

**TWU556 MEMBERSHIP SURVEY
THROUGH 11-7**



**THOM ON AIRTRAN
SENIORITY INTEGRATION**



unity

THE MAGAZINE OF TWU LOCAL 556

**TENTATIVE
AGREEMENT
SPECIAL
REPORT!**

**TENTATIVE AGREEMENT REACHED
737-800 MAKES
APPROACH TO SWA
READ THE AGREEMENT IN FULL AND CAST YOUR BALLOT**

THE FAA REAUTHORIZATION BILL, OSHA, & YOU

Volume 3, Number 2
FALL 2010

We Got Your Back

Chicago-based Flight Attendant Dave Rossa and I have very different political beliefs. In many ways, we agree to disagree, yet we are both respectful enough to listen to what the other has to say about a given topic. It is through this respect that I am able to tolerate his closed mind, and that he can stand my freakish liberal ways. We're still great coworkers, and without a doubt, we got each other's back.



Dave Rossa

Like clockwork, during every election cycle, differences in opinions over various issues being discussed inevitably have one or two of our Members becoming very vocal against our Union. These people will typically spread false rumors that the Union is spending your dues money to support this or that candidate.

We have said it before, and I will say it again, we do not do this. It is against the law for us to make campaign contributions from our dues money to any candidate or to use dues money to coordinate with any candidate's campaign.

That being said, the Transport Workers Union of America has and uses voluntary donations made to the Committee on Political Education (COPE) to support candidates who have a record on voting for labor friendly legislation. That doesn't mean Democrats, Republicans, or independents. It simply means a candidate that supports labor friendly legislation. Any candidate that has a history of voting for labor is eligible to receive contributions from this fund. It is also used to lobby candidates on your behalf regarding labor issues.

Like it or not, the Union is in the business of watching your back when it comes to your work. In our heavily

regulated industry, gains in our Contract can be eliminated with a simple pen stroke, and it would be a disservice if we did not challenge or attempt to defeat legislation that would harm you.

In this issue of *Unity*, **Gwen Dunivent** talks about the FAA Reauthorization bill, legislation that we hope every Flight Attendant will support, and urge each of our elected representatives to support as well. I urge you to take a look at her article, and to get involved. Get your elected representative to watch your back when you are at work.

The most pressing concern for our workgroup, however, is the Tentative Agreement (TA) between your Union and the Company regarding the acquisition of new aircraft models. We have extensively covered the TA in this issue of *Unity*, so that you'll be as informed as possible when you cast your ballot.

Also, this year's Membership Survey is happening now, and TWU Local 556 wants to hear from each and every one of you. To participate, please visit twu556.org. It only takes a few minutes to answer all the questions, and gives your Union valuable feedback.

Finally, your Union is even more accessible with the launch of our mobile Web site m.twu556.org. To help you get started, look for the scannable barcodes (you'll need a barcode scanning app for your mobile device capable of scanning QR barcodes) scattered throughout this issue that will take you directly to our mobile content when scanned.

This is the final *Unity* of 2010, so I hope that everyone has a wonderful autumn, and a happy and safe holiday season! See you in January!



unity
THE MAGAZINE OF TWU LOCAL 556

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

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

Articles submitted to *Unity* will not be considered for publication if they exceed 500 words, are 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 inclusion 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 only.

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

Submit all comments and letters to communications@twu556.org.

Connect with us on **Facebook**, or follow us on **Twitter** (@twu556).

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We received so many great responses to last quarter's *Unity* that we're devoting an entire page to them.

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THE 737-800 TENTATIVE AGREEMENT

We answer your questions about the tentative agreement between TWU Local 556 and Southwest Airlines regarding the purchase of the 737-800s.

12 A JOURNEY OF A THOUSAND MILES...

Cuyler Thompson has gotten very good at making mistakes during his travels, but that's a good thing, he says.

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Gwen Dunivent explains why the FAA Reauthorization Bill is such an important piece of legislation for TWU Local 556 Members.



Phoenix-based mom and daughter flying team **Joyce Row** and **Jamie Digiovanni**;
On the cover: Chicago Flight Attendant **Roderick Hurd**

AirTran Acquisition

TWU Local 556 President
Thom McDaniel discusses the future of Southwest Airlines.

It seems that at Southwest Airlines lately, the only thing we can count on is change, change, and more change!

The acquisition of AirTran Airways by Southwest Airlines presents tremendous opportunities for our Company, while presenting tremendous challenges for our Unions and all employees from both airlines. These are challenges that we will meet, and they will ultimately make us a better Company.

This move will fill many important holes in the Southwest map, and offers our Company the opportunity to expand into markets that would have otherwise taken us years to enter, including Mexico and the Caribbean. AirTran is a profitable carrier, and our highly-respected economist, **Dan Akins**, has indicated that the purchase of the airline could allow Southwest Airlines to meet our profitability goals, and allow our workgroup to receive the maximum profitability-based raises.

The purchase of AirTran will also create tremendous opportunities for their employees as well—including the approximately 2,200 Flight Attendants, the vast majority of whom are based in Atlanta, Georgia. And while Southwest has not definitely committed, they have indicated that there would likely be the need for a new domicile, and Atlanta, with 32 gates, would easily meet the requirements for a crew base.

When the acquisition is complete, AirTran Flight Attendants will become TWU Local 556 Members, and our Union will grow by more than twenty percent. Our new Members will enjoy the best work rules, compensation, flexibility, vacation, sick leave, benefits, and 401(k) match in the airline industry, as well as growth opportunities far beyond what would have been possible at AirTran.

Of course, the big question is how we will integrate our seniority lists, and I have heard from many of you regarding this. I'm always glad to listen to everyone's ideas; however,

we must avoid “negotiating” on this issue in the public eye. This is an internal event, and any public discussions could be taken out-of-context and used against us in the event that arbitration becomes necessary to reach an agreement. Rest assured that I will not harm our Flight Attendants or risk the opportunity for a successful integration by discussing it publicly.

Both our Contract and the McCaskill-Bond Seniority Integration law require a “fair and equitable” integration. Unfortunately, “fair and equitable” is not defined, but our Contract requires that if the parties cannot reach an agreement within six months, the matter will be referred to a neutral arbitrator.

The big question is how we will integrate our seniority lists.

I have had discussions with the AirTran AFA-MEC President Alison Head and with Southwest Airlines Management. We all share the same understanding and goal of integrating both workgroups in a fair and equitable manner as mandated by law, but also in a way that preserves our culture, strengthens our Union, and builds our Company. We will be working side-by-side, and we owe it to our Customers (and our own future) to do so successfully.

Despite all these changes, one thing has remained constant: we remain the industry leaders in every aspect through our solidarity and commitment to a stronger and better TWU Local 556 and Southwest Airlines, and that will *never* change.



THOM MCDANIEL

is a Houston Flight Attendant, and TWU Local 556 President. He can be contacted at president@twu556.org or 214-640-4301.



YOUR LETTERS

ZEN & THE ART OF SOUTHWEST AIRLINES

Thank you for including “Zen and the Art of Being a Flight Attendant” in the Summer 2010 issue. Very well done! I’m a big fan of positive thoughts!

Ondrej Zouhar

I wanted to tell you how much I enjoyed reading your article with the Zen master sayings. I think we can all learn something from that article.

Colleen C. Barrett
President Emeritus
Southwest Airlines

ALL THE WORLD’S A STAGE

Cuyler’s article, “Why I Travel,” has finally pushed me to get off my butt, use my benefits, and get out and see the world! Reading about his adventures was very inspiring, and I’ll let you know how my first trip goes!

Andrea

My wife and I have always counseled our boys that *money spent on travel is money spent on your education*. Thank you for writing such a thoughtful article. I’m glad I took the fifteen minutes to read it.

Kevin Ekberg
Manager, Certification &
Compliance, Aircraft Ops.
Southwest Airlines

GET REAL

I just finished reading “Flight Attendants and Fatigue” in the Summer 2010 issue of *Unity*. This article really made me angry. I felt that it condescending and unrealistic to what we do as flight attendants.

