

January 2007

UNITY



**"Then,
Now, and
What's Next?"**

A stroll down memory lane, a look at what we're doing now, and what do YOU want to see our Union do in the future?



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

It's a New Year and there are big things in store for our Union. Our theme "Then, Now, and What's Next?" gives us the opportunity to look back on the past, see where we are now, and look to the future.

We look back on the past in our feature article on page 12 titled "The Good Ole Days" by Gwen Dunivent and Gayle Ross. Gwen and Gayle take us on a walk down memory lane - some of us may remember these stories first hand, while others of us can hardly imagine the way things used to be in our now highly regulated careers. I also really enjoyed Kyle Whiteley's Domicile Report. I too was based in Chicago when the base was new. His report really took me back.

We also look at our accomplishments of today in this issue. It's hard to believe that our Toys for Tots drive was even more successful this year than last, but it was! Take a look at the photos on page 20. Grievance Chair Denny Sebesta also gives us a look at our Grievance Team's victories in representing the Membership of our Local. Check out her report on page 18.

While it is always fun to look at then and now, we can't take our eyes off the future. On page 4, Thom McDaniel talks about our Union's Strategic Plan and our preparations for Negotiations in 2008. Brett Nevarez challenges us to "Put Up or Shut Up" and become involved in our Union and our future. Most importantly, we want to hear from YOU! On page 17, we are asking each of you to send in your ideas for our next Contract and our Union's future. Check it out.

Lastly, we're always striving to improve **UNITY** Magazine. I always welcome your input, ideas, and submissions, so please keep 'em coming.

In solidarity,

Allyson Parker-Lauck

TWU Local 556 Board Member at Large and
Communications Coordinator
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On our Covers: The cover photos are from the TWU Local 556 archives. Special thanks to Michael Broadhead for continuing to request photos to hang in the halls of our Union Office, and to John Parrot for carefully taking these treasures and having them scanned into digital format.





President's Page

by Thom McDaniel - TWU Local 556 President

As we head into 2007, it will be a year filled with planning and preparation for one of our most important tasks as a Union - Contract negotiations. Although it may seem that we just ratified our last Contract, our Agreement becomes amendable on May 31, 2008, and our Executive Board has made a commitment to be ready when the time comes.

Our preparation will come in many forms. First and foremost, we will be surveying our Membership and soliciting ideas from Flight Attendants for ways to improve our Contract and improve the Quality of Life of our Members. In a recent comparison of all Flight Attendant Contracts in the industry by the Association of Professional Flight Attendants (APFA), we stood head and shoulders above the rest of the industry in almost every area. In the next year, we will continue to compare ourselves to the rest of the industry so that we can see where we are and where we can improve.

As good as our Contract is, there is still room for improvement. We receive suggestions on a daily basis recommending changes. Thank you for your input and please continue to let us know what you are thinking. We do keep track of your suggestions and many are excellent.

Some of the suggestions are things that we fought for in our current Contract and did not achieve. Some of the suggestions have arisen as a result of unanticipated problems with or misinterpretations of our current Contract. We have continued to try to correct the language and spirit of our Contract through the grievance process, but some in Management keep trying to chip away at it. As always, it will be a primary goal in negotiations to strengthen our language and protect the integrity of our hard fought agreement. Please continue submitting your ideas.

With this issue of *UNITY*, we will take a look at the past, where we stand now, and begin looking at the future. Our Membership has increased significantly since our last Contract and many of our Members have not experienced the bargaining process. An educated Membership is our best tool to make good decisions even when rumors run rampant. Remember, YOUR Union is always your

best source of information.

Sometime in the next 12 months the Membership will be electing 2 Contract Negotiators and your Executive Board will be appointing 2 Negotiators. If you think you have what it takes to take on this momentous task, please consider stepping up to the plate. Our Members deserve the best Negotiating Team we can have.

Once again, we are committed to a Membership Driven Campaign. We will take our marching orders from you. As part of the Local 556 Strategic Campaign, in addition to the normal face time that we get at Membership Meetings, our Executive Board is planning a "World Tour" of all of our Domiciles giving each of you the opportunity to talk to your Union Leaders about your concerns, complaints, and ideas. Our "World Tour" will be different from the Company Flight Attendant Appreciation Events. We are coming to listen to you, not to party, and our message is that your voice matters.

We are also trying to develop new ways of communication through web chats, conference calls, and social hours connected with Membership Meetings. We will continue to seek your input through increased surveys. Some surveys will be general and some will be more focused, but please participate. We need to hear your voice.

Of course all the preparation in the world will not make a difference without Membership Involvement. Please consider becoming part of our "Member-to-Member" communication network. During our last Negotiations, our Precinct Captain Program was invaluable and we will be reviving it and revising it for our next round of bargaining. More on that in the near future.

Finally, we have a momentous task before us. We have made progress recently in winning some major "interpretation" disagreements in our Contract and we will continue to do that. Of course schedule quality, SIPs, and Open Time manipulation continue to be major points of conflict between our Union and Southwest Airlines Management. We will continue to seek resolution on these issues by proving that we keep up our end of the bargain. We can avoid major conflict in bargaining if the Company does the same. As Herb once said, "Good labor relations happen between negotiations". Our Company still has time to prove that on our major points of contention. **TWU**

Calendar of Events:

What's going on in
your Union?

CALENDAR OF EVENTS

JANUARY 2007 MEMBERSHIP
MEETING* - ALL TIMES ARE LOCAL

OAK

DATE/TIME: Thur., 01/18/07 at 10:00 AM
LOCATION: OAK International Airport
Esther Love Conf. Room
(Take elevator to 2nd Floor,
Go through wheelchair
accessible door, turn left,
room is on right)
(510) 563-6424

PHX

DATE/TIME: Fri., 01/19/07 at 10:00 AM
LOCATION: PHX Sky Harbor Airport
Terminal 3 - Level 2
(End of hall next to Sbarro)
(602) 273-3382

DAL

DATE/TIME: Mon., 01/22/07 at 10:00 AM
LOCATION: Holiday Inn Select Love Fld.
3300 W. Mockingbird Lane
(214) 357-8500

HOU

DATE/TIME: Tues., 01/23/07 at 10:00 AM
LOCATION: Hobby Airport
The Cloud Room
(713) 641-7723

MCO

DATE/TIME: Wed., 01/24/07 at 10:00 AM
LOCATION: Hawthorn Suites MCO
7450 Augusta National Dr.
(407) 438-2121

MDW

DATE/TIME: Thur., 01/25/07 at 10:00 AM
LOCATION: American Legion
Clearing Post 600
4352 W. 63RD Street
(773) 767-0230

BWI

DATE/TIME: Fri., 01/26/07 at 10:00 AM
LOCATION: BWI Airport
BWI Conf. Room NTE 247
(At the end of the Air Tran
counter, turn right to the
Meditation Room, then take
another right. The BWI
Conf. Room, #NTE 247, will
be on the left behind the Air
Tran ticket counter)

MEETING AGENDA: - General Business

* All sessions constitute the meeting.

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

Crew Member Self Defense Training Schedule

To enroll in the CMSDT Program, simply select the community college location of your choice from the list below and call or write the designated point of contact. They will provide you with all necessary details and requirements for attendance, and assist you in enrolling in a training date of your choice. Please be sure to check www.tsa.gov often (click "Industry Partners", then "TSA Pilots and Programs", then "Crew Member Self Defense"), as new training dates will be announced. Class availability may change, so please refer to the website for the most up to date information. The following are the classes that are scheduled at this point for 2007. More dates and locations will be available soon. All classes for 2007 are now scheduled in the one-day format.

Charlotte, NC:

Central Piedmont Community College
P.O. Box 35009, Charlotte, NC 28235

January 30
February 5, 6, 23
March 2, 9, 19
April 2, 9, 19
May 1, 7, 8
June 1, 5, 6

Contact: Doug Norwood, Phone: (704) 330-4107
E-mail: Douglas.Norwood@cpcc.edu

Denver, CO:

Community College of Aurora
16000 East Centretech Parkway, Aurora, CO 80011-9036

January 26, 27
February 8, 9, 10
March 6, 9, 10
April 19, 20, 21
May 15, 18, 19
June 7, 8, 9

Contact: Michael Carter, Phone: (303) 360-4742
E-mail: Michael.Carter@ccaaurora.edu

Phoenix, AZ:

Maricopa County Community College
2411 West 14th Street, Tempe, AZ 85281-6941

February 17, 20

Contact: James Hornburg, Phone: (480) 517-8461
E-mail: james.hornburg@riomail.maricopa.edu



BALTIMORE

by Lucy White-Lehman, BWI Executive Board Member

BWI has been unusually quiet recently. It's kind of weird not having much to report. I'm used to drama in BWI. I

guess no news is good news. So no news it is.

