

January 2008

# UNITY

begins with YOU



make the difference

# Pay it forward.



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 love that "Responsibility" commercial by some bank, or maybe it's an insurance company. It shows a series of people witnessing somebody helping another person in a bad situation. It goes something like this: a lady gives up her cab on a rainy day for somebody without an umbrella; a woman who witnesses this act of kindness then keeps a couple of kids from getting hit by a car by kicking their ball out of the street; the guy driving the car then helps an elderly gentleman with his luggage at the airport; a woman witnesses this then stops a pizza delivery guy from walking into oncoming traffic, and so on and so on. OK, I know, it may be a little corny, but it does prove a point. Our acts of kindness toward each other don't go unnoticed, do make a difference, and can truly have a "Pay it Forward" effect.

By now you've figured out that the theme of this issue of **UNITY** is "Pay it Forward". This being a Union publication, we talk so much about "unity" with regards to our disagreements with Management or our fight for workers' rights, that we neglect to mention that "unity" starts with sticking together, standing up for one another, and helping out a co-worker in need.

In this issue, you'll read about how other Flight Attendants have "paid it forward" and how you can join in. **UNITY** is more than just the name of this publication. It means more than simply walking a picket line, and we shouldn't just talk about it during Contract Negotiations. Unity is a way of life. Enjoy, and "Pay it Forward".

In solidarity,

Allyson Parker-Lauck

TWU Local 556 Board Member at Large and  
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**On our Covers:** Both the front and back cover were designed by MDW Executive Board Member Kyle Whiteley. Thank you Kyle for sharing your talents and providing us with beautiful artwork!







# President's Page

*by Thom McDaniel - TWU Local 556 President*

**D**uring our last Contract Negotiations, the key to our success was a united and informed Membership. Since our

Contract was ratified, the Membership has grown considerably, so many current Members have never experienced the solidarity that we achieved. In addition, some of our Members may have forgotten our valiant fight and the Unity that was displayed that led to our success. My effort to "Pay it Forward" will be in the form of the knowledge and experience that I hope will lead to a more unified Membership as we head into Negotiations.

The number one question that I get from our Members is, "Are we going to have minimums in our new Contract?" As a Flight Attendant, this has always been a non-issue for me, since I don't have a secondary source of income and my job with Southwest Airlines pays my bills, however as a Union Leader, I do have a "dog in this hunt". Of course anyone who knows me can predict that my answer is, "That's up to our Membership". As a leader, I have always taken my marching orders from our Flight Attendants.

On the question of "minimums", however, I can honestly say that I have received more feedback against "minimums" than any other issue.

Of course there are those who are in favor believing that "Senior" people will retire and move them up the seniority list, but I disagree. I believe that most "Senior" (I realize that "Senior" and "Junior" are relative terms) people enjoy their careers and will not leave if forced to fly a minimum amount. I believe they will fly the turns and two-days that us "Junior" folks love to pick up.

There are also those who believe that Flight Attendants should be forced to fly a minimum amount to maintain insurance benefits. Again I disagree. When a topped out Flight Attendant gives away a trip to a new hire, there is a difference of \$30.00 per trip. That means giving away an average 3-day that pays 20 TFP equals a \$600 savings by Management in Labor costs. That buys a lot of benefits.

In arguing against "minimums" there is the very lifeblood of Flight Attendants – flexibility. My main concern is that if we were to agree to even a small "minimum" requirement now, that number would only go up incrementally and soon there would be no flexibility for our diverse work group.

So, why all the talk about "minimums"? I believe that Management recognizes that "minimums" are a "wedge issue" with our Members. There are strong opinions on both sides of the issue and seemingly strong arguments to support both positions. The very talk of "minimums" immediately throws up a barrier that can turn a united work group into a divided work group and that does not bode well for our Members.

Ironically, if we look at the "big picture" (I borrowed it from Scheduling), Management does not really want "minimums" either. In the recent "Early Departure Program", the opportunity to retire was only offered to Flight Attendants who have been on the Seniority List for at least 10 years or more and flew 600 TFP per year or an average of 50 TFP per month. Even those most in favor of "minimums" would agree that that 50 TFP per month would be far beyond what they would agree to. Management was not offering the program to those who never fly, but to those who actually do fly to lower their costs.

As we move forward to negotiations, please remember that whether you are in favor of "minimums" or opposed, this is not an issue that should divide our Membership. I believe that Management will make this an issue, but not necessarily because they want "minimums" or believe that they would be in the best interest of our Company, but because they know that the issue will divide our Membership and cost us at the bargaining table if we let it. Management knows that if we are divided on this simple issue, we cannot stand together to be successful and we should not play this game.

President Abraham Lincoln once said, "A house divided against itself cannot stand". As we move forward, we must remember these words and stand together and not be divided over wedge issues for the good of every Member and the Company we built. I wish you all a Happy and UNITED New Year!

# Calendar of Events:

What's going on in your Union?

At press time, the schedule for the next round of Membership Meetings had not yet been finalized, but please check the TWU Local 556 Website, [www.twu556.org](http://www.twu556.org), as the schedule should be posted shortly. The first round of 2008 Membership Meetings will undoubtedly be exciting including a World Tour visit from your new Negotiating Team. Don't miss it. Again, visit [www.twu556.org](http://www.twu556.org) for breaking news.

## Crew Member Self Defense Training Schedule

To enroll in the CMSDT Program, simply select the location of your choice from the list below and call or write the designated point of contact. They will provide you with all necessary details and requirements for attendance, and assist you in enrolling in a training date of your choice. Please be sure to check [www.tsa.gov](http://www.tsa.gov) often (click "What We Do", then under the "Law Enforcement Programs" headline, click "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 2008 (there are classes beyond April available in Dallas and San Francisco - check the TSA website for later dates). More dates and locations will be available soon. All classes for 2008 are now scheduled in the one-day format.

<b>ATLANTA, GA:</b> February 11, 23 March 3, 15 April 11  Contact: Fran Mohr Phone: (678) 891-3016 E-mail: <a href="mailto:fmohr@gpc.edu">fmohr@gpc.edu</a>	<b>CHARLOTTE, NC:</b> February 8  Contact: Doug Norwood Phone: (704) 330-4107 Email: <a href="mailto:Douglas.Norwood@cpcc.edu">Douglas.Norwood@cpcc.edu</a>	<b>CHICAGO, IL:</b> February 14, 21, 28  Contact: Jonna Brodersen Phone: (773) 481-8861 E-mail: <a href="mailto:jbrodersen@ccc.edu">jbrodersen@ccc.edu</a>
<b>DALLAS, TX:</b> February 6, 20, 28 March 4, 14, 26 April 8, 17, 30  Contact: Paula Stubblefield Phone: (817) 515-7770 E-mail: <a href="mailto:Paula.Stubblefield@tccd.edu">Paula.Stubblefield@tccd.edu</a>	<b>DENVER, CO:</b> February 15, 16  Contact: Michael Carter Phone: (303) 360-4742 E-mail: <a href="mailto:Michael.Carter@ccaaurora.edu">Michael.Carter@ccaaurora.edu</a>	<b>HOUSTON, TX:</b> February 19, 20 March 19, 20  Contact: Deb Pruitt (281)260-3598 Email: <a href="mailto:Debra.L.Pruitt@nhmccd.edu">Debra.L.Pruitt@nhmccd.edu</a>
<b>LOS ANGELES, CA:</b> February 21  Contact: Brad Young Phone: (310) 223-4066 E-mail: <a href="mailto:youngbj@lahc.edu">youngbj@lahc.edu</a>	<b>MIAMI, FL:</b> February 11, 27  Contact: Shawnee Fross Phone: (305) 237-1347 E-mail: <a href="mailto:sfross@mdc.edu">sfross@mdc.edu</a>	<b>NEWARK, NJ:</b> February 19, 22 March 10, 13 April 21, 23  Contact: Rocco L. Miscia Phone: (973) 877-4352 E-mail: <a href="mailto:miscia@essex.edu">miscia@essex.edu</a>
<b>PHILADELPHIA, PA:</b> February 11, 22 March 3, 28  Contact: Nan Smith Phone: (610) 359-7355 E-mail: <a href="mailto:nsmith@dccc.edu">nsmith@dccc.edu</a>	<b>PHOENIX, AZ:</b> February 27  Contact: James Hornburg Phone: (480) 517-8461 E-mail: <a href="mailto:james.hornburg@riomail.maricopa.edu">james.hornburg@riomail.maricopa.edu</a>	<b>SAN FRANCISCO, CA:</b> February 5, 19 March 4, 18 April 1, 15  Contact: Janel Hadden Phone: (415) 550-4428 E-mail: <a href="mailto:jhadden@ccsf.edu">jhadden@ccsf.edu</a>



## BALTIMORE

by Lucy White-Lehman, BWI Executive Board Member

### THE CONTINUOUS REVOLVING OFFICE DOOR

Anna Boardman was promoted to Assistant Base Manager in October. BWI's newest

Supervisors are Courtney Kelley #86403, Alyssa Baiyina #86178, and Jan Williams #86179. Supervisor Christine Sweemley resigned after being on a medical leave.

### COMPLETING AN IR

The purpose of an IR could be for information or Fact Finding which may lead to discipline. It is important to remember to be brief and factual leaving emotion, opinions, or hearsay out of the report. When completing an IR make sure you stick to the facts as you know them, period. Too often we include events witnessed by others. Only document what you personally witness in your IR. Since IR's could be the basis for Fact Finding, you may receive a call from Management with additional questions. As a precaution, at the end of your IR state that if the office requires any additional information or questions from you, you are requesting Union Representation up front. This will help prevent a "fishing expedition" by Management. If you experience any noncompliance with your written request, notify the Union Office immediately.

Remember, ALL conversations, whether you think they are casual or not, could be documented in your file. Anything you say on the phone, in person, or in the hallway could be used against you, your Crew or other employee. By not having a Union Representative present during that conversation, you run the risk of there being some type of misunderstanding. How often does this really happen? Well, if it happens one time and you find yourself in a Fact Finding meeting because of it, then once is too much. You may think this won't happen to you, but believe me, anything can happen. The Union will help make sure there is a clear understanding by both parties and will have notes on your behalf documenting the conversation.