I am not asking crew planning to change the pairings for our bases so we are better suited for our time zone, but maybe other tips should have been

provided that are much more realistic, such as:

Eat a light dinner if bedtime is on the horizon. *Sleep can be disrupted by digestion and can lead to a restless night of sleep. Keep it light and focus on a hearty breakfast the next morning.*

Keep alcohol to a minimum. *Alcohol may interfere with REM sleep, which could cause fatigue in the morning even with eight hours of sleep.*

If time permits, exercise or get some fresh air, *which is good for clearing the mind, and may help you fall into a natural sleep at the end of the day.*

Maybe you can share these other tips with other Flight Attendants who are dealing with fatigue.

Ellyn B.
Oakland

Unity responds: *Thanks for your feedback and suggestions, Ellyn. The tips we published in “Flight Attendants and Fatigue” are recommendations from the Civil Aerospace Medical Institute (CAMI) to help combat Flight Attendant fatigue, which, as you know is a very real and very serious safety concern. However, not every recommendation will be right for every Flight Attendant, and each of us must individually evaluate our own needs in order to prevent on-the-job fatigue, and to take appropriate action to mitigate—not necessarily “cure”—fatigue as Flight Attendants.*

CORRECTION

In our article, “Zen and the Art of Being a Flight Attendant,” we incorrectly stated that Zen master Eihei Dogen lived during the twelfth century. In fact, Dogen lived in the thirteenth century. We apologize for the historical error.

It’s time for the TWU Local 556 Annual Survey

This year, our survey mimics the 2010 U.S. census, while also covering two of the most popular topics: uniforms and Scheduling.

We want to find out a little bit more about you personally, what you like to fly, and what you like to wear! The annual survey is open through November 7, and the results will be published shortly thereafter.

I’ve been involved with the Union in different capacities over the last eight years. However, I realize that not everyone has the circumstances or ability to be directly involved in the Union. **Taking this survey is a quick and easy way you can do your part.**

We want to hear from each and every one of you so please take a few minutes to complete this survey. Go to www.twu556.org and get clicking!—**Mark Torrez**, Board Member-at-Large

Tentative Agreement between TWU Local 556 and Southwest Airlines 737-800 Series Agreed September 10, 2010

According to Article 24.6 of our Contract, in order for Southwest Airlines to include additional aircraft models to our fleet, we must open our Contract to negotiate pay rates, rules, and working conditions. The Company, as you know, would like to add the 737-800 series aircraft to our fleet, which would (among other things) require a fourth Flight Attendant on these flights.

We have successfully negotiated the necessary changes for Southwest to meet its December 1 order confirmation deadline for the 737-800 planes. It's now time for our Members to cast their vote on the TA.

The TA includes a guaranteed pay increase of two percent for 2011, with the opportunity for up to a three percent raise based on profitability. Our Contract would also be extended for one year in order to have additional time to evaluate the addition of the aircraft to our fleet, and adjust full-scale negotiation priorities accordingly, and with the possibility for up to an additional three percent raise, again based on Company profitability. It was difficult to negotiate scheduling and bidding rules due to the slow blending of the new aircraft (initially about twenty per year) into our existing fleet; therefore, your Negotiating Team guaranteed that committees, consisting of equal numbers of Union and

Company representatives, would be established that must agree to any changes in work rules necessitated by the 800 series aircraft.

You will receive your balloting instructions through the mail in a few days. Voting will be done electronically, so please follow the instructions carefully, and call for additional information if you need it. Please remember this TA is not contingent on the acquisition of the 800s; if ratified, we will receive the benefits of the agreement whether Southwest purchases the new aircraft or not.

Southwest Airlines requires the agreement of both TWU Local 556 and SWAPA, which represents our Pilots. As of this publication, SWAPA has reached a TA with the Company, which must now be voted on by their Membership.

This TA has been somewhat overshadowed by the AirTran acquisition, but these are two completely different issues, and will require two completely different votes. We will go back to the table to negotiate the changes based on the AirTran acquisition, including the smaller 717 aircraft, as well as international flying.

Remember, your vote is your voice, so please cast your ballot on this important matter.—**Thom McDaniel**, TWU Local 556 President and Lead Negotiator

ARTICLE 7.4 Add “D” position Flight Attendant

ARTICLE 10.1.B.1 Add “D” position Flight Attendant

ARTICLE 10.1.C.1 Add four (4) Flight Attendants for 800 Series Aircraft only

ARTICLE 10.12.A Scheduled or unscheduled Deadheading Flight Attendant(s) will be considered (a) must ride(s) to include jumpseat(s) first and then cabin seats. On flights scheduled over three (3) hours on the 737-800 series aircraft, only one (1) deadheading Flight Attendant may be required to occupy a jumpseat.

ARTICLE 19.H If Flight Attendants are required to attend training for the 737-800 in person they will be compensated in accordance with provisions of Article 19.H (mandatory meetings)

ARTICLE 21 Flight Attendants shall receive pay increases of 2% on June 1, 2011 or pay raises calculated pursuant to the contractual profitability pay raise formula, whichever is greater. Pay increases for June 2012 shall be based on the contractual profitability formula as applied to calendar year 2011, rather than 2010. The Contract Amendable date will be extended to May 31, 2013.

ARTICLE 21.18 If the number of passengers on a flight involving a 737-300 or

737-700 exceeds 122 or the number of passengers on a flight involving a 737-800 exceeds 162, each Flight Attendant will be paid \$5.00 in addition to trip pay.

ARTICLE 24.6 The basic Agreement shall be reopened for the purpose of negotiating rates of pay, rules and working conditions in the event that the Company places into service an aircraft other than the Boeing 737-200/300/500/600/700/800 or institutes meal service or international flights or flights outside the 48 contiguous United States of America. Either party will give the other a sixty (60) day notice of intention to reopen the Agreement, unless a shorter period



is mutually agreed upon. Notice to reopen hereunder shall be given in accordance with Section 6, Title I of the Railway Labor Act, as amended.

737-800 Subcommittee

With the introduction of the 800 series aircraft, it is understood that work rules, line generation and bidding policies unique to the introduction of the 800 will need to be addressed. (With regard to pairing generation, Art. 28.3 shall apply.) There shall be an “800 Subcommittee” comprised of 3 members appointed by the Union and 3 members appointed by the Company to mutually agree on such policies prior to the aircraft being placed into service. (The composition of the committee may vary depending on the subject matter being addressed.) The “800 Subcommittee” shall reconvene 90 days after the aircraft is placed into service to address any issues and periodically as needed.

Other Thoughts in Concept

Mixed Lines: With only a few 800s in the system, the Flight Attendant assigned D position will need a full line of time; therefore, they may have a line mixed with B or C flying. We are willing to propose that lines scheduled in the “A” position are not mixed with other positions.

Our existing agreement of lines paying no less than 80 TFP will remain in effect, unless otherwise mutually agreed by the Union and the Company.

T.A. Q & A

ARTICLE 7 – PROBATION PERIOD

1. What does the addition of the ‘D’ Flight Attendant mean in 7.4 on page 12? A probationary Flight Attendant may have a line constructed and assigned in ‘B’, ‘C’, or ‘D’ position by Crew Planning.

ARTICLE 10 – SCHEDULING/BIDDING

Reserve/Secondary Bids

2. Will Vacation Relief (VR) Lines be built with only ‘D’ position pairings similar to how the VR lines are built currently (10.1.B.1 on page 28)? Due to the limited number of 737-800 aircraft being added to our fleet, initially, any ‘D’ position pairings pulled for Vacation Relief will be added to VR lines as consistently as possible. A 737-800 subcommittee appointed by both your Union and Management will address work rules, line generation, and bidding policies unique to the 737-800.

Charter Bids

3. If the 737-800 aircraft is leased for a charter, will there be four positions available for bid (10.1.C.1 on page 29)? Yes. Also, if a charter is not posted correctly for 737-800 up to four Flight Attendants who have protested the charter and could have held the charter and legally flown it, will be compensated the applicable pay for that charter.

