

KNOW ASAP?
You should know ASAP.



OUR RESOLUTION REQUEST
STAY INFORMED, INVOLVED, UNITED

unity

THE MAGAZINE OF TWU LOCAL 556



PACK YOUR BAGS!
CUYLER KICKS OFF THE FINAL
LEG OF HIS EXOTIC TRAVEL SERIES

KEEPING CUSTODY AS A FLIGHT ATTENDANT

Volume 3, Number 3
Winter 2011

Interconnected Airline

Union leaders from across Southwest Airlines come together each quarter to share the latest developments and happenings within each workgroup. It's a place to share ideas and to learn from one another. Having been to two sessions myself, I think it is so interesting to hear about other workgroups, and how their procedures and challenges have a direct impact on us.

Here's an example. Say that over spring break, Southwest adds six additional flights to Fort Meyers for five weeks. Does the Company hire more CSA and Ramp Agents during this short time frame? If so, what do they do with them after the five weeks? If not, staffing at Fort Meyers is going to be really tight. According to other Union leaders, more often than not, the Company chooses to run tight staffed. This can affect us, the Flight Attendants, by not having enough Sweepers, or the loading and off-loading of luggage may take longer.

I'm sad to say it, but I would get really frustrated when there weren't anyone available to immediately take an unaccompanied minor, but I never thought that a staffing decision made in Dallas had anything to do with there not being a Sweeper in Denver. Clearly this is not always the case, but it

does give me a new way to view the situation: everything at Southwest (and everywhere else) is interconnected, even if it doesn't always seem that way. It's important to keep this in mind when your Provisioner may be so rushed they come across as being rude.

In this quarter's *Unity*, we wrap up Cuyler Thompson's three-part series on using your travel benefits and getting off the beaten path. After reading this installment, even I have an itch to go explore the world. By the way, we have received more comments and feedback about Cuyler's travel series than anything else in the past. Thanks for letting us know what you think.

Las Vegas Flight Attendant Gina Duvall shares her story, and offers some tips to help others in our workgroup who may be seeking custody of their kids during a divorce. Gina learned it can be an uphill

battle to get the courts to understand our schedules, and see past the common misapprehension of life as a Flight Attendant.

Michael Massoni cuts through the hype of the enhanced security procedures, and explains the role TWU Local 556 played in exempting Flight Attendants from every airline.

I hope you enjoy the winter edition of *Unity*. Please submit your feedback on our stories, and let us know what you think.



Kyle

On the cover: Chicago
Flight Attendant **Molly Coble**.



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**Transport Workers Union Local
556**, representing the **Flight Attendants of Southwest Airlines**.

KYLE WHITELEY
Unity Editor

Communications Coordinator
kwhiteley@twu556.org
MDW 35350

TWU Local 556 Editorial Team:
Daniel Lestarjette, Thom McDaniel,
Allyson Parker-Lauck, Ed
Cloutman, Kathy Anderson, John
DiPippa, Michael Massoni, Denny
Sebesta, Audrey Stone, Cuyler
Thompson, and Mark Torrez.

7929 Brookriver Dr. Ste. 750
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
Hotline: 800-806-7992
www.twu556.org

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.

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

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Michael Massoni discusses the role TWU Local 556 played in getting on-duty Flight Attendants exempted from enhanced security procedures at our country's airports.

2010 SURVEY RESULTS The 2010 TWU Local 556 annual survey closed on November 7, 2010. The complete results are available on the Survey Committee page on the Union's Web site. We have included highlights of the results at the bottom of many of the pages in this issue of *Unity*.



AirTran Acquisition

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

Last year was ground-breaking for both Southwest Airlines and our Union. Our response to the announcement that Southwest was considering purchasing larger aircraft demonstrated how well-prepared your Union is to mobilize and work with Management to reach an agreement that will be good for our Company and our Union.

Only the announcement of the Company's intention to purchase AirTran could have overshadowed the 737-800 news. Of course, the AirTran acquisition has not been fully approved by the required government agencies or even the AirTran shareholders, but your Union is once again prepared to work with our Company to ensure the acquisition is successful if and when full approval comes from all parties.

We are very early in this process, and every action taken by our Union over the next several months will be to prepare to represent our Members to the best of our ability. At this time, we are managing our resources in order to uphold your best interests.

There is still much to do if the AirTran acquisition is approved, and the two companies will operate separately (and as competitors) until we can be combined into a single carrier. AirTran employees will continue to work under their current work rules, contracts, and company policies during that time.

Southwest has several integrations teams in place to prepare for the expansion of our company. Integration is much more complicated than simply painting planes and adding cities. One of the Company's chief goals is to ensure that every passenger that we carry and every city we serve receives the Southwest experience that each expects, and that our new customers makes Southwest Airlines their preferred carrier based on that experience. This will require focus on our branding, marketing, schedules, and, especially, quality of service. In addition to meetings with Inflight leadership,

your Union is participating in monthly AirTran integration forums with Management and other labor unions and associations at Southwest to get the latest information and to offer feedback on all issues related to the proposed acquisition.

Gary Kelly has stated that he will be hiring all AirTran employees, except those who may not be willing to relocate to meet proper staffing needs for our ground operations. Management's real challenge will be finding a fair way to convert and integrate

There is no law requiring the successful integration of our diverse corporate cultures. That is up to each and every one of us.

our various attendance systems, sick leave policies, vacation, and even employee numbers. It will also need to open most union contracts, including ours, to

negotiate changes that will be required, as well as to address changes that will occur as a result of the AirTran acquisition.

You Union's focus is on how to integrate not only our seniority lists, but two unique corporate cultures. The law requires that we integrate our seniority lists in a "fair and equitable" way (without further comment on how to do so).

Of course, there is no law requiring the successful integration of our diverse corporate cultures, and no arbitrator can mandate that we do so. That is up to each and every one of us. I can honestly say that I have had as many people express concerns about sharing our culture as I have about integrating our seniority lists. I believe, however, that this genuine concern regarding the preservation of Southwest culture means that we will be successful.

We can all agree 2010 was an amazing year for our Union and Company, and 2011 looks to be even more exciting and successful. The upcoming year will bring new challenges; however, a united and informed workgroup has always been the key to success. Happy New Year!



THOM MCDANIEL

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

Divorce, custody, & Flight Attendants

by **Gina Duvall**

Divorce is never easy for anyone, but it can be especially difficult if there are children involved. To make matters worse, as I recently learned during my own divorce, custody battles in which one parent is a Flight Attendant (and, therefore, away from home for days at a time) can be especially challenging, because judges may be reluctant to allow a parent who is frequently absent to remain the primary guardian.

While I was going through my divorce, I found myself having discussions with friends and coworkers who had faced the same stigma simply because of our perceived job (i.e. as a Flight Attendant, we're never home). However, it is a fact that we are home, and we're able to provide the same, if not more, one-on-one time with our children than many other professions allow. If you're going through this process, be prepared to show that even with your job, you're still capable of being the primary caregiver.

Furthermore, mediation between my ex-husband and me was a long and emotional roller coaster. Fortunately, with proper guidance and counseling, I was well-prepared, and I walked out victorious, and as primary caregiver of my two boys, Michael and David, in a joint custody arrangement. I sincerely hope that no family ever has to endure what mine did, but knowing how to manage the process is essential. Here's what I learned over the past year.

GET A LAWYER!

This may seem like a no-brainer. However, hiring a lawyer who has worked with Flight Attendants or Pilots in the past will save you a lot of time and money, because you won't have to explain our industry and its unique language, system, and how you're paid.

GET COUNSELING

It's more important than you realize to get guidance from a licensed therapist to help you navigate through the challenges of divorce, in order to protect both yourself and your

children. This is different than getting therapy for your children (which is important); this is for *you*.

KNOW AGE-APPROPRIATE TIME-SHARING SOLUTIONS

Having a workable plan in place when you attend mediation and court hearings is vital. Most states (and even counties) have different requirements for time-sharing based on a child's age. Be familiar with the requirements for your area before you create and submit your proposal.

SURROUND YOURSELF WITH KNOWLEDGEABLE PEOPLE

Just as it's important to enlist the help of an attorney who knows the unique challenges of Pilots and Flight Attendants, it's important to get feedback from sympathetic professionals who can help guide you toward resources that will make the custody process less stressful, if possible.

HAVE A SUPPORT SYSTEM IN PLACE

Court dates are based on court availability and not your schedule—and it's important to be at every one of them! Get a group of coworkers who know your situation who can pick up trips if needed, and make sure to give yourself a 48-hour buffer prior to court dates.

GET OTHERS TO VOUCH FOR YOU

Ask for letters from pediatricians, dentists, coaches, teachers, and/or day care providers stating which parent makes appointments, drops off the children, and has offered follow-up care. While these letters are not admissible in court, they can be used to support your position in mediation.

KNOW YOUR FMLA OPTIONS

You may be eligible for FMLA. Find out which options are available to you, and if necessary, contact the Union with questions.

BE CONSISTENT IN YOUR FLYING

Consistency is one of the most important things a judge will look at when deciding which parent is better able to be the primary custodian of the children. In order to show this, it's extremely important to bid and fly the days that you know you can hold.

Editor's note: Due to space constraints, we were unable to publish Gina's full article, which is available in its entirety on the Working Women's page on the TWU Local 556 Web site.

