

UNITY

October 2007

Contract 2008 Negotiations:

What does the future have in store for us?
What can we do to affect the outcome?

PLUS:

Meet your Negotiators
Brett Nevarez takes us on a walk down memory lane
James Gordon lays it on the line about getting involved
And much, much more



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

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TWU Local 556 Editorial Policy:

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

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

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



From the Editor's Desk

I wanted to call this issue "Deja Vu". That's kinda what it feels like. It's hard to believe that it was just over 3 years ago that we ratified our Contract. Now we're getting ready to go back to the bargaining table. Wow.

But "Deja Vu" wouldn't be appropriate. When Brett Nevarez was researching his "Put Up or Shut Up" article, he learned that more than 20% of our current Flight Attendants weren't hired until after we ratified our current Contract. If you are one of the 20% plus, this may be your first experience as a Unionized employee to go through this process. For those of you who were around, you'll remember well that education was a major theme in our Union publications. In the past, too many of us weren't informed on the process and listened too much to rumors. But once this Membership was informed on the process, knew our rights and the possible outcomes, and then got involved, we became a powerful force.

In case anyone is concerned, I want to let you know that the "POINT/COUNTERPOINT" article isn't going anywhere. It's just taking a short break this quarter. As you can see, we had a lot of information in this issue, and we ran a little short on space. Look for the return of "POINT/COUNTERPOINT" in the January issue.

I'm so pleased that in this issue we're going to introduce you to your new Negotiating Team, get a few history lessons, and look at a blueprint for our future. Please stay informed. Our future depends on it.

In solidarity,

Allyson Parker-Lauck
TWU Local 556 Board Member at Large and
Communications Coordinator
bm1-communications@twu556.org

FEATURES:

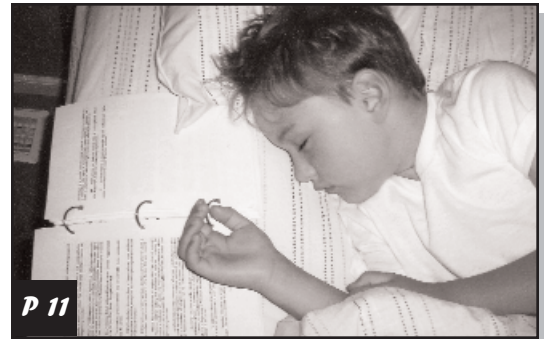
- 12 *Meet your Contract 2008 Negotiating Team*
- 18 *Contract Negotiations 101*
- 30 *Cooking with Corporate Headquarters*
- 34 *Get Active - FMLA Reform*

DEPARTMENTS:

- 2 *From the Editor's Desk*
- 4 *President's Page*
- 6 *Domicile Reports*
- 13 *Put Up or Shut Up*
- 20 *Safety Team Report*
- 22 *Treasurer's Update*
- 23 *Capitol Hill Update*
- 24 *Grievance Team Update*
- 26 *To Your Health*
- 27 *FYI*
- 28 *Scheduling Committee Update*
- 29 *That's Life*
- 32 *JetSet*
- 36 *Spotlight on Karla Kozak*

MISCELLANEOUS:

- 2 *TWU Local 556 Editorial Policy*
- 5 *Calendar of Events*
- 11 *Welcome to John DiPippa and Kevin Onstead*
- 11 *Contract Negotiator Election Results*
- 11 *Photo Caption Contest*
- 31 *In Loving Memory*
- 37 *Be the First to Know*
- 38 *Agency Fee Notice*





President's Page

by Thom McDaniel - TWU Local 556 President

Wow, it's that time already. For several months your Executive Board has been planning for our upcoming Contract

Negotiations, now our Negotiating Team (NT) is in place and at work in preparation for the opening of our negotiations in conjunction with our amendable date on May 31, 2008. We have our work cut out for us, and we now have a great NT to meet the challenges we will face. Thanks to everyone who ran for Negotiator and those who voted.

To say that our Membership has grown is an understatement, and there are many of our current Members who were not here when we began the same preparations in 2001. This entire issue is about Negotiations, and I would like to take the opportunity to let our newest Members know what is in store in the next several months.

With our Team in place, we will hit the ground running. We have been collecting ideas from our Members through our "What's Next?" section on the TWU Local 556 website. We currently have over 800 submissions and continue to get new ones every day. This will be a wonderful resource for the NT.

Our new NT will also read past negotiations notes and contract proposals as well as other Flight Attendant and Southwest Contracts to look for issues that may be of interest to our Members. We will use the ideas that we obtain through this research to begin to survey our Membership to establish our priorities and what our Membership really wants to obtain out of these Negotiations. As with the last Contract, our focus will be on the will of the Membership. You give us our marching orders, so Membership participation and input will be our most important resource.

There will also be housekeeping issues for the Team like establishing a timeline, choosing advisors, and creating a budget. We have established good relationships with our International and several knowledgeable advisors, so we are far ahead of the game in that area.

One of our most important tasks will be Membership involvement. We will be establishing every possible arena for effective Membership communication. It is my goal to do this through

phone and internet resources, so please make sure that the Union has your current phone number and your email address. We have found that email is one of our most important resources, however our email database is not complete. Please register on the Local 556 website (www.twu556.org) to make sure that you get all the latest updates as quickly as possible. We will also rely heavily on Member-to-Member communication like our wonderful Precinct Captain Program. Be on the lookout for the renewal of this program and please sign up.

The NT will be traveling to all bases to talk to our Members face to face. Look for upcoming announcements to meet your new Team after the first of the year.

We know that an informed and involved Membership will be the key to our success, so accurate information is very important. Our Union will continue to provide you with accurate information through our lounge mobilizations, publications, email, and website; however, rumors can still happen. Please remember if you hear something too good or too bad to be true, it probably is. Please pick up the phone and call the Union Office to get the facts. Rumors can be destructive and harmful. Our Membership deserves to make good decisions based on accurate information, so please confirm or deny any rumor through the Union Office.

We learned a lot during our last negotiations. If you were here, please share what we accomplished. If you are new, please get involved and take ownership of your future. We have a future worth fighting for, and we are the only ones who can do it.

In closing, I'd like to welcome our two newest Executive Board Members, John DiPippa and Kevin Onstead. John will be filling the big shoes of Michael Broadhead. I will miss Michael a lot, and I know that John will do a great job as PHX DEBM. I had the pleasure of working with Kevin as a Negotiator. We've been to war, and he had my back every step of the way. I have no doubt that he will have the backs of all the Members of our new Las Vegas Domicile also.

Viva Las Vegas and welcome to our newest base!

Calendar of Events:

What's going on in
your Union?

CALENDAR OF EVENTS

OCTOBER 2007 MEMBERSHIP
MEETING - ALL TIMES ARE LOCAL

LAS

DATE/TIME: Wed., 10/10/07 at 10:00 AM
LOCATION: Alexis Park Resort
375 East Harmon Ave.
Room, Apollo 3,

HOU

DATE/TIME: Thur., 10/11/07 at 9:00 AM
LOCATION: HOU Hobby Airport
The Astros Room
(down the hall from Lounge)

MCO

DATE/TIME: Thur., 10/11/07 at 6:00 PM
LOCATION: Hawthorn Suites MCO
7450 Augusta National Dr.

DAL

DATE/TIME: Wed., 10/17/07 at 6:00 PM
LOCATION: TWU Local 556 Office
7929 Brookriver Dr., Ste 750

OAK

DATE/TIME: Mon., 10/22/07 at 2:00 PM
LOCATION: OAK International Airport
Esther Love Conf. Room
(Take elevator to 2nd Floor,
Go through wheelchair
accessible door, turn left,
room is on right)

PHX

DATE/TIME: Wed., 10/23/07 at 1:00 PM
LOCATION: PHX Sky Harbor Airport
Terminal 3 - Level 2
HMSHOST Conf. Room
(Go to the end of hallway
next to Sbarro Restaurant)

BWI

DATE/TIME: Mon., 10/29/07 at 1:00 PM
LOCATION: BWI Airport
BWI Conf. Room NTE 247
(At the end of the Air Tran
counter, turn right to the
Meditation Room, then take
another right. The BWI
Conf. Room, #NTE 247, will
be on the left behind the Air
Tran ticket counter)

MDW

DATE/TIME: Tues., 10/30/07 at 10:00 AM
LOCATION: American Legion
Clearing Post 600
4352 W. 63RD Street

OPEN TO MEMBERS ONLY
ID's WILL BE CHECKED

For meeting information and agenda,
go to: www.twu556.org

Crew Member Self Defense Training Schedule

To enroll in the CMSDT Program, simply select the community college location of your choice from the list below and call or write the designated point of contact. They will provide you with all necessary details and requirements for attendance, and assist you in enrolling in a training date of your choice. Please be sure to check www.tsa.gov often (click "What We Do", then "Crew Member Self Defense" under the "Law Enforcement" header), as new training dates will be announced. Class dates and availability may change, so please refer to the website for the most up to date information and for precise locations.

Atlanta, GA:

November 5, 30
December 7, 17
Contact: Fran Mohr
(678) 891-3016
mohr@gpc.edu

Charlotte, NC:

November 26
December 1
Contact: Doug Norwood
(704) 330-4107
Douglas.Norwood@cpcc.edu

Chicago, IL:

November 8, 15, 29
December 6, 13, 20
Contact: Jonna Brodersen
(773) 481-8861
jbrodersen@ccc.edu
Contact: Chris Wilkerson
(773) 481-8842
cwilkerson@ccc.edu

Dallas, TX:

November 1, 16, 28
December 3, 7, 13
Contact: Paula Stubblefield
(817) 515-7770
Paula.Stubblefield@tccd.edu

Denver, CO:

Nov 16, 17, 29
Contact: Michael Carter
(303) 360-4742
Michael.Carter@ccaaurora.edu

Miami, FL:

November 7, 12
December 4, 11
Contact: Richard Masten
(305) 237-8481
rbloom@mdc.edu

Phoenix, AZ:

November 3, 15
December 3, 14
Contact: James Hornburg
(480) 517-8461
james.hornburg@riomail.maricopa.edu

San Francisco, CA:

Nov 07, 28
Dec 05, 12
Contact: Deborah Picar
(415) 550-4458
dpicar@ccsf.edu

Washington, DC:

November 5, 12
December 11, 17
Contact: William Gary
(703) 323-2399
wgary@nvcc.edu
Contact: Janice Shellington
(703) 323-2399
jshellington@nvcc.edu



BALTIMORE

by Lucy White-Lehman, BWI Executive Board Member

THE CONTINUOUSLY REVOLVING OFFICE DOOR

Put on your surprised face, there are more changes in the BWI Inflight office. Patricia

Montemayor transferred to LAS as the Assistant Base Manager. BWI's newest Supervisor, Aquilla Young #84805, graduated from training in June 2007. Also, there was a shake up in the BWI office in September. Melvin Gunderson and Monique Vazquez mysteriously vanished from the base effective immediately. Melvin was a Supervisor since June 2005. He always tried to do the right thing for the Flight Attendants, and he will be missed. It's amazing some things just never seem to change in BWI.

BEFORE YOU WRITE IT UP

Please call Professional Standards and the Union before you write up a Flight Attendant or talk to Management. When you make contact with the Inflight office regarding a concern or a question, they have the responsibility to report that incident and to document it. By that I mean, ALL conversations with the Supervisors, whether they are casual or not, will be documented in your file. Anything you say can and will be used against you, your Crew or whatever situation you are trying to resolve. On the other hand, when you call the Union, the call is

completely confidential and will not be reported back to SWA Management. The Union can give you your options on how to handle a situation.

Also, remember we are growing rapidly and you never know who is watching or who will be writing their own IR. Please call the Union and ask how to get someone help or find out the best way to address a situation without getting that Flight Attendant disciplined. Could it be a misunderstanding? Could someone need the assistance of Clear Skies? Please consider all options before you put it into writing. At that point there is no turning back.

MISCELLANEOUS:

- Check-in phone locations: CSA Desk at 'A' Pier across from A6 and wall at Gate B4 next to bag room
- Instead of turning pages, you can download the Contract at www.twu556.org and use the search index to find the information you need.
- If you don't know your point total then you need to ask a Supervisor. Ask for a copy of your point review summary to keep track of your points and roll off. Inform the Supervisor you don't want a file review, just the point review summary.
- Probationary Flight Attendants have the right to Union representation. If you have a meeting with Management, call the Union to have a representative go with you. It is always best to have a witness whenever you go behind closed doors.



CHICAGO

by Kyle Whiteley, MDW Executive Board Member

Hello Chicago! It's the end of September as I write this article; the dog days of summer seem to be quickly fading from memory as the hues of autumn provide a brief, yet colorful, interlude before the inevitable white quilt is soon laid across the city I love.

The previous sentence would be fantastic if I

were writing a novel. However, it could be a nightmare for the Union if so much detail were in an Irregularity Report. An appropriate IR in this case would read more like: It's been hot, it's getting cooler, and will soon be very cold. If the Company ever needs additional information regarding the weather, they know where to find you!

The past few months have been pretty quiet in Chicago. We made it through the summer with only a few scrapes, mostly due to UM issues; how-

ever, the majority of those will heal in time. I know the rumor mill has been cranking out all sorts of stories about our new Base Manager: Yes, Reen is a stickler when it comes to uniform issues; No, there were not 21 Flight Attendants fired in Chicago this summer.

I would actually be remiss if I didn't tell you that, in fact, Reen has really done a pretty good job in dealing with the issues that have been brought before her. If I did not honestly feel this way, I promise that I would let you know. While she and I have not agreed on every issue, we continue to develop a respectful and professional working relationship that I hope will continue to benefit the MDW Flight Attendants.

Please don't forget that perfect attendance in the fourth quarter provides an attendance record improvement of three points. If you are unsure of your point total, take a minute to ask a Supervisor at the Overseer Desk (OD.)

While at the OD, you might want to submit a quick note asking for a copy of your Medical and Employee File (yes, there are two separate files that are kept). I firmly believe that it is important to get a copy of these files to verify the contents, and to make note of any discrepancies or previous discipline that may need to be removed.