### UNIFORM ALLOTMENT

The gift allotment amount of \$230 will be deposited into your Cintas account on April 1, 2008. All new uniform pieces need to be ordered by June 1, 2008 and all old logo pieces retired by August 1, 2008. The retired logo pieces are white short/long sleeve poplin, Blue Denim, pleated pants/shorts and any other pieces with the chest heart wing logo.

### RECIPROCAL CABIN SEAT AGREEMENT (RCSA)

The newest addition to the RCSA is PSA and Allegiant Air. Visit [www.twu556.org](http://www.twu556.org) for a complete list of RCSAs under the resource tab on the left.



## CHICAGO

by Kyle Whiteley, MDW Executive Board Member

**H**appy New Year Chicago! Wow! So much has happened over the course of just a single year. We finally moved

into our new lounge space, we are using the liquor safe on the "A" concourse, and we have a new Base Manager. No only did we stand together to keep our second television, we were United in

opposition to the "D" Flight Attendant position, in the increased number of ghost rides, and in our disgust as a result of the manipulation of Open Time.

As we move into the New Year, we cannot afford to become complacent. The unity of our work group will be tested as the Company continues positioning itself for the uncertain times ahead in our industry. There isn't anyone in our Union who wants to harm our Company, but we will need to hold strong to ensure these cost-saving changes do

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

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not fall squarely on the Flight Attendants' shoulders.

I want to give a heartfelt thank you to everyone who made donations for our annual Toys for Tots drive. We far surpassed our previous donations. Check [www.twu556.org](http://www.twu556.org) for updates.

If you are asked to speak with a Supervisor—no matter what the reason—you are entitled to have a Union Representative. Keep in mind, Management is here to look out for the Company, while our Union is here to look out for you. If you are asked to come in for a meeting, simply say, "Sure, let me contact the Union and arrange for a Union Representative." If you are given any grief, or if it is implied that your situation may be handled differently should the Union be involved, please contact us immediately. This type of intimidation will not be tolerated, and is in violation of our Contract.

Ops Agents should not be boarding your flight before your scheduled arrival time. Mike Hafner told the Executive Board that there is a change in the Ground Ops Manual addressing this issue. If Ops has a higher than normal number of wheelchairs or specials, work with them so we do not take a delay. Otherwise, set up a boarding time

with Ops, and go get some lunch or take care of your brief personal business. Ensure someone is at the front door if we have through Customers.

Please do not use standard passwords when submitting trip trades or give-aways. This is for your own protection, and your failure to be creative could land you a nasty looking pairing.

If you have luggage in the baggage storage room, please ensure that no food items are stored in them. I have received calls from two Flight Attendants reporting critter sightings, and scratching sounds in the bag room next to the elevator.

If you need to fax anything to the Union office, just ask at the customer service desk, and they will be happy to help you out.

Sign up for the bimonthly E-Connection newsletter. I send out the MDW E-Connection after our monthly Board meeting and for other special notices. If you would like to receive it, please drop an email to me at [mdw-debm@twu556.org](mailto:mdw-debm@twu556.org), and I will add your contact information to the list. You may also call me at **773-960-1702**.

The next Chicago Flight Attendant party at Kyle's will be in May! Look for more information soon.



## DALLAS

*by Gwen Dunivent, DAL Executive Board Member*

**W**ow, 2007 was a bit of a blur, both personally and professionally. Many of you know the challenges I faced in

my personal life last year, and I was so gratified and comforted by how many of you reached out to me with support. Professionally, I feel like our Union has accomplished an incredible amount in the past year, and I want to take a moment to thank some of the people who helped make that possible. First, I am so grateful to the gifted team of Officers and Grievance Specialists I work with every day, both current and past Team Members. The Team at the Office is incredibly patient, smart, and motivated. I also want to thank the DAL Shop Stewards, particularly Lynn Beall, Jane Johnson, and Michele Moore for their willingness to step up and serve the Membership, sometimes on a moment's notice. And finally, a huge thank you to Sonja Ramirez, who spent countless volunteer hours to make our

Toys for Tots drive such a huge success. I have never been so proud to be a Dallas Flight Attendant. The amazing generosity exhibited by the Dallas Base this year absolutely embodies the true meaning of Christmas.

2007 was a big year for our Base, as we finally crossed the 1,000 mark on our seniority list. We added 30 bid lines in 2007, with an overall average of 79% of them pure. We completed an entire year of the reduced 4-day test, and managed the second half of December with NO 4-DAYS AT ALL. The Scheduling Committee reports the reduced 4-day test was a success and productive for the Company, so we can expect that trend to continue. I know some of you have had legitimate concerns about our line quality; I have been assured that we will see some improvement in 2008. The opening of the Las Vegas base, along with the changes to the Wright Amendment have changed the landscape for Dallas line building and removed some of the potential for turn-arounds and SIPs. Please know that the Scheduling Committee is very aware of



the changes that are negatively affecting some of you, and they truly are doing their best to protect your quality of life wherever possible. As always, please don't hesitate to voice your concerns to me and I will direct you to the proper channels.

2008 brings the beginning of Negotiations for our new Contract. Your part in this process is absolutely critical to its success. The first thing you can do is visit [www.twu556.org](http://www.twu556.org) and click on the "What's Next?" tab. The Negotiating Team is already hard at work and they are reading each one of your e-mails. I constantly get asked, "What are we going for this time?" The answer is "Whatever the Membership wants!" Please take the time to make your voice heard. Early in 2008 you will receive a Contract survey, so filling that out is the next step. The Negotiators cannot get you what you want unless you tell them what you want. Also, please make sure you wear your Union Pin on

your uniform. Small gestures such as this send an important message.

Just as this issue of UNITY was going to press, it was announced that Sarah Schulte has accepted a 90-day temporary assignment as DAL Base Manager. We have had quite a revolving door in our Base leadership this year, so hopefully either Sarah, or a permanent Base Manager will provide our base with some stability. I welcome Sarah to her new position and look forward to working with her. I also want you all to know that Thom and I continue to meet with members of the Senior Leadership Team at the Company regarding the disparities for our Base in the Buddy Pass Program. Lastly, I have begun sending email updates containing important Union news and events to those DAL Flight Attendants who are interested. If you would like to be added, please drop me a line at [dal-debm@twu556.org](mailto:dal-debm@twu556.org) or call me at **214-640-4309**.



## H O U S T O N

*by Jill van der Werff, HOU Executive Board Member*

**G**reetings HOU! I hope all of you had a very Merry Christmas and Happy Holiday celebrations! I would like

to thank all of you who donated toys for our Annual Toys For Tots drive! As usual, I'm warmed by your generosity! There isn't a whole lot of local news to report this quarter. We have 5 new Supervisors these days. Three came from the Inflight Department; #79353 Lisa Beaudion (HOU), #3895 Ellen Appel (MCO), and #62585 Katrina (Cadola) Bannon (BWI). Two HOU Customer Service Supervisors have become Inflight Supervisors; #4290 Gacie Simmons and #22844 Caren Eaton.

FMLA continues to be an important tool for us to use to protect our careers! If you have any type of chronic medical issue or medical crisis for you or an immediate family member, FMLA can help you keep your job. If you haven't ever inquired about your qualifying hours for FMLA, please keep in mind that all you have to do is pick up the phone and ask. Local base Management can tell you very quickly if you have enough hours to qualify, and you do not have to give out any information as to

why you're asking! If you're told you don't qualify, ask about future projections. The number of qualifying hours that you have changes daily because it's on a continuous 365 day calendar. All you might have to do to qualify is pick up a trip, or even wait a week if you're close!

It is your responsibility to know how many points you have! If you're getting close to double digits and you have any sort of medical issue going on in your life, that includes depression, stress, anxiety, etc., please ask for an FMLA claim to be opened for you. You have to ask. If you aren't sure what to do, and you don't want to call Management before seeking advice, call or email me, or call the Union Office if you'd rather do that. We lose way too many Flight Attendants who have impeccable records for years prior to having a qualifying medical event. If you hover around 9 points and think you still have a little "wiggle room", remember that you can conceivably accrue 3 points in one day if you MBL for a trip and subsequently no-show it. Know your points and take advantage of the Contract language and programs that are there to help you.

Please make it a Happy, Safe, and Prosperous New Year and know that WE are here for YOU!!





# LAS VEGAS

by Kevin Onstead, LAS Executive Board Member

Hello LAS and Happy New Year! I hope everyone had a safe, prosperous and joyous holiday season. LAS

has been fairly quiet since the Company discontinued the "Ghost Rides." But, we do have a few continuing local issues: the security line is still a hassle; LAS CSAs were giving out incorrect information regarding use of the gate computers; my first base report contained inaccurate info regarding the check-in phones; and the Crew parking lot is rapidly filling up. Here's the scoop on all of these issues.

There is no change in the procedure for using the security line. You can do two things to reduce your stress at the Security Check Point. First, utilize one of the white courtesy phones before you reach security to check-in. Second, give yourself plenty of time to get through security. One last note; the TSA is now checking ID's at the checkpoint.

We are allowed to use the gate computers. Please read the RBF on how to sign-in and use the computers at gate podiums that are not being staffed by the CSAs. Often times the CSAs need all the computers at their podium, so just look for an empty podium.

About those check-in phones. I apologize for causing unnecessary concern with my first base

report. At the time I wrote the article, the plan was for three phones. It was after *UNITY* had gone to press that the white courtesy phone solution was implemented. There are no plans to discontinue the use of the white courtesy phones in LAS. In fact, the check-in process has been streamlined. When you dial 1, you are connected directly to Scheduling. All you do is put in your employee number, press #, and wait for scheduling to answer. This is usually within a few moments. This is a great bonus that is unique to the LAS Base!