HERE WE GO AGAIN

BWI has 2 new Supervisors: Patricia Grimaldi #81282 graduated from Training in September, and Monika Vasquez #79370 was a BWI Flight Attendant for approximately 8 months before going into the office.

INCORRECT PAY/TRIPS IN OPEN TIME

Scheduling has recently built trips that are put into Open Time with deadheads, but exclude the pay for the deadheads. If you encounter this or something else that doesn't seem right, make sure you write down all the appropriate information and call the Union Office.

RECYCLED CANS

Please try to recycle during each flight. A portion of the money from the recycled cans goes back to the Inflight Department and is supposed to be used for Flight Attendant Appreciation Day, etc.

HELPFUL HINTS

- The number of FTR's has risen 300% system-wide since CWA was implemented last February. However, now that the new prompt has been implemented, FTRs have been reduced dramatically. Please ALWAYS check in twice, and never hesitate to use the check-in phone. The Scheduling lines are recorded, so you will always have proof when checking in by phone.
- Your uniform allowance account is replenished on the 1st of your Anniversary month. The most you can bank is \$500. Use it or lose it.
- If you are trying to pick up a Charter from Open Time and it doesn't drop into Open Time immediately, make sure you call Scheduling. The last two unassigned Charters in BWI were not dropped into Open Time until hours later.
- Appreciably delayed flight information can be obtained on the VRU 1-800-447-9291. Select option#3, option #1, enter employee number, enter last four digits of S/S#, then option #7.
- Probationaries are entitled to Union Representation in meetings with Management.

If you have any questions, need advice or want to know what options are available to you, call the Union at 800-969-7932. I hope everyone had a safe Holiday Season. Happy New Year!



CHICAGO

by Kyle Whiteley, MDW Executive Board Member

Hello Chicago, Happy 2007! It's always exciting to start the New Year and to take a look ahead to see what the

future holds. For Chicago, the improvements we have to look forward to will certainly make our lives

easier. We can expect our second liquor drop to be placed on the "A" Concourse by the end of the first quarter, while the second and final phase of construction in the lounge will begin shortly, giving us almost double our existing space. We will also see a new kitchen and vanity area. Until construction is complete, please use the new baggage storage area near the break room to store your

bags when passing through. With so many of us in the lounge during the morning and afternoon rush, it is a safety issue.

There is now a check-in phone on the outside of security. The phone is located upstairs behind the Ticket Counter, next to position 49. There is also a check-in phone on the "A" Concourse located at A9. I would really recommend taking a minute to locate these phones now, as this knowledge could be invaluable in a pinch. Also, with the limited number of computers in the lounge (and per our Contract), you may check-in on the phone in the lounge at any time.

Thanks to everyone that took part in our 'Toys for Tots' toy drive. We amassed a nice collection of toys, and delivered them to the Marines so they could distribute them to those in need. The thoughtfulness of our Flight Attendants always amazes me.

Please don't forget that while we aren't required to carry the yellow Flight Attendant Handbook, we are responsible for knowing the information it contains. We are equally responsible for 'Read Before Fly' (RBF) memos that serve as updates to the yellow Handbook.

As the base turns... it's time to say goodbye to two of our Supervisors. Renee Gordon will be online

beginning January 15, while Amy Marhoefer has moved over to the Marketing Department. We will miss them both, and I would like to wish them the best of luck in their new endeavors.

While I was thinking about the future this month, I thought a lot about what it was like when I first started as a Flight Attendant, almost 11 years ago. Reese Alexander was our Base Manager. Cathy, Xio, Charlotte, Jim and Joe were our Supervisors. We had three Coordinators; my favorite was by far Mitzy. Simon Reid was a spunky Flight Attendant that was good for some serious laughs and great stories. Cathy Duckhorn is the only Supervisor from those days who is still in the office today. Cathy has been my Supervisor for my entire career at Southwest. We've had our ups and downs. I like to think I have grown up a bit, but thinking back now, she was always looking out for what was truly in my best interests, and our Flight Attendants' continued success at Southwest. If you have not had the chance to meet Cathy, I think you will find a truly remarkable woman who cares deeply for us all. Take a minute to introduce yourself and get to know her.

I hope everyone has a Happy New Year, and I am looking forward to a fantastic 2007!



DALLAS

by Gwen Dunivent, DAL Executive Board Member

I'd like to welcome Randall Miller, Dallas' new Assistant Base Manager. Randall was a Flight Attendant for four and a half years

and also served as an Inflight Supervisor in both Baltimore and Dallas. Since we now have 831 Flight Attendants based in Dallas, Henry is relieved to have Randall assisting him.

The check-in phone outside of security is now a reality!! It is there and it works!! The phone is at the auxiliary ticket counter in the main lobby at Love Field, directly to the left of Seattle's Best Coffee as you enter the terminal. It sits on the left hand side of

the counter as you face it, and is labeled "Inflight".

We have 8 new Shop Stewards in Dallas, who each attended a full day of training on November 16, 2006. The Union's Executive Board plans to utilize our Stewards more in the future, and we are thrilled that these people have stepped up to serve the Dallas Base. The new Stewards are Karen Amos, Lynn Beall, Vince Eakes, Jane Johnson, Michele Moore, John Parrott, Ron Regan, and Fields Williams. Please watch for these folks out on line and congratulate them on their election.

The first quarter Membership Meeting will be held on Monday, January 22, 2007 at the Holiday Inn Select, Love Field, 3300 W. Mockingbird Lane, Dallas, Texas. Our base had the highest turnout dur-

ing the last round of Membership Meetings, so please continue that trend and come to the meeting. Membership Meetings provide a great opportunity to get questions answered and voice concerns, and are a great way to get to know the Local's Officers and Staff better.

As always, I hope you will all read this entire issue of UNITY. The theme of this issue serves to remind us that we have another round of negotiations in our future, so it is critical that everyone stay involved and informed.

The theme for this issue of *UNITY* is "Then, Now, and What's Next?". In DAL, many of us have been here a long time and have watched our Company

and Union grow for many years. I had the privilege of taking a walk down memory lane this month as the co-author of our feature article with Gayle Ross. We've titled it "The Good Ole Days". Gayle and I take a look at the way thing used to be, and it really reminded us how far we've come. Please check out the article on page 12 of this issue.

And as to "What's Next?", we can expect more growth in DAL this Spring, which is good news for everyone. I have a new email address, which is dal-debm@twu556.org, and the phone number at my desk is **214-640-4309**. Thanks to all of you who helped make our annual Toys for Tots drive a success, and please let me hear from you anytime!!



HOUSTON

by Jill van der Werff, HOU Executive Board Member

Merry Christmas and Happy New Year HOU!

I hope you all had a very Happy Holiday Season and have a

safe, happy and Prosperous New Year in 2007! I would first like to congratulate our newly elected Shop Stewards! Houston's new Shop Steward Team is Valerie Boy, Chey Clark, Victor Conejo, Jannah Dalak, Kelley Martin, Michael McNeil, Jessica Parker, Crystal Rains, Jenny Rice, and Kim Zimmer. Our newly trained Team will be available to answer questions, pass along information, and will assist me in representing Members in meetings with Management. Please congratulate them and thank them as you see them out and about on line!

I would also like to thank all of you who contributed a toy or money to the U.S. Marine Reserve's Toys for Tots Program. Crystal Rains and Michael McNeil were instrumental in getting the posters and boxes in place for this most worthy project!

Perhaps, by the time this publication has been distributed, the construction on our Lounge will be completed. As Management becomes more accessible to us on a daily basis, I'd like to remind all of you that your Union is just as accessible. You may pick up the phone any time during business

hours and call with questions or concerns. There is someone on call 24 hours a day for emergencies! Every one of us should have our Union's central number and our Domicile Executive Board Member's number programmed into our phones. The central and emergency number for TWU Local 556 is (800) 969-7932 and my number is (832) 754-8110. If these two numbers aren't in your phones, please take a moment and program them in at your earliest convenience!

There are a few new faces in the Inflight offices these days, but one familiar face decided to stay after all. Lisa Hahn chose not to go back on line and I apologize for reporting erroneous information in our last publication! New Supervisors are Janie Meck #77330, Doug Shaw #21676, and Jeff Simpson #43870 who has actually flown the line for many years! Inflight Supervisor Charlotte Stelly has moved to the open Recurrent Training Supervisor position created when Linda Pearson went back to flying the line. Also, Becky Green #59294, one of our Base Coordinators will be promoted to Inflight Supervisor once she completes Initial Training.

Be sure to check out the "Base Information" pages on our Website for the most up to date news! Just go to www.twu556.org, click on the "Base Information" button on the left side of the screen, and log in.