This issue of UNITY is about our upcoming Contract Negotiations. With that being said, it is also our last issue before the holidays. It will be that much easier to get the improvements we seek in our Contract if we are once again able to show the Company what an amazing group of Flight Attendants we are. Cheap fares and Southwest Flight Attendants keep our passengers coming back year after year. Let's work together to help each other during the challenging holiday travel period, and ensure our future remains secure.

I sincerely hope you all have a happy and safe holiday season and a prosperous New Year!



DALLAS

by Gwen Dunivent, DAL Executive Board Member

"The only constant is change."
Heraclitus

Well, fellow Dallas mice, they continue to move our cheese!!! We were the only base to have free parking, and as you know, those days are over. Don't forget you still have the option to park at Headquarters for free. Also, the check-in phone outside of security has been moved up to the hallway leading to the Pilot lounge just before the upstairs Security Checkpoint. The reason the check-in phone was moved is to make room for additional security lines at the main Security Checkpoint. We have all been experiencing sweeping changes in our Company, some of which are quite challenging to accept, and there are more changes on the way. But no matter how much they change our surroundings and our work environment, we will always be the Dallas Base, where the whole crazy thing began, and where the heart and soul of the airline still lives.

Speaking of change, put your surprised face on, because we have another new face in the DAL

Inflight Office. Thomas Kaminski has moved to MCO, and Shannon Hiatt has stepped in as our new Supervisor in DAL. Shannon has been with Southwest since January of 2005, transferring in from the Initial Training Department. She also flew out of PHX and MDW before moving into Training.

A positive change that has occurred recently is the formation of an Inflight Injury Prevention Team, which is a collaborative effort between the Union and the Company. Ground Operations and Provisioning both have similar teams, and they have actually seen a decline in their injuries at work. The focus of the Team's work will be evaluating the injury statistics for our department, and then working on ideas for how to keep our work group safer and healthier at work. As part of my work on the Local 556 Safety Committee, I am on the core team for this group, and I look forward to continuing this important work.

Another positive change is GROWTH. We will have one new originator in Dallas in November, and possibly another originator in January. If we do indeed get both, it would add 120 Flight Attendants to our Base. We are also changing the time and place for the next Membership meeting.

The meeting will be held in the evening, at 6:00 pm, on October 17th at the Union office. The address is 7929 Brookriver Drive, Suite 750. Please plan to attend and you can see your Union office as well!

As always, I would love to hear from you anytime. My phone number is **214-640-4309**, and my e-mail is **dal-debm@twu556.org**. I hope to see you at the Membership meeting!



HOUSTON

by Jill van der Werff, HOU Executive Board Member

Greetings HOU! There have been quite a few changes since my last report! Former HOU Assistant Base

Manager, Scott Wells, has left to become the new LAS Base Manager. Former Supervisor II, Brian Ridgeway, has replaced Scott as our new Assistant Base Manager here in Houston. Supervisor Patricia Brown has accepted the Early Departure offer, and there are several others who are going to different bases, so we will most likely be seeing quite a few new faces in the Inflight offices in the near future.

I would like to wish a fond farewell to three Houston based Flight Attendants who accepted the SWA Early Departure offer: Beverly Brown who has flown for 29 years; Sheryl Everitt who has flown for 18+ years; and Isaac Pabon who has flown for 23+ years! We wish you all the best!

By the time that this is in print, our 2008 Negotiating Team will be in place and working hard on preparations for negotiating our new contract! Our job as Members will be to support them 100% by staying Unified, staying informed and

communicating our needs and desires to them by submitting ideas through the TWU556 Website! Speaking of the TWU556 Website, have you checked it out lately? Kyle Whiteley, Chicago's DEBM, has done an amazing job at keeping the website fresh and up to date with the latest news and information!

Finally, I think the most important thing that I can leave with you is the realization that Unity is Power! We have a duty to our Negotiating Team to stand behind them and support them as they negotiate and stand strong for what could be a long and difficult battle with Management to improve our eroding flexibility and protect our pay! We are the face of Southwest Airlines, and it's time for Upper Management to respect our contributions with actions rather than through cheap patten and undermining the necessary decisions that we as front line Employees are forced to make due to difficult and controversial situations on a daily basis. I can't write everything that I'd like to say here, but if you want to be on my Houston Domicile mailing list, please send an Email to HOU-DEBM@twu556.org and I'll add you as soon as I get your Email.



LAS VEGAS

by Kevin Onstead, LAS Executive Board Member

Welcome to Las Vegas. If you know me, you can skip this first paragraph and go directly to the important information below. For those of you who don't know

me: My name is Kevin Onstead, I have been with Southwest since November 1996. I spent my first

two years as a CSA in SJC and transferred to Inflight in 1998. I have been involved with TWU 556, either as an interested Member, Shop Steward or Negotiator, since I graduated from Training Class 157. I have always been a commuter and I'm excited to finally be driving to work in LAS. I look forward to representing all the Flight Attendants in LAS as your Domicile Executive Board Member. Now on to the good stuff...

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

THE LOUNGE/BASE: Our lounge is located near Ops. Use the Employee line on the far right of the security check point to enter the terminal. Access to the lounge will be via the door to the outside stairs near gate C18, or an elevator near gate C22. The lounge occupies about 8,000 square feet including office areas for Base Management. When completed, the lounge size will be somewhere between the new PHX Lounge (before it was remodeled) and the HOU Lounge. A small Base Opening celebration was planned for October 1st; there will be a big celebration around November 1st, when construction is finished. Southwest hopes to start construction on our permanent Base by January 2008. This will be a separate building by gate C1 and will also house both the Pilots and Flight Attendants. Construction will take about 15 months and when completed it will give us about double our current space.

PARKING: Southwest has obtained a lot about one mile from the terminal. They are installing a fence, security gate, and guard shack. The lot will be for the exclusive use of Flight Attendants and Pilots,

and Southwest will be providing Shuttle Service to the Airport. Cost will be about \$30 to \$35/month. This is comparable to the \$30/month flight crews currently pay for employee parking at the airport.

HOTELS: Please access www.twu556.org and click on the base information tab for hotel information. There is a list of hotels, their estimated cost, if they have van service, and their phone numbers.

CHECK-IN PHONES/LIQUOR DROP/ETC.: The plan is for three phones: one by the ticket counter, one in the C terminal, and one in the B terminal. Initially the only liquor drop will be in the lounge. Once the connector between the B and C terminals is completed, a second safe will be located near the ticket counter as you exit the terminal.

As soon as I have my Union Cell phone I will publish the number. You can reach me by email at las-debm@twu556.org. If you need immediate assistance, call the Union Office at **800-969-7932**. While we do have some Shop Stewards transferring in, I am always looking for additional help. Let me know if you are interested. Viva Las Vegas!!!



OAKLAND

by Mark Torrez, OAK Executive Board Member

Hi my fellow Oaklanders! I hope this edition of UNITY Magazine finds everyone doing well. I myself am

doing great after a bit of a hiatus I took this summer. I had felt that I had lost the drive to do the best job I could for our base so I took some much needed time away. Now I'm back and I'm ready to go full steam ahead! I'm re-centered, re-focused, and highly motivated to do a great job for our Union once again. Thanks to the OAK Shop Stewards who provided EXCELLENT representation to the OAK Flight Attendants during my short break. I am looking at furthering my involvement which should translate to you staying better informed.

This month we're talking about Negotiations, so I want to congratulate Val Lorien and Cindy Ritner for their election to the Negotiating Team (NT). OAK will once again be well represented on

the NT as Val spent most of his career at Southwest in the OAK base.

I would also like to say Bon Voyage to all of our Flight Attendants who opened the new LAS base. This opening is long overdue and I'm really glad that the wait has paid off for all of you who live there. You have a unique opportunity to build the base up from scratch and form your own little ecosystem there. I hope you can make it a great place to be based.

I'm sure you all shared my frustrations for many, many months regarding the OAK liquor drop, but we FINALLY have good news to report! The liquor-drop safe has been moved from the Inflight Lounge to the Baggage Service Office in Terminal 2. The location of the second liquor-drop will remain the same, at Gate 20 in the Bag Storage Room. While I'm pleased that the liquor drop safe has been relocated, I'm still very frustrated that our parking lot is still not secure. The port agreed to move the equipment from the old lot to the Neil

Armstrong Lot so that we would at least have controlled access to the lot. That was two months ago, and it's still not secure. I will find out at our next meeting what the delay is and report back.

Finally, for those of you who participated in our Open Time card campaign, you probably received a form letter at home from our Vice President of Inflight Mike Hafner. First of all, I want to thank you for your participation and standing up for our

Contract. Consider this letter a badge of honor as it is Union Busting at its best. You cannot be disciplined for participating in lawful Union activities.

In closing I want to say keep up the good work, I am happy to say there has not been much activity in the base surrounding discipline, and that's great news! I continue to be proud to represent OAK so thank you for giving me the opportunity to do so.



ORLANDO

by Susan Kern, MCO Executive Board Member

Welcome to autumn, MCO! It's that time of year when temperatures return to a comfortable level, but you

know comfort is not a natural state in the universe.

Things will remain uncomfortable in our lounge for a bit longer. The first phase of construction in the kitchen and dressing room area has morphed into a loss of the bathrooms and a relocation of our main entrance to the lounge. Hopefully by the Holidays these construction woes will be a thing of the past. In the office we're seeing new Supervisors to replace Lonie Firebaugh and CJ Deschaine; Lonie came online effective October 1, and CJ as of October 15. Jenny Kaminsky is settling into her role as Assistant Base Manager nicely, and discipline-wise MCO has been fairly calm.

The Company wisely settled our Grievance on the "D" Flight Attendant by discontinuing the program, but there will still be an increase in the number of audits, or as we used to call them "check rides", on our flights to satisfy the FAA. Don't be surprised to see the Supervisors in uniform on a daily basis; they will be in the terminal enforcing uniform compliance (kinda like a mobile Briefing Day) and since Supervisors from Customer Service and Ops are supposedly in uniform, it was decided our Sups should be also. In theory, they will also be available to help when we turn the aircraft; time will tell how this program fares. Just be aware: even if you make it a point to spend as little time in the lounge as possible, you may still encounter Management in the terminal.

HOPEFULLY by the time you read this we will

have the Arbitrator's ruling on the Open Time Manipulation Arbitration. I hope she got "all" is "all" and "immediately" is "immediately". Apparently Mr. Hafner had a few issues with it - especially regarding the cards many of you signed! I've heard many of you were uncomfortable that he expended valuable resources to track down those who did sign the cards and then send you a letter (enclosing your signed card). You should be uncomfortable; it's Union Busting and a DIRECT violation (yet again) of our Contract: "All employees shall be free to engage in lawful Union activities or to refrain from such activities."

I hate to be the bearer of bad news, but you need to know it is possible things will be uncomfortable as we enter into Negotiations. Management will make pronouncements of doom and gloom; Supervisors will be instructed to promote subtle messages. I fully support the Company managing carefully through these difficult times - as a stockholder I want SWA to do well, and as an employee it behooves me to do what I can to ensure employment!

Be wary of the wolf in sheep's clothing. Don't let Management convince you that your Union doesn't care about the financial health of our Company or that it is interfering with the Company's attempts to listen to the Flight Attendants. Some Flight Attendants have bought into this line of you-know-what; some think we're making things too "personal". I take our Contract very personally. I take abiding by our Contract very personally. Negotiations are very important business, and I ask all of you to stay informed, stay focused, and continue to be the best Flight Attendants in the industry.

Welcome Aboard!

The TWU Local 556 Executive Board is proud to announce that we have several new Members who have joined our Local's Leadership Teams.

First, we'd like to welcome PHX Flight Attendant John DiPippa and LAS Flight Attendant Kevin Onstead to the TWU Local 556 Executive Board. In accordance with the TWU Local 556 Bylaws, John was appointed to fill the PHX Domicile Executive Board Member (DEBM) vacancy, and Kevin to fill the new position of LAS DEBM. John's appointment came only a few days prior to press time, so you won't see a PHX Domicile Report from him in this issue, but look for an update from him in the November issue of *UNITY Update*. We look forward to working with John and Kevin and welcome them to the Team.

Michael Broadhead laid a great foundation for John in PHX, but Kevin is starting from scratch. We do luckily have a few LAS Shop Stewards in place, but Kevin will need some more help. If you would like to learn more about becoming a Shop Steward in LAS, contact Kevin at las-debm@twu556.org.

We also welcome our two elected Contract Negotiators, Val Lorien and Cindy Ritner. Val and Cindy will be joining Thom McDaniel, Denny Sebesta, and Don Shipman on the Negotiating Team. We have a well rounded Team that will serve the Membership well.

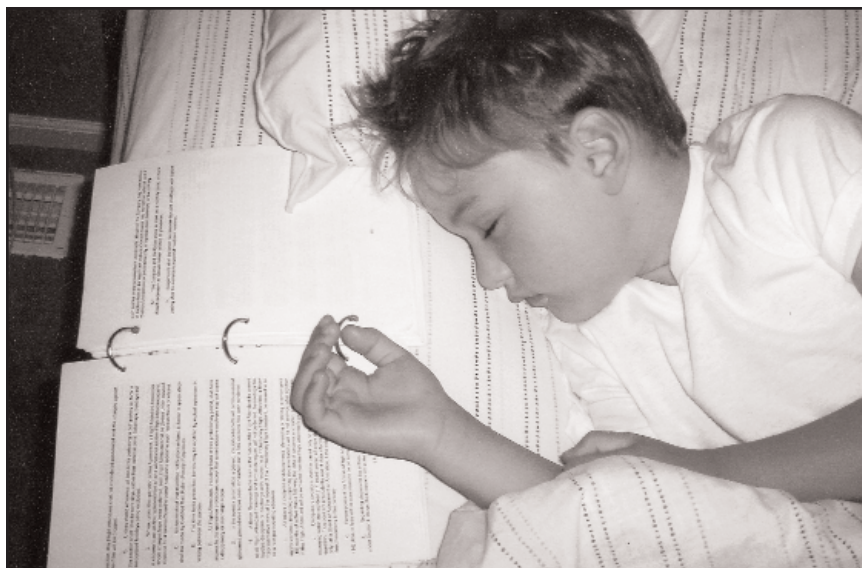
Negotiator Election Results

The votes for the Contract Negotiator election were tallied on September 28, 2007. The results are below. Thanks go out to each of you who stepped up to the plate to serve the TWU Local 556 Membership.

