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unity

THE MAGAZINE OF TWU LOCAL 556



FINANCIAL WORRIES? MAKE 2010 YOUR YEAR TO BE DEBT-FREE AND SECURE

PLUS

THIRTY-FIVE YEARS NEW FOR JANUARY

SWA Flight Attendants have been a Unionized workforce for 35 years this February 5

Denny Sebesta talks about some of the newly implemented Contract items for 2010





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.

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

FROM THE EDITOR



Happy New Year! Two thousand marks an important anniversary for your Union: 35 years ago this February, the Flight Attendants of Southwest Airlines, which then served only a few cities in Texas, made the important decision to become a Unionized workforce, launching a long history of industry-leading Contracts to ensure that our working conditions are fair, and that we are well-paid for the jobs we do as Southwest Airlines

ambassadors onboard the aircraft. On page 5 of this issue of *Unity*, former TWU Local 556 President **Mary (Ravella) Longobardi**, who helped rally the Flight Attendants of 35 years ago to take a stand and form a Union, talks about the history of our Local and the struggles they faced in the early days of our airline. Without them, we all might be working for a very different Company.

This is also the beginning of both a new year and a new decade, and a perfect opportunity to reassess our relationship with our finances. From personal experience, knowing the right questions to ask ourselves and our financial advisors can be difficult and, sometimes, embarrassing. Fortunately, my good friend and TWU Local 556 Treasurer **John Parrott** has always been there to help me with those tough questions. Having a strong relationship with our money is important, and we're pleased that financial advisor and American Airlines Flight Attendant **John Gadd** agreed to give us some sound advice (page 16) on getting out of debt, developing a solid financial foundation for our lives, and taking charge of our financial futures.

Finally, do you know the address? TWU Local 556's Web site, located at www.twu556.org, is a great resource for all the latest news and important information that impact our jobs as Southwest Airlines Flight Attendants, so check it out today, and bookmark it for easy access.

Here's to a great New Year!

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Have you been to the TWU Local 556 Web site lately? If not, here's a quick guide to your Union's online hub.

SOME OF YOUR LETTERS

I just wanted to thank Carol Greco for sharing her courageous story ["The Fight of Her Life"]. My mother passed away after a long battle with breast cancer, so it was wonderful to read a true survivor's story!—Martha J.

The puzzle was too hard!—Sally M., via Facebook

I love, love, love Kathy Anderson's FYIs! They're always very helpful. In fact, I like to rip them out of the magazine, and keep them with me for easy reference.—Kelly W.

I really enjoyed reading Adam Taylor's article ["From the Field"]. Like him, I'm not involved in the Union, and I'm never sure what really goes on in Dallas. Thanks for publishing that.—Kristina A.

Madeleine Howard is such an asset to our Union, and I was really glad to see her twenty years of service acknowledged in Unity ["Merci beaucoup, Madeleine Howard"]. I spoke to her on the phone years ago, and she was so nice and extremely helpful. Thank you, Maddie!—Nick S.

Want to comment on something in Unity? Send us an email at communications@twu556.org to let us know what's on your mind.

President's Message

Having a Strategic Plan and more open communication with our Members is the key to making our Union successful,
says TWU Local 556 President **Thom McDaniel**

Happy New Year!

As we move full-speed ahead into 2010, it's hard to believe how much we have accomplished—and even harder to comprehend how much more work we have to do. Of course, none of this would be possible without a plan for the upcoming year, and, of course, we can't move forward unless we look back at where we've come from.

ization was driven by a Strategic Plan that was carefully crafted, followed, and reviewed to make sure we were on task.

In some years, our focus is dictated for us. During negotiations, for instance, our goals are driven around achieving gains for our Members in a new Contract. This year, we were able to focus on improving Member services and making our Union stronger.

interactive video chats, but none of this matters if our Members aren't getting the information. Please go to our Web site, Facebook page, and Twitter (twitter.com/twu556), and sign up to make sure you're getting the most current information. It is one of our goals to provide real-time information in the future, but until then, we have some great alternatives in place.

Another exciting change coming up will be in Union education. Watch for educational meetings to be held in your base on Contract issues, as well as legislative issues on a local, state, and national level.

We have a great Union and a great Contract. It would be easy to rest on our laurels until the next Negotiations, but we can't and won't do that. At this time, due to the economy, our Union is not growing, but through strategic planning, we are using the resources we have, and are developing new ones to make sure we are prepared for the future.

It's a time for new beginnings, so make a commitment to take advantage of at least one opportunity to get involved in our Union. It's a resolution you won't regret.



Houston Flight Attendant **Thom McDaniel** is President of TWU Local 556.
Email: president@twu556.org

MAKE A RESOLUTION TO GET INVOLVED WITH YOUR UNION THIS YEAR!

Since 2004, after we completed Contract Negotiations, your Executive Board has replaced our November Executive Board Meeting with a Strategic Planning Retreat in order to plan for the upcoming year. The session is held in Brenham, Texas between Houston and Austin at a facility called "Camp For All" that holds camps for disabled children during the summer and weekends. One of the most helpful aspects of Camp for All is that cell phone reception is spotty, so your Board can focus on team building and working together. We realized the need for the planning sessions after our success in our 2002 Contract Negotiations, where every aspect of our Table Negotiation and Member Mobili-

One of our main topics was the results of Project Redesign. This was a meeting that was held a few months ago with Flight Attendants of very diverse opinions from every base and seniority, with the goal of making our Union more user-friendly and interactive for our Members. Many of the proposals from Project Redesign were adopted, and you will be seeing the results over the next few months and years as some of them will require changes to our Local Bylaws.

Another important focus was on communication and how to best develop two-way dialogue with our Members. Currently, our Union has enhanced our communication through our Web site, social networking, and even



The History of TWU Local 556

Two thousand ten marks 35 years that the Flight Attendants of Southwest Airlines have been a Unionized workforce. Former TWU Local 556 President **Mary Longobardi** remembers the early days.

On February 5, 1975, with National Labor Relations Board Case Number 16RC-6826, the Flight Attendants of Southwest Airlines became certified as a Unionized workforce. At that time, our Company had only 54 Flight Attendants (compared to around 9,500 today). A total of 49 ballots were cast in our vote to become Unionized: 29 Flight Attendants voted in support of a Union, while twenty voted against it.

Our struggle in those days began as a request to have written rules. Lamar Muse, then President of Southwest Airlines, told us that “if you have a problem, get yourself a ***damn union,” and our Flight Attendants began their journey into workplace democracy. Although hired for our “looks and legs,” and not coming from Union backgrounds, the courageous group of Flight Attendants became the second Unionized workgroup at Southwest Airlines, after the Mechanics.

Since we were such a small group, we originally were organized under TWU Local 513, representing the Ramp and Maintenance workers at American Airlines. Our first Chairperson was Sandra Bogan and our Vice

Chairperson was Paula DeArmon. They negotiated our first and second Contracts in 1975 and 1978. Paula also went on to negotiate the 1981 Agreement.

Texas, at that time, was an “open shop” state, and because



Mary (Ravella) Longobardi, circa 1981

Southwest Airlines did not fly outside of Texas, employees could choose whether or not to join the Union. By 1980, even though it had established written work rules, only 35 percent of the Flight Attendants were Members of the Union. People were afraid to be associated with “trouble-makers,” and Southwest Manage-

ment constantly challenged and ignored Contract rules, while pressuring Union Members.

The Southwest Flight Attendants then rallied behind the issue of ‘hot pants’. A group led by Julie Waker, Sharon Darby (Rauch), Paula DeArmon, Susan Goodman, and myself organized a challenge to the status quo. It was extremely important to the women working at Southwest to settle the hot pants problem before we could hire male Flight Attendants and before the Contract Negotiations began in 1981. Hot pants brought unwanted attention to ourselves, and we felt we should not have to sacrifice our dignity for higher wages. Therefore, the push to change the uniform began.

The Flight Attendants filed petitions to have their uniforms changed, and threatened a lawsuit; the Company conceded. Management’s first offer was to allow us to wear pants from January through March. We explained that discrimination happened all year long; thus,

Continued on the next page

Baltimore Flight Attendant **Mary (Ravella) Longobardi** was a former TWU Local 556 President.

their offer was not acceptable. An alternative uniform of a wrap around skirt worn over hot pants was designed, just in case we ever wanted to remove the skirt and wear the hot pants. We agreed, and were required

Belinda Blair as Board Members.

From 1981 to 1983, after deregulation, the airline industry became extremely unstable. The 1983 contract, while managing to maintain progressive work rules, also adopted a “B” scale paying

would have to be done in a different way. Membership involvement was paramount. The Negotiating Team decided that each Member would receive representation whether they had been on the seniority list for thirty days or thirty years, and *the number one priority was fairness for all.*

ON FEBRUARY 5, 1975 THE FLIGHT ATTENDANTS OF SOUTHWEST AIRLINES BECAME CERTIFIED AS A UNIONIZED WORKFORCE.

to wear the hot pants under our skirt, but dared them to look under our skirts to see if we were actually wearing them.

The hot pants issue motivated our workgroup, and volunteer Union Membership jumped to 75 percent. By May 1981, when Contract Negotiations began, our Membership was a staggering 98 percent. This increase in Membership served to strengthen our position in Negotiations.

Today we would call this “internal organizing,” but at that time we were just angry. Management completely understood that the Flight Attendants were motivated and that we were ready to take them on to achieve better working conditions and wages.

The new Contract included pay increases of 52 percent over two years, single rooms in crew hotels for all Flight Attendants, as well as sweeping changes to work rules. This Contract was regarded as the best in the industry.

