

**PREPARE FOR MEDIATION
MAKING JOINT CUSTODY WORK**



**CONTRACT LIVE
RESOURCE GUIDESHEETS**

unity

THE MAGAZINE OF TWU LOCALS



INFORM VS. ENFORCE THE BURDEN OF COMPLIANCE

INTRODUCING THE WEEKLY REPORT

Volume 3, Number 4
Spring 2011

You Better Believe It

We track a lot of data that comes to the Union. Is the discipline being issued in Baltimore the same as in Oakland? Are Fact-Finding Meetings or terminations on the rise; are there any trends we should notice? Are we seeing an increase in the number of phone calls about a specific topic from a specific base?

We also track every letter and email that we receive through the TWU Local 556 Web site, for many of the same reasons listed above, but more importantly, to make sure you receive an answer to your question. Just like Southwest, we want to ensure that if you take the time to write us, we take the time to reply.

We receive suggestions, questions, positive comments, and every now and then, some really nasty anti-union emails. I would think ninety-five percent of our Membership would be shocked, not always at the content, but by the hateful way some messages are written.

What's rich about most of these emails is that often they come from Flight Attendants who most utilize the protections and benefits obtained by the Union. To say that the Union has not done anything for you when you have only worked one two-day in four months is not good for your argument. Complaining about the

length of our duty day when we continue to have one of the shortest in the industry, makes you look lazy.

Are there changes that we all would like to see in our Contract? Yep. Are there changes that Management would like to see in our Contract? You better believe it.

It remains your choice to support the Union. I just hope that before you make up your mind, you take the time to see how our Union has made a difference in your job and life.

In this issue, **Lyn Montgomery** shares a true story to help explain the grievance process; Houston Flight Attendant **David Jackson** clarifies "inform versus enforce;" and **Cuyler Thompson** introduces you to the Weekly Report on the Union's Web site. Along with other stories and committee



updates, **Sara King**, one of our Grievance Team Members received a fun gift called TableTopics, simple questions that cover a variety of topics to inspire conversation. We have had some fun with them, and I wanted to share this with you. In exchange for the ad on page ten, the TableTopics people have provided the questions at the bottom of many pages in this issue of *Unity*, and if you have a smart phone, you can download ten more for

free.

I hope you enjoy this issue of *Unity* and find it informative. As always, send us your comments.

On the cover: Dallas Flight Attendants **Becky Lynn Pruitt** and **Joy Bassinger**; Houston Flight Attendant **Cindy Sharp-Broughton**. Some images in *Unity* are provided by **Michael Broadhead**.



unity
THE MAGAZINE OF TWU LOCAL 556

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

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

Articles submitted to *Unity* will not be considered for publication if they exceed 500 words, are libelous, defamatory, not factual, in bad taste, or are contractually incorrect.

The TWU Local 556 Editorial Team reserves the right to edit any submissions that are received for the purpose of inclusion in *Unity*. Submissions are due by the first of the month prior to the month of publication, and are considered on a space-available basis only.

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

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

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SPRING 2011

4 PRESIDENT'S MESSAGE

Thom McDaniel talks about the Union's concerns regarding part-time Recurrent Training Instructors.

5 WHY THE DING NEEDED TO GO

Michael Massoni on why better communication between Ops Agents and Flight Attendants prompted necessary change to maintain our minimum crew exemption.

7 PREPARING A PLAN FOR CHILD CUSTODY MEDIATION

Gina Duvall expands on her recent custody article sharing her experience on being prepared to face mediation.

13 INFORM VERSUS ENFORCE

Transferring the burden of compliance to a passenger is not a problem as **David Jackson** explains in his article about this old saying.

18 WHAT ARE WE DOING?

Cuyler Thompson introduces the Weekly Report, a new way to see what the Union is doing for you and your coworkers.

22 JOINING THE TEAM

Chicago Shop Steward **Erich Schwenk**, makes the move to Dallas, and talks about coming to work in the Union office.

24 CONTRACT LIVE AND CONTRACT LIVE RESOURCE GUIDESHEETS

Knowledge is power, and that's why Contract education is so important. Contract Live and the accompanying Contract Live Resource Guidesheets provide answers to many common questions.



CORRECTION:

Due to a last minute change to the winter *Unity* cover, Chicago Flight Attendant **Molly Coble** was not properly credited as our cover girl. We offer our most sincere apologies to Molly.



Recurrent Training Supervisors?

TWU Local 556 President
Thom McDaniel discusses part-time Instructors.

During an aircraft change the other day, a Flight Attendant asked me why I didn't want our Flight Attendants teaching Recurrent Training. A little history...

It has always been our Union's position that we want only the best and most experienced Flight Attendants as Flight Attendant Supervisors, Recurrent Supervisors, and Initial Training Supervisors. We have negotiated our Contract so that the longer you are a Southwest Airlines Flight Attendant, the longer you can accrue departmental Seniority even while filling a Supervisory position. In addition, we have tried to negotiate requirements for Southwest Airlines Flight Attendant experience as an employment requirement for Inflight Supervisors; however, Management was opposed to that.