Victor Conejo	40
Kelley Martin	159
Michelle Moore	194
Kim Zimmer	84
Val Lorien	419
James Malone	102
Michael McNeil	409
Robin Hampton	107
Cindy Ritner	596
Gregory Hofer	241

The election was overseen by the TWU Local 556 Board of Election whose Members are: PHX Flight Attendant Sonia Hall, Chairperson; HOU Flight Attendant Jannah Dalak; and BWI Flight Attendant Chris Sullivan.

Caption Anyone?



This photo was just too cute not to print! MDW Flight Attendant Keri Francisco's son Ellis found the perfect bedtime story to put him right to sleep... our **CONTRACT!**

We thought we'd have some fun with this, so we're going to have a contest. Come up with a caption for this photo and email it to Kyle Whiteley at mdw-debm@twu556.org for a chance to win a \$20 gift certificate to Chili's. The wittiest submission wins. Please send in your captions no later than November 30. Can't wait to read them!

Meet your Contract 2008 Negotiating Team



Thom McDaniel, HOU Flight Attendant #19500
TWU Local 556 President

Thom has served our Union in a Leadership capacity for almost 7 years as our Local's 1st Vice President, President, and Lead Contract Negotiator. Thom led us through the worst of times during our last Negotiations, and along with the support of TWU International and the Local 556 Executive Board, has transformed our Local from "The Little Union That Could" to the powerful Union we are today.



Val Lorien, MCO Flight Attendant #68429

Val has been an active voice in our Union since he was hired in February 2002. He joined the Precinct Captain Program and wrote material for UNITY Magazine before he even got off Probation. During our Contract 2002 Negotiations, Val attended almost every event the Union held. Since then, Val has continued to contribute to our Union through the Uniform Committee and as a Shop Steward. Val's ability to listen and his creativity will make him an excellent addition to our Team.



Cindy Ritner, DAL Flight Attendant #19517

Cindy began her service to our Union in 1997 as a Shop Steward and Member of the Scheduling Committee. In 2000, she took the helm of this Committee as Chairperson, and served in this capacity until 2006. Cindy served our Local as Recording Secretary from 2000-2001, and she also served on the Contract 2002 Negotiating Team from 2001-2004. Cindy's vast experience in Scheduling issues, as well as her experience at the Bargaining Table as a Contract 2002 Negotiator, will be a great asset to our Team.



Denny Sebesta, MCO Flight Attendant #11508

Denny has served our Union in many ways since 1997 as a Shop Steward, member of the Grievance Staff, Board of Adjustment Panel Member, Precinct Captain, Contract Negotiator, and Grievance Committee Chairperson. Denny's long history of involvement in our Local, strength of knowledge of the TWU Local 556 Contract, and attention to detail will undoubtedly be a valuable benefit to the Team. Her work as Grievance Committee Chairperson has given her the insight to uncover loopholes and fully understand the problem areas in our Contract that need to be corrected.



Don Shipman, MDW Flight Attendant #58345

Don has served our Local as a Precinct Captain, Shop Steward, TWU 22nd Constitutional Convention Delegate, and Board of Adjustment Panel Member. Don has been a very active Member of our Local through his volunteerism and Union activism from very early in his Flight Attendant career. Don's knowledge of computer programming combined with his creative problem solving abilities will lend themselves to the success of the TWU Local 556 Membership in our upcoming Negotiations.

As you can see, you have a Negotiating Team (NT) that has a wealth of experience, drive, and diversity. Thom, Cindy, and Denny provide a wealth of knowledge and experience, while Val and Don will bring fresh insight and new ideas to the table. Look for more from our new NT in the coming weeks here in *UNITY*, *UNITY* Update, and the TWU Local 556 website, www.twu556.org. With the support of the Local 556 Membership and TWU International, there is no doubt that this Team has what it takes to lead us to a Contract 2008 victory.



Put Up or Shut Up

It's time to stop complaining and get involved

by Brett Nevarez, TWU Local 556 Board Member at Large

More than 20% of our Membership was hired after our current Contract was ratified in July, 2004. The theme this quarter is "Negotiations", and since I was involved in our last Negotiations, I feel this would be a good time to tell the story for those of you who weren't here. Contract 2002 taught me to "Put Up or Shut Up" – I talked a lot of smack before actually getting involved, but I realized it was time to stop blaming others for what I considered to be a bad Contract, and take part in molding my own future. We don't know what will happen this time around, but we learned a lot last time, and I'd like you all to see how we arrived at the Contract we now have. For those of you who were here at that time and witnessed it, take a walk with me down memory lane.

Contract 2002 was many years in the making. After 3 consecutive "bad" contracts (1986, 1991 and 1996) many Flight Attendants were sick and tired of being taken for granted by Southwest Airlines Management. While most of our work rules were good, our wages were far below industry standard – even compared to many concessionary Contracts so prevalent in our industry. No doubt, Southwest Airlines is a great Company, but remember that they don't "give" us raises, improved work rules, etc. Your Union negotiates these items on your behalf. The work rules and wages you receive today were the result of some long hard battles.

The story begins...

In April, 2001, the TWU Local 556 Executive Board appointed Denny Sebesta and Allyson Parker-Lauck to join Thom McDaniel on the Negotiating Team. The three attended Negotiations training and assembled and met with a new Contract Committee, a group of Volunteer Flight Attendants who helped research other airline Contracts and brought new ideas to the Team. Thom, Denny, and Allyson then prepared the first Contract 2002 Membership Survey. In August, 2001, Kevin Onstead and Cindy Ritner were elected to join the Team. The fully assembled Negotiating Team (NT) began preparing for the June 1, 2002 amendable date by further research-

ing past TWU 556 Contracts, studying other Union Contracts, and surveying the Local's Membership.

I was working closely with MDW Flight Attendant James Gordon on Membership Mobilization through the Precinct Captain Program. James came up with a brilliant program which centered on the idea of one-on-one, face-to-face, Member-to-Member communication. James knew early on that the only way to achieve the great gains that we needed was through an informed and empowered Membership. Who better to explain and answer questions about the negotiations process than another Flight Attendant that you personally know, trust, and have flown with in the past? James asked me to join him as a Senior Precinct Captain to help further develop and lead the program.

Things were starting to come together, the Team was in place working hard, and I was doing some of my own homework on the side. I had been closely following the Association of Professional Flight Attendants' (APFA) Contract battle over at American Airlines, and I was impressed with their organization and their public campaign. I did a little research, and learned that APFA had been working with Mark Richard, a Labor Attorney from Florida whose roots in the Labor movement go back to the days when he worked alongside Cesar Chavez. Mark's specialty was strategy, something I felt our Union could use. So I contacted Mark, asked him to talk to Thom McDaniel, and soon thereafter, the NT met with him and learned about Strategic Bargaining. Strategic Bargaining basically means that the battle isn't won at the bargaining table; it's won by the Membership. This was a way to incorporate the creativity of our workgroup into a grassroots organizing tool as the basis of what became our Membership-driven Contract Negotiations. This method went hand-in-hand with James Gordon's Precinct Captain Program, so we were already on the right track even though we didn't know it. The NT was so impressed with the idea of Strategic Bargaining that they asked Mark to go through the same exercise with the Executive Board (EB).

Mark met jointly with the EB, NT, James, and me September 10-12, 2001. Our meeting September 10 went great, progress was being

made and a Strategic Plan was being born. Unfortunately, all of our worlds turned upside-down the following day. On the morning of Tuesday, September 11, 2001, we were to meet at 9:00 AM Central to continue our Strategic Plan, but as many of us were drinking our first cup of coffee or jumping in the shower, tragedy struck our Nation. We met at 9:00 AM, and everyone agreed that we needed to get back to the Union Office and be there for our Members. The Staff in the Union Office was working hard to answer all of the calls that came in, but they needed help. Many of the Officers and Staff Members stayed at the Union Office all night to continue to help those who were stranded. On Wednesday, the call volume subsided some, so we continued our meeting with Mark, and finished developing our Strategic plan. But we were all feeling uncertain since we didn't know where the previous day's tragedy would take our country, our industry, and even our airline.

In the following weeks, the NT prepared a new, more scientific Membership survey, and selected Members through their Union involvement and participation in the PC program to become the "Coordinating Council". The Council directed the campaign and came up with ideas for activities, events, and other things such as postcards, stickers, flyers, buttons, t-shirts, etc. Participation in these activities and statements of support from our Members was one of the keys to our success.

In November, 2001, Allyson Parker-Lauck resigned from the Negotiating Team, so the Executive Board interviewed candidates to fill her vacancy. They appointed me to fill her shoes, and Allyson took on the role on the Coordinating Council of "Communications Coordinator". "The Contract Connection" newsletter was born, and soon after, *UNITY* Magazine was overhauled and became a regular quarterly publication, and *UNITY* Update was created to continue the flow of information between *UNITY* Magazine issues. It was evident that communicating with the Membership was the most important component of Contract 2002. In addition to our commitment to increase the information flow through our magazine and newsletters, we also created a website and used broadcast phone calls as a way to get vital information out immediately.

January 2002 saw a month of "UNITY DAYS" held in the Flight Attendant lounges across the system. Flight Attendants were given Valentine's Day cards addressed to Jim Parker (former Southwest Airlines CEO) and Colleen that said, "Be My Valentine at Contract Time". More than 3,000 were signed, and these cards were presented to Jim and Colleen on Valentine's Day. Most Flight Attendants signed only their names, many wished

Jim and Colleen well, and some went into detail about what they would like to see negotiated into our upcoming Contract. This was our Union's first internal demonstration, and while light hearted, it made a big statement.

January, 2002 also marked the release of the first issue of the revamped *UNITY* Magazine. It included educational pieces on the Railway Labor Act, updates on the current issues facing our Union and Negotiations, and some humorous pieces as well. In this issue of *UNITY*, you'll see the updated article "Contract Negotiations 101" that was printed in that January 2002 issue.

On May 23, 2002, the Company and Union exchanged their opening statements. The Union's opening statement was clear that nothing less than an industry leading Contract in compensation and work rules would be accepted – "Industry Best for the Industry's Best," we said. The NT also made it clear that the Local 556 Membership would be kept informed on the process and that their participation would be vital to achieving the Contract we deserved. It was also made clear that the Union expected Southwest Management to respect the legal right for workers to bargain for higher wages and improved working conditions. In other words, we wouldn't accept Union Busting, and would call them out on it.

After the May 23rd meeting, new bargaining dates were set and the ball started rolling. "The Contract Connection" newsletter informed Members each month of the progress that was being made (and sometimes the lack of progress), answered common questions, responded to rumors, and provided educational pieces for an informed Membership.



By February, 2003, almost half of the Articles in the Contract had been opened, discussed, and Tentatively Agreed to by both parties. But many of the difficult Articles were still open with little resolution in sight. February also marked the Union's first major public demonstration. On Valentine's Day at Love Field, Flight Attendants leafleted Love Field Passengers to ask them for their support during our Negotiations. The demonstration had a very light-hearted feel to it with a "Love Will Keep Us Together" theme. Flight Attendants sang "Love Will Keep Us Together" with a karaoke machine in terminal entrance, and carried "Love Will Keep Us Together" signs at the airport entrance at Mockingbird Lane and Cedar Springs Boulevard. Other signs read "Discount Fares, not Discounted Employees", and "Southwest Keep that Luv'n Feeling". Our demonstration created a few waves, but the high Member participation showed that we were serious about Negotiating our new Contract.

In March, 2003, more demonstrations were held. Over the previous weeks, the Union NT and the Southwest Airlines Negotiating Team had been discussing Hours of Service, and Management's Team was holding firm on extending our Duty Day to 13 hours. In response, the NT conducted public demonstrations in BWI, MDW, and OAK. The theme to the public demonstrations was "It's no picnic in these skies without LUV". A card was handed to our Customers to let them know that we currently work 10 ½ hours with no scheduled breaks, and Management wanted to increase that. Internally, cards that said, "Management thinks you want a 13-hour Duty Day. Tell them what you think.", were distributed and Flight Attendants across the system did just that, and did Management ever get an

earfull. Shortly thereafter, Management took the 13-hour Duty Day off the table.

On May 14, 2003, the NT held a different kind of demonstration. We continued our strategic public message at the Southwest Airlines Annual Shareholders meeting held in Dallas at Southwest Airlines Headquarters. The Coordinating Council, along with Executive Board Members, Precinct Captains, and fellow Flight Attendants attended the meeting to remind Management that Flight Attendants are also shareholders. As part of our Strategic Campaign, a double sided mobile billboard sign was created that said, "Spread the Luv" and "Southwest Airlines Flight Attendants say LUV Will Keep Us Together". This mobile billboard was placed in clear view for all people driving into or in front of Southwest Headquarters for the Shareholders meeting. In conjunction with the billboard, Flight Attendants passed out stickers at the event to shareholders that read "Spread the Luv".

By this point, the NT and Southwest's Negotiating Committee had agreed to most non-economic issues. So in June, 2003, the NT began what most felt was the most critical stage of Negotiations and began discussions on Compensation and other Economic issues. The Union and Company proposals were VERY far apart, and it was obvious that a resolution would be a long way off.

In July, 2003, demonstrations in Hartford, Las Vegas, and Los Angeles took place with the theme "It's About Time". This theme hit on multiple aspects of our Negotiations. First, the obvious – we had been at the table for more than a year, and still weren't even close on economic issues. Second, it made a statement that our time was valuable. It's about TIME. These demonstrations were very well attended and served as the precursor to perhaps our most controversial set of demonstrations – the "Summer of Tough Love" Tour held in August, 2003. Demonstrations were held across the country in 9 different cities: Manchester, Providence, Islip, San Antonio, Austin, Dallas, San Diego, Ontario, and Burbank. These demonstrations had a 1969 Woodstock feel to them, but with a twist... the dove on the Woodstock poster wasn't wearing an eye patch. Ours was. It was time to stop being nice and to start getting serious.

