do my best to represent all Flight Attendants at Southwest in my new position of 2nd Vice President, there will always be a special place in my heart for the HOU Base. Thank you for the support that you all have given to me in my life; I will carry that with me always. My strength has always come from the Membership, and having Shanna was and still is my other source of strength. As always, "I will see you all later".



OAKLAND

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

Since I last wrote, we have voted in a new Executive Board for our Union. There are some familiar faces and some fresh ones too. I would like to congratulate everyone who was elected and thank the Membership for participating in the election. I am optimistic that your new Board will continue to build upon the success of the last one. In addition to a strong Contract, stellar Grievance Team, and impeccable communications, I think this new Board will help to bring our Local's focus on Membership services to the next level. I would like to say thank you to everyone in OAK for allowing me to serve you once again as your OAK Domicile Executive Board Member.

On the local level there is not much new to report. Parking security continues to be a problem.

Some Flight Attendants have reported that their cars were vandalized and others stolen. Several months ago there were several cars set on fire, however none were believed to belong to Flight Attendants. Have you had any bad experiences parking in either the employee lot or the Neil Armstrong lot? Please let us know!

System-wide, two of the most common reasons for Flight Attendant terminations are point accumulation and sick leave abuse. The same holds true in OAK. It is very important to keep track of your point totals. Any Supervisor can look this up for you. If you think the total may be incorrect, ask to schedule a file review. If you do this, call the Union Office and ask for a Union Representative to accompany you to the meeting. As for sick leave abuse... only call in sick if you are sick - not because you can't make your commuter flight. Remember our No-Show policy. If you have any questions, please contact the Union Office.



ORLANDO

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

Spring is here but with the hot weather we are seeing, it seems summer is already upon us. This

also means full flights in and out of MCO resulting in long lines at the security check point. Since the installation of our "Employees may cut to the front of the line" sign, I have not heard any complaints. If you experience any problems with the TSA while you are trying to come to work, please let me know.

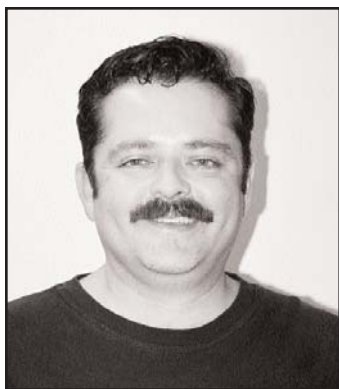
I have received several calls regarding the manipulation of seniority through line trading. I sat down and ripped the Contract apart looking for a violation and could not find one. A group grievance was filed and in our Executive Board meeting in February, this issue was discussed, and again, no violation of the Contract was found. I still feel it is not right from an ethical stand point (*please see the Point/Counterpoint article in this issue for more information on this hot issue*). Other remedies are being researched and discussed, so stay tuned.

If you are trying to become DAL or HOU based, good news, technically you are already there based on the trips we are seeing in MCO - we're seeing a LOT of the Texas two-step. I have received several calls regarding our pairings and how bad they have become. Have you noticed we very rarely see SIPs in our trips? This is because Crew Planning has started

'shifting' our flying, in part, to other bases. This is not just in MCO but all around the system. I encourage you to email the Manager of Crew Planning, Tim Chaffin, and let him know your displeasure with our lines. His email address is **Tim.Chaffin@wnco.com**.

Another issue I have received several calls about is the new CWA system and the process for checking-in for trips. While this system was promoted to be so great, that a Flight Attendant could even access their schedule from a speak and spell, the problems have started rolling in. There were problems with the system not recording check-ins for trips, as well as complaints about having to go through the time consuming process of logging into SWALife before checking-in. Hopefully the Automation Department will set the system up to allow an easier check in, but until then, the check-in phone is still available and it's quicker than the SWALife log-in process. If you do choose to use the computer to check-in, click check in twice to ensure you do not receive an FTR or No Show.

By the time this issue of UNITY comes out, the election will be over and a new set of Officers will be set to take office May 1. I want to THANK MCO for the opportunity to continue as your Domicile Executive Board Member. I also want to thank Susan Kern for her hard work, dedication, and contributions she has made to our Union. I look forward to her continued support in MCO. As always, 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*

By the time you read this, the elections will be over, and we know who will

be leading us into our next Contract. Thank you for all that ran and congratulations to those that won. I look forward to working with the new and incumbent Officers to continue to serve our Membership. We

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

have a long road ahead of us and together with your help, we will be successful.

You're probably as tired of the parking situation as I am. I'm trying to form a committee of all the Unions that work at the Airport so we can brain storm solutions and talk to the City. I feel with this committee, we might be able to accomplish a better situation for both sides. I would like some help from all Flight Attendants at all bases. Email me and let me know your parking situation. What I need to know is how much does it cost, frequency of buses, covered or not covered, does SWA help pay a portion, problems that you encounter, etc. I need information so I can get a proposal together to present to the City of Phoenix. I

will also be addressing SWA on this issue. My email address is **billbernaljr@cox.net**. You can also call me at **480-221-9118**. I need everyone's input on this, commuter or non-commuter.

Do you know how many points you have? What's in your file? Do you know your Supervisor? These are some of the biggest issues I deal with on a daily basis. We know that our Supervisors are out in the airports helping us and check riding. Wouldn't it be nice if you knew what they looked like? Email me and let me know what kind of help they're giving you. Stay safe, and continue to show our Company and our Customers why we're the best.

TWU Local 556 Election Results

Ballots were counted on March 15, 2006, for the TWU Local 556 Executive Board election. The results of the count are as given below. **Winners of each office are listed in boldface type.**

President

Thom McDaniel	1,580
Mike Sims	1,027

1st Vice President

Deborah Danish	955
Michael Massoni	1,572

2nd Vice President

Stacy K. Martin	1,114
Bunkie McCarthy	618
Marcy Vinyard	816

Financial Secretary/Treasurer

Jerry Lindemann	853
Gayle Ross	1,559

Recording Secretary

Cuyler Thompson	1,299
Kathy Anderson	1,059
Ali Bahreman	161

Board Member at Large (2)

Allyson Parker-Lauck	1,461
Victor Conejo	142
Lorie Powell	420
Vince Eakes	273
Cheri Parnell-Vincent	422
Rob Riddell	611
Brett Nevarez	1,125
Chris Sullivan	331

BWI Domicile Executive Board Member

Lucy White-Lehman	302
--------------------------	------------

DAL Domicile Executive Board Member

Gwen Dunivent	146
Karen Amos	142

HOU Domicile Executive Board Member

Jill van der Werff	245
Kim Zimmer	108

MCO Domicile Executive Board Member

Jimmy West	178
Susan Kern	88

MDW Domicile Executive Board Member

Don Shipman	165
Will Browne	127
Kyle Whiteley	174

OAK Domicile Executive Board Member

Mark Torrez	317
--------------------	------------

PHX Domicile Executive Board Member

Bill Bernal	535
--------------------	------------

The Life of a Grievance

The grievance process, start to finish, in 6 easy steps

by Mike Sims, Board Member at Large and TWU Local 556 Grievance Chairperson

One of the most common questions we receive is, “What happens when a grievance is filed?” Well, that is an essay question, to say the least, but processing grievances is one of the most important services a strong Union provides, and it is important for all Members to have a basic knowledge of the process.

Grievances can be a mystery to many; however, the mystery is easily solved once one learns a few new terms and the procedures. First, what exactly is a grievance? Simply put, a “grievance” is a disagreement. Articles 19 and 20 of our Contract detail the process between the Union and the Company on how we resolve our disagreements.

There are only two types of grievances: First, there are grievances that arise from Contract interpretation and, second, grievances that are filed when a Member believes that she/he has received discipline that is unjust. Remember, Contract interpretation and discipline. That’s it.

STEP 1

Grievances, whether they are Contract interpretation or discipline cases, proceed through a series of “steps”. For example, when a grievance is filed it is known as “Step one”. Pretty easy!

STEP 2

Step Two takes place when the Company investigates the issue in order for them to formulate a response. So, if a Flight Attendant is suspended for delaying a flight, for example, she/he may file a grievance (step one) if she/he believes that the discipline is unfair. The Company will meet with the Flight Attendant to hear her/his side of the story (Step two), and then further conduct an investigation.

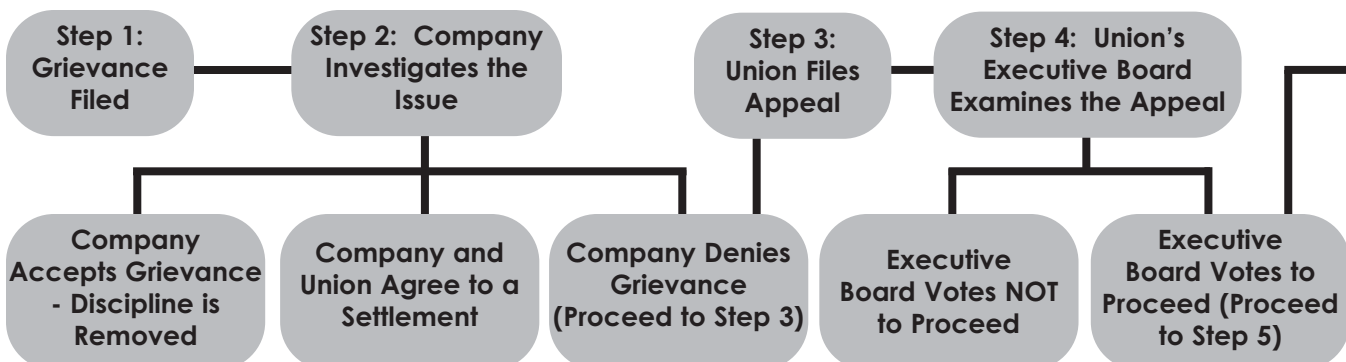
At this point, Inflight Management has one of three decisions to make. They can:

- Accept the grievance
- Settle the grievance
- Deny the grievance

This is very easy to understand. “Accept” means, “Hey Union, we agree with you and will fix the issue”. “Settle” means, “The Company partially agrees with the Union and agrees to a settlement.” Finally, “Deny” means, “The Company believes they are right and the Union is wrong.”