GINA DUVALL

is a Las Vegas Flight Attendant and TWU Local 556 Member. She has two young sons, Michael and David.

ASAP has Landed at Southwest Inflight

TWU Local 556 First Vice President **Michael Massoni** discusses the ASAP implementation.

The Aviation Safety Action Program (ASAP) went live on December 1. As you probably already know, ASAP is a collaborative effort between TWU Local 556, Southwest Airlines, and the FAA, and is designed to help identify potential precursors to accidents through voluntary reporting of safety information, incidents, or events. Under such a program, safety issues are resolved through corrective action, rather than discipline. A similar program has been in use by our Pilots for some time with great success.

WHY SHOULD YOU SUBMIT AN ASAP REPORT?

Flight Attendants will be able to identify and report safety issues they experience on duty for direct, tangible resolution. Importantly, Flight Attendants whose reports are accepted into ASAP will be exempt from legal or disciplinary action by Southwest Airlines and/or the FAA.

WHAT IS THE ASAP EVENT REVIEW COMMITTEE?

The ASAP Event Review Committee (ERC) consists of representatives from Southwest Airlines, TWU Local 556, and the FAA. It will meet monthly to review, investigate, and analyze all ASAP reports submitted by Flight Attendants, determine which reports will be accepted into the program, and formulate recommendations for corrective action. The ERC will also provide feedback to the individual who submitted the report.

The ERC will also conduct quarterly reviews of the ASAP data, and determine whether corrective actions have been effective in preventing or reducing the recurrence of safety-related events of a similar nature.

WHAT ARE THE ASAP REPORT ACCEPTANCE GUIDELINES?

The following criteria must be met in order for a report to be accepted into the ASAP program:

The report must be submitted within 24 hours of the event, or within 24 hours of the individuals involved reasonably becoming aware that the event occurred.

The report must not appear to involve criminal activity, substance abuse, controlled substances, alcohol usage by a working Flight Attendant, or intentional falsification.

The event must not appear to have been an intentional disregard for safety.

Reports that involve any of these excluded events will be referred to the appropriate FAA office for further investigation, and may result in enforcement action, as appropriate.

WHAT KINDS OF LETTERS DOES THE ERC ISSUE?

Flight Attendants who submit an ASAP report will receive one of three types of letters depending on the results of the ERC review.

Letter of no action. These essentially thank the Flight Attendant for participating, and that no action is required.

Letter of correction. These specify some type of action (e.g. additional training) that must be completed by an involved employee, or a procedural change in order to close the case, as recommended by the ERC.

Warning notice. These advise that a Flight Attendant or someone else inadvertently violated an FAR, but due to the Flight Attendant's voluntary participation in ASAP, no punitive action will be taken, and the matter is closed.

HOW DOES INDIVIDUAL CORRECTIVE ACTION WORK?

Any individual corrective action recommended by the ERC must be completed to the satisfaction of the committee, or the ASAP report will be excluded from the program. Once the corrective action is completed to the satisfaction of the ERC, the matter will be closed by a letter of notification to the Flight Attendant.

IMPORTANCE OF ASAP

We cannot overemphasize the importance of ASAP in raising the safety bar here at Southwest. It allows the Company, the Union, and the FAA to work together to fix real problems that occur every day, while giving Flight Attendants who submit qualifying reports immunity from discipline (which, in some cases can be quite harsh) and/or FAA enforcement (fines). It's a win-win for everyone!

MICHAEL MASSONI

is a Phoenix Flight Attendant, and TWU Local 556 First Vice President. He can be contacted at mmassoni@twu556.org or 214-640-4302.

Grievance Update

by **Allyson Parker-Lauck**

The number of outstanding grievances continues to decline. We currently have 115 outstanding cases that include termination grievances, group grievances, and non-termination grievances, as well as numerous individual Contract grievances.

It's important to note that while our total number of grievances has gone down, terminations are on the rise due to Management's crackdown on sick leave abuse ("intentional disregard of an assignment") among reserve Flight Attendants. These particular termination grievances make up more termination cases than all other termination grievances combined! Commuters are the most common group being affected by these "intentional disregard of an assignment" terminations, and while there is, realistically, a small percentage of Flight Attendants who are in fact abusing the system, your Union takes these cases very seriously.

For those Flight Attendants who are legitimately ill, the following tips may help your case if your actions are called into question by Management.

1. If you're a commuter, make your listings as soon as possible once you know the days you're scheduled to work. This will help prove, if questioned, that you did, in fact, intend to go to work.
2. Call in sick as early as possible once you have determined that you're too sick to fly. Waiting can make it seem as though you were waiting to see if you would be given an assignment in order to avoid a sick call.
3. Remember that commuters are being targeted. If you're a commuter who is too sick to work, and you don't call in until after your assignment, or if the Company believes it can prove that you never commuted to your domicile (by searching your CS2 history or by reviewing the IP addresses that show from where you logged into CWA), there is a very good chance that this will prompt an investigation.

As always, the Union strongly asserts and advises that if you're genuinely sick, please call in sick. If not, please come to work as scheduled.

ALLYSON PARKER-LAUCK

is a Chicago Flight Attendant and Grievance Committee Chair. She can be contacted at aplauck@twu556.org or at 214-640-4330.

Veterans Committee

by **Todd Gage**

Women troops (comprising about fourteen percent of our armed forces) face many unique challenges when returning for combat duty and other deployment situations, including higher incidences of post-traumatic stress disorder than male colleagues. To address these concerns, the House of Representatives has passed H.R. 5953, which would establish a women veterans bill of rights that would be posted at all Veterans Affairs facilities. The Senate must now approve the bill before it heads to President Obama for his signature.

House Republicans nearly derailed this important legislation for our current and former women in uniform, citing concerns that it would pave the way for government-funded abortions. An amended version of the bill that removes this possibility was ultimately passed, but the Department of Veterans Affairs notes that nearly a quarter of women veterans report sexual assaults by their peers while in the military. A national military sexual trauma support team has been established to provide outreach, education, and patient advocacy services, but one wonders at the motivation behind these efforts by Republican House members—many of whom are veterans themselves—to derail this important legislation that will benefit our female service personnel.

The TWU Local 556 Veterans Committee will continue to follow this bill as it moves through the Senate. In the meantime, any service men or women who need assistance in finding a Veterans Service Officer in your area, please contact me. The transition from military to civilian life can be difficult, so please let me help you find the tools you need to make the process easier.

New national officers were elected at the fourth quarter Air Transport Division Veterans Committee meeting. Congratulations to Chairman **Hank Trujillo** (TWU Local 568), Vice Chairman **Bobby Velasquez** (TWU Local 513), and Recording Secretary **Pete Meyer** (TWU Local 562). I look forward to working with each of these new officers in the upcoming year.

A Return to the Magic of Growth at Southwest

TWU Local 556 Economist

Dan Akins discusses the future of Southwest Airlines.

Southwest Airlines is unique in many ways, especially in its continuous success. The business principles that underpin its success are likewise unique. Unlike all other carriers, Southwest has had an extremely disciplined approach toward growth opportunities, choosing only a few cities a year for expansion. This measured expansion has taken place during both good and bad economic times throughout Southwest's history. In contrast, other carriers have rushed headlong into short-term market opportunities during good times, only to find that such expansion was not sustainable during less robust economic times. Southwest's steady pressure on the accelerator has proven to be a better approach to airline operations than other carrier's repeated stomping the gas pedal and the brake.

In its latest traffic report, Southwest reported capacity ("ASMs") for November 2010 that was nearly six percent higher than the previous year, while passenger traffic has grown by more than ten percent during this same time frame. As every Southwest Airlines Flight Attendant can attest, this has created unprecedented load factors and more work related to serving passengers. A return to growth which better pairs Southwest's capacity-to-demand could not only be healthy for the airline's bottom line, but also the workload of its dedicated employees.

Nevertheless, growth in itself has not proven to be a formula for success, either. Measured growth has a beneficial impact on unit costs—if costs accelerate at a slower pace than growth. Steady growth keeps Southwest's unit costs low, while low unit costs enable Southwest's steady growth. With the AirTran deal pending, as well as the first batch of 737-800s set for delivery in 2012, Southwest's return to

growth appears right around the corner. When times are good in the airline business, Southwest is less in the industry spotlight, as other mainline carriers' rapid expansion and profitability dominate industry news. However, when the airline business eventually falters once again, the spotlight shines back on Southwest and its ability to profit in difficult times.

The historical struggle in the airline industry has been for management to control the inputs to the costs-versus-capacity equation to produce a profit. The combination of fixed costs associated with longer-term labor contracts, coupled with contraction during bad times, has caused other airlines' unit costs to increase when they can least afford it. This is the underlying cause of many carriers' continuing

Southwest reported capacity for November 2010 that was nearly six percent higher than the previous year.

problems, and it supports the idea that it is impossible to shrink to profitability. As Southwest shrunk its capacity and total expenses over the past few years, its unit costs have increased, making it less competitive. The return of measured growth in 2011 and beyond will serve to reduce Southwest's unit costs, and return the carrier to its historically prosperous business model, wherein continued growth is the key that provides Southwest with its ability to cover and absorb increased costs.