OAKLAND

by Mark Torrez, OAK Executive Board Member

Happy New Year OAK! We are starting this New Year with the most Shop Stewards OAK has ever seen. You

have elected 15 new Shop Stewards which I am very confident will do a great job in our base. They are: Doreen Argyropoulos, Cynthia Belle, Greg Hofer, Heather Joy, Val Lorien, Kevin Onstead, Bryan Orozco, Michael Quattlebaum, Matt Roe, Donald Silva, Rachel Tabb, Christina Wenzl, Lori Lochelt, Sarah Cross, and Anthia Rowley. Val, Kevin, Bryan, Michael and Christina are all returning for their second term. Each of these Shop Stewards has different strengths and will do well representing us on different issues.

With the help of our new Shop Stewards, I plan to survey all Precinct Captains to see who is still interested in helping out once our next Contract Negotiations begin in 2008. I also hope to collect email addresses from anyone who is interested in signing up for an "E-Update" electronic newsletter that I plan to implement in the near future.

I am currently working with our Base Manager, Doreen Warner, to find the best placement for the liquor drop safe in Terminal 2. Gate 21 is no longer

a very convenient place to drop money so hopefully we can find a spot closer to Gate 25 for the safe. Let me know what you think; email me at oak-debm@twu556.org. I would also like to bring up that we now have a recycling bin in the Lounge for paper. I requested a paper recycling bin from a former Base Manager and was told no, so I thought I'd give it another try, and Doreen said yes and made it happen. Be good to the earth - when you finish reading material in your mailbox or when you add a new revision to your Manual, discard the paper into the new paper recycling bin.

We have recently had good participation at Membership Meetings here in OAK but I think we can do better. This is your Union and even though you have elected me to be your voice on the Executive Board, I would like the chance to hear your voice in a meeting.

I look forward to another great year and will leave you this quarter with three challenges.

1. Attend at least one Membership Meeting this year and bring a fellow Flight Attendant. Meeting dates, locations, and times are listed on page 5.
2. Write one LUV report on a fellow OAK Flight Attendant that you think does a great job.
3. Bring in a Toy next Christmas for our annual Toys for Tots drive.



ORLANDO

by Susan Kern, MCO Executive Board Member

Happy New Year, Orlando! I hope everyone had a safe and wonderful Holiday season. As I write this, I don't know

what special "issues" we will have faced over Christmas and New Year's Eve, but hopefully

Thanksgiving was an indicator and all went smoothly. Thanks to all who participated with the Toys for Tots drive; with so many Marines deployed this year, there was less manpower than usual to tackle the project. I would like to say thank you to those of you who made this project a success.

MCO is growing! The movement on the Seniority List must be a strange feeling for those of

you who have been stuck at the bottom for so long! We are scheduled to receive an additional 6 terminators in MCO by March, and for each terminator add 55-65 Flight Attendants to the base. Hopefully Management will be able to procure all the appropriate permits etc. in order to expand our lounge. We're an island unto ourselves here, with no room for expansion. Perhaps if they could just get the check-in phone outside the security check-point installed...

Be aware, if there is a security breach and you are unable to get through in time for your check-in, Scheduling will advise you to MBL. Make sure you call both Scheduling and the Supervisor's Office to alert them to your situation. They should be removing those MBL's.

In the October Membership Meetings MCO elected 14 Shop Stewards, and 11 of them have accepted the position! Please join me in welcoming Jim Pelt, Darryl Padgett, Annette Golka, Denny Sebesta, Robert Skye, Kat Skye, Billy Makedonsky, Gisela Alvarez, Pippin Mebane, Elias Kalantzis, and Scott Brown as our Orlando Shop Stewards. Training was held in November, and each one of them has demonstrated concern and care for the Membership. Make sure you thank them for taking this on when you see them on-line.

With January comes the return of more "normal" operations, so hopefully we'll be able to see

continued improvement with the quality of the Bid Lines. System-wide in December the percentage of 4-days was in the single digits, something we haven't seen in about a year. Reducing the number of 4 days does increase the number of 3-days, and I know many of you were alarmed to see trips "parked" on Supervisor screens. The TWU Local 556 Scheduling Committee is working with Management to find a better solution, one which is more transparent. While it was good that Management agreed with us to minimize the number of trips in Open Time during the critical Holiday days by saving those trips for the New Hires, it was very alarming to find them on Supervisor's screens. Remember, if you have questions or concerns with the lines, email the Scheduling Committee at schedulingcommittee@twu556.org.

System-wide, there are people who are facing discipline/termination due to substance abuse. Brett Nevarez, Chairman of the Drug and Alcohol Committee, is putting together a peer support group for those who are in recovery. If you have been in recovery yourself, and have been clean and sober for at least one year and would like to help others, please contact Brett at ebm-at-large@twu556.org.

Enjoy this brief period of less-than-full airplanes, as we all know this will not last long! Spring Break is just around the corner.



PHOENIX

by Michael Broadhead, PHX Executive Board Member

It is hard to believe it is now 2007. So much happened in PHX this past year. Our base has grown for the first time in several years, and we are pleased to have some of SWA newest Flight Attendants among our ranks.

We have a new Base Manager, Dave Kissman, who is currently completing Initial Training one week at a time. Dave spends a lot of time in the lounge and speaks to virtually every RT class. Dave

has been with SWA since 1989 and his wife is a 24-year Flight Attendant at America West/US Airways.

Our lounge construction has been delayed yet again by the city of PHX. Construction was supposed to have started last April. And as far as the airline industry is concerned, the prospect of having the "New Delta" headquartered in PHX Arizona with the proposed takeover of Delta by US Airways could certainly affect the industry and the city of PHX. Imagine an airline with over 85,000 employees and over 850 aircraft headquartered in PHX!

I am extremely proud of our newest team of


Shop Stewards that has stepped up to the plate to fill a very important role to all SWA Flight Attendants. Many coworkers ask me, "What does a Shop Steward do?". Anytime a Flight Attendant has a meeting with Management, you have the right to have Union representation present. It is impossible for the Domicile Executive Board Member (DEBM) in each Base to conduct all those meetings because all DEBMs continue to fly the line. When I am out flying a trip or otherwise unavailable, Shop Stewards are trained and qualified to represent each of you at the meeting. Each of them has participated in a training program sponsored by the Union recently, with over 70 participants. It is important to remember that if you work with a Shop Steward, they provide a huge service to all Flight Attendants. They are bound by confidentiality and can not discuss information that could harm a coworker. Our newest team of Shop Stewards in PHX is: Mike Foley, Lisa Vallet, Darryl Daoang, Richard Locher, Tina Coffee, Mark Savage, George LaMonda and Tim Blore.

The "PHX E Connection" I started last July has been very popular, and I am extremely pleased to come to work each week and find additional

notes in my mailbox asking me to add yet another PHX Flight Attendant to the distribution list. It is a great way I get base specific news out very quickly to all. Remember, keep me posted on retirements, new babies, and other important events.

This month we also participated in the informational picketing at Terminal 4 held by AFA-Council 66 representing the Flight Attendants of America West and their protracted negotiations.

The good news to report is that it seems that suspensions and terminations have decreased in PHX as of late. We did however recently have a few terminations due to attendance points. In addition, FTRs have decreased by over 40 percent system-wide. When FTRs were on the rise, I made a recommendation to Scheduling that a notice should "pop up" when a Flight Attendant logs in on CWA requiring them to either check-in or decline. Scheduling finally implemented this procedure and now far fewer Flight Attendants are receiving points for FTRs. That is something to celebrate!!

Most importantly, I would like to thank each of you for making my work a true honor. I hope each of you had a wonderful Christmas and a great New Year's celebration! 

Be the First to Know

Back in September, a special "Base Information" section was added to the TWU Local 556 Website. Each Domicile has its own section on the site, and is maintained regularly by your base's Domicile Executive Board Member (DEBM). Find out what is going on in your base in real time by visiting us at www.twu556.org and clicking the "Base Information" tab. If you have suggestions for your Base's page, contact your DEBM by email. Each DEBM's email address is the three letter city code for your base followed by -debm@twu556.org. For example, the email address for Kyle Whiteley, MDW DEBM is mdw-debm@twu556.org. We look forward to your input! 





"The Good Ole Days"

A walk down memory lane

*by Gwen Dunivent, DAL Flight Attendant #3095
and Gayle Ross, DAL Flight Attendant #14850*

Do you ever get tired of hearing about the "good ole days"? Hot pants, short-backs, paper trades... does any of that sound familiar to you? You've probably heard some pretty tall tales from senior Crew Members out on line, and you may have asked yourself how much of it could possibly be true. If so, please join us for a glimpse into the life of a Southwest Airlines Flight Attendant twenty-five years ago, as we take a stroll down Inflight Memory Lane...

Once upon a time, there was no Union, and no limitations on what Scheduling could do to you. A Reserve could terminate a trip (we didn't call them pairings back then!) after midnight and get called back out at 4:30 AM.

Back then, everybody knew your name, and you did not have to be at a bar named "Cheers". The whole Company came to the liquor mock-up to check out the new class of Flight Attendants. And your wings were pinned on by Herb at graduation!!