Parking, parking, parking... Improvements to the Crew lot have not yet begun. The plan was to create about 400 parking spots; however, Southwest is currently evaluating whether to improve the lot as planned or look for a more permanent solution. There are currently about 219 spots. Right now, anyone based in LAS can park in the Crew lot. When space becomes an issue (it will - each week there are fewer open spots), SWA may limit access to the lot to only those LAS based Crewmembers actually living in Las Vegas or within a reasonable driving distance from LAS Vegas. Stay tuned for new developments.

Please do not hesitate to contact me with any issues or concerns you have by dialing **800-969-7932**, extension 4344 and leave me a voice-mail, or email me at [las-debm@twu556.org](mailto:las-debm@twu556.org). Thanks for making LAS a great base.



# OAKLAND

by Mark Torrez, OAK Executive Board Member

Hello OAK! 2007 brought lots of changes including Reserve Pass/Fly, a new base, and even the addition of a new

city to our system. We returned to SFO this past fall and have had rapid growth there. So with all the new overnights just across the bay from OAK, and since our theme this quarter is "Pay it Forward", I

thought I'd share with you some good ways to take advantage of being in the City by the Bay. First of all, we are currently staying at a great hotel close to the airport in Burlingame. Even though it's not exactly in downtown San Francisco, it's not hard to get there. The hotel runs shuttles every 10 minutes to the airport. Just tell the driver you are going to the BART station and he will drop you off there instead of the departures level. From there buy a roundtrip ticket to Civic Center (costs about

\$10.30). It's a 20-30 minute train ride before you arrive at Civic Center.

Now there is plenty to see in that area but most likely you'll want to head to different areas such as Fisherman's Wharf (tourist attractions such as Alcatraz and Bay Tours), North Beach (good food and nightlife), China Town, Golden Gate Park (near Haight Ashbury), Castro (food and nightlife), or Union Square (great shopping). When you arrive at the Civic Center BART station you will want to buy ticket on MUNI (1.25 in quarters...change can be made in the BART ticket machines) that will get you anywhere you want to go. There are maps and signs that will direct you to which letter train you want to take.

If you have a long overnight, I would recommend taking BART all the way to Powell Street. There is just about any store you can imagine within that district (Union Square) from Versace to Urban Outfitters. Shop around a bit, have some

lunch then hop on the trolley to Fisherman's Wharf. After grabbing a sundae from Ghirardelli Square, make your way to down the wharf and hop on a ferry to Alcatraz. (Tickets sell out so it's best to buy them in advance. [www.alcatrazcruises.com](http://www.alcatrazcruises.com)) I recommend the night tour. Once you're done there, it's time to get back to the hotel. Hop on MUNI and head back to Civic Center. Once there take BART back to SFO. Keep in mind the train stops running at midnight, so if you plan to stay out late, you'll have to cab it back. If you want more help planning your trip visit [www.511.org](http://www.511.org) and click Transit.

I know this is a departure from the normal article I write, but for more information regarding OAK, visit our Base Page at [www.twu556.org](http://www.twu556.org). For those of you who are Bay Area residents, you too can "Pay it Forward" if you fly with a commuter Crew by showing them around our city. I hope everyone had a happy holiday season and a happy New Year!



## ORLANDO

*by Susan Kern, MCO Executive Board Member*

**H**appy New Year MCO! I hope you enjoyed your holidays- we made a big difference in the lives of many

children through your generous donations to Toys for Tots. It was great to see all the donations surrounding the tree - a lovely addition to our lounge! Regarding our lounge, the construction has halted until they finish the new Recurrent Training space. Once that is relocated, they can reapportion the existing RT for the Supervisors, and THEN they'll be able to finish our lounge. At least we now have room to move around and aren't tripping over each other's luggage. Maybe we'll see the lounge completed by April?

If you receive advice or information that doesn't sound right, please call me. We have had such turnover among our Supervisors this past year that they're not always aware of current practices or settlements with your Union. A recent example: some were insisting that a Doctor's note had to be signed by a Doctor. Now really, when's the last time your doctor actually filled out a piece of

paper? Your Doctor's note is valid if signed by a Nurse Practitioner or a Physician's Assistant.

After a relatively quiet summer I was very busy with fact finding meetings in October and November. I'd like to pass along a few pointers. Many of these meetings involved point totals reaching 12. When you call in sick and you haven't used a Doctor's note yet for the quarter, get a Doctor's note. In the past I've called in sick for something I knew the doctor couldn't do anything about and didn't bother- I had points to burn. Well, I've had meetings where at one time the Flight Attendant "had points to burn", and they were now facing termination. Points can be complicated. If you ask for a copy of your file, you don't have to have a file review- and you don't have to sign anything stating you have received a copy of your points. Management sometimes makes mistakes on points, and it takes a very complete and thorough review of the entire file to identify that the points were done correctly, especially if you have been here any length of time. We have Members who were terminated for reaching 12 only to be reinstated after our Grievance Team in Dallas poured over the file with a fine tooth

comb and found those discrepancies. Management made a mistake, and fortunately our Grievance Team was able to find the mistake, but those were a couple of miserable months for the Flight Attendant. Don't put yourself in that position.

If you are sick, call in sick, but do NOT use sick leave for any other reason. Management may consider this abuse of sick leave, and it could result in termination. Did you know that if Scheduling thinks something fishy is going on they will communicate with the base? When you call in, tell them you are calling in sick, and that is the end of the story.

If you lose your ID, a trip to BWI may be in your future. We do not have a People Department here in MCO, but BWI does. If there is enough time, a new ID can be sent to your home (at your expense). If there isn't enough time, you may be receiving a 4-part pass and flying to BWI to pick it up. The last alternative is to send you to a base that does have a People Department and reconnect you with your trip. Make sure you discuss your options with a Supervisor if you find yourself in this

situation.

As we gear up for Negotiations, read your Union publications and visit [www.twu556.org](http://www.twu556.org) for current information. Many of you were not here for the last round of Negotiations and have heard stories - some of them highly entertaining stories, I'll admit. But nonetheless you're probably wondering how it'll go this time around. The number one question I am asked is "What are we asking for this time around?" We'll be asking for whatever it is the Membership wants. There's no group of people deciding what we want - YOU decide what we want. If we publish a survey, take the time to respond. If we publish information, read it! An educated Membership is key to a good Contract. Don't rely on what someone else tells you. Read the information for yourself. Take the time to draw your own conclusions. Talk amongst yourselves. **DO NOT BECOME COMPLACENT!!!** The Contract we achieve will directly impact your life, and no one should be making those decisions but you. Fly safely, MCO, and see you on line.



## PHOENIX

*by John DiPippa, PHX Executive Board Member*

**H**ello PHX base and other fellow Union Brothers and Sisters! It has been pretty quiet lately in PHX. However,

there have been some changes in the PHX Inflight Office. As you probably know, Te Shawn Hill went back online and we have two new Supervisors: Katie Kreisle and Kathy Meier. Katie is an Recurrent Training Supervisor along with Chris Hegarty and Leah Gates, while Kathy is a "regular" Supervisor.

As you might already know, Inflight has discontinued the mass unannounced audits which they had been conducting. However, please be aware that this is not the end of unannounced audits all together. They say they are returning to a "trigger" type of system. If you were to receive negative passenger letters or write ups from other Crew Members, you may still receive an unannounced audit. The Company's change of heart is a direct result of the work of our Union, and you spreading the word with the text messages sent last year. If

you happen to receive an unannounced audit, please call the Union office as soon as possible, so we can track any changes in Management's plans. The phone number is **800-969-7932**

The Association of Professional Flight Attendants (APFA), which represents American Airlines' (AA) Flight Attendants is allowing individuals to purchase a brick with an inscription to show that you support your fellow Union Brothers and Sisters at AA. Local 556 has purchased one at a cost of \$45.00 with the money being donated to certain funds, such as The Wings Foundation, Airline Ambassadors, The 9/11 Memorial Fund, or the APFA Negotiations Fund. If you would like to purchase one, please let me know and I'll get you the order form.

I write the PHX E-Connection, and if you or a coworker don't already receive it, drop a note with your name, employee number and email address in my box (#56750). If there is anything that you would like me to discuss regarding Union and/or Company issues, or any other personal  
*(Continued on page 27)*



# Pay it Forward

A small act of kindness can make a BIG difference

by Kyle Whiteley, MDW Executive Board Member



Perhaps one of the most memorable stories to come out of this past holiday season is one you've probably already heard. On December 13, customers at the drive-through of a Pompano Beach, Florida Starbucks paid for the drinks for the car behind them—all day long. Arthur Rosenfeld kicked off this almost unprecedented act of ongoing kindness in response to the customer in line behind him, who was honking his horn to get Rosenfeld to hurry up. But Rosenfeld, rather than get angry himself, decided to "take this negative [situation] and change it into something positive" by paying for the other driver's drink. For Rosenfeld, this wasn't an act of kindness or an attempt to be a good Samaritan; rather, "it was a change of consciousness," he told local television news reporters who picked up on the story.

Closer to home, an amazing series of text messages flew around the Southwest system just before Halloween, warning of the ghost rides that were taking place by Management. While the Union had already published notices that this was happening, these text message warnings were not something that was initiated by the Union, but rather by concerned Flight Attendants looking out for each other. We don't exactly know who

initially instigated this remarkable series of messages to their co-workers, but we'd like to thank that person — and everyone who continued the chain — for their effort in getting the word out, and making a positive difference to Flight Attendants all over the country. This just goes to show that paying it forward is something that we're all already familiar with.

Paying it forward is just the opposite of paying someone back for an act of kindness. In our line of work, we are often given these opportunities by our co-workers and passengers alike. More often than not, these are simple gestures that make our lives just a little—or a lot—more enjoyable, but collectively, paying it forward can amount to something monumental.

Look at the math: if one person pays it forward to three others, and those three, in turn, pay it forward to three other people each, 27 people have already been positively affected. By the ninth cycle, every Southwest Flight Attendant has been impacted. Mathematically, by the twenty-first cycle, over ten billion people could be affected. That's more than the population of the







entire planet! To make this happen after you do something kind—big or small—just put the idea into someone's head by telling them to pay it forward to three others.

