

April 2008

UNITY

Begins with YOU!

What's in style
on the *runway*
this spring?

The rage this season is all about

P.O.S.



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

We had trouble nailing down exactly our theme for this quarter's issue of UNITY Magazine. Some of us called it "Spring Cleaning", others called it "New Beginnings". You should have seen all the cover designs we went through before deciding on the final one opposite of this page. Either way, I think both phrases sum up the point we'd like to share. First, we're about to begin Contract Negotiations, and in order to expect the best Contract, we have to make a commitment to continue to be the best Flight Attendants in the industry. This is why we're talking about making a new commitment to an old idea - P.O.S.

Additionally, Thom McDaniel talks in detail in his President's Page about each of us making a personal commitment to safety. I would say most of us are 99% committed to upholding the highest standards of safety, but Thom is challenging us to make a 100% commitment. Call it "Spring Cleaning" or call it a "New Beginning"... either way, it fits.

You all might notice that this issue of UNITY is a little "skinnier" than most. No, UNITY Magazine didn't join Kyle's Losers and Quitters Club (see story on page 21), but the main reason for the smaller-than-usual issue is that we didn't have a POINT/COUNTERPOINT article this time. To be honest with you, I'm running out of ideas and need your help! If you have a hot topic that you would like to see debated in the public forum, please send it to me.

Summer is just around the corner, so whether you choose to start a "New Beginning" or do some "Spring Cleaning", please make a commitment to give that extra 1%.

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 covers were designed by the ever talented MDW Domicile Executive Board Member, Kyle Whiteley. Thank you Kyle for sharing your outstanding talent! (Again!)





President's Page

by Thom McDaniel - TWU Local 556 President

On April 3, 2008, I attended the hearing of the U.S. House of Representatives' Transportation

and Infrastructure Committee with Michael Massoni, Gwen Dunivent, Portia Reddick White, and other Southwest Airlines Employees from other Unions. While no airline Employee ever wants to see their Company placed in the middle of a situation such as this, I am glad to have had the opportunity to be there.

If you have ever watched C-SPAN, you know that these hearings can be as exciting as watching paint dry, but when you have a vested interest in the outcome, it doesn't seem boring at all.

I admit that I was completely captivated and a little disheartened as I listened to the FAA inspectors and "whistleblowers" who had reported the problems. It seems that they were just trying to do a job with no malice to our Company, and were thwarted in their efforts by an FAA Manager who didn't feel the need to follow the rules.

It was even more interesting to hear testimony from the FAA who it appears had established a relationship that was a little too cozy with our airline. One FAA Manager in particular repeatedly ignored reports of missed inspections at Southwest, threatened or retaliated against the whistleblowers, and possibly even gave Southwest a heads up so that they could self-report and avoid a penalty. This particular FAA official is currently doing a desk job at his full salary while the investigation is ongoing. This prompted Congresswoman Eddie Bernice Johnson to ask exactly what someone had to do to get fired at the FAA. The House subcommittee took the FAA to task and there are clearly changes and more accountability coming.

The high point of the day though did belong to our own Herb Kelleher and Gary Kelly. Not only did Herb and Gary fully explain the reasons for the missed inspections, they also took full responsibility for the planes that should not have been flying, explained the new procedures that had been put in place to prevent this kind of mistake from ever happening again, and committed to maintaining and improving the unparalleled safety record of Southwest Airlines. There is something very refresh-

ing about Leaders who not only admit when they make a mistake, but also take accountability and commit to a solution.

As I listened to Herb and Gary testify, I thought about the great deal of pride we take in our safety record. I was very proud to hear Herb and Gary commit to having the safest airline in the world. The problem is they can't do that without a commitment from the bottom up.

In light of the recent occurrences, it is probably pretty safe to say that we can expect more frequent inspections from the FAA. We, as frontline safety professionals, must do our part to not only meet all FAA regulations, but to provide our Customers a safe travel experience. We have to make the same commitment to safety that Herb and Gary did in front of Congress.

We all do *most* of the safety duties that we are supposed to do *most* of the time, but when was the last time you saw someone taking drink orders on taxi, arming their doors early, or the "A" Flight Attendant hanging around in the aft galley to chat during the final walk-through? Sure, revisions are a pain, but if they are not done correctly and completely, that's another violation punishable by a personal fine from the FAA and possible discipline from the Company.

We are lucky to work for a great Company who values Customer Service and On-Time performance. Those two goals have become ingrained in every Employee. We know that our Customers value those goals as well, and our reputation for good Customer Service and On-Time flights keep them coming back. We also know that Customer Service and On Time Performance mean nothing if the Safety of every Customer, Employee, and Aircraft is not our highest priority.

I do hope that this experience will remind all of us at Southwest Airlines how important safety is in our daily jobs. It is wonderful that people love our laid back, fun Employees, and I know that will continue to be our trademark. I also hope that our Customers continue to feel safe on Southwest since safety is always our top priority.

It's time for each of us to make a new commitment to safety. If it's good enough for Herb and Gary, it's good enough for us. Our Customers deserve it.

Calendar of Events:

What's going on in your Union?

Crew Member Self Defense Training Schedule

To enroll in the CMSDT Program, simply select the community college location of your choice from the list below and call or write the designated point of contact. They will provide you with all necessary details and requirements for attendance, and assist you in enrolling in a training date of your choice. Please be sure to check www.tsa.gov often (click "What We Do", then "Crew Member Self Defense"), 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 upcoming classes in 2008.

Atlanta, GA: May 5, 16; June 9, 21; July 14, 26 Contact: Wally Weihe (678) 891-3016; wweihe@gpc.edu Contact: Jackie James (678) 891-3018; jjames@gpc.edu	Denver, CO: May 22 Contact: Michael Carter (303) 340-7211 Michael.Carter@ccaaurora.edu	Philadelphia, PA: June 9 Contact: Nan Smith (610) 359-7355; nsmith@dccc.edu
Charlotte, NC: May 6, 24; June 14, 21 Contact: Mary Ferracci (704) 330-4117; mary.ferracci@cpcc.edu	Houston, TX: May 8, 9; June 19, 20 Contact: Deb Pruitt (281)260-3598; Debra.L.Pruitt@nhmccd.edu	Phoenix, AZ: May 2, 17; June 14, 27; July 11, 26 Contact: James Hornburg (480) 517-8461; james.hornburg@riomail.maricopa.edu
Chicago, IL: May 15, 22, 29; June 12, 19, 26 Contact: Jonna Brodersen (773) 481-8861; jbrodersen@ccc.edu Contact: Chris Wilkerson (773) 481-8842; cwilkerson@ccc.edu	Los Angeles, CA: May 15; June 19 Contact: Brad Young (310) 223-4066; youngbj@lahc.edu Contact: Arlene Bailing (310) 233-4070; bailinal@lahc.edu	San Francisco, CA: May 6, 20; June 3, 17; July 8, 22 Contact: Janel Hadden (415) 550-4428; jhadden@ccsf.edu
Dallas, TX: May 7, 20, 29; June 9, 19, 27; July 1, 17, 30 Contact: Paula Stubblefield (817) 515-7770; Paula.Stubblefield@tccd.edu	New York, NY: May 11, 18; June 21, 22 Contact: Christopher Viteritti (212) 346-8419 cviteritti@bmcc.cuny.edu	Washington, DC: May 6, 12; June 9, 23; July 7, 21 Contact: William Gary (703) 323-2399; wgary@nvcc.edu Contact: Janice Shellington (703) 323-2399; jshellington@nvcc.edu



BALTIMORE

by Lucy White-Lehman, BWI Executive Board Member

THE CONTINUOUS REVOLVING OFFICE DOOR

Well, BWI goes through yet another Base Manager. Jim Melnick has transferred to

OAK, and former OAK and PHX Base Manager Jamie Willard is back at Southwest and will be the new BWI Base Manager effective April 3. Another shocking surprise was the immediate departure of Assistant Base Manager Anna Boardman. Anna was extremely dedicated, fair, and tried to do the right thing for the base. She will be missed. The turnover in BWI is unbelievable. Oh, Supervisor Aquilla Young resigned at the end of last year. Who knows what happened to her.