Hard to believe, but the B and C Flight Attendants used to have to share rooms on overnights (not layovers!), and sometimes that room got a little crowded... (those darn Pilots kept getting lost).

Our personal favorite memory was when the liquor kit came to the hotel for the overnight festivities (maybe that's why those Pilots kept getting lost!).

Gasp! Choke! Yuk! The entire back half of the aircraft was the smoking section, and we got burns on our thighs going up and down the aisle. Yeah, that's right, even the Flight Attendants could take a "drag" while mixing a cocktail!!

How could we get cigarette burns on our thighs? Well, we were half-naked in our hot pants uniform. We might as well have been serving in bikinis. We certainly had no problem getting help from the cockpit to clean the cabin back then!!

Four-day trips?!?! NO WAY! Our first overnights were "shortbacks". We terminated and originated the same aircraft. Average Crew Rest was seven hours, so some of us slept in our uniforms and tried not to wrinkle... the uniform OR the hair!

Crew Scheduling and the Flight Attendant Lounge next door to each other? OH MY! We checked in for a trip in person at the Scheduling window. When we got off a Reserve trip, we would literally crawl under that window to escape the airport without being seen!!

A welcome uniform change had to occur when we hired our first men in the cabin. Those "hairy-legs", as they were called, wouldn't look too good in those hot pants, but they sure were a welcome addition to the Crew, and the end of the hot pants era helped organize our Union.


And then there was our least favorite memory, the dreaded weigh-in. Remember Phen-Fen, Dexatrim, Milk of Magnesia, diuretics, and black mollies? We showed up for our quarterly weigh-in wearing the skimpiest thing we could find and wore no jewelry. Those of us who would inevitably be over our max weight would actually try to weigh as much as possible so that we could show the required improvement at the weekly trip to the scales that was mandatory if you didn't make your weight at weigh-in (Gayle says thanks to whomever it was that taught her the "rolled coins in your pocket" trick!).

Many of you may not even know there was once a beer named Pearl Light. Drinks and beer were free from 7:00 AM to 7:00 PM, and we made Bloody Marys in the coffee pots on those early flights to Houston. What a way to start the day: A smoky cabin filled with half-buzzed businessmen at 7:30 in the morning!!

The first "Fun" uniforms were an unmitigated fashion nightmare. Maybe you've seen the examples of the Six Flags ride operator uniforms over at Headquarters. If you've ever wondered what "jams" were, just pay a visit to the Uniform Memory Lane on the fifth floor of the G.O., and try to imagine our embarrassment... seriously! But we would have worn anything to get out of those high-heeled boots!!

Trip trades were all done on paper which was sent to Scheduling, and then they sent back confirmation on paper. This process took 48 hours or more! Trips could only change hands ONE TIME - once you traded with or picked up from another Flight Attendant or Open Time, that was it. You had to fly the trip.

Two hours to get to the airport? No way! Ready Reserves had to be prepared to be ON the airplane in 1 hour. Most of us who lived more than a few minutes from the airport would just pack up and go to the airport first thing in the morning so that we'd be there in case we were called.

As you can see, the last quarter century has been a wild ride. And like any good ride, it's had plenty of highs and lows. Southwest Airlines has grown at an astronomical pace, and with that growth inevitably comes change. Hopefully, we have provided you a glimpse of the "good ole days". We are proud and honored to have been part of the team that lived these fun adventures, and we anticipate the next 25 years with enthusiasm and optimism. As the legacy that is the "FUN" airline grows, we encourage each of you to get out there and make your own fun-filled memories to share with the "six-digit" Flight Attendants soon to come. 



Put Up or Shut Up

It's time to stop complaining and get involved

by Brett Nevarez, TWU Local 556 Board Member at Large

I realize that the title of my article is obnoxious. I find it necessary to be blunt at times so energy is not wasted on political correctness. The New York lottery once ran an ad campaign that said, "you gotta be in it to win it" and that is the point that I believe we must continue to hit. We have a diverse work group with many talents and needs. I want to make sure that anyone that has an interest in helping Flight Attendants has an opportunity to pitch in to help. Whatever issue you are interested in; Charity, Politics, Safety, Scheduling, Reserve, etc., your elected Leaders urge you to step up and get involved. From simply asking the hard questions, to volunteering your time, you are being asked to get involved. We may not always have the answers and we simply can't do all the work, so we need your help. Will we all agree on everything? No, but we do not have to see eye to eye on every thing to stand shoulder to shoulder.

One of the most irritating things I hear every time I fly is, "You're in the Union right?" It is not because I want to fly below the radar or do not want to answer questions, it's because we **ALL** are "in the Union". I'm simply one of your elected Representatives.

To follow along with this month's theme of "Then, Now, and What's Next?", in the follow-

ing paragraphs I'd like to point out a few examples of how people either "put up" or "shut up" from the past, present, and what we might expect in the future.

THEN

Galley talk turned into Unity which resulted in our Industry Leading Contract.

Our Contract 2002 Campaign was a direct result of a combination of discontent, low morale and overcoming the industry events following 9/11. Our Union's Leadership was important; however, the results of our Membership as a whole rejecting Parker's "Best Offer" not once but twice sealed the deal for our workgroup. We proved to the Company, but even more to ourselves, that we are a force to be reckoned with.

NOW

Galley talk leads your Union to create a new scheduling survey. The impact of your feedback creates a huge reduction in the total number of 4-day trips. From a high of 20% to just 5% 4-day pairings.

The 47.08% (3851 Flight Attendants) that completed the latest Scheduling Committee Survey were the driving force behind the reduction in 4-day pairings in December. This change resulted in an overall increase in 3-days, 2-days and turns which are preferred by the majority of our Membership. We

fully realize that each domicile has its own wants, needs, and dislikes and we hope to begin addressing these issues in our next survey in May.

Recently 80 of your fellow co-workers stepped up to be there for their fellow Flight Attendants by coming to Shop Steward training in November. These are our future Leaders and should be commended for their willingness to step up to the plate. Please thank them when you see them out on line.

Our Local's Drug and Alcohol Committee has been completely transformed. We are building a peer support group, are developing a Flight Attendant Assistance Program, and are taking a Leadership role in providing help for our Brothers and Sisters in need.

WHAT'S NEXT?

Here are a few of the projects that your Executive Board is currently working on:

- New Las Vegas Domicile
- Mini or Satellite Bases
- Assembling our Contract 2008 Negotiating Team.
- Re-mobilization of the PC program

Now we need to hear from YOU! It was our Membership Driven Campaign that brought us out of the dark ages to where we are now. We can't let go of that momentum. Let us know what is important to you. Help us determine - "What's Next?"! **TWU**

Visit our website at www.twu556.org and give us YOUR ideas for our future Contract.



Scheduling Committee Update

Tracking the quality of your life

*by Richard Locher, PHX F/A #30718
Scheduling Committee Member*

In keeping with this issue's theme of "Then, Now, and What's Next?", I thought it would be interesting to compare our bid lines from years gone by to those of today.

THEN

In January of 2001, SWA created approximately 1400 bid lines for the 4553 Flight Attendants on the seniority list. The average line total for all the bases was over 95 TFP. The average days worked was 14.4. Scheduled days off averaged 15.6 days. While 4-day trips comprised 20% of our lines. I know that's a lot of information, but it boils down to this: we had fewer people on the payroll back then and those people were working more days each month.

Let's jump ahead just eighteen months to June 2002. The terrorist attacks of September 11, 2001 forever changed the landscape of the aviation industry. All of the legacy carriers had announced major reductions in schedules and several airlines had announced major layoffs. Southwest Airlines did neither; instead, they continued to hire Flight Attendants. 33% of our current work group (over 3,000 out of 8,931 current Flight Attendants) was hired post 9/11. This continued hiring resulted in

more people on the payroll to cover the same amount of flying. The results speak volumes about how drastically our productivity declined. Line averages dropped to 82 TFP, average scheduled work days dropped to 13.3. Bluntly, for a brief time we were allowed tremendous flexibility - basically writing our own schedules. Monthly Release Time (MRT) and Daily Release Time (DRT) was offered regularly, Open Time was nonexistent, and even trips in the trip trade giveaway box disappeared moments after being placed there. Flight Attendants received messages the minute that bid results came out from those hungry to pick up their trips. In short, our work group was enjoying a new found flexibility most had never experienced before.

NOW

As we look to January of 2007, we see our past coming back to life once more. Directives coming from Management have changed the way we put together the monthly bid lines. Restrictions placed on the Scheduling Committee during the line building process have created challenges for our Committee and ultimately the Flight Attendant work group.

Line averages are now reaching 100 TFP, average days off on the bid lines have dropped to 14.7 days and we see fewer options now versus two years ago in picking up trips prior to the release of Open Time.