At any point in the process an “accept, settle, or deny” can come about or the Union may choose to not proceed further, or in some cases the Flight Attendants involved in the grievance make the choice to withdraw their complaint.

Example: Discipline Grievance



STEP 3

Let's say the grievance is denied. The Union can appeal the decision. Welcome to "Step three"! We send notification to the Company that we are appealing and plan on moving forward to have the grievance accepted, settled, or denied, by a third party. This concept simply means that "the Union and the Company do not agree. Therefore, we will find someone else to decide for us."

STEP 4

At "Step four", the Union's fourteen elected Officers examine the case while it is in the appeal stage. We analyze the Company's position, the Union's argument, the applicable Contract language, and other Company policies and procedures.

Each month the Executive Board of the Union votes to "proceed or not to proceed" on individual grievances. The Railway Labor Act, the TWU International Constitution, our Local's customary practice, and other applicable laws do not require the Union to proceed to a Board of Adjustment/ Arbitration on any grievance. Why? Among other reasons, we have a fiduciary responsibility to the Union Membership as a whole to utilize our resources solely on cases that have merit. This means that if it is the opinion of the Executive Board that the Company has acted appropriately (by majority vote of the Officers) on a Contract or discipline issue the Union may exercise its right not to proceed further with the case.

STEP 5

In the event that Executive Board votes to proceed on a case the next level is "Step Five". This step is also known as the "Board of Adjustment". The Union and the Company agree to have an informal

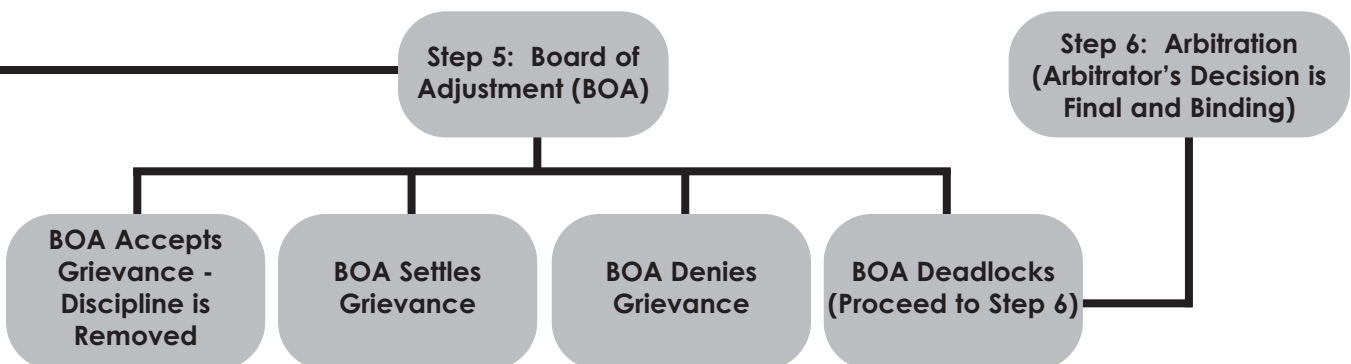
hearing with two line holding Flight Attendants and two Company Managers to act as judge and jury. The hearing itself resembles a court trial. The Company has a designee that argues on their behalf while the Union has a designee who argues the Union side. Written evidence, oral testimony from witnesses, and other documents are submitted in order to persuade the Adjustment Board Members to side with the Union or Company. The Adjustment Board Members have the authority by majority vote to once again accept, settle, or deny any grievance. Their decision is final, binding, and not subject to appeal by either party. Many times the Board cannot agree on a grievance. That is called "deadlock".

STEP 6

A deadlock in a Board of Adjustment takes us to Step six: Arbitration! Arbitration is the last stop on the grievance train. This time the Union and the Company hire an outside professional to resolve an outstanding grievance. Once again, the Union and the Company argue their respective sides and follow with the submission of closing written briefs about thirty days after the hearing. The arbitrator issues a final and binding decision in the form of a written brief around sixty days after the hearing. His authority is final, binding, and sets precedence for future grievances of a similar nature.

There you have it: The life of a grievance in six easy steps. The number one concern from the Membership? Grievances take a long time to get final resolution! Yes, it's true; the wheels of justice can turn slowly. However, for better or worse, the grievance process is a luxury, not a burden.

Thanks to our Contract, you can remedy Company decisions if they are incorrect. Most workers in the United States do not have a grievance process. Whatever the boss says is goes. Period. Now, aren't you glad we have a process that settles disagreements? I am.



Do I have a Gripe or a Grievance?

Some basic information to help you decide

by Kathy Anderson, Recording Secretary

The Union office receives over one hundred phone calls, e-mails, and faxes each day from Flight Attendants with concerns about possible Contract violations and other issues. The Grievance Team fields each inquiry and attempts to resolve these issues on behalf of our Members. In most cases, we are able to come to a resolution before a grievance is filed. On the other hand, some situations, while they may be a troublesome to us, have no Contractual basis to support a grievance. So, how do you tell if an issue is simply a gripe or a grievance?

Initially, both gripes and grievances originate as a complaint about an alleged unfairness that has occurred while a Flight Attendant is at work. This concern could be anything ranging from an assignment made by Scheduling, to the working conditions on the aircraft, to the way you have been treated by a member of Management. We have received calls on virtually every issue that might arise while a Flight Attendant is on the job; and just when we think we have heard everything, something new comes up.

If you call the Union office about an incident that you have experienced and you want to file a grievance, the Grievance Team member with whom you are working would try to obtain the following information in researching your issue:

- Has the Company acted unfairly? If so, what action should be taken?
- Has the Contract been violated? If yes, identify the article in the Contract that covers the situation.
- What supporting documentation do you have as proof? A scheduling tape? A fellow Employee as a witness? Transaction reports? Any piece of evidence that supports your claim that a violation occurred will help in expediting your issue.
- Finally, what is the remedy to make things right?

Sometimes a Contract violation is obvious, and the issue can be easily proved and resolved. Other times, things are not so clear cut. There are many instances when a Flight Attendant calls the office hoping the Union can resolve a real or perceived mistreatment. At first it may appear that there has been a Contract violation, but many times, upon further research, we may find that the language does not sup-

port the complaint. In other instances, that 'gray area' presents itself and the intent of the language must be examined. The Union is here to grieve issues for the Membership, but it is virtually impossible to settle grievances that have no Contractual basis. For instance, Flight Attendants call because they have been rescheduled and are not happy. If Scheduling rescheduled the Flight Attendant legally and according to the Contract, it would be difficult to go forward on a grievance of that type because there is no Contractual language to support the case.

On the other hand, if there is not a Contract violation, often times there are other routes we can take to seek resolution. Writing an Irregularity Report addressing certain situations or requesting a meeting with Management to discuss your concerns can help clear things up. (Remember you can always request Union Representation at meetings with Management.) Other times, there may be a Company policy that is applicable that may have been violated. For example, in the event of alleged harassment, please contact the Company and Union immediately. Your matter may need to be referred to the People Services Department for resolution.

Just because an issue does not fall in to the category of grievance does not mean that there is no resolution. Sometimes Flight Attendants call because they have encountered a rude Scheduler or feel they were treated inappropriately by a Supervisor. Just because this does not fall under the grievance heading does not mean we cannot get involved on your behalf.

If you feel you have been treated unfairly by Scheduling or Management personnel, please call the Union and we can walk you through it to see it to a final resolution. Unfortunately, not all issues are resolved the way the Union or the Flight Attendant may desire, but it did go through the process and that is what is needed to keep Management as well as the Membership informed of what is actually happening.

Each situation calls for a different strategy. Please call the Union office anytime you have a question as to whether there has been a violation of the Contract. In most cases, we can clear up the issue. If not, we will file a grievance on your behalf and proceed accordingly.

Did Justice Prevail?

A case history - You be the judge

*by Mike Sims, Board Member at Large and Grievance Chairperson
and Kathy Anderson, Recording Secretary*

The following summary is based on an actual grievance that was argued by the Union and the Company before an Arbitrator. The names and certain details have been changed to protect the privacy of those involved. This case is provided to TWU Members to gain insight in to all that takes place during the life of a grievance.

On the evening of July 3, 2001 at 1825, Jenny Ratliff* contacted Inflight Crew Scheduling for a Reserve assignment. Scheduling had an assignment for her the next day and she was to check in at 0500. After accepting and writing down the pairing assignment, she and her husband went to a neighbor's house to attend the annual "Fourth of July" celebration sponsored by their homeowners' association.

Jenny had been looking forward to attending the party for a few weeks. After all, most of the families in her neighborhood were close and they always had a great time when they had their block parties. During the party, Jenny ate a hamburger with potato salad and had two frozen margaritas. She did not forget about her trip the next day and was aware of the "eight hour" rule.

At approximately 2110 later that evening, the hostess of the party handed Jenny a strawberry daiquiri. Jenny immediately took a sip. The moment she tasted the strawberry, she thought to herself, "Oh no. I think I just screwed up. I'm within eight hours of my check-in". She set the drink down and told her husband what happened. They knew that she should not have had that drink, and she should not fly. At his suggestion, she called Scheduling and told them what happened. Jenny was clear to the

Scheduler that she wanted to fly, but she couldn't legally fly that particular assignment.

The Scheduler put her in touch with her Base Manager. The Base Manager pulled the trip and asked her to come see her the next morning to explain what happened. Jenny arrived at their scheduled time with her Union Representative. The Base Manager told her that while she thought it was an honest mistake; Jenny still acted irresponsibly and could have potentially harmed the operation.

Jenny apologized profusely and understood that she was subject to being disciplined. However, words could not describe how she felt when she was told that she was being fired.

The above scenario could happen to any one of us. What do you think? Should she have been fired? Doesn't everyone know that one can't drink within eight hours? Do you think she should be fired or suspended? Do you even believe her? Did she really have the intention to fly the next day or was she just trying to get out of her early morning check-in?

Did justice prevail?

(Continued on next page)



DID JUSTICE PREVAIL?