In October 1981, we left the umbrella of Local 513, and were officially chartered as TWU Local 556. Our first President was Susan Goodman, with Sharon Johnston as Vice President, Shell Brummel as Secretary-Treasurer, Sue Spurrier as Recording Secretary, and Rebekka Kelly and

New Hires less while offering a 26 percent raise to “A” scale Flight Attendants. This was



extremely controversial, but happening throughout the industry; it passed, despite our best efforts.

Unfortunately, the practice of creating new pay scales haunted our Membership. It continued in the 1986 Contract with the creation of the “C” scale, and again in 1992 and 1997 through the addition of numerous steps to reach top pay. These scales and steps divided our Membership with every new Contract.

In 2002, TWU Local 556 Leadership realized that the only way to overcome this division was to make a real effort to unite the Membership. The Executive Board agreed that Negotiations

The result was a Contract that included new hire training pay, reduced steps to top-out, elimination of the different pay scales, while also creating industry-leading work rules and pay.

Now, in the present day, we have continued to better our Contract. Under the leadership of Thom McDaniel and the Contract ‘08 Negotiating Team, we achieved increased 401(k) match, more flexibility in our schedules, wage increases, and many other positive changes to our work rules.

Southwest Airlines is now the most Unionized airline in the industry, and it is not an accident that we also have some of the best working conditions in the industry. However, let’s not forget where it all started. Those 29 Flight Attendants who voted “yes” for our Union changed the course of our careers, and we owe them all a big thank you.

I'm sorry it stinks!

Every Flight Attendant has been on one of those planes that just stinks. Let me give you a situation I had on one of my flights last summer.

The door to the 300 aircraft swung open, and with a smile and a wave, I entered the plane to help clean. As we finished cleaning the cabin for our plane change, the “B” Flight Attendant approached me.

“Are you flying in the back?” she asked. “Cause if you are, have fun with that lav. It’s smelled since we got on this thing this morning. We’ve had it dumped every leg, and we requested a double dump here, so good luck.”

Yep, she was right. About row 20, you could smell that pungent odor emanating from the back lav. After calling the cockpit, ensuring we received our double dump, I took out the cabin air freshener, and gave the whole back of the plane a good spray. I opened both aft doors, gloved-up, took out the disinfectant spray, a hand full of C-folds, and went to town cleaning every surface of the lav. The smell remained despite all my efforts. The other Flight Attendant had her own air freshener, and it seemed to mask the scent for a little while. We finished boarding, and we were off to Nashville.

Within the first fifteen minutes of our flight, a passenger went into the lav, and came out commenting how bad it smelled. The other Flight Attendant apologized for the inconvenience, and

sprayed it again with air freshener.

After I finished my first service enroute to Tampa, a passenger came to the back galley. She stated that she was sitting in row 20, and that there was a horrible smell. As she was standing there complaining, a light clicked, and she seemed to figure out that the smell was coming from the lav.

“How unsanitary is that!” she said with disgust. “You expect people to have to sit in their seats and smell that. I mean I’m fifteen feet away in my seat, with my kids, and I have to put up with that smell. That is just gross and unacceptable. Do you even care?”

I said that I was truly sorry and again found myself cleaning the aft lav. As I was in the middle of cleaning, the lady returned carrying a bunch of cups. “Where should I throw these? You expect us to drink these, when you’re pouring them right next to that filth box,” she yelled.

I apologized again, and told her that I understood her concern, but she did not seem to care.

We landed in Tampa, and as people started to deplane, a few people mentioned to me that she was right. They did not want to use the lav because of how bad it smelled. There was no improvement on our way to West Palm Beach.

And there I was again, stuck between a rock and a hard place. My efforts and apologies clearly did not improve either situation.

We asked Chicago Flight Attendant **Ryan Regal** to provide us with a few sticky situations. Read what he has to say, then send us your feedback.

Real Stories, Your Responses



In our last issue, we asked how you respond when a Customer of Size boards a full flight. Here’s what you told us:

“If the flight is full or nearly full, I address the problem when I hand them the extension. I let them know the flight will be full, and they will need to put their armrest down. I also let passengers sitting next to a COS know that it’s OK to ask to put their armrest down, since that’s the seat they paid for.”—AS

“I was deadheading, and they made me squeeze into the sliver of what remained of my seat. It was the most uncomfortable I have ever been, and I have more compassion for those people we force in these seats.”—DD

“I look at my role in these situations as a advocate for both passengers. I stand my ground with the Ops agent (always in my front galley) putting them in a spot where they have to deal with the issue. This isn’t just about comfort, this is also about safety, and my first responsibility to our passengers and my Company is safety.”—RT

Contract Education

Denny Sebesta, Contract and Leave Coordinator

With 2010 solidly underway, several items that were negotiated in our new Contract are now in place. Below is a summary of the changes that went into effect January 1.

Article 9 and 11.19 Reserve Self Assignment

This new functionality allows AR and PR Reserves to self-assign reserve assignments from the list of eligible Open Time pairings. Pairings for the next day are restricted to the maximum allowed in Open Time for each respective base. For example, if the base is allowed seven pairings in Open Time, a Reserve may not self-assign a pairing on that day, because it would take Open Time below the maximum allowed. This restriction does not apply after 03:00 local time for the day the pairing begins.

There are other rules that drive what pairings are eligible for Self Assignment. AR Reserves must pick-up pairings starting on or before 09:59 local time. PR Reserves, on the other hand, must pick up pairings that start on or after 10:00 local time. Additionally, AR Reserves may begin self-assigning pairings for the next day at 18:00 local, and PR Reserves may begin self-assigning pairings at 22:00 local time for the next day.

At 03:00 local time, an AR or PR Reserve may self-assign any pairing from Open Time that day that meets the two hours or longer report time requirement.

There is one important thing to remember if you do Self Assign

a pairing as an AR or PR Reserve: **you are responsible for remaining available for contact during your contractual contact hours.** This is in case a reschedule situation arises.

Article 11.19 Airport Standby Self Assignment

Ready Reserves with an RDV of zero or greater are now allowed to self-assign available APSB assignments beginning at 18:00 local time the day before. There are four new types of Airport Standby nonfly bars: ASB1, ASB2, ASB3 and ASB4. They stand for Airport Standby nonfly assignments that have been self-assigned to a Ready Reserve. The number at the end of the ASB indicates the liability of that Airport Standby. For example, if a Flight Attendant has a three-day Ready Reserve block and wishes to self assign an airport standby, they must find an ASB3. However, if they are on the second day of their three-day Reserve block, they must pick up an ASB2. In other words, the number at the end of the ASB must match the remaining Ready Reserve obligation on the Flight Attendant's display screen.

Article 11.5.A.2 Airport Standby (APSB) Preference

Ready Reserves now have the option to enter a preference for an APSB assignment. You can make the selection for each day or for the entire block. You may also change your preference throughout the Reserve block if you have not been given an as-

signment. Any change to your APSB preference for the following day must be completed by 1659 Central time. The APSB preference only applies to Ready Reserves whose RDV is zero or greater.

Inflight Automation, with help from Southwest's IT department, was able to release some of the new contractual provisions a little earlier. The items listed below went into effect December 21, 2009.

Article 12.5 Exchange of Trips

You may now trade a pairing with Open Time for the next day after the trading cutoff times of 23:00 or 03:00 local time. The pairing that you take out of Open Time must originate on the same day, and have the same or greater number of days as the pairing you are putting into Open Time. One important thing to remember is that the pairing you are dropping into Open Time must have at least three hours prior to check-in.

Article 12 Exchange of Trips

The TT/GA screen has been updated to include some additional filters. Flight Attendants can now filter TT/GA or Open Time based on the length of pairings, whether the pairings have a specific overnight, or by comments associated with the posting. Additionally, there is an "on or after" filter that allows a Flight Attendant to exclude any posting that may contain one or more items that operate before the selected day. For example, a pairing that is in give away contains a turn on the 14th and a turn on the 18th. If you use the "on or after" filter and click on the 18th, you would not see this posting, because it includes flying on a day before the one you selected. However, if you clicked

on the 14th, you would see the posting. This feature will also be helpful when looking for Reserve postings. For example, a Flight Attendant posted a three-day Reserve block for the 19th, 20th and 21st. If you select “on or after” in your filter items and click the 20th, you will not see this posting since a portion of it operates before the 20th. This particular filter should help narrow down the list of available Reserve days or flying assignments, which may lessen the chance of picking up an unwanted assignment.

To help you become familiar with these new Contract enhancements, refer to the “User Guide” posted on *SWALife* under “Crew Member Tools” and CWA User Guide.

Since there are more than 230 technology changes with this new Contract, the Company has been releasing them in stages. The reason is two-fold. First, our technology changes touched many different areas within the CWA system, so it was imperative to work through the many different components, as well as working-out the bugs before being released, thus ensuring the new functions are in good working order. Secondly, the SWA Technology department works on projects with all internal departments within our Company, which are prioritized based on different factors.

Implementation of several more changes is still pending.

As always, your Union is here for you, so please contact the Union office at 800-969-7932 with any questions, or visit the Web site at www.twu556.org. Have a great new year!



Orlando Flight Attendant **Denny Sebesta** is TWU Local 556's Contract and Leave Coordinator.

COPE-ing to Make Change

Susan Kern & Gwen Dunivent

Early in November, sixteen members of the TWU Local 556 Committee on Political Education (COPE) gathered for a two-day meeting at the Union office in Dallas. This COPE team first met in 2008, and has grown to include Members from every base. Over the course of those two days, we discussed the importance of involvement in the political process, on both the local and national levels, and how our involvement can impact the rights of Flight Attendants and workers in general. Members shared the frustrations and challenges that they have encountered in attempting to engage fellow crewmembers in the importance of the political process, and we explored solutions. Co-Chairs Thom McDaniel and Susan Kern demonstrated the ease of the “Click to Call” button on the TWU International Web site for contacting our legislators in Washington, and making sure our voices are heard.