However, being the eternal optimist, I think it is important to realize there is a very positive side to all of this. Flight Attendants are extremely industrious, and we know how to create the schedules we want from the schedules we are given. Another positive note, thanks to


"Directives coming from Management have changed the way we put together the monthly bid lines."

the 47% (3,851 Flight Attendants) who participated in the Scheduling Committee survey, Management is listening to your concerns about the bid lines. December saw a drop in the

4-days trips from 19% to less than 5% system-wide. The January pairings also incorporate more of the changes mentioned by our workgroup in the survey.

WHAT'S NEXT?

Your Scheduling Committee will continue to work hard to create better lines for the Membership while respecting the cost constraints Southwest Airlines must operate under.

In closing, I would like to thank the entire Crew Planning Department for their help in putting together this article. 

Visit our website at www.twu556.org and give us YOUR ideas for our future Contract on Scheduling issues.



Safety Team Report

The Global Cabin Air Quality Executive *Part 1 of a 3-part series*

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

The following is Part 1 of a 3-part series on the findings of the Global Cabin Air Quality Executive. Look for Parts 2 and 3 in the February and March issues of UNITY Update.

On October 5 and 6, 2006, I attended the inaugural meeting of the Global Cabin Air Quality Executive (GCAQE) in London, representing both Local 556 and our International (who funded the trip in its entirety). Through this inaugural meeting of the GCAQE the group was able to define itself and its objective as: "A global coalition of health and safety advocates committed to raising awareness of the effects of contaminated cabin air amongst Crewmembers, the public and regulators; to educate all as to the physical signs, physiological effects, and long term health ramifications of exposure; and finally, to promote change within our industry to ensure the safest cabin air possible for Crew and the traveling public".

This meeting also gave us pause and clarity on just how important of an issue cabin air quality is to all of us who call the aircraft cabin our work place. The Local 556 Safety Team has been active on the issue for many years now and has collaborated with all the major Flight Attendant Unions to both inform our Members of the potential hazards of poor cabin air quality as well as the importance of timely reporting of suspected exposure incidents. TWU International has coordinated efforts with us on raising awareness on the poor cabin air quality through its affiliations with the International Transport Workers Federation (ITF) and the Transportation Trades Department (TTD). The Local 556 Safety Team was also instrumental in obtaining resources from our International to help fund the development of a Tricrysalphosphate (TCP) Biomarker Blood Test that will aid in verifying exposure incidents.

Our work on the issue of cabin air quality is still only in its infancy and we look forward to being a productive and active participant in the Global Cabin Air Quality Executive.

WHAT IS THE PROBLEM WITH CABIN AIR QUALITY?

This series of three articles will give you an overview of the 3 basic types of problems with air quality on aircraft and will allow you to better identify if you are experiencing an air quality problem on one of your flights. The intent here is to encourage you to report any and all incidents of poor air quality to us via ASHDI (www.twu556.org - click on "Safety Reporting" or go directly to www.ashdi.com), and file an Irregularity Report with Southwest via SOPI.

THE PROBLEMS:

Our Members report health problems that they attribute to breathing poor quality air in the aircraft cabin. Maybe the air doesn't have enough oxygen and maybe it is contaminated with cleaning products, de-icing fluid, oil, or pesticides. Exposure to viruses (like the common cold) and bacteria (like tuberculosis) are also reported.

Basically, there can be three major types of problems with the air quality in the aircraft cabin: (1) not enough oxygen; (2) not enough outside air to dilute whatever is in the cabin air; (3) a contaminated air supply. In this issue we will look at the first problem:

1: NOT ENOUGH OXYGEN

The aircraft cabin must be pressurized because there is not enough oxygen in the air above 25,000 feet for you to survive for more than a minute or two. It is important to remember that the amount of oxygen in the air is pretty much independent of the ventilation rate, namely, how many air packs are operating or on what setting. The amount of oxygen available to your body will depend on the altitude to which the cabin is pressurized. For example, the aircraft might be flying at 40,000 feet but the cabin may be pressurized to 8,000 feet. Aircraft cabins are not always pressur-

ized to 8000 feet, but 8,000 feet is the highest allowable. If the aircraft is flying at a lower altitude, then the cabin will likely be pressurized to a lower altitude as well. Flying at a lower altitude likely means that you get more oxygen but it also means that the aircraft uses more fuel.

When it comes to oxygen, you might be told all about partial pressures and percentages, but the bottom line is this: all other things being equal, there is less oxygen in the air when the cabin is pressurized to 8,000 feet (for example) than on the ground -- about 3/4 as much (74%). If your body is in good working order you should use that smaller supply of oxygen more efficiently than you would on the ground. For example, a group of rated military pilots whose blood absorbed about 97% (95-99%) of the maximum possible oxygen on the ground absorbed about 89% (80-91%) at altitude.

Remember that Joe Public is not exactly in the same fitness and weight category as a rated military pilot, and that smoking, being overweight, being older, not being fit, and taking certain medications will mean that your body will use that smaller amount of oxygen less efficiently.

There are mixed reviews as to whether or not the amount of oxygen you get when the cabin is pressurized to 8,000 feet is enough. The Federal Aviation Administration (FAA) set a rule in 1957 that the airlines cannot pressurize the cabin to an altitude higher than 8,000 feet. At the time, they did not explain their reasons for choosing 8,000 feet as the limit, and the issue has not been revisited since.


Some articles suggest that the 8,000-foot limit was developed for the needs of super-fit military types and that a 6,000-foot limit would be more appropriate for the rest of us. Still, other people say that aircraft could be safely pressurized to an even higher altitude, meaning less oxygen for you.

It is true that people who live at 8,000 feet (like places in Colorado, Wyoming, etc.) breathe air with this smaller amount of oxygen all the time, but their bodies have had time to adjust (or "acclimatize"). Apparently, it takes the average person about six weeks of living at that altitude to properly adjust. Some of you may have watched the Discovery Channel series, "Everest: Beyond the Limit". Everest climbers spend 5 weeks to 2 months at the various high altitude camps and only perform approximately 10 days of actual climbing. Even climbers in the best possible physical condition require this additional time to prepare their bodies for the oxygen lean environment at altitude.

Certainly, all other things being equal, you need more oxygen than the passengers do because you are moving and lifting and pushing and carrying, while they are watching a movie,

sipping a drink, or sleeping.

In summary, there is less oxygen in the cabin air at altitude than on the ground. It is not clear if this reduced amount of oxygen is appropriate for people with certain physical conditions.

In part two of this series on cabin air quality we'll talk about the other two problems affecting the air in your work environment. Look for our next installment in the February Unity Update. 

What's Next???

Throughout this issue of *UNITY*, you've undoubtedly caught on to the theme "Then, Now, and What's Next?". In this issue you've read a lot about the past, a good bit about the present, and some about our Local's future plans. Your Union's Leadership is dedicated to listening to YOU the MEMBER, so we want to hear from you.

It seems like it was just yesterday when we ratified our current Contract, but did you know that in just over a year, we'll be preparing to go BACK to the Negotiating Table?

- What changes would you like to see in our next Contract?
- What new issues would you like to see brought to the table?
- What are your biggest gripes about our Contract, and more importantly, how would you like to see them changed?
- Besides Contract issues, are there other areas where you would like to see your Union take action?

We can complain in the galleys all day long, but we need to hear your ideas and solutions to affect real change.

Please visit the TWU Local 556 website and click on the "WHAT'S NEXT" button on the left side of your screen. This will give you the opportunity to send your ideas to your Union's Leadership.

www.twu556.org

TWU Local 556 Grievance Team

Working for YOU!

*by Denny Sebesta,
Grievance Committee Chairperson*

By the time you read this article, the year 2006 will have come and gone. It was a very busy year, as well as a productive year for grievances and settlements within our Union.

I would like to give you a summary of what your Grievance Team has accomplished this past year: All numbers reflected below include January through November 2006. Throughout 2006, the Union has settled many grievances that included trips awarded to Flight Attendants. To detail every grievance compensation award would be a monumental task, but I would like to give you some highlights from this past year:

- Total number of Grievances filed through November 30th - 206
- Terminations Settled - 9 with 6 returning to active status (Four additional cases are pending through the Board of Adjustment/ Arbitration process)
- Grievance #3099 and #3100 commonly referred to as Reserve Flipping - 71 Flight Attendants were compensated a cumulative total of 1,242.83 TFP.
- Grievance #3114 Probationaries denied pay for Mandatory meetings - 90 Flight Attendants were compensated a total of 386 TFP.
- Grievance #2999 Maestro Home Access Shut Down Dec 24 & 25, 2004 - 71 Flight Attendants were compensated a total of 669.5 TFP.