In 1999, Southwest Airlines Management made the decision that the Recurrent Training Instructor position would become a Supervisor position. Last year, Management announced that they would be hiring "part-time" Recurrent Training Instructors. Your Union was told that these positions were to fill in as needed for Recurrent Training Supervisors who were on leave. Three Flight Attendants were hired for this position. While this seemed reasonable, upon further investigation, it was brought to our attention that in more than one base, there were part-time instructors who had been working full-time for many months, if not years. With upcoming training events in the future, Management also had plans to hire even more part-time instructors who appeared to be taking the place of the Recurrent and Initial Training Supervisors.

Management's vision for a part-time Instructor was a Flight Attendant who teaches Recurrent Training full-time, does not bid a line, and can pick-up or VJA on their days off. In addition, they are paid eight TFP per day, are not subject to the Supervisor seniority provision of our Contract, are

responsible for disciplining Flight Attendants, and could legally grieve their pay or working conditions through the Union—nice work if you can get it, but completely in conflict with many provisions of our Contract.

Your Union filed a grievance based on provisions of the part-time Instructor position, and Management actually agreed with us on many of the concerns that we expressed. We have been able to reach a letter of agreement on this issue. Management will

Management actually agreed with us on many of the concerns that we expressed.

adequately staff the Recurrent Training Supervisor and Initial Training positions who will be bound by the requirements of our Contract. Part-time Instructors will truly be "part-time" to fill in only as needed while bidding a line and managing their schedules like all other Flight Attendants who want to pick-up on their days off for VJA. In addition, we agreed that with all the future training events in our Company's future, we will address those needs through negotiations or further discussions.

Your Union continues to want only the best and most experience Flight Attendants in Supervisory and Training positions. We feel that through this collaborative effort and mutual agreement, we have reached that goal while also upholding our Contract, protecting our Members, and respecting the Supervisors who have made the transition to their position under the requirements of our Contract.

Finally, I would like to congratulate and welcome class 249 to Inflight! All of us at TWU Local 556 wish each of you a long and happy career.



THOM MCDANIEL

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

Why the DING Needed to Go

TWU Local 556 First Vice President **Michael Massoni** discusses the importance of adhering to our Approved Boarding Procedures

There's been a lot of discussion lately about our boarding procedures, and why the "ding" notification was taken away. Prior to our existing procedure, we received numerous complaints from Flight Attendants about the Operations Agents notifying us via the "ding" without having any interactions with the Flight Attendants (the so called ding-and-dash syndrome). This was causing many issues for our Flight Attendants, but also included operational challenges, as well as compliance issues.

Our minimum crew exemption requires all three Flight Attendants to be onboard the aircraft and in their boarding positions before boarding commences. When there was no communication between Ops agents and Flight Attendants, the boarding process was initiated without confirmation that all three Flight Attendants were in fact on board, and in their boarding position, resulting in FAR violations that subject the Flight Attendants to discipline for not being in their boarding position.

The boarding process was reviewed following several Flight Attendant focus groups, and revised into our current

The current procedure requires communication between Ops and the Flight Attendants.

FAA-approved procedure. The current procedure requires communication between Ops and the Flight Attendants. This was done in order to: 1. Force communications between Flight Attendants and Ops Agents as the boarding process has safety, security and regulatory compliance implications for which both groups are responsible. 2. Empowering the A Flight Attendant (who is in the position of knowing if all Flight Attendants are indeed onboard and ready to begin receiving passengers) to deliver the onboard signal indicating

the beginning of the boarding process

Problems with our current boarding procedures are the result of a series of actions by both Ops Agents and Flight Attendants. Operations will verbally confirm with the A Flight Attendant that all three crewmembers are present, and that the crew is ready to board. At this time, it is very important that the A makes the "Prepare for boarding" announcement. This notifies the B and C to go to their boarding position. The Ops Agent should begin boarding once they receive verbal confirmation from the A Flight Attendant, and the "prepare for boarding" PA is completed. It is absolutely essential that Flight Attendants and Ops Agents follow all aspects of this procedure to ensure both regulatory compliance and operational consistency.

We hope this helps clarify the reason for the change and why it was imperative that a change in our boarding process was made. A similar communication is also going out to Ground Operations to ensure all parties involved are getting the same message.

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.

The goal of Professional Standards is for greater crew cohesion, increased Crew Resource Management (CRM) and compliance to all FARs, Safety, and Southwest Company policy.