DAN AKINS

is TWU Local 556's economist who works with your Union on a number of important issues that directly affect you and your livelihood.

Financial Update

by **John Parrott**

The Executive Board agreed in October to allow all Flight Attendants who were at final notice for outstanding dues to remain at final notice through the January 2011 billing period. This gives Flight Attendants some extra time to pay down their outstanding dues balances. This grace period has now expired, and dues will now be collected on a more consistent basis. Flight Attendants should no longer be surprised with a large invoice, and since the implementation of the dues system last July, your Union has recovered over \$238,000 in past dues. While we still have more to go, I am pleased with the results so far.

A certified letter will be sent to the address-on-file with Southwest for those Flight Attendants who remain at final notice after the January invoice due date; they will have fifteen days to pay the balance. Payment arrangements can be made, and once the balance has been paid in full, the Flight Attendant will be restored to "Good Standing" status. Remember, according to Article 26 of our Contract, failure to pay all union dues could result in termination.

Final touches are being made to the e-billing feature, and I hope we will be able to send electronic statements in the next few months. Once the system is up and running, you will have the option to select e-bill only, and help save your Union printing and mailing costs. Log into the dues site at dues.twu556.org. Contact the Union office if you have any problems logging into the site.

ASSESSMENT FEE

The \$3 Assessment Fee was implemented on your October 20 paycheck. This fee will allow us to build our reserves to be used solely for Contract negotiations. Although our Contract now becomes amendable in 2013 (not 2012), we will be in negotiations much sooner for travel to Hawaii and if the AirTran merger is successful. I want to thank the Membership for having the foresight to approve this fee, as the monies collected will prove vital in negotiating all the necessary provisions for us to merge with AirTran.

JOHN PARROTT

is a Dallas Flight Attendant and TWU Local 556 Treasurer. He can be contacted at jparrott@twu556.org or at 214-640-4330.

Q1 F.Y.I.s

with **Kathy Anderson**

- If you are owed a compensatory day off, you must choose either the first day or the last day of a pairing or reserve block.
- If you want to trade a VJA pairing with Open Time and maintain the VJA pay, you must trade for another pairing that is also available for VJA. This includes trading with another Flight Attendant who has a VJA trip.
- If you do not contact Scheduling after block-in from a pairing that had a duty day exceeding 12.5 hours, and you have a check-in the following day, you will automatically receive time-and-one-half pay for the portion of the trip that could have been pulled with straight pay.
- If you're trying to build your sick bank, you can request the Scheduler to code a sick call as SLN, and not be paid,
- All JA and VJA trips will be compensated at 1.5 times the applicable trip rate or five TFP, whichever is greater.
- Effective January 1, 2011, a Roth 401(k) option became available, in addition to the regular 401(k) plan. The Company match for both plans will be 9.3 percent, which represents an increase over previous years.
- When trading buddy passes to other employees, do not forget to put the other employee's name and employee number on them, so that any usage issues do not come back to you. Also, do not obliterate your employee number so that it is unreadable—simply draw a single line through your name and employee number, and write the other employee's name and employee number in its place.
- Scheduling is contractually allowed to designate pairings as "not available for self-assignment" depending on operational needs.
- If you deem yourself unable to fly due to fatigue, be sure to call in "fatigued," **not** sick.

KATHY ANDERSON

is a Dallas Flight Attendant, and a member of the Grievance Team. She can be contacted at kanderson@twu556.org or at 214-640-4319.



Are You Targeting Your Path to Retirement?

Investing for retirement can be complicated since it includes multiple decisions and varying degrees of risk. For example, investors face the possible risk of not saving enough to meet their goals or losing what they've saved if the stock market tumbles and they weren't appropriately invested. Furthermore, inflation may reduce the spending power of what's been invested and saved. Plus, given today's medical advances, investors may live longer than anticipated and how does one decide what to invest in anyway? Retirement Target options were created to help investors deal with these complexities.

In recent years, Retirement Target options have become very common within participant-directed retirement plans. Accordingly, assets in Retirement Target Funds have more than doubled from \$115 billion at the end of 2006 to \$270 billion as of June 30, 2010.

Your retirement plan offers you a choice of professionally managed target date options to help keep you on track for retirement. These options are the Southwest Airlines Retirement Target Accounts.

WHAT ARE RETIREMENT TARGET ACCOUNTS?

Retirement Target Accounts are investment vehicles that invest in a combination of stocks, bonds, and cash. The Accounts become progressively more conservative as the target date nears by reducing equity exposure and increasing bond exposure.

Each Retirement Target Account is a fully diversified single investment solution that's designed to meet the needs of an investor who plans to retire in or around the year in the Account's name. For example, the Retirement Target 2020 Account anticipates that an investor will retire in or around the year 2020 while the Retirement Target Near Term Account is intended for people who plan to retire in the near future or who are already retired. In other words, the target date is the approximate year when an investor plans to stop contributions and start periodic withdrawals.

HOW DO RETIREMENT TARGET ACCOUNTS WORK?

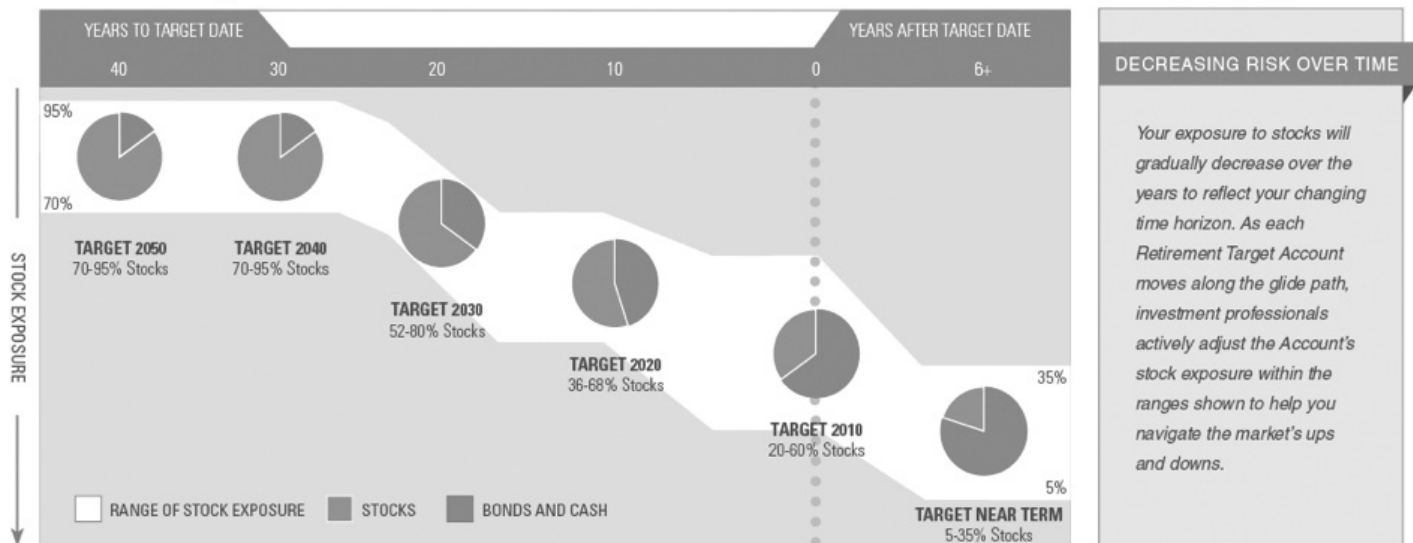
Retirement Target Accounts follow a "glide path" to automatically move from more aggressive investments (i.e. stocks) to more conservative investments (i.e. bonds) as the retirement year approaches. As each Retirement Target Account gradually moves along the glide path, investment professionals adjust the stock exposure of the Accounts in your plan within predetermined ranges based on current risks and opportunities in the market. This flexibility

Your retirement plan offers you a choice of professionally managed target date options.

allows the investment team to focus on more than just your time to retirement; it provides the ability to navigate the market's ups and downs over time while keeping stock and bond exposure to levels appropriate for your investment time horizon.

The combination of stocks, bonds, and cash is called asset allocation, and it's important. Research has shown that asset allocation determines over 93 percent of an investor's investment success. Assuming that you consistently contribute to your Retirement Target Account, the results of your retirement savings plan rest almost entirely on how your money is allocated among stocks, bonds, and cash, and when that mix is changed over time. Therefore, it's crucial to monitor ever-changing market conditions and adapt your investment mix according to your investment time horizon, risk tolerance, and market trends.

Retirement Target Account Glide Path



Please note that stock ranges are based on 2010 allocations.

But no need to worry if you don't know how to do that, as previously stated, when you invest in a Retirement Target Account offered in your plan, you leave the investment decisions to the experts. These Retirement Target Accounts are managed by a seasoned team of investment professionals who continuously monitor the markets and adjust the Accounts' asset allocation over time when appropriate.

Of course, you should continue to save and review your investments periodically, but it's important to know that each Retirement Target Account is a professionally managed mix of stocks, bonds, and cash all within one portfolio. You're responsible for determining your expected retirement date, evaluating your complete financial situation, including risk tolerance, and selecting the Retirement Target Account that best matches your expected retirement date and other retirement goals. These Accounts are not intended to be actively traded by you, the investor, because a dedicated investment team is adjusting the Account's investments for you.