Alex Garcia and Gwen Dunivent of the TWU International COPE team discussed the importance of our Membership's contributions to COPE. Alex explained how the creation of TWU State Conferences throughout the country provide a vehicle for our members' involvement on the state and local levels. Gwen spoke about the importance of the 2010 elections, and how COPE dollars are our only way to ensure labor-friendly lawmakers are elected. The importance of going beyond the election to hold our representatives accountable on a local, state, and federal levels was also discussed. Current legislative concerns, such as health care reform, were debated, and the entire group participated in a strategy conference call with the Texas AFL-CIO.

Exciting news ended the two-day meeting when word came that the Family Medical Leave Technical Corrections Act for Flight Crew Members had passed the Senate. Stay tuned for more on this exciting development!

More Contract Education Coming Soon!

Last year, we ratified another industry leading Contract, and this year your Union will be working to make sure Flight Attendants are educated on this Contract. We have big plans under the TWU University umbrella, starting with a Contract Resource Guide. More online resources will be available, including Contract video quick tips. And for those of you who remember the Contract Pop Quiz, it will be back! Your Union recognizes that we are a busy workgroup, and we want you to be able to access Contract help and tips at your convenience.

Social Networking & You

Kyle Whiteley, Unity Editor and TWU Local 556

Communications Coordinator



Online social network sites, such as Facebook, MySpace, and Twitter, are great tools for keeping in touch with family, friends, and coworkers, and many of these sites have experienced explosive growth over the last several years. Facebook, for example, boasts more users than the populations of several countries, while Twitter continues to gain a bigger Internet foothold every day. In a nutshell, social networking Web sites makes sharing information, thoughts, opinions, and photos easy. At the same time, however, it's important to be mindful of the fact that what we post online is "out there" and available to be viewed by almost anyone with an Internet connection.

In terms of our jobs as Southwest Airlines employees, it's important to remember that **our freedom to fly does not necessarily also mean freedom of speech.**

The United States Constitution, broadly, prohibits the *government and government agencies* from interfering with a citizen's speech. Southwest Airlines is not a government agency, so it's important to use common sense and good judgment when we post information, pictures, videos, opinions, and similar items on online social networking sites.

In fact, Southwest recently summarized its position of employees' use of social networking tools in the November 2009 issue of *LuvLines*. All Southwest em-

ployees will be held accountable for what they post online, and "in the event that an Employee's comments, videos, or posts violate Southwest policies or are inconsistent with our Leadership Expectations, the Employee will be subject to discipline, up to, and including termination." More information on Southwest's stance on online postings can be found on *SWALife* ("Guidelines for Leaders").

This does not mean that we shouldn't be using Facebook, Twitter, Flickr, YouTube, and other social networking Web sites—there's no reason, in fact, not to use them, as long as we're sensible when it comes to putting posts, videos, and photos into the public domain.

You Union takes advantage of online social networking, too. Here's how you can join us.

JOIN OUR FACEBOOK GROUP

Our Facebook group is a moderated group where you can get frequent updates from TWU Local 556 President Thom McDaniel on important issues that impact our jobs. Simply search for "TWU Local 556," and click "join" on the group page.

TWEET, TWEET, TWEET!

Follow us on Twitter at twitter.com/twu556. You can also connect with many of your Southwest Airlines coworkers, TWU International, and others.

The Facebook logo, consisting of the word 'facebook' in a white, lowercase, sans-serif font on a dark gray rectangular background.



The Ustream logo, featuring the word 'USTREAM' in a white, uppercase, sans-serif font on a dark gray rectangular background.



Real Flight Attendants, Real Stories

This is the second in an ongoing series of real grievance stories involving real Flight Attendants. Names have been changed to protect the guilty.

LOST UM

Upon arrival at the gate in Jackson, Jack and Dianne prepared their doors for arrival, attempted to keep the three wheelchair passengers seated, made way for the Ops Agent to enter the galley to exchange the trash can, and passed paperwork to the cockpit. In the thirty seconds that it took to accomplish all that, Julie, a six year-old UM, ran off the aircraft to meet her mother. Dianne was cleaning the plane when she realized Julie was gone. Jack ran up the jetway to locate the child, only to find her standing with the Ops Agent and her mother. Prior to pushback, the Ops agent returned with a Supervisor, and notified the Flight Attendants that they would be writing-up the situation. The following day, all three Crewmembers were contacted by Management to fill out IRs. Jack and Dianne both contacted the Union, and were eventually called-in to take part in a Fact-Finding meeting. After reminding both Flight Attendants that UMs are our most precious cargo, the base issued warning letters to both Flight Attendants. The letter stated that if this were to happen again, the Flight Attendants could be disciplined, up to, and including, termination. Although Jack and Dianne disagreed with the letter, they both chose to not file grievances.

DOUBLE NO-SHOW

Having slept through her alarm, Roxanne immediately contacted Crew Scheduling to let them know she was sorry for no-showing her trip. While on the phone with scheduling, they gave her another pairing with a report time of two hours, thirteen minutes. Roxanne was stunned that they could do this, but immediately began getting ready in hopes of making it to work on time for the second pairing. Events unfolded as she drove to work, and it

became clear that she would not be able to make the second pairing in time for report. Roxanne called Scheduling again, and used her free MBL for the quarter. Unfortunately, as Roxanne made it to the city, the morning traffic was building, and she again no-showed. This time, Roxanne did not call scheduling; she turned around and drove home. Fortunately, Roxanne had her free MBL for the quarter; otherwise she would have accumulated 5.5 points and would have been at termination level. As it now stands, Roxanne accrued five points in

one day, and has no wiggle room due to the fact that she now stands at 11.5 points. Roxanne now knows if she contacts Scheduling after receiving a no-show, she is subject to reschedule and must accept the assignment.

FILLING OUT AN IR

Following her two no-shows, Roxanne was contacted by the base, and asked to submit an IR regarding her no-shows. Miffed, she contacted the Union, and was advised that if requested, she had to turn in an IR within a reasonable amount of time after the request. She was also advised that if she chose, she could simply say, "I no-showed," or, in her case, "I no-showed twice."



Important Disclaimer: The scenarios on this page have been edited to protect our Members' (and, in some cases, former Members') confidentiality. Names have been changed, as have certain aspects of their individual cases. Because these "real life" scenarios have been altered and/or enhanced, **they should be considered non-precedent, non-referral.** Every grievance case is considered based upon its own merits. Please contact the Union office at 800-969-7932 with specific questions regarding Contractual and disciplinary issues.

How the Union Pays for Work Performed

John Parrott, TWU Local 556 Treasurer & Financial Secretary

The largest expense to our Union is, strangely, “lost time,” or what we pay to those Members who perform Union work. For the month of November, 76 Flight Attendants were paid to do Union work. From the committee chairs, Shop Stewards in the bases, to your Executive Board Members, we are all committed to represent our Flight Attendants. I would like to briefly explain how the Flight Attendants who work for you are paid lost time.

SHOP STEWARDS

Shop Stewards perform many different roles at the base level. They accompany you to meetings with Management, disseminate information in the Lounges, or assist the Domicile Executive Board Member (DEBM) in various capacities. A Shop Steward who represents you in a Fact Finding meeting with Management, on a day off, is paid 4.0 TFP. If they conduct two or more meetings on a day off, they are compensated a maximum of 6.5 TFP. If they perform this work on a day when they are flying, they are only compensated 2.0 TFP per meeting, but their work doesn't stop once the meeting is complete. The notes that were taken during the meetings are then typed and transmitted to the Union Office in Dallas where our records are kept. They also communicate with the Grievance Team Member in Dallas who is handling the particular case,

as well as keeping your DEBM apprised of the situation. Many current and past leaders of our Union started as Shop Stewards, and we could not perform as well as we do without them.

DOMICILE EXECUTIVE BOARD MEMBERS

Domicile Executive Board Members also perform many roles, and have a monthly budget that they are paid from. Some of their duties include performing Lounge mobilizations (“Lounge mobs”), answering your questions when you call, representing Members at meetings, attending monthly Executive Board Meetings, as well as holding meetings with Management regarding local Base issues. DEBMs are not full-time positions, as they do not work a forty-hour workweek. The work they do is submitted monthly via a timesheet, and are paid accordingly. Lounge mobs are paid at 6.5 TFP for nine hours of work. DEBMs and Shop Stewards are paid the same way for Fact Finding Meetings. The other time put in by DEBMs is paid for every nine hours of work performed, for which they are paid 6.5 TFP, plus nine hours of per diem. If a pairing is pulled to perform those duties, the DEBM will be paid the actual TFP pulled plus per diem for that day, or 6.5 TFP and per diem, whichever is greater.

The eight DEBMs are part of the fifteen member Executive Board that meets monthly

in Dallas. These meetings are generally three to four days long, and are held to make decisions on behalf of the Membership. The Executive Board reviews current and pending projects, hears grievances filed by our Members, and reviews the financials of our Union. Members of the Executive Board are paid 7.0 TFP per day plus per diem to attend the monthly meeting in Dallas.

Of the seven remaining Executive Board Members, three of those leaders are paid for the time that they serve working for the Membership. Our Recording Secretary, and two Board Members-at-Large are paid 6.5 TFP for every nine hours of work performed, plus nine hours of per diem. These officers each have varying duties in their job descriptions, and further assist the DEBMs in their roles in the bases as necessary. Committee work is paid the same, and each committee must work and maintain their approved budgeted hours.