(Continued from previous page)

FACTS

- Flight Attendant Jenny Ratliff, has been employed with Southwest Airlines for five years. She had been based in PHX, OAK, and most recently MCO. There was no discipline in her file for the prior eighteen months
- Jenny was terminated for an alleged violation of Class I, number 8 of the Work and Conduct rules which states "Drinking any alcoholic beverage while deadheading, while in uniform, while on duty, within eight hours prior to reporting for duty, while standing reserve or within eight hours prior to being on reserve."
- Jenny disagreed with the Company's decision, contacted the Union, and a grievance was subsequently filed within seven business days in accordance to our Contract. (For more information on the grievance process, refer to Articles 19 and 20 of our Contract)
- The grievance proceeded through the grievance process, deadlocked at a Board of Adjustment, and a hearing was scheduled before Arbitrator Terry Kath* almost one year to the day of the termination
- There was no dispute between the Union and the Company on the arbitrability of the issue

THE ISSUES ARBITRATED

Whenever the Union and Company appear before an Arbitrator, she/he is presented with a question to be answered. In Jenny Ratliff's case, the Union and the Company agreed that the questions before Arbitrator Kath were:

1. Did the Company have "just cause" to terminate the Flight Attendant? And
2. If not, what shall be the remedy?

UNION'S POSITION

- Jenny admitted that she violated the Work and Conduct Rule.
- She self-reported her violation to the Company; she was not trying to hide from the violation, she wanted to be honest about what happened
- Jenny could have called in sick, but that would have been dishonesty; she could have no-showed, but

in her view, no-showing would "not be the right thing to do"

- The Flight Attendant's actions on that night of July 3, 2003 did not warrant an immediate termination;
- The Company did not follow progressive discipline as outlined in its own Work and Conduct rules; therefore the termination was inappropriate
- The Grievant had no other discipline in her file for the last eighteen months and was known to her base and others as an "excellent Flight Attendant"

THE COMPANY'S POSITION

- The Grievant, by her own admission, violated Class I #8 of the Work and Conduct Rules for drinking within 8 hours of being on Reserve.
- Employees in a 'Safety Sensitive' Positions must adhere to Work and Conduct Rules
- The Grievant signed an acknowledgement that she received and was aware of the policies and procedures in the Flight Attendant Manual.
- A violation of a Class I is subject to a termination and the Company has the right to determine if termination is warranted on a case by case basis.
- The Grievant admittedly violated the Company's Inflight Department's Work and Conduct Rules by consciously and deliberately drinking several alcoholic beverages on the evening of July 3, 2001. The Grievant knew that she was scheduled to check in at 0500 the following morning and she also knew that she could not consume alcohol after 2100 the night before the assignment.
- The Company's expectation that Employees not drink alcohol within eight hours to being on Reserve is a reasonable exercise of its authority and is directly related to the safe, effective and efficient operation of its business.
- Per Company Policy, the Grievant was relieved of flying and another Reserve Flight Attendant had to be called in to cover the Grievant's assignment. The Grievant's actions occurred on a holiday, a very busy time for the airline and a time when proper staffing is paramount. The Grievant's actions caused the Company to lose two members from its reserve rotation- the Grievant and the Flight Attendant who was called in to cover the Grievant's reserve assignment.

- The Company fully investigated the Grievant's

admitted violation and conducted its own investigation in a fair and objective manner. Substantial evidence existed and was presented to support the charges against the Grievant. The Grievant was not subjected to unequal or discriminatory treatment. When determining issuance of discipline, the Company evaluates each situation on its own merits and considers each situation in its totality to ensure that employees will be treated fairly and evenly.

- The Union failed to meet its burden to establish that the Company subjected the Grievant to unequal treatment in issuing discipline. The Company has terminated other Flight Attendants for consuming alcohol within eight hours of a reserve assignment when the circumstances warranted it.
- There is nothing in the Grievant's past record to mitigate the discipline imposed. The Grievant had worked for the Company for five years. While the Grievant received a few commendations in the 18 months before her termination, she also received two negative Customer letters about which she was verbally counseled. She also was verbally counseled for another safety violation- she forgot to place the red strap across the door. With regard to attendance, she was charged with an MBL (Might Be Late).
- While the Company appreciates the Grievant's 'honesty' in self reporting her violation, that alone is not enough to reduce the discharge decision
- The Union's position on progressive discipline is without merit. Neither of the 'Company Rules' on which the Union relies establishes that the Grievant should have been afforded progressive discipline

YOU BE THE JUDGE!

Based on the facts of the case, did the Company have just cause to fire Jenny? What would you have done had you had to make a decision based on the rules and regulations? What if this was you? Could you have gotten yourself into this type of situation?

Do you believe that it was an honest mistake or an attempt to get out of work? How responsible or irresponsible did Jenny act? If she should not have been fired, should she have had other punishment?

ARBITRATOR'S DECISION AND ANALYSIS

The Arbitrator heard the Union and the Company argue their respective cases. The hearing took a complete day and was followed by the submission of written briefs summarizing the respective cases thirty days later. Approximately one month after the briefs were turned in, the Union and the Company received

his eighteen-page written decision. The verdict?

Arbitrator Kath ruled that the Discharge of the Grievant was not for just cause. Therefore, Jenny was immediately returned to work as a Flight Attendant. Was this decision what you would have predicted?

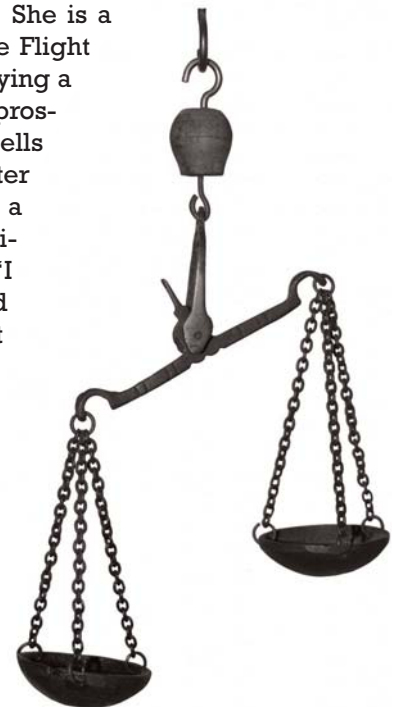
Per the arbitrator: *Had the totality of the circumstances shown that the Grievant conducted herself as the Company asserts, then perhaps discharge would have been for just cause. The evidence simply does not support the Company's contention that the Grievant acted intentionally to avoid working, or that her conduct was in blatant disregard of Company policy. Thus, the Company did not meet its burden of proof. Instead, the Grievant's misconduct should be mitigated by her clean employment record and her previous service to the Company. Termination is reduced to a suspension with no back pay.*

Needless to say the Union (and Jenny!) were elated. However, it is important to note that an arbitrator will always decide one way or another. Whatever he decides, both the Company and the Union have to live with the decision whether it is a good one or bad.

We never take going before an arbitrator lightly. It is a very risky way to resolve disagreements. Why? Whatever the arbitrator decides is considered precedent. That means that his decision is intended to be used as a basis to make future decisions if a similar circumstance comes up. That's great news to the party who wins. It is exceptionally tough to the party who did not receive a favorable decision.

In Jenny's case, the Company welcomed her back. She is a happy and productive Flight Attendant and is enjoying a long and, hopefully prosperous, career. She tells us that she is a better Flight Attendant as a result of her experience. She said, "I know the rules and won't be making that mistake again." Best of luck to you, Jenny!

** All names, dates, and places have been changed*





Board of Adjustment and Arbitration

A “behind the scenes” look

by Marcy Vinyard
TWU Local 556 2nd Vice President

The Union called the Flight Attendant to the witness stand to testify. He was a pivotal witness in our case before the Board of Adjustment and his testimony could make or break the case. He had flown to Dallas the day before and I briefed him on the hearing and what to expect. Now was his time to testify and he knew the stakes were high...

I couldn't help but notice that he appeared to be shaken after the hearing. Apparently, the cross-examination by the Company's advocate took its toll on him. As I was walking him out, he said, “I had no idea these kinds of hearings went on. That was brutal”. At that point, I realized that most of our Members have no idea what goes on during the grievance process unless they have had to endure a Board of Adjustment or Arbitration.

I want to give a behind the scenes account of the highest level (and the ugliest side) of the grievance process- Board of Adjustment and Arbitration proceedings. Once the Union's Executive Board votes to proceed forward with a grievance, the case is referred to the Board of Adjustment and then, if applicable, a subsequent hearing before an arbitrator.

Sadly enough, most cases that are argued before a Board of Adjustment are terminations. I always tell the affected Member prior to the hearing that “once we pass through the threshold of the door into the hearing room, the Company you once knew, no longer exists”.

In other words, if you have lost your job and your case proceeds to a Board of Adjustment, Management's job is now to keep you from ever coming back to your career as a Flight Attendant. They will say and do anything to keep that from happening. Simply put, it is war because a career is at stake.

The Grievance Team spends several weeks preparing a case. Research must be completed, wit-

nesses need to be interviewed, exhibits need to be prepared, and, most importantly, the Union must understand Management's case. After all, the proceedings are very similar to a court trial. There is a Company advocate that will argue Management's case and a Union advocate that will argue on behalf of the Union.

The case is argued before a Board of Adjustment panel that consists of two representatives from the Union and two representatives from the Company. These four Board of Adjustment Members act in the role of a “jury” and will issue a final ruling on the case.

To a Flight Attendant, who has lost their job unjustly and who has children, a mortgage, or other life's expenses, the hearing is a heart wrenching and frightening experience. Almost every unjustly fired

Flight Attendant says, as we walk toward the G.O. for the hearing, “The last time I was at HDQ is when I graduated from training.” I imagine they say that because they have come to the realization that their previously happy memories of being a new hire have suddenly collided

with the nightmare of being stripped of their Company ID, manual, and their professional identity.

In a Board of Adjustment where a termination is involved, the Company must prove that they had good reason to issue the discipline. The entire process can be extremely stressful for everyone involved, especially for the terminated Flight Attendant. Most termination hearings will last about seven or eight hours. It is an adrenaline charged day from the moment the opening statements are read until we walk out at the end of day.