While there is no guarantee that your Retirement Target Account will never go down in value, the investment team continuously tracks financial indicators, analyzes market trends, and

adjusts each Account's investments to manage your investment risk over the long term and help you meet your retirement goals.

AT THE TARGET DATE AND BEYOND

During the target year, the stock exposure of the Retirement Target Accounts in your plan will range from twenty to sixty percent to allow for growth opportunities when markets are favorable. Continuing to dedicate a portion of your portfolio to stocks during your retirement years provides growth potential to help offset periodic withdrawals.

Over the next five years, the Retirement Target Account gradually moves to a slightly lower range of stock exposure, anticipating that during this time, you will stop making contributions and begin taking annual withdrawals of roughly five percent of your account balance.

In the sixth year after the target date, the Retirement Target Account reaches its most conservative stock allocation of five to 35 percent. At this point and beyond, capital preservation becomes the primary goal, anticipating that withdrawals may become a larger percentage (eight to ten percent) of your remaining account balance. The Retirement Target Account will ulti-

mately merge into the Retirement Target Near Term Account and continue to provide a professionally managed investment option that favors stability over growth. For example, in the year 2016, the Retirement Target 2010 Account will automatically merge into the Retirement Target Near Term Account, and stock exposure will remain actively managed in a range of five to 35 percent.

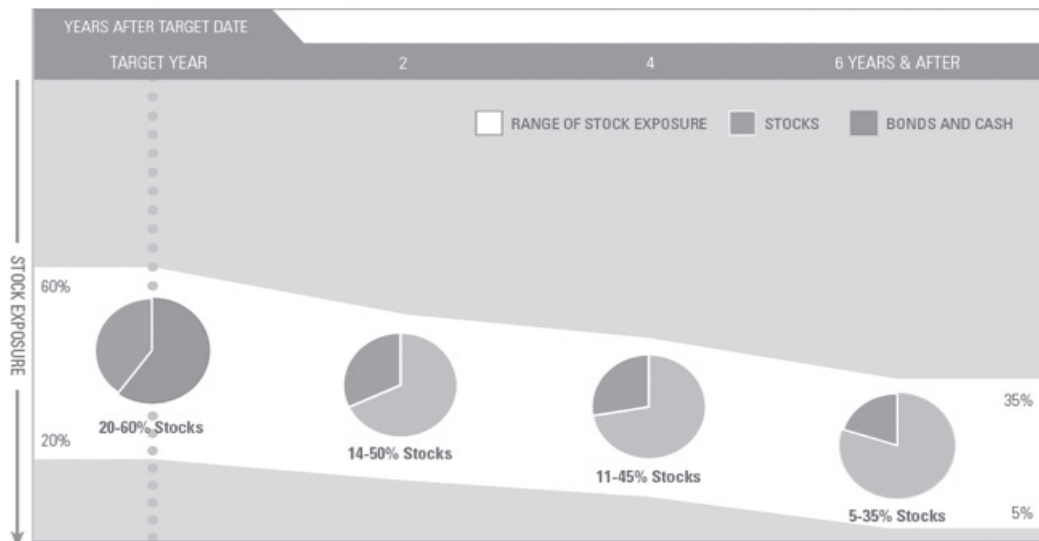
The benefits of investing in a Retirement Target Account don't stop at the target date. For as long as you remain in the plan, your account continues to be professionally managed throughout your retirement years.

THINGS TO CONSIDER

Retirement Target options were designed to help investors save for retirement. Their shift from more aggressive to more conservative investments happens automatically and if nothing changes with regard to your goals or risk tolerance, you shouldn't need to make changes to your Retirement Target Account throughout your savings lifetime. It's a one-stop investment decision.

However, while the date in the name of a Retirement Target Account may make it easier to identify the "right" option, since each Account is

At the Target Date and Beyond



GLIDE PATH ASSUMPTIONS

The glide path is built to meet the needs of investors who plan to retire at or around a specific date and is based on the following:

Within the first five years after the target date, the investor will stop making contributions and begin taking annual withdrawals of roughly 5% of his/her account.

In year six and beyond, withdrawals may represent a larger percentage (8-10%) of the remaining account balance due to inflation and the gradual reduction of the investor's retirement plan assets.

named based on the retirement time horizon, it does not take your exact circumstances into consideration. So, it is important to understand *your* risk tolerance, time horizon, and unique goals when selecting an investment plan for retirement. It's also important to reassess your personal situation periodically to ensure you're still on the most appropriate path to retirement once you are invested; long-term considerations include determining whether or not your expected retirement date has

changed and if the Retirement Target Account you selected still matches your retirement goals.

Overall, developing a long-term savings strategy, saving as much as possible, and remaining diligent are the keys to staying on track to meet retirement income needs.

For more information, please contact **Mary Moglia-Cannon** at Manning & Napier Advisors, Inc. at 585-325-6680 ext. 8840.

Manning & Napier Advisors, Inc. provides investment advisory services to Exeter Trust Company, Trustee of each Retirement Target Fund, the underlying fund of the Retirement Target Accounts. The Retirement Target Funds only include qualified employee benefit plans selecting each specific Fund.

EDITOR'S NOTE: The TWU Local 556 Communications Chair approved the inclusion of this article in this issue of *Unity* in exchange for payment to our Local from Manning & Napier Advisors, Inc. Because of this, the law requires that we identify this content as an advertisement.

Curious about where AirTran flies? The following cities are currently served by AirTran. *Italicized cities are also served by Southwest, while city names in bold italics are Southwest bases.*

Akron/Canton, OH
Allentown, PA
Aruba, Aruba
Asheville, NC
Atlanta, GA
Atlantic City, NJ
Baltimore, MD
Bermuda, Bermuda
Bloomington, IN/Normal, IL
Boston, MA
Branson, MO
Buffalo, NY
Cancun, Mexico
Charleston, WV
Charlotte, NC
Chicago, IL (Midway)
Cleveland, OH
Columbus, OH
Dallas/Fort Worth, TX
Dayton, OH
Denver, CO
Des Moines, IA

Detroit, MI
Flint, MI
Fort Lauderdale, FL
Fort Myers, FL
Grand Rapids, MI
Gulfport/Biloxi, MS
Harrisburg, PA
Houston, TX (Hobby)
Huntsville, AL
Indianapolis, IN
Jacksonville, FL
Kansas City, MO
Key West, FL
Knoxville, TN
Las Vegas, NV
Lexington, KY
Los Angeles, CA
Memphis, TN
Miami, FL
Milwaukee, WI
Minneapolis/St. Paul, MN
Moline/Quad Cities, IL
Montego Bay, Jamaica
Nassau, Bahamas
New Orleans, LA
New York, NY (LaGuardia)
Newport News, VA

Norfolk, VA
Omaha, NE
Orlando, FL
Pensacola/Gulf Coast, FL
Philadelphia, PA
Phoenix, AZ
Pittsburgh, PA
Portland, ME
Punta Cana, Dominican Republic
Raleigh/Durham, NC
Richmond, VA
Rochester, NY
San Antonio, TX
San Diego, CA
San Francisco, CA
San Juan, PR
Sarasota/Bradenton, FL
Seattle/Tacoma, WA
St. Louis, MO
Tampa, FL
Tunica, MS
Washington, DC (Dulles)
Washington, DC (Reagan)
West Palm Beach, FL
White Plains, NY
Wichita, KS
Williamsburg, VA

True Stories

by Lyn Montgomery

Deanna had recently been forced based out of Dallas, and was now commuting to Houston for work, including to sit reserve. She tried to give away and pick up out of Dallas as much as she could, but this proved to be extremely difficult. This particular month, Deanna had been unable to pick up anything in Dallas, and even in Houston, she was only able to pick up a three-day Reserve block.

The night before her reserve block began Deanna called the VRU to listen to the reserve lineup. She was number eighteen to go. She had sat reserve many times and had a good idea of when she might be called for an assignment. Being so far down the list, Deanna was sure she wouldn't be used until the afternoon, if at all. She knew how to monitor the reserve list and check Open Time to determine when she would most likely be assigned. She packed her bags and laid out her uniform in preparation to work, but decided to wait to travel to Houston until the next day.

Before the last flight to Houston, she logged into *SWALife* from her home computer to see what was in Open Time. There were no trips, so she felt even more confident that she would not be used in the morning since she was so far down on the reserve report. The next morning she woke early and again checked her screen by logging into *SWALife*. In fact, she continued to check her screen for the remainder of that day. Only four reserves had been used and there was nothing in Open Time in any base, so she felt she did not need to travel to Houston for a day when she was not going to be working. She was never contacted by Scheduling that day.

That night, Deanna began to feel sick, and was unsure of her physical capability to work. She took medication immediately to improve her condition, and she continued to check the reserve line up and her screen almost every hour. She was hoping she might start to feel better, and was hoping to go to work if she was well enough. Again, she was not contacted by Scheduling at all that day. The next and final day of her reserve block, Deanna continued to monitor the reserve list and Open Time.