OFFICE STAFF

The Union currently has four full-time Officers, thirteen full-time Grievance Team members, and Madeleine Howard, our Executive Assistant. Madeleine is the only member of our team who is not a Flight Attendant or a Southwest employee. (Though, her twenty years of service to our Union makes her pretty official)

There is a two-tiered pay system in place that was approved by the Membership to pay our full-time staff. Our current full-time officers and staff work forty hours per week. Our non-officer, full-time Grievance Team members are paid the high line from



Dallas Flight Attendant **John Parrott** is TWU Local 556 Treasurer & Financial Secretary. Email: jparrott@twu556.org

the system, plus the applicable per diem. The four full-time Officers and the Grievance Chairperson are paid high line plus fifteen percent plus the per diem for the line. The additional fifteen percent compensates for the additional hours that are worked to perform their duties. The Company pays sick calls, vacation, jury duty, and any additional flying hours.

I hope this article helps in understanding how your Union Representatives are paid. I firmly believe that the leaders of our Union are in this for the right reason: to represent you. As your Treasurer, I am committed to ensuring that your Union remains solvent, that the work being billed for is completed, and we are getting the most “bang for our buck.”

TWU Puzzle

Difficulty: four out of five stars

			1					5
	5	8				6	7	
		2			5		4	1
3	4					8		
			2		4			
		1					9	6
6	7		4			3		
	1	3				7	6	
9					3			

Kathy Anderson's

F.Y.I.s



- If you pick up/trade a pairing from Open Time that has unpaid deadheads, call Scheduling so they can recode the deadheads with pay.
- You can only schedule yourself for more than a fourteen-hour duty day (in one day) as long as you are only scheduled to deadhead at the end of your day beyond 13.5 hours from your first check-in.
- If you pick up a trip during your vacation and then call in sick for that trip, you will not be paid for it.
- You cannot be awarded a Charter over your vacation, but you may pick up a Charter from Open Time.
- Domicile Break is calculated block-to-check-in.
- Check in times will not be adjusted to accommodate domicile break.
- If your duty day exceeds 12.5 hours, following the termination of the pairing at your home Domicile, you have time off equal to double the time spent on duty. You must request this time off when you block-in at your home Domicile. If you are scheduled to work during this period, you should be pulled from sufficient trips with pay to receive the required rest. (If your scheduled days off fulfill the “double the time off” requirement, you will not receive additional time off.) **N.B.:** If you do not contact Scheduling to exercise your option to be pulled, you will automatically get time-and-one-half for the portion that would have been pulled.
- At the end of your pairing, you are only required to stay at the aircraft if there are through-passengers onboard. Only Sched-

uling can direct you to stay with an aircraft to board the next flight. If directed to do so, contact Scheduling to have adjustments made to your duty day.

- If pulled with pay on Thanksgiving Day, Christmas Day, or New Year's Eve because of being FAR illegal, you will receive Holiday Pay for trips pulled on these specific days. If you elect to be pulled on the above-mentioned days because of a Contractual illegality, you will not receive Holiday Pay for trips pulled.
- Holiday Pay for a day with RIGS will be compensated as double time for the day, including the RIGS.
- In order to receive a hotel room on extended ground time, the following conditions must be met: 1) You must be at an outstation (not a base, even if it is not your own) either scheduled or as the result of cancellations or delays for at least 4 hours. 2) Your next flight must be posted to depart at least four hours from the time you make the call to Scheduling. 3) The delay cannot be a rolling delay, which is where your scheduled departure time is continually changing, such as one caused by weather or mechanical problems.
- You will not be covered by the Commuter policy if you waive a deadhead at the beginning of your pairing and your commuter flight runs late. The Commuter policy only covers the Flight Attendant commuting to the domicile where the pairing begins and ends.
- You will be covered by the Commuter Policy if you pick up from a base other than your own.
- Be aware that in the Flight Attendant Lounge, your conversations could be overheard by Supervisors or Management personnel.

Kathy Anderson is a Dallas Flight Attendant, and member of the TWU Local 556 Grievance Team.

New Veterans Committee

Todd Gage, Veterans Committee Chair

I have to admit that I was a little hesitant heading into the Veterans Committee meeting at the TWU International Convention. Although I come from a military family, I have never fought in a war or even served in the Armed Forces. I commend and thank all of those who have. But after meeting with the various TWU Locals and learning about their Veterans Committees, I realized the need for such a committee here at TWU Local 556. We have a much smaller number of Veterans compared to other Locals, and therefore have fewer issues regarding Veteran's affairs to address. That being said, we need to be able to reach out and assist, as a Union, all the men and women who have fought for our great nation. Our Executive Board unanimously voted to create the new Veterans Committee last October, and I was honored to be appointed Committee Chair. I have been gathering information from other Locals and SWAPA to help get this committee fully up and running. The committee will be composed of three main components: Military Leave of Absence, Veterans Benefits, and Community Service.

Military Leave of Absence deals with helping Members with their transition into military duty by preparing them to go on leave, and what they will need to do once they get back. This includes maintaining contact via their closest family member or friend throughout their leave in the event of an emergency. If any issues with the company were to come up because of the Member's deployment, we would offer assistance per the Uniformed Services Employment and Reemployment Rights Act (USERRA). Next, Veterans Benefits would encompass assisting Members through the process of filing disability claims with the VA, seeking medical help, insurance options, funeral allowances, and education benefits. Finally, Community Service will focus on helping less-fortunate Veterans in our Local or communities.

I would like to compile a list of all our Veterans in Local 556, so if you are a veteran, please email me your name and employee number. I feel privileged to be able to build this committee honoring the Veterans in our Local.

Reporting Health Issues

Michele Moore, Health Committee Chair

Have you ever been out flying a trip and have a health or safety situation arise, but you are not sure what to do about it or how to report it? There are several ways you can address the situation.

You can write an Irregularity Report, which is forwarded to the department(s) to which the situation pertains. You can also write-up the situation in the Safety Reporting System (SRS) that can be accessed through *SWALife*. If you choose to use SRS, you can do this anonymously. If you do leave your information, someone will get back with you to discuss the issue.



If you just have a question, there is an “Ask The Source” function on the TWU Local 556 Web site that allows you to submit a question. The appropriate committee will respond to you as soon as possible.

If you just have a question, visit www.twu556.org to “Ask the Source.”

Remember, if you ever have a health question, please feel free to call me at the Union office at 800-969-7932. If I am out flying, the call will be forwarded to my cell phone, and I will return your call when I get to my overnight.

Stay safe and healthy!

Treasurer's Report

John Parrott, TWU Local 556 Treasurer

Happy New Year to you all! One of my professional New Year's resolutions is to get the online dues database fixed! The current process is time-intensive and confusing to our Members. Since taking office in May, I have identified some key areas with the current system that need to be upgraded in order to make it easier to pay your dues online. I hope to have these upgrades accomplished by the second quarter, and will keep you updated on our progress. Collecting all the dues owed helps the Union better plan for the future and provide additional services to the Membership.

One question I am frequently asked is why the owed dues aren't collected from the next available paycheck. While the Assessment Fund can be collected in this manner, there are times when a

It is not uncommon to have over 400 Flight Attendants out on some type of Leave at any given time.

Flight Attendant does not owe dues for a particular month. A common example of this would be a Flight Attendant on Medical Leave and not accumulating any form of negotiated compensation such as sick time or vacation pay. It is not uncommon to have over 400 Flight Attendants out on some type of Leave at any given time. Southwest's current payroll system is an all or nothing deduction, and would cause the Union to be in a constant refund mode. The Union doesn't want to take dues that are not owed, so that is the reason we run a billing. In the future, I would like to see the bills sent electronically to save trees and postage. These are the types of things that we are evaluating in order to make it the most efficient it can be.

Finally, over the past few months I have been working with our auditor, Mr. Richardson, as he prepares our yearly audit. The goals of this audit are to ensure our financials are in compliance with all federal regulations, and that all our control procedures are sound. Mr. Richardson will submit a complete report to the Executive Board by January.

Eight Goals for a \$ecure Financial Future

Financial Advisor and American Airlines Flight Attendant **John Gadd** explains how to start getting out of debt and stay that way in 2010.

Flight Attendants are some of the most amazing, warm, talented, and compassionate people you'll ever meet. We spend our lives in the service of others, partly because we enjoy the kind of freedom and flexibility rarely found in many of today's workplaces, and partly because we love the work, and can't imagine doing anything else with our lives. But we aren't always the best when it comes to managing our money, sometimes to the detriment of our financial health, which can be a serious problem during volatile financial times like the ones we're experiencing right now.

The solution, however, may be deceptively easy: Flight Attendants who pay themselves first in financial matters can achieve financial freedom. Remember, you

Think of your long-term financial planning as a bucket of water from which you can drink when you're thirsty. Before putting any resources into your long-term financial bucket, we need to ensure that there are no leaks in it, because it doesn't do any good to fill a bucket with a gaping hole in the bottom.

CREDIT CARD DEBT IS "INTERESTING"

Goal 1: Pay off credit cards!

Assessing our relationship with interest—especially credit card interest—should be one of the most important resolutions we make at the beginning of each year. We might ask ourselves, for example, whether interest is a liability that we choose to pay to someone else, or is it an asset we



our financial bucket? Ultimately, interest becomes whatever we choose it to be.

Carrying credit card debt is one of the worst holes we can have in our bucket, because it guarantees banks and other corporations a high rate of return (interest), and it makes almost no sense to invest, contribute to a 401(k), or indeed to save any money until our credit card debt is resolved. This is the first step in learning to pay ourselves, so let's make this our number one goal for 2010.

CASH IS KING—ALWAYS HAS BEEN, ALWAYS WILL BE

Goal 2: Pay as you go

Once you're free of credit card debt, the easiest, most effective way to stay that way is to use cash for daily purchases. Movie night? Pay with cash. Grocery shopping? Pay with cash. New computer? Pay with cash.