COMMUTERS BEWARE

In January 2006, SWA began the "5 Minute Early" departure program to help improve on time performance. Well, the problem with this early departure program is that OPS is closing the door earlier than 5 minutes resulting in commuters missing their flights to and from work. Commuting is tough enough, and every minute counts. The difference between 5 and 6 minutes early could mean the difference in making it to work or not. We need to hold OPS and SWA accountable to accurately follow their own procedure and checklist:

1. All Customers accounted for that have had a boarding pass issued.

2. All Standby and Nonrevenue Customers have been cleared that were waiting for the flight and there are no known "runners" coming from the ticket counter.
3. Ramp/Provo has finished loading the A/C.
4. No Customers, freight, mail or baggage are left behind.

If you encounter an OPS Agent attempting to shut the door more than 5 minutes to departure, please remind the OPS Agent that it is not yet five minutes before departure. If the OPS Agent refuses to wait, make sure to fill out an IR to ensure Management knows of the problem. If each one of us helps to ensure the policy is followed as written, we will help out our fellow commuters. Management has promised that in the future OPS will not close the door any earlier than 5 minutes prior to departure; however, nothing has been promised for the commuters.

TRIP TRADING

When you put your trip in TT/GA under pass code, don't use the common codes such as: trade, 1234, the date, turn, etc. Evidently, Flight Attendants are figuring out these pass codes and trading their trips without the original Flight Attendant's knowledge or permission. Please keep the pass codes unique.

As always, call the Union Office if you have any questions or if you need Union Representation at **800-969-7932**. Fly Safe.



CHICAGO

by Kyle Whiteley, MDW Executive Board Member

Finally, it's spring. I just have a couple of items I want to pass along, then I am going to step out on a ledge, and give a bit of a commentary regarding the safety issues that came to light in March.

Yolanda Gabriel has been promoted to

Assistant Base Manager in Houston. Yolanda worked hard for our Flight Attendants in Chicago, and I am glad the Company recognized her work ethic and abilities. Congratulations Yolanda, keep working for the Flight Attendants!

Don't forget that June 1, 2007 was our final cost of living adjustment (COLA) raise that was built in to our current Contract. Until the ratification of our next Contract, the only raises we will receive

will fall on our anniversary date with the Company.

The Gift Allotment of \$230 for purchasing our new uniform items will be taken away June 1. Please utilize this "gift" before it is taken back. (Who gives a gift and takes it back?!?)

Things have been pretty quiet in Chicago lately. As we continue through the spring break rush and in to summer, please take the time necessary to ensure that your UMs are safe, and end up at the correct final destination.

All Chicago Based Flight Attendants are invited to a summer bash at my house, hosted by yours truly. Beers and burgers are on me. The party will be from 3-8pm on Friday May 30. I am pretty sure there is no way this year's party will be on the hottest day of the year. Save the date and I look forward to seeing you there.

On another note, on March 6, 2008, I began receiving calls—from Flight Attendants nervous to be on our planes, from my mother, and even from my next-door neighbor—throughout the day

regarding CNN's investigation into the safety of our aircraft. Everyone wanted further information about the current state of the fleet.

No matter how the investigations play out, a seed of doubt has now been planted in many of our minds. Has this plane received the proper attention? Or did someone make a decision to defer an inspection in order to keep an aircraft in service. These are important and valid questions that deserve truthful answers.

Certainly, in the end, they will say that our fleet is safer than it ever has been in the past; the FAA will make sweeping procedural changes; and Rep. James Oberstar (D-Minnesota) will get his fifteen minutes of fame at the expense of our airline. In my opinion, however, the greatest blow has been dealt to those of us who work on the planes on a daily basis. I have always believed that, no matter how frugal our Company, saving money would never affect our safety, and I loved the fact that Southwest's safety record was beyond reproach.



DALLAS

by Gwen Dunivent, DAL Executive Board Member

Greetings Dallas! We have several more new faces in the Base Management Team that I'd like to intro-

duce you to. Robert Arredondo, hired in 2004, comes to Dallas from Houston where he was an Inflight Supervisor. Randy Hodges, a former American Airlines Flight Attendant, comes from SWA Customer Relations. Gaye Lynn Groff has worked in many departments including Scheduling, Training, and Inflight. Sarah Schulte is still our interim Base Manager as of this writing; however, her 90 days will be up soon, so stay tuned for more changes.

Before I leave the subject, I do want to share with you a conversation that I had with Mike Hafner at our last Executive Board meeting. I expressed to Mike that I had a grave concern that the position of Inflight Base Manager is currently being used as a stepping stone in certain employee's careers. I feel that the morale of our Flight Attendant group would be strengthened and supported by continuity at the top of the Base Leadership, and the

opportunity to build relationships within the Base will only exist when Base Managers come to the position with the intention of staying a while. Unfortunately, Mike indicated that the Management team intends to continue to use the Base Manager position as a "way to grow leaders".

A new class of Flight Attendants will be coming on line at the end of April, and there is a change in their Operating Experience that will impact us here in Dallas. Starting with the April class, the new hires will be doing multi-day pairings for their OE requirement. Many of these pairings will originate in Dallas, so we will be the ones who take these new hires under our wing. I know we will all do everything we can to help them succeed and give them the benefit of our wisdom, advice, and "positively outrageous customer service." There will be a projected total of 325 new Flight Attendants coming on line in 2008, and we will have 498 aircraft in service until December, when we add three more to the fleet.

Previously I reported to you that Thom and I have met with different members of Senior Management regarding the Buddy Pass Program.

A positive result of those meetings is that trips pulled for illegality are now being added back in to your trip total for qualifying. They even went back and looked at every Flight Attendant who failed to qualify in 2007 due to illegality pulls and have contacted each one with an offer to now receive those passes. Chief Financial Officer Laura Wright has provided us with some research that indicates that the Buddy Pass Program is benefiting considerably more Flight Attendants than the previous perfect attendance program. In fact, the average percentage of Flight Attendants who qualified for Buddy Passes in 2007 was 49%, versus a 12% average that qualified for the perfect attendance red passes in 2006. The average number of buddy passes received per Flight Attendant was 7.6 in 2007 versus 1.5 for the red passes in 2006. While we still do not agree on the overall merits of this program, I was gratified that our concerns were heard and acted upon, at least to some extent. Laura

also provided a detailed analysis for the Dallas Base in particular that I would love to share with anyone who is interested in seeing it.

Finally, as we move towards the start of Negotiations, please remember that what you hear out on the line may not be the exact truth, so I encourage each of you to make a renewed commitment to staying informed. Going forward, it will be increasingly important that you read all your Union Publications, attend your Membership meetings, and wear your Union pin. If you hear something that doesn't sound right, it's probably not right!! If you are not on my E-Connection e-mail list and would like to be added, please e-mail me at dal-debm@twu556.org.

As always, I would love to hear from you anytime. The number at my desk is **214-640-4309**. Please support our Brothers and Sisters at TWU Local 555 as they are already at the bargaining table, and when we stand together, we are all stronger.



HOUSTON

by Jill van der Werff, HOU Executive Board Member

Greetings Houston, For the most part, our base has been quiet lately. Our issues with the majority of the

printers in the computer room being inoperative have finally been resolved, and we have a new Assistant Base Manager from Chicago.

As our Contract becomes amendable on June 1st, I'd just like give you all notice that I'll be placing a new Base Survey in your mailboxes soon. I'll be asking for current email addresses so that I can give you the most up to date information about our base and our Union quickly.