In addition to the multitude of grievances filed in 2006, your Grievance Team worked daily to resolve problems before they became a grievance. They encompassed a wide range of issues including No Shows, Points, Compensation, Reserve, all types of Leaves, and Discipline. One particular issue that was resolved this year involved the Early Release of Open Time in Phoenix for the



Your Grievance Team (seated L to R): Denny Sebesta, Catherine Rea, Amy Montgomery, and Amy Lynn Neeper. Standing (L to R): Shae Grajeda, Kathy Anderson, Becky Parker, Gwen Dunivent, and Stacy Martin. Inset: John Parrott

month of September. The Company and the Union agreed to work on finding a quick resolution for the Phoenix Base in order to give a timely solution versus filing another Group grievance, which could possibly have taken months to settle. The entire base was allowed two additional trips per day in Phoenix Open Time for the month of October and 357 Flight Attendants were awarded additional TFP's depending on which category their particular situation fell within. Remember, this is just one issue resolved without filing a grievance; there are hundreds more that have been resolved in 2006 for our work group.

As I mentioned in the Grievance Committee Report in the October issue of *UNITY*, our Union is committed to moving forward with the outstanding Group grievances involving Open Time. We gave Management the opportunity to work with us on resolving the issues, but we are too far apart on our respective views. We will keep the Membership posted on our future progress regarding this very important issue.

In November, our Union fully implemented a new database application called *Labor Force*. We have been testing this web-based application for a little over two years and have finally incorporated it into our day-to-day grievance operation.

Labor Force is a web-based application designed to provide us with access to the tools we need to maintain a complete case record for our grievances or any information that we collect and maintain with relation to our Membership. This will allow the Union to become more efficient through utilizing computer technology, not only for our grievance process, but also for archiving files and giving our Union the flexibility to access information

(Continued on page 27)

for fyi our information



*by Kathy Anderson
TWU Local 556 Grievance Team*

fyi: The first official Reserve Report for the following day will be run at 1600 the day prior. Barring any technological difficulties, the Reserve Report will be run by Crew Scheduling every 2 hours thereafter.

fyi: Scheduling will not be responsible for trades affecting order of assignment until the next official Reserve Report is updated. If Scheduling becomes aware of a change prior to the new Reserve Report being updated, Scheduling will run a new report at that time. For example, if a Flight Attendant trades a day at 1705 the day prior to a Reserve day and that trade affects the order of assignment, the trade could not potentially cause an out of order situation until the next official reserve standings at 1800.

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

fyi: Reserves are not required to be available to Scheduling during their Domicile break or Crew Rest.

fyi: On VJA... If you are signed up for VJA and Scheduling reaches you with an assignment, you are obligated to take it. If you are flying for VJA and encounter cancellations, you will be compensated VJA pay for such cancellations. If you have a VJA trip that overlaps into Reserve days, you will only get straight time for the portion of the trip that is on the Reserve days.

fyi: If you are a lineholder and you receive an unscheduled RON that takes you into the new month, you retain the right to choose between the RIG pay, or a day off of your choice without pay (includes holidays). You must contact Scheduling to inform them of your choice upon the completion of the reschedule.

fyi: If you are on Medical Leave and want a 5th paycheck, you must notify the Company by the 11th of the previous month to let them know that you want 50 TFP of Sick Bank.

fyi: With regard to Productivity Pay, you can reach the 102 TFP threshold 3 different ways:

- Bid a line or a Reserve line that pays 102 TFP.
- If your line or Reserve line pays less than 102TFP, you will need to pick up from Open Time to reach the 102 TFP threshold.
- You can line improve by trip trading with Open Time (OT) for higher paying pairings to reach the 102 TFP threshold.

After you reach the 102 TFP threshold, then you must pick up from OT to receive the Productivity Pay. 

The 6th Annual TWU Local 556 Toy Drive

Another successful year

For the 6th year in a row, Southwest Airlines Flight Attendants made a huge contribution to the Marine Corps Reserve's "Toys for Tots" Foundation via the TWU Local 556 Toy Drive. This was our biggest year yet, with hundreds of toys and approximately \$1,000 in cash donations! Contributions were up in every base, but BWI was unquestionably the biggest donor with 7 full boxes of toys, not including the two bicycles and two bags of toys donated by BWI Flight Attendant Denise Waynick and her husband.

We thank each of you who made donations this year. Please help us to keep up this tradition next year! We hope each of you had a happy and safe holiday season. **TWU**



TWU Local 556 Shanna M. Martin Memorial Scholarship winner Trevor Metzger delivers toys to the BWI Base. Trevor is the son of BWI Flight Attendant Jackie Metzger.



MDW Flight Attendants gather around the toys donated by generous MDW Flight Attendants before taking them to the Marines.



A Marine ready to take the toys donated by MDW Flight Attendants to the distribution center.



DAL DEBM Gwen Dunivent and Grievance Team Member Amy Lynn Nepper deliver toys from the DAL base to the Marine Corps Reserves.



BWI Flight Attendant Denise Waynick with her husband after donating TWO bicycles and bags of toys.



PHX Flight Attendants gather around the MANY MANY toys donated by the wonderful PHX Flight Attendants prior to delivery to the Marines.



PHX DEBM Michael Broadhead delivers toys from the PHX base to the Marine Corps Reserves.



Capitol Hill Update

What the 110th congress means to you

The first of a series of articles to help the Flight Attendants of TWU Local 556 understand TWU's involvement in the legislative process

by Portia Reddick White, TWU Legislative Representative

Everyone has their own opinion on the results of Election Day, November 7, 2006. Whatever your perspective, all of us are waiting to see what is in store for us during the first 100 hours as well as the first 100 days of the 110th Congress. We want to see what type of legislative reforms will be presented and exactly what will happen after the 435 Representatives and 100 Senators take the oath of office on January 4, 2007.

Our freedoms, safety, children, concern for our parents, financial stability, and our working conditions are all issues that can surface as legislators debate and draft legislation. We must be prepared to defend our rights, present our needs, and protect our benefits as working people in America. As Flight Attendants, we must continue to help form legislation that includes reasonable rules and guidelines that shape our profession.


Issues that affect our families and other working people in America like education, taxes, healthcare, eldercare, civil and human rights, voting rights, social security, pensions, immigration, trade and the minimum wage are already surfacing in talks among members of our up and coming new Congress. Though our opinions may differ tremendously on some of these issues, it is important to understand that in our democracy these issues must be debated and acted on by those we have elected into office as custodians of change and protection. We all have concerns regarding these issues and as constituents of our legislative representatives, we should at least voice to them our opinions on these matters.

However, there are some issues specific to us as Flight Attendants on which we should work together regardless of our party affiliation or beliefs. These issues specifically affect our working conditions, our safety, our health, our job security, our wages, and our retirement. A few of these issues are: Flight Attendant fatigue, onboard air quality, drug testing protocol, OSHA protections, cell phone usage while airborne, security background checks, and security training. We know that what

we gain at the bargaining table can be stripped away in legislation, so it is imperative that we stay involved in the legislative process so conflicts of language interest won't take away our rights.

What we already know about the 110th Congress is that they will write the FAA Reauthorization Bill (this bill has the potential to include specific issues regarding Flight Attendants). And the new Congressional leadership has already spoken out against foreign ownership of American flagged air carriers helping to end the threat of an "open skies" agreement that is not beneficial to the American worker. Concurrently, we must remain vigilant and informed on issues like these. We worked hard to get Flight Attendant certification legislation passed. This is just one example of how working together for a common goal works. We have also proven that lobbying up on Capitol Hill for Flight Attendant issues works too. Our lobbying efforts and speaking with our Congressional Representatives were two of the factors that brought SWA Management back to the bargaining table during our past Negotiations.

One of my goals in this series will be to educate you on the legislative process (Government 101), give you some talking points on how to lobby your Congressional Representatives, and to help you to understand the system in place to watch for key Congressional votes and how your Congressperson voted. This will all be beneficial to us in order to stay on top of the issues and players of the 110th Congress. Hopefully, this series of articles will be instrumental in helping you understand our role in participating in the process.

Please keep May 17, 2007 on your calendar as a day to visit The National Mall and participate in "2007 TRANSPORTATION DAY OF ACTION". Transportation Unions will be coming together in Washington to lobby transportation issues. Please be there to help me represent TWU Local 556. More information on this event will be available soon on the TWU Local 556 website, www.twu556.org. 



Treasurer's Update

"Why did I get a bill for my Union dues?"

by Gayle Ross, TWU Local 556 Treasurer

I'd like to start out by letting you know that we recently encountered a problem with our billing system that caused many of you to receive a bill for past-due Union dues in error. We apologize for this inconvenience and for causing some of you concern, and we want you to know that the problem has been rectified.

But this error did cause many of you to ask questions about your Union dues. "How do I know if I owe dues?", "Shouldn't my dues be deducted from my paycheck?", etc.