After opening statements, Management presents their case against the fallen Member by calling their witnesses. Typically, they call Supervisors, Base Managers, Inflight Directors, and possibly, even some Flight Attendants to collaborate and validate their reason for the decision. Management will have Base

(Continued on page 31)

“I couldn't help but notice that he appeared to be shaken after the hearing. Apparently, the cross-examination by the Company's advocate took its toll on him.”

TWU Local 556 Grievance Team

Working for YOU!

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



This column will be my last as an Officer of our Union. Serving our Union for the past three years as the Grievance Chair has proven to be one of the most professionally rewarding experiences in my life. I am returning to the line with fond memories and a sincere appreciation for our Union, what we stand for, and all the Flight Attendants I have had the opportunity to serve.

Furthermore, I was honored to be part of one of the greatest Grievance Teams ever assembled. Past and present Members include: Marcy Vinyard, Ron Regan, Amy Lynn Neeper, Amy Montgomery, Catherine Rea, Gayle Ross, Michelle Zenici, Becky Parker, Shae Grajeda, Tonya McGrath and Lisa Merrill. These fellow Flight Attendants served us through thick and thin and always made the Union office a great place to work.

HOME ACCESS/MAESTRO LOCKOUT OF 2004:

We are scheduled to argue our case before Arbitrator Randall Kelly on April 13. The Company violated our Contract by stopping unlimited trip trades after shutting down home access due to Inflight Scheduling operational deficiencies during the holiday season of 2004. We were unable to reach a settlement with the Company. Therefore, we will ask the arbitrator for a remedy on behalf of all our Flight Attendants who were eligible to work during that period. I would imagine that the Union will have a decision from the arbitrator by early summer.

RESERVE BLOCK "FLIPPING":

The Union argued this case before Arbitrator Francis Quinn recently due to our belief that the Company had unilaterally changed the Contract by restricting our Members' ability to trade, pick-up, and giveaway (breaking blocks) one four day block of reserve each month. Arbitrator Quinn suggested that the parties continue to meet to settle the issue before he issues a final and binding decision. At press time, the Union and the Company are abiding by his instructions and we are trying to find a joint solution. In the event that we can not, the Arbitrator will decide the issue for us. We hope to have resolution on this issue one way or another in the next few weeks.

LINE TO RESERVE TRADING:

There have been numerous inquiries into Line holders trading down for reserve lines and then the subsequent placing of the former reserve on the bid packet. We have filed a grievance on behalf of the Members. During the research phase of this grievance, we have found that we have Members that are equally passionate on both sides of the issue. Personally, I do not know where this case will take us. However, please remain calm, professional, and civil toward our fellow Members when discussing this issue. We recognize that this subject invokes a tremendous amount of emotion on both sides of the argument, but please remember, no matter what, that we are all in this together.

ATTENDANCE POINTS/SICK LEAVE ABUSE:

The number one reason Flight Attendants lose their jobs is due to accumulating 12 points under our attendance policy. Running a close second is abuse of sick leave.

Please be aware of the total number of points in you file. We have many cases where a Member was sitting at 9.5 points and earned their twelve points instantly with a no-show or UTC.

The majority of sick leave abuse cases are due to commuting issues. For one reason or another, the Flight Attendant can not get positioned for the start of their trip. As a result, they call in sick when they are not legitimately using sick leave for its intended purpose. I can not emphasize how important it is to know and utilize our No-show policy. Please take time to familiarize yourself with it. It is safe, convenient, and may save your career.

Finally, anytime you have a concern or a problem, please call the Union office. Our Union is here to serve all Flight Attendants and we love to hear from you. If we don't know the answer to your issue, we will point you to the resources where you can get the answers you need. Take care and see you on line!



SAFETY TEAM REPORT

The TWU/ITF Aviation Safety, Security and Health Reporting System (ASHDI)

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

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

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

Through direct on-line reporting we are able to gather information on health, safety and security issues our Members are experiencing on a day-to-day basis with depth and accuracy. These reports are light years ahead of Company Irregularity Reports or OSHA logs. Again, with this information we can act decisively on issues affecting the health, safety and well being of our Flight Attendants.

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

1. An on-line submission for both General Safety and Health or Aircraft Air Quality issues via the TWU Local 556 website, www.twu556.org, and clicking on the "Safety Reporting" link on the left tool bar of the home page, then click on the "Submit a Report Online" link.

-OR-

Go to www.ashdi.com on your browser and submit your report directly. (For ease of use and timeliness of processing we recommend on-line submission of your reports.)

2. A paper submission, utilizing either the

General Safety, Security & Health Incident Reporting Form which is to be used for all incidents on or off the aircraft while on duty except those involving AIR QUALITY on board the aircraft (see Figure A):

Figure A:

TWU / ITF AVIATION SAFETY & HEALTH DATABASE - INTERNATIONAL (ASHDI) - V. 12_02			
GENERAL SAFETY, HEALTH & SECURITY INCIDENT REPORTING FORM			
If you are reporting an air quality/pesticide incident, use our AIR QUALITY form. Please submit your report on-line (www.local556.twu556.org) via the "Safety Reporting" link			
QUESTION 1: Please provide the following information. Please print clearly.			
You are (circle one): Flight Attendant ... Passenger ... Pilot ... Mechanic ... Other _____			
Today's date _____		Your name _____	
Date of incident _____		Phone number _____	
Name of airline _____		Email address _____	
Mailing address _____			
Do you think that this incident could have been prevented? (If no, describe under question 5.) Yes ... No ... Don't know			
QUESTION 2: Flight Attendants, Pilots, and Mechanics, continue. Passengers skip to Question 3.			
Base _____		Union (if not TWU) _____	
Years of work experience: _____		Employee number (SWA Employees only) _____	
Did you file a workers' compensation claim? Yes, pending ... Yes, denied ... Yes, approved ... No ... Don't know		Number of hours on duty before incident _____	
Did you file a report with the company? Yes ... No			
QUESTION 3: If incident happened OFF the aircraft, circle ONE word/phrase that BEST describes WHERE, then skip Question 4 and go to Question 5. If the incident happened ON the aircraft, go to Question 4.			
a) Customs		d) Runway	
b) Employee bus/parking lot		e) Layover	
c) Hotel		f) Security	
		i) OTHER: _____	
QUESTION 4: If incident happened ON the aircraft, answer these and then continue with Question 5.			
To your knowledge, did this incident affect (other) passengers? Yes ... No ... Don't know			
To your knowledge, did this incident affect (other) member(s) of the crew? Yes ... No ... Don't know			
Type of aircraft _____		Flight Number _____	
Origin _____		Destination _____	
Passenger load: (circle one) 0-25% ... 25-50% ... 50-75% ... 75-100%		Aircraft tail number (if known) _____	
Flight duration: (hours) _____		Did flight continue? Yes ... No	
Location in aircraft: Rear ... Middle ... Forward ... ALL (select any combination)		Number of Flight Attendants on duty? _____	
Cabin ... Galley ... Lavatory ... Cockpit ... OTHER: _____		Number of Flight Attendants required? _____	
Flight phase: (circle selection) Boarding ... Engine start up ... Taxi out ... Climb ... Cruise ... Descent ... Landing ...			
Taxi in ... Deploying ... ALL ... OTHER: _____			
QUESTION 5: Describe what happened in your own words. Use an extra sheet of paper if you need to.			
<div style="border: 1px solid black; height: 100px;"></div>			
PLEASE COMPLETE BOTH SIDES OF THIS FORM AND FAX IT TO YOUR UNION SAFETY TEAM AT: 214-367-9870 QUESTIONS? CALL 800-999-SWA (7532) You may submit a report on-line via http://www.ashdi.com TWU & ITF will treat any personal identifying information as confidential			

-OR-

The Air Quality Reporting Form that is to be used for all on duty incidents involving air quality onboard the aircraft including problems related to pesticide exposure on aircraft (see Figure B).

If you prefer a paper report submission they are available in your base lounges (in the forms box

and/or the Union rack). Or you may print a copy of the form off of the TWU local 556 website (www.twu556.org) by:

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



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

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

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

On behalf of the TWU Local 556 Safety Team, safe flying to all of you who make the cabins of Southwest Airlines aircraft one of the safest places to be in the sky.

Figure B:

TWU / ITF AVIATION SAFETY & HEALTH DATABASE - INTERNATIONAL (ASHDI) - v. 12_02		
 AIRCRAFT AIR QUALITY REPORTING FORM 		
This form is used for reporting problems related to air quality and pest/die exposure on aircraft. Please submit your report on-line (www.local556.twuastd.org) via the "Safety Reporting" link		
QUESTION 1: Please provide the following information. Please print clearly.		
You are (circle one): Flight Attendant ... Passenger ... Pilot ... Mechanic ... Other		
Today's date	Your name	
Date of incident	Phone number	
Name of airline	Email address	
Mailing address		
Do you think that this incident could have been prevented? (If so, describe under question 3.) Yes ... No ... Don't know		
QUESTION 2: Flight Attendants, Pilots, and Mechanics, continue. Passengers skip to Question 3.		
Base	Union (if not TWU)	Employee number (SWA Employees only)
Years of work experience	Number of hours on duty before incident	
Did you file a workers' compensation claim?	Yes, pending ... Yes, denied ... Yes, approved ... No ... Don't know	
Did you file a report with the company?	Yes ... No	
QUESTION 3: About the aircraft.		
To your knowledge, did this incident affect (other) passengers? Yes ... No ... Don't know		
To your knowledge, did this incident affect (other) member(s) of the crew? Yes ... No ... Don't know		
Type of aircraft	Flight Number	Aircraft tail number (if known)
Origin	Destination	Did flight continue? Yes ... No
Passenger load (circle one)	0-25% ... 25-50% ... 50-75% ... 75-100%	
Flight duration (hours)	Number of Flight Attendants on duty?	
	Number of Flight Attendants required?	
Location in aircraft (select any combination)	Rear ... Middle ... Forward ... ALL	
	Cabin ... Galley ... Lavatory ... Cockpit ... OTHER:	
Flight phase (circle selection)	Boarding ... Engine start up ... Taxi out ... Climb ... Cruise ... Descent ... Landing ...	
	Taxi in ... Deplaning ... ALL ... OTHER:	
Did you see a smoke or mist?	Yes ... No	
Did you notice an odor?	Yes ... No	
If you answered, "yes" to an odor and/or smoke/mist, how long did it last?		
Also please describe the "where" and "when" below.		
If there was an odor, circle the ONE phrase that describes it BEST: (If OTHER, describe here: _____)		
cigarette smoke ... burning smell ... deicing fluid ... "dry" smoke ... electrical smell ... engine exhaust		
lavatory cleaners/blue fluid ... lavatory waste ... oil/fuel ... pesticides ... sweet smell ... unknown		
Did you notice a problem with the temperature of the cabin?	Too Hot ... Too Cold ... No problem noticed	
Do you feel like there was enough fresh air?	Yes ... No ... Don't know	
QUESTION 4: For PESTICIDE-related problems, please answer these questions. Otherwise, skip to question 5.		
Was this a problem with (circle one): Residual spray (pre-flight) ... Don't know		
When was the aircraft last treated? (approximate with opy)		
Were the walls/surfaces/seats wet to the touch? Yes ... No ... Don't know		
PLEASE COMPLETE BOTH SIDES OF THIS FORM AND FAX IT TO YOUR UNION SAFETY TEAM AT: 214-357-9870 QUESTION 5? CALL 800-969-SWTA (7932)		
You may submit a report on-line via http://www.ashdi.com		
TWU & ITF will treat any personal identifying information as confidential		

SAFETY, HEALTH, OR SECURITY INCIDENT?