As we move closer to Contract Negotiations, I will also be sending emails to keep you informed of any Management actions and how best to deal with those issues. Your email addresses will only be used to communicate necessary Union Business and will not be shared with anyone else without your permission. Our newer Flight Attendants won't have the first-hand knowledge of the Union Busting actions we saw attempted during our last Contract

Negotiations. For those who witnessed these tactics - file reviews, briefing days, inaccurate information, etc. - please share your experiences with others. Knowledge is Power!

The focus in this month's UNITY Magazine is "New Beginnings", and I'd love to go into Negotiations with a direct line of communication with as many of you as possible! Our Company has recently experienced some unheard of challenges, and you deserve to get your information from more than one source so you can make the most informed decisions possible.

I will close with a reminder that we should be receiving a Specials Report on every single leg we work. We are supposed to be getting more information, such as gate connection information soon, and we need to be respectfully helping Operations Agents get used to giving us this report for every flight. Also, if you're interested in being a Mentor to a new hire Flight Attendant, we will be launching a Union sponsored program called "TWU and Me" very soon. Please look for more details coming out soon. Please email me at [hou-debm@twu556.org](mailto:houston-debm@twu556.org) if you would like to be considered.



LAS VEGAS

by Kevin Onstead, LAS Executive Board Member

Spring is a time of renewal and rebirth; a time of new beginnings. The LAS Base continues to grow. With the growth comes additional staff to serve the Flight Attendants based here. Please welcome our three new Supervisors: Judy Scott, Ezra Kendall, and Gary Wolfe. Enjoy the warm weather, because soon the long HOT days of summer in Las Vegas will be here. Although things have been fairly quiet here in LAS, we still have some challenges with our parking situation.

As of February 1, we are all paying \$40/month for the privilege of using the Crew Parking Lot. This is a per person charge rather than a per car charge (every other base has a per car charge). As of March 14, Management is in the process of implementing a procedure that will allow them to charge per car rather than per person. This new procedure should be in place soon.

The other parking issue is the size of the lot. Even with the proposed improvements, we will only get another 100 parking places. This will mean we have a total of about 320 spaces for close to 1,000 Pilots and Flight Attendants. If the lot is full and you have registered with the Airport Parking Office, you can use the economy lot for \$3/day. Make sure

you stop by the Airport Parking Office (it's just beyond and to the right of the Crew Parking Shuttle Stop at the Airport) and register to get the \$3/day rate. For \$40/month we also have the "privilege" of paying an additional \$3/day if the lot is full. This is a completely unacceptable situation. I am continuing to push for a satisfactory resolution to this issue and will not relax until it is resolved.

I have received numerous questions about the possibility of a second liquor drop in the terminal. At this time nothing is planned. Once the connector to the B gates is completed we may get a second liquor drop near the SWA Ticket Counter. On the bright side, think of all the calories you burn walking (or running) all the way to the lounge to drop your money. The current target date for completing the connector is this summer.

As spring blossoms let's begin anew and think of ways we can help each other. If you commute and if you're legal for a jetway trade, wear your uniform and offer your help if there's a commuting Flight Attendant working your flight. Also, offer to help with peanuts when you deadhead on short flights. There are many ways we can make each others' jobs just a little easier. Let's renew our commitment to ourselves to stay informed on the progress of Negotiations and to be involved in the process that will determine our livelihood and working conditions over the next few years.



OAKLAND

by Mark Torrez, OAK Executive Board Member

First things first, I would like to welcome Jim Melnick as our new Base Manager. Jim joins us here in OAK from BWI

where he served as Base Manager for 2 years. Before that he worked in the MCO Inflight Office after joining SWA from American Airlines.

So far, I have had a couple of Fact Finding

Meetings with Jim, and I'm happy to report that he seems to be thorough and fair. I certainly hope that he will bring some continuity and stability to a base that has seen its fair share of changes in Leadership over the last few years.

Now for an update on our employee parking issues at the Port of Oakland. There have been no significant changes to the security of our parking lot. I have seen more trucks driving around the lot, monitoring activity, and carts ticketing vehicles

that don't have a parking sticker affixed to the windshield appropriately. Supposedly there have been improvements to lighting in the parking lot, but I honestly haven't noticed a difference. To Management's credit, they have been working on the issue for the last few months but have been met with much opposition from the Port. When we filed a grievance over this issue, my biggest concern was controlled access to our lot. I guess that is just too much to ask for.

The lounge is also done, and it looks nice. I know I haven't visited the lounge as often as I used to due to its distance from most of our gates, and judging by the amount of mail in your boxes, it appears as if most of you haven't either. I would encourage you to check your box at least every other trip. There are important communications from your Union, Negotiating Team, and SWA in there. You don't want to be caught by an FAA inspector without the latest Bulletin or Revision in your Manual.

Also, just an FYI, we have check-in phones

located outside security in Terminal 2 by the ticket counter, and inside security by gate 24. Several Flight Attendants have recently found that there are some computers that they haven't been able to check in on at the gates. Please keep in mind that the Company is only contractually obligated to have a check in phone in each terminal and computers in the lounge. It's been a great convenience to be able to check in on computers not in use by CSA's in the gate area, but please give yourself enough time to get to a phone. One other note, if you check in on the phone, make sure to check your transaction report for any messages you may have received on CWA. Checking in on the phone clears your CWA messages just as it does when you check in on the computer.

Finally, I would like to thank you all for participating in the Contract survey. Your Negotiating Team needed their marching orders and you responded in kind. Also, who knew OAK wasn't the largest commuter base? Certainly not me! However, we are a close second to BWI.



ORLANDO

by Susan Kern, MCO Executive Board Member

Hey Orlando! Congratulations on being Base of the Year for 2007! That makes my job easier; there has been very lit-

tle discipline so far this year, and that makes me happy!

Suggestion: if you're sitting Reserve, print out the Reserve Report when it becomes available at 5:00 for the next day. I've had several people contact me saying they were used out of order, and unfortunately it is difficult to determine unless we have that report in hand. If you feel you have been used out of order, please call me and we can review the report together. First and foremost though, print the report! Once you've been assigned and your name comes off the list, it's much more difficult.

We have two new Supervisors in MCO: Kenji and Astrid. Kenji has been with SWA since 2005 and most recently was a CSS here in MCO, while you know Astrid from her years in the office. They

both completed training in February, along with Steve Banegas who is the Director of Inflight Training. Steve has been the Director of Training for some time now, but he's the first Leader from HDQ we've had in a LONG time who has actually gone through training.

The Negotiations survey has come and gone - thanks to all who participated. If I didn't see you in the lounge on one of my many visits, I hope someone you know reminded you. I've heard stories of people who run crashpads sending everyone a message, others sending texts to the folks in their contact lists... all these forms of communication are great, and will be very useful in the upcoming Negotiations. The Negotiation Team's visit on March 25 and 26 was great. Our Contract becomes amendable on June 1, and the Team will use the information gathered from the survey and their visits as they meet with Management.

You know how when you log onto CWA it automatically displays your messages? Well, did you know that when you check in using the phone outside Security, CWA thinks you've checked your

screen, and any messages that would have appeared when you logged on will not display? Just a little FYI.

Make sure you utilize your Gift Allotment for the new uniform pieces starting April 1. If you read the fine print of the Uniform packet, you will see it's a use it or lose it allotment. Any monies not spent on new uniform pieces by June 1 will go away.

Therefore, if you order uniform items in April or May, make sure to use the Gift Allotment in the drop down box on the Cintas web page. Don't lose out!

In May, look for a contest sponsored by your Union- it's a good one! Stay safe Orlando, and to all you middle-aged Flight Attendants- watch out for the pretty ones! (In case you've been living in a cave for the last few months, Google "Too pretty to fly!")