Deadheading

4. When I am scheduled to deadhead on a 737-800, will I be considered a must ride (10.12.A on page 46)? Scheduled or unscheduled deadheads to protect a flight, charter deadheads, rescheduled deadheads, or a scheduled deadhead from a flight, will be considered a must ride to include cabin seats and the jumpseat(s). On flights scheduled over three hours on the 737-800 aircraft only, one deadheading Flight Attendant may be required to occupy a jumpseat; the other three Flight Attendants will occupy a cabin seat. There will be a total of six jumpseats on the 737-800 aircraft: four for the crew, and two additional jumpseats.

ARTICLE 21 – COMPENSATION

Training

5. What type of training will I be required to perform for the 737-800 aircraft, and how much will I be paid for that training? The 737-800 aircraft additional training will be four hours or less. If the training requires attending a class, the pay will be four TFP if performed on a day off or what your trip or reserve day paid (no loss of pay). If the training is one hour or less, it will be performed before or after a pairing, and you will be paid one TFP. If the training is performed online, you will be compensated two TFP, and it will take no longer than two hours of online work. Please refer to Article 19.H of your Contract or the foundation of this section.



Compensation

6. Will I be receiving a guaranteed raise in 2011?

Yes. You will be receiving an additional guaranteed two percent raise on June 1, 2011. Should the Company meet the profitability pay raise formula of three percent (see page 111 of your Contract), the greater percentage will be applied. If you are not topped out, you will also receive your step raise on your anniversary date.

7. Since there is a Contract extension of an additional year through May 31, 2013, will I receive a raise in 2012? The pay raise for 2012 is based on the Company meeting the operating margin targets as set forth in our current Contract on page 111.

8. Will the \$5 override pay apply to the 737-800 aircraft? Yes. The 737-800 aircraft will have 175 cabin seats. If the number of passengers on a 737-800 exceeds 162, each Flight Attendant will be paid \$5 in addition to trip pay. Flight Attendants working on a completely full 737-300/700 serves 45.6 passengers each, and on a completely full 737-800, each Flight Attendant would serve 43.75 Passengers.

Contract Extension

9. Why is the Contract being extended by one year through May 31, 2013? There are two main reasons why your Negotiating Team asked for a Contract extension. First, to secure a guaranteed raise next year of at least two percent and possibly three percent. Second, the 737-800 aircraft will not begin service in our fleet until January 2012, and since there will only be a total of twenty by that year's end, your Negotiating Team realized there would not be enough hard data to work through all of the unknowns within a six month period. Additional time is crucial to identify areas that may need to be addressed. Once an item is agreed to and written into the Contract, it cannot be changed until the next round of Contract Negotiations.

ARTICLE 24 – GENERAL AND MISCELLANEOUS

Aircraft Type

10. What changes were made to the section of our Contract that refers to reopening the Contract if we add a new aircraft type or change our service? The 737-800 was added to the list of aircraft that we already have in service and would not require reopening the Contract unless we added another type of aircraft or institute meal service or international flights. Another negotiated addition to this section was the phrase “or flights outside the 48 contiguous United States of America,” which will be inserted after “or international flights.”

737-800 Subcommittee/Pairings/Lines

11. How will our pairings and lines look with the addition of the ‘D’ position when the 737-800 aircraft is placed into service in January 2012? Initially,

due to the low number of 737-800 aircraft being placed into service, there is a potential of mixed position lines, similar to VR lines; however, Scheduling Committee line-writers will still follow the regular bid line guidelines of consistency and pay. We have negotiated language to include a 737-800 Subcommittee, and they will be working through all of the particulars that go along with the quality of life and pay protection items that will be created by the addition of the 737-800 aircraft.

12. What is the 737-800 Subcommittee and who will be serving on it? With the addition of the 737-800 series aircraft, it is understood by both the Union and the Company that work rules, line generation, and bidding policies unique to the introduction of the 800 series aircraft will need to be addressed. The 737-800 Subcommittee will be comprised of three members appointed by the Union, and three members appointed by the Company to mutually agree on such policies prior to the aircraft being placed into service. The ‘737-800 Subcommittee’ shall reconvene ninety days after the aircraft is placed into service in order to address any issues and will meet periodically as needed.

13. Will the lines that are developed with the 737-800 ‘D’ position pay less than the other lines? No, the lines will still have to meet the minimum pay requirements and that is the reason that if there are not enough ‘D’ position pairings to create a whole line, then pairings working in a different position may be added to that line to bring up the pay for that line. Also, all RIG protections will be applied to the pairings developed for the 737-800.

14. If I am flying in the ‘D’ position and my crew is rescheduled to an aircraft that doesn’t have a ‘D’ position, how will I be treated? Work rules is one of the three areas that will be addressed by the 737-800 Subcommittee prior to the new aircraft being placed into service. A ‘D’ Flight Attendant will have the same contractual protections as the other positions. However, there will be some work rules that the 737-800 Subcommittee will have to address that may be unique to the ‘D’ position, such as downsizing of aircraft, rescheduling, etc. Under no circumstances will the ‘D’ Flight Attendant be treated like a Reserve.





TWU 556

**The Union of
Southwest Airlines
Flight Attendants**



TWU Local 556 Board of Election Notice

737-800 Tentative Agreement Ratification Vote Information

October 9, 2010

Voting on the 737-800 Tentative Agreement (T.A.) will open Monday, November 1, 2010 at 12:00 p.m. Central, and close Thursday, November 18 at 12:00 p.m. Central. Results will be released by 6:00 p.m. Central on Thursday, November 18.

Please ensure your address with Southwest Airlines is up-to-date; all voting information will be sent to the last address on-file with the Company.

Voting will be conducted via BallotPoint. You can cast your secret ballot either by telephone or over the Internet.

Voting instructions will include information about your VIN (Voter Identification Number) and PIN (Personal Identification Number). If you do not receive your voting information packet by Friday, November 5, please contact the Board of Election at boardofelection@twu556.org, or call 1-800-969-7932 ext. 4324 to request a replacement VIN and PIN.

Likewise, if you lose or misplace your VIN and/or PIN, please contact the Board of Election at boardofelection@twu556.org, or call 1-800-969-7932 ext. 4324 to request a replacement VIN and PIN.

If you saved your PIN information from the 2008 T.A. ratification vote, you will be able to use it for this ballot.

Make sure to exercise your right to vote on this important Tentative Agreement, and please remind your coworkers to vote.

In Unity,

Your Board of Election

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Uniform Committee Update

by **Crystal Reven**

I receive emails and calls each day from Flight Attendants who are inquiring about appearance standards, need uniform information, or offering other suggestions, ideas, or concerns. In fact, the Uniform Steering Committee (USC) is chaired by **David Curry**, Senior Director of Strategic Planning and Cabin Services—not me! The committee itself is made up of about twenty individuals from different departments such as Purchasing, Communications, Inflight, and others, including Cintas. Believe it or not, apart from me, there's only one other uniform-wearing employee (from Ground Operations) on the committee!

I welcome your feedback, suggestions, ideas, and concerns. However, it's important to remember that—outside of certain contractual situations—neither TWU Local 556, nor I personally, have the power or authority to make decisions regarding our uniform! Article 13.7 of our Contract gives the Union one seat on the USC, but Management is the ultimate authority on our uniforms.

A subcommittee consisting of eight Flight Attendants and eight Ground Operations employee from all over the Southwest system will be created in the near future with the goal of developing our next uniform. A small committee such as this one, with fewer people, is the best way of ensuring the needs of each base are met, while remaining efficient. If you're interested in being considered for the subcommittee, please email me at uniforms@twu556.org, and tell me why you'd be an asset to the USC subcommittee.

Finally, don't forget about the USC page on your Union's Web site that contains useful information about our uniform and appearance standards.