She slept off and on throughout the morning, and woke that afternoon with what was most likely the flu. Deanna realized that she needed to make the decision to call in sick,

but before she did so, she checked the line-up one more time. To her horror, she was now number one! She was now too sick to travel to Houston or to work a pairing. Crew Scheduling called at that moment on her home phone, and left a message informing her of an assignment. From her cell phone, Deanna

Deanna began to feel sick, and was unsure of her physical capability to work.

called in sick. Since she called in after being notified of an assignment, she was assessed with an SLA per Article 32 of the Contract. Deanna knew the Contract, and knew she would be assessed the additional half point for calling in sick after being assigned. She was unaware that the Company had begun giving discipline far beyond this contractually agreed upon discipline. They had already terminated a few other Flight Attendants for alleged actions similar to hers.

Base Supervisors began investigating all SLA's and they began to research Deanna's sick call. The Supervisors could see each time Deanna had logged into *SWALife*. They were able to see the IP address of the computer used to log in and that the address was located in Dallas, not Houston. By checking the calls into the VRU, they saw her phone number was used to check the lineup and then later that same night a log in was reported. A quick check of the non-rev listings for the three days of her reserve revealed no listings for Deanna to get to Houston. The Company made the incorrect assumption that Deanna never planned on working at all, and a full investigation ensued. After conducting their investigation, which included a fact-finding meeting, Management terminated Deanna for a Class I Section 15 ("Refusal or intentional disregard of an assignment made by scheduling") violation. Deanna had an exemplary work record, and was shocked and grief stricken to lose her job. She is grieving the termination.

LYN MONTGOMERY

is a Dallas Flight Attendant, and a member of the TWU Local 556 Grievance Team. She can be reached at lmontgomery@twu556.org or 214-640-4317.





Putting it All Together

In the final part of his three-part series, **Cuyler Thompson** explains how to get out of town.

It was devastating to lose my very first passport. Oh, how I had loved him. He was thin, stained and worn (like me) and full of colorful stories of romances, adventures and mishaps. He had been issued to me on the island of Grenada after a failed attempt to enter Venezuela without proper documentation. An angry litany of official reasons why I was never allowed to re-enter Colombia was handwritten on page four. After I was beaten and robbed in Peru and had borrowed money from the US Embassy, my passport was voided with a big red stamp until I repaid my debt. My passport provides a glimpse into my past and a blank slate for my future. He has opened doors to rich cultures, friendly people, and delicious food. My life has wandered down paths I never would've found without him. He changed me and made me the person I am today. My passport is my most prized possession. My first passport left me as dramatically as he had found me: he was snatched from my boozy hand and disappeared into a dark alley. Together, we had learned why I should not chase him. It was like losing my best friend. You do have your passport now, right? Come on; we talked about this months ago!

MONEY & TIME

OK, for those of you who have yours, let's figure out where we are going. How much you want to spend? Money, of course, is one of the obstacles in choosing any travel destination. An African safari or a cruise to the Galapagos is going to cost you a lot more than a Vegas vacation package for example. So, set your budget first to help you narrow down your destination ideas. How many days you can take off? Knowing the limit of how long you can be gone will also limit your choices. You probably won't be able to properly



enjoy an Australian walkabout if you only have four days off. Maximize your travel destination choice by choosing a place that you can get to in a reasonable amount of time with plenty of time left over to relax.

WHERE TO GO?

Once you know how much you can spend and how long you can be gone, dig deep into your vacation-needing self: what do you dream of doing within those parameters? Do you want to be around a lot of nature with opportunities for outdoor adventures, or do you want to sit on the beach all day and go downtown all night? Your travel destination should have as many of the features that you want as possible, but still allow you to stay within your budget. Is somebody going with you? This can help you narrow down the choices a lot and choosing a destination with others can be part of the fun. Have everyone list their top three desired features for the vacation locale. See which features stand out the most. Got it?

RESEARCH

Now, do some research. Before a big trip, I have to fly extra pairings to pay for it, so I bring library books about my chosen destination (that I won't take on the vacay) and take pictures of maps, hotel phone numbers, etc. that I like and email them to myself. Read the travel blogs of other travelers (or create your own) at travelblog.org or travelblogs.com. You can get some great travel advice from like-minded travelers at Lonely Planet's Thorn Tree travel forum (lonelyplanet.com/thorntree). Before you order your passes from the SWA Pass Bureau, quicktrip.com to see what your flight options are. I love to break up a long journey with a long layover. For example, when traveling from Atlanta to Nairobi on Delta Airlines, you could change planes in Amster-

dam. Why not spend a few nights checking out the red light district before continuing onward?

PACKING FOR YOUR JOURNEY

You know where you're going, how long you'll stay and how you're getting there. Now let's pack. Remember, less is more! And by that, I mean that the less stuff you take with you, the more freedom and flexibility you'll have. First, check the weather and choose the appropriate clothing and luggage for your planned destination and activities at worldclimate.com. Note: your rollerbag probably won't work for you on safari or in the Sahara. Plan to travel with one main bag that you can easily carry yourself and fits into a small overhead bin and one smaller day-bag (like my man-purse) that you can take with you everywhere, night and day. Stretch your travel wardrobe by color-matching. If you simply make sure every piece of clothing you pack works with every other piece, you can create a host of mix-and-match possibilities and no one will be the wiser. Wear your heaviest clothing on the plane to save on space. I always travel in a lightweight blazer (to look worthy of an upgrade) and heavy polyester slacks: they dry quickly, are warm on the plane and amazingly unwrinkled when I dismount a camel and dash to change into them in the airport restroom. You're travel professionals; you know what to wear!

HOME SECURITY

It's unwise to advertise your travel plans on voicemail messages, email auto-responders, or social media sites, such as Twitter or Facebook— even if you're only going out for the afternoon. Don't make it easy for opportunists to know that you're not at home.

Having just moved myself from one coast to another, I currently don't have the money to take a trip abroad. Those Lubbock-Amarillo RONs will just have

to suffice for now (and believe me, I can make it seem like a world away from the ordinary). But I can feel my travel bug getting all itchy just talking about it with you. I hope that you are in a position to get yourself out and about—or are making plans to get out there soon.

I'm now two-thirds of the way through my fourth passport and have visited more than sixty countries. Each stamp is another notch in my belt, a physical validation that I've truly been somewhere and learned something. That's why I was so devastated after my first passport disappeared down that dark alley: I had lost the physical evidence of my journeys. Not so fast—before becoming a traveler, I would most likely have chased off down that dark alley to meet who knows what fate. Together, my first passport and I had experienced people and places, danger and bliss, hopes and fears and happiness and pain that had all culminated in that moment to give me the ability to make the split second decision not to follow him down that alley. At the time, it pained me to see him go, but years later, I realized that I didn't need any physical validation of my journeys or notches in my belt. I'll take my experiences with me, wherever I go, forever. My experiences, good and bad, have made me who I am. And I like who I am. And nobody can take that away from me or run with it down a dark alley. Don't you love your passport?

Make a checklist of every item you plan on taking on your trip, and practice packing. Here's a list of a few of my favorite lesser-known travel essentials:

- A bandana (used as a handkerchief, sweatband, tourniquet, sleep mask, belt)
- A sarong (beach cover-up, towel, tablecloth, blanket, sassy accessory)
- A light-weight scarf (see above)
- Rubber sink stopper/dry detergent/spot remover (for doing laundry in the sink)
- A length of rope (used as a clothesline, emergency shoestring, backpack repair)
- Duct tape (you **will** find a use for this)
- Ziploc® baggies of various sizes (for dirty clothes, dinner leftovers, leaky toiletries)
- Battery-powered iPod speakers (sometimes you have to get the party started)
- A flask (see above)
- A small calculator (for bargaining and currency conversion. You can't claim poverty with a \$600 iPhone.)
- A few small gifts from home (you never know when you may want to reward a new friend)
- Pictures of your family and friends from home (make for great conversations)
- A few cute phrases in the local language (great for making new friends)
- Rubber doorstop (extra hotel room security)
- Loud whistle (amazingly effective security tool)
- Luggage cable and lock
- Wet wipes (quickly and gently cleans many important surfaces)

- Ciprofloxacin (kills stomach bugs) and Azithromycin Z-Pak (for upper respiratory ailments)
- Liquid Skin (better than a Band-Aid®)
- Paper copies of important documents
- **Patience!**

Depending on the length of your trip, here are some additional things to consider before leaving home:

- Make sure someone with a key to your home knows your travel plans, and can deal with emergencies in your absence.
- Suspend mail delivery or have it forwarded as appropriate.
- Inform your bank and credit card issuer(s) of your travel date and destinations to prevent fraud investigations and suspended accounts when charges from abroad appear.
- Schedule the payment of any bills that might come due during your trip. Use your bank's online bill payment system to do this automatically.
- Arrange for international calling with your mobile provider. If Internet connectivity is important, ask about international data plans for your mobile devices.
- Consider purchasing additional travel insurance. Personally, I carry the Universal Air Travel Plan (UATP), which covers non-revenue travel, and is specifically for travel professionals. Southwest offers MEDEX Travel Assist to all its employees. More information on MEDEX can be found on [SWALife>About Me>My Benefits>MEDEX Travel Assist](#).

Need more convincing before you're ready to pack your bags and head off into the sunset? There are literally thousands of travel books out there, but we've picked out five that are sure to inspire you to get out of town and find adventure.