PHOENIX

by John DiPippa, PHX Executive Board Member

Hello PHX base and other fellow Union Brothers and Sisters.

Thank You for taking the time to visit me in the lounge on February 14th for the rollout of the Contract Survey. It was nice to meet you, and I thank you for your email addresses - this allows your Union to keep you updated on the status of our Upcoming Negotiations. On a sad note, we recently lost a Member of our Inflight family with the unexpected passing of Donna Cargill. I didn't know Donna very well, but from the few brief interactions with her, I could tell she was very helpful and friendly and will be missed.

Thanks to all of you for attending the PHX Message to the Field. I know as Flight Attendants, some of us worry that we are perceived as "Prima Donnas" and not active in Company events such as this, so it was great to prove any "skeptics" wrong.

A common question your Union has been receiving is "How are contractual raises applied now that June 1, 2007 has passed?" The answer is that all raises after June 1, 2007 will be anniversary raises. So, if you have not reached the current top out pay rate of \$50.50 (Step 13), you will continue to receive a pay increase each year either during the month of your anniversary, or the month after, depending on the day of the month you were hired. You will continue to move up one step on your anniversary until you reach the current top out pay rate or a new Contract is ratified.

Don't forget to periodically check the contents of your personnel file. You can receive a copy of this file from the Company upon request within 5 days. Here is the contractual language for it:

(Article 24:4 Page 95) "A Flight Attendant will be entitled to receive from the Company a copy of her/his entire personnel file upon request within five (5) days". When you receive your file, if you notice anything older than 18 months, you can have the Company make this information unreadable. Here is the Contractual language regarding this: Article 19 Section 3:L Page 74: "Regarding discussion log entries removed from the Flight Attendant's file under Section I. above, the Company will, at the request of the Flight Attendant, obliterate such entries so as to make them unreadable. However, the Company may make copies of such entries to be kept in an archive and such copies may be used or referred to at a Board of Adjustment or Arbitration only to impeach direct testimony to the contrary." When you submit a request for your file, you should also submit a separate request to make the old information unreadable.

Finally, while you visit www.twu556.org, 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.

In closing, I write the E-Connection, and if you or a coworker don't receive it already, 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 issues in your lives such as births, deaths, or anything in between 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, I will put them on the Local 556 Website. My Union email address is phx-debm@twu556.org and my Union cell phone number is 602-295-0125. See you out on line.

P.O.S.

Being a good Union Member and a good Flight Attendant aren't two mutually exclusive ideas

by Thom McDaniel, TWU Local 556 President

I recently had the opportunity to make my talk show debut on the "Dr. Phil Show". When I was originally contacted by the show through Southwest Airlines, I thought they wanted a statement about an incident whereby two "young ladies" had claimed to the media that they were discriminated against because they were "young and pretty". After an interview with the producer, they asked if I would be willing to represent our Flight Attendants in person on the show. After being assured that I would not have to fly 10 hours round trip for what I figured would be 10 minutes on the show, I consented to appear via satellite from Dallas.

I have to admit I had only seen the "Dr. Phil Show" a handful of times when I recorded the show featuring Kyla Ebbert a few months ago. I was a little nervous, but remember being pleased with the way that Dr. Phil seems to try to hold his guests accountable for their actions in contrast to other talk shows that seem to encourage guests to throw loose objects, flash the audience, and chant profanity, so I wasn't too worried. Besides, I would be in Dallas, far out of range of flying chairs.

Southwest Airlines was very helpful in providing background material and IR's from the flights in question. I did know a couple of the Flight Attendants involved, and I read their reports along with other witness' reports. The "young ladies" who claimed they were discriminated against were way out of line using excessive profanity, threatening behavior toward another passenger, and showing very little respect for the Flight Attendants and their fellow passengers. These young ladies claimed that they were "too pretty to fly", but if "pretty is what



Thom McDaniel, via satellite, appearing on the "Dr. Phil Show" on March 14, 2008

pretty does" – they were not too pretty.

The Flight Attendants on the other hand were professional, did their best to diffuse the situation, and finally exercised their final option – notifying the Captain who contacted the proper authorities on the ground.

While it was hard to get a word in edgewise, I defended our Flight Attendants and our Company. As Flight Attendants, our job is to ensure the

safety, security, and comfort of all 137 passengers, not cater to the few who choose not to follow the rules. We carry almost 100 million passengers a year with the highest record for Customer Satisfaction of any major airline. I believe we have earned our reputation by handling most situations appropriately as these Crew Members did.

At the end of the show, it was pretty obvious that those "pretty girls" were looking for their 15 minutes of fame at the expense of the good name of our Flight Attendants and our Company. They didn't get it that day.

During my career as a Flight Attendant and Union Advocate, I have often heard our Members complain that they do not feel supported by the Company when a Customer complains. It seems to be a common belief that all Customer complaints result in a form letter apology and free tickets to anywhere Southwest Airlines flies. That is why on this day, I was very proud to have the backing of Southwest Airlines and the encouragement to support our Employees for doing their jobs and maintaining our reputation as the best Flight Attendants in the Industry.

I believe that 99% of the time our Members do the right thing. As a Southwest Employee, I know



that our reputation is a huge asset for our Company and keeps our Customers coming back. As your Union President and Lead Negotiator, I can also tell you that our reputation

pays off big at the bargaining table.

During our last Negotiations, we were able to negotiate an industry leading Contract, and one main reason for our success is that we have industry leading Flight Attendants. You actually made our job easier at the table, because you continued to do an amazing job providing P.O.S. and going the extra mile for every Customer who came on our plane. Even when our Negotiations were at their most contentious, our Members never took out their frustrations on our Customers, and Herb and Colleen even gratefully commented on your professionalism and Customer service commitment at the table back in 2004.

As we enter into Negotiations again, it's time to step up our efforts to make sure that we continue to stand head and shoulders above the rest of the industry when it comes to safety, Customer service, and professionalism. It takes a 100% effort from all work groups to run Southwest Airlines, and because of the time we spend with Customers, we have a unique opportunity to do our part to make them forget the hassles of air travel by simply making that little extra effort each day.

There are lot of different little ways to make internal and external Customers happy every day and most of your ideas are probably better than mine, so I'll just share a few things that I do myself to help me be a better Flight Attendant when I fly, and a better person in real life that I have learned over the years:

1. Go out of your way to do something extra to help someone on every flight: not only will you feel better, but everyone around will notice.
2. Help your co-workers: whether you are passing out peanuts or pushing a wheelchair, it feels good to help.
3. Remember your life before SWA: things are not perfect here, but as two good friends once reminded me on a bad day, SWA was once my dream job. I needed to be reminded and I thank them for being honest with me. Almost 16 years later, I can honestly say, I have spent my best work days on the "Luv-Jet".
4. Take a look in the mirror: our uniforms may not be the height of fashion, but you can look good in anything that you wear.

5. Sometimes being kind is more important than being right: there is usually a nice way to ask anyone to do anything.
6. Help our New Hire Flight Attendants: remember, they are the key to our future.
7. Have fun every day: it takes a lot of effort to be in a bad mood and it's contagious.

Wow, it sounds like I've been "drinking the Kool-Aid", (not that there's anything wrong with that). I haven't, but I do believe that our best Union Members are actually our best Flight Attendants. Some people have the WRONG impression that being a good Union Member means you are angry and bitter. Nothing could be further from the truth. You can make us look good to our Customers AND at the bargaining table.

When going into Negotiations, we have our work cut out for us. I remember last time, our Strategic Advisor Mark Richard reminded our Company that they had been bragging on us as the best in the industry for many years and their biggest problem now was that we believed it. I also remember Mark respectfully reminding Management that they had something special and unique in our Union – Employees who truly loved and cared about their Company. This is something we still have, and if we all continue to do our best every day at work, we'll continue to have this unique quality.