Each instance of paying it forward doesn't have to be something physical, but rather about how you make someone feel, and the feelings you inspire in others could potentially make more of a difference than you can possibly realize. Here are some ideas to get you started. My favorite topic, as you may or may not know, is food. Maybe when you're picking up your breakfast, grab something for a coworker.

Likewise, if you're running off the plane for something to eat, ask the Pilots if they would like something as well. Perhaps next time, a Pilot who may not normally ask if we would like something will

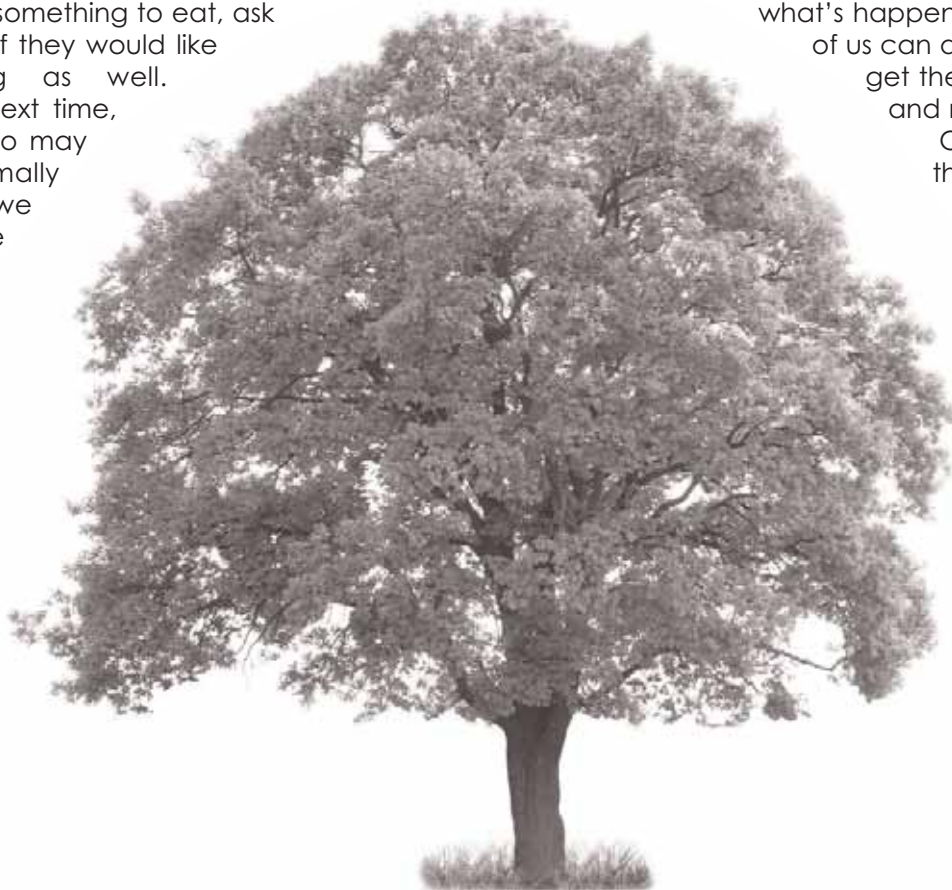
volunteer to grab something for the Flight Attendants as well—remember, a little good will can go a long way.

Why not leave a "care package" in the Crew storage area for the next Crew who will be working on the aircraft? This can be done before an aircraft swap or at the end of the night, and might include good magazines (that we would never read on the jumpseat), chocolates, extra snacks, or maybe something as simple as a note wishing the next crew a good day.

Positive LUV Reports are another great way to recognize your fellow workers' hard work. These can be submitted online on SWALife, under the path LUV Culture > SWA Family > LUV Reports. We don't have to wait for a Supervisor to hand us a sticker to recognize other Flight Attendants' superior job performance.

Being part of this movement can also help dispel stereotypes and improve relations between other areas of the Company with whom we come into contact during the course of our day-to-day activities and jobs. The easiest way to brighten someone's day may be as simple as saying hello as you pass each other in the airport or on overnights. Paying it forward can make a huge difference as we move into our next Contract Negotiations, being informed and aware, taking action, and spreading facts (not rumors) about what's happening and what each of us can do to ensure that we get the Contract we want and need in 2008.

Oh yeah, and pass this edition of *UNITY* on to another person when you're finished reading it!





# "That's Life"

A look into the lives of real Flight Attendants

by Stacy K. Martin, 2nd Vice President

I can't remember exactly when I met Houston Flight Attendant Jessica Parker. It seems like we've always been friends. One of my favorite memories about her are the parties she used to have. Her "Day after Jessica's Birthday Party" became an annual event in Houston. She insisted that it wasn't a birthday party, so no gifts were allowed, it was just a party that "happened" to always fall the day after her birthday. One of my favorite memories was one year Shanna and I had gotten into an argument before her party - can't remember what it was about, but at the time, we were mad. We got to Jessica's party, and Shanna of course didn't let our argument get in the way of her good time, so she and Jessica's sister, MDW Flight Attendant Allyson Parker-Lauck, shared some wine and took over the dance floor in front of the karaoke stage. The fight was over, we forgot what it was about, and had a great time until sunrise. This was in the midst of Shanna's battle with cancer, but she didn't let that get her down. It is memories like this that make the Parker sisters two of my dearest friends.

Since the theme of this issue of *UNITY* is "Pay it Forward", I thought Jessica would be the perfect person to highlight in my "That's Life" article. Jessica has long been a valuable volunteer at the League City Animal Shelter. She also has been the Team Captain for the Southwest Cycling Team leading the group to raise tens of thousands of dollars each year for Multiple Sclerosis. She is also active in AIDS Foundation Houston, walking in the AIDS walk annually, and volunteering as a camp counselor each year at Camp Hope and Camp Hug for kids with HIV/AIDS. She is also a Houston Shop Steward.

I hadn't talked to Jessica in quite some time, but her sister told me she moved to Tulsa so that the sisters could live in the same city for the first time since they were kids. I called Jessica to check on how wonderful things were in Tulsa. Which leads me to this edition of "That's Life".

Jessica told me that on the evening of

September 27, 2007 (Jessica's birthday ironically), her new house was burglarized. Many of us have been the victims of crime, so I asked Jessica if she would agree to be interviewed about her ordeal so that others can learn from her experience.

**Stacy: Jessica, tell me about your move to Tulsa.**

*Jessica: I had been considering a move for quite some time, but I thought I might move into the City of Houston - I was a little bored with the "burbs". In May, 2007 my sister moved north of Tulsa from California. She and I are very close, so one day it just hit me... I should move to Tulsa. I put my house in League City on the market in late June, and 5 days later had a very good offer. Within 6 weeks, I had moved into my new house in Tulsa. I bought a tiny little house in a transitional neighborhood near Midtown Tulsa. My house is under 900 square feet and was built in 1950. About half the houses in the neighborhood have been renovated, mine being the newest renovation. I live just 5 houses away from the river, where there is an incredible bike trail that I use every chance I get. I had been wanting to downsize for quite some time, and the profit from my house allowed me to pay off my car and my bills, giving me the financial freedom I'd been looking for. Plus, I live close to my sister.*

**Stacy: What happened the night you were burglarized?**

*Jessica: I had a date that night, so I was out. We went to dinner, and then to listen to live music at a place downtown. I have an alarm system in my house, and my alarm company attempted to call me, but I had my cell phone turned off because I didn't want to be rude to my date since my sister likes to call me and check up on me! I have her listed as the secondary contact with my alarm company, so at 11:58 PM, her phone rang. She answered the phone, and my alarm company informed her that my alarm had gone off, and asked if they should send the police. She knew that I was out, so she said yes, and she got out of bed and hurried to my house. When she got there, she said she couldn't believe the scene. It looked*

like something from the movies. The burglars had attempted to kick in my back door, but were only able to severely damage it. Two windows were broken, they obviously entered through one, and my house was completely ransacked. Every cabinet door, drawer, closet, everything was opened and the contents were thrown all over the house. My alarm pad, doorbell, and thermostat were ripped from the wall and thrown on the floor.

**Stacy: How did you find out about this, and when did you get home?**

Jessica: My sister remembered me telling her the name of the place we were going to see the live music, so she called and talked to somebody who worked there. She described me to them and asked them to find me and tell me to come home right away. Luckily, I was leaving just after she called. One of the waitstaff called my name and told me about my sister's call. I got home as quickly as I could.

**Stacy: What did they steal?**

Jessica: They didn't get away with much, but they did almost \$1,000 of damage to my home. They had a giant suitcase in the middle of my living room filled with various items: my DVD player, satellite radio and speakers, other electronics, and oddly enough bottles of water and a box of organic strawberries! They also had my new TV unplugged and ready to go, but it appears as if they were interrupted, so they left with what they could fit in their pockets - my IPOD and my digital camera. My sister watches WAY too many episodes of CSI, so she did her own investigation on how things went down. I have a battery operated clock hanging on the wall next to the back door they attempted to kick in. When she arrived, the police were there making their report. "Sherlock Lauck", as I now call her, noticed that the clock was on the floor and the battery had fallen out. The time on the clock was 11:18, so she thinks while attempting to kick the door in, the clock shook off the wall (the clock is literally right next to the door), and fell to the ground causing the battery to fall out, stopping the clock. So we're assuming that's when they attempted to kick in the door. Since the door didn't actually open though, it didn't trip my alarm. They broke a window in my guest bedroom using the head of a little statue I had on my back porch. Since they went through the broken window without opening it, again, the alarm didn't



Jessica's ransacked bedroom

trip. I received the full report from my alarm company, and they received the alarm warning at 11:58, and reached my sister before the minute was up. If my sister's "CSI" investigation holds any water, they could have been in my house for as long as 40 minutes before setting off the alarm! The police were dispatched immediately, and my sister arrived at about 12:30 AM. We assume the burglars tore the doorbell, thermostat, alarm pad, etc. off the walls desperately trying anything to get the screeching alarm to stop. A neighbor saw a car down the street screech off shortly after the

police arrived, but when he informed the police about this, they said they had to secure the property first. Makes sense, as for all they knew there could be somebody inside injured or dead. We assume that they fled through the backyard when they heard the police sirens.