REPORT IT ONLINE TO

TM

ASHDI

Aviation Safety & Health Database - International

<http://www.ashdi.com>

THE TWU / ITF INCIDENT REPORTING SYSTEM

Carry paper copies of ASHDI incident reporting forms with you, and share them with your flying partners. Download them yourself from the "Safety Reporting" link on the TWU Local 556 website (www.twu556.org). Use the forms to document safety, health and security incidents as they occur. FAX completed reports to Local 556's Safety Team at (214) 357-9870, or just enter the information online using the secure, easy-to-use ASHDI website above. The TWU Local 556 Safety Team will receive an automatic email notification, and will contact you when your report is received.

"CREATING A CULTURE OF SAFETY FOR SOUTHWEST AIRLINES FLIGHT ATTENDANTS"



**TWU LOCAL 556
SAFETY TEAM**



Scheduling Committee Update

Tracking the Quality of Your Life

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

This will be my last article for the Unity Magazine as I have tendered my resignation as Chair effective April 30, 2006. As I gather my thoughts to write my last article for you as your TWU Scheduling Committee Chairperson, I think back on how far we have come and yet there is still so much more to do. I became a member of this committee in May 1997. At that time, we were just cracking the surface of reducing 4-days as well as the high amount of 3-on-3-off lines. Believe it or not, we now have more 2-day and turn lines than we did back then and more consistency. In 1997, Inflight Crew Planning was still breaking out the aircraft flows into pairings by hand.

September 11, 2001 had a great effect on our workgroup as well as the industry as a whole. In the face of this tragedy, our Company did not lay off anyone and continued to hire more Flight Attendants. The effect of that decision in turn provided us with the most consistent schedules we had ever experienced. Until late 2004, we had an average of 16% 4-days system wide (much lower than 30% years earlier), significant decrease in mixed lines, and an increase in turns and 2-days. For many of us, those were very lean times, also. There was very little and sometimes no Open Time to pick up or trade. It was even hard

to find pairings in the Flight Attendant give away box. The Company was also spending a lot of money on Reserves that were not being utilized. We had consistency and very clean lines and our Company was paying a very high price for that.

With the rising cost of fuel, Management is now determined that our bid lines must average a 14-day work schedule each month. There are many factors that should be combined to measure the overall productivity of our work force, such as hours on duty, block hours, vacation time, etc. Management is only calculating days scheduled and that is what they look at when planning our staffing per aircraft. Management has made a conscious and concerted effort to build pairings that will help us achieve a 14 day work average, which explains the significant increase in 4-days over the past couple of months. We are now at the maximum per the Contract of 22% system-wide. The schedules at the beginning of 2006, have been less consistent with a significant increase in scheduling multiple 48 hour breaks instead of 72 hours off in between pairings. (your Union has filed a grievance against this.)

The other factors that have helped to increase the number of 4-days system wide are the fact that we do not have at least 34% of our airplanes beginning their day in a Domicile and the disallowance of SIPs (Scheduled Interruption Points where the aircraft comes back through the domicile). Not having at least 34% aircraft in domicile creates additional

overnights. The only way to decrease 4-days when the aircraft are distributed in this way is by adding additional cost to the schedule with more aircraft changes, deadheads, as well as increasing our staffing. The cost could be offset with Flight Attendants being able to pick up against another 3-day as compared to not being able to against a 4-day, as well as less of a need for 4-day blocks of Reserve which is a significant cost to the Company.

We have received numerous phone calls, emails, and face to face communication through the Domicile Executive Board Members and Scheduling Committee Members on the increase in 4-days, decrease in flexibility with 4-days in Open Time, etc. Thank you to all of you who have voiced your concerns. We have had several meetings with Inflight Crew Planning as well as Daryl Krause, Vice President of Inflight, and they are listening. They are willing to test some other schedules that reduce the number of 4-days possibly even significantly, but we still have to take on an average of 14 days of flying through our bid lines. So, what does that mean? It means that some of the lines may not be consistent or there maybe some turns added to 3-day lines in order to achieve that target.

Lisa Trafton will once again be working with Inflight Crew Planning to help with finding a solution that will work with Management's goals of achieving a 14-day work target and our need to be able to have flexibility and

(Continued on page 28)



A Few Words from Your Money Man

Some financial "FYI's"

by Ron Regan, TWU Local 556 Treasurer

The following is a list of FYI's which answer many of the common questions I receive from Members regarding their Union Dues.

- Our Union dues per month are \$34, the lowest of any major airline's Flight Attendants, and they come out of your pay check on the 20th of each month.
- The Negotiation Assessment is \$2.00 per month. A Member made a motion during the 4th Membership Meeting of 2004 to establish a \$2.00 assessment for our next Contract negotiations. This motion passed during the 1st Membership Meeting in 2005. The assessment started to be collected in May, 2005, and will continue until ratification of the next Contract. This assessment fee can only be used for Negotiations and is placed in a separate interest bearing account.
- Your December 20th check lists your total payroll deductions for Union Dues for the year.
- You can view your pay stubs since 2004 on www.swalife.com under the "About Me" section.
- Dues are automatically deducted from your paycheck on the 20th of each month unless you don't receive enough compensation to cover the deduction. An invoice will be sent to you later to collect the delinquent dues.
- Article 26, Section 3 of our Contract (page 98) states, "*If a member becomes delinquent in the payment of his/her initiation fee or membership dues, such member shall be notified by registered mail, return receipt requested, copy to the Company, that she/he is delinquent in the payment of initiation fee or membership dues as specified herein and is subject to discharge as an employee of the Company. Such letter shall also notify the Flight Attendant that she/he must remit the required payment within a period of fifteen (15) calendar days, or be discharged.*" In other words, a Member's employment is subject to termination if they become delinquent in dues and neglect to respond to invoices.
- Currently we have over \$69,000 dues outstanding for the last 6 months of 2005 and over \$9,000 for the first 6 months of 2005. A new invoice will have arrived by the time this issue of Unity goes to print. When you receive this invoice please resolve it in a timely manner.
- If your dues or assessment fees are not being deducted on your paychecks, please contact the Treasurer. Otherwise you will receive an invoice for past dues when we discover it during an annual audit.
- If you are a Supervisor who

goes back on line and you don't see that your Union dues are being deducted, please call the Treasurer at the Local office at **800-969-7932**. It is better to get it reactivated A.S.A.P. then to have to pay that large sum at a later date. We are now being advised by the Company when a Supervisor returns to the line, but mistakes do happen.

The following are some FYI's that I would like to pass on based on my experience from being a Grievance Team member.

- Please take time to read the monthly *UNITY* publications. There is a wealth of information in them that can help you. These publications are also available on our website, www.twu556.org. Take a look periodically to review them and other important information like the bi-monthly Hotline.
- Please carry a copy of the Contract with you. When a question arises, reading it in the Contract for yourself will reassure you that you have the right answer.

A final note – I look forward to returning to the line this May. I learned a lot over the last year and enjoyed the opportunity of serving you as the Treasurer of our great Union. At this time in my life, I selfishly would not want to be in this position for 3 more years but respect those individuals who do. I have other goals in my life and working the line gives me the flexibility to pursue those goals. Thank you for the opportunity to serve our Union, and I'll see you on line in May!!!



To Your Health

Vaccinations: How a quick injection can help keep you healthy

by Gayle Ross, TWU Local 556 Health Coordinator

Hepatitis, Meningococcal Meningitis, Viral Meningitis, Pneumococcus, Haemophilus Influenzae Type B, and Tetanus are diseases which catch your attention and may change your life. They are all life threatening, but most have a vaccine which could prevent the disease from ruining your life. The following is some information based on research I have done. Please consult your doctor for more information and to discuss these diseases and the risks/rewards of any medication or vaccination.

Hepatitis is the inflammation of the liver caused by one of five currently identified Hepatitis viruses. All of these viruses can cause an acute disease with symptoms lasting several weeks including yellowing of the skin and eyes (jaundice), dark urine, extreme fatigue, nausea, vomiting and abdominal pain.

Hepatitis A virus is spread from person to person by putting something in the mouth that has been contaminated with the stool of a person with hepatitis A. Transmission can occur through exposure to contaminated water, ice, or shellfish harvested from sewage-contaminated water; or fruits, vegetables, or other foods that are eaten uncooked and that were contaminated during harvesting or subsequent handling. Hepatitis A is the most common vaccine-preventable infection acquired during travel. Anyone who travels should consider receiving this vaccination. The safety of Hepatitis A vaccine for pregnant women has not been determined. Because the incidence of reported Hepatitis A is substantially higher in 11 mostly western states, some states now require hepatitis A vaccination for school or day care entry.