Call us and see how we can help. 888-322-3735

Q2 F.Y.I.s with Kathy Anderson

- Picking up out-of-base begins at 12:01 a.m. CST on the last day of the current month.
- You must still call-in sick to Scheduling to avoid receiving a no-show, even if you are submitting an electronic PIN.
- If you pick up a trip during your vacation and then call in sick for that trip, you will not be paid for that trip
- If you waive a deadhead on a VJA trip, you will still receive premium pay for the deadhead.
- If you self assign Airport Standby (APSB), it does not count toward your five monthly maximum for APSB.
- If you select the APSB preference, you can be called before Flight Attendants who have not selected the APSB preference if your RDV is zero or greater.
- International flights are covered under the Commuter Policy. The international flight must arrive at the same airport that the pairing is scheduled to begin.
- Probationary Flight Attendants in their first month of flying are contractually allowed to pick up from other Flight Attendants, as well as from Open Time. They are not, however, allowed to alter (trade or give away) any pairings on their original line.
- Probationary Flight Attendants should call the Union if being disciplined or in need of correct information regarding contractual rights.
- Probationary Flight Attendants may file contractual grievances. All Flight Attendants are protected by the Contract on issues such as scheduling, hours of service, reserve, etc.
- Probationary Flight Attendants should travel with a copy of the New Hire Flight Attendant Resource Guide along with the Contract, as they are valuable sources of information.

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.

Grievance Update by Allyson Parker-Lauck

In the last issue of UNITY Magazine, I reported that the Union was down to 115 total grievances. As of the March 25, 2011 grievance report, our total grievances currently stand at 112, with 11.6% termination grievances, 22.3% group grievances, 10.7% non-termination discipline grievances, and 55.4% individual Contract grievances.

The Union and Company have resolved many of the termination cases from November and December, and many of our Members have been returned to work. There were several cases that we could not come to agreement on, and those grievances will continue. In addition, the Company has implemented a new Work and Conduct Rule, Class I, number 16 that codifies the expectation that Reserve Flight Attendants must be within two hours distance via ground transportation from their domicile (or the domicile of the Reserve obligation).

We have also been able to resolve many non-termination and contractual grievances including one of the toughest group grievances we had on the books regarding Charter procedures. This was a difficult case to settle since it involved many aspects of Charter procedures, so while we were able to agree on one aspect, we remained far apart on others. After more than two years of discussions, we finally reached an agreement in March.

Back in the summer of 2006, the Union went “paperless” when we began using a secure electronic database for our Grievances. However, the grievances filed prior to this time were all done on paper. These older cases can prove invaluable when researching current cases, so we realized the importance of finally taking the step to digitalize all of these old files. I will be assigning at least five cases per week to each of your Grievance Team Members to scan and upload into our database, and it is our plan to have this project completed by the end of the year. Prior estimates to hire out this project were anywhere from \$40,000-\$60,000. We will be able to complete this project internally at no additional cost to our Union. I think that is something we can all be proud of.

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.

Preparing A Plan for Child Custody Mediation

by **Gina Duvall**

Custody mediation means that you and the other parent cannot agree on a parenting plan during a divorce or separation, *and* it has been ordered by the court or suggested by the attorneys that a third party mediate the custody negotiations between the two parties.

As a Flight Attendant, mediation can be stressful due to the pre-conceived perception of our unique schedule. Here are six tips to better prepare.

HAVE A REASONABLE GOAL

Keeping your goals realistic will help you manage your expectations throughout mediation. Remember the process is developed to benefit your children. Research age appropriate time-sharing for your area, but keep in mind that in mediation, you are going to have to compromise.

DEVELOP A PARENTING PLAN

Present a reasonable parenting plan to the court. You want the court to see your willingness to work with the other party.

DO YOUR HOMEWORK

Obtain a copy of your schedule from Southwest (contact the Legal Department) for the past twelve months. You do not want any surprises. Know what you bid, what you worked, and why you traded trips. If you traded trips, you need to mention that these trades were made based on the needs of your family at the time. Be prepared to argue that you originally held a clean line.

KNOW YOUR CONTRACT

Have a copy of your Contract, and be prepared to show and explain Article 8. (Hours of Service), and Article 9. (Additional Flying). Providing these two sections of our Contract can be used to debunk any exaggerations of our schedule.

SHOW THEM YOU'VE BEEN THERE

Have letters of support from your child's physicians, dentists, organized activities directors and others to buttress your claims that you are active in your child/children's wellness and events.

A WORKABLE CONTINGENCY PLAN

Most importantly, have a contingency plan for work-related daycare. Have a schedule available for the daycare provider to care for your children listed in the event that you experience an irregular operation or unscheduled overnight. You must be able to demonstrate that you have a stable workplace strategy for the care of the children in the event of a work related scheduling hiccup.

Always discuss your goals and any concerns you might have with negotiations to your attorney. It is important to remember that what you achieve during these discussions may require a return to mediation or court to alter. Try to anticipate your future schedule changes, and don't forget that someday, you may want to use your travel benefits, so try to include this in your negotiations. Have all your ducks in a row and make sure you have a workable plan ready to go. It is better to start the mediation process expecting the worst and hoping for the best.

Finally, do not let this process break your spirit. The threats of "full custody" that are thrown back and forth are the angry, shallow threats of two people who are afraid to let go of what they thought their life would be. Take a step back from the craziness, research the guidelines regarding time-sharing, and prepare yourself for the mediation.

Editor's note: Gina's story and the advice provided generated a tremendous amount of feedback. It is clear that this is a hot topic for our workgroup. Please submit your suggestions, thoughts, and ideas to communications@twu556.org.