**Stacy: How did it feel to be alone in your house after having this happen to you?**

Jessica: It was really strange. I slept at my sister's house for a couple of days, and then she stayed with me a night or two before I stayed alone. It took a while to be in my house without imagining every step these guys took in my house, going through my things, not caring how much certain things meant to me. It feels like a real violation. One of the worst parts for me is the statue they broke to use to break my window. My mom died in 2001, and she was involved in a charitable organization called "The Gardening Angels". She helped landscape homes in Houston's 5th Ward, and when they were done, they left a little concrete statue of an angel in the flowerbed. She always kept one of these angels on her back porch, and when she died, I kept her angel on my back porch. The burglars broke her into pieces and used her head to throw through my window. It really makes me angry to think that they so casually broke her without a thought of what she might mean to me. That little statue was much more important to



What's left of Jessica's "Gardening Angels" statue



me than my IPOD and digital camera.

**Stacy: Did the police find out who did this?**

Jessica: The police got a ton of fingerprints from the windows and door and were able to identify one suspect. The fingerprints belong to a 17-year old young man, and as we speak, he is having a pre-trial hearing to decide whether he should be tried as a juvenile or an adult.

**Stacy: What have you learned from this experience?**

Jessica: A lot of things. First, while it was just by accident, I found out that it was a good idea to let somebody know where I was that evening so that they could get in touch with me. Second, even though people on their phones in restaurants, etc. is one of my biggest pet peeves, it was a real mistake for me to leave my phone off all night, the biggest mistake being that I didn't check my messages. I should have turned the ringer off, and periodically checked to see if I'd received any calls. If my sister hadn't answered when the alarm company called her, I would have come home to my ransacked house without having a clue what had gone on that night. At least I was prepared before I walked in.

And while I'm on the topic of cell phones... Like 35% of the country, I rely on my cell phone as my primary means of contact and do not have a land based home phone line. This situation has taught me the importance of having my FULLY CHARGED cell phone at my bedside at night. If I had been home when this happened, my phone could have been elsewhere in the house leaving me no way to call 911. While I do not have a land line for my home phone, the burglars didn't know this. They cut my exterior phone lines either as an attempt to keep me from calling for help had I been home, or to keep my alarm system from notifying the monitoring center. I chose to have a cell system installed rather than a land line to send signals to the monitoring service. So for those who do have land lines, it's STILL a good idea to keep a fully charged cell phone at your bedside so you can call for help in case your phone lines are cut.

Which leads me to another thing I've learned... Since I kept my phone number with a Houston area code after I moved, I wasn't sure where my call would be received if I dialed 911. I called the Tulsa Police Department who gave me the approval to make a test call to 911 to see where the call was routed. Fortunately, it did go to the Tulsa 911 center.

Another thing I've learned is that the burglar(s) were allowed far more time than they should have had to ransack my house. I should have paid a lit-

tle more to add motion detectors to my alarm system, because they would have gone off the minute the burglars entered the house instead of 40 minutes later. I didn't install them because I have 3 cats and didn't want them to trip my alarm while I was gone. My alarm company informed me that they can aim the sensors in areas where the cats can't go. By the time this goes to print, I hope to have my new motion detectors installed.

I think I allowed myself to be at a greater risk of being a crime victim because before my burglary, my routine was very predictable. I wasn't parking in my garage, so it was very obvious when I was home and when I wasn't. When I was gone, I only left one light on, which stayed on 24 hours a day (it's compact fluorescent!). Since my burglary, I now park in my garage, have timers on my porch lights and 2 lamps in my house that go on and off at random times. These types of timers can be found at most any hardware store. I also have gotten to know my neighbors better. Little did I know that right across the street lives a retired police officer. I went over to talk to him after my burglary, and he remembers hearing noises that night, but thought it was me getting in late. I now make him aware of my schedule, and he and his wife keep an eye on my place for me while I'm gone. He's a night owl and regularly takes his dog for a walk late at night, so by simply going over and talking to him, I now have "police" surveillance on my house!

I don't think there's a way to be 100% safe, but some of these things, while they may not have prevented this situation, may have lessened the blow to some extent.

**CONCLUSION:** I want to thank Jessica for giving us some insight into her experience. You would think that this would be the conclusion to the downturn in Jessica's luck, but it was actually only the beginning. A few weeks after her break-in, an enormous tree limb fell onto her house during a wind storm, then a few weeks later, the "ice storm of the century" hit Tulsa leaving almost an entire city without electricity (and Jessica's house was among the last in the city to have her electricity restored after 2 weeks without power), then 2 days before Christmas, she slipped on some ice and broke her tail bone. I'm beginning to wonder whether Jessica's move to Tulsa was such a good idea! But hey, "That's Life".

On a serious note, crime doesn't just happen to other people, or when you're traveling, it can happen right at home. Please use the same safety precautions at home that we use every day on the plane and on our overnights. Take those steps to help avoid becoming a victim.





# Safety Team Report

The laws of personal safety on RONS

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

I know at some point during our career at Southwest we were all imparted safety tips that we should exercise while on an overnight. Maybe we got it in Initial Training, in Recurrent, read it in a Company publication, RBF or maybe even in one of my previous articles in *UNITY*. No matter how you may have originally been imparted this information, the time has come to strongly reinforce the importance of it. This because of a number of things:

- First and foremost, as we communicated to you last month through the Union hotline, website, various e-connections and non-Union supported forums; an incident took place at one of our Tampa RON hotels in which one of our Members narrowly escaped an attempted assault when an attacker was able to enter the Member's hotel room. The Flight Attendant was able to fend off the attacker and reach safety. Note: I am putting this information in this article as an example of something that could happen at **any** of our RON hotels, not as an impeachment of any of our Tampa RON properties. So please be respectful of the employees of the Tampa properties by not making it a topic of open conversation as you would not want them talking in public about any Southwest accident or incident.
- We are a large, predominately female work group within the largest domestic airline in the United States...that makes us at best, high profile, and at worse, targets for unscrupulous individuals throughout the country.
- And last but certainly not least, one word: **Complacency**! Webster's defines as: self-satisfied and unaware of possible dangers.

Below is a list of best practices that **must** (not should) be followed when on each and every overnight to insure the best possible security precautions necessary to thwart possible threats. This list is not exhaustive and can only be successful when paired with good old fashioned common sense and instinctive gut checks:

1. **Be aware of your surroundings both in familiar and unfamiliar territory (don't be lulled into a false sense of security just because you are familiar with your location).** This is because bad guys are always looking for victims and are fairly obvious about it. You only have to be confidently observant to foil their search for prey.
2. **If you don't feel good about a situation, it may be your first, and sometimes last, chance to take action.** I call it the security "gut check", if it doesn't feel right, remove yourself from the situation or be prepared to take offensive action.
3. **A personal hotel security protocol should always be exercised starting with check-in.** Sweep the hotel lobby for any suspicious activity. Inform the front desk of such and/or adjust your security behavior as necessary. Keep your and your Crewmembers' room numbers confidential by making sure the sign-in sheet is safe from prying eyes and never broadcast room numbers in public. After discreetly signing in, never leave the sign in sheet on the counter unattended. Ensure it is retrieved and put away by the hotel clerk. Always practice the buddy system to do a security screen of rooms upon arrival, ensuring all doors and windows are secured and locked and keep them locked at all times unless you know who you are letting in.
4. **Your becoming a victim depends on several factors, not the least of which is your associated behavior in a given situation.** If you leave the hotel, stay in a group if possible as your chance of becoming a target increases when you are alone. At the very least, let someone know where you are going and when you should be back. When you are alone in public try to project confidence. Walk and talk with purpose and allow personal space (escape room) at all times. Whether staying or leaving the hotel don't let your guard down when socializing. Many people have found themselves in compromising positions because their security awareness wanes after a drink or two. This again  
(Continued on page 27)

# TWU 556 Executive Board Resolution

TWU 556 Resolves to support our Brothers and Sisters in  
Local 555 in their Contract Negotiations

## RESOLUTION OF SUPPORT FOR A FAIR CONTRACT FOR TRANSPORT WORKER'S UNION LOCAL 555

**WHEREAS**, Transport Workers Union of America, AFL-CIO Local 555 represents the Ramp, Operations, Provisioning, and Freight Agents of Southwest Airlines; and

**WHEREAS**, TWU Local 555 is entering into negotiations with Southwest Airlines on January 15, 2008; and

**WHEREAS**, Southwest Airlines is the most successful and profitable airline in the industry; and

**WHEREAS**, the long-term success and profitability of Southwest Airlines is attributed directly to the hard-work, dedication, and loyalty of its Employees; and

**WHEREAS**, the continued success of Southwest Airlines depends on the fair treatment, wages, benefits, and working conditions of all Employees; and

**WHEREAS**, Transport Workers Union of America, AFL-CIO Local 556 represents the Flight Attendant of Southwest Airlines; and

**WHEREAS**, Southwest Airlines is the most Unionized workforce in the airline industry; and

**WHEREAS**, All Unionized work groups depend on each other to provide the excellent and dependable Customer Service, Baggage Handling, and On-Time Performance that Southwest Customers deserve;

**BE IT THEREFORE RESOLVED** this 10th day of January, 2008 that the Members of TWU Local 556 stand in solidarity and full support of our Brothers and Sisters of TWU Local 555 to negotiate a fair and equitable Contract that recognizes and rewards their invaluable contributions to the success and continued profitability of Southwest Airlines.