Hepatitis B (HBV) is transmitted by direct contact with the blood or bodily fluids of an infected person; it is not spread through food or water or by casual contact. A person can get infected in several ways, such as: having unprotected sex with an infected person, sharing needles, being stuck with a used needle on the job, or during birth when the virus passes from an infected mother to her baby. The Hepatitis B vaccine can prevent Hepatitis B. It is the first anti-cancer vaccine because it can prevent a form of liver cancer. People should not receive the

Hepatitis B vaccine if they have ever had a life-threatening allergic reaction to baker's yeast or to a previous dose of Hepatitis B vaccine.

Hepatitis C is transmitted like Hepatitis B and can lead to cirrhosis, liver cancer or liver failure. Hepatitis C is a common co-infection among HIV-positive people. While there are vaccines that can prevent Hepatitis A and B infections, there is no vaccine for Hepatitis C. Even without treatment, risk of progression can be minimized through: abstinence from alcohol and other drugs and vaccinations with the Hepatitis A vaccine and Hepatitis B vaccine.

Hepatitis D & E are very rare and there is no vaccine. Hepatitis D is dependent on HBV for replication. Hepatitis E is transmitted primarily by the fecal-oral route. Virtually all cases in developed countries have been reported among travelers returning from high HEV effected areas.

Meningococcal Meningitis is caused by bacteria which invade the lining surrounding the brain, (the meninges). It is called Meningococcal Septicemia or Meningococcemia when it enters the blood stream, destroying organs and tissue in a matter of hours. Meningococcal disease, although rare, is devastating because early symptoms resemble the flu, making it difficult to recognize. Adolescents and young adults are at an increased risk of contracting meningococcal disease due to certain lifestyle factors, such as crowded living conditions, new residences, attendance at a new school with students from geographically diverse areas, sharing beverages or utensils, going to bars, active or passive smoking, and irregular sleeping patterns (sounds like a Flight Attendant). Immunization is the best method of protection against Meningococcal Disease. It is believed that 83 percent of cases among adolescents and young adults are potentially vaccine-preventable.

There is no general vaccination against **Viral Meningitis**. The MMR (Measles, Mumps, and Rubella) and Chickenpox vaccines are safe and protect against Meningitis and Encephalitis caused by

(Continued on page 31)

Union Officer Pay

A brief explanation

by Thom McDaniel

TWU Local 556 President

At the Membership Meetings in January, a Member asked me to write a newsletter article explaining how Union Officers and Staff are paid. I said that I would, but after some discussion, another Member made a motion in the meeting that the article be written. This motion will be voted on in April Membership Meetings, but since we don't usually require a motion to write an article, I am going to go ahead and address the issue now.

Union Officers are paid high line plus 15% and the applicable line per diem for full time Union pulls. This was established by a vote in Membership Meetings in 1994. In 1998, our Membership had grown to the point where full time staff was required who were not Officers and they were hired and paid high line plus the applicable line per diem. In 2000, another Membership motion clarified that full-time staff is defined as working a minimum 40 hour week for a minimum of four weeks per month.

There have been changes in our Contract that have affected full time Officer and Grievance Staff pay as well as that of line holders. When our Contract was

ratified, "high line" (the maximum that Crew Planning can build a line) was increased from 118.2 TFP to 130 TFP was raised to accommodate the more productive pairings that resulted from the implementation of our new Duty Rigs. This change affected the pay for Union Officers and Staff in the same way that it increased productivity for line holders.

I was not in office when the current Officer pay structure was established, but I believe it was created to provide a fair, equitable, and consistent way to pay full time Officers. While the most a line holder is scheduled to work under our Contract is four days a week, full time Union Officers are usually scheduled for five days a week. I believe the extra one day per week is covered by the extra 15%. As an example, for the month of March 2006, full time Officers and Staff paper bid BWI Line 162 for a total of 129.60 TFP and was scheduled to work 17 days for an average of 7.62 TFP per day. Full time Officers received the additional 15% for a total of 149.04 but were scheduled to work 22 days for an average of 6.77 TFP per day. While the extra 15% does not balance out, it appears to try to create an apples to apples comparison for the number of days worked in the office compared to those worked as a line holder.

I hope this clears up any confusion. It has been my experience that anyone who does Union work does not do it for the money, because whether you are a full-time Officer, Board Member, Committee Chair, Negotiator, or Volunteer, you put in a lot more time than you are ever paid for, but it is worth it to serve our Members and make a difference.



In Loving Memory of Wendy Lingeman

November 11, 1966 -
March 20, 2006

MDW Flight Attendant Wendy Lingeman passed away March 20, 2006 after a very brave battle with cancer. The picture to the left shows Wendy at the Tulip Festival north of Seattle in April, 2005.

Wendy will be remembered for her strength, friendship, and who can forget that smile? Our thoughts and prayers go out to Wendy's family and friends.

point/counterpoint

We posed the following question to two Flight Attendants and got two VERY different responses: "Our Contract, Article 12, paragraph 4 A, reads, 'A *bid line holder who trades for a reserve bid position will be placed at the reserve seniority number for which they traded.*' In recent months, there have been many senior Flight Attendants bidding Reserve, and then trading their position on the Reserve seniority list with junior Flight Attendants, resulting in junior Flight Attendants sitting Reserve at a much higher seniority than they normally hold (see example on page 28). This practice is completely legal under our Contract, but many Flight Attendants strongly disagree with this practice. What do you think?" Let's see what they have to say.

POINT

by Richard Zak

MCO F/A #26715

During Contract negotiations we try to improve our quality of life. Many things we do are based on seniority. The following are issues regarding the trading of Reserve Lines, which is legal per our Contract.

There are many reasons Flight Attendants can't work certain days. These include child care, finances, lack of seniority, or other commitments that take them away from work. Below are some examples of why line trading is a benefit.

Example 1: Couples that have children often need to work opposite schedules to relieve themselves of the financial costs incurred from child care, day care, or babysitting. Having one of them sit Reserve at some point would increase these costs. To prevent this from happening, they will trade lines, ensuring them of no reserve for the next month or two, depending on the rotation at that base. This gives them a better quality of life.

Example 2: Some Flight Attendants commute, as I do. We incur hotel costs as a result of our choice to commute. I am lucky enough to have my best friend live in my base. She lets me stay at her home and use her car to go back and forth to the airport while she is out on trips. This saves me \$300 or more per month, depending on time of year, but could be much higher. If she was sitting AM/PM or Ready Reserve, our schedules would never be set in stone. To ensure we have set schedules, I trade with her. I get her Bid Line she was awarded in the first round of bidding. She bids the line that I want from the Reserve Lines. Once the lines are awarded, we do trip trades and I get the Reserve Line, which I would have held if we did not trade, she gets her original line back. Yes, she gets the

asterisk for sitting reserve. If we did not switch, I would still bid Reserve ensuring the better line for my commute.

Example 3: Bottom line, line trading is a completely legal procedure under our Contract, and yes, line holders can trade their lines with a Reserve. The language is there to support this practice, and if there are some who don't like it, the time to change this is during Negotiations. We have the best trip and line trading Contract language in the airline industry. Why would we want to restrict that? Our Contract becomes amendable in June, 2008.

Example 4: Although we're not really discussing "bidding down" in this argument, this is one of the issues that people on the other side of this argument often cite when discussing their complaints. People in the top 35% can "bid down" to a Reserve line if they so choose. A Flight Attendant may not want to work weekends or would like to work higher paying trips. They will bid the appropriate lines, then Reserve. If they can't hold those line from the bids, the VR Lines may have the trips they are seeking. Lets say a Flight Attendant could only hold FRI-SUN PM 3-days that pay 22.0, due to being outbid by higher seniority people. When the Reserve Lines are awarded, there was a TUE-THU PM 3-day VR line with pairings that paid 26.8. The Flight Attendant that was awarded that VR line has been here less than half the time the Flight Attendant who could only hold the FRI-SUN line. Could that Flight Attendant have bid down to Reserve to improve his/her quality of life? Sure!

In closing, "Be careful what you ask for, you just might get it." Our Contract is a set of rules we work under, so we find ways to work them in our favor, make the best of the seniority we have, and strive for a better quality of life. We have the best Reserve system and trip and line trading privileges in the industry. Let's not give up something we fought so hard for.

COUNTERPOINT

by Bobbie Celmer
MCO F/A #53750



Bobbie (L), holding her granddaughter Kasey West.

into my head during training. All privileges, all awards, everything was done according to my seniority position. Should I choose to be based in Dallas, I could expect to sit Reserve for 20 years. If I elected a more junior base such as Baltimore, I could anticipate being off Reserve within a few years. It was my choice. In 2001, realizing that the Flight Attendants in Houston were 20 years younger and 20 years ahead of me on the seniority chain, I decided to pack up and move to Orlando. I made this decision to leave a city I truly enjoyed because I wanted to improve my quality of life. It was a good choice. My seniority was better, I was able to hold more productive lines, and therefore I was able to earn more money.

Let's do a visual. Have you ever watched people standing in line? There is an acceptance. You start at the end and eventually you move ahead. Then a bully comes along and doesn't go to the end of the line. For some reason he thinks he's entitled to go to the front of the line and from that point it's all downhill. This is what has happened in Orlando. About three years ago, I looked to see how many people were ahead of me on the Reserve seniority list and I saw that two Flight Attendants who began with SWA AFTER I did were now ahead of me on the Reserve seniority list. How did this happen?

Better call the union because this must be a mistake. I'm advised that this is called line trading, or what I prefer to call it: **seniority trading** and it is legal under our Contract (*see example on next page*). Next time I look I have four people pushing ahead. Then five. The last time (when I was about 85 from the top 35%) there were 15 people ahead of me. Why?

I learned that a Flight Attendant had started a

business that would do your bidding and guarantee you a "Vacation Relief" line. The one who ran the business, urged senior people in the top 35% to bid down to a Reserve line. He, in turn, would help clear their screens of all trips. He would trade the senior person's Reserve line with the junior person's awarded line. This allowed the junior person to bid Reserve at the senior person's seniority, giving them access to the best VR lines. This practice made it possible for the junior Flight Attendant to NEVER sit Reserve at their own seniority position. A lot of people were angry with the Flight Attendant who had the trading business, yet, he didn't create the problem. He exposed it and all its ugliness. Remember, I first noticed it three years ago with two people and it has been steadily increasing.