HOW TO MAKE THE BEST OF IT

The Uniform Steering Committee has received much, mostly negative, feedback regarding the untucked shirt. In an effort to meet your needs, a few modifications can be made to this uniform piece to enhance its fit.

- The length of the shirt can be shortened; however, the bottom of the shirt cannot be straightened, and the slits must remain in place
- Two darts can be added to the back of the shirt to enhance the fit
 - Side seams can be taken-in in order to enhance its shapeliness.
 - Sleeves may not be altered on either version

Also, the new zip-up sweater is available to order now. Similarly, the new metro parka will be available in February 2011. Until then, you may continue to wear your navy cardigan, letter sweater, and the current systems parka.



Contract Education

by Audrey Stone

Did you know that your Union is now offering “Contract Live with Audrey Stone,” a new online video education tool on our Web site? Each video highlights and explains a topic from our Contract, including practical examples and tips. New videos are added every week, and if there’s a topic that you want to see covered, let me know at astone@twu.556.org.

In addition to “Contract Live,” we have another useful tool coming to a lounge near you: Contract Resource Guide Sheets (CRGS). Each CRGS is broken down by article and topic, and includes real world examples and trip sheets to help you better navigate your Contract. They’re the same size as your Contract pages, and will be hole-punched, so that you can put them in your Contract in the applicable section. CRGS will be available on the red rack in all lounges. They will also be in a reference binder organized by topic.

Your Union’s goal in providing all these various Contract education resources is to give you the tools to learn your Contract better—from the comfort of your own home, crash pad, or hotel room, as well as giving you something that can easily be carried with you. Along with the “Contract Pop Quiz” that you can continue to access online, these exciting new resources will help make you a Contract pro!

Duty Day - Article 8
Canceled/Delayed Flights

- You will always get paid for cancelled flights.
- You can request to be notified in advance about flight delays via electronic means (text messaging or email).
 - SWA will notify you if the flight is cancelled or delayed over 2:00 hrs.
 - If they don't, you will be paid an additional 2.0 TFP.
- You can also call Scheduling to find out if you have the option to remain at home or the hotel, or go to the airport.
 - Your duty day will not start until you report at the airport.
 - You must remain available to Scheduling.
 - You can call Scheduling to extend your duty day if you have to stay at the airport beyond your scheduled day (for example, a drug test or because you boarded a flight for the next crew).

Multiple Pairings in One Duty Day

- The longest duty day you can schedule yourself for is 14 hours. This clock starts from the check-in of your 1st pairing to the scheduled release of your 2nd pairing. You can double beyond this, and doublets are grey.
- You waive your contractual compensations when you choose to extend your duty day.
- If irregular operations cause you to run late, you can be required to continue flying beyond 14 hrs.

Contractual Maximums

- 10:30 hour "scheduled" duty day
- 12:30 hour "rescheduled" duty day
- 7 legs in 1 day or rescheduled up to 8
- 8 legs for reserves in 1 day
- 28 legs in 7 days
- 130 TFP or 90 legs per month
- 4 day pairing

Contractual Minimums

- 48 hours (release to check-in) free of duty
- within 7 days (not just between bid months)
- 12 hour break scheduled (block to check-in) between pairings at domicile.
- 11 hour break scheduled (block to block) on a RON.

FAR Maximums: 14 hrs (check-in to end of deferral). You may exceed this period only if you are contractually legal (maximum 12:30 hrs) when you received the scheduled assignment from Scheduling.

Reporting To Work

- You are solely responsible!
- At base check-in at least 1 hour ahead of departure and no more than 6 hours prior.
- At outstation check-in at least 30 min. prior to scheduled departure.
- At MAXS at the aircraft 30 min. prior to departure.
- Lounge FID monitors are your official time. 3 min grace period allowed at plane.
- Scheduling and check-in at aircraft at least 15 min. prior to departure.
- Check-in times cannot be adjusted at base to accommodate contractual crew rest/duty period limitations.
- Check times can be adjusted on overnight to meet FAR requirements. No loss of pay due to adjustments.
- On an overnight your duty day steps at block-in.
- Returning to Base your duty day includes the 30 min. deferral after block-in.
- You are not required to be in boarding position prior to scheduled arrival unless critical circumstances require (this is NOT a lot of wheelchairs).

Max Scheduled Duty Day Differences

On an overnight your duty day does not include the 30 min deferral. This is because an 11:00 duty period here would be the maximum.

Date	Pairing	Start	End	Legs	TFP
21 Aug	36	06:00	18:00	2	100
22 Aug	36	06:00	18:00	2	100
23 Aug	36	06:00	18:00	2	100

On the day you return to domicile, your deferral period is included in your duty day. This makes 10:30 here your maximum.

Date	Pairing	Start	End	Legs	TFP
21 Aug	36	06:00	18:00	2	100
22 Aug	36	06:00	18:00	2	100
23 Aug	36	06:00	18:00	2	100

Professional Standards Update

by Michael Broadhead

Professional Standards continues to receive calls regarding cash-on-trip-trades not being paid, and a growing number of calls about bothersome CWA messages. Remember, Professional Standards does not provide assistance with issues such as these. Our committee provides help resolving duty-related conflicts pertaining to FARs, safety, and Southwest Airlines policy only.

So what kinds of cases does Professional Standards actually take on? In the real cases below, our goal is to come to a favorable resolution and avoid costly IRs.

CELL PHONE USAGE

It was reported that an off-duty Flight Attendant traveling out-of-uniform continued to use their cell phone long after the safety demonstration was completed. After take off, the A Flight Attendant discreetly approached the off-duty Flight Attendant regarding the incident, but the off-duty Flight Attendant did not agree there was a problem. Professional Standards worked to explain that all regulations apply in all situations and settings to all passengers, including off-duty employees.

PET THERAPY

In another case, a crewmember took a pet out of its carrier on a flight, and conducted pet therapy with the owner in the back galley after the captain and other Flight Attendants advised the crewmember not to. Professional Standards’ position was to remind the crewmember that this is not permitted under any circumstances, because it puts Southwest Airlines at risk of tremendous liability if the pet were to have become further upset and bit another passenger.

A QUICK ESCAPE

Finally, a commuting Flight Attendant placed their luggage in the forward galley for landing in order to run off the plane and catch a connecting flight. In this instance, Professional Standards’ role was to explain the serious safety issues and possible consequences associated with this behavior, and came to a favorable resolution with all parties.

“A journey of a thousand miles...”

by Cuyler Thompson

Word to the wise: if you ever arrive at the *Aéroport international de Tunis-Carthage* (TUN) in Tunisia late at night, and an overly-friendly taxi driver informs you that your hotel has “gone out of business”—while offering to take you to a “much nicer, much cheaper” one—don’t believe him! What the cab driver will most likely neglect to tell you about the “much nicer, much cheaper” option is that it’s owned by his neighbor’s father, and that he gets a certain—shall we say?—“incentive” for bringing you there. My advice is to drive by and look at your original hotel anyway; then you won’t discover the following day that not only that your first hotel is indeed open, but that it would have made the perfect setting for late night, jet-lagged cocktails! This was, of course, a scam (and not the first for which I’ve fallen during the course of my travels), and not even a particularly original one—they run the same one in Istanbul, Fez, and Nairobi.

I’m not good at many things, but I’ve gotten very good at making mistakes. One positive aspect of this, however, is that I’ve learned to analyze any information being offered (by taxi drivers or anyone else), and to assess it in the context of previous, similar situ-

ations. Mistakes can be painful when they happen, but later on, a collection of mistakes is called experience.

In fact, I was sitting on the back jumpseat during takeoff on a flight I was working when a Middle Eastern man was suddenly standing in front of me, pointing at the lavatory. I asked him to sit down, but he didn’t respond. “Sit down!” I’ve since learned from my own personal collection of mistakes (a.k.a. experience) that traveling in a foreign country and eating foreign food, you will inevitably (and at the worst possible moment, too) receive a signal from your bowels that says, “Hey man, you have about ten seconds before there’s an eruption that’ll make Mount St. Helens blush.” Had I been more empathetic with the man, I might not have spent the next half hour helping him wash out his pants—and every surface of the lavatory. My travel experiences have made me more empathetic, and, thus, a better Flight Attendant.