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**New Year's resolutions got you down?  
Well, buck up! Join  
Kyle's Losers & Quitters  
to get support dropping the weight  
or kicking the habit in 2008!**

**Together, we can help each other  
reach our goals  
and create healthier lives in the coming year.**

[l&q@twu556.org](mailto:l&q@twu556.org)

<http://groups.yahoo.com/group/kyleslosersandquitters>



# Scheduling Committee Update

Tracking the quality of your life

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

In December, 2006, your TWU Scheduling Committee and the Company embarked on a test that some believed would not be successful. We took a schedule that consisted of almost 22% 4-day pairings, and reduced it to a recent all-time low of 1% system-wide.

When we initially discussed the end result of reducing the 4-

days, we were told that we would see a 5-10% increase in the total number of pairings generated. We believed this to be an acceptable level to allow our Flight Attendants more time at home. From December through May, we were spreading those pairings across as many lines as possible, so that one group would not be overly affected. Starting in June, we changed our way of thinking to consolidate as many pairings as possible in the

bottom 18%. While these lines ended up having five, sometimes six pairings, we receive between 7-8 % of them back each month in vacation pulls. As you can see below, our line purity improved after the month of June.

These numbers represent the percentages of pure lines in 2007. A pure line is one that has the same type of pairing with the same start/work days unless something is different due to legalities.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
BWI	69%	73%	63%	73%	54%	77%	77%	75%	66%	79%	61%	67%
DAL	67%	72%	56%	58%	62%	78%	76%	70%	71%	79%	75%	73%
HOU	69%	72%	59%	55%	63%	78%	78%	78%	77%	80%	70%	71%
LAS										81%	67%	64%
MCO	65%	72%	64%	54%	78%	75%	79%	72%	74%	83%	75%	74%
MDW	65%	70%	56%	67%	74%	75%	79%	78%	74%	74%	69%	68%
OAK	56%	60%	30%	50%	60%	77%	78%	82%	76%	75%	76%	71%
PHX	55%	66%	47%	60%	71%	74%	75%	71%	73%	74%	69%	70%

Listed below are the number of bid lines each base was given in 2007. This information represents the changes in flying over the course of the year from one Base to the other. As a point of interest, look how Dallas has grown.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
BWI	301	296	310	310	310	312	314	310	320	287	288	285
DAL	188	187	203	205	209	213	213	215	217	202	215	215
HOU	256	256	240	230	234	238	233	228	230	229	233	227
LAS										92	112	129
MCO	213	218	221	220	220	255	257	255	259	259	249	247
MDW	389	386	380	368	378	382	377	381	384	367	363	361
OAK	280	280	260	250	247	263	265	289	293	262	262	260
PHX	374	379	358	345	356	368	348	358	369	329	358	356

Over the past year, we have made a concerted effort to collect and study the past five years worth of bid packets and pairing information. In upcoming issues of *UNITY* magazine, I hope to share with you some more interesting facts to help everyone better understand where we are, and how we got here.



# TWU Local 556 Grievance Team

## Defending Your Rights!

*by Denny Sebesta, Grievance Committee Chairperson*

Over the course of last year, the Union scheduled two very significant grievances for Arbitration. The first issue was Open Time Manipulation, and the case was presented April 19, 20, and May 2. To summarize the outcome of this Arbitration is difficult due to the fact that Arbitrator Massey did not answer all of the outstanding issues presented before her during the 3 days of testimony. However, the Arbitrator did give a clear ruling on three of the disputes presented: 1) All uncovered legal pairings must go into Open Time, 2) The uncovered legal pairing must immediately be placed into Open Time, and 3) Legal pairings resulting from irregular operations (weather, crew shortages, sick leave on line, etc.) are not considered uncovered until Scheduling determines it is uncovered. The Arbitrator did rule that a legal pairing placed in Open Time must be made available for pickup or trade "more than a few minutes", but did not define the actual amount of time.

When the Union and the Company met to work on identifying the individual grievants who were due a monetary award based on the Arbitrator's ruling, we tried to clarify just how long a pairing must remain in Open Time to be available for pickup or trade. The Company was clear that they would not give a definitive time or even a window of time. So, once it was determined that we were at an impasse on this issue, as well as the Class Remedy and the TWU Reimbursement for 1 year of monitoring the ongoing violations, both parties requested an additional hearing with the Arbitrator. The hearing took place on November 30th and the following issues were presented:

- Class Remedy for All Flight Attendants
- TWU Reimbursement for 1 year's salary
- How Long a Pairing should remain in Open Time
- Cease and Desist

We hope to have a decision from the Arbitrator by the end of January, 2008. Based on the Arbitrator's decision, some individual grievants named in the cases received compensation, while others did not and here's why; two of the issues in the Arbitrator's decision that were defined, allowed the Union and the Company to sit down

and review each individual grievant in the cases to determine who would be entitled to a compensation award based on her/his individual issues. The Arbitrator's decision defined that legal pairings in an irregular operations situation such as reroutes, misconnects and sick leave on line are not considered uncovered. This means that Scheduling has the right to decide when a pairing becomes uncovered. Once the legal pairing is deemed uncovered by Scheduling, then the legal pairing must be placed in Open Time and made available for pick up or trade to Flight Attendants. There were a total of 15 issues within these cases that received an individual compensation award.

As I stated before, there are 4 outstanding issues that Arbitrator Massey will be rendering a decision on, and one of them involves what we refer to as a "Class Remedy". This is the monetary award that we are seeking for all Flight Attendants who were hired up to the time of her decision dated September 28, 2007. The Union has requested 6.5TFP for each Flight Attendant.

I would like to thank all of the Flight Attendants who worked long and hard to provide the Union with many, many of the Open Time manipulation violations. The documentation and audio tapes with Scheduling were instrumental in the case that the Union presented to the Arbitrator. A special thank you to our witnesses who testified or prepared to testify in the Arbitration hearing: Chris Click, Kim James, Debbie Mosier, Kathy Anderson, Brett Nevarez, Kevin Onstead and Thom McDaniel. Are we happy with all of the decisions the Arbitrator made? No, but we now have a starting point to hold the Company accountable on when a trip is deemed uncovered that it must be placed into Open Time immediately, and that it must be made available for pick up or trade. If at any time you believe that Scheduling is in violation of not placing pairings in Open Time that are uncovered, please contact the Union office. Make sure that you have the specific pairing number and the date of the departure so that the Grievance Team can research the situation. We will continue to investigate any possible violations regarding Open Time.

Finally, we hope that the Arbitrator actually does her job this time around and further clarifies how long a legal pairing must be made available



for pick up or trade. More than a few minutes is not clear enough, we need a definitive time.

### **HOT TOPICS**

**OPEN TIME GRIEVANCES:** There were 5 grievances regarding functionality. The Arbitration hearing was scheduled for December 6 & 7. The Union and the Company were able to reach an agreement prior to the hearing. There were a total of 151 TFP awarded to individual grievants in 3 of the cases.

There is one outstanding grievance issue that remains unresolved with regard to the Open Time grievances. The Union is working with our Legal Advisors and analyzing when and how to proceed. We will update you with any new information on this case as it develops.

**EXTREME REDUCED REST:** The Union filed several individual grievances for Members, including one Group grievance to cover our entire workgroup on this particular matter. This issue involved Flight Attendants being rescheduled and then their flights ran late due to irregular operations, which in turn created an extreme reduced crew rest situation on an unscheduled overnight. Per our Contract under Article 9.4.C, the Company is required to return the Flight Attendant to the home domicile at the earliest possible time. So, with this language, the Company must deadhead a Flight Attendant home on the first scheduled flight to depart from the overnight city. In several situations Flight Attendants received less than 4 hours of crew rest, which did not allow time to travel to the overnight hotel and return to the airport to take the first flight out on the day of departure to return to the home domicile.

To give you the history on this contractual language, it was negotiated in the 1996 (green) Contract. Since then, the Union has had a long history of having to hold the Company accountable to adhere to this language. The Union filed grievances in 1998 and 2005 which resulted in a settlement letter both times outlining that the Company would return Flight Attendants home on the earliest flight possible. They were either not returning them home on the earliest flight or worked them back to domicile after an unscheduled overnight.

In August, the Union discussed the extreme reduced rest issue with the Director of Scheduling, Brendan Conlon. We made him aware that not only were Flight Attendants not able to receive rest at a hotel, but that Flight Attendants were being placed in a safety situation with little or no rest. Imagine deadheading home and the flight is full, so you have to ride fourth or trying to drive home with no sleep in a 24 hour period. Scheduling will only protect the first flight as positive space, so if a

Flight Attendant opts to take a later flight, it is only on a space available basis. Mr. Conlon's position was that the Company was abiding by the contractual language and refused to uphold the grievances. We decided to take it further within the Inflight Leadership and met with the Vice President - Inflight, Mike Hafner, to try and work towards a solution; however, his response remained the same, "the Company is in full compliance with all related contractual provisions".

While the Union and the Membership believe that the Company places the risk of the operation on the Flight Attendants by not providing FAR minimum reduced rest, there is a conflict within our current Contract under several Articles, namely, Article 8, 9 and 22. Furthermore, the Federal Aviation Regulations do not consider deadheading as "on duty", so there is no government mandate to require the Company to provide the FAR minimum rest. The Union has asked the Company to consider allowing Flight Attendants to take a later deadhead if they request it and to provide positive space on the later flight. The Company is willing to consider this, but will not extend the RIG pay to include the later departure.

This was a very difficult case for our Executive Board, so I sought legal advice from our Strategic Advisor, Mark Richard who was an advisor during our last Contract negotiations. Based upon Mark's legal analysis, the Executive Board made the decision to address this issue at the Negotiating table. I will ensure that our entire Negotiating Team is brought up to date on this subject.

**AUTOMATION ENHANCEMENTS:** The Company is currently in the testing phase for allowing Vacation trades on Crew Web Access. Recurrent Training and Charters are on the list for the future, but we have not been given a timeline due to the fact that Southwest's Technology Department supports the entire Company on all Information Technology matters, so requests for new programs must be prioritized.