Preparing for this article I decided to ask everyone I met during one day their thoughts on job seniority. I spoke with my neighbor, a retired military officer, the UPS man, the pizza delivery woman, the people in the beauty salon and the ladies behind the deli counter at Publix. I called old friends at a company I worked for in New Jersey for 16 years, and spoke to union people and managers. Everyone was in agreement. Seniority is earned. Seniority sets parameters and without it, what will we use for guidelines? A few Flight Attendants, who have found a way to circumvent seniority forcing me into a less desirable position, are affecting my quality of life and my salary. I feel that they are stealing - taking something that they did not earn. I do not believe that this was the intent of the language in the Contract and goes against the SWA mission statement to provide a stable work environment with respect for one another. Seniority manipulation goes against everything Unions have always stood for - fairness and equality. I have always been a fan of self-policing. If we don't correct our problems, others will want to come in and do it for us.

When I was hired I was called a "street person." Someone who came to SWA with no connections. I did not have a relative or friend who worked here. Less than 3% of hires are "street people." I think you can see the picture. Students in training who have spouses, friends and relatives in the top 35% are already making plans to use the line trade loophole. It's no longer "Come to work at SWA it's a great Company..." It has become, "Come to work at SWA it's a great Company AND I can work it out so you never have to sit Reserve!". What can be better than this? I do not advocate abolishing line trades. But it should be done after everyone is awarded a line at their EARNED seniority level. We must correct this problem immediately or eventually we will all be affected.

Tell us what you think! Send an email to:
unityfeedback@twuatd.org

To the right are two sample Reserve seniority lists. The names and Employee numbers have been changed, but this is indicative of a situation that happened in one base in February. The first list represents the original Reserve Seniority list compiled when Round 1 bids were awarded. During the following 24 hours, line trades were processed and 9 of the top 14 on the Reserve Seniority list traded their Reserve position for a bid line. The Contract requires that "A bid line holder who trades for a reserve bid position will be placed at the reserve seniority number for which they traded." Those who did not trade are noted in bold. As an example, our imaginary "Juan Socias" bid Reserve and did not trade his line. "Juan" has been a Flight Attendant 14 years. When the final seniority list comes out after line trades are complete, "Juan" is now bidding junior to "Jim Stout" who has been with Southwest just over one year.

Original Reserve Seniority List

1. Smith, John (12345)
2. Doe, Jane (13456)
3. **Socias, Juan (18901)**
4. Heath, Dan (21234)
5. Park, Ann (23456)
6. Johnson, Barb (24567)
7. **DeMille, Carl (30123)**
8. **Mars, Mary (33567)**
9. **Nixon, Julie (38765)**
10. Smithers, Jason (45678)
11. **Olsen, Nellie (46789)**
12. Moon, Leslie (48765)
13. Gray, Jan (48901)
14. Alonso, Ramona (49012)

Final Reserve Seniority List

1. Carson, Mary (65432)
2. Stout, Jim (76123)
3. **Socias, Juan (18901)**
4. Spelling, Terrance (67890)
5. Acosta, Ava (63210)
6. Nolan, Beth (74136)
7. **DeMille, Carl (30123)**
8. **Mars, Mary (33567)**
9. **Nixon, Julie (38765)**
10. King, Jan (69876)
11. **Olsen, Nellie (46789)**
12. Parker, Julia (78901)
13. McGuire, Molly (68426)
14. Nelson, Shawna (54321)

Here and There: Flight Attendants Around our System



Tina Coffee submitted this priceless photo of PHX Flight Attendant Rebecca Maynard #24302. Tina says, "This is a photo of Rebecca on an Orlando flight with SOME of the kids". Tina also pointed out that the boy with the pacifier wiped a booger on Rebecca after the photo was taken. Tina says, "That's why 'A' position gets the extra \$2, right?" Thanks for sending this in Tina! If you have a photo for the "Here and There" section that you'd like to see published, send it in digital format to: unityfeedback@twuatd.org.

TWU Local 556 Scholarships

TWU Local 556 now has TWO Scholarships available for our Members and their Families:

The Paul Gaynor Scholarship is awarded to one of our Members, and the newly formed "Shanna M. Martin" Scholarship is awarded to family members of our Flight Attendants. Please visit the TWU Local 556 Website at www.twu556.org for information, qualifications, and to download applications.

SCHEDULING COMMITTEE UPDATE (Continued from page 22)

productivity within our workday.

I thank you for allowing me the opportunity to serve you all of these years. When the new Executive Board meets in May 2006, I will make a final presentation to them. They will appoint a new Chairperson who I will help through the transition. My main reason for resigning is just simply

that it is time.

We are at a pivotal point in the Airline industry with what seems to be a never ending rise in fuel costs. It is imperative that we as a work group take this seriously and do whatever we can to help. One way is just by coming to work and providing the absolute best Customer Service ever, not only to our external Customers but also to each other. Each of us needs to be a part of the solution not the prob-

lem and we do that by helping each other be better co-workers.

As I sign off my last Scheduling Committee Article for *UNITY*, I ask that as we move forward as a work group, a Union, and a Company that each of us be thankful for all that we have, and let's do our best to ensure that OUR Company, Southwest Airlines is a place that will be thriving for many years to come because we cared enough to take ownership in it today.

Coffee Talk

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



The Pope and I

The "Men In Black" preboarded and did a security sweep of the aircraft in Burbank. They wore receivers in one of their ears, suits with little pins on their lapels, and looked a lot like the Blues Brothers. We had absolutely no idea what was going on, so I went and questioned the Op's guy, "What's up?" He rolled his eyes and said, "Some Religious dude is flying to Sacramento to visit the Capitol." We saved the front lounge area, so he would think he was in first class!

The crew eagerly waited at the top of the airstairs to greet our passengers and papal guest. A procession came forth from the boarding door. It was like some sort of movie being filmed, there in Hollywood. First, there were about eight plain clothed Secret Service guys in jeans and black leather jackets. They spread out to seats all over the plane. Then twelve Bishops in black robes marched on the tarmac in double lines. Our jaws dropped as we stood there on the airstairs like we were in the bleachers waiting to see Santa at the end of the parade.

WOW, he looked so ethereal, so Godly, so COOOOL! An elderly man with white hair, in a white robe that was embellished with gold and red adornments appeared. He was sporting a very big, fancy, head thing and carrying a four foot cane with a gold Ram's head on top. At that point my curiosity was killing me and I asked one of his crew, "Who is this garbed gent?" The bishop spoke to me in broken English, "It is the Pope of Armenia." I affirmed his statement... "HE IS A POPE?????"

As he neared the stairs, I was freaked out. I knew that there was probably some sort of protocol as to how to greet the HEAD of a church for Godsake (literally). You can't just say, "Hey Pope, how's it going." I certainly didn't want to do anything that might not show reverence. I followed the Captain's lead and flashed him a toothy Southwest smile. Then I added my own little gesture, a slight head nod figuring it as a universal thank you of sorts.

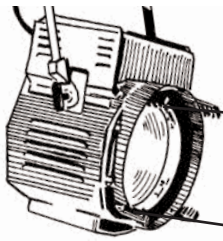
The Pontiff's headdress was too tall to fit under

the PSU, so he had a Bishop holding it. As for the humongus cane, he was holding it. I know we are supposed to be "flexible" but these were big FAA violations. I was afraid to touch the cane, like Harry Potter's wand, I thought I might be turned into Saint Tina of SWA. There was no way I was going to place the "Golden goat head" on the floor along with the leftover trash. I mentioned to one of his clergy that I needed to secure "The Cane" for takeoff and offered to carefully place it up with the Pilots. He just looked at me and smiled, then he spoke to the Pope in Armenia. I thought he hadn't understood a word I just said until the Spokesman for the group clarified that it was a "Holy Staff," and handed it to me.

I guess celebrity sightings in Burbank are common, and the passengers didn't seem stunned that a Pope was riding on the Low Fare Airline. I was wondering why "His Holiness" didn't have a golden Lear Jet. At least the guy was saving his congregation money! I could just imagine him telling the masses in Armenia, "I flew on a plane that was painted up like a hot dog (this was when we had Dijon and red planes).

Something that I found amusing was that "The Pope drinks Coke" (what a great commercial that would be). He enjoyed the peanuts too. I really wanted this to be a memorable experience for them, so I gave all of his groupies post cards, wings, and a big bag of "Luv Nuts" to take home. Hey, marketing is everything! I guess he liked the P.O.S. because his aide addressed me with, "The Pope would like to bless your crew."

We were advised that he would give us a gold cross (plated), say a prayer over it in our hand, then we were to put it on. I went first to receive my blessing. Putting out my my hands palms up I cupped the cross. He closed my hands over it after his prayer. I looked at his kind face and said, "Thank You." I didn't know if it was the right protocol, but it felt right! He was a man of God, and I felt special that he would bestow such a gift on me. It came to mind, "I'll never wash my hands again, they have been touched by a POPE." Well, that didn't last long... I still had to clean up the messy plane.



“SPOTLIGHT” ON

Susan Kern

MCO F/A #45511

Susan Kern has been doing Union work for so long, we couldn't believe it that we hadn't "Spotlighted" her in an issue of *UNITY* yet. Susan, here's your chance to shine!

Susan was born in Sidney, New York, a small town 2 hours southwest of Albany. Her father was a Union Member before she was born and instilled in her a strong work ethic and values. She received a Bachelor of Science degree in Social Work from Cornell University in Ithaca, NY. In 1985, she moved to San Francisco, married two years later, and began working in her husband's business, building circular and spiral staircases out of wood. Looking for a change, she started working for Southwest in August, 1998. She said, "It's a good thing too, because I ended up separating and divorcing a year later."

Susan became involved in our Union in August of 2001, when she joined the Precinct Captain Program. When asked why she became interested in getting involved she said, "I heard too many stories about the '97 Contract. I wasn't interested in history repeating itself." Susan was based in Oakland at the time, and since she lived just 4 miles from the OAK Airport, she was called on to do a LOT of lounge mobilizations.