Our excellent Flight Attendants are our strongest leverage at the bargaining table. It is up to each one of us to reinforce that leverage every day. It's a great time for each one of us to recommit ourselves to being the best Flight Attendants and the best Union Members in the industry. Without my belief in our hard working Members, I would not be able to stand strong for us on "Dr Phil" or at the Negotiating table. Thank you for making my job easier and giving me a reason to proudly fight for our Members each and every day.

Now can anyone get me on "Oprah" for her "My Favorite Things" show? That's what I'm talking about!



Grievance Team Update

On March 18, Denny Sebesta submitted her letter of resignation as Grievance Committee Chairperson. Denny accepted the position in May, 2006 with only a few days of training from her predecessor, but her vast experience as a prior Grievance Team Member and as a Contract Negotiator gave her the skills, knowledge, and confidence to take on this challenging position and improve our already outstanding record of grievance handling. At press time, a new Grievance Committee Chairperson had not yet been named, but we will update you in the next issue of *UNITY* Update. Denny will continue to work full-time for the Union as a Contract Negotiator, so don't worry, Denny's talents will continue to benefit our Local. On behalf of the Executive Board and Local 556 Membership, we thank you Denny for your outstanding service to our Local.



**TRANSPORT WORKERS UNION
OF AMERICA, AFL-CIO
AIR TRANSPORT LOCAL 556**

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Fax (214) 357-9870 • Website www.twu556.org • Hotline (800) 806-7992

March 18, 2008

Thom McDaniel, President
Transport Workers Union, Local 556
7929 Brookriver Drive
Suite 750
Dallas, TX 75247

Dear Thom:

As of today, I am giving notice of my resignation as the Grievance Committee Chairperson for our Local.

The past 22 months have been a great experience and very rewarding at times, but also very exhausting for me. This wasn't a quick decision, but a 2-month process of weighing what is right for my family and me, and I believe it's the right one.

To bring a little perspective to the responsibility of the Grievance Chairperson, I compare it to the fastest Member of a relay racing Team. This means that they are the last runner to receive the baton and then given the charge of crossing the finish line at the end of the race. The outcome of the race rests largely on this Team Members' shoulders. After 22 months as this Committee Chair, it's time for me to pass the baton to another Union Advocate who is ready and willing to step up and continue crossing the finish line each day.

As a Shop Steward and Union Advocate, I will continue to support our Union and the Membership. Also, I will be more than happy to help with the transition and training for whomever the Executive Board appoints to fill the Grievance Committee Chairperson position.

Thom, thank you for your unquestionable support and faith in my ability, and thank you to the Executive Board for giving me the opportunity to serve the Membership in the capacity of Grievance Chairperson.

Lastly, my departure from this Committee is in no way related to my responsibilities on the Negotiating Team. I will continue to be a productive Member on our TWU Local 556 Negotiating Team.

In Unity,

Denny Sebesta

cc: TWU Local 556 Executive Board



Scheduling Committee Update

Tracking the quality of your life

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

I promised more charts this month; however my computer broke about eight weeks ago, and I am still loading data. I will get some charts again for our next issue of *UNITY* in July. Maybe I will add a pie chart (mmmmmmmm.... pie!).

SATELLITE BASE UPDATE

Over the past few months, representatives from your Scheduling Committee and members of Southwest Management have been meeting in an attempt to hammer out a Satellite Base concept. We are very close to completing the design of the program; however, we have yet to select an individual test city.

Both parties agreed upon three cities that have enough commuters and flights to be viable selections. Crew Planning then generated test schedules to investigate what additional cost or negative effects a Satellite Base might have on our existing Domiciles. I have to give some kudos to Crew Planning; they have devoted a good amount of labor and computer resources to run these test scenarios. Our initial testing of these three test cities lead to some surprising results. Unfortunately, two of the three cities did not test well. Both of these cities added additional RIG cost to the schedule, and these days, voluntary additional costs are being kept to a minimum. We have agreed to test

two additional cities to see if these costs are something to expect or just a strange anomaly.

Hub-and-spoke route systems lend themselves to Satellite Base flying easier than our point-to-point system. The problem we are experiencing is getting Crew Members back into their Satellite Base, which may generate additional ground time, as well as aircraft changes. Both can add RIG costs depending on the amount of time we are sitting versus flying.

OTHER SCHEDULING ISSUES

While your Scheduling Committee typically deals strictly with Crew Planning, I have picked up a few tidbits I wanted to pass along when dealing with Crew Scheduling.

1. Don't drunk dial Crew Scheduling.
2. Scheduling records all phone calls they initiate and receive. (See number 1.)
3. If you have an incredibly long day or unscheduled overnight, Crew Scheduling must make your reservation on the first flight that will return you to Domicile, even if you end up with a two-minute overnight.
4. When sitting Reserve, remember that you are being paid whether you are used or not. That could be the reason you are deadheading all over the United States to work

one flight or covering a pairing from a different Base.

5. Crew Scheduling doesn't have a wall with your name on it. Just like we remember Crew Members who are difficult, Crew Schedulers remember difficult callers. (Refer to numbers 1 and 2.)

****WARNING** WEST COAST FLYERS**

While this could affect all West Coast fliers, we are seeing this more out of Las Vegas due to their late night flying.

If you are checking in for a late night flight, pay close attention to the date and check-in time. Here's a modified situation we have seen in the past: your check-in time shows 23:45 Central on April 27. Your flight departs at 00:45 central on April 28. The way our trip sheet and trip bars on CWA are designed, you will only see the day the flight operates. This has caused no-shows, and we are concerned about this problem. We have addressed this issue with Management, so far to no avail. If this happens to you, please contact your Union Office at 1-800-969-7932.

IN THE NEXT ISSUE OF UNITY...

We will discuss why the reduction in four-day pairings influences turns and two-days.



Safety Team Report

The 25th Annual Global Cabin Safety Symposium

**by Gwen Dunivent, DAL Executive Board Member
and Safety Team Member**

The 25th Annual Global Cabin Safety Symposium, sponsored by the Southern California Safety Institute, was held in Montreal, Canada February 11-14, 2008. Attending the Symposium were Michael Massoni, Stacy K. Martin, and myself, representing the Safety Team at TWU Local 556. The Symposium focused on all aspects of aircraft cabin safety, and the word "Global" in the title should be taken very literally. This year, airline and safety experts from twenty-five countries all over the world participated. From Trinidad to Turkey, and from Switzerland to Singapore, safety professionals traveled to Montreal to attend training workshops, explore vendors' exhibits, and share best practices in everything from first aid to aircraft evacuations. The combination of Crew Members, airline executives, safety instructors, regulatory specialists, and aircraft manufacturers from all over the world coming together to discuss ways to improve commercial

aircraft safety created a unique learning environment, rich with a free-flowing exchange of ideas.

The first day included a discussion of why the FAA does not require Child Restraint Systems, and an interesting demonstration by a company who has invented an alarm that can be installed on an aircraft door to warn Crew Members audibly when the slide is armed. We also had a detailed presentation from Darren Gaines of the Air Traffic Controllers Union, NATC, on what the Air Traffic Controllers had to do to get all the planes in the sky to the ground on 9-11. That afternoon we partici-

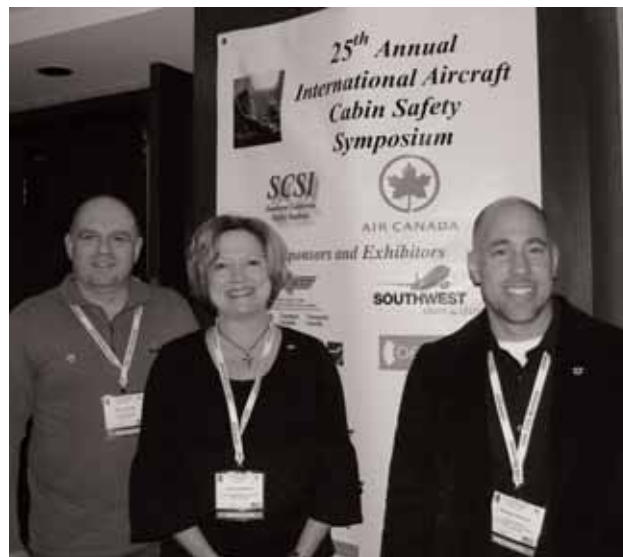
pated in two very physical workshops. The first examined best practices when restraining and controlling violent passengers, and the second involved extreme self defense techniques. We were actually a little sore the next day from demonstrating our excellent new moves.