On the Road

Jack Kerouac

Named as one of *Time* magazine's top 100 novels from 1923 to the present, *On the Road* is inspired by Kerouac's own road trips across mid-century America, and is considered one of the defining works of the Beat generation.



Vagabonding: An Uncommon Guide to the Art of Long-Term World Travel

Roff Potts

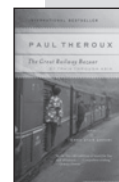
Potts has made travel his profession and his life—even more so than our own Cuyler Thompson—and *Vagabonding* is as inspiring as it is practical. You'll be chomping at the bit to hit the road and see what's out there.



The Voyage of the Beagle

Charles Darwin

Before his ground-breaking *On the Origin of Species* that laid out the principles of natural selection that are the cornerstone of modern biology, Darwin traveled the world as ship's naturalist aboard HMS *Beagle*. His "journals of researches" are as much vivid and exciting travelogues as detailed scientific field notes.



The Great Railway Bazaar: By Train Through Asia

Paul Theroux

Written more than thirty years ago, *The Great Railway Bazaar* recounts Theroux's journey across Asia on the continent's legendary trains, including the Orient Express, the Golden Arrow, and the Trans-Siberian Railroad.



Stranger in the Forest: On Foot Across Borneo

Eric Hansen

A modern classic of travel literature, *Stranger in the Forest* follows Hansen's ten month, 2,400 mile journey through the jungles of Borneo, and recounts his experiences with the remarkable local people he meets there.



Don't Let the Bedbugs Bite!

by Michele Moore

Bedbugs don't discriminate—you find them in clean houses, dirty houses, five-star hotels, and, yes, those dingy motels out by the airport (you know the ones). As long as there's blood, they're happy.

BEDBUGS 101

Bedbugs are small, oval-shaped insects. Adults are around five to seven millimeters in length, while juvenile bedbugs may be as small as 1.5 millimeters. They have flat bodies, and are sometimes mistaken for ticks or small cockroaches. Bedbugs can range in color from light tan or nearly white, to a deep, reddish brown or burnt orange after feeding. Juveniles range from clear to bright red.

They like to live in dark, tight spaces such as beds (obviously), especially the cracks and crevices associated with the bed frame and mattress.

Nevertheless, bedbugs are sometimes found in other spaces, including on curtains, along the edges of carpet, corners inside dressers and other furniture, cracks in wallpaper (especially near the bed), and inside the spaces of wicker furniture.

Bedbugs live off blood, just like mosquitoes; it's their only food.

Specifically, they prefer human blood, and usually feed on sleeping people about an hour or so before dawn (though given the opportunity, they may feed anytime).

WHAT TO LOOK OUT FOR

There are several things to look for in hotel rooms to check for bedbugs.

- Pull the sheets back from the mattress, and look for bugs along the seams. Also check for tiny spots of blood on the mattress.
- Take your hand and pat along the mattress, especially toward the foot of the bed—the sheets are pulled tighter at the bottom of the bed, and are the perfect environment for a bedbug to live.

- If you see brownish, reddish looking spots on the sheet, or if they appear after you pat on the sheets, the room may have bedbugs.
- Using your flashlight, look in the pleats of curtains, beneath loose pieces of wallpaper near the bed, the corners and drawers of desks and dressers, within spaces of any wicker furniture in your room, and by door, window, and baseboard trim. Inspect everything. Bedbugs don't like light, and will scurry in the beam of your flashlight.
- Look along the edges of box springs, and the in the seams of the bedding. Inspect the headboard and behind it. Examine wood or upholstered furniture, especially along the crevices and seams.
- Bedbugs prefer wood and fabric to plastic and metal.

Also, don't put your luggage on the bed; use the suitcase holder if provided, or leave your luggage in the bathtub.

If you think you find evidence of bedbugs in your room, call the front desk immediately, request another room, and ask them to do a room inspection. Additionally, contact the Union office or a member of the Hotel Committee.

BEDBUG BITES

The face, neck, hands, and arms are common sites for bedbugs to feed, but people react differently to the bites. The initial bite itself is painless. Small, flat or raised bumps on the skin are the most common sign, and redness, swelling, and itching are common. The bites can appear on the skin within hours, or it may take as long as two weeks for them to show up. It's a myth, though, that bedbug bites occur in threes.

Without an actual bedbug as evidence, it may be difficult for a doctor to diagnose that you've been bitten.

AT HOME

If you get home from a trip and feel you might have been in a room with bedbugs, take precautions to avoid spreading them to your home. Launder your clothes before or as soon as you get home. Unpack on a floor that will allow you to see bedbugs—stay off carpets! Unpack directly into plastic bags for taking clothes to be professionally laundered. Suitcases should be carefully inspected and vacuumed.

Getting rid of bedbugs from your home is neither easy nor cheap. You will need to enlist the services of a pest control professional who will perform a full inspection of your home. He or she will advise you of what options are available, and what steps should be taken, which may include a variety of low-odor sprays, dusts, and aerosol insecticides.

The pest control expert may recommend certain forms of deep cleaning, such as scrubbing infested surfaces with a stiff brush to remove eggs; dismantling bed frames and furniture; filling in cracks in floors, walls, and moldings; encasing mattresses within special bags; and/or using a powerful vacuum on cracks and crevices. Other options, such as thermal heat remediation, may be available.

Once again, if you find evidence of bedbugs in your hotel room, immediately request another room (preferably on another floor)—remember, just because one room is infested doesn't mean the entire hotel is. Contact the Union office at 800-969-7932, and email the Hotel Committee at crewrest@wnco.com, so that we can make sure the hotel follows through with their inspection and eradication.

MICHELE MOORE

is a Dallas Flight Attendant, and TWU Local 556 Health Committee Chair. She can be reached at mmoore@twu556.org or 214-352-9110.

Enhanced Security & You

by Michael Massoni

Much of November was submerged in the media circus surrounding the TSA's deployment of full-body scanners and so-called "enhanced" pat-down techniques. These procedures were put into place in direct response to last Christmas' attempt to bring down a Northwest Airlines flight bound for the United States by an individual with an concealed improvised explosive device in his underwear that could not be detected by metal detectors. Additionally, attempts to bring down several cargo aircraft in October using similar types of explosives only exacerbated the perceived threat level by U.S. intelligence agencies. The Department of Homeland Security (DHS) and the TSA's deployment of full-body scanners throughout the year, and more invasive pat-down procedures resulted.

Needless to say, many TWU Local 556 Members were quite upset that we, as trusted crewmembers who had undergone FAA/TSA-approved security training and background checks, were being subjected to the same invasive security procedures as the general public. This is why we are so insistent that airport security procedures always have built-in accommodation for crewmembers—not just because we are crewmembers, but because we fully believe that the TSA can provide better security for us and the traveling if they are concentrating their time and resources seeking out genuine

security threats that may come from individuals who have not undergone the same training and background checks as Flight Attendants and Pilots.

Through the efforts of TWU Local 556, in cooperation with other Flight Attendant unions and the AFL-CIO's Transportation Trades Department, we were able to secure crewmember exemption for Flight Attendants from the TSA's new procedures. This exemption provides a dedicated crewmember line with standard metal detectors at airports that have full-body scanners. Additionally, if a secondary screening becomes necessary for a crewmember, a "traditional," less invasive pat-down will be performed. Those crewmembers who have medical assistive devices that always cause a secondary screening (e.g. hip replacements) may opt *into* the body scanner line if they so desire.

The crewmember exemption only applies to uniformed, on-duty, or commuting Flight Attendants. The exemption may not be utilized if you're wearing everyday clothes or while non-revving.

The DHS and TSA want Pilots and Flight Attendants eventually to be included in "CrewPass,"



an identification card program that may use a biometric such as fingerprints or iris scans, or by verifying data from a secure database to positively identify a person as a crewmember. This will allow for a much faster security experience for on-duty crewmembers.

One model currently being considered uses the Cockpit Access System (CAS) as the secure data source. CAS is utilized by Pilots to ride on the jumpseat on other carriers; Flight Attendants would have to be added to the system. There are still many questions that must be answered before CrewPass can be put into general use, but to be clear, your Union will not waiver from our position that all crewmembers (Pilots *and* Flight Attendants) be part of CrewPass if we are to have such a program.

Finally, let's not forget why we have changes in security procedures and a very dynamic security environment. Security failures are not an option for the TSA, airline crewmembers, or the traveling public.

Baltimore

Audrey Stone, BWI DEBM



I hope everyone had a very happy holiday season, and a special thank you to those who helped make Toys for Tots successful for another year.

We have some local changes coming soon to Baltimore. Inflight Supervisors **Rick Desmond** and **Alyssa Baiyina** went back online in January. I've been told these positions will be filled as soon as possible. Also, please welcome new Medical Leave Specialist **Barry Brozovich**.

If you need to utilize the Maryland Family Flexible Leave Act (MFFLA), please do not call in sick to Crew Scheduling. You must complete the form found on *SWALife >About Me>My Life Events>Maryland Leave Administration*. If you need assistance, please contact the base or me. Just as a reminder, there are Inflight Supervisors available after hours through Scheduling in the event of an emergency.

I recently encountered a situation that was a reminder of what we, as Flight Attendants, need to check as part of our "securing the cabin" for final descent. If you have a passenger on oxygen following a medical emergency, the portable oxygen bottle (POB) must be secured for landing. Utilize the strap, and make sure it's correctly placed on the passenger, not in another row or seat. And don't forget to monitor the pressure gauge so that it doesn't drop below 500!