Because Susan quickly earned a reputation as a "go-getter" who would do what she was asked, when she was asked, and nobody ever had to worry about whether the job would get done, she was asked to join the Negotiating Team's Coordinating Council in

February 2003. Susan continued to work closely with our Negotiating Team on Membership Mobilization and Corporate Action events.

Then came Philly... In early 2004, during the most heated period of our Negotiations, Southwest was planning to open a new city, Philadelphia. Our Coordinating Council knew the importance of building relationships with other Unions who in turn assisted us in our public campaign. Since we had basically reached impasse with the Company under the National Mediation Board, the Team knew we had to ramp up our campaign, and what better place to do it than in a very Union-friendly place, Southwest's newest city Philadelphia.

Susan joined Negotiator Brett Nevarez in Philadelphia to begin building relationships with Labor Leaders. She says, "Boy oh boy, did I ever NOT have a clue what I was getting into! I remember calling Mark Richard to ask him where to begin. Looking back on it, I have to laugh, because Mark's answer was, 'Be everywhere'". Next thing Susan knew, she was meeting with Philadelphia Labor Leaders and speaking at the Pennsylvania AFL-CIO Convention.

Shortly after Susan returned from a very successful tour in Philadelphia, our Negotiating Team began intense round-the-clock talks with Herb and Colleen in hopes of finally reaching a Tentative Agreement with the Company. The Team would need somebody to help coordinate events, keep up the public campaign, and basically do anything



Susan speaking at the Pennsylvania AFL-CIO Convention in 2004

else the Negotiating Team needed. She was given the title "MiFWIC" - we'll leave what that means up to your imagination. Within a few weeks, a Tentative Agreement was reached, and Susan was needed to help coordinate the plans for the Contract Ratification meetings held in each base.

When looking back at her involvement in our Contract Campaign, she says, "I had so many absolutely FABULOUS people out there that I could call on. I can't begin to name all of them."

As for Susan's future involvement in the Union, she still intends to remain involved in Union work. She said, "I'm an excellent special project kind of gal. I'm not afraid of getting into something I don't know a lot about as long as I trust the others I'm in it with!" She says she will step up to the plate when she's needed, and will continue to be involved in our Union as an active and outspoken Member.

Susan has shown what can be done by a Union Member who has drive, guts, and a desire to become involved. Thank you Susan for sharing your story with us.

BOARD OF ADJUSTMENT AND ARBITRATION

(Continued from page 18)

Managers and Directors testify to things like, "She was never more than an average Employee" even though you have a good file or "we simply can't have this type of person as one of our Flight Attendants". It may seem insulting and degrading, but unfortunately that is how it goes. The Union advocate has an opportunity to cross examine every witness Management has called.

After the Company finishes presenting their case, the Union presents their case on behalf of the Grievant. We have an opportunity to call witnesses, and the Grievant (in most cases) will have an opportunity to testify. Management also has an opportunity to cross examine any of our witnesses.

Like I said before, the day is stressful and emotional. However, the most difficult part of the hearing is the end. After the Union and the Company finish arguing the cases, both parties head home. The Board of Adjustment panel is left alone to deliberate. Generally, we take the Grievant to the airport, and put them on the plane to head back home with the instructions that we will call them as soon as we receive a decision. At the end of the day, you can never tell if the Board panel was with you or if they "got it". The Union advocates debrief and talk about what we did right and what we wished we could do better. At this point, it is a waiting game.

Board decisions come within a few hours or sometimes they may even have to finish deliberating the next day. The Board of Adjustment panel reviews the relevant testimony and corresponding documentation. Their job is to determine whether the Company, under the given circumstances, acted appropriately. They debate and eventually take a vote.

The greatest phone call to make to a fallen Member is one that starts out with, "We won!" Usually, there are tears of joy because a career has been restored. On the other hand, the most gut-wrenching call is to let someone know that their termination is final and binding. It is a terrible experience for both the messenger and the former Employee. Sometimes, we have to let them know that a "deadlock" took place and the case will have to be repeated before an arbitrator.

In the final analysis, the grievance process is rough. When one argues a case, there is a tremendous amount of pressure, because so much is on the line. It is the toughest job that I have ever had, but at the same time, the most challenging and when justice prevails, the most rewarding. This article will be my last as your 2nd Vice President. It has been one of the most rewarding and fulfilling experiences I have ever had. Thank you all for the opportunity to serve our Union as an Officer. See you on line in May!

TO YOUR HEALTH

(Continued from page 24)

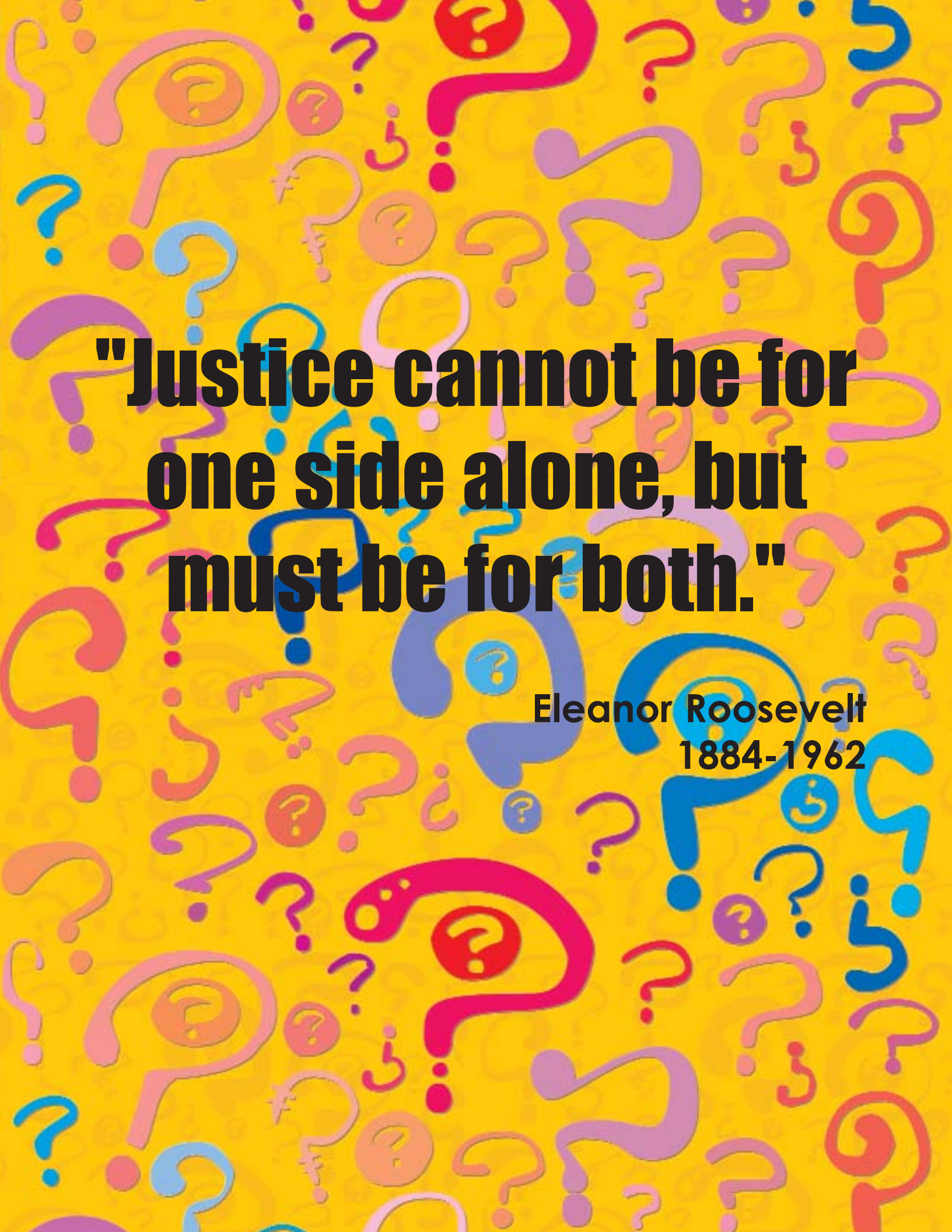
the Measles, Mumps, and Chickenpox viruses. No vaccines are available against enteroviruses, the most common cause of viral meningitis. Meningitis prevention includes washing your hands, and covering your mouth and nose when you sneeze.

Haemophilus Influenzae Type B (Hib) disease is a serious disease caused by bacteria. It usually strikes children under 5 years old. Before Hib vaccine, Hib was the leading cause of Bacterial Meningitis among children under 5 years old in the United States. Hib disease can also cause: Pneumonia, severe swelling in the throat, infections of the blood, joints, bones, and covering of the heart, and death. Children over 5 years old usually do not need Hib vaccine. But some older children or adults with special health conditions should be vaccinated. These conditions include sickle cell disease, HIV/AIDS, removal of the spleen, bone marrow transplant, or cancer treatment with drugs.

Tetanus (lockjaw) and **Diphtheria** are serious diseases and can lead to death. Tetanus is caused by a germ that enters the body through a cut or wound (F/A's are frequently cut in the galley). Diphtheria spreads when germs pass from an infected person to the nose or throat of others. Tetanus is characterized by muscle rigidity and painful spasms, often beginning in the muscles of the jaw and neck. Diphtheria causes a thick coating in the nose, throat, or airway and can lead to breathing problems, heart failure, paralysis, and death. Vaccination is the best way to protect against Tetanus and Diphtheria. Cases are rare in children because most receive DTP vaccines. Anyone whose history of primary Tetanus and Diphtheria vaccination is uncertain should be considered unvaccinated and should receive the three-dose series. Thereafter, routine booster doses of Td should be given every ten years. When was your last booster?

Chickenpox, Pneumonia, and Flu vaccinations are also available. As with any medicine, there are risks involved. People who are moderately or severely ill at the time the shot is scheduled should usually wait until they recover before receiving most vaccinations. Some vaccines are not appropriate for pregnant women or children less than 6 weeks of age. Each vaccine has side effects and risk and should be discussed with your doctor before receiving the vaccine.

We hope you find this information helpful. Again, please consult with your doctor for more information regarding these diseases.



**"Justice cannot be for
one side alone, but
must be for both."**

Eleanor Roosevelt
1884-1962