I was just starting my divorce when four or five friends called and told me to read the latest Unity. Not only did I read it, I contacted Gina through SWAlife, and we spoke about our situations. My kids are on the line, nothing is more important. It's so helpful to know you're not alone, that someone else has fought the hard fight, and that they are willing to share the information. J.G.

I'm leaving a pilot. Any suggestions for me? Anonymous

GINA DUVALL

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

True Stories

by Lyn Montgomery

Ella was resting in her hotel room after working a long seven-leg day when her cell phone rang. She answered and heard the familiar voice of Stan, an Inflight Supervisor from her base, on the other end. Ella's stomach turned over as she wondered why a Supervisor would be calling her. Ella was nervous and had difficulty focusing on what Stan was telling her. He was saying something about wanting her to write an Irregularity Report concerning a customer complaint. He also wanted her to attend a meeting to discuss allegations made by the customer. He told her she could contact the Union if she wanted to be represented. Panicked, she contacted the Union office immediately following the call.

Ella got Angie Advocate on the phone and began to spew the details of the last five minutes. Angie asked her to slow down a bit, and assured her she would help her through this situation. Ella and Angie talked about the issue at hand, and it became readily apparent that Ella did not even know what she was to write an IR about. Angie informed Ella she would call and speak with Stan, get more pertinent facts and arrange a Shop Steward who would attend the meeting with her. Angie told Ella she would now be the liaison between her and the base. All phone calls, information etc., would go through the Union office first, and she would have a Union representative present anytime this issue was discussed. Ella sighed with relief as she felt much better and was no longer facing this scary situation alone.

A short while later Angie called Ella to let her know that Stan was investigating an internal customer's complaint. A Southwest employee from another department was non-revving on board one of Ella's flights and did not appreciate Ella's POS. During the emergency demonstration, Ella placed a toilet seat cover over her head, as if it were a life vest, to add humor. She also covered her mouth with a birthday party hat during the oxygen demonstration. The complaint was phoned into a Supervisor.

Angie advised Ella to write her Irregularity Report only about the flight in question and to leave out any opinions or feelings. Angie chanted, "Discuss facts only!"

Ella was extremely upset, stating that customers love her demo! She has been doing it for years and she still demonstrates the proper use of the mask and the life vest therefore, she is in

compliance with the FARs. "How ridiculous," she stated to Angie, "I should not even have to spend my precious time on this!" Angie talked to Ella about the Fact-Finding Meeting and coached her on the best way to conduct herself. She explained that a mandatory Fact-Finding Meeting is basically a paid face-to-face meeting requested by an Inflight Manager or Supervisor. If the Company requests a Fact-Finding Meeting it is because they are conducting an investigation into a questionable event or complaint. If discipline is given, the Flight Attendant is informed along with her Union representative after the Fact-Finding Meeting. As her Union representative, Angie coordinates dates and times with the base and assigns a Shop Steward to attend the meeting with her. Shop Stewards will serve as an advisor to the Flight Attendant, a witness to the meeting, and will record the discussion by taking copious notes.

She felt much better, and was no longer facing this scary situation alone.

Later that day, Betsey contacted Ella to inform her she was going to be her Shop Steward. They briefly discussed the situation and arranged to meet before the meeting. Betsey asked Ella many different questions. Some of the questions Betsey asked made Ella feel uncomfortable, but she quickly learned that Betsey was asking these questions to prepare her for the questions that the Supervisors are likely to ask. This made Ella feel prepared and helped her focus on what was important, rather than just feeling upset. Through her questioning, Betsey discovered that Ella had been counseled previously

about her use of props and had previously been told not to use a specific prop, which she no longer uses. This was very important information to know because it is likely to be discussed at the meeting.

During the meeting, Betsey took notes while Stan and another Supervisor witness conducted the meeting. The Supervisors asked many questions about Ella's funny public announcements. Ella admitted to using the toilet seat cover and the birthday hat. Ella declared, "This is silly; customers love this and find it funny! I always get the important safety information across."

Stan explained that some customers may have laughed, but it is potentially offensive to other customers. "We have to stress that you are not to use these props. We discussed this with you before and requested that you not use any props. I cannot emphasize the importance of following our directions," Stan reminded her at the end of the meeting.

After the meeting, Betsey reminded Ella that the base had seven days from the date the complaint was received to render any discipline. Angie explained that Stan will contact her at the Union office, and then she will conference Ella in and they will find out Management's decision together. Ella was apprehensive and frustrated, but she knew all she could do right now was to wait. Would the Supervisor discipline her? What would the discipline be?