If you see **Chad Kleibscheidel** around, give him big congratulations for winning third place in the Cheers for Volunteers contest.

I wish each of you a very happy 2011!

Chicago

Donna Keith, MDW DEBM



Thank you for once again making our Toys for Tots drive a huge success!

I would also like to extend my gratitude to Chicago Inflight Base Manager **Dave Kissman** and his leadership team for their support and participation in this program, which is so important to many children in the Chicago area. This was the tenth year that we have participated in the program, and the generosity of all the Chicago Flight Attendants was once again overwhelming.

With the cold and snow come the usual and expected weather delays for various things, deicing being one of them. Please be vigilant during this time, and watch for deicing fluid on the galley floors and jetways. The slippery fluid often creates our own personal skating rink, which can be very dangerous for our coworkers and passengers, and could result in injuries (and paperwork).

Do you know how many points you have going in to 2011? Stop by the Customer Service Desk in the lounge to get your total.

If you have any questions, comments or concerns please feel free to contact me any time via email or phone. Here's to a fantastic New Year!



AUDREY STONE

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

DONNA KEITH

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

Dallas

Karen Amos, DAL DEBM



Happy New Year Dallas! I hope you all had a wonderful holiday! The New Year brings some changes to the Dallas office. **Sara Schulte** is relocating with her husband, and therefore will be going back online. **Debbie Henry, Gaye Lyn Groff**, and **Dave Corey** are also going back online. Currently I do not know who will be filling these positions.

Thanks to all those who contributed to the Toys for Tots program. It really helps so many children have a brighter holiday.

Everyone is aware of the attendance point system. However, it has been brought to my attention that many people are not familiar with the Work and Conduct Rules located in the back of the Flight Attendant Handbook. Many of us received a handbook in the past, but it has since been modified and is no longer current. The current handbook is now on *SWAlife>Inlight>Resources>Publications> 2010 Flight Attendant Handbook*, and can be printed. Be sure to review the classes of unacceptable conduct/behavior, as well as the schedule of discipline for the different classes.

When you call in sick, you may be asked for the last four digits of your Social Security number or some other personal question if your contact information does not display on Scheduling's caller ID. Also, keep in mind, that your Web IP address shows up each and every time that you login to view your screen. Please do not use your phone during flight, including for taking photos. This has never been an issue in Dallas and hopefully it never will be.

Do you want to see real time flight information when you're waiting for your inbound flight? *Flightaware.com* is a good way to track your inbound flight. Be aware that you must still go by the flight information display screens when it comes to being at the gate thirty minutes prior to push. A crew Web iPhone app is also available, and allows you to view trips, as well as trade them.

Here's wishing you a wonderful New Year! It's always a pleasure to serve you.

KAREN AMOS

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

Houston

Crystal Reven, HOU DEBM



Happy New Year, Houston. As we enter into 2011, I hope that we can each take the experiences shared and lessons learned in 2010 to make us better as individuals, coworkers, and as a work-group. Whatever the Southwest way means to you, remember we are each a vital part of the Southwest family, soon to be a blended family. Now more than ever is the time to treat each other like family.

On behalf of the Houston base, I would like to thank the following Flight Attendants who continue to serve their coworkers selflessly:

Shop Stewards **David Kirtley, LaTonia Benoit Paul, Jessica Parker, Jannah Dalak, Phil Vaughn, Kelley Martin, Chey Clark, Jill Van Der Werff, Keith Gordin, Chad Knesek, Valerie Boy, Teri Queen, and Stephanie Tillman.**

Critical Incident Stress Management team members **Joe Gossett, Jane Demars, Sue Blair, Debbie McDermott, Tracy Philp, and Kim Gibson.**

Professional Standards team members **Jane Demars and Kurtis Beggs.**

Please visit our base page on the Union's Web site for the most up-to-date information affecting the Houston base.

I've said it before, and I still mean it: what matters to you, matters to me, so please let me know your thoughts, concerns and suggestions for the upcoming year.

CRYSTAL REVEN

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

Las Vegas

Bryan Orozco, LAS DEBM



Happy New Year Las Vegas! Out of 9,400 Flight Attendants at Southwest, a handful of people consistently (and often thanklessly) work hard to make sure your contractual and legal rights are protected. Although you may not

physically see work being done, the impact on your work life happens every time you check-in. With that being said, I would like to thank every Executive Board Member, Shop Steward, Negotiator, Office Team Member, Contract Action Team Member, or any other Flight Attendant who is or has been involved with Local 556.

Also, I've come to realize that we have a really good Local. But I've also decided that just because we are considered the so-called industry leader, that doesn't make us perfect. It seems to me that the "good" has encouraged more good to be done, and the "bad" has inspired other TWU Locals to do better.

My work and personal life have continually improved over the past eleven years because I am a Member of Local 556. For that reason I would like to thank any Flight Attendant that has helped craft our Local into what we have now, with an industry-leading Contract, a good labor-management relationship, and a quality of life that I believe a lot of people wish they had. So thank *you*!

Now for a little base news. If you haven't noticed, the door on the east side of the lounge is now ready for use. The code is the same as the main door that leads into the lounge from where the restrooms are located. Both doors will be open for use until the construction on the west side of the terminal begins. At that time, the west side door will be closed until the construction is complete. The bag room and break room in Terminal B are both nearing completion (if they're not already finished by the time you read this). Also, please keep in mind that the current agreement we sign to use the economy parking lot does not allow cars to remain more than thirty days straight. If your car is towed, it will be at your expense.

BRYAN OROZCO

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

Oakland

Todd Gage, OAK DEBM



Iwould like to start off by thanking all of you who donated toys for our Toys for Tots drive. Your generosity was greatly appreciated.

For those of you that use the employee parking lot on Neil Amrstrong, you might be glad to know that the Port of Oakland has finally made our bus stop shelter at Terminal Two a "non smoking area!" I would like to thank Flight Attendant **Sue Renz** for bringing this to my attention.

Did you know that all California based employees are entitled to forty hours per calendar year to attend or participate in their children's school activities? It is called the California School Activities. You must give notice seven calendar days before the event, and documentation is required. You may be paid out of vacation time, but cannot use your sick bank. While on this leave, you may not travel on "school activity time" without an authorized four-part pass from the Base. You can find more information on *SWALife>About Me>My Life Events> California Leave Administration*.

When utilizing California Kin Care, no documentation is needed, and you do not have to discuss the nature of why you are caring for a family member. The only information required is the date and the family member you are caring for. If you know you have to care for someone, it is best to call in sick (per California Kin Care procedure) as soon as possible. Don't forget that with our current Contract, you can call in sick up to two calendar days before your trip.

I have asked about putting a computer and printer in the bag room next to Gate 21. I have also asked to utilize this room for posting Union publications and other information such as bulletins and revisions, as it is more convenient than having to head down to our lounge (which is practically located in San Francisco).

Finally, if you need an immediate response to a question, don't hesitate to contact the Union office directly, as I fly nearly every week—it could be the fastest option.

TODD GAGE

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

Orlando

Jimmy West, MCO DEBM



Happy New Year from the Sunshine State! I want to start off by saying thanks to each and every Flight Attendant who helped make this year's Toys for Tots a huge success. I think we exceeded the number of toys donated this year over last year. I also want to extend my appreciation to Orlando Inflight Supervisor **Curt Meschke** for his assistance in helping me remove the toy box from the lounge.

There's an old saying that "hard work never hurt anyone—but I am not willing to risk it." The key phrase is hard work. Your Union has engaged in hard work promoting Professional Standards and other avenues in lieu of writing each other up. Unfortunately, the write-ups are continuing, which are resulting in discipline—including terminations. It's not "hard work" to discuss or look for solutions when a conflict arises with a fellow crewmember. If you're one to write another Flight Attendant up without speaking to them first, remember that what goes around might just come back around to you.

If you use an app on your mobile device for any transaction, please check your screen and confirm the transaction went through. I am in no way saying to not use these tools, but we all know that CWA encounters problems from time to time. Also, if you have an iPad, iPod, i-anything, you are not permitted to use these devices while serving as a working crewmember onboard the aircraft. The only I you should use is your own set of eyes to monitor the cabin. Angry Birds can wait—customer service cannot! Also, you could be disciplined for using your gadgets if you're caught.

I have participated in several fact-finding meetings regarding Customer letters, which makes me believe that our complaints are on the rise. Please continue to follow your flight service manual in accordance with our onboard service.

Finally, I wish you all a very happy and prosperous New Year!

JIMMY WEST

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

Phoenix

John DiPippa, PHX DEBM



The holidays are finally over, which means lighter loads until spring break and warmer weather.

I hope everyone had a great Christmas. This is the time for New Year's resolutions, and I have a couple of them that I would like to propose to you. First, the more active you are in the Union, the better we can work together to get things accomplished. This first resolution was on display last year with the four pages of signatures I gave to the City of Phoenix expressing our displeasure with the parking increase. Second, if you haven't already done so, I would encourage you to take advantage of our two new contractual items that went into effect on the first of January: an increase in our 401(k) Company match up to 9.3 percent, and the addition of a Roth 401(k). If you are not sure if either of these options are right for you, please consult your financial advisor.