Empathy isn’t the same thing as sympathy. Empathy is when you feel the same thing that someone else does, because the same thing has happened to you before, and you can, therefore, completely identify with the other person. In fact, people may not remember what you said to them (or even understand what you said), but they will remember and understand how you made them feel.

Having traveled often, I’ve learned not to make assumptions about anyone. I don’t know what happened to them before they got on this flight, or why they didn’t return the smile I gave them as they boarded the plane. Are they on their way to a funeral? Are they afraid to fly? Do I look like their ex-wife? The more I travel, the more it teaches me tolerance and empathy. And the more tolerant and empathetic I am, the better I am at my job, and my day gets a little easier.

I hope you’re itching to travel. In the next issue of Unity in January, I’ll show you how to make your travel plans—but first things first! Did you know that only 28 percent of Americans have a passport? If you’re one of the 72 percent who don’t, make it your goal to use this time to go down to your local U.S. Post Office to apply for one, then read my January article with your new passport in hand. Remember Lao Tzu’s words: “A journey of a thousand miles must begin with a single step.”

CUYLER THOMPSON

is a Baltimore Flight Attendant, and TWU Local 556 Recording Secretary. He’s traveled to at least sixty countries, but he’s lost track.

ASAP Update

by **Michael Massoni**

The Aviation Safety Action Program (ASAP) is a joint effort between TWU Local 556, Southwest Airlines, and the Federal Aviation Administration (FAA). It is a safety-reporting program that gives Flight Attendants the chance to voluntarily self-disclose safety-related events and mistakes that occur onboard the aircraft. Flight Attendants who submit a qualifying ASAP report will not face disciplinary action from the Company, and will receive either no action or administrative action only from the FAA. No data or information gathered through a voluntary report may be used to initiate, facilitate, or support any FAA enforcement action or Company discipline, except as specifically set forth in the Memorandum of Understanding (MOU) that governs ASAP. This MOU has been approved by Southwest Airlines, TWU Local 556, and the FAA, and will be available to all Flight Attendants prior to December 1, 2010, when ASAP goes into effect.

HOW INFORMATION WILL BE USED

Southwest Airlines is committed to fostering a successful safety culture through ASAP, and the information obtained from ASAP reports will be used to develop corrective action to resolve safety issues, as well as to eliminate deviations from fourteen Federal Aviation Regulations (FARs). Your Union has complete confidence and fully supports Member participation in this partnership. Furthermore, TWU Local 556 is fully committed to the safety of all Southwest Airlines Flight Attendants.

For its part, the FAA is committed to a full partnership and leadership support in order to build and maintain the level of trust and cooperation necessary to guarantee the success of ASAP and other voluntary reporting programs.

Fourth Quarter

FYIs

with **Kathy Anderson**

A gate return is coded on your pairing screen under Wrk Codes as “GR.” The code will be changed to “GC” once any auditing and pay adjustments have been completed.

A You will now have the opportunity to view your sick bank activity for the past 24 months under your SWALife Reports heading. Keep in mind that anyone on your “buddy list” can also view this information.

If you want the option for a later deadhead after an unscheduled RON that created less than nine hours of crew rest *and* you were not given the time to make your choice of taking a day off without pay versus the RIG pay, the following Contract language will apply:

“Scheduling will allow a Flight Attendant until the end of debrief from the later deadhead(s) to make his/her choice of day(s) off without pay or take the RIG pay. It is understood that if the Flight Attendant does not make the choice by the end of the later debrief, the RIG will be applied.”

(Note: Reserves receive both and day off with no loss of pay.)

All charter bidding is now done electronically through CWA, with the exception of Late Notice Charters on which you must continue to contact Scheduling.

The designated Continental/Lincoln customer service number for Southwest Flight Attendants is 877-885-9191.

If you are tying a PIN to a doctor’s note, the PIN must be turned in first; a doctor’s note can be linked to it. Remember, a PIN and a quarterly doctor’s note cannot be used in the same quarter *unless* they are used to link a single continuous illness.

KATHY ANDERSON

is a Dallas Flight Attendant, and a member of the TWU Local 556 Grievance Team. She can be contacted at kanderson@twu.org.



Treasurer's Report

TWU Local 556 Treasurer

John Parrott discusses the importance of paying past Union dues

A great benefit of our Contract is that it gives us the flexibility to work as much or as little as you want. Some of you may want to take a few months off to see the world, enjoy time with your family, or take care of a loved one, but the vast majority of you fly your line (and then some), and are unlikely to ever receive a bill from the Union for past dues, as they are collected from your paycheck on a monthly basis. But did you know that if you don't receive a paycheck during a certain month (and no Union dues are col-

lected), TWU Local 556 cannot recover those dues from a future paycheck?

lected), TWU Local 556 cannot recover those dues from a future paycheck?
Beginning this past July, our new billing system sends statements for outstanding dues on a monthly basis, and as a result, your Union is collecting unpaid dues more frequently than ever before. The table on this page shows an example of a typical billing timeline.

The Union is currently moving through this billing timeline, and in October, applicable Members who have failed to

MEMBERS IN BAD STANDING

pay outstanding balances received final notices.
Article VIII of the TWU Constitution states that a Member in Bad Standing is ineligible to attend Union Meetings, to be a candidate for or hold any Union office or position, to vote in any Union Election or referendum, or otherwise to participate in Union affairs. Beginning in January 2011, Members who have failed to pay their statement by the due

date, will be placed in Bad Standing, and could ultimately mean termination from Southwest Airlines.

All of us have a responsibility to pay our Union dues. The monies collected from our dues fund all of the services that the Union provides. If you received a bill and need to be placed on a payment plan, please give me a call at the Union office.

	<i>Action Taken</i>
<i>January 20</i>	Dues are collected for January
<i>February</i>	Statements are mailed to those that owe for January and not collected from paycheck
<i>March</i>	Member who fails to pay will be placed in Bad Standing Thirty-day statements are mailed to those who didn't pay previous statement by the due date
<i>April</i>	Second notice statements are mailed to those who didn't pay by the thirty-day statement due date
<i>May</i>	Final notice statements are mailed to those who didn't pay by the second notice due date
<i>June</i>	If payment is not received by the due date of the final notice, a registered letter will be mailed with fifteen calendar days to remit payment of statement balance. After the fifteen calendar day period has lapsed, the Flight Attendant is discharged (fired) from Company



True Stories

by Lyn Montgomery

Sandra loves Facebook! She has 413 friends, many of whom are other Southwest Airlines Flight Attendants, and she keeps in touch with many of the Flight Attendants she flies with through the social networking site. Sandra updates her profile often: on her days off, on her overnights, and even during ground time. She was very excited about an upcoming trip to Iceland, and she updated her Facebook status to tell everyone about her plans.

She was planning on going to Iceland on the fifth of the month, but she still had a three-day trip on her board for that day. She was frantically trying to give the trip away, but no one would take it. Sandra updated her status on Facebook to say that she was going to be traveling on the fifth, and would someone please pick up her trip? She even commented on other Flight Attendants' pages asking for their help.

On the night of the fourth, Sandra started feeling achy, clammy, and nauseated. In fact, she had contracted food poisoning at some point, and was debilitated by the symptoms. She was so ill that she didn't even update her Facebook status like she normally would have, and on the morning of the fifth, she still had a trip on her board. Knowing she was too sick to work it, she called in sick. She also delayed her trip to Iceland until she was well, and went on her vacation a few days later—but she was so busy that she hadn't taken a moment to update her Facebook status.

Sandra checked her voicemail while in Iceland, and discovered that the Inflight Supervisors were asking her to come in for a meeting regarding potential sick leave abuse! She had been legitimately ill when she called in sick, but her public announcements on her Facebook profile looked suspicious. Luckily, she was able to show Management her ticket stubs and passport stamp validating the days she traveled, and avoided discipline.