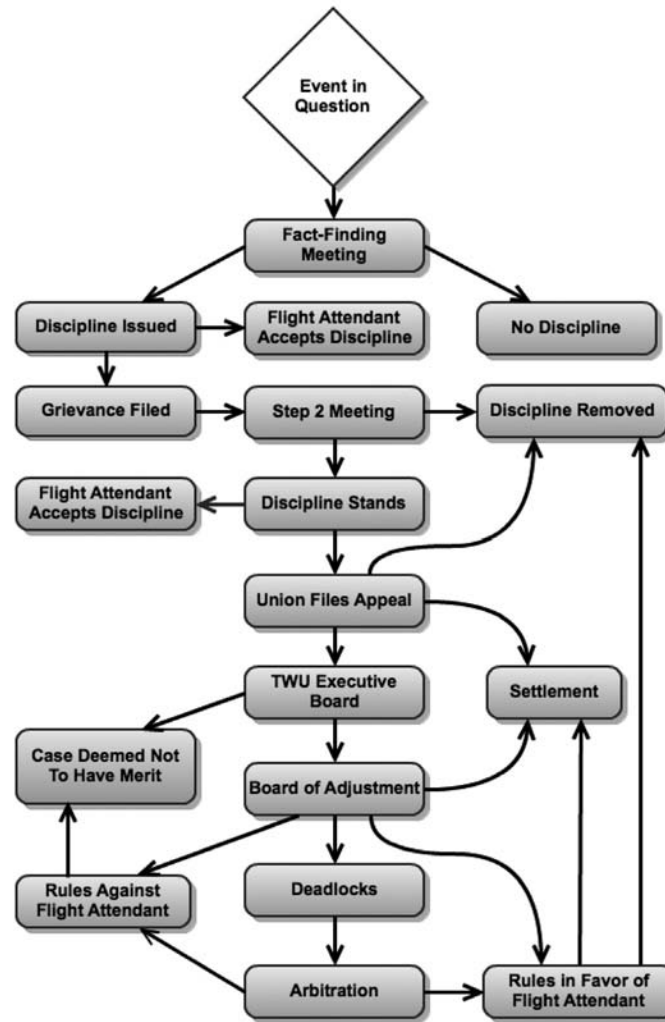
A few days later Ella's phone rang and she saw it was the Union office. Nervously she answered the call. Angie's friendly voice was on the other end and explained that Management was ready to render their decision. During a conference call, Ella and Angie listened as Stan proceeded to give her a fourteen-day suspension for conduct that could adversely affect the public perception of Southwest Airlines. She was then pulled from the next fourteen consecutive days starting with her next pairing. Shocked and dismayed, Ella and Angie discussed the harsh discipline after the conference call concluded. Ella cried, "I need to make money right now, I just can't believe this!" Angie

informed her of her ability to file a grievance. A grievance would be the formal process to attempt to have the discipline removed or reduced. Angie advised her of the deadline to file the grievance, which was seven business days from the date she was given the discipline.

Two days later Ella contacted Angie and asked her to file the grievance. Angie filed the grievance stating the discipline was unfair and unjust, and asked it to be removed, and for her to receive pay for the lost time she incurred.

The next step in the discipline grievance process is to hold a Step 2 Meeting. A Step 2 is similar to the Fact-Finding Meeting except it is requested by the Union, and is used to appeal to a higher-level Manager in hopes of overturning the previously made decision. After the Step 2, the Manager has ten business days to render their decision, which he will send via fax to Angie at the Union office. Angie, once again coordinates with the Manager concerning the scheduling of this meeting, and assigns a Shop Steward to attend. This meeting is held with a superior to the person who rendered the initial discipline, in this case the Step 2 will be held with the Base Manager.

The Step 2 Meeting is an opportunity to bring forward any information that was not discussed at the Fact-Finding Meeting and to have the superior look more closely at the decision that was made. Ella was able to explain to the Manager why she felt the discipline



was overly harsh, and she also introduced the fact that she had previously not been told not to use any props. She had been told not to use a specific prop. The toilet seat cover and birthday hat were never discussed prior to this incident and she believed as long as she did not use the prop discussed earlier; she was in compliance with what the base had requested of her. After the meeting, Ella had some hope that the Manager would remove or reduce the suspension.

Exactly ten business days after the meeting, Angie received the Step 2 decision. The Manager inserted, "No new information to overturn decision," on the grievance statement meaning that the discipline was not going to be removed.

Angie called Ella, who was very disappointed, as she had felt the Manager had been very receptive to her during the Step 2 meeting. "I guess I am just stuck with this now. Seems so unfair," Ella declared to Angie.

"Well Ella if you want to stop the process here you can; however, you may choose to appeal this decision." Angie further educated Ella about the appeal process stating she would have ten days from the date the Step 2 decision was received at the Union office. Appealing the decision meant that Ella's case would now be examined by the Executive Board, the elected Officers of TWU Local 556. Angie would prepare a case packet that would contain all relevant facts to this case from both sides, the Union/Flight Attendant and the Company. It would contain a personal statement from Ella, her screenshots, work history, Irregularity Reports, Contract language, Work and Conduct rules, and any other relevant information. Local 556's grievance team, Grievance Review Committee, and the Executive Board would then review this packet. The Board would look at the case to determine if the case had merit. When studying the case, examiners would ask questions like was the discipline given fair, was it progressive discipline, did the Company consider her overall work record, and did they perform a complete investigation? These questions would be considered among others in order to make an educated decision. Ella knew that it would take time, effort, and patience if she chose to go forward in the process. After carefully weighing all the facts, Ella decided to appeal.