For those times when it's necessary to use a credit card, such as renting a car or booking a cruise,

FLIGHT ATTENDANTS WHO PAY THEMSELVES FIRST IN FINANCIAL MATTERS CAN ACHIEVE FINANCIAL FREEDOM.

are the most important person in the world, deserving of more consideration and fiscal nurturing than anyone else in your life.

contractually receive from someone else? Is interest a comforter or a nightmare? Most vitally, does interest represent a hole in

transfer cash from a designated account to the credit card immediately. This helps keep our financial bucket free of holes in the long-run.

HOW COME THEY NEVER TOLD ME ABOUT CREDIT REPORTS AND FICO® SCORES IN HIGH SCHOOL?

Goal 3: Have excellent credit reports

As we take the necessary steps to assure the integrity of our financial buckets, let's not forget about the credit reporting agencies whose sole purpose is to monitor how well we take care of our buckets. Experian, TransUnion, and Equifax are the three main credit reporting agencies in the United States, and they keep better track of your credit activities than you do. (Seriously.) They work independently of one another, but do just about the same thing: create credit reports based on available information about you, and assign a grade, called a FICO® score, between 850 and 300. Any score above 720 is great, giving you access to the best terms and interest rates when it comes time to borrow money.

It's a good practice to pull your credit report and FICO® score at least once a year—your birthday is a great time to do this. Federal law gives us the right to one copy of our credit report annually from each of the three credit reporting bureaus. You can get your free copy by visiting AnnualCreditReport.com. FICO® scores usually aren't free, but you can purchase them from MyFico.com.

You can improve your FICO® score by paying all your credit accounts on time, checking your credit report for errors and re-

porting any errors to the credit bureaus, avoid using credit cards for a month or two prior to making large financial transactions, such as buying a car or getting a mortgage, and by not closing old accounts, while not opening new ones.

GORILLAS, GECKOS, AND DUCKS! OH MY!

Goal 4: Insure our financial bucket's stability

Once our financial bucket is free of holes, and we've designated a maintenance plan to prevent future leaks, we need to fit it with a tight lid, so that in the event it accidentally gets tipped—or kicked!—over, we won't lose everything inside. This is where insurance comes into play. An insurance policy is like a vaccine. Getting a flu shot each year may be painful and inconvenient, but the short-term pain will be well-worth it in the event of an epidemic. The purpose of insurance is to protect our assets and financial plans from catastrophes.

Life insurance is an important part of any serious financial plan, and life insurance plans come in many different varieties. If people depend on you, either now or in the future, you should consider purchasing a term life insurance policy. Term policies are, in a nutshell, contracts between you and an insurance company

whereby the insurance company promises to pay your beneficiaries a certain sum of money in the event you pass away. As the owner of a term policy, chances are you'll never see a dime of this money (even though with certain policies you can get your payments back), and because of this, term life insurance is generally much less expensive than other types of life insurance. Depending on your health and age, many Flight Attendants can easily afford a \$1 million term life insurance policy.

RENO 911!

Goal 5: Prepare for an emergency

In the event of a financial emergency, who ya gonna call? Ghostbusters? Officer Dangle? Hopefully neither. It's critical to be prepared for a financial emergency without having to touch the long-term financial buckets we're filling. Most financial professionals, including me, recommend that we each have anywhere from six to twelve months' salary stored in an emergency savings account (as opposed to a certificate of deposit or the stock market). This should be liquid money you can easily access in the event life pulls

the rug out from under your feet, such as a furlough, or a prolonged illness, or losing one's house, or a failing business. Being financially-prepared for these or other unfortunate, unexpected events, can mean the difference between being able to take it all in stride, and being reduced to eating cat food to survive (it's happened).



I'M READY FOR MY CLOSE-UP, MR. ROTH!

Goal 6: Time to plan for the future

One good tool I know of that helps Flight Attendants prepare for retirement is a series of consistent contributions to a Roth IRA. Why? The growth on the money inside a Roth IRA will never, ever be taxed, as long as it's invested for at least five years, and as long as you're 59½ years old when you withdraw it. It's reasonable to assume that tax rates in the future will be higher than they are today—and that's saying something. The U.S. government has to eventually pay for all the debt we're currently accumulating (e.g. bailouts, underfunded Medicare, Social Security, etc.), and raising our taxes may be an unavoidable way of doing so. It seems to me that having some money in a tax free account might be a wise choice.

When it comes time to withdraw money from your 401(k), you'll be doing so at tax rates that will exist at that time, and not at today's rate. Depending on your particular circumstances, a smart move may be to grow your retirement money in a Roth IRA, while still contributing as much to your 401(k) as your employer will match.

GIVE IT AWAY, BABY!

Goal 7: Donate money

Ironically, our financial system tends to reward people who seem to demonstrate that they don't need money. It's true—people who can show that they don't need money are more likely to get money. Altruism, even in small amounts, can go a long way, because it helps us realize that our sense of worth is not dependent on our net worth. It's a spiritual law: money flows to those who know how to use it, and not to those who depend on it.

There are several ways Flight Attendants can demonstrate, every single day, that we are willing to let our money go in order to enrich the lives of others: tipping the van driver a little something extra, leaving a few dollars on the dresser at the hotel for the housekeeper who organizes your room, or buying snacks for your crew. Others enjoy tithing to their church, or donating to a charity or other organization that supports issues that are close to our hearts. When we give a little, we get a little, so make it a habit to give something back.

MR. DEBT, YOU ARE THE WEAKEST LINK—GOODBYE!

Goal 8: Enjoy the peace of mind that comes with financial stability

Living our lives debt-free, with an emergency backup, and a long-term financial plan is easier than you might think, and today is the day to start. Take it from me: as a second year Flight Attendant, I chose to repay \$18,000 in credit card debt rather than declaring bankruptcy, and by doing so, I learned that once a commitment is made to oneself and one's financial bucket, a long-term financial life plan becomes easy. Do it for yourself first, and then watch how your relationships improve. Remember, a life of financial stability creates people who are confident, self-empowered, and compassionate. And who doesn't want people like that in their lives?

I welcome your questions and comments, and look forward to hearing from you as you continue on your own financial journey.

Financial Advisor **John Gadd** is an American Airlines Flight Attendant. He can be contacted at 888-Gadd-John (888-423-3564) or via his Web site at www.johngadd.com.

Per Federal securities law (FINRA), TWU Local 556 is required to publish the following disclosure with this article:

John Gadd offers securities and investment advisory services through AXA Advisors, LLC (NY, NY 212-314-4600), member FINRA, SIPC, and offers annuity and insurance products through AXA Network, LLC and its insurance agency subsidiaries. AXA Advisors and AXA Network do not provide tax or legal advice. Please consult your own tax or legal advisors regarding your particular circumstances. AGE-59954(12/09)

**You're
Invited!**

Friday, February 5, 2010

**From first check-in
until 3:00 p.m.**

**Breakfast
& Lunch
will be served
in all Lounges.**



Sometimes, Less is More

Board Member-at-Large **Colleen Griffin** talks about some important issues affecting our jobs and privileges as Flight Attendants.

Please remember that Scheduling records *all* telephone conversations they receive. What you say during a phone call *may be used against you*. If you call in sick for a trip or reserve day/block, state *only* that you are calling in sick.

When speaking with Scheduling, Supervisors, or Base Management, a good rule-of-thumb is that *less is more*. Despite any assurances you may get from Supervisors or Base Management that your telephone or Lounge conversation is “off the record,” defer the conversation until you have Union representation.

boarding prior to scheduled arrival, make sure that all Flight Attendants are onboard and in agreement before giving Ops permission to board early. Those early arrivals give us a few precious minutes to catch our breath between flights!

SUSPENDED PASSES

This information is from *The Freedom to Get Out of Town Your Southwest Airlines Pass Privilege Policy Overview* available on *SWALife*. When passes are suspended, you:

1. Cannot utilize the fourth or cockpit jumpseats without the

purposes of commuting to and from work;

7. May not use or authorize anyone else to use your passes for nonrevenue travel on Southwest or any other carrier. This policy applies to all types and every category of nonrevenue passes.

If your passes have been suspended and you go on leave (including, but not limited to medical, OJI, personal, FMLA, or maternity), suspension will not begin until you return to work and are placed back on active, payroll status.

If you disregard any of these

Remember: Scheduling records all telephone conversations, and what you say during a phone call could potentially be used against you!

JUST THOUGHT I'D ASK!

In the spirit of an on-time departure, Ops agents sometimes ask “A” Flight Attendants whether they would like some bag tags in order to check bags, or if they can begin boarding the flight *before* the scheduled arrival.

Although there are things we can do to help ensure that the aircraft pushes on time, checking bags in the jetway is not one of them. The FAA minimum crew mandate requires all three Flight Attendants to remain onboard and in proper boarding positions during the boarding process.

Because of the minimum crew requirement, and because our Contract has language that prohibits the commencement of

specific, written authorization of your Department Vice President;

2. Are not eligible to earn or receive Buddy Passes during the period of time your passes are suspended
3. May not travel as an eligible traveler on pass privileges of any other Employee
4. May not travel on your Buddy Passes or Buddy Passes that were earned by other Employees, including nonrevenue, space available and nonrevenue, positive-space incentive or promotional passes
5. May not obtain or utilize a pass on any other carrier
6. May not travel as a nonrevenue passenger on Southwest or any other airline for the

policies or allow anyone to travel on a pass while your passes are suspended, severe action will be taken, up to and including termination.



Chicago Flight Attendant **Colleen Griffin** is a TWU Local 556 Executive Board Member-at-Large. Email: cgriffin@twu556.org

ORLANDO

Jimmy West



Happy New Year! I hope all had a wonderful holiday season. I cannot begin to express my gratitude and sincere appreciation to each and every Orlando-based Flight Attendant who contributed to the 2009 Toys For Tots program. We had a total of five very

large bags to deliver which helped those in need. I would like to thank Orlando In-flight Supervisor **Brian Plata** for helping me move the toys from the Orlando Lounge.