The second day brought a discussion of the risks associated with turbulence hosted by a Singapore Airlines Captain. Then we had a truly fascinating presentation by the Director of Air Safety,

Health, and Security for the Association of Flight Attendants (AFA-CWA) on cabin air quality which was followed by a Cabin Heat Study presented by the National Health Chair for AFA-CWA. Some of the Flight Attendants that are represented by the AFA-CWA have to work on small aircraft without ground power units, and the Union provided them with thermometers to measure the heat in the cabin on boarding and de-planing down in the tropics. The Flight

Attendants in that study regularly recorded temperatures of 98-plus degrees Fahrenheit in these aircraft cabins on the ground. As a result of the AFA-CWA cabin temperature study, some changes have been made to make the air temperature more tolerable for passengers and Crew. Workshops that afternoon included Bloodborne Pathogens training and Crew Resource Management.

The next day kicked off with a discussion of cosmic radiation exposure for Flight Crew Members. While this issue is more critical for Crew



L to R: Stacy Martin, Gwen Dunivent, and Michael Massoni

Members on International routes, it was still interesting information, and can impact domestic Crew Members as well. We also heard a presentation about profiling by Air Crew Members, which included a video about the shoe bomber. Hearing about how those Flight Attendants identified the bomber's suspicious behavior and continued to attempt to engage him in conversation was very insightful. They stayed in constant communication with each other as they assessed the threat and worked together to diffuse the situation. Regardless of the subject of each lecture or workshop, the recurring theme was Crew communication. In every situation, and on every flight, the safety of the passengers and Crew is always enhanced by good communication and Crew coordination.

Perhaps the most exciting part of the Symposium came on the last day when a representative from Airbus shared the process involved in certifying the A-380. The largest aircraft in commercial aviation, the A-380 can carry up to 853 passengers, and had to be evacuated in 90 seconds or less to achieve certification. Airbus recruited 40 Flight Attendants who trained for 10 days, and no one knew who would crew the evacuation exercise until the morning it occurred. Airbus filled every seat on the giant aircraft, and the Flight Attendants actually got every one out in about 70 seconds.

They placed video cameras at each exit prior to the exercise, and we watched the riveting footage as the Crew commanded the evacuation. One entire side of the aircraft's exits were blocked, and of course, the Crew had no idea which exits would be blocked until the exercise began. Although the Flight Attendants were from Lufthansa Airlines and were shouting their commands in German, the urgency in their voices and their body language were excellent examples of how it should be done. Airbus demonstrated through their training methods how to take evacuation procedures to the next level by employing the art and instructing the importance of maintaining focused, assertive control of the passengers during an evacuation.

The Global Cabin Safety Symposium was, as usual, extremely educational and informative. We came home once again with the knowledge that issues of Cabin Safety cross all cultural and geographical boundaries. Know that your Local 556 Safety Team will never stop trying to promote a culture of Safety at Southwest Airlines, and we will continue to learn and bring forward any information that we feel moves us closer to that goal.

"Pay Fair"

What are your options when somebody doesn't pay?

by Jean Chandler Brooks
Professional Standards Chair,
Eastern Division

Professional Standards is a peer based Committee that assists Flight Attendants with work related issues or conflicts. Confidential phone calls are directed to a Committee member, who will assist in mediating an amicable solution. The Committee operates within the confines of FAR's, safety, and commitment to duty as defined by the Flight Attendant Manual. The Committee members listen, and seek to help provide solutions without Management or Union involvement. The Professional Standards Committee is fully supported by SWA and TWU. Our primary emphasis is "before you write up another employee, try talking it out first."

One service Professional Standards does not attempt to do is collect unpaid monies for trips. However, a number of our calls continue to revolve around this issue. Professional Standards is not a collection agency. When you submit a trip for giveaway and put money in the comment box, and it is accepted, you have entered into a contract. This is reflected on each of the transaction reports of both Flight Attendants.

It is then the responsibility of the Flight Attendant who gave the trip away to settle up. Phone calls and/or written contact should be the next order of collection. After a reasonable amount of time has passed, and if the money has not been collected, your last resort is small claims court. Each state, county, and city may have their own format, but a quick search on the internet should spell out the correct procedure. This is not the preferred choice, but a necessary avenue if a resolution cannot be reached. If you place money on a trip, please honor your commitment in a timely fashion. This is not only showing respect for your fellow workers, it is your legal obligation.



Treasurer's Update

Keeping the books in order

by Jerry Lindemann, TWU Local 556 Treasurer

DUES DATABASE UPDATE

I have been speaking for a long time (at least to me!) about the new Dues Database that will allow you to research any back Union Dues that are owed and pay them online. I want to give you a short update this time around without boring you to tears with details. We are still on target with the database/website despite the technical difficulties we are experiencing with implementing it. The file we receive each month from Southwest Airlines detailing the automatic deductions for Union Dues and the Negotiations Assessment Fee does not distinguish between the two deductions.

To make a long story short, we are taking the time to ensure we account for each dollar correctly, so it is taking a bit longer than we expected to finalize the database. The good news is we have obtained the information we need to "get-r-done" and are progressing nicely. I am hopeful now for a late spring/early summer roll out of the website to be accessible to you.

COLONIAL INSURANCE

Here's a quick update about Colonial Insurance, the short term disability insurance your Union negotiated for you. Please mark your calendar for April 14 through May 16 for the Open Enrollment for the products

Colonial has to offer. Open Enrollment is offered annually for a limited time period to allow for New Hire Flight Attendants and those who may have missed the previous enrollment periods to be covered under the "Guarantee Issue" policy. That means no medical history or exam is needed and you are guaranteed coverage.

This insurance EXCLUDES pre-existing conditions for one year after coverage is obtained. If you plan on becoming pregnant later this summer, get the plan now as it will not cover you if you are pregnant at the time you enroll.

HOW ARE OUR DUES CALCULATED?

I would like to answer a question I got from a Member about a month ago. This person wanted to know why we don't pay our dues based on our individual pay rate. He figured that would give the Junior people some slack by not having to pay as much and put more of the financial burden on the Flight Attendants who are "topped out".

The answer lies in the TWU Constitution, a copy of which you may obtain on any Red Rack at any base or, just give us a call and I will gladly mail one out to you! Article 17, Section 1 (page 53) outlines that dues will be based on two times the hourly rate of pay. If this was the formula that our Local used, everyone would be paying two times their trip rate, or in other words, for topped out folks, a little over \$100.00 per month! The Mem-

bers at the other end of the pay scale would pay less than that amount, but still more than we currently pay. Keep reading, though for the explanation of why we only pay what we do.

Go back to your Constitution... the top of the next page, or the 4th paragraph in that section, allows the International Executive Committee to substitute for the individual hourly rate of each Member the average or weighted average of all the Members in a Local Union. Since we don't work a normal 40-hour week, the 2 times the hourly rate formula wasn't a fair amount for our Members, so luckily, the Constitution allows for alternatives for Locals whose Members aren't paid in a traditional sense.