Appealing the decision meant that Ella's case would now be examined by the Executive Board, the elected Officers of TWU Local 556.

What would happen to Ella? Would the Union's Executive Board vote to proceed to the next step, or would Ella end up eating noodles for a month for wearing a toilet seat cover during her demo? Check out the next installment of Unity to see what happens.

LYN MONTGOMERY

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TABLETOPICS

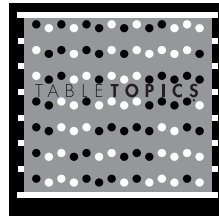
In December 2002, Cristy was on her way to a holiday cocktail party trying to think of interesting conversation starters because she couldn't face another evening of small talk that went nowhere. The next morning her vision for TableTopics was born. She started writing questions to test on her three daughters at their family dinner. Today, TableTopics is inspiring great conversations all over the world.



Cristy Clarke,
Founder & CEO

We thought it would be fun to give you a special set of TableTopics questions to help you have great conversations.

We've specifically written questions for you to enjoy and use to create a comfortable, fun environment for all of your guests in the air. Use them with your friends and family or as part of your own, personal InAirtainment.



Try out these questions on your next flight – you'll find a question at the bottom of several pages in this issue of Unity. And... you can scan this icon with your smartphone for more questions and a free shipping special offer too.

Go to <http://gettag.mobi> for a free tag scanner.

www.tabletopics.com



Veterans Committee

by Todd Gage

I would like to start this article by introducing the second most wounded veteran from the Iraqi War, Sergeant Joel Tavera. His Humvee was hit by five rockets, which caused his severe injuries. Members of the Air Transport Division (ATD) Veterans Committee, with whom I work, had the honor to meet Joel a few months back. After hearing his story, we decided to help Joel raise money to build his specially equipped house, including a pool which he needs for his recovery. Along with the ATD Veterans Committee, a program called "Building Homes for Heroes" has taken Joel under their wing to help raise money for his cause. You can read and donate money to help Joel and other wounded veterans that need assistance at www.buildinghomesforheroes.org. I would like to thank TWU Local 556 for donating money to Joel's cause. The ATD Veterans Committee will be holding fundraisers during the month of May in the Miami area for Joel as well. If you are interested in volunteering please contact me.



In President Obama's State of the Union Address, he talked about his opposition to the existing law "don't ask, don't tell" barring openly gay and lesbian military personnel from the military. As some of you may know, over 13,000 dishonorable discharges have taken place due to this policy; amongst some of the discharges were high-ranking decorated officers. Recently, the nation's top two defense officials called for an end to this 16-year-old policy. "No matter how I look at the issue, I cannot escape being troubled by the fact that we have in place a policy which forces young men and women to lie about who they are in order to defend their fellow citizens," Adm. Mike Mullen, the chairman of the Joint Chiefs of Staff, told the Senate Armed Services Committee. He is the first sitting chairman of the Joint Chiefs of Staff to support the repeal of this policy. TWU Local 556 supports the repeal of the "don't ask, don't tell policy" believing that this current policy is a form of work place discrimination, amongst other things. Any change to this policy would not come anytime soon. A Pentagon study, which could take up to a year on how to implement the change would have to happen before Congress would be expected to act on a repeal.

In closing I would like to thank all of you who recognize Veterans on your flights. Whether you thank them in your PA's or simply thank them in passing, it is a gesture that is always appreciated by our men and women who serve our country.

Baltimore

Audrey Stone, BWI DEBM



The Baltimore Base has had two additional Inflight Supervisors come online: **Patricia Grimaldi** and **Tammy Schanbacher**. We had one new Supervisor join the office since the last Unity, which is **David Cortese**. David started his career at Southwest Airlines as a Flight Attendant, and I am glad he brings that experience with him into the office. The base is working on continuing to fill the vacant Supervisor positions, and hopes to have them hired and trained during upcoming New Hire Classes.

The Baltimore station is growing, too. We are projected to be up to 195 daily departures by June 1, and will be taking back the B gates that were given to Maryland Aviation Administration. We have also seen our base grow as well, adding seventy Flight Attendants over the last two months. Many of the New Hire Flight Attendants are starting in Baltimore to help with this growth, so take extra good care of them!

Please remember that you are a crew working together, and if conflict comes up, try to address it and move forward. If you don't like the way one of your fellow Flight Attendants' is doing something or believe it's breaking a procedure, respectfully tell them. Please don't sit silently by and then run to the computer after the trip is over to submit an Irregularity Report (IR). Writing each other up is petty, and can be handled better through conversation and Professional Standards. Remember, none of us are perfect Flight Attendants, and recognizing that could go a long way towards supporting each other.