An issue I want to address that seems to keep coming up quite often is the C position on the aircraft. C stands for "check the equipment." C stands for "count." Does C also have to stand for "clean all of the time"? We work as a team on the aircraft. If you are flying A position, why not offer to rotate cleaning the cabin with the C position. Until the Roombas are put on the aircraft to clean for us, please help each other out.

If you are on Facebook, listen up. While I haven't seen the new position of Vice President of Flight Attendant Facebook Viewing posted for employment at Southwest, and while it hasn't happened in Orlando, Flight Attendants in other bases have been called into the office for some of their postings on Facebook. Watch what you post online!

It has come to my attention that Your Assistant Base Manager™ has chosen to discuss my last *Unity* article regarding Flight Attendants using their camera phones to take pictures of other Flight Attendants while on duty in Recurrent Training classes, and encouraging Flight Attendants to come to Management if you perceive a fellow crewmember doing something wrong. In fact, please talk to the crewmember first. If you are not satisfied with the outcome, call Professional Standards, rather than talking to a Supervisor.

If there is anything I can do to assist you, please contact me at 800-969-7932 ext. 4311 or at jwest@twu556.org.



Flight Attendant **Jimmy West** is Orlando's Domicile Executive Board Member for TWU Local 556.
Email: jwest@twu556.org

CHICAGO

Donna Keith



Happy New Year Chicago! Wow, another decade has flown by, and here we are now at the beginning of 2010! I hope everyone had a safe and happy holiday season, with bright hopes for the year to come. A good New Year's resolution may be to request a

copy of your file. The request must be in writing and signed. You can pick it up at the desk in the base after five business days of the request. This is a good way to check on your point totals, roll-off dates, as well as accuracy of the other file contents.

The Toys for Tots campaign in Chicago was an overwhelming success! Thanks to your warm hearts and generosity, there were lots of kids in the area with smiling faces filled with the wonder of the holiday season this year.

This past year, our available flying has decreased as the economy has struggled. I would like to applaud all the wonderful Chicago Flight Attendants for their positive attitudes and display of unity during these difficult times, as well as your commitment to providing our customers, both internal and external, with the P.O.S. that we are so well-known for.

We are still facing challenges with our UMs. For those who fly the "A" position regularly, it is very important to remember that our UMs are the first priority after we disarm our doors, even before the wheelchair passengers and paperwork Operations agents often ask us to hand into the cockpit. When the Ops agent asks you to hand that paperwork in, it is alright to "just say no" until you have taken care of retrieving the UMs from their seating area and signed them over to either the Ops agent or the Sweeper.

If there is anything I can do to assist you, please contact me at 800-969-7932 ext. 4335 or at dkeith@twu556.org.



Flight Attendant **Donna Keith** is Chicago's Domicile Executive Board Member for TWU Local 556.
Email: dkeith@twu556.org

HOUSTON

Crystal Rains



Happy New Year Houston! This year is starting off very quiet in our base with no administrative or procedural changes to report. I would like to thank the Houston Inflight office for providing all the wonderful meals for those of us who worked over the holidays. Similarly, thank you to every-

one who donated to this year's Toys for Tots drive.

Have you heard good jump-seat rumors lately? Visit the Houston base page on the Union's Web site to find out which are true, and which are false.

One of the most common reasons for discipline is delays of flight that happen when we run off the aircraft to grab a bit to eat. In an effort to prevent delays, I'd like to close with providing you and Flight Attendants from other bases with the location and phone numbers to frequently visited restaurants in the Houston Hobby airport.

- **Barry's Pizza** (Food court) 713-644-5791
- **Wendy's** (Food court) 713-645-5200
- **Pappasito's** (Food court) 281-657-6157
- **Peet's Coffee & Tea** (Food court) 713-847-7338
- **Hunan's** (Food court) 281-657-6112
- **Pappadeaux** (Food court) 713-847-7622
- **Buffalo Wild Wings** (By Gate 23) 713-581-7955
- **Pappa's Burgers** (By Gate 44) 281-657-6168
- **Subway** (By Gate 46) 281-657-6165

Remember, what matters to you matters to me! Contact me anytime at 800-969-7932 ext. 4310 or by email at crains@twu556.org.



Flight Attendant **Crystal Rains** is Houston's Domicile Executive Board Member for TWU Local 556.

Email: crains@twu556.org

LAS VEGAS

Bryan Orozco



Happy New Year, Las Vegas! Thank you to everyone who made the holidays brighter for an underprivileged child by donating to the Toys for Tots campaign in December. Your generosity is greatly appreciated!

You will be sent home and receive a no-show if you report to

Recurrent Training without a working flashlight, your Southwest ID, or an up-to-date manual. If you are unsure whether your manual is completely current, stop by the Supervisor counter at least an hour before your Recurrent Training is scheduled to begin, and have them check it over with you. Management has been cracking the whip on this, so make sure you don't get cracked in the process.

Also, if you get to the airport two hours or more before check-in, the check-in prompt does not pop-up. You will need to check in manually, or you can always call Scheduling and ask them to check you in.

Remember, sleeping in the Lounge is not recommended, but if you make that choice, you will be doing it at your own risk. At the same time, we need to respect other workgroup's space, especially the Pilot's Lounge. Currently, no discipline has been issued, but there could be if we intrude on their space.

Finally, as a reminder, UMs *always* come first: not wheelchair passengers, not requests from Ops, Pilots, or other Flight Attendants. UMs should always be your number one priority.

This year, let's remember that we have pretty easy jobs, so let's not complicate the system by making them more difficult than they need to be! If you have any questions, or if I can help you in any way, give me a call at 800-969-7932 ext. 4344 or email me at borozco@twu556.org.



Flight Attendant **Bryan Orozco** is Las Vegas' Domicile Executive Board Member for TWU Local 556.

Email: borozco@twu556.org

OAKLAND

Todd Gage



I would like to start by thanking all the Oakland Flight Attendants who participated in the Toys for Tots drive—you really helped make Christmas magical for many underprivileged children. I would also like to thank our

Executive Board for purchasing a holiday gift basket from our Local through the State of California's "One New Toy" program for a family going through some tough economic times. With the help of our Base Manager **Reen Emlet**, TWU Local 556's representative to this Conference, **Donald Silva**, helped choose a family, and purchased the items for their personal basket. Thanks Donald!

Now I have to discuss one of our longest running grievances: Oakland parking. As per article 25, section 12 of the CBA, the Company will provide security personnel or security via electronic means in all parking areas designated as Flight Attendant parking. Well, we all know that Oakland parking falls short of this agreement. Almost four years ago, a grievance was filed, and both Southwest and TWU Local 556 have tried hard to fight the Port of Oakland to provide us with a secured parking lot. Unfortunately, the Port of Oakland has not complied. The Executive Board was at a crossroads of whether to continue with the grievance and risk losing a convenient parking lot and possible price increase, or not proceed with the grievance. After further discussion, we felt that no further options are currently available, and voted not to proceed with the grievance. Another parking lot has become available at a decent price. It is not endorsed by the Union, but is listed as an option. Please check the Oakland base page on the Web site for further information on this parking option.

Please give me a call at 800-969-7932 ext. 4336 or by email at tgage@twu556.org if you have any questions, comments, or if I can help you out in any way.



Flight Attendant **Todd Gage** is Oakland's Domicile Executive Board Member for TWU Local 556.
Email: tgage@twu556.org

PHOENIX

John DiPippa



Happy New Year, Phoenix! Hats off to you! Due to the overwhelming number of toys donated for Toys for Tots this year, several children had a Christmas that they may never forget! Thank you for your generosity, despite the economy.

There have been lots of rumors floating around our base lately, so I encourage you to check out the November *E-Connection* titled "Rumor Busters" that addresses some of these rumors. There may be others going around, so if you've heard something that seems too good (or bad) to be true, please call the Union Office or ask me directly, and I will check into them.

As you already know, the Employee Parking rate has increased to \$40.00/month, and it will still be automatically deducted from your check. However, for it to continue to be deducted, you need to fill out a new form authorizing SWA Payroll to deduct this amount from your pay. As of early December, **Kathy Garner** (the "Parking Lady") mentioned that she still hasn't had every employee who parks in the south or east economy lot fill-out the new request. If you haven't done so already, please take a moment to stop by the Inflight Customer Service Desk and fill it out. And speaking of parking, if you have any issues relating to the employee bus, please contact **Kim Brown** at 602-683-2601. She'll need the date, time, and bus number to do any follow up work to resolve the complaint/concern.

Remember, if you're not receiving the Phoenix *E-Connection*, visit the Union Web site and add your email address to your profile to sign-up. Best wishes for 2010, and be sure to give me a call at 800-969-7932 ext. 4314 or email me at jdipippa@twu556.org if there's anything I can do to help you out.



Flight Attendant **John DiPippa** is Phoenix's Domicile Executive Board Member for TWU Local 556.
Email: jdipippa@twu556.org

BALTIMORE

Audrey Stone



Wow, a New Year is upon us, Baltimore! Thank you to everyone who rounded out the year by making someone's holiday season brighter through a donation to our annual Toys for Tots drive.

During the last quarter, we had a few changes in the Inflight Office, and more are coming soon.

Jan Williams, former Inflight Supervisor, is no longer here, and **Carolene Goulbourne** has joined us from the Oakland Inflight Office. She came to Southwest in 2006, and has worked in the aviation field for many years, including as a Flight Attendant. In addition to the Flight Attendants who took advantage of Freedom '09, four of the Inflight Staff are also leaving, including our three Base Coordinators **Jan Hahn**, **Lisa Carpenter**, and **Marianne Wheaton**, as well as one of our Leave Administrators, **Anne Dietrich**. They have given many years of service to our base, and we wish them well on their future paths.