Even though Sandra didn't have any Supervisors or Managers as Facebook friends, some of her other friends did, but because of her particular privacy settings, her comments were known to everyone—including base Management. Sandra learned that once something is put on a public Web site, it could potentially be viewed by anyone.

Sandra's most recent status update reads, "Thank goodness I still work at Southwest Airlines!"



What is the FAA Reauthorization Bill and OSHA, & Why do I care?

by **Gwen Dunivent**

The United States Congress created the Occupational Safety and Health Administration (OSHA), a part of the Department of Labor, in 1970 to ensure safe and healthy working conditions in the country by setting and enforcing standards and providing various forms of assistance. Unfortunately, these “basic workplace protections” did not (and still do not) include airline flight crews due to the preexisting jurisdiction of the Federal Aviation Administration (FAA) that was created three years previously. For years, flight crewmembers have fought for OSHA protections, and at long last, we have a version of the FAA Reauthorization Bill that includes those protections. Now we just have to get the final version passed and signed by President Obama. Sounds easy, right? Think again.

As you probably already know, Congress must periodically “reauthorize” the FAA in order for the government to continue administering and funding it. The current version of the reauthorization bill has passed both the House and Senate, been in committee, been out of committee, been down to Starbucks, and a “new” (read: different) version was passed by the House, and made it to the Senate this summer.

TWU of America and our Local joined union members from around the country to urge Congress to finally pass the comprehensive reauthorization of the FAA. After fifteen continuing resolutions, both the House and the Senate passed versions of the bill that contain several Flight Attendant provisions, but the differences have yet to be resolved. Despite our best efforts, the Senate delayed passage of what is considered a “final version,” and will consider the legislation again in the post-election (“lame duck”) session this November.

Certainly, as Flight Attendants, we are excited by the prospect of finally being afforded OSHA coverage and

protections, but there are other critically important aspects of the bill you should know about: funding for a Flight Attendant fatigue study; cabin air quality provisions and temperature standards; and a study of engine air bleed (which has been the source of respiratory illness among some cabin crews). This legislation also ensures that foreign aircraft repair stations are held to the same high standards as facilities in the U.S., including closing loopholes that have enticed airlines to outsource repair work to overseas stations. Another exciting component of the legislation is the creation of a “return to the cabin” program that would give Flight Attendants who test positive for drugs or alcohol abuse a second chance and an opportunity to return to work after completing a rehabilitation program.

At long last, we have a version of the FAA Reauthorization Bill that includes OSHA protections for Flight Attendants.

One of the best tools we have at TWU Local 556 when we are trying to impact Congress is our long-standing partnership with the Coalition of Flight Attendants (CFA), which includes six unions collectively representing over 90,000 Flight Attendants at 37 domestic airlines. In addition to TWU, the CFA includes the Association of Flight Attendants (AFA-CWA), the Association of Professional Flight Attendants (APFA), the International Brotherhood of Teamsters (IBT), the International Association of Machinists and Aerospace Workers (IAM), and the United Steelworkers (USW).

How can you help as a Southwest Flight Attendant? The situation with this legislation is liable to be very “fluid” during November and December, so please keep up-to-date by visiting the Union’s Web site frequently, and participating in any action requests, such as contacting your legislators. All, some, or none of the provisions designed to help Flight Attendants may be in the final legislation, but if we are ever going to get this crucial legislation passed, we need you!





Grievance Team Update

by **Allyson Parker-Lauck**,
Grievance Team Chair



What a difference a year makes! We had 165 active grievances on the books in July 2009, and following the ratification of our Contract last year, grievances rose to an all-time high of 188. At the time, new grievances were coming in so much faster than we could possibly resolve them, and the customer service from your Union, which every Member deserves, was suffering due to the excessive time it was taking from the first phone call to the final resolution of a case. It was at that time that I asked our Executive Board to approve a strategic plan for grievance handling that included reviewing every case to ensure that we had the tools necessary to fight each case and taking an aggressive approach to have each case heard before the Board of Adjustment or an Arbitrator in a timely manner.

While the plan was modified along the way—in large part due to the incredible number of settlements achieved—we are now down more than 33 percent in total grievances since this time last year. Furthermore, we have reduced the number by about 27 percent year-to-date, and as of early September, we are down to 123 total grievances, while the average time from first phone call to final resolution on a grievance case has been cut in half.

Your Grievance Team and Executive Board have done an excellent job researching and evaluating the merits of each case, and have completely supported the plan. I would love, of course, for the Union to be able to take all the credit for this remarkable achievement, but it would be disingenuous not to mention that this is a joint success with the Company. The cooperative spirit that Management has shown in resolving these issues has been noticed and appreciated. I would especially like to acknowledge the hard work and commitment of **Mike Mankin**, Inflight Director of Employee Resources, and his team for their willingness to work with the Union to achieve these goals. There's still plenty we disagree on, but much progress has been made thanks to the cooperative spirit from both sides.

Please visit your Union's Web site for the most up-to-date information from your Grievance Team, and for a full account on grievance statistics, some important new settlements, and letters of agreement that you should be aware of.



Baltimore

Audrey Stone, BWI DEBM



Fall is here, and I'm still wondering how summer flew by so quickly! Thank you to everyone who worked tirelessly during this busy summer season taking care of our passengers, while enduring hot planes, reroutes, reschedules, pets, and more. Let's enjoy the break before

the holidays arrive.

Inflight Supervisor **Glenn Hodge** joined us in August from Republic Airways where he served as a Flight Attendant, and most recently, **Joshua Austed** was hired in September. **Tina Tess** transferred to Houston in September as well. This leaves us fully staffed on the Supervisor front for the first time in awhile, and I think everyone is happy about that. **Jamie Willard** left Baltimore to accept a position at headquarters as a Manager of Employee Relations. I'm glad that everyone will now be able to benefit from her work. Jamie's leadership will be missed locally. Our new Manager, **Rachel Derrossett**, began her career here as a Baltimore-based Flight Attendant in 2004, and has served in various roles at the base. I look forward to continuing to work with her in the future.

Unaccompanied minors (UM) continue to be an issue. Take a moment to thoroughly review the new procedures. We can't walk anywhere with the UM, including in the terminal to meet their parents, to baggage claim, or to a new plane in an unscheduled aircraft swap. Doing so could result in discipline. If asked to do so, politely say "no," and firmly request a Sweeper.

In July, there was a Memo distributed to all our Baltimore-based Flight Attendants outlining the new provisions of the Maryland Family Flexible Leave Act (MFFLA); please review it.

Also, my new contact phone number is 214-640-4308. If you send a message through CWA, it may take a few days for me to receive it; a call or email is always faster. Thank you for the opportunity to serve you, and safe flying!

AUDREY STONE

is a Baltimore Flight Attendant. She can be contacted at astone@twu556.org or at 214-640-4308.

Chicago

Donna Keith, MDW DEBM



It was a hot, busy summer, and our airplanes were full, which meant busy days for those working the flights, challenges for commuters, but this was good news for our profits. I applaud each of you for the great POS this summer; this is why we're the best Flight Attendants in the industry!

There have been some new faces added to the Inflight Office this summer: Assistant Base Manager **Shannon Hiatt**, Inflight Supervisors **Mike Regan** and **Atoine Patterson**, as well as **Ben Adis** as the new Recurrent Trainer. Welcome!

I used to find it amusing when people said Chicago has two seasons, winter and road construction—not any more. The road construction project continues around Midway Airport, clogging the streets, and causing delays on a regular basis. Construction should be complete by early winter at the latest, but in the meantime, please give yourself enough time to get to work if you're driving.

If you commute to Chicago and stay in a crashpad around the airport, please be vigilant, and walk with a buddy. Due to recent events around 61st and Kildare Streets, Chicago police have stepped up their patrols, but ask that Flight Attendants take every precaution when walking to and from the airport.