Let's talk about why your

dues may not have been payroll deducted from your paycheck. The most common reason is that you simply didn't earn enough compensation in a given month to cover the \$34 dues deduction. Dues are owed in any month you have received negotiated compensation from the Company, whether it is from your sick bank, vacation, medical leave, etc. You also owe dues when you do not receive compensation from the Company if you are benefitting from a negotiated item in the Contract, such as giving away your entire line, or if you call in sick and your sick bank is depleted. There are many other variables, so please refer to the chart below for more details.

So when are dues not owed? The only time you are not

required to pay dues is when you are not receiving ANY form of negotiated compensation from the Company. Again, there are more details in the chart below.

Now, for those who may wonder, "What happens if I simply refuse to pay my owed dues?". Our Contract is very clear that if a Member becomes delinquent in the payment of his/her Membership dues, that Member is subject to discharge as an Employee of Southwest Airlines. From an individual standpoint, this is the MOST important reason to pay the bill for past owed dues.

If you have any questions about your Union dues, feel free to call me in the Union Office at **800-969-7932** or email me at treasurer@twu556.org. 

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



JETSET

"Off the beaten path"

by James Gordon, MDW F/A #25994

SFO INT'L AIRPORT - The "*Jefferson Airplane*", Virgin America's (VA) first Airbus A320 stands proudly on the tarmac. Governor Schwarzenegger and Grace Slick, legendary singer from the same-named rock band, are celebrating on the airstairs.

The media wasn't allowed inside the aircraft. VA's claim of revolutionary cabin amenities will be kept a secret a while longer. Nonetheless, a VA source describes the aircraft interior to *UNITY* as "...out of this world! The passengers are gonna freak!"

The cabin lighting is very "nightclub-like" - exciting and vibrant. The cabin environment is controlled entirely by the Flight Attendants. The cabin walls are iPod pearl white. Eight large white leather Premium Cabin seats lay flat for sleeping. The black leather main cabin seats are designed by Italian race car designer Recaro.

Seatback TVs provide movies, music, IM'ing, and edible food (details in October 2006 *UNITY*). The only thing passengers will get up for is to use the lavatory, and I wouldn't be surprised if VA is working on a new seat to help with that!

*Interestingly, SWA sent a delegate last September to the **World Airline Entertainment Conference** to examine the latest state-of-the-art audio and video hardware, in-flight phone, satellite telecommunications, passenger services and technology. Hmm....*

Certainly, VA's exciting frills will draw Customers, but what about keeping Customers after the inevitable bad experience, like having their bags lost or damaged? Introducing the VA "Service Recovery Program"! When a Customer is inconvenienced a note is entered in the Customer's record. When traveling VA again, the Flight Crew will be made aware of the passenger's note and are encouraged to make good with free drinks, food, etc.

SWA's business model is well-known and carriers (Shuttle by United, Continental Lite, Delta Song) who have tried to copy it have become industry cautionary tales. VA wisely appears to be copying good ideas of what's worked for airlines other than

SWA. For instance, like JetBlue (and ValueJet), VA Reservations Agents will be outsourced with home based workers- no costly reservations centers, insurance, sick calls, etc.

The practice of copying good ideas from a competitor isn't new. The inspiration for what became SWA was the California-based Pacific Southwest Airlines. PSA was known for their humor, corporate culture and the recognizable trademark of a smile painted on the nose of each plane. As early as 1962 PSA Flight Attendants had brightly colored uniforms with short skirts and made funny PAs. Legend has it Herb Kelleher studied PSA extensively and used many of the airline's concepts to form our SWA corporate culture and took many of PSA's best ideas.

In fact, Sam Walton of Wal-Mart (have you heard of his store?) would go to competitor's stores with a notepad and write down all their good ideas. He would then apply those to his Wal-Mart Discount City stores. The rest is retail history.

Everyone is shoplifting everyone else's ideas, so why shouldn't SWA steal some from Wal-Mart itself?

BENTONVILLE, ARKANSAS - It's a picture perfect day in the town square opposite the retail world's Ground Zero: Walton's 5-10 Cent Store.

Opened by Sam Walton as a modest variety store in the 1950's, Walton's is now the Wal-Mart Visitors Center. A guestbook lists visitors; most from the US, many from Europe and Asia.

What brings the masses to this shrine of Everyday Low Prices? To steal ideas - and the treasure map is "Sam's Rules for Building a Business". This pamphlet is printed in English and translated into French, German, Spanish, Portuguese, Chinese, Korean and Japanese.

Many of "Sam's Rule's" mirror SWA philosophy: Control Expenses, Have Fun and even the term "Servant Leader" can be found in this 1992 publication. (Hmmm.... Was someone from SWA here before me?!) You might think that suggesting that

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point/counterpoint

We posed the following question to two Flight Attendants and got the following responses: "The new 'Pass/Fly' Reserve system has been in effect for a few weeks now. The grievance settlement which created the Pass/Fly system is approaching the 90-day review period where the Union and Company must meet to review the program. What do you think about it?" Let's see what they have to say.



POINT

by Chris Click
BWI F/A #64839

The Pass/Fly Option has been nothing but a positive step for Flight Attendants. It allows commuting Flight Attendants to have the option to fly if they want, instead of sitting

in a crash pad. And for those who would rather not fly, it allows them the chance to stay home, the option to pass. It is a "win-win" for everyone.

In addition to the flexibility it gives to Reserve Flight Attendants, it also has made it easier for more junior Flight Attendants to give away days of Reserve. It also helps senior people by allowing them to pick up a day of Reserve and perhaps not fly at all. This is not always the case, as staffing shortages have led to all Reserves being used; however, if you look at the Reserve Report over the last few weeks, you will see more and more senior people sitting reserve, and more junior people with either days off, or picked up trips on their board.

Some opponents of the program will say that "the junior people are cheated, because they have less of a chance of passing, because the senior people passing are pushing them up the list." I see this point, but at the same time, see the ability for a junior person to rid him/herself of a day of reserve as more of a benefit and an acceptable trade-off. The moral of this story, is let's be happy for what our Union and Company have put together for the Flight Attendants of Southwest Airlines. This has been a program we have wanted for a long time, and the hard work of so many must not be negated by the complaints of the few. Not to make this a senior v. junior issue, but the airline business has always been and will always be about seniority.

Let's go over a few scenarios that will help all to see the benefits of a program like this:

Scenario #1: Two Flight Attendants are bidding for a line. One Flight Attendant is in the Top 35%; however, she bids down every month to hold a VR line. The other Flight Attendant is in the bottom 50% and is not yet able to hold a VR line, but bids them anyway. On the afternoon of the 20th, the junior Flight Attendant is surprised and delighted to see she got a VR line, while the senior Flight Attendant is happy she got her top choice of Reserve lines, so she can "pass". It's a win-win in this case.

Scenario #2: It's December, and a junior Flight Attendant is working Ready Reserve. She is not happy, because the senior Flight Attendants keep picking up Reserve days and then passing. Then comes the end of the month (Christmas/New Years) and the junior Flight Attendant once again tries to pass. She is delighted to see that there are senior people above her to "go on a trip" because they have passed all month and the junior person is close to their guarantee. Once again a win-win, as the senior person was able to pass all month, and the junior person can pass when it counts.

Scenario #3: A Flight Attendant that commutes from Salt Lake City to Baltimore is sick and tired of sitting in her crash pad. Also, she is sick of putting \$200-\$300 on a block of Reserve to hold the days off. Because of the new pass/fly system, the Flight Attendant is now able to either give those days away, with little to no money, or to request a "fly" so she can jump near the top of the list and not have to be chained to her crash pad for the entire block.

As you can see, the pass/fly system is a win-win for all Flight Attendants, not just the senior. Let's embrace this step in the right direction we have taken, and hope that there are more good things to come.

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


COUNTERPOINT

This quarter the author asked to write the COUNTERPOINT side of this argument was unable to submit an article, and there wasn't time to search for a new author before the printing deadline. Therefore, the Editor asked one of our Grievance Team Members, Shae Grajeda, to share some of the most common negative comments she has heard from Flight Attendants calling in to the Union Office. This way both the "POINT" and "COUNTERPOINT" sides of the argument will be heard. Please note that the opinions relayed in this piece are not that of the Editor or the Grievance Team, but come from Flight Attendants who have called the Union Office to discuss their experiences with the Pass/Fly System.

Complaint #1: Airport Standby alone will not help you get further towards your guarantee, enabling you to effectively "pass". Take for example a 4-day block with a guarantee of 24. If you get airport standby on day 1, you will have an RDV of "1" for day 2 (since Airport Standby only pays 5 TFP, 1 TFP less than the 6 TFP per day minimum which the RDV is based on - it leaves you with a positive RDV of 1). You will still be put into order of seniority because your RDV is positive. Depending on seniority for the next day, you may be number one again. Some feel that our fight in negotiations to get credit for sitting airport stand by is not benefiting us now.