We've recently had a lot of rumors swirling through the Baltimore base, with many regarding terminations that simply did not happen. Remember that if you hear something, please check the story's validity with me or by calling the Union Office instead of passing on incorrect information. Hearing it in the cockpit, on the jumpseat, or seeing it in a text message from one of your coworkers does not make it real! I know times have been tough for many people this year, as well as an uncertainty in our industry that helps feed these ideas of "the Company getting rid of people." However, this hasn't been the case, and Southwest has creatively worked with the Union to offer win-win programs like Time Away to help fight the economic trouble without furloughs.

I look forward to continuing to represent you. Thanks for all you do, and if I can help with anything, please contact me at 800-969-7932 ext. 4308 or astone@twu556.org.



Flight Attendant **Audrey Stone** is Baltimore's Domicile Executive Board Member for TWU Local 556.
Email: astone@twu556.org

DALLAS

Karen Amos



Happy New Year Dallas! Hope everyone had a great holiday season, and thanks to all those who contributed to the Toys for Tots and helped make the holidays brighter for so many children.

Quite a few items in our Contract were implemented on January 1. Please refer to Side Letter 4 of the Contract, which lists the complete implementation schedule.

Also in February, eight additional items of the Contract will go into effect. If you don't have a copy of the Contract, pick one up at the Supervisor desk and familiarize yourself with all the upcoming changes.

The start of the year is a great time to find out how many points you currently have, as the year-end record improvement point roll-offs, quarterly record improvement point roll-offs, as well as bonus points should be applied to your point total. It is always a good idea to get a copy of your file, so put that on your list of things to do this year, too!

It is important to remember that all bulletins and revisions must be in your manual prior to the beginning of Recurrent Training.

It is important to remember that all bulletins and revisions must be in your manual prior to the beginning of Recurrent Training. If you are unsure whether your manual is up-to-date, take time to stop by the Supervisor counter and have a Supervisor review it with you prior to attending Recurrent. That way you can be reassured that you are ready to attend, because no one wants to get to Recurrent and have to go home.

Hope you find this information helpful, call me at 800-969-7932 ext. 4309 or by email at kamos@twu556.org if I can help you in any way.



Flight Attendant **Karen Amos** is Dallas' Domicile Executive Board Member for TWU Local 556.
Email: kamos@twu556.org

Grievance Team Update

Allyson Parker-Lauck, Grievance Committee Chair

Your Grievance Team has big plans for 2010, but before going into that, I think it would be a good idea to briefly go over how grievances work. Don't worry, I won't go into every detail, just the "Cliff's Notes" version.

When a Flight Attendant is either disciplined or believes the Company has violated the Contract, he or she needs to call the Union Office. A grievance must be filed within contractual timeframes—seven business days for disciplinary grievances, and ten business days for contractual grievances—so it is really important to contact the Union Office as soon as possible after the incident so the Grievance Team

Board of Adjustment and Arbitration are two similar processes where a grievance can finally be resolved. Both are conducted as hearings in front of neutral parties who hear testimony, review evidence, and make a final determination on whether to uphold the grievance (the Union wins) or deny it (the Company wins).

You can read a more in depth analysis on this process by taking a look at the October 2008 Unity Magazine, or reading Articles 19 and 20 from your Contract. Both can be found on the Union's Web site at www.twu556.org.

Now that we've covered the process, what's in store for your Grievance Team in 2010? First,

for the hearing. Just do some simple math—at an aggressive plan of holding one hearing per week, only 52 of these cases will be resolved through a Board of Adjustment or Arbitration hearing this year! Again, there are 168 grievances currently on file, with more new cases being filed every day.

I believe grievance management has become one of the top Customer Service issues our Union simply must address. When your Executive Board met in November to develop their Strategic Plan for the upcoming year, they agreed to make grievances a top priority in their 2010 Strategic Plan.

So, what does this mean? We will be working harder than ever to resolve these cases through settlements with the Company and holding more Board of Adjustment and Arbitration hearings than ever before in the history of our Local. Within one year, my goal is to cut in half the average amount of time from when a grievance is filed until it sees final resolution.

In January and February, we already have four Arbitrations and four Board of Adjustment hearings on the books, with more cases waiting to be scheduled. I expect the pace to pick up in late February as more of our Team becomes experienced and confident in presenting cases. We have our work cut out for us, but there is nothing more basic to Unionism than upholding our Contract and representing Members in disciplinary matters. You, the Membership, deserve nothing less. Please look for regular progress reports in *Unity* and *Unity Update*.

ONE OF THE MOST COMMON QUESTIONS IS HOW LONG A GRIEVANCE TAKES.

has time to research and possibly resolve the issue prior to the deadline.

Some additional steps are involved in disciplinary grievances that give the Flight Attendant a chance to appeal the decision, and give Management the opportunity to take a second look at the situation, and possibly overturn it. But let's assume that none of the attempts to resolve the issue are successful. The Grievance Team then continues to research the issue, and prepares a packet for the Executive Board, which reviews each case, and decides, based on the merits of the individual case, whether to proceed or not to the next step in the process, Board of Adjustment or Arbitration.

let me start out by going over the current status of our active grievances. As of December 17, 2009, we have 168 grievances on file: 28 termination grievances, fifteen group grievances, fifty non-termination discipline grievances, and 75 individual Contract grievances. One of the most common questions from those Flight Attendants filing grievances is how long a grievance takes. Unfortunately, it's not a fast process, partially due to time frames allowed in our Contract, but mostly because of the availability of human resources to handle these cases. Each time a case is heard before the Board of Adjustment or an Arbitrator, the Union has a Team of three people who generally need one to three weeks to prepare the case



Chicago Flight Attendant
Allyson Parker-Lauck is
TWU Local 556 Grievance
Committee Chairperson.

Flight Attendant Aviation Safety Action Program Coming to SWA—ASAP!

ASAPs allow Flight Attendants to be more responsive and proactive, says TWU Local 556 First Vice President and National Safety/Security Coordinator **Michael Massoni**.

The TWU Local 556 Safety Team, Inflight, and the Federal Aviation Administration (FAA) have been working together to expand the **Aviation Safety Action Program** (ASAP) to make it available to Southwest Airlines Flight Attendants.

ASAP is an FAA-accepted program currently used by pilots, maintenance, and dispatch workers at Southwest Airlines.

This program would allow for voluntary self-disclosures of non-punitive actions to avoid FAA penalties for Flight Attendants and Southwest Airlines, thus decreasing discipline against Flight Attendants if an infraction falls within the parameters of the Flight Attendant ASAP, and potentially reduce the amount of disciplinary case work for the Union and Management. Flight Attendants are currently FAA-certified, although there are few regulatory requirements to which they must personally adhere. In the future this could possibly change; therefore, having an ASAP program in place would add more protection for Flight Attendants when dealing with the FAA and Southwest Airlines. It also creates a database for the Event Review Team (ERT) or Event Review Committee (ERC) to trend common safety issues, and provide quicker more effective resolutions to issues without punitive action thereby promoting a reporting culture. Ultimately, the program allows Flight Attendants to be more responsible and proactive in safety issues.

Several years ago, the TWU Local 556 Safety Team and Southwest Airlines began initial discussions regarding an ASAP for Flight Attendants. However, with Contract Negotiations in play, coupled with the financial down-turn of the last eighteen months, we felt it was best to hold-off on the program's development. Now that Contract Negotiations are complete and the economy seems to be improving, we are setting our sights on a late 2010 implementation if all goes well.

Here is a brief scenario of how the program might work:

- A Flight Attendant submits a cabin ASAP report stating that they forgot to conduct an over-wing window exit briefing prior to departure.
- The cabin ASAP manager sends the de-identified report to the three-member ERT/ERC, which consists of one representative each from TWU Local 556, the FAA, and Inflight. All three members of the team must first determine whether the report meets the criteria of the program. If the report falls within the parameters, they may elect to contact the Flight Attendant for more information and/or perform further review of the event.
- After any further review and discussion, the ERT/ERC must then unanimously determine the best course of action to take in order to address the situation. This could entail policy/procedural reviews or change, further guidance to Flight Attendants and/or re-training of Flight Attendants on given safety policies and procedures.

The TWU 556 Safety Team would like to thank the Union and Management personnel who have helped (and continue to help) develop this program. It has been a huge undertaking, but we believe it is a positive step in providing the safest possible working environment for our Members and the traveling public. We hope you are as excited as we are about the possibilities and potential this program may provide for our Membership.



Phoenix Flight Attendant **Michael Massoni** is TWU Local 556 First Vice President & National Health, Safety, and Security Coordinator. Email: mmassoni@twu556.org.

New TSA Rules may Affect You

Mark Torrez, Board Member-at-Large

Surprise, surprise, surprise—the Transportation Security Administration (TSA) is changing a policy! In light of recent events involving attempted terrorist plots aboard aircraft, both passengers and crewmembers will likely see changes very soon in the way we get through security. Although many of these changes only affect international flights originating outside of the United States, new security regulations may affect our jobs as Southwest Airlines Flight Attendants.

BRING AN ALTERNATE FORM OF ID, AND HAVE IT EASILY ACCESSIBLE AT SECURITY!

Several weeks ago, the TSA Operating Manual, which highlights ways to get prohibited items through security, was leaked online. One of those ways was as a uniformed crewmember. You've probably already experienced some airports asking you to remove your Crew ID from any sort of casing so they can check the authenticity of it with a special light designed to verify the holograms. What you may not expect is for them to ask you for an alternate form of government-issued identification, such as your driver's license, military ID, or passport, for example, so it's essential for you to be prepared.