On December 5th, Henry Townsend, Manager of Inflight Scheduling, told the Union that since automating Charters will take time he is going to implement a new procedure that would allow Flight Attendants the ability to fax Charter bid cards directly to Scheduling from any location. Henry said this should be implemented within the next 60 days.

### **CONCLUSION**

In closing, we hope each and everyone had a wonderful holiday season, and your entire Grievance Team looks forward to a very productive 2008.

# for fly your information



by Kathy Anderson  
TWU Local 556 Grievance Team

**fyi:** Contractually, the Company will offer Productivity Pay at least 6 months during each calendar year.

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

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

After you reach the 102 TFP threshold, then you must pick up from Open Time to receive the Productivity Pay. Additional information can be found on page 85 of the CBA.

**fyi:** On the first day of your Ready Reserve Block, contact time will be 2 hours prior to the first scheduled departure in your Domicile until 2400 hours that day. If you are not given an assignment on the first day of your Ready Reserve Block you are to be available for contact on a twenty-four hour basis on the following days of your block until you are assigned or until you are released from the block of Reserve. Additional information can be found on page 36 of the CBA.

**fyi:** If you exceed a 12 ½ hour duty day on a pairing and you are scheduled to work the day following the termination of that pairing in your Domicile, you must have double the time off spent on duty on the day you exceeded 12 ½ hours. When this occurs you must contact Scheduling when you block in and you will have the choice to either:

1. Be pulled from sufficient trips with pay to receive the necessary rest. (You may have to recover the pairing)
2. Fly for time and one half for all trips flown until the necessary rest is received.

Additional information can be found on pages 13-14 of the Contract.

**fyi:** Keep your own file of any correspondence or documentation addressed to you personally from Management that is directly related to your job performance or conduct. This paperwork could include FMLA notifications, Attendance Points letters, Requests for IRs, Letters of Discipline, Liquor Money discrepancies, or anything else of that nature.

**fyi:** The Contract states that all letters of discipline and documents referencing or relating to performance and/or conduct (including supporting documentation) will be null and void after eighteen months of active status following the date of issuance or creation, and **at the request of the Flight Attendant** will be removed from the Flight Attendant's personnel file. Additional information can be found on page 74 of the CBA.

**fyi:** If you check in by phone, your new messages will not be on your screen. New messages are automatically transferred to your transaction Report when a Scheduler Checks you in.



# Capitol Hill Update

## Everything an 8th Grader knows about US Government

*Lesson 4: Why is it so important to be involved in politics*  
**by Portia Reddick White, TWU Legislative Representative**

**D**are I say that Flight Attendants are probably some of the smartest people in the world! (Haven't you noticed that people always ask us for advice?) That's why it is important that we become involved in the world in which we live. How can we stand idly by and allow others to make critical decisions for us concerning such things as the education of our children, the safety of our workplace, the invasion of our privacy, the deterioration of our environment, the risk of terrorism, or our economic security? Our world changes and is governed through the political process.

The first step is to become knowledgeable. We should be knowledgeable about the basics of the political process in general as well as knowing something about the issues in our community and at our workplace. I know, you are probably saying that you don't have the time or the interest. You just want to do well at your job, enjoy yourself while doing it, go home and spend time with your family. However, we have an obligation to society to not ignore our surroundings and to help improve them. We can only do that if we take this first step in the political process and become knowledgeable.

The second step is to take part in the process. Register to vote! Voting is an essential step in making sure that your voice is heard even if your chosen candidate is not voted in office or the referendum you voted against is passed. Everyone should have the right to be heard even if their thoughts may differ from yours or mine. That's what is so great about democracy!

Which brings us to the third step in the process, becoming involved. We may choose different levels of involvement. And, that's okay, but the minimum civic duty we have is to vote. We in the United States take the right to vote for granted. People all over the world are fighting for their governments to recognize their right to have a voice in how they are governed. In fact, the history of voting in our country has evolved from allowing only white males who owned real estate to one that includes all citizens over age 18, with the exception

of restrictions on convicted felons. The tremendous fight that women and blacks fought to gain the right to vote should not go unnoticed and underappreciated. We owe it to them to do what it takes to exercise our right to vote, even if it means we vote absentee because of our schedules.

For those that have a greater interest, speak up, speak out, volunteer to help a candidate you believe in or fight for an issue that you think is important, or even... RUN FOR OFFICE!

We all know by now that 2008 is a presidential election year. The process of choosing nominees for the presidency has begun and front runners are being noticed. Campaign promises are being made and commitments to issues are in the forefront. Our communities will all be affected by the final choice. So now is the time to form your opinion and speak up and out.

There are those that believe that as union members we don't belong in the political process at all. First of all, we all should be involved in the political process because of our civic duty; secondly we have rights that are protected because we belong to a Union. You and I both make up our Union. And we all know that a Union is only as strong as its Members. It is because of laws in our country that we are allowed to have Unions. So, I leave you with a song... an old patriotic song that might inspire you to become knowledgeable and involved (after all, I was born on the 4th of July!):

*"This is my country land of my birth.  
This is my country grandest on earth.  
I pledge thee my allegiance America, the bold  
For this is my country to have and to hold!"*

This is My Country, 1940, lyrics by Don Raye, music by Al Jacobs

Our country has been entrusted to us as citizens...let's get involved in the process to keep it! 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.

# point/counterpoint

We posed the following question to two Flight Attendants and got two very different responses: "Since the inception of our current rotating Reserve system, many have debated whether or not people in the top 35% should be allowed to 'bid down' to Reserve. Some say seniority is seniority and the top 35% should be able to use that seniority to bid Reserve if they'd like, while others feel that it's not fair for those who are not required to sit Reserve to take lines away from those forced to sit. What do you think about it?" Let's see what they have to say.



## POINT

**by Joel Turcios**  
**MCO F/A #24692**

I believe the answer to this issue is evident in the question itself: SENIORITY, SENIORITY, SENIORITY. Seniority is everything in this business - from bidding a Domicile, your bid lines,

vacation, and charters. Some airlines even use seniority for commuting and non-revenue travel purposes (thankfully we don't).

We have one of the best systems in the industry that allows all of us flexibility and quality of life in different ways - unlimited trades, giving away or picking up as much or as little as we want, trading vacations, etc. Being able to bid down to Reserve is just one more benefit in the equation. Taking it away could be detrimental to preserving what we as a group have been able to achieve in the last 30 plus years.

The other side of the argument is that Flight Attendants in the top 35% already enjoy the best lines available and should not bid down and take away VR lines or even straight Reserve lines. But very often the VR lines are much better than regular bid lines (more days off, big block[s] of days off in a row, high paying trips etc.). It is only logical that those at the top would want to use their seniority to bid Reserve and find a line that meets their personal schedule needs.

Potentially, if a large number of Flight Attendants in the top 35% decided to bid down each month (which is not the case at least in MCO), it is fair to assume that bid lines will be available for some sitting Reserve that month. And

even though it's not common for a large number of Flight Attendants in the top 35% to bid Reserve, every month a few choose to do so. For each of those who make this choice, one less person is forced to sit for the rotation, and it helps to increase the time it takes for the rotation to flip.

One more thing to note, as our work force has grown and become more senior, the number of VR lines has dramatically increased compared to the days when there were only 10 or 20 VR lines in MDW (I would always end up #20 and got pushed down 1 or 2 slots). Currently, the risk of someone being pushed out of a VR line has decreased considerably.

Here's one more thing to think about... Is it really that different for Flight Attendants in the top 35% to bid Reserve for a VR line than it is for Flight Attendants in the bottom 65% with high seniority to bid Reserve when the base flips in order to make sure they get a VR line? This has the same effect of pushing someone down the middle of the seniority list further down. Or how about the more senior people in the bottom 65% who have already sat for the rotation, thus having an asterisk by their name, bidding Reserve again in the same rotation just to get a VR line? Yes, this does happen sometimes, and has the same result as someone in the top 35% bidding down. The last thing we need to do is put more restrictions on our flexibility.

Overall, our rotating Reserve system is far better than the straight Reserve system used by other airlines. It provides a balanced quality of life for the Flight Attendant group, including the privilege of bidding down. Any attempt to penalize someone in ANY way because of high seniority would be unprecedented in the airline industry.

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

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## COUNTERPOINT

by Mori Yancey  
PHX F/A #46913

Joining our Southwest Family in 1998, I was told in training I'd be off reserve in PHX in about 5 years. Over 9 years later, I'm still waiting to hold a VR line (to be

honest, I've held a VR line twice, but only because I stood on my left foot with a full moon when I submitted my bid). I'm now told this job is all about seniority. That's not true. It's also about fairness. Sign up for fourth jump seat and it's not assigned by seniority, but on a first come first served basis.

There are precedents on this type of issue. When it was discovered that senior Flight Attendants were trading lines with junior Flight Attendants so both received lines every month, the practice was changed because it was unfair. If it was truly "all about seniority" the seniors would have been free to do as they wished. If people want to bid down so badly maybe we should all rotate and not have a top 35%. Wait! Is that wailing and gnashing of senior Flight Attendants I hear? That would screw up your seniority wouldn't it? That's how the bottom 65% feel when the top 35% bid down. This practice is really a case of the few harming the many. In January, 2008, 100 Flight Attendants in the top 35% of their bases bid down for Reserve: 20 in BWI, 5 in DAL, 5 in HOU, 5 in LAS, 10 in MCO, 19 in MDW, 19 in OAK, and 17 in PHX. One argument is that bidding down gives someone a line who wouldn't otherwise have one. Great, one extra person gets a line that month, but he/she will probably get stuck sitting 2 straight months of Reserve when the next rotation hits. Meanwhile, the people who must sit Reserve sometimes every other month are consistently knocked off of a VR line, or they are prevented from holding weekends off on AR, PR or RR, etc. Our Reserve reality can be pretty dismal.