I'M HOPING TO BE A LOSER

For those who have not yet joined Kyle's "losers and quitters" club, let me encourage you to do so. Not to be too personal, but I have managed to pack on a few extra pounds since coming into the office last June. More accurately, it is body fat I would like to trim down. Currently, my BMI (Body Mass Index) hovers right at 29% fat. That puts me in the "overweight" column, believe it or not, though not by much.

My goal before my term as Treasurer is over is to trim that down to less than 25%. I don't like knowing I am "overweight" on anyone's scale but the first part in getting better is to know where you stand. So, that is

(Continued on page 23)



Capitol Hill Update

How the TWU International Department of Legislative and Political Affairs Assists Locals

by Portia Reddick White, TWU Legislative Representative

In my series on the legislative and political process, much time has been given to how the process works and how we fit in.

Broadly, the Department of Legislative and Political Affairs (DLPA) creates the pressure to pass worker-friendly legislation and kill anti-Union attacks. It also helps elect those who are friends of these measures and defeat those who aren't. The department handles the Union's lobbying efforts on Capitol Hill. It is also responsible for the Grassroots Power Program, which helps Locals mobilize Member activity.

Typical requests that are made by Locals to the DLPA include:

- Lobby specific issues facing a Local or the industry
- Help a Local establish a specific designated campaign
- Aid local, state and federal worker-friendly legislators
- Educate TWU Members regarding the legislative or political process and/or issues
- Secure direct involvement of Senate or House member(s) on specific TWU or Local issue

Requests are fulfilled by the staff of the DLPA performing the necessary calls, visits, letters, research and/or other communication necessary in order to fulfill the request.

Specific issues are resolved by bringing them forward to the proper authorities, whether that means coordinating an effort with the Transportation Trades Department of the AFL-CIO, visiting a Congressional Member, or writing a letter to a federal department or someone else in a position of authority.

Requests to help fight a specific designated campaign may mean helping the Local decide on a campaign that will resolve an issue to their benefit. With legislative staff input, a campaign is creat-

ed and generated that helps the Local initiate a grassroots campaign for the change. Some of you may remember our last Contract Negotiations and how the TWU legislative staff assisted with getting Members of Congress to sign on to a Congressional letter written by Congressman Bob Brady of Pennsylvania. This letter was a request to get Southwest Management to come back to the table and negotiate fairly with the Flight Attendant group.

The DLPA also handles requests to aid worker-friendly legislators by working with their campaigns, attending gatherings, or giving them C.O.P.E. (Committee on Political Education) dollars collected from TWU Members. All of these requests are processed in the DLPA, and with the approval of the International President, are granted.

Annually, except the year of the International Convention, the DLPA presents the C.O.P.E./Legislative Conference. Along with presenting Congressional speakers, the conference helps educate and train Local activists as they lobby their specific interests on Capitol Hill. The department also provides tools and information to activists with its biannual Grassroots Power Training Program. The newest addition regarding training that the department is involved in is the TWU DLPA Internship Program. For information on this specific program, call the DLPA office in DC or contact your Local president.

TWU supported "State Conferences", comprised of representatives from Locals in a general area (e.g. California, Texas, Florida), are concerned with the needs of Locals in the general area and lobby their State Representatives. The DLPA aids the State Conferences by providing information and training to the Local activists.

Finally requests for direct involvement of Senate or House member(s) on specific TWU or Local issues are handled on a case-by-case basis. Sometimes better alternatives are provided that will fulfill the requested support.

(Continued on page 23)

for fly your information



by Kathy Anderson
TWU Local 556 Grievance Team

fyi: You can be random drug or alcohol tested at outstations and at Domiciles other than your own. If you refuse the test, you are subject to termination.

fyi: If you pick up a trip during your vacation and then call in sick for that trip, you will not be paid for that trip.

fyi: Order of assignment on Reserve only applies to the period of time prior to assignment. Once you have an assignment, there is no order of assignment until you are inbound.

fyi: If you pick up a day(s) of Reserve that include the last day of the month, be sure to look at the obligation of the Flight Attendant who is giving it away. In other words, if that Flight Attendant would have been good for a multi-day pairing, you will be responsible for the same type of pairing.

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

fyi: If your crew is scheduled as Must Ride Deadheads, two passenger seats and the 4th jumpseat will be blocked off for you.

fyi: It is a good idea to obtain a zero balance receipt when checking out of your hotel after an RON. It is not uncommon for the hotel to mistakenly charge something to your room. The hotel will bill Southwest for payment and unless you have that zero balance receipt, you could end up paying the charge and receiving a Class IV #13 Work and Conduct violation. A good rule of thumb is to keep the zero balance receipts for one year.

fyi: On RONs be sure to double check the van times because the sign in sheets are not always correct.

fyi: Contractual duty day is calculated check-in to block-in on an RON and check-in to block-in plus 30 in to your home Domicile. Remember the computer adds 30 minutes to your duty day on RONs. This is for FAR purposes.

fyi: If you are flying for VJA and encounter cancellations, you will be compensated VJA for such cancellations.

fyi: Online bidding for Charters will begin April 1, 2008 and Charter bid cards will no longer be accepted. For additional information refer to the Read Before Fly (RBF) dated March 13, 2008.

Payroll Clarification

How your Union leaders are paid when they fly

by Thom McDaniel

Some questions have recently come up concerning Flight Attendants who work full-time in the Union Office who pick up and fly pairings during time while not working for the Union. While most agree that it is beneficial to our Membership for full time Officers and Staff to also remain in touch by working as Flight Attendants on the aircraft, there should be no questions that our Members are getting what they pay for from our Union Leaders on the job. We spent some time talking about this issue at a recent Union Meeting, and I promised to clarify the rules for this.

First of all, no Member of TWU Local 556 can be paid by the Union and the Company at the same time. This would be considered "double dipping" and would be illegal under Federal Labor Law.

Members who are pulled full-time to work in the Union Office are responsible to and are paid by the Union during their work hours. A few years ago, a Membership motion was approved to define a full-time Union pull as a Flight Attendant who works at least 40 hours a week for a minimum of consecutive weeks.

Members pulled full-time may pick up and fly pairings on their time off which can include weekends, after their scheduled office hours, or on vacation days. This includes pairings picked up from other Flight Attendants, from Open Time, and pairings for VJA. For flying these picked up pairings, they are paid over and above their full-time Union pay by Southwest Airlines, not by the Union.

Since Officers are required by our Local's Bylaws to fly at least one multi-day pairing per quarter, they may also pick up on regularly scheduled work days (duties permitting) to fly their required pairing. In this case, pay for Union work on the affected days is subtracted from their full time pay from the Union, and they are paid what they actually fly by Southwest Airlines.

Please keep in mind that by simply looking at someone's CWA screen, it may appear that some-

Kyle's Losers and Quitters Update

by Kyle Whiteley, MDW Executive Board Member

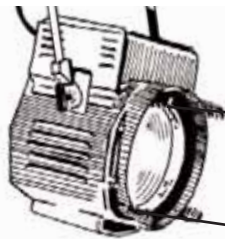
Kyle's Losers and Quitters are still losing and/or quitting. I am happy to report that during the first quarter of this year our group has lost a total of 66.5 pounds of those that reported. I'm also happy to report that all of the people that wanted to quit smoking have hung in there. Below is a listing of those that were comfortable having their names, weight loss goals, and progress published. Our little group of 16 people would love to have you join. If you are a loser and/or a quitter (you want to lose weight and/or quit smoking), and would like to join, drop me an email at mdw-debm@twu556.org. Congratulations to all the Losers and Quitters!

<u>Name</u>	<u>Goal (lbs)</u>	<u>Loss so far</u>
Susan Delapp	25	10
Karla Kozak	10	3
Amy Larson	30	9
Allyson Parker-Lauck	35	9
Jackie Metzger	10	5
Kyle Whiteley	30	9

one is flying on a regularly scheduled work day, but if that is so, it must be after their scheduled office hours or on a vacation day.