Complaint #2: Picked up days are being put in the Reserve line up in order of seniority. This is encouraging senior people who do not sit Reserve to pick up. They are sitting at home at top-out pay, many times not being used, while junior people are going to the airport because they are number 1, again. The other side of the debate states that this is a positive thing because it is making it easier for Reserve Flight Attendants give away days, but in most cases, the senior Flight Attendants are only picking up individual days, not blocks. So the only time the junior Flight Attendants are benefiting by the Pass/Fly program is once a month when a 4-day block of Reserve is allowed to be broken.

Complaint #3: There is Contract language which explains even distribution of assignments, and many feel this is not happening because so many are sitting at home. Look at the Reserve line-up for every base on any day. You will see the low percentage of people with a negative RDV. These are the same people keep getting used over and over again for pairings and airport standby strictly because they are junior.

Complaint #4: Reserve is something that junior people are forced to endure, and they understand that. If the Pass/Fly option was only being used by those who have to sit Reserve, it would work well. By allowing senior people to pick up days and go to the bottom, some feel it is making Reserve more difficult for the junior people. A solution that was expressed to this complaint was to allow only those who held a Reserve line for the month to be allowed the Pass/Fly option, and that lineholders who pick up days or blocks be defaulted to "Fly" status. 

WE NEED YOUR INPUT!

As mentioned earlier, the "Pass/Fly" system was implemented as the result of a grievance settlement. The settlement requires that the Union and the Company meet to review the system in 90 days. That time is coming up and we NEED to hear from you. We need to know your concerns, whether you like the system or not, and your suggestions to improve it.

If you like the system as is and want it to continue, please tell us that. If you like the system overall, but think certain aspects should change, please tell us that and be specific. If you don't like the system and would like it to discontinue, please also tell us that, but please tell us why.

Please send your comments to the Domicile Executive Board Member in your base:

BWI - Lucy White-Lehman
email: bwi-debm@twu556.org

DAL - Gwen Dunivent
email: dal-debm@twu556.org

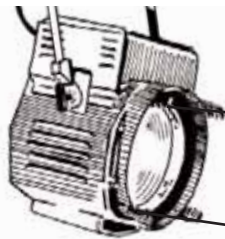
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"SPOTLIGHT" ON **Billy Makedonsky**

MCO F/A #36548

"He's not just another pretty face..." I'm sure all of us have heard a comment like that before, but it has never more more true than in the case of MCO Flight Attendant Billy Makedonsky. We've known Billy for years from his involvement in the Union as a Precinct Captain, but who knew that Billy travels the world to help those in need?

But we're getting ahead of ourselves... let's start from the beginning. Billy was born in upstate New York. Before coming to work for Southwest, Billy sold medical supplies and managed a Footlocker store. In 1996, he realized that he needed to try something new, so he joined the Flight Attendant ranks at Southwest Airlines.

When the Orlando base opened in 2001, Brett Nevarez asked Billy to help out and become a Lead Precinct Captain. Billy says, "It was a bit of a favor to Brett. We realized that it would be a junior base, and with Contract talks coming up, we didn't want the MCO base to be under-represented or intimidated by Management".

Billy stepped up to the plate for the Union again recently when he was elected as a Shop Steward in MCO. Billy attended the training along with 70 Flight Attendants around the system, and he is now ready to represent Members in meetings with Management. Of his decision to accept the position of Shop Steward Billy says, "I want people

to be informed and not put themselves in a vulnerable position".

It seems as if helping people and standing up for what is right is in Billy's blood. We recently learned that not only does Billy commit himself to help his fellow Flight Attendants, he also is involved in many different organizations that help others. We asked Billy how he got started and who influenced him. This is what he had to say, "I had a Big Brother from the Big Brother/Big Sister Organization when I was 8 years old. He was essentially a mentor and volunteered his time and energy into helping a kid who was raised by a single parent. He ran a non profit program in Arizona called 'Christmas in April' which is now run by www.rebuildingtogether.org. I

would help him out with his program, not because I thought civically at the time, it was just what he did, so I did it as well. It's crazy to think of, but he is still a friend of mine to this day. He truly did become my big brother".

Billy saw another opportunity to help others after Hurricane Katrina. "Last year after Hurricane Katrina, myself and Pippin Mebane (another MCO Flight Attendant), spent 2 months in Houston and New Orleans. We started out helping at the Astrodome in Houston for 2 weeks, and once they allowed people back into New Orleans, we moved on there". Billy continues, "My New Orleans experience was the best and worst of what I never wanted to see in my



lifetime. From my time there, the biggest thing that I got out of it is that it's up to all of us to do our part, big or small. We all have a part or a role to play. I'm no saint, anyone who knows me will tell you that. I often tell my friends that it is a give and take world, I've taken plenty so I definitely need to give back".

Billy's volunteer efforts didn't end with his New Orleans experience. Last year, along with Flight Attendant Egda Avila, Billy took a trip to Honduras to volunteer his time at an orphanage through "Our Little Roses" Ministries. Billy found out about this organization through OAK Flight Attendant Cheri Hill. Billy says, "Cheri has volunteered for years at Our Little Roses". Our Little Roses focuses on working to rescue and transform the lives of homeless girls in Honduras. They have also worked to establish health and dental care, a housing project for poor single mothers, and a literacy program among other
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GRIEVANCE TEAM UPDATE


(Continued from page 18)

outside of the Local office through a web-based application. Think of it like CWA-Maestro access; it is accessible through the internet from any computer because it's web-based. Also, for those ecology conscious minded individuals, our Union will be saving many trees in the forest by saving paper usage in the future.

On November 15 and 16, our Local Union Leadership held a Shop Steward training session in Dallas. For me personally, it was very exciting to see so many new faces within our Membership stepping up to get involved. I'm confident that we will see future Local Union Leaders evolve from this committed group of Members.

We hope each and every one of you had a wonderful Holiday Season and your entire Grievance Team looks forward to a very productive 2007!

LATE BREAKING SETTLEMENT!

Your Union is very happy to report that we settled Grievance #3296- Overlap Violation by Adjusting in the Current Month, just prior to the Arbitration hearing date. To summarize the issue, Scheduling was adjusting unassigned Reserve days in the current month to make them legal for their pairing or Reserve days in the new month. In addition to cease the practice, the settlement further clarifies when and if a Reserve needs an Overlap Adjustment. We had 42 Flight Attendants in the grievance and a cumulative total of 203.38 TFP was awarded. 


JETSET

(Continued from page 23)

any unionized Company should follow Wal-Mart's lead on anything would be heresy, but read on. Two of "Sam's Rules" should be adopted by Inflight Management immediately:

RULE 4 - *"Communicate everything you possibly can to your partners. The more they know, the more they'll understand. The more they understand the more they'll care. Once they care, there's no stopping them. If you don't trust your associates to know what's going on, they'll know you really don't consider them partners. Information is power, and the gain you'll get from empowering your associates more than offsets the risk of informing your competitors."*

RULE 7 - *"Listen to everyone in your company. And figure out ways to get them talking. The folks on the front lines - the ones who actually talk to the customer - are the only ones who really know what's going on out there. You'd better find out what they know. This really is what total quality is all about. To push responsibility down in your organization, and to force the good ideas to bubble up within it, you must listen to what your associates are trying to tell you."*

Imagine a commitment to an innovative Management - Flight Attendant Partnership of actual collaboration and two-way communication. My Servant's Heart just skipped a beat! 

Comments? feedback@jetsetpodcast.com


SPOTLIGHT ON BILLY MAKEDONSKY

(Continued from page 26)

things. As for what Billy and Egda did while they were there, Billy says, "Take the kids on hikes, take them to the pool at a local hotel, tutor the kids with homework after school and generally let them know that there are people in this world that care about them and that they are loved. A lot of the kids have been abused or abandoned by their parents. **www.Ourlittleroses.org** has been around since 1988. The girls stay at the orphanage, go to school there, and are raised until they are 18. They are not looking to place girls in homes. They are home. The facility provides a safe place for the girls to grow, get an education, and become productive members in their society".

Another trip is in the works for February. Billy continues, "If there is anyone out there who wants to experience and give to a worthwhile cause and be able to do it first hand, please contact any of us. The orphanage would love to have more people involved, and as a kid you can never feel enough love". If you would like to volunteer your time, or other resources to this cause, send an email to unityfeedback@twuatd.org and we will make sure it is forwarded on to Billy.

In addition to being a Flight Attendant, Billy also dabbles in Real Estate, and together with a friend, runs a business called **www.hiptotz.com** selling children's clothing. Like everything else Billy does, a portion of all sales is donated to "The ONE Campaign" to end world poverty (**www.one.org**).

Billy, thank you for sharing your story with us. You will no doubt inspire others to step out of their comfort zones and help others as you have. 



"The future belongs to those who prepare for it today."

Malcolm X
1924-1964