Back to the Negotiating Table... in late June, 2003, the Union NT presented the Company with our initial Compensation proposal. During the month of July, 2003, the Union and Management went back and forth with several counter proposals. Management presented the NT with what they called their "best" offer and refused to schedule any further bargaining sessions. Jim Parker insisted that the offer was a good one and that the Union



MDW Flight Attendants at the March, 2003 Demonstration

NT should send it out to the Membership for a vote. What Parker didn't understand is that we knew that this was an old tactic that was an effort to wear down the Membership. They knew a vote would take time, and they also thought that the results from a vote would tell them what percentage of the Membership to cater to in order to get the lowest cost deal if it failed.

Evidently, Parker got the message, and on September 10, 2003, he contacted the National Mediation Board (NMB) and asked for them to intervene on our Negotiations. I'm already WAY over my word count at this point, so rather than explain the National Mediation Board's role in Contract Negotiations, please read the "Contract Negotiations 101" article in this issue which explains it well. But in a nutshell, Under the Railway Labor Act, the NMB is responsible for providing mediation services to help the parties reach a settlement should the parties fail to reach an agreement during direct negotiations.

Once we were in mediation, all bargaining sessions were conducted with the NMB, and Negotiations resumed in November. Little progress was made during this period of time, and Membership activities and demonstrations continued. Since Southwest is the official airline of the NFL, demonstrations were held at NFL football games across the country, and our Union gained the support of thousands of rowdy fans.

In addition, we began preparing Members for the worst. Negotiations were going nowhere under the NMB, and under the Railway Labor act, once impasse is declared by the NMB, the Union goes into a cooling off period, followed by a possible strike if the U.S. President doesn't intervene. Flight Attendants were starting to become concerned about the outcome of these Negotiations. Nobody wanted to go on strike, but the Membership was willing to do whatever it took to secure our futures. We believe Southwest Management didn't think our Members would authorize a strike, but we had the survey results, and knew that the VAST majority of our Local's Membership was ready to take that step if it became necessary.

On January 13, 2004, the EB and NT called an emergency meeting of all Precinct Captains. It was time to start getting ready for the worst since Negotiations had all but come to a halt. It was time to discuss the next step. TWU International Vice President Garry Drummond presented the group a letter from then TWU International President Sonny Hall saying TWU would do "whatever it takes" to support our Local. TWU Local 555 pledged their support as well. After a day of discussion and planning, the group was ready to go

to battle.

In February, 2004, the Mediator called a recess in bargaining sessions. While impasse was not declared, we were in limbo as no further bargaining dates were set. Jim Parker began writing letters directly to Members trying to persuade them that his offer was a good one and that the Union didn't have their best interest in mind. He also held an emergency meeting of all Inflight Supervisors revealing portions of the Company's proposal, as well as misinformation regarding strikes and insurance benefits. Supervisors began holding extra "file reviews" with Flight Attendants, and Members of the SWA Management Negotiating Committee were attending Recurrent Training Classes to urge Flight Attendants to demand a vote on Mr. Parker's proposal. Our response to that was that Parker's proposal was just that, a proposal. We had a proposal as well. We said that we'd bring his proposal to a vote as long as it was multiple choice – ours or theirs, may the best man win. The Membership stood strong and very, very few fell for the old tactic.

So, how good was Parker's proposal? Want to see what you might be making now had he been successful and the Membership hadn't stood strong? Check out this chart.

Step	Parker's Proposal	Our Current Contract
1st 6 mos.	\$16.66	\$20.06
2nd 6 mos.	\$16.92	\$20.31
Step 1	\$19.69	\$22.26
Step 2	\$20.92	\$23.87
Step 3	\$23.17	\$25.83
Step 4	\$24.40	\$27.93
Step 5	\$25.62	\$31.85
Step 6	\$27.39	\$33.66
Step 7	\$29.07	\$35.38
Step 8	\$31.13	\$37.48
Step 9	\$33.27	\$39.67
Step 10	\$35.51	\$41.69
Step 11	\$40.95	\$44.63
Step 12	\$42.05	\$47.75
Step 13	\$43.08	\$50.50
Step 14	\$46.86	\$50.50

It was again time to hit the streets. On February 13, 2004, a new set of demonstrations were held in each domicile with the theme, "An Early Valentine for a Late Contract". Flight Attendants carried signs that said, "Has the love airline lost its heart? They're breaking ours".

In March and April, 2004, Flight Attendants in mass numbers attended the Message to the Field events with red t-shirts that said, "My Team Speaks for Me!". These Flight Attendants didn't make a scene, were respectful and remained silent during the speeches. While most Southwest Employees were respectful of our plight, in some cities the Flight Attendants who attended these events were heckled and booed.

May, 2004 marked the opening of Southwest's newest city at that time, Philadelphia. Philly is a Union town through and through, and we knew we would get support there. The City of Brotherly Love didn't let us down. Beginning in March, 2004, Susan Kern and I went to PHL to talk to other Unions and ask them for their support. Unions all over the city supported us in our plight, and Congressman Bob Brady stepped up to the plate for us as well. He wrote a letter to Jim Parker expressing that he takes the treatment of our workforce very seriously and that the people of Philadelphia will be watching Southwest's treatment of its employees for indications of corporate respect for their local culture. Congressman Brady called upon Southwest Airlines to return to the bargaining table, negotiate in good faith, and agree to a fair Contract.

It's my belief that Philly was the final straw for Southwest Management. On April 19, 2004, Jim Parker announced at the Dallas Message to the Field that he would be stepping aside as the Chief Negotiator for the Company with regard to the Flight Attendant Contract. Herb and Colleen stepped in and took over the Company's side of Negotiations at that point, and both sides met for the first time on April 22nd.

Less than 2 months later, we had a deal, and the Union and Company came to a "Tentative Agreement" (TA) that would be presented to the TWU Local 556 Executive Board. The Executive Board voted to take the TA to the Membership for a vote. On July

30, 2004, the votes were counted and by approximately 85% approval, our current Contract was ratified.

Jim Parker and others resigned from the Company within a few months of the ratification, and in fact, the only Company Negotiator who remains in our department is Naomi Hudson.

None of this would have been possible without the support of Sonny Hall, Jim Little and Garry Drummond of TWU International, those who served on our Executive Board, Negotiating Team, Coordinating Council, and Precinct Captain Program, but most importantly, it wouldn't have been possible without a STRONG, INFORMED, and UNITED Membership. When we stand up for ourselves and beside each other, we're invincible. I'm hoping that this time isn't as long and difficult, but there's no way to know what will happen in the future. When we started preparing back in mid-2001, we didn't know that the tragedies of September 11, 2001 would happen. We didn't know there would be a war in Afghanistan and Iraq. We didn't know the toll it would take on our industry. But we had to be ready for the unexpected. We had to stand together. The Membership was ready and committed to "Put Up or Shut Up", and this is why we were successful.



Your Contract 2002 Negotiating Team with Herb at the Contract Signing held in August, 2004. Front row, L to R: Brett Nevarez, Denny Sebesta, Thom McDaniel, Cindy Ritner, and Kevin Onstead. Back row, L to R: Mark Richard, Herb Kelleher, Jim Little, Garry Drummond, and Dan Akins.

Contract Negotiations 101

by Brett Nevarez and Allyson Parker-Lauck

For many of you, this is the first time you have been through Contract Negotiations. Many of you may be a little bit unsure or afraid of what is going to happen. You may have heard stories and rumors about the last round of Contract Negotiations. You may have some false perceptions, fears, or uneasiness about what Contract Negotiations are all about. Others of you have been there, done that, but might need a little refresher in the process. Either way, this article is for you.

We first published this article, "Contract Negotiations 101" in our January, 2002 issue of UNITY Magazine. Hard to believe it's been almost 6 years! We are going to break down the process of Contract Negotiations into some basic terms so that each of you know where we are now, where we are going, and how we are going to get there. Additionally, as we progress through the Negotiations process, we'll update you on the progress and publish additional educational pieces in our various newsletters. Before we go into the details of the Negotiations process, let us first go over a brief history of the Railway Labor Act. Yeah, we know, this sounds boring. But actually, it is quite inter-

esting to learn why the Railway Labor Act exists, and why it affects us as Flight Attendants.

In 1926, the Railway Labor Act (RLA) was passed into law to provide a means of settling Labor disputes in the railroad industry. At the time, there was one looming problem facing the railroad industry: the economic fallout that could occur if the railroads were shut down due to Labor disputes. It was feared that even small Local Unions could interrupt commerce in the event of a work stoppage, which could cause a devastating blow to the economy. On the other hand, Unions feared that legislation preventing them from striking would tear apart their bargaining power.

In an effort to create a solution that would be fair to both Management and Labor, the two sides collaborated to create the RLA, which provides a legal means to resolve these disputes: it reduces the threat of interruptions of commerce and operations, while at the same time it protects employees' rights to Unionize, bargain, and grieve contract violations.

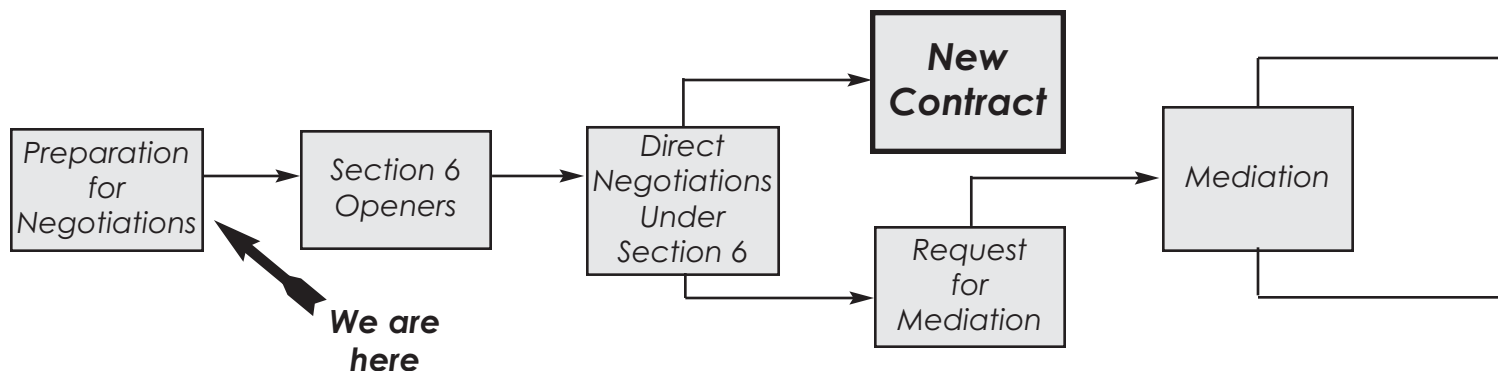
So why are airlines covered by the RAILWAY Labor Act? In the 1930's the Air Line Pilots Association (ALPA) successfully lobbied to have the fledgling air-

line industry included under the rules developed by and for the powerful railroad industry. Interestingly, many leaders in Management feel that the RLA favors Labor, while many Laborists feel that the RLA favors Management. When there are two sides to a story, the truth usually lies somewhere in the middle. So even though we may sometimes complain about certain aspects of the RLA, and while we would always like disputes to go in OUR favor, the RLA is actually well balanced and represents both sides in a fair manner.

Now that we understand a little more about the RLA, let's talk about how it governs our Contract Negotiations. First, the RLA has some very specific rules as to how negotiations must take place.

PREPARATION FOR NEGOTIATIONS: As you can see in the flow chart below, this is where we are and where the negotiating process begins. Your Negotiating Team is using every resource available to educate and prepare themselves for all aspects of the negotiations process.

But preparing for negotiations isn't all about the Negotiating Team. Our Local's Membership must become prepared, educated, and mobilized as



well.

SECTION 6 OPENERS: “Section 6 Openers” is a fancy term for the Union simply sending a letter to Management to let them know that we are ready to rumble. Under the RLA, Flight Attendant Contracts don’t “expire”, they become “amendable”. RLA Contracts remain in effect until they are modified, so that airlines can continue to operate under the “status quo” during the negotiations process. Additionally, the RLA defines the “amendable date” as the date when the provisions of the Contract are subject to change in accordance with the terms of the existing agreement.

Article 34 of our Contract states: “This Agreement shall become effective June 1, 2002, and shall continue in full force and effect through May 31, 2008, and thereafter such Agreement shall be effective from year to year unless written notice of termination or intended change is given by either party hereto at least sixty (60) days prior to June 1, 2008, or any June 1 thereafter.”

Yeah, we know we promised basic terms, so here’s the simpler version: No later than April 2, 2008, your Negotiating Team must let SWA know that our Local wants to Negotiate a new Contract.

DIRECT NEGOTIATIONS: Within 10 days of the Section 6 notice, both parties must agree to meet, and within 30 days of the notice, the first negotiating

meeting takes place. These meetings take place until a “Tentative Agreement” (TA) is reached. If both parties come to a TA, it is then put before the Union Membership for a vote.

If the Membership votes for the TA, then they have a Contract. If the Membership votes against the TA, the parties can either go back to the bargaining table, or request intervention from the “National Mediation Board” (NMB). The NMB’s goal is to get an agreement. They have no connection to either party’s issues or interests.

If both parties can’t even get as far as agreeing to a TA, they can skip right to the request for intervention by the NMB.

MEDIATION: The NMB may grant or deny mediation based on its opinion of the progress of negotiations. The NMB does not have the power to force either party to compromise its position or to agree to any proposal.

If after mediation, both parties STILL can’t come to an agreement, the NMB will offer “Arbitration” to both parties.

BINDING ARBITRATION: Both parties may agree to place the contract in the hands of a neutral party, or “Arbitrator”. If both parties agree to this, the fate of the contract is left completely up to the Arbitrator, who does not have any interest in either party’s issues. If either party rejects the offer of arbitration, a “30-Day Cooling Off Period” begins.