At this time, we are still exempt from the "3-1-1 rule" (see www.tsa.gov/311 for details), but that can change at any time. There have, however, been reports of TSA confiscating alcoholic beverages from crewmembers at security. According to the Flight Attendant Manual and the TSA's Web site, any amount of wine and/or beer is permitted as long as it's in its original retail packaging, and is in compliance with carry-on limitations. Liquor is also acceptable if it's in its original retail packaging.

You are not allowed to bring alcohol in a flask or any other container that is not its original retail packaging (e.g. a water bottle, though empty flasks are permitted). Also, you may only have up to five liters (about 1.32 gallons) of alcohol, so don't plan on stocking up your supply on your Tijuana overnight. Alcohol over 140 proof or seventy percent alcohol by volume is considered flammable, so leave the Everclear, Bacardi 151, and absinthe at home—no matter what the green fairy says!

COMING THIS
MARCH
TWU LOCAL 556 INTRODUCES:
The Lists



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The Union of
Southwest Airlines
Flight Attendants

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The Lists

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For Sale

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Food Bags

A central location for all things...
Flight Attendant!

REALITY CHECK

with Unity Editor and TWU Local 556 Communications Coordinator **Kyle Whiteley**

Everyone makes mistakes—Even your humble editor. For better or worse, I sometimes have been known to quickly speak my mind, leaving little room for “misunderstanding.” Again, everyone makes mistakes, but the opportunity to acknowledge and correct a mistake is a blessing.

Recently I was on an overnight, and the front desk mistakenly way overcharged my debit card in error. I contacted the hotel the following evening, and kindly made them aware of the mistake, and was assured that it would be taken care of first thing in the morning. Three days and a firm phone call later, I am still waiting for this error to be corrected, and my checking account has yet to be credited. This really brings me to the point of my article.

Over the years, I have noticed that when we stay in a Southwest crew hotel, we are sometimes—certainly not always—treated to less than stellar customer service at the front desk, in the restaurant, or elsewhere. This deficiency could be due to a bad experience with a previous Southwest Crew Member, or, as I believe, because we are a corporate entity, paying a discounted rate. Herein lies my complaint.

When we are taking care of our passengers on the aircraft, we do not treat them any differently if they were paying full fair plus the Business Select price, verses someone that was able to obtain one of the seats sold on our aircraft at the most discounted rate.

In all honesty, I silently applaud the passengers that get one of those limited seats.

We would not be guests at the hotels we stay in if they didn't need our business. While the hotel may be full during holidays and at other random times during the year, our guaranteed business provides a guaranteed source of revenue during the down times. Face it, if we could charge full fare for every ticket sold on Southwest, we would do it in a heartbeat. Hotels work exactly the same way.

In 2010, empower yourself to call out poor service. Whether it's with the hotels we stay in, your cable company, credit card companies that raise your interest rates (for no reason other than the all-mighty dollar), and other businesses and organizations that treat you poorly. Your voice and the money you spend with these businesses truly make a difference.

Unions speak with a united voice, bringing strength to every single person. The actions we take together when we collectively stand-up for ourselves will work the exact same way, as long as everyone collectively takes a stand for good customer service. And don't forget, a nice letter or a better tip will also send a strong message to those that do a great job!

Now, don't get me started on my credit card companies!

Reality Check Responses

In my last “Reality Check,” I encouraged Flight Attendants to take advantage of other avenues of conflict and dispute resolution, such as contacting Professional Standards, before writing-up a coworker. Oakland-based Flight Attendant Sue wrote to us:

In your Fall 2009 “Reality Check,” you seem to support a Flight Attendant leaving the aircraft prior to completing his or her duties, while criticizing a Flight Attendant who wrote the other up more than you criticize the wrongdoer.

I agree that a write-up shouldn't be the first line of defense. However, I am tired of the same Flight Attendants always leaving the aircraft, both at the end of a trip and also during the trip. These Flight Attendants aren't just doing their jobs poorly, they're not doing their jobs at all.

I also really hate the statement that the Flight Attendant who wrote-up the other crewmember should follow every rule to the letter if they are going to hold someone else to such high standards. It's not “high standards” by expecting someone to remain on the plane until their job is complete. High standards is another issue.

It would be great if everyone did their jobs to higher-than-expected standards. But our Union should expect everyone to do their jobs completely, and TWU Local 556 should not print an article that supports someone not doing their job.

Kyle replies: Thanks for your feedback, Sue. The article was intended as a wake-up call to people who are writing other people up to evaluate their own behavior before judging a fellow coworker. You are correct, however, that two wrongs do not make a right – and in this case, both the Flight Attendants who are saving seats, reading, and spending hours in the cockpit and those who leave the plane early are “bad Flight Attendants!” The Union does not support people not doing their jobs, but we do support finding other ways to resolve these issues that don't involve an Irregularity Report.

ACTION not one bit **INTRIGUE** nadda **DRAMA** not so much **ADVENTURE** nope **SUSPENSE** nein

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Tune-in to TWU TV!

To view the show live, watch a repeat, and for dates and times, visit www.twu556.org



Professional Standards Getting a New Direction

New message, changed approach, defined position, and electronic enhancements all coming

Michael Broadhead, Professional Standards Chair

The Professional Standards program is a completely confidential, peer-based service jointly funded and supported by both TWU Local 556 and Inflight Management that facilitates conflict resolution in our workplace. Several months ago, the TWU Local 556 Executive Board made the decision to retool the Professional Standards program in order to better serve the Flight Attendants of Southwest Airlines.

The first phase of this reorganization was completed on November 30, 2009, when I was selected as the Chairperson, a position I previously held from 1998 – 2004. During that time, I oversaw the first redevelopment of the program, conducted committee member recruitment and training, developed program policies and procedures, and oversaw daily operations.

Over the next ninety days, I will be working directly with the Executive Board and Inflight Man-

agement on all aspects of the Professional Standards program. We will be implementing many new and exciting changes involving automation, enhanced confidentiality, recruitment, and education. Professional Standards is a complex program that performs a vital service to our Flight Attendants, and we are improving all aspects of it.

The new Professional Standards program is expected to go into effect mid-March 2010. More information on the upcoming changes and recruitment efforts for new committee members can be found both the Union's Web site and on *SWALife* under the Inflight tab.

During the redevelopment, daily operations will be overseen by a current committeeperson, so Flight Attendants may continue to take advantage of Professional Standards, if needed. Contact information for Professional Standards can be found on the TWU Local 556 Web site at www.twu556.org.

First 2010 Membership Meetings

For more information, including agenda items, please visit www.twu556.org.

PHOENIX

Monday, February 8, 2010, 10 a.m. local
Phoenix Sky Harbor International Airport
602-273-4391
Near Gate B21, next to British Airways First Class Executive Club (upstairs)

LAS VEGAS

Tuesday, February 9, 2010, 10:00 a.m. local
Sunset Station Hotel (**new location**)
702-547-7777
1301 W. Sunset Road, Henderson

OAKLAND

Wednesday, February 10, 2010, 10 a.m. local
Oakland Airport
510-563-6424
Esther Love Conference Room – take elevator to 2nd floor, Terminal One (**new location**)

ORLANDO

Thursday, February 11, 2010, 10 a.m. local
Hyatt Regency Orlando Airport
407-825-1328

DALLAS

Monday, February 15, 2010, 10 a.m. local
TWU Local 556 Union Office
214-352-9110
7929 Brookriver Drive, Dallas

HOUSTON

Friday, February 19, 2010, 10 a.m. local
Hobby Airport
713-845-2140
The Rockets Room (down the hall from the Flight Attendant Lounge)

CHICAGO

Monday, February 22, 2010, 10 a.m. local
Four Points Sheraton
773-581-5300
7353 South Cicero Avenue, Chicago

BALTIMORE

Thursday, February 25, 2010, 10 a.m. local
Baltimore/Washington International Airport
410-859-7035
Conference Room NTE 247, near Baltimore Meditation Room, in hallway behind Air Tran ticket counter.

Take a closer look at the TWU Local 556 Web site.

The TWU5

The site map is accessible by clicking on the "site map" button at the top of the page, and lists all the important pages on our Web site.

TWU556.org is your Union's only

Base pages provide you with the most up-to-date information for your Base. To access your city, just click on the link below the rotating banner.

Safety Reporting

Some of the diagnostic problems, however, could prevent the entire focus on accurately measuring if health and/or accurate awareness measuring is the key to reducing smoking and thus harmening to death as through genetic means and some approaches that affect our smoking behaviors and decisions.

The United Nations Safety System is part of the International Transport Workers' Federation (ITF) and is a member of the United Nations system.

Through full-page stories and photos in our magazine we are able to gather information on health and safety issues and ensure that a high standard of working is regularly inspected. Reports in *LifeLine* magazine will be published and will bring us your thoughts on the site.

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The next General Union Meeting - Will be held in Febro.

Open to Members Only. IDs will be checked.
All sessions constitute "The Meeting."

Meeting Agenda - Posted below

56.org Web site



Watch replays of our monthly TWU TV live Webcasts with TWU Local 556 President Thom McDaniel. TWU TV can be accessed under the Communications tab.

Of course, there's also...

An online Contract searchable by keyword

Meeting minutes: find out what happened in the Membership and EB meetings

Previous issues of Unity and Unity Update

Online hub for news, important updates, and more.



Got a question? You can Ask The Source, which puts you in contact with people in the Union who have answers, or read past questions and responses.

Scholarship information

Inflight CSS codes

Fact-Finding Meeting tips

Online dues payments

Colonial and Lincoln Financial Insurance information and forms

Information on all TWU Local 556 Committees

Air Quality Reporting

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