There are still a lot of questions and misinformation regarding the Maryland Family Flexible Leave Act. (MF-FLA) You cannot use it for your own personal illness; it is for the care of an immediate family member. Also, you can not draw from both your sick bank and vacation pay for one absence. A choice has to be made, depending on the number of available TFP. If you have to utilize your vacation pay, the days will be deducted accordingly. You can choose which vacation week (if you have multiple ones left), and designate if the days will be taken from the beginning or end of the week.

AUDREY STONE

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

Chicago

Donna Keith, MDW DEBM



After the Blizzard of 2010, I am very much ready for Spring this year. I am looking forward to cutting the grass and swatting mosquitoes!

In the last few weeks there have been a few managerial changes in Chicago. We now have a new Assistant Base Manger and Inflight Supervisor. Please join me in welcoming **Suzanne Stephensen** and **Scott Burfield** to the Chicago Management Team.

For the first time in a long while Inflight classes are going through training. The New Hires are currently all internal employees excited to join us online, so please make them feel welcome. As internal employees, they have experiences and knowledge to share with us about other departments, listen to their stories to get a feel for what our coworkers are going through.

Aircraft galley setup changes that happened overnight surprised us all, and created some frustration. In case you are unaware, each one of those cabinets in the galleys has a specific weight limit, and our previous provisioning set up was exceeding those limits. Once this was confirmed and self-reported to the FAA, it had to be corrected immediately.

In addition to new galley setup there are new manuals that are available at the Inflight Customer Service desk in the lounge. The new manual must remain in the cover provided by the Company.

One change that I hope we can all agree is good is on the hot topic of uniforms. **Crystal Reven** and **David Curry** have worked very hard on this project and it has paid off. Once the current uniform supply runs out, Lands' End will be the future supplier of our uniforms. I believe this will be a positive change as Lands' End manufactures a good quality product, which has been our number one request for a long while.

In closing I would like to remind you all if there is anything that I can do for you, if you need me for any reason, or if you just have a question, please feel free to contact me via phone or email and I will get back to you as soon as I can.

DONNA KEITH

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

Health Update

by **Michele Moore**

If you were watching the news in March, you may have heard about the passenger with measles on a couple of our flights. In response to this event, and because we are subject to exposure to this and many other pathogens in our duties as Flight Attendants, I did some research on the disease.

Measles is a very serious illness and is actually one of the most contagious diseases known. Measles is a virus that mainly spreads by direct contact with airborne respiratory droplets and can actually live on infected surfaces for up to two hours. For example, if someone who is contagious coughs or sneezes near someone who is susceptible, the susceptible person is very likely to get measles. You can catch measles just by being in a room where a person with measles has been—even if the person is gone. The tricky thing is that the symptoms of measles don't generally begin until 7-14 days after a person is infected. The A typical case of measles begins with mild to moderate fever, cough, runny nose, red eyes, and sore throat. Two or three days after symptoms begin, tiny white spots may appear inside the mouth followed by a red or reddish-brown rash, and it isn't unusual for the fever to spike to 104 degrees. The time when the disease is most contagious is four days before to four days after the rash appears.

There is no "cure" for the measles, but if you received the Mumps/Measle/Rubella (MMR) vaccination as a child or previously had the measles, your chance of becoming infected is very slim. It's never too late to receive the MMR vaccination, but this is a personal choice that you need to research to determine what is best for you and your family.

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.

Inform vs. Enforce

by David Jackson

All of us have worked with Flight Attendants in our careers who go to extremes when enforcing the rules. Some may be extra vigilant with carry-on luggage, while others absolutely insist that customers remain seated while the seat belt sign is on. We have a few coworkers who love to stand over customers waiting for them to turn off electronics. "The phone must be completely off, sir...sir...sir...sir!!!" with a thoroughly disgusted look on their face for the entire cabin to see.

Are we there to inform or to enforce? A Flight Attendant is charged with *informing* passengers of regulatory policies. If a customer is using an electronic device when it is not permitted, then the Flight Attendant must inform the customer of this and ask them to turn it off. If the customer continues to use the device then we should follow the PED non-compliance policy in our Manuals in the Customer Care section 8.2.1. Nowhere in our Manual does it say we should confiscate the electronic device, or insist that the customer remove the batteries. We must simply ask them to turn off their electronics; we should not make it a personal vendetta against the customer. If the customer absolutely refuses to follow a crew member's instructions or interferes with their duties then we should submit an IR. As Steve Larsen, Manager of Regulatory Procedures for Southwest says, "The Company forwards these reports to the FAA, so they can pursue the customers who have violated federal regulations."

The fasten seat belt sign is another topic that some Flight Attendants take very personally. We have all heard at one time or another that you can't use phrases like, "just be careful," as this might imply permission is given. However, this appears to be just another rumor and appears nowhere in the manual or FARs. So

what must we do when a customer heads towards the lavatory with the sign on? We must inform them that the sign is on and they should remain seated. That's all. As TWU 556's Safety Chairperson Michael Massoni points out, "Once the passenger has been reminded that the seatbelt sign is on and that they should remain seated, the burden of compliance has effectively been transferred to the passenger, meaning the passenger is the one who could be fined for non-compliance." We are not required to use our bodies to block access to the lavatory or immediately make a PA to the entire cabin that, "the guy in the blue shirt must remain seated for the safety of those he may fall on!" We don't have to embarrass anyone to stay in compliance with the regulations. (Perhaps the customer didn't hear the fasten seat belt PA, or maybe they don't speak English.) They may just really have to go, and the lavatory might be the best place for them!