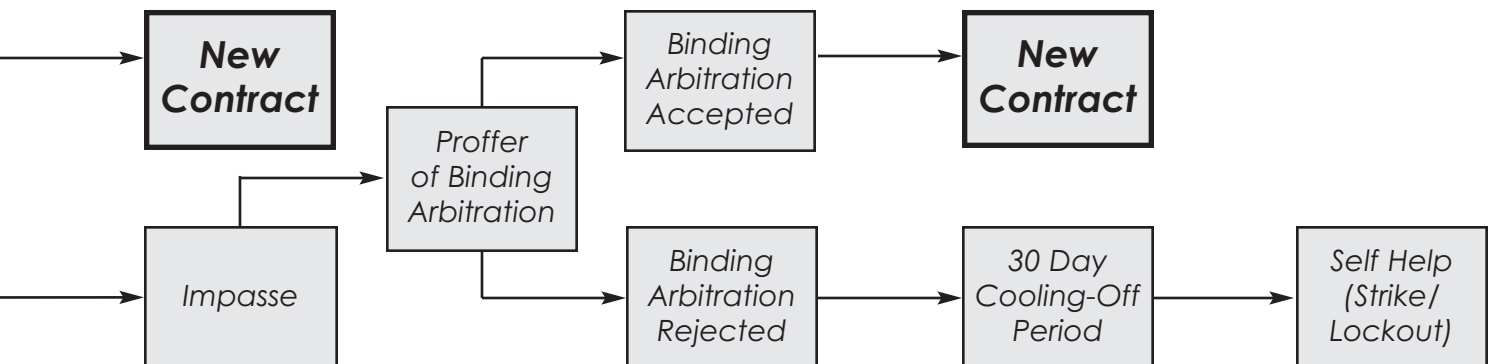
30-DAY COOLING OFF PERIOD: The 30-Day Cooling Off Period is designed to give both parties a few days to step away from negotiations process and re-focus. If the parties agree, they can continue to try to negotiate. But if an agreement is not reached after the 30-Day Cooling Off Period, it is then time for “Self Help”.

SELF HELP: What is “Self Help”? Self Help is when it starts to get ugly. This is when the Union can declare a strike, or Management can “impose” work rules or “lockout” employees.

Additionally either party may request that the President of the United States creates a “Presidential Emergency Board” (PEB).

CONCLUSION: We will go into more detail on Mediation, Arbitration, and the PEB in future articles, but we hope we were able to explain the basics of the negotiations process in easy terms. Reading the text of the RLA can be confusing and REALLY dry, so we hope that we were able to make it interesting and informative.

We all want to be able to make a decent living and have fair work rules doing a job we love at a Company we love. We CAN have it all! Please continue to stay informed by reading every word of every Union publication that you receive. Knowledge is Power! Don’t be left unarmed.





Safety Team Report

Have you taken Crew Member Self Defense Training?

If not, here's the how, when, and why of it

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

Each November, your TWU Local 556 Executive Board meets to develop a strategic plan for the upcoming year. At last year's planning session, each of your Executive Board Members committed to attending Crew Member Self Defense Training in another effort to increase our commitment to Safety. I challenge each of you to make the same commitment in the upcoming year. You will find an updated listing of the dates and locations for the remaining sessions available this year on page 5 and on the TWU Local 556 Website (www.twu556.org) under the "Resources" button on the left side of the homepage. Additional dates and locations will be posted at this site as they become available.

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

The following general information is provided to Crewmembers interested in participating in the CMSDT Program. Specific registration details are available from the points of contact (POC) listed for each community college location.

Both flight and cabin Crewmembers are eligible to participate, but must be actively employed by an eligible air carrier. You must pre-register with the point of contact (POC) listed for the community college at which you would like to attend the hands-on portion of the training. The POC will assist you in completing the registration process and obtaining the pre-course training materials. Every



CMSDT in Dallas, September 25. Seated (L to R): Kyle Whiteley and Allyson Parker-Lauck. Standing (L to R): Pat Moore of the Ft. Worth Police Department, Jerry Lindemann, Brett Nevarez, "Bob", Susan Kern, Amy Harthausen, and Jim Hobbs of the Hurst Police Department

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

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

The pre-course training materials (DVD and Student Manual) are "For Official Use Only." In order for you to receive it, you may be required to sign and return a Non-Disclosure Agreement to the POC. If required, the POC will give you specific instructions for completing and returning this form when you call to register.

The training and training materials are free of charge; however, any travel, lodging, meals, and incidental expenses are the responsibility of the participant. The on-site portion of the training pro-

gram lasts 8 - 9 hours. Enrollment is limited to a maximum of twenty-four (24) participants per class, depending upon location. You must present your air carrier identification card to the POC at the training site, along with one of the following: valid U.S. Driver's License; valid U.S. Passport, or valid Armed Forces Identification Card. You will not be admitted to the training without presenting both forms of identification.

After you have reviewed the pre-course materials, you should complete the written assessment contained in the back of the Student Manual. You must bring the completed answer sheet to the training site on the day of training. You should also bring the manual and a pen or pencil, as you may find it helpful to take notes while the questions are being reviewed.

Crewmembers that successfully complete the CMSDT program may repeat it as often as they would like. Crewmembers that have successfully completed the previous (three day) version of the training may attend the new version, but must first review the instructional materials and complete the assessment contained in the Student Manual.

A certificate of completion will be provided to each Crewmember that successfully completes the training. OLE/FAMS and your Union recognize that the demands of air carrier flight operations may create unexpected scheduling conflicts for Crewmembers. There is no penalty for canceling a scheduled training date. If you must cancel, however, please be sure to notify your POC as soon as possible so that the training slot can be made available to others.



"I am not exactly the picture of health and was a bit hesitant about attending the class. It ended up making no difference, and now I have a better safety plan than just sitting on an attacker. Seriously, the class was fantastic, great instructors, and I learned quite a bit. If anyone in the Chicago Base would like to attend, I would be happy to try to get a group together and go again." **Kyle Whiteley**

"Crew Member Self Defense Training was lots of fun and we learned some great stuff. I feel much more skilled and confident, so don't cross me, LOL!" **Amy Harthausen**



"I now feel I have the tools available to increase the probability of my fending off an attacker, whether they be a terrorist or an out-of-control drunk. I would recommend this training to everyone." **Susan Kern**

"Each year they teach us a few escape moves in Recurrent Training, but if you have to stop and think about which way to point the thumb, or which way to twist, you're not going to get away. Crew Member Self Defense Training teaches you moves that come more naturally, and they reinforce them over and over. I would HIGHLY recommend that every Flight Attendant attends this training." **Allyson Parker-Lauck**





Treasurer's Update

Keeping the books in order

by Jerry Lindemann, TWU Local 556 Treasurer

We have many matters to be working on with Negotiations coming up so quickly - and one of the most important issues to me, your Treasurer, is the integrity of the finances of your Union.

Perhaps I should provide a little bit of relevant history. I took this office in May after Gayle Ross submitted her resignation. Since 2000, the Union has had 5 different appointed or elected Treasurers, not including one current Union Officer who filled in between times when the office of Treasurer was vacant.

The work and responsibilities of Financial Secretary Treasurer are very difficult and demanding. Within a few weeks of taking over this position, I quickly saw that the current state of our Local's accounting needed a little clean-up up by taking care of some unnecessary redundancies and archived accounts. This was merely the result of past turnover in the Treasurer's position and one person doing things one way and another processing it another way.

Once completed, the end result will be a new accounting system, under the guidance of a team of CPA's that will clearly depict the finances of the Union. This new system will be able to show the Executive Board Members and Committee

Chairpersons, who are responsible for their own budgets, exactly how their expenditures are in real time compared to what their budget forecast reflects. This will help us all keep better track of the finances, by reviewing where and when the Local needs to increase or decrease expenditures to better benefit the entire Membership.

The next project in line will be a newly developed database system that will keep track of the dues money being collected. Construction on our current database began in 1998, was never entirely completed and is out of date by today's standards. The new database is currently being designed to be a web-based system tied to our Union's Local website.

Some of the features we are studying include individual monthly account tracking, automated electronic billing and bill payment. We are hoping to have this new system developed towards the end of this year and implemented early next year. I am personally very excited about the potential impact this will have on the Treasurer's Office, in particular and the amount of time it will save future Officers holding this position.

Every year the Executive Board "gets away" from the hustle and bustle of the office to regroup, rethink and strategize goals for the Union and each other to accomplish in the next year. Last year, at the 2006 Strategic Planning Session

attended by the Executive Board, one of the goals set forth was to make the finances of the Union more transparent and easier to understand. Coming soon to a Union Meeting in your base you will find simple, easy to understand "bottom line" financial reports and explanations.

One quick word concerning Colonial Insurance: Again, as of this writing, I have been receiving many incomplete claims through various sources. By now, everyone who purchased this benefit should have received from Colonial, instructions on how to file a claim. Please follow those instructions very, very carefully as any deviation may delay your receiving that hard earned benefit. You may also look at our website, www.twu556.org for detailed information on how to file a claim, including claim forms and instructions.

In future articles, I hope to educate you further on what is being done in the Treasurer's office, and provide some tips on planning for your future. Most of all, I sincerely would like to hear from you. Most importantly, I'd like to know what you would like to see. I want to be available to you, the Membership, and respond to your needs. Please don't hesitate to contact me at **800-969-7932**, extension 4304 or my email address: treasurer@twu556.org. My goal for you is to be clear, direct and open regarding the financial state of our Union.



Capitol Hill Update

Everything an 8th Grader knows about US Government

Lesson Three: How We Can Help a Bill Become a Law

by Portia Reddick White, TWU Legislative Representative

The process is easier than you think. All it takes is a little time and effort to get your points and ideas across – that's basic communication. Communication can be done in several ways. You can shout out your point, whisper it, or even get the message across with silence.

Effectively lobbying Congress can be done by written or spoken means. And, there are several simple ways TWU Members can participate in helping a Bill become a Law.

Back during our 2002 Contract Negotiations, we used a number of these methods to get Congressional backing for our efforts in getting the Company back to the Bargaining Table. It all came together because Flight Attendants touched base with some key Congressional Members who believed in us and our ideas and were committed to helping us get the best Contract we could.

We can effectively communicate our message by sending letters, emails, and faxes with our position to Congressional Members. That's why it is so important to register to vote and then actually vote in elections. Service can't be withheld from a constituent based on whether he or she voted, but the voter registration list is available and it can be used for mailing and other purposes. Your status as a registered voter is a tell tale sign as to a person's commitment to the process. We use the TWU website's Legislative Action Center to help us facilitate collective letter campaigns. Since 9/11, it takes 3 to 4 weeks for a Congressional Member to receive a letter. That is why email and fax campaigns are preferred. This method is like a whisper though it can be built up to a loud crescendo if a massive amount of mail comes into a Congressional office. And, that is really the goal to build a "grassroots" campaign that gets every TWU Member to contact their specific Members of Congress on issues that affect our industry and our profession.

Another way of communicating would be what some may call the "lobby day" method. That is, when Members come together at an appointed place and time to lobby about a specific issue.

When lobbying on "the Hill", we set appointments and reach out to our legislators and give them our perspective on the important issues of the day. This is very effective and is definitely more than a whisper. Can you imagine how impressive it is when a Congressional Member or his Staff is visited by a group of uniformed Flight Attendants? During our last group lobby effort, a Capitol policeman outside a Senate building spoke to a group of us because they saw this "army" of Flight Attendants in uniform and "someone" had concerns (uniforms do that! They speak volumes). This year I have seen more SWA Pilots on "The Hill" than ever lobbying for the "Over 60 Rule", and they always have on their uniforms making them easy to spot and keeping their issues in the forefront.

Another way of lobbying may be seen as silent, but it gets the message across. That method entails publishing ads and articles that state our message. We've effectively used this method as well during Negotiations: billboards, newspaper ads, etc... anything that gets people talking about our issue with us and for us.

Presently, we are involved in a "grassroots" campaign to alert Congressional Members about changing the "Family Medical Leave Act" (FMLA) to fairly cover Flight Crew Members. Several Local #556 Members have gone to the website and sent emails to their Congressional Leaders. I hope now that you have a better understanding of how you can help a bill become a law or how you can help our issues be taken seriously, you will join your Sisters and Brothers and send a message to Congress that we are sick and tired of being sick and tired and not having the protections that other Americans have. And, I hope that when there is an "ALL HANDS ON DECK" call to Lobby in DC, you will be available to help us get the message to those that help to make our nation's laws.

As usual, I invite any TWU Member to join me anytime to lobby on Capitol Hill. Please call the TWU Department of Legislative and Political Affairs at **(202)638-6154** so that we can coordinate the effort.



TWU Local 556 Grievance Team

Defending Your Rights!

by Denny Sebesta, Grievance Committee Chairperson

A YEAR IN REVIEW:

In May of 2006, I accepted the position of Grievance Committee Chairperson for our Local. Since then, our Grievance Team has transitioned into a streamlined grievance process to be more efficient. We have also made huge strides in many areas beginning with extending our office hours in order to further assist the Membership. We also have divided the Grievance Team in to areas of specialization.

I'm a strong proponent of supplying the tools and education for our Grievance Team to provide the best service to the Membership, which in turn ensures that our Local has a large pool of Leaders trained in grievance preparation and Board of Adjustment/Arbitration Presentation. With that in mind, earlier this year, I contacted one of our valuable resources, TWU International, for assistance in developing a Grievance Handling Course specific to our own workgroup. The entire Grievance Team participated in this 2-Day training session, which was presented by an Arbitrator and at no cost to our Local. TWU International also provided a joint training session on Brief Writing in August of this year, which was attended by many of our Union Leaders, as well as TWU Local 555 Leaders. The knowledge gained from this training is essential for the Team Member taking a grievance through the Arbitration process. This 3-day course has ensured that our Local is equipped with a substantial number of Union Leaders trained to present and follow through on Arbitration.