Finally, it should be noted that anyone who does Union work, whether full-time or not, must submit monthly time sheets to ensure that they are doing the work they actually paid for. These are examined during the payroll process to ensure that no one is being paid for work not performed.

I hope this information is helpful. If you believe that someone is being paid for work that they are not performing, please contact TWU Local 556 Treasurer Jerry Lindemann or me at **800-969-7932**. The buck literally stops with us on payroll issues and we work very hard to ensure that our Members are getting their money's worth from every Union Leader on our payroll.



"SPOTLIGHT" ON

Donna Keith

MDW Flight Attendant #29702

The movie "Norma Rae" is a story of a textile worker who went through many hardships attempting to help bring a Union to her factory. Most everyone has seen the famous image of Sally Field standing on the table in the middle of the factory holding up her hand-made sign that simply said "UNION". This quarter, we are "Spotlighting" our own "Norma Rae", MDW Flight Attendant Donna Keith, who also has a rich history in fighting to organize workers.

Before coming to Southwest Airlines, Donna worked for a food manufacturing company in Wisconsin. She knew the importance of Union representation and helped begin an organizing effort for the workers there. "We attempted to organize and bring in the UFCW when I was employed there," Donna says. "There was a group of us that worked diligently to very quietly and secretly get enough authorization cards signed by the employees so that we could take it to a vote". The company had excellent Union busting skills, "Supervisors, managers, and lead people would follow the organizers around the facility, timing all of our breaks with stop watches. When that proved ineffective, they would try to approach us when we were alone or attempt to get us to come in to the office alone when there were at least two management personnel present". Donna continues, "Before the vote, the manager would shut down the

entire facility about every other week, stop production completely, and have all the employees come into the lunch room for mandatory meetings. These meetings would consist of several anti-Union presentations ranging from how much money each person would be 'wasting' in Union dues as well as problems they claimed the Union caused for other Memberships they represented. They also frequently told the employees that if the Union were voted in, the company would shut the facility down entirely and let all of the employees go".

Unfortunately, the Union was voted out by a close margin. Donna tells us that work days were extended, schedules were made intolerable, pay was cut, and employees had no recourse. Donna says, "These were all things we were working to rectify by organizing, but unfortunately, we did not get the chance. Management was very good at the Union busting".

The good news is that Donna came to Southwest in 1995, and of course she was thrilled to be represented by a Union. About 5 years ago, she decided to become more involved and became one of our Local's Shop Stewards.

Recently, Donna joined our Local's Committee on Political Education (C.O.P.E.) after reading about C.O.P.E. in Union publications. Her interest in C.O.P.E. came from her personal understanding that the things we gain



at the bargaining table can be lost with the stroke of a legislator's pen, so it is vitally important that we stay in touch with our political leaders and let them know the issues important to our careers. Donna says, "TWU is actively fighting to pass the FMLA Act (H.R. 2744 and S. 2059) for Flight Crews". As most of us know, it is much more difficult for Flight Crews to qualify for FMLA than it is for people with more traditional jobs. The good news is that just before press time we learned that the bill will likely pass in the U.S. House of Representatives largely due to TWU International and TWU Local 556 lobbying efforts. The next step will be to focus our efforts on passing the bill in the U.S. Senate.

Another important issue to Donna is the Employee Free Choice Act (H.R. 800, S. 1041). This Act creates stiffer penalties for companies that intimidate employees to keep them from forming a Union, improves the
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TREASURER'S UPDATE

(Continued from page 18)

where I stand as of last week.

I will confess I am on a physician's assisted weight loss program that includes diet and exercise. For those who don't know, I commute to Dallas from San Antonio every day and finding time to exercise is going to be very difficult. I have committed, though, to get up an extra half hour earlier and walk around the block for at least 15 minutes a day. I will let you know how things are going. Currently I am 5' 9" and weigh 178 pounds. I enjoy sunsets, long walks on the beach with that special lady, moonlit nights, fine wine, traveling... (oops, wrong article!!).

IN CLOSING

If you have any other questions or comments, please call or email me. My direct line in the Union Office is **214-640-4304** (or you can always call the 800 number - **800-969-7932**), and my email address is **treasurer@twu556.org**. I remember when I first came into the office, I heard Thom McDaniel say "the best part of being a Union Officer is getting to fly a trip every quarter". That is now part of my mantra - I truly look forward to flying those trips quarterly and seeing you out on line! Until then, be United and fly Safe!

CAPITOL HILL UPDATE

(Continued from page 19)

The DLPA supports you and all the Locals of the TWU. Information is gathered, shared, and acted upon with the goal of supporting all TWU Members in the legislative and political process.

For more information on the department please call the TWU DLPA office at (202)638-6154.

"SPOTLIGHT" ON DONNA KEITH

(Continued from page 22)

collective bargaining process, and requires a company to recognize a Union if a majority of the employees sign authorization cards. Had this act been in existence at Donna's previous job, the outcome of her hard-fought organizing effort would have likely been very different.

We promised you an inspiring story along the lines of the movie "Norma Rae", and did Donna ever deliver. On behalf of the Members of TWU Local 556, we thank Donna for continuing to fight for workers everywhere.

FINAL REMINDER

Colonial Life Enrollment

Once again offering benefits
that truly count

We're pleased to once again be offering a selection of voluntary insurance benefits from Colonial Life. These plans are being offered through payroll deduction at the Member's expense. Choose from:

Disability Insurance - replaces a portion of your income if you become totally disabled because of a covered accident or covered sickness. New employees must enroll within 31 days to be eligible for Guaranteed Issue.

Accident Insurance - helps offset unexpected expenses resulting from a covered accident, such as emergency room fees, deductibles and co-payments.

Cancer Insurance - helps offset the out-of-pocket medical and indirect non-medical expenses related to cancer diagnosis and treatment. This plan also provides a benefit for specified cancer screening/wellness tests.

Benefits are paid directly to you, unless you specify otherwise, and with most plans you can continue coverage with no increase in premium when you retire or change jobs.

Open enrollment runs through May 16, 2008. Look for posters in the flight lounges that list more specific meeting dates and times. We hope that you will meet with your Colonial Life benefits representative and find out how these valuable plans can help protect you and your family from the unexpected.

Coverage is subject to policy exclusions and limitations that may affect benefits payable. Coverage may not be available in all states and may vary by state.

Colonial Life products are underwritten by:

Colonial Life & Accident Insurance Company
1200 Colonial Life Boulevard
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www.coloniallife.com

Wear it to Win it!

Wear this



Get this



WIN THIS!

A PAID WEEK OFF!

Your Domicile Executive Board Member will fly your trip, and you will receive the pay (without per diem)! Take the week off or pick-up another trip; it's your choice when you...

WEAR IT TO WIN IT!

May 1, 2008 through May 31, 2008

FINE PRINT

1. Receive a raffle ticket from your Domicile Executive Board Member or designated Shop Stewards just for wearing your Union pin. Alternatively, entries may be submitted electronically by emailing a headshot of you clearly wearing your Union pin on your Southwest Airlines uniform. Electronic submissions must include your employee number. Submit electronic entries to contest@twu556.org. Pictures become the property of TWU and TWU Local 556.
2. You must provide your employee number and your email address for entry to be valid. Email address **cannot** be a wnco.com email address.
3. Drawing will be held June 10, 2008, and winners will be notified by email. Winners must respond within 20 days of drawing.
4. Elected or appointed Union representatives are not eligible to participate or win.
5. All decisions are final, and are at the sole discretion of TWU Local 556.
6. Other rules, conditions, and requirements apply; please see www.twu556.org for a complete list of rules.