There's an important change in this year's benefits enrollment, namely the in-house administration of FMLA claims processing by Southwest Airlines. Significantly, the rolling twelve-month period for calculating FMLA is changing to a calendar year method. This means every January 1, eligible employees will have a total of twelve weeks (or approximately 480 hours) of FMLA leave available for use any time during the calendar year.

Thank you all for allowing me to represent you. As always, if you have questions or concerns please give me a call or drop me an email and I will get back to you as soon as possible.

DONNA KEITH

is a Chicago Flight Attendant. She can be contacted at dkeith@twu556.org or at 214-640-4335.



Dallas

Karen Amos, DAL DEBM



Interviews are being conducted to fill the Base Coordinator and Leave Specialist positions here in Dallas. These positions should be filled soon. In the meantime, be sure to join us at the base on October 29 and 31 for a Halloween celebration.

Costumes aren't allowed, but you may accessorize, so get your ghou! on!

There has been much speculation and discussion regarding bag searches. According to the Flight Attendant Handbook, Management may search your bag, especially if there has been an incident that warrants "reasonable suspicion." Remember, you may take sodas and water off the plane for personal consumption on your overnight—**not liquor!** Taking liquor off the aircraft is a Class I violation if you're caught, which could result in up to a thirty-day suspension or even termination.

The untucked shirt is available and there has been a lot of feedback about it. Please see Crystal Reven's Uniform Steering Committee update on page 10 for tips on making it look a little better, and please take time to submit your comments and suggestions to the USC, so that your voice is heard, and the Committee has supporting documentation of what the Flight Attendants think of the shirt.

Don't forget Daylight Savings Time ends on November 7. Mark your calendars to "fall back" your clocks.

If you're curious about the renovations taking place at Love Field, visit lovefieldmodernizationprogram.com to learn about the project and what to expect when it's complete.

That's it for this quarter. Thank you for all your support, and allowing me to serve you!

Houston

Crystal Reven, HOU DEBM



The leaves aren't the only thing changing; my last name has also changed to Reven. I was married over the summer, and I look forward to being a wife to **Jody** and "bonus mom" to his two boys.

Now down to business. Houston has seen a few administrative changes. **Linda Kerr** is now a Leave Specialist, and her position will be filled internally. Similarly, Baltimore Supervisor **Tina Tess** will be transferring to Houston shortly.

There have been several fact finding meetings in Houston since I last reported. The meetings were for customer/employee complaints; use of cell phone while on the aircraft; alleged sick leave abuse; checking-in out-of-base (don't do it); delays of flight; no-show recurrent training; and various other work and conduct violations.

If you're a commuter and a Company computer prompts you to check in for a trip in a different base than where your pairing is built (e.g. asking if you want to check-in for a Houston trip at a Dallas computer), **do not click OK**. This may be considered dishonesty, a Class I violation, and you can be disciplined. If you accidentally do it, call scheduling immediately and have them undo the check in. It's my personal opinion that computers outside of the base you're flying from should not even be allowed to ask, but they do, and until we can get it fixed, please heed my warning.

There are rumors of a new restaurant coming soon outside security, and we all know that Houston restaurant rumors are usually true!

Visit the Houston page at twu556.org for up-to-date information about our base, or scan the barcode above with your mobile device to visit the mobile Houston page. As always, please don't hesitate to call or email me with any questions or concerns you have.

Finally, I want to wish Houston Flight Attendant and TWU Local 556 Second Vice President **Stacy Martin** a quick recovery, and we hope to see you out flying again soon!

KAREN AMOS

is a Dallas Flight Attendant. She can be contacted at kamos@twu556.org or at 214-640-4309.

CRYSTAL REVEN

is a Houston Flight Attendant. She can be contacted at crains@twu556.org or at 214-640-4310.



Las Vegas

Bryan Orozco, LAS DEBM



Let's start off with some local airport news. The gate changes from the C concourse to the B concourse continue due to ramp construction, which is scheduled to last about two years. The walk from the lounge to gates C21 through C25 can take over fifteen minutes when the airport

is packed with passengers. Also, if you take the Las Vegas Beltway (I-215) to the airport, you made need to leave with some time to spare. The construction slows traffic to the economy parking lot, and has, at times, impacted the parking shuttle.

I would like to congratulate **Holly Kazakis** on becoming our new Recurrent Trainer. Holly has been a Flight Attendant and most recently a Las Vegas Supervisor. I would also like to thank the Shop Stewards who have helped out this past year. So a big thanks to **Addie Crisp, Dana Suechting, James Gould, Will Menton, Steve Guardado, Kevin Barber, Kevin Onstead, and Mike Konkel.**

As a reminder, always call the Union office at 800-969-7932 sooner rather than later if you need assistance. Please allow me a few days to get back with you, and please understand that I don't always know the answer to your questions, and I may need to do some research. If for some reason I don't get with you, please follow up. If you have a question, don't be embarrassed to ask. I might laugh but that doesn't mean it's a dumb question. No, seriously, please ask your questions; it's always easier to handle a situation *before* it becomes a problem. The Union office is open from 6 a.m. to 4 p.m. local, and 7 a.m. to 3 p.m. local on week-ends. The office is closed on holidays.

If you are having any personal problems, don't forget that you can contact Clear Skies. In addition to drug and alcohol counseling, they also provide family and personal therapists, and someone is available to answer calls 24 hours a day. All calls are confidential.

Thanks for your hard work, and as always, please get in touch with me if you have any questions or concerns.

BRYAN OROZCO

is a Las Vegas Flight Attendant. He can be contacted at borozco@twu556.org or at 214-640-4344.

Oakland

Todd Gage, OAK DEBM



Happy Fall Oakland! We have some big Management changes at our base. Oakland Assistant Base Manager **Kim Elsey's** last day in Inflight was September 14. New Inflight Supervisor **Ken Rendone** comes to us from Customer Service. With these new faces comes a

reminder that you may not always recognize someone on your flight; therefore treat each flight as if you were having an unannounced audit.

I continue to get several questions regarding California Kin Care. Here's how it works: under California law, all California residents are allowed six days per calendar year to care for a parent, spouse, domestic partner, or child. The correct procedure for using one or more Kin Care days is to call in sick, then turn-in a request to utilize your Kin Care day(s). Forms may be found on *SWALife* under *About me* then *State leaves*. You have seven business days from the first day of the sick call or your next trip (whichever comes first) to turn in the form. You are not required to turn in a doctor's note or any other type of written explanation. If you have a sick bank, you will be paid like a normal sick call. If your sick bank is empty, you may still use your Kin Care days, though you will not be compensated.

Oakland Flight Attendant **Matt Hettich** is our newest Delegate to the Alameda County AFL-CIO Labor Council. Congratulations, Matt!

The procedure for accepting a jetway trade via CWA does *not* take into consideration your legalities. Please check your own legalities *before* accepting the jetway trade via CWA. This will save both parties the headache of being denied by Scheduling on the day of the trade.

With just a month until Thanksgiving and two months until Christmas, I would like to wish everyone a very happy and safe holiday season. Don't forget to take advantage of some of the discounts we receive from different stores during this time!

TODD GAGE

is an Oakland Flight Attendant. He can be contacted at tgage@twu556.org or at 214-640-4336.



Orlando

Jimmy West, MCO DEBM



There's an old saying that if you think nobody cares, try missing a couple of credit card payments! If this happens, you are sure to receive a phone call. You may also receive a phone call if certain negative posts on Facebook continue.

Two years ago, every employee electronically signed the Southwest Airlines Social Networking form. Posting negative comments about our customers, the Company, or fellow employees could result in a fact finding meeting and even discipline. If you are on a sick call and you post a picture of yourself on Facebook in Cheyenne, Wyoming at a local Dairy Queen being served a milkshake by a moose, you are risking your employment with Southwest, because Management does, in fact, care about Flight Attendants abusing sick leave.