Over the past 16 months (July thru October) our Grievance Team has moved an incredible number of grievances, **34** to be exact, through the Board of Adjustment and/or Arbitration process. *NOTE: This number does not represent total number of grievances filed or issues settled prior to filing a grievance in the same time period.*

Some of these **34** cases were settled prior to the hearing; others continued through the entire process; and several cases have confirmed hear-

ing dates towards the end of this year. These cases include both Discipline and Contractual grievances. By the time this article is printed, the Union should have a decision from the Arbitrator for the Open Time Group Grievances that involved manipulation. An Arbitration hearing has been requested for the next round of Open Time Group Grievances, and I'm waiting for a firm date from the Company.

YOUR GRIEVANCE TEAM

Our Local has an amazing Grievance Team that works for you, the Membership, without actual face time for the most part. We have a total of nine full time Grievance Team Members including myself. I would like to take this opportunity to acknowledge each Member of our Grievance Team individually so that you may get to know each one of them. They are listed in alphabetical order:



Kathy Anderson – Kathy is our Group Grievance Specialist. She has been involved in grievance work since 1998 and is a great resource for information on the history of our Union's grievances. In addition to her vast knowledge and experience, Kathy is a valuable Member of our Board of Adjustment/Arbitration Team and has received training in Brief Writing. Kathy's skills in research were vital in all of the Open Time Grievances presented at Arbitration.



Gwen Dunivent – Gwen's background as a long time Board of Adjustment Panel Member has benefited her in understanding a large part of how the Board of Adjustment process works, and has enabled her to step into assisting with and presenting Board of Adjustment or Arbitration cases with ease. Gwen has received training in Arbitration Preparation and Brief Writing. She wears many hats in her Union position, and last year, she graciously added Grievance Team Member to her responsibilities.



Shae Grajeda – She is one of our Contractual Grievance Specialists. Shae began her Union work in 2003 and after having a baby, went back to fly the line for awhile. In May of last year, our Union Leadership asked her to consider working for the Membership again. Shae is what I refer to as a walking calculator! She doesn't need a pen and paper, just her head to calculate the numbers. She's excellent when it comes to helping the Membership on many areas of the Contract including RIGS, Reserve, Duty Day/Crew Rest legalities and payroll issues.



Amy Harthausen – Amy is what we lovingly refer to as our "Rock of Knowledge" in the Union office. If you have questions dealing with Scheduling issues, Amy is a great person to help you. She began her Union work in 2000, and has been a very vital part of the Grievance Team ever since. Amy's responsibilities include both Contractual and Discipline issues. She works with Flight Attendants to settle their problem before a grievance is filed. Don't let Amy's calm and sweet demeanor fool you; she's tough as nails, but in a nice way!!



Stacy Martin – Many of you know Stacy from his years as an Executive Board Member (2000 to present), and you now have the fortunate opportunity to work with Stacy on the Grievance Team. He brings a wealth of knowledge to all types of Leaves, Medical, OJI, as well as the Family Medical Leave Act (FMLA). Stacy is one of our dedicated Discipline Grievance Specialists. He is more than capable and ready to work with you and/or file your Discipline Grievance if necessary. Stacy has been formally trained in Arbitration Presentation and Brief Writing. His experience extends to preparation and presentation of Board of Adjustment and Arbitration cases.



Lyn Montgomery – In February of this year, Lyn began working on the Grievance Team and is a Discipline Grievance Specialist. She has become very well versed on all types of Leaves and Drug and Alcohol matters. If you ever find yourself in an unfortunate situation whether it's due to discipline or a Leave of

some type, Lyn is ready to step in and help you. The day-to-day phone calls at the Union office from Flight Attendants are usually relating to problems they are experiencing or potential discipline. Lyn always approaches every Flight Attendant's concern with a very positive and professional attitude. Lyn lightens up the atmosphere in the office when it's needed most.



Becky Parker– I met Becky in 2000 while flying a trip with her. She was such a joy and very interested in the welfare of the Membership. I had the pleasure of having a conversation with Becky in 2001, and suggested that she apply for a position on the Grievance Team in the Local office. She did, and the rest is history. Becky has been on the Grievance Team for many years during her tenure as a Southwest Flight Attendant. She took several months off to start a family and came back to represent the Membership on the Local Grievance Team in 2006. Becky has been, and continues to be, a dedicated Discipline Grievance Specialist. Her forte is calculating attendance points and working with Flight Attendants who may have attendance point concerns.



John Parrott – There isn't just one adjective that I can use to describe John but many, and of course they're all incredible! John has been an involved Union Member since 1998 as a Shop Steward and Lead Precinct Captain. John has also been

trained to serve as a Board of Adjustment Panel Member. Our Grievance Team is so fortunate to have John working with us. He has an exceptional grasp on our Contract and the intent of the language. As a Contract Grievance Specialist, John is a very talented and skilled representative who will assist you with your questions and concerns.



Catherine Rea– Catherine is a Discipline Grievance Specialist and has been a member of the Grievance Team since 2005. She possesses an extensive knowledge on discipline issues and is very passionate about each and every case that she manages.

Catherine has a remarkable talent for applying a global viewpoint to a grievance, which is essential to putting a case together. Catherine approach-

(Continued on page 35)



To Your Health

The FMLA Game - Who wins and who loses?

*by Stacy Martin, TWU 556 2nd Vice President
and Leave Specialist*

AND THE WINNER IS...

The Baltimore Base! Orlando came in a very close second place. You're probably wondering if you've missed out on some sort of contest at your base. No, you have not. This is not just any ordinary competition. This challenge was for the Inflight Leadership at the base levels. I assessed and graded each base on their performance in a particular area of Customer Service for their Customer - YOU.

When it came down to grading each base's performance in the tasks I had my focus concentrated on, BWI earned a big fat 'F'. MCO did a little better, with a 'D'. What am I talking about? I am referring to the Customer Service (or lack thereof) associated with Medical Leaves and FMLA.

So, why did I give BWI an 'F'? Simple. The Inflight Leadership at the BWI base chooses to give out false information on Medical Leaves and FMLA rather than finding the correct information. For instance, BWI Inflight personnel have been advising Flight Attendants who request a Medical Leave that they must meet the eligibility requirements for FMLA. These Flight Attendants were given blatantly incorrect information from the very Leaders they look to for guidance.

Article 15.3 of the Contract, entitles you to submit a request for a Medical Leave for physical or mental reasons without the eligibility requirement of qualifying hours for FMLA. This language was negotiated by your Union and agreed to by the Company.

Here's how BWI does it. First, they refuse to even mention Contractual Medical Leave- almost like they have never even seen that little blue Contract. If you actually point out the language in Article 15.3, BWI personnel inform you that you have to sign for, and return an acknowledgement form stating that you have received your Medical Leave Packet (which by the way contains some erroneous information regarding contacting the Third Party Administrator- Beware!!). They also tell you to send in your ID... all of this before you have actually been granted the requested Medical Leave. The

only accurate information here is that you do have to surrender your ID, but only after you have been granted the Medical Leave and not before.

There was a time when you could walk into your Supervisor's office and they would see if you qualified for FMLA. If you did not, they would tell you that you could take a Medical Leave through the Contract. Those days seem to be gone. Try walking in and just finding a Supervisor that you know these days. Good Luck.

Now remember, Medical Leave has to be for a period of 14 days or more. So here is my advice to you. If you are in need of a Medical Leave, please submit a request for a Contractual Medical Leave in addition to submitting your FMLA paperwork. Don't let them bully you into thinking your ONLY option is FMLA because it's not!

Now, if you sense a biting, sarcastic tone to this article- good. You are getting the message I am sending. Now, on to FMLA. In the last year I have received numerous phone calls from Flight Attendants with questions on FMLA. Here are some things I have learned while researching the issues brought about by some of these phone calls:

1. The Company does not want you to have FMLA. As a matter of fact, they are going out of their way to make the process for receiving for FMLA as convoluted as they can.

2. I believe the Company has an unequivocal disdain for Intermittent FMLA, and here's why. The Company employs Aetna as their third party administrator. Aetna processes and administers FMLA requests precisely the way Southwest Airlines wants them to. Oh, by the way, if you do call the Company, it just seems to make things worse. There was a time when we were able to make a phone call to the base, and then if needed to SWA Headquarters and any problems were easily remedied. As it stands now, Flight Attendants needing FMLA must contend with a process that is littered with misinformation, second opinions, overly broad denials and a lack of follow through when it comes

(Continued on page 35)

for fyour information



by Kathy Anderson
TWU Local 556 Grievance Team

fyi: UM procedures have changed as of July 1. It's important that all Flight Attendants are familiar with the changes in order to help alleviate potential problems that could result in disciplinary actions by Management. This information can be found in your Flight Attendant Manual-under Customer Care and Your Flight Beginning to End.

fyi: You do not have to qualify for FMLA in order to request a medical leave. If you are in need of a Medical Leave, please submit a request for a Contractual Medical Leave to your Inflight Base. Please refer to the CBA under Article 15- Leaves, paragraph 3, page 62. This is in addition to submitting your FMLA paperwork.

fyi: A Medical Leave is for 14 days or more. If you feel your illness may be for an undetermined amount of time, consider applying for a Medical Leave rather than risk accruing points.

fyi: Never make alterations to your doctors' note yourself. If additional information is needed on the note, take it back to your doctor to have his/her office make the changes.

fyi: When utilizing a sick call, you may elect not to use your sick bank. Please notify Inflight Payroll if you choose not to be paid

fyi: The Union office has been receiving calls from Flight Attendants who have received discipline for delay of flight because boarding requirements were not met and boarding had to be held up. Whenever you leave the aircraft to get food, smoke, etc., be sure to coordinate with your entire crew (Flight Attendants and Pilots) as well as the Ops agent, so you are not left behind in case the flight pushes five minutes early. Make sure all boarding position requirements are met before leaving the aircraft.

fyi: If a Supervisor calls you and wants to have a conference call over the phone with you even though no discipline is to be issued, you still have the right to have a Union Representative participate on the call.

fyi: Verify push back and block in times with the Pilots in order to verify Overfly pay on your paychecks. If there is a discrepancy, contact payroll for correction.

fyi: "Out of order" on Reserve only applies to same category, same days of the week and same number of days. If you are an AM Reserve on M-T-W-Th good for 4 days, the only Reserves you can be compared with as far as "Out of Order" goes are Reserves within that same category.

fyi: The Contractual 48 hour break is required within 7 days from the first day worked, not between bid line months. This usually becomes an issue between bid months because this is where the illegal combinations usually occur.



Scheduling Committee Update

Tracking the quality of your life

by Kyle Whiteley, MDW Executive Board Member
Scheduling Committee Vice Chair


























Our negotiations are around the corner, and from listening to our Flight Attendants during my term in Office, it appears to me that no other issue is more deserving of attention than Article 28, Scheduling Policy. This Article affects every seniority level as it deals with both Pairing and Line Construction.

In the last round of negotiations, we received phenomenal

pay increases at the expense of flexibility in our schedules. This is due to the fact that flexibility comes with additional costs to our Company. Rules that limit the number of legs we will work, the number of pairings on a line, and possibly even the number of lines constructed will inevitably require additional staffing by the Company. Additional staffing will mean more money being paid in wages and benefits, and I have a hard time imagining our Company accepting these costs without kicking and screaming.

Your Scheduling Committee

has been gathering data over the past few months in an effort to prepare for Negotiations. This information, taken directly from our bid packets, has been loaded in to the SYNSTAT program (which I have spoken of in previous articles). Below are the crunched numbers covering the month of October for the past five years. We will publish some yearly data in the second quarter of 2008. Thank you for being involved, and for providing constructive feedback. We are only able to make improvements when we hear from you.

	Oct. '03	Oct. '04	Oct. '05	Oct. '06	Oct. '07
Average A/C Changes	 131.38	 164	 187.32	 219.48	 304
Average Legs	 3.65	 3.48	 3.3	 3.32	 3.3
Average Density (Avg. TFP Per Day)	 7.12	 6.97	 6.96	 7.04	 7.04
Average RON	 15:52	 15:44	 15:50	 15:42	 15:40
Average Duty Day	 8:08	 8:16	 8:10	 8:18	 8:20



= 30 A/C Changes



= 1 Leg



= 1 TFP



= 2 Hours



= 1 Hour



“That’s Life”

A look into the lives of real Flight Attendants

by Stacy K. Martin, 2nd Vice President

When Allyson and I started discussing my new regular article, “That’s Life”, it seemed to me to be a perfect fit - exactly what I wanted to do. My first article was easy, as I just wanted to let you all in on my life, and my son Kendon’s life as well. And since it was not the first time that details of my life had been placed in print, I was eager to get back to sharing my life with all of you.

I know I promised you that I will be speaking of other Flight Attendants and that I would not just focus on death – there are so many different life experiences that we can learn from. But October is a very special month for me, very meaningful in so many ways. It just wouldn’t be right for me to not share what October means to me since this is the October issue. So bear with me one more time as I focus on my own experiences, and rest assured, I’ll have a new topic in the next issue that focuses on a different Flight Attendant.

I have become fascinated with the issue of death. Don’t worry; I am not fascinated in a morbid or fearful way. I am fascinated in the way it affects the survivors – the friends, families, and loved ones of those who pass away. Until experiencing the loss of my wife, I never really knew how death affected those left behind. It is so profound. Since losing Shanna, each time I hear that a fellow Southwest Employee has passed away, I can’t help but think of their friends and family and how they will deal with their loss, and how they move on.

When this issue is distributed, it will be October. October is my favorite month. The change in the temperature. The change in the color of the leaves. Halloween... I truly love Halloween. Kendon gets so excited! October is also special because it is when I married Shanna. It is also the month Shanna died. I am not counting the years... but it will be two. I feel I am supposed to be somewhere else. October is the

month that Shanna and I traveled. Every year for ten years. Perhaps this is the restless feeling I have right now.

This brings me back to the reason for this article. When I wrote my first article, I received phone calls and emails from many of you. All of the responses had a similar theme. They wanted to know more about how Kendon was adjusting. They wanted to know how we were adjusting as a family. Perhaps some have experienced the same thing that Kendon and I have.