We will also be getting a new Base Manager soon, as **Steve Murtoff** has been promoted to Director of Base Operations overseeing Houston, Oakland, Las Vegas, and Chicago. I wish Steve and his family the best of luck in this new endeavor. As of this writing, I don't know who his replacement will be, but we are fortunate that we have two good Assistant Base Managers, **Deborah Edwards** and **Jenny Kaminski**.

Each month I send out an *E-Connection* to everyone in Phoenix who has listed their email address in their TWU Web site profile. The *E-Connection* is a short update with the latest base news, as well as updates from our Executive Board Meetings and visits with Management.

Best wishes to all for a healthy and prosperous New Year.

JOHN DIPIPPA

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

Update on FLMA Changes & What You Need to Know

by **Denny Sebesta**

On January 1, 2011, Southwest began managing and administering all FMLA in-house within the FMLA Compliance department (though Inflight actually began the transition last October). The FMLA Compliance department oversees the application approval process; however, since medical expertise is necessary, the Company has contracted a physician/nurse practitioner group for medical consultation.

Confidentiality is very important, and there are strict federal regulations that govern compliance. Therefore, information will not be shared outside the FMLA Compliance Department; your Inflight base leaders will *only* receive FMLA dates approved, including the length and duration, if applicable.

FMLA CALENDAR YEAR

Southwest is moving from a twelve month rolling eligibility to a calendar year (i.e. January 1 through December 31). This means that if you are eligible for FMLA, you must take your twelve weeks within that calendar year. For subsequent years, Southwest will continue to look back twelve months to determine the number of hours you have earned toward FMLA eligibility. Flight Attendants need 504 duty hours to qualify for FMLA in any calendar year.

CLAIMS

With the change in eligibility method, it's important to understand how an open claim might be affected from one calendar year to the next.

Intermittent claims. If an employee remains eligible for FMLA in the new calendar year, their intermittent claim will remain open, and they will not be required to submit new medical certification for the claim based on the new

calendar year. However, if an employee is no longer eligible for FMLA in the new calendar year (i.e. has not worked the required number of hours during the past twelve months), their open claims from the prior year will be closed, and the employee must open a new claim when they become eligible again. Eligibility will be checked each January 1 for all open cases.

Continuous claims. If a claim has been approved, and extends from one calendar year to the next (assuming the continuous leave started prior to the new calendar year), the leave will remain open and approved through the end of the continuous leave. However, the employee must be eligible for any subsequent FMLA leave in the new calendar year. If an employee is no longer eligible for FMLA leave in the new calendar year (i.e. has not worked the required number of hours in the preceding twelve months), any open claims from the prior year will be closed, and the employee must open a new claim when he or she becomes eligible again.

Finally, the Company must notify an employee when they have exhausted their FMLA hours. This, as well as all other FMLA notifications (including the status of your FMLA leave) will be sent directly to your Company email account. Be sure to check your Company email regularly, so you don't miss important time lines associated with FMLA. Also, the Department of Labor has made other changes to the FMLA regulations that may affect our workgroup that we are reviewing.

As always, please contact the Union office at 800-969-7932 with any questions you may have—we're here to help, and are always glad to do so!

DENNY SEBESTA

is an Orlando Flight Attendant and TWU Local 556's Contract and Leave Coordinator. She can be contacted at dsebeta@twu556.org or 214-640-4316.

IMPORTANT DATES!

First 2011 Membership Meetings

Baltimore: Tuesday, February 22, 2011
Chicago: Wednesday, February 23, 2011
Dallas: Thursday, March 10, 2011
Houston: Friday, February 25, 2011
Las Vegas: Wednesday, March 9, 2011
Oakland: Tuesday, March 8, 2011
Orlando: Thursday, February 24, 2011
Phoenix: Monday, March 7, 2011

Visit the TWU Web site for location information.

Our next live Web casts will be February 15 and March 15 at 6 p.m. Central

Allegiant Flight Attendants Choose TWU

by **Karla Kozak**

Transport Workers Union of America welcomes the Flight Attendants of Allegiant Air to the TWU family following their overwhelming “yes” vote on December 22 to establish a union.

Flight Attendant organizing committees throughout the country worked tirelessly since last May to ensure their coworkers knew the value of collective bargaining. Allegiant Flight Attendants have a clear understanding of what they want, and knew the only way they could ensure their success was through unionization and a collective bargaining agreement. Committees worked to make sure their coworkers know the value and benefits of speaking with a unified voice on the job. Furthermore, Allegiant management’s expected anti-union tactics were unsuccessful, and workers were well-prepared for their tricks and half-truths.

Now, Allegiant Flight Attendants are already reporting that they feel more respected and valued as employees following their victory, and are now eagerly awaiting the contract negotiations process to begin in the coming months.

The TWU International Organizing Department would like to thank those Local 556 Members who assisted the Allegiant workgroup, including former Allegiant (now Southwest) Flight Attendants **Jolyn Chin** and **Leslie Peasley**.

Flight Attendant committees from Virgin America and JetBlue have reached out for organizing assistance to combat management union-busting tactics at both airlines. Please support your colleagues at these carriers, and let them know some of the benefits we have secured here at Southwest thanks to years of collective bargaining and a strong union.

KARLA KOZAK

is a Baltimore Flight Attendant and member of the TWU International Organizing Department. She can be reached at k-kozak@twu.org or 202-341-0256.

OSHA Update

by **Gwen Dunivent & Susan Kern**

The election cycle has ended, but we are still concerned about the probable future of labor, specifically for Flight Attendants, in terms of the FAA Reauthorization Bill that would finally give Flight Attendants OSHA protections.

In the Fall issue of *Unity*, we discussed this important legislation, and we have become entrenched in the so-called “lame duck” scenario that we envisioned—with predictable results. A lame duck session occurs when a Congress meets after its successor is elected, but before the successor’s term begins. They are considered moderately productive, but mostly for appropriations and budget issues. Due to the political landscape and the shift in power from labor (Flight Attendant)-friendly to big business-friendly legislators, the chances of the FAA Reauthorization Bill being finalized in the foreseeable future are slim, at best.

This bill has been continued over fifteen times since 2007, and has not been updated. At this point, the passage of the bill has stalled more-or-less over three main issues: 1) take-off/landing slots at Reagan National Airport, allowing for additional western states flights; 2) increasing the landing fee assessed by an airport; and 3) the inclusion of language that would make it easier for ground fleet workers at FedEx to unionize, thus giving them the same labor status as UPS. Senators from Tennessee (where FedEx is headquartered) have vowed to block the bill if it contains any changes to the labor provisions.

We are not giving up on passing a comprehensive FAA Reauthorization bill that includes OSHA protections for Flight Attendants, and we will continue this fight for as long as it takes.

GWEN DUNIVENT AND SUSAN KERN

are Dallas and Orlando (respectively) Flight Attendants, and members of TWU’s Committee on Political Education (COPE) that works to promote labor-friendly causes and candidates.



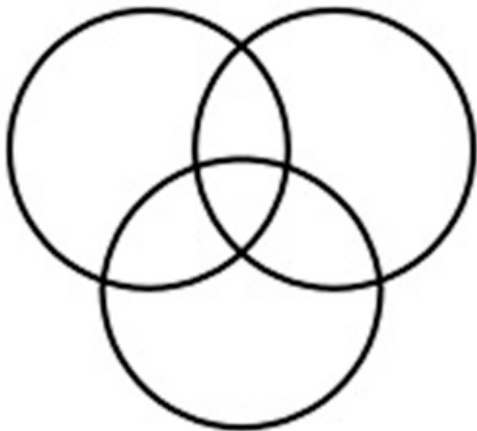
allegiant

Post-Holiday Blues Got You Down? CISM Can Help!

Did you know that post-traumatic stress (PTS) can occur after the ups and downs of the holidays are over, and normal life resumes? People who have lost a loved one recently tend to feel this PTS more keenly when the holiday excitement is over, which can be exacerbated by New Year's resolutions.

This year, commit to realistic New Years resolutions that allow you to focus on the positive aspects of your life, and achieve the goals you wish to accomplish. You deserve to get your year started off on the right foot!

**Happy 2011 from your
CISM Team**
24-hour Hotline: 800-408-3220



Important Reminder! Report Updated Earnings During April/May 2011 Open Enrollment!

Short Term Disability benefits are based on a percentage of your **current earnings**. During open enrollment this upcoming April and May, we encourage you to meet with an enroller to provide your prior year's W-2 earnings.

This way, your Short Term Disability benefits with Lincoln Financial Group will be based on your current salary, and we can offer you the maximum possible benefit.

Updating your earnings information is not automatic. If your current salary is not reported during open enrollment each April and May, any Short Term Disability benefit will be based on your last reported earnings.

Flight Attendant Call Center
877-885-9191



We just wanted to make sure you were aware of the days and hours we're available in 2011.

- **Monday-Friday
8-6 CST**
- **Weekends & Holidays
9-5 CST**
- **Emergency Contact
24 Hours**

Days you can call the TWU office 2011

January							February							March							April						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
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30	31																										
May							June							July							August						
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							30	31																			

(THAT WOULD BE EVERY DAY OF THE YEAR!)

800-969-7932