There's a day that comes once a year that we, as Flight Attendants, anticipate with great excitement. It's not Christmas or our birthday's, but recurrent training. The understandable excitement of recurrent may cause some to overlook the fact that their manuals are not up-to-date by the time they report for class. An up-to-date manual means every bulletin and every revision is inserted in its proper section. Utilize the manual quick check tool on *SWALife*, or arrive to class early, and ask your recurrent training Supervisor to check it for you in order to have time before class to replace any pages.

In August, I had the pleasure of attending the Orlando Inflight Culture Committee event at the M.D. Anderson Cancer Center in Orlando. We hosted a "high tea" in which we not only had a room set up with tea and desserts for those cancer patients who could leave their rooms, but also we loaded up carts and went room-to-room for those patients who could not. It was truly a humbling experience to see these patients' eyes light up when we walked into their rooms. The next Orlando Inflight event will be in November. Please contact Supervisor **Donna Greer** or me for further information. We often take our health for granted, so please be thankful for what you have.

JIMMY WEST

is an Orlando Flight Attendant. He can be contacted at jwest@twu556.org or at 214-640-4311.

Phoenix

John DiPippa, PHX DEBM



Greetings Phoenix! Summer is finally over, and cooler weather is on its way. Yeah!

Please take a second look at the "terms and conditions" for parking in an employee lot at the airport. Within the last three months, a car was towed, because its owner went on vacation for a few weeks; the office was called on another car belonging to a commuter that had been sitting there awhile; and there was an incident where an employee was sharing their parking card with another individual. Also, if you park in the employee lot, you must be based in Phoenix.

We have a new face in the Inflight office. Incoming Base Coordinator **Irene Wingfield** replaces **Kathy Garner**, who transitioned to an FMLA/Leave Specialist position. Irene was a Los Angeles-based Northwest Airlines Flight Attendant for thirty years before retiring in 1994. Welcome to the *Southwest* family, Irene. Also, **Rob Riddell** and **Jesse Cano**, who were Shop Stewards from other bases, have transferred to Phoenix. Please welcome them to the base if you run into them.

Sadly, Phoenix Flight Attendant **James Padgett** passed away from a prolonged illness on September 7. James was a Flight Attendant for five years, and his partner **Troy Bihm** is also a Southwest Flight Attendant. Please keep James and Troy's family in your thoughts and prayers during this difficult time.

Hope everyone has a great fall and enjoys the cooler weather. Fly safe.

JOHN DIPIPPA

is a Phoenix Flight Attendant. He can be contacted at jdipippa@twu556.org or at 214-640-4314.



National Update

by TWU Local 556 Executive Board Member-at-Large

Don Shipman

There are important changes and enhancements coming to your retirement plan on January 1, 2011, including an increase in the Company match of your 401(k) contribution from 8.5 to 9.3 percent. If you don't already contribute at least ten percent, now is a great time to increase your contribution to take advantage of the 9.3 percent match, which means free money for your retirement savings. If you're already contributing ten percent or more, this won't affect your paycheck—the increase will add up to another one percent each month, which adds up quickly.

	TRADITIONAL 401(k)	ROTH 401(k)
CONTRIBUTIONS	Pre-tax You are not taxed on the amount you contribute each month/year.	After-tax You will be taxed on contributions you make each month/year.
WITHDRAWALS	Taxable (same as income) When you retire and begin to use money from your traditional 401(k), it will be taxed as ordinary income.	Not Taxable (tax-free) When you retire and begin to use the money from the Roth 401(k), it will not be taxed (great for large purchase).
CURRENT RETIREMENT	No Change In Income Tax	Increases Taxable Income
	Pay More Income Tax	Pay ZERO Income Tax*

* The Company match will always remain "traditional" and be taxable as regular income.

Perhaps the most exciting change to our retirement plans, however, will be the introduction of the option to contribute your monthly percentage into a Roth 401(k)—similar to a Roth IRA—that will allow you to invest money after taxes, and withdraw it tax-free at retirement. This is the opposite of the current pre-tax 401(k) contributions that are taxed at retirement.

The decision about whether to pay taxes on your retirement investments now or in the future depends upon your individual situation, and you may wish to consult an investment professional for advice on which option is right for you.

For more information on Roth 401(k) plans, please visit the Southwest Airlines retirement planning Web site at freedomtoretire.com.

DON SHIPMAN

is a Chicago Flight Attendant. He can be contacted at dshipman@twu556.org or at 214-640-4332.



The following is the Transport Workers Union's Agency Fee Policy, which we are required by law to post in order to make you aware of its existence. Please read it carefully; it is self-explanatory.

**Transport Workers Union of America, AFL – CIO
Agency Fee Policy**

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

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

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

- a. All expenses concerning the negotiation of agreements, practices and working conditions.
- b. All expenses concerning the administration of agreements, practices and working conditions, including grievance handling, all activities related to arbitration, and discussion with employees in the bargaining unit or employer representatives regarding working conditions, benefits and contract rights.
- c. Convention expenses and other normal Union internal governance and management expenses.
- d. Social activities and Union business meeting expenses.
- e. Publication expenses to the extent coverage is related to chargeable activities.
- f. Expenses of litigation before the courts and administrative agencies related to contract administration, collective bargaining rights and internal governance.
- g. Expenses for legislative, executive branch and administrative agency representation on legislative and regulatory matters closely related to the negotiation or administration of contracts and working conditions.
- h. All expenses for the education and training of members, officers and staff intended to prepare the participants to better perform chargeable activities.
- i. Other costs of group cohesion and economic action, e.g., demonstrations, general strike activity informational picketing, etc.
- j. An appropriate portion of overhead and administrative expenses.

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

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

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

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

forward the objector's share of per capita fee to the International, which shall place said fee in an interest bearing account.

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

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

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

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

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

8. In the absence of an exclusive statutory review procedure, each objector may challenge the legal and arithmetic bases of the calculations contained in the independent auditor report(s) by filing an appeal with the International Secretary/Treasurer, together with notice to his Local Union. Non-member challengers in bargaining units covered by the National Labor Relations Act shall also have the right to seek a determination of any issues relating to these procedures by invoking the jurisdiction of the National Labor Relations Board. If such a challenger chooses not to invoke the Board's jurisdiction, or if the Board defers to these appeal procedures, the non-member challenger's with the International Secretary/Treasurer postmarked no later than thirty (30) days after the later of the following two dates; the date the International Secretary/Treasurer has forwarded a letter to the challenger acknowledging receipt of the challenger or the date the National Labor Relations Board affirmatively declines to assert its review jurisdiction.

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

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

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

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

d. Fourteen (14) days prior to the start of the arbitration, challengers shall be provided with copies of all exhibits - or a list of all such exhibits intended to be introduced at the arbitration by the Union party and a list of all witnesses the Union party intends to call, except for exhibits and witnesses the Union party may introduce for rebuttal. Where a list of exhibits has been provided,

the challenger shall have a right to receive copies of such exhibits by making a written request for them to the International Secretary/Treasurer (where the International is the Union party) or to the Local's Financial Secretary/Treasurer (where the Local is the Union party). Additionally, copies of all exhibits shall be available for inspection and copying at the hearing.

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

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

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

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

i. Upon receipt of the arbitrator's award, any adjustment in favor of the challenger will be made from the escrow account.

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

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

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

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

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



THIS HOLIDAY SEASON, TWU LOCAL 556
CELEBRATES OUR TENTH YEAR
SUPPORTING THE MARINES' ANNUAL
TOYS FOR TOTS PROGRAM!

THROUGH YOUR GENEROSITY,
TWU LOCAL 556 MEMBERS HAVE
PROVIDED THOUSANDS OF TOYS
TO FAMILIES IN NEED ACROSS
THE COUNTRY.

THIS YEAR'S TOY DRIVE BEGINS
NOVEMBER 1, AND CONTINUES
THROUGH DECEMBER 13.

PLEASE BRING A NEW,
UNWRAPPED TOY AND LEAVE
IT IN THE DROP BOX LOCATED
IN YOUR LOUNGE.

THANK YOU!



TOYS FOR TOTS