Many of you asked about Kendon. I have to tell you that this is where the death plays the hardest role. I am amazed at Kendon’s resilience. Yet, out of no where come the tight hug and the words from his mouth, “I miss my mommy”. The fear that death has instilled in him is unmistakable. He does not want me to go away. He is very conscious of that. I steer him towards life, but death creeps in. That’s what it does.

I also have found that Shanna’s death had an effect on some others that I never stopped to really think about. My family, especially my mother and sister. Shanna’s entire family. Weird, no one on Shanna’s side of the family has made contact with Kendon or me since Shanna died. I have found that my sister, who is a Flight Attendant, will never be the same. I have some friends that helped with Shanna. I wonder if they dream or think of what they did. Rae Ann, Jessica, Allyson, and Jannah. Don’t get me wrong, there were many, many others.

In future articles, I will be writing about one of these friends and her experiences. You see, what I found is that I can not do justice to someone’s life in a story. But, I can, from them being involved in mine, connect where and when our paths crossed and share part of their lives.

It is October 1, 2007 today. I miss Shanna, I know Kendon does. Things are not distant, they are real. I still feel the need to travel. Thank you for allowing me to share what came to me for this article. I believe Kendon and I will go to the State Fair of Texas. Shanna would insist.



Cooking with Corporate Headquarters

Another recipe by
Greg Hofer, OAK F/A #25921

Editor's Note: While we didn't have room in this issue for a "POINT/COUNTERPOINT" Article, we did receive this interesting OP/ED piece from OAK Flight Attendant Greg Hofer. Look for "POINT/COUNTERPOINT" to return in the next issue, but in the meantime, "stew" on this...

Martha's doing it, Emeril's doing it, Wolfgang Puck's doing it too. Everyone's getting in on the act. Brendan Conlon is doing it at Crew Scheduling. He's busy cooking his favorite dish, our Contract, and now our CEO Gary Kelly is cooking his favorite dish called the "Magic Numbers"; we call it "stew", pun intended. You can read Gary's recipe in the July LUVlines inside cover, called "Gary's Take Off".

Gary's recipe states "salaries, wages and benefits are our largest single expense. In 2006, it was more than three billion. Strategically, we will not

succeed in restoring our profit growth and hit our profit target unless we better control our labor cost". He goes on to say, "I am confident we can execute when we all work together by controlling our cost ESPECIALLY SALARIES, WAGES AND BENEFITS," (emphasis mine).

Gary may be a great cook, but something is missing in this concocted dish. It doesn't taste quite right. I think he left out a few critical ingredients that would make this meal not only taste great but good for you. If we're eating healthy, we'll all perform our jobs better with that Warrior Spirit and Servant's Heart.

Let's look at Gary's recipe and see how we can help it pass the "taste test". Gary starts out nicely with all the proper ingredients. In a large pot over high heat he blends 820 million Net Income, 8% Net Income Margin, 15% Return on Investment Capital and 6.40 cents of Cost per Available Seat Mile. Then

THE 4 MAGIC NUMBERS - Knowing the score!				
		2004	2005	2006
##	Net Income Target in millions (NI)	700m	750m	820m
	Actual Net Income is moving closer towards company targets	313m	489 m	587m
##	Net Income Margin Target (NIM)	8.00%	8.00%	8.00%
	Actual Net Income Margin is moving closer to company targets	4.8%	6.4%	6.5%
##	Return On Investment Capital Target (ROIC)	15.00%	15.00%	15.00%
	Actual Return On Invest. Cap is moving closer towards company targets	6%	9.1%	11.20%
##	Cost Per Available Seat Mile (CASM) Target (excluding fuel)	6.67 cents	6.25 cents	6.40cents
	Actual Cost per Available Seat Mile is up. We want it to go down	6.67 cents	6.48 cents	6.49cents
##	Fuel and Oil Cost are going up as a percentage of Expenses	15.3%	17.50%	23.10%
THE 4 MAGIC NUMBERS - Knowing the full score!				
A	Salaries and Benefits as a percentage of Net Income are going down	38.1%	34.8%	31.80%
B	Number of Aircraft at years end	417	445	481
C	Number of Flight Attendants at years end	7550	8261	8933
D	Number of Flight Attendants per Aircraft	18.11	18.56	18.57

he pours in the cost of fuel, which never mixes well. While these numbers are stewing, look over the first 5 rows of the recipe box and you can taste the missing ingredients.

Last Contract we pulled Salaries and Benefits out of the freezer and allowed them to thaw out, they expanded, this is completely normal. They were negotiated to allow for that. They have to expand or they go "bad".

Gratefully add a few stingy drops of the cost of this labor including salaries, wages, and benefits. Allow to boil for about three years. You'll notice the recipe tastes better; we employees are helping the Company move closer to the target numbers on three of the four categories. Once we achieve all four, this dish will indeed be a tasty one. We Flight Attendants are working hard to help keep profits from shrinking and we're also smart enough to know what's really causing it.

Once we add all the correct ingredients, we

know it will taste better.

With all the enthusiasm of a bad cook blaming the ingredients, Gary makes it obvious the cost of salaries and benefits, which he says are out of control, are part of the problem. But if you look at the recipe, you will notice the cost of salaries and benefits are NOT out of control. Salaries and benefits are increasing as negotiated. But the cost of those salaries and benefits are actually decreasing as a percentage of Net Income.

You can also see that the ratio of Flight Attendants to aircraft also proves that we are NOT out of control. We now average just over 18 Flight Attendants per aircraft, almost identical to 2004.

We are doing our part. The Flight Attendants of Southwest are the most productive and the smartest in the industry. We're also smart enough to know when negotiations are on the horizon Management goes to the kitchen and joins Scheduling to start COOKING our Contract!

Sources: LUVLines, Revenue Management, Labor Relations, USDOT Form 41, SEC Form 10-K

In Loving Memory

In recent months, we have lost three of our very own. TWU Local 556 Executive Board Members Lucy White-Lehman and Kyle Whiteley are developing a section on our website as a place for us to go to remember our lost friends. We will have more information on this special part of our website in the near future. For now, some beautiful words were submitted about those we've lost. Our thoughts and prayers go out to the friends and family of Ken Cummings, Andrew Kabel, and Carlos Verver.

"Ken earned his wings at Southwest Airlines on February 9, 1984. Through unforeseen and unspeakable tragedy, he earned his eternal wings in June, 2007. So continue to fly high, and I will keep an eye on that pillow and blanket bin for you... and until we meet again, please save a seat for me. Goodbye dear friend."

David Kirtley

"Andrew R. Kabel (65) passed away suddenly on July 13th of a massive stroke and cerebral hemorrhage. Those who knew and/or worked with Andrew will remember his intelligence, wit, lovely British accent, and most of all, his willingness to party. His five years as a SWA Flight Attendant were some of the most enjoyable and rewarding years of his life, and he shared many of his Southwest experiences with us (like the unforgettable Military flight he flew on and the zoo animals that he and his crew transported). Andrew loved and appreciated life, his family, his job, and his many, many friends at Southwest. Our heartfelt thanks to all of you who touched his life."

Carole, Adam, and Scott Kabel

"Dallas Flight Attendant Carlos Verver passed away suddenly on August 1, 2007. He was 63 years old, and had been a Southwest Flight Attendant for eight and a half years. Carlos was famous for his smile, his sense of humor, and his optimism. He was also a dedicated family man. In addition to his wife Marsha, who many of us knew because she traveled with him frequently, he left behind a large family, including sister Beverly Cipriano, who also works for Southwest, and three grandchildren. Carlos was in the Air Force, and proudly served in Viet Nam. He was also an FAA air traffic controller for 27 years before joining Southwest. Carlos was an outstanding Flight Attendant, a faithful Union member, and will be sorely missed in the Dallas Base."

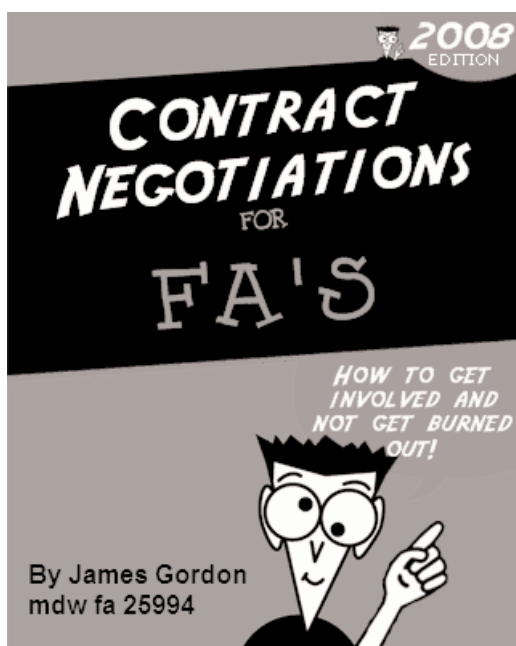
Gwen Dunivent



JETSET

"Get Smart"

by James Gordon, MDW FIA #25994



The other day a Flight Attendant asked me "How long will contract negotiations take?" Interesting question; I processed it for a moment and the answer just hit me. "As long as you want them to" I replied. "Huh?"

Are you saying "Huh" too? I understand, but hear me out: if you and your Flight Attendant buddies get involved with the process early, show up at Union events, make your voices heard and let Management know your concerns, after a very short while they'll will get the message. And before you know it, the Contract will be ratified and we'll all sing, dance in circles in the meadow and live happily ever after. At least for a few more years!

I know that sound simplistic, but it's absolutely feasible. Over the past few years, the Union, your fellow Flight Attendants and even Management (albeit unwittingly!), have created all the tools and resources that you will need to make this negotiation period a smooth and easy one.

Again, how quickly you want it to pass

depends on your level of involvement. When was the last time you saw 2 or 3 people at an Amish barn raising? Dozens come out to the site in the morning and the thing is up and finished by sunset. Just in time for the cows to come home!

2008 marks my third Contract anniversary at SWA. During my first (1996-1997) I was a bit intimidated by the whole "Union thing" and was uneducated to the wicked, wicked ways of Management. Accurate information was scarce and misinformation was plentiful. There wasn't a website like there is now where a well-meaning Flight Attendant could check facts or discuss topics with others across the system. There was absolutely no outlet for a Flight Attendant to express her/his Contract concerns to other Flight Attendants! Management easily divided us and conquered us. Ultimately the Membership allowed an inferior contract to pass.

When it finally came time for Contract Negotiations again, I was ready to work with a bold, new Union leadership group to attain the industry leading Contract we work under today. A by-product of that victory was something Management despises: A connected and better educated Union Membership. There is still a long way to go, as we have a lot of Flight Attendants who weren't here during the last bargaining session, but it's a fantastic foundation to build on!

This month we find ourselves with a Contract that becomes amendable in a short 8 months. We are witnessing both a rapidly changing airline industry and a workplace that is quickly being forced to evolve and meet the technical and entertainment expectations of today's demanding and internet savvy traveler.

We are also faced with an aggressive team of Inflight Leaders, many of whom have never done our job and think that working in another department in the Company is "close enough". They seemingly resist any effort by well-meaning Flight Attendants (such as myself) to educate them on the finer points of our job. Their ignorance is what

will make these upcoming negotiations difficult.

I believe that there are two things in this world that you never, ever want to know *anything* about how they are created:

1. Sausages
2. Flight Attendant Labor Contracts

Once you know what goes into making them, you'll never look at either the same way again.

Here are 3 simple ways to stay on top of Union business and negotiations without investing a lot of time or effort or getting your hands dirty. Try one, two or all three.... whatever suits your time and lifestyle, but at least try one!

Get Connected

The four items listed below would take about a half hour for you to do at home or in the crew lounge. If you have a laptop with you, it can all be done from your hotel room. The most important source of Union information anytime is the central Union website. During Contract Negotiations, especially when things get "hot and heavy", you should make it your homepage on your web browser. At least put it on your desktop - **www.twu556.org**.

There are also excellent non-Union websites run by Flight Attendants, such as **www.mdwfa411.com** and **<http://groups.yahoo.com>** and search for the group called "Southwestflight-attendants". Also check out **www.swaflightattendants.com**. These are just a few of the many fantastic sources of information. I suggest you check these sites out, join them and any others you can find. Just Google one word: swaflightattendants.

Also, make sure you have the Union office phone and fax number programmed into your cellular phone, along with the contact number for your Domicile Executive Board Member. Those numbers may be found on the inside cover of this issue of UNITY. Why the fax number? What if something happens to you while flying or at the hotel, but after the close of Union business? You need to get a report to the Union so they have it first thing in the morning. Fax it to them from wherever you are!

Finally, call the Union office and make certain they have your correct phone numbers and mailing address (both e-mail and home).

Get Involved

Get to know your Domicile Executive Board Member and at least 2 Union Shop Stewards. They are the best sources for accurate information. And if you ever find yourself in trouble, you have not only a Union Rep, but a friend to assist you in a time of need!

Check the Union glass case every time you are

in the lounge. You never know what might be posted in it!

It's tough, I know, especially for commuters to attend the quarterly Membership Meeting. They occur at each base 3-4 times a year and it's worth the small investment of your time, especially when the Contract is being negotiated. You will always learn something, have a few laughs, see some old friends and usually leave there with a lot of food for thought. Check with your tax advisor as the mileage and expenses to/from Union meetings and events may very well be tax deductible!

Attend a Union "World Tour" lounge visit or whatever it is the Union is cooking up. Look for the cool signs and posters. Get to know your Union Leadership and develop a relationship with them. Let them know your concerns and thoughts. They are available and they are listening.

Wear your Union pin on your uniform shirt collar. It's the easiest way to make a silent statement that you care about our workplace and your future.

Get Smart

In my opinion, this is the most important point of the three. Knowledge is power. You already possess this power if you're Connected and Involved, but sadly, there are too many Flight Attendants who do not and fall victim to false statements, otherwise known as "Rumors".

During negotiations you'll hear so much blather, claptrap and hogwash about the Negotiations you might not know what's true and what isn't. It's unavoidable. Also look for a "kool-aid" mustache as they speak. Those were around long before the grooming standards were relaxed, but interestingly enough, you don't see many of them anymore!