To illustrate my point: Let's say you, Junior, and an older sibling we'll call Senior, are sent to the candy store each month by "SWAma" with money for candy. Senior, who is always at the front of the line, turns to you at the back of the line and says, "I don't want my candy even though it's just as good if not better than yours. Give me your candy!" Tearfully you ask, "Why my candy?". Senior replies, "Because I can." When you leave the store you hear Senior joyfully savoring the truffle that was almost yours. Forced to roam the streets, occasion-

ally a nice stranger, we'll call them "Scheduling" may toss you some good candy, (Dh OVERnight - 1 leg home). But for the most part, it's nasty candy nobody else wants, or half-eaten candy that belonged to somebody who was sick. YOU must eat it. Sometimes you must drive to the airport where your candy is usually a jaw breaker, Snicker, or fubar. Sometimes you get there and don't get any candy, meaning that you'll have to drive back to the airport again the next day, or the next, up to 5 times per month. Get a little candy, then sent home? You are first in line again the next day because the "Candy Distribution Order" now favors Senior. The worst is being called into a dark alley/jet way and given extra candy, that's after you have already had 5 or 6 pieces. Soon candy makes your stomach churn. When the phone rings you suspect Scheduling wants you to eat more candy. Oh well, next month maybe you'll hold the one truffle that was almost yours.

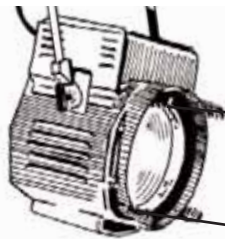
Dry your eyes everyone. To reiterate - THIS IS A FAIRNESS ISSUE NOT A SENIORITY ISSUE! Before Pass/Fly, Reserves were ordered by trips flown. They were protected from the endless cycle of APSB when we voted 5 TFP credit for having to wait all day/night at the airport. That was fair. I'm for a Pass/Fly system, but likewise, it should be fairly administered. Some may think I'm off topic, but the truth is that some of the top 35% bid down not only to take the best VR lines, but to sit home, not get used, and get paid because the Reserve order now is mostly beneficial to senior Flight Attendants. Pass/Fly has exaggerated the negative consequences of senior Flight Attendants bidding down. This is not fair. The argument that everyone must pay their dues is moot since most of those in the top 35% I've spoken with didn't sit Reserve very long. Apologies to the DAL base of course. Seniority should be a benefit not an entitlement and when 35% can have a negative impact on 65%, then it's time for the majority to vote in a change.

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### A NOTE FROM YOUR EDITOR

We'd like to hear what YOU think about this topic. Please send your comments via email to: [unityfeedback@twu556.org](mailto:unityfeedback@twu556.org). Please include your name, base, and employee number. We will assume we have your permission to print your comments in an upcoming issue of UNITY Magazine unless you express otherwise.

Do you have ideas for future POINT/COUNTER-POINT articles? We'd love to hear them. Please send your ideas to UNITY Editor, Allyson Parker-Lauck, at [bm1-communications@twu556.org](mailto:bm1-communications@twu556.org).



## ***"SPOTLIGHT" ON***

# **Crystal Rains**

***HOU Shop Steward and F/A #64032***

**W**ith the theme of this issue of UNITY being "Pay it Forward", we can think of no one more deserving of our "Spotlight" than HOU Flight Attendant Crystal Rains. Crystal truly embodies the spirit of "Paying it Forward".

Crystal is one of three girls and was born in Cookeville, Tennessee. She and her family moved to McAllen, TX when she was 8 years old. Before joining us here at Southwest Airlines, Crystal worked as an Executive Director for The American Cancer Society. She was in charge of fundraising, community education, and patient services over an area spanning approximately 1,596 square miles. In July, 2001, Crystal joined the Southwest Family as a Flight Attendant. Her interest in our Union started right from the beginning.

Shortly after 2004 Contract ratification, she was helping Jill van der Werff distribute Union material, and she asked Jill what it entailed to become a Shop Steward. Crystal says, "I knew I wanted to be more active so when the opportunity arrived, I told Jill that I would like to be considered for a Shop Steward role".

Crystal was elected as a Shop Steward by the HOU Membership in October, 2006, and attended Shop Steward training the next month. "My favorite thing about being a Shop Steward is representing our Members at Fact Finding or other meetings with Management,"

says Crystal. "This allows me to meet and get to know our Flight Attendants and let them know that I am on their side and will make their voices heard".

Being a Shop Steward isn't the only way Crystal "Pays it Forward" to help others. Her previous work with the American Cancer Society is only one example of Crystal's drive to help others in need, and she continues to be a dedicated volunteer at local events. Additionally, in the aftermath of Hurricane Katrina, Crystal worked with others in her community to collect and deliver necessities to the American Red Cross. She has volunteered for the last 2 years to help make the TWU Local 556 "Toys for Tots" Drive a success. She is also a member of the Inflight Injury Prevention Team. Crystal says, "When I am not volunteering with an organization, I try to show compassion, be considerate, and treat others like I would hope they would treat me. I try to be respectful, thoughtful, and show my friendship by being there when I am needed."

Recently, Crystal took on a very difficult, personal, and painful volunteer effort. As many of you know, HOU Flight Attendant Ken Cummings was reported missing in early June, 2007. Crystal came in from a trip very late Sunday night, June 10 and heard the news. That is the moment Crystal joined a volunteer effort that changed her life. "The search for Ken Cummings was a life changing event for



*Crystal, with a box full of toys HOU Flight Attendants donated to "Toys for Tots"*

me. When I say that, I mean exactly that; my life changed because I was involved in the search for Ken. When I found out that Ken was missing it touched me immediately. I came in off of a 3-day trip at around 2:00am. I had a message on my phone saying Ken was missing. I had only flown with Ken a couple of times in my six years at Southwest, but he made a lasting impression on me from the start. I knew I had to help search for him," Crystal says. She woke up the next morning and headed to the search headquarters. News reports had said the search team was in need of supplies, so Crystal purchased water and ice and offered it as a donation from TWU Local 556.

Crystal volunteered to join the search Team and helped search for Ken the rest of that week. "The days were long and dangerously hot. We had to wear long sleeved shirts, long

pants, and use walking sticks because many times we were searching in high brush. Dehydration, insects, snakes, and sunburns were obstacles that we faced during this time, but it was nothing compared to what Ken's loved ones were going through," Crystal says. "Even after our rescue efforts turned to a recovery effort, Ken's family went out of their way to serve and make us comfortable when all we wanted to do was serve them. It was the hope that I saw in their eyes that we would find Ken that kept me and many others coming back each day. This event, as I said, changed my life as I knew it. Seeing the turnout of friends and strangers to help in the search, watching the bravery shown by Ken's family every day, and listening to the stories of a dear son, brother, uncle, and friend changed me. I am sure that Ken would be shocked to learn of the impact that his life and tragic unnecessary death made on others, but I know for a fact that it was Ken's life that forever changed mine." Ken's body was found June 16, 2007, the victim of a hate crime.

By now we are sure you can see how special Crystal is. Her character and willingness to do whatever it takes to help others and do the right thing are what make her such a valuable Union advocate. When asked who her role models are in our Union she quickly says, "Jill van der Werff and Stacy Martin, both of whom I consider to be my mentors. I can not, in good conscious pick one over the other because I FEAR them equally!" Along with Crystal's big heart comes a great sense of humor.

When Crystal is not flying, volunteering, or standing up for the Members of Local 556, she attends college part time pursuing her bachelor's degree in political science. She does save a little time for fun, "I love to exercise, participate in outdoor sports (fishing, rollerblading, mountain biking, skiing), connect with friends, and play with my two miniature dachshunds". Crystal also enjoys spending time with her husband of 5 years Gabe, and her step daughter, Bailee, who is 8.

Crystal has the following advice for her fellow Flight Attendants, "Make every day count. Be involved and make a difference, even if it's in your life alone. Live the life you want to live now and be the person you want to be today. These are lessons I have recently learned, and settling for anything less is a personal injustice." Crystal adds, "I want to thank the Members and Officers of TWU Local 556 for allowing me to serve the Flight Attendants of Southwest Airlines". No Crystal, it is we who should be thanking you. Your compassion and drive to help others is contagious. Thank you for sharing your story with us. We are certain that you will inspire others to "Pay it Forward" as well.

## PHX DOMICILE REPORT

*(Continued from page 11)*

issues in your lives such as births, deaths, or other life events that you would like to share with your fellow "stews", let me know and I will include them in future PHX E-Connections, and with your permission, put them on the PHX page on the TWU Local 556 Website, [www.twu556.org](http://www.twu556.org). My Union email address is [phx-debm@twu556.org](mailto:phx-debm@twu556.org) and Union cell phone is **602-295-0125**.

Finally, while you are on the website, there is a link to the left titled "What's Next?". This link allows you to submit your input on what you would like to see in the next Contract since negotiations are starting this year.

See you fellow Phoenixians and other Stews out on line!

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## SAFETY TEAM REPORT

*(Continued from page 17)*

speaks to both personal choices and behaviors that may diminish your personal safety and security.

**5. The best defense is an offense, and when it comes to personal security this especially rings true.** A would be attacker's greatest weapon is the element of surprise. You can use this same element of surprise by simply having a plan at all times and consistently following that plan. Whether it be escape or counter attack you also have the power and element of surprise on your side as long as you have a plan that includes awareness and options for a given situations. One of these options that will never be available to you unless you make the choice to get trained is the use of tactics that can only be taught in the Crew Member Self Defense Training (CMSDT) classes currently available to all Flight Attendants. Simply stated, every single one of you should take this class if you haven't already. Class locations and dates are available on page 5 of this issue of UNITY and are constantly updated on our website, [www.twu556.org](http://www.twu556.org). Simply click the "Resources" tab.

As a Flight Attendant for some 24 years, I have always had an interest in personal safety and security in the work place. However, my decade of safety and security work for our Union has taught me that the greatest threat to personal safety and security is our own complacency. We can counter complacency by making personal safety and security a full-time responsibility day-in and day-out. Practicing this on the occasional bases only puts a would-be attacker in a position of advantage.





Small ideas can grow  
into something wonderful.

Pay it forward.