You will hear much of this rumor non-sense from the cockpit, which is often confused with a pulpit by those whom occupy it. When they begin to preach about Management and our Contract as if they have inside information, ask them two simple questions:

1. Specifically from whom did you/they hear this from? And when? If they can't answer with an actual person's name..... that's a telltale sign they are just blowing smoke. If it's a third-party or hearsay, then it's crap.
2. Ask "How can I get in touch with the person who told you this? I would like to hear more!" This is a BS filter. If they are fibbing about their story, the name, the details, you'll find that they can't back it up with traceable information. Your intuition will immediately tell you that something is wrong!

(Continued on bottom of next page)



Get Active - FMLA Reform

by Thom McDaniel - TWU Local 556 President

Occasionally I get a phone call or email from a Member asking why Local 556 is involved in the political process. I

usually explain that it is necessary to elect Labor-friendly candidates to protect and support the issues of the airline industry, Flight Attendants, and all working people. This has never been more true than right now as our lawmakers are now seeking to change laws to actually improve our working conditions and take the issues off the Negotiating Table.

This year Congress has increased the minimum wage, raising the bar for everyone. Through the FAA reauthorization bill, there is an effort to require FAA health and safety inspectors to improve our working conditions. Of course our Pilots recognize the importance of worker mobilization as they flock to Capitol Hill to seek the lifting of the "Age 60 Limit" that ends their careers early. Labor friendly candidates can make a difference, and they need to hear from us.

This summer, Representative Tim Bishop and Senator Hillary Clinton have introduced legislation to correct the Family Medical Leave Act of 1993 to protect Flight Crews. FMLA was originally passed to give workers unpaid leave to care for themselves or a family member providing they worked at least 60% of a full time schedule in the proceeding year.

This was estimated at 1250 hours. Unfortunately there was no allowance made for airline crews whose schedules are not calculated on a typical 40 hour per week basis, and they were still required to work 1250 hours. This has been an ongoing problem for Flight Attendants and Pilots.

Our Union and others have managed to negotiate the number of hours down to 1050 and other Unions such as the APFA have managed to arbitrate their number of qualifying hours down to a little over 500. The problem is that we waste negotiating leverage and resources to achieve what the law was meant to provide for.

You can help in this effort to pass the Airline Flight Crew Family and Medical Leave Act. Please go to www.twu556.org and through our "GET ACTIVE" link at the top of the page, contact your House Member and ask them to support H.R. 2744 and your Senator to support S 2059 to correct and clarify the 1993 Act. You can also increase the voice of Labor on the Hill for as little as a dollar a month by joining the Committee On Political Education (COPE) with a small monthly payroll deducted donation to elect candidates who support our issues. Email me at president@twu556.org and I will send you a COPE Card to sign up.

This issue is about Negotiations and your personal efforts in the legislative arena will allow us to use our negotiating power in other areas to improve the quality of life of our Members. It's time to "GET ACTIVE" to support our negotiating efforts.

JETSET

(Continued from previous page)

If you've ever flown with me, you know that I will respectfully challenge other Flight Attendants and the cockpit and ask my 2 questions if I feel they are spouting off BS just to spout off BS. I am never rude or aggressive, just inquisitive.

If an employee from another department feels compelled to voice their opinions about our Contract negotiations, then I feel they should be prepared to back-up their "facts". They are entitled to their own opinions, but they are not entitled to their own facts!

So, if you hear something that just doesn't

sound right, call them on it! Make a note of it and check it out. This happens all the time on the aforementioned non-Union Flight Attendant websites: Flight Attendants post things they've heard and other Flight Attendants respond to it yea or nay. Many times you'll even see your Union's Leaders answer questions and post information. And as always, if you have questions, call the Union office and speak with someone there to get the correct info.

I hope you found these tips and tricks to be helpful and that you make a small, but meaningful, investment in your future.

Look for me at a Union event. I'll bring the sausages!

GRIEVANCE UPDATE

(Continued from page 25)

es her cases in a direct yet enthusiastic manner.

There is one more very important individual on our Grievance Team that I want to recognize, and that's our Local Union President, Thom McDaniel. Even with all of his other responsibilities, Thom has been instrumental in working along side me in several areas; the latest was the Open Time Arbitration. He has given me his full support in my position as the first Grievance Chairperson to be appointed by the Executive Board who is not an elected Officer, and I thank him for his very valuable contributions.

This past year has been challenging and very fulfilling. As the Chairperson of the Grievance Team, I am afforded the opportunity to work with these talented individuals on a daily basis on many very significant issues. We all learn something new from each other everyday, which aids us in our service to the Membership. This last year has produced many resolutions to issues and grievances that have affected the Membership, but there is still work to be done.

As always, the entire Grievance Team is here to represent each and every Flight Attendant. If you would like to contact me directly, please feel free to email me at grievancechair@twu556.org.

HOT TOPICS:

Overlap Violation – Recently, the Union had to re-file a Group Grievance because Scheduling was violating the Overlap Settlement from December, 2006. In my July article, I outlined the chain of events and when this original case settled. Unfortunately, the Director of Scheduling decided that there was a misunderstanding with the settlement. The Union requested an Arbitration date; however, Management has decided to work with the Union once again on a settlement.

Open Time Grievances – Originally, the Union had 11 Open Time Group Grievances. Of the eleven, four cases involving the manipulation of Open Time were presented earlier this year before an Arbitrator. The next set has a total of five cases and will be presented before an Arbitrator just as soon as the Company gives us a confirmed date. This upcoming hearing will be specific to Article 12.2.A of the Collective Bargaining Agreement. The Union will update the Membership as soon as we have any new information on these five cases going forward. There will be another Arbitration scheduled for the remaining issue, but will not be scheduled until the first of next year. This is due to the fact that it takes the Union, the Company and an Arbitrator to coordinate schedules for a

date(s) to hear the case.

"D" Position Flight Attendant - This case was filed in March due to Management placing Inflight Leaders in the "D" position on flights as a working Crew Member. This was a clear violation of our Contract, as Inflight Leaders are not covered by our Contract and do not fall within the definition of a Flight Attendant. The Union requested to proceed to Arbitration. Management reluctantly agreed to settle this case and ceased the practice of placing any Inflight Leader in the "D" Position. The settlement further clarified that Management will remove the words "Inflight Leaders" in Your Flight Beginning to End, Section 2, Page 1, from the Flight Attendant manual with the next revision/manual update.

TO YOUR HEALTH

(Continued from page 26)

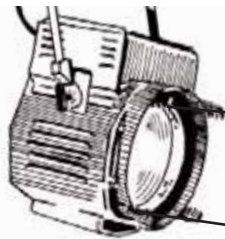
to important paperwork being exchanged by the parties. In other words, there is no accountability on the part of the Company or Aetna. Oh, and good luck getting Aetna to call you back.

Here are some facts. Until we negotiate a change in the FMLA language in our Contract, we will continue to experience the same problems.

Did you know that the Company has an FMLA Committee? Well, they do. I have met with this Committee, and frankly, I have been told that they are cracking down on FMLA because they say it is being abused. My answer to that is simple. If they know of an Employee who is abusing FMLA, deal with that Employee. It is not their job to issue a blanket indictment over the entire work force.

What can you do? If you are having difficulty with FMLA, start with calling Naomi Hudson in Labor Relations. Tell her of all the hoops you have had to jump through to move through the process. She will probably tell you to call some other people. Once you have done what she advised, call her back and ask her why you are still not approved. Basically, what I am telling you is that Aetna does nothing without the direction of Southwest Airlines. The Supervisors have forgotten about the Collective Bargaining Agreement and Southwest Airlines Management does not seem to have a problem with that.

In the end, remember it is up to you to know your Contract as well. If you think you are going to need to request a leave, please familiarize yourself with Article 15 'Leaves of Absence'. It starts on page 61 of your Contract. So, if your Supervisor does not tell you about your Contract, take it upon yourself to inform them that you know the content and how to apply it.



"SPOTLIGHT" ON

Karla Kozak

BWI F/A #24994 and TWU International Organizer

Ever wonder how Albert Einstein's teachers or Michael Jordan's grade school P.E. coaches felt when the kid they mentored became the world's best at what they did? This is how many past and present Leaders in TWU International and Local 556 feel about Karla Kozak. Karla became active in our Union as a Precinct Captain, but soon realized that Union activism doesn't stop between Contract Negotiations. She is now a part of the TWU International Organizing Department, helping workers all over the country benefit by having a Union to represent them.

Let's start from the beginning. Karla was born in Victoria, British Columbia, Canada. Before working at Southwest Airlines, she worked for Ryan International Airlines, then Morris Air, and then joined the Southwest family in May, 1994. She was interested in TWU as an International Union right from the start, since the Southwest Flight Attendants chose TWU over other Unions including the Association of Flight Attendants (AFA). But she took a more active interest in our Local, "after our Membership ratified yet another contract with 17 steps top-out pay (sub-industry standard) and unacceptable quality of life and work rules," Karla says.

That was the spark Karla needed to get more involved, and boy did she ever get involved. When it became time to prepare for Contract

Negotiations in 2001, she quickly joined the Precinct Captain Program and then became a Lead Precinct Captain from 2002-2004. Since she knew that Union activism required not only involvement in our own Local, she became active in the AFL-CIO as a delegate in California and then Maryland/D.C. Karla also became a Labor Coalition Volunteer, and worked with SFO International Airport Security Screeners (represented by SEIU) on a campaign to retain employment of the Union Screeners at SFO, post 9-11. Karla says, "Almost all other airports replaced Screeners with non-Union TSA employees". She then volunteered with SEIU, Longshoremen, and AFA on various contract campaigns throughout the Bay Area.

While Karla was volunteering to assist other workers, she didn't forget about the needs of our own Flight Attendants. After 9-11, Karla realized how vital it was that Crew Member Self Defense Training was mandated for all Flight Crews. Along with other Local 556 Members, Karla lobbied in Washington D.C. with the TWU Legislative office for Legislation mandating Crew Member Self Defense Training. In 2003, she appeared on the NBC Nightly News in a roundtable discussion with a group of Flight Attendants as to why we needed training and protection of our own at 37,000 feet.

Karla has also worked for the TWU Legislative Office in the



field (2003-California; 2006-Maryland) with TWU Members and other Union families, assisting in voter registration and getting out the vote. She learned through her work on federally mandating Crew Member Self Defense Training that all of our hard work can be changed with a stroke of the pen. Most Airlines didn't want to pay for the training, so they lobbied Members of Congress, and by changing one word, Crew Member Self Defense Training became voluntary. While the TSA still offers the training to Flight Crews who volunteer to go, the program is in jeopardy due to low participation. This just goes to show how important it is that we elect Labor friendly Legislators who care about our issues (*Editor's Note: and it also shows how important it is that every Flight Attendant take Crew Member Self Defense Training*).

Even though Karla's Union involvement spans a wide array of issues, her heart belongs to

organizing and helping workers gain Union representation. In 2006, Karla had the opportunity to attend the TWU Grassroots Leadership Training at the National Labor College. "It was at this training when I realized that I had always been interested in and involved in organizing on some level. I think it started during pre-school accompanying my mum door-to-door on some crazy community action campaign (it was the sixties after all). Once in college, I ditched my mum, and began working on my own - concentrating on immigration issues, and registering citizens to vote. I found this to be the best way to plug into the election process since I'm not eligible to vote," Karla says (she is still a Canadian Citizen).

This past spring, Karla was asked by TWU International to become a part of their organizing team on a campaign to Organize 8,000 Aviation Ramp and Cargo Workers. "Without representation and a Contract there is no dignity at work," Karla says. The TWU Organizing Team can use your

help. To find out how you can support TWU's Organizing efforts, feel free to contact Karla at kkozak@twu.org.

When asked who Karla considers her role model in Union activism, she quickly answers, "A.P. Randolph". A. P. Randolph was an African-American Labor Movement and Civil Rights Leader. He was the first President of the Brotherhood of Sleeping Car Porters, founded in 1925 and the first African-American Labor Union to sign a collective bargaining agreement with a major U.S. corporation. He first proposed a March on Washington in 1941 which led to President Roosevelt to sign Executive Order 8802 banning discrimination in the federal government and defense industries. Twenty-two years later, Randolph again played an important role in organizing the 1963 March on Washington. Karla says her favorite quote from A.P. Randolph is, "At the banquet table of nature there are no reserved seats. You get what you can take, and you keep what

you can hold. If you can't take anything, you won't get anything, and if you can't hold anything you won't keep anything. And you can't take anything without organization".

Karla now lives in Washington, D.C. When she is not out organizing Union workers, she enjoys listening to live music, and traveling to see family and friends. She also volunteers in D.C. with an advocacy group which lobbies and raises funds for hospitals and schools for refugees in the Middle East.

You'd think that those who have known and worked with Karla for a long time would be constantly amazed by her activism and commitment to the Labor Movement. But no, once you spend some time around her, you will soon see that's just who she is. If she didn't take on these causes, it just wouldn't be Karla.

Karla, you may not know it, but while A.P. Randolph is your role model, you have become a role model yourself for so many of us. Thank you for sharing your story.

Be the First to Know

If you haven't visited the TWU Local 556 website lately, you're missing out. 556 Webmaster Kyle Whiteley continues to keep the website updated daily with vital information about our Union and our industry.

As you've probably gathered by now, Contract Negotiations are coming up soon, and the fastest way you can get information is to visit our website.

Don't miss out, visit our website today.

www.twu556.org



UNION UPDATE

AGENCY FEE POLICY

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

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

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

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

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

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

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

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

d. Social activities and Union business meeting expenses.

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

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

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

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

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

j. An appropriate portion of overhead and administrative expenses.

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

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

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

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

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

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

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

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

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

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

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

UNION UPDATE

AGENCY FEE POLICY - Continued

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

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

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

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

c. Challengers may, at their expense, be

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

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

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

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

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

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

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

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

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

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

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

“Destiny is no matter of chance. It is a matter of choice. It is not a thing to be waited for, it is a thing to be achieved.”

William Jennings Bryan
US lawyer, orator, & politician
1860 - 1925