Good judgment and common sense should always

prevail. If a customer attempts to get up during the take off roll, or during Code 6 turbulence, we should definitely enforce the seat belt sign and insist that the passenger remains seated. If a passenger refuses to fasten his seatbelt during taxi after being told of the consequences, you have a level 1 security threat and should follow the procedures outlined in the Manual. If you are serving twelve hot coffees in the middle of the

cabin and a very desperate looking passenger says they really need to use the restroom, you might want to smile, nod towards the lav, and say, "The fasten seat belt sign is on."

DAVID JACKSON

is a Houston Flight Attendant and Local 556 Shop Steward.

Lincoln – Short Term Disability and Colonial Open Enrollment



- April 18 – May 6 in all Flight Attendant Lounges
- May 9 – May 13 Call Center Enrollment

LINCOLN: OFF-JOB SHORT TERM DISABILITY

It is in your best interest during this open enrollment period to review your policy options with a representative and make any updates or revisions. This will be the only time to make changes to your Short Term Disability Policy. There will no longer be any mid-term changes.

Items to review:

- Salary - W2 Needed
- Weekly Benefit Amount
 - Elimination Period
 - Benefit Period
 - Premium

Remember your reported salary affects your premium and weekly benefit amounts at point of claim.

Items to remember:

- Due to your fluctuating work schedule, premiums may not be able to be deducted from your check.
- Review your twentieth paycheck to make sure the proper deduction amount was taken.
- If you owe any back premium your claim may not be paid until you have a zero balance.

This is a group policy and therefore policies are not mailed.

Please keep a copy of your open enrollment election form for confirmation of coverage. This form will include your elimination periods, benefit period, weekly benefit amount and monthly premium.

COLONIAL LIFE PRODUCTS AVAILABLE DURING OPEN ENROLLMENT

Accident – on/off job 24 hour coverage. Available for Employee, Spouse, and /or dependent child(ren). Helps offset the unexpected medical expenses, such as emergency room fees, deductibles and copayments, that can result from a fracture, dislocation or other covered accident injury. Optional riders are available at an additional cost.

Cancer – In the event of a Cancer diagnosis helps offset the out-of-pocket medical and indirect, non-medical expenses related to cancer that most medical plans don't cover. This coverage also provides a benefit for specified cancer-screening tests one per calendar year, per covered person.

Critical Illness – Complements your major medical coverage by providing a lump-sum benefit that you can use to pay the indirect and direct costs related to a covered critical illness. Critical illnesses: heart attack, stroke, major organ failure, and end stage renal failure are just some of the illness covered

Universal Life Insurance – Enables you to tailor coverage for your individual needs and helps provide financial security for your family members. This is available for employee, spouse and/or dependent child. Premiums remain the same as long as they are paid and cash value accumulates.

Claims information:

Claims forms and frequently asked questions can be found on the TWU Local 556 Web site, www.twu556.org. If you are in need of claims assistance or have additional questions you may call :

Supplemental Insurance Service Center
877-885-9191 Monday - Friday,
8:00 a.m. to 7:00 p.m.
Central Standard Time

Premium payments:

If you miss a premium payment, Colonial will send you notice that premium has not been received and will provide options to maintain coverage through bank draft if necessary.

Check your pay stubs monthly to verify your premium has been deducted correctly.

Effects of Change

by **Kent Hand, C.I.S.M.**

As a Flight Attendant group, we are experiencing many changes in our job. With the announcements of the AirTran acquisition, uniform changes, hiring new Flight Attendants, leadership changes, overwater and international flying, and even our own departmental name change from Inflight Services to Cabin Services, adjusting to all this may have an impact on you in some way.

Research has shown that the whole process of change can be very distressing to employees and negative emotions (or reactions) could stem from it. This is why it is always advisable to recognize the different stages of change and anticipate its impact in order to take preventive measures.

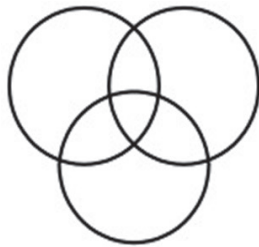
Denial. Change has been announced. Employees fight it and strive to defend the status-quo.

Anger. Employees realize they cannot avoid the organizational change. Insecurity, lack of self esteem, and chaos are the main highlights of this stage.

Dejection. Employees have realized they cannot have the "old ways" back. The anger becomes remorse and despair.

Acceptance. Employees finally acknowledge the fact that this change is bound to happen.

Learning and Development. This takes place when employees finally realize that this change could actually improve their upcoming prospects, and decide to focus their efforts in absorbing it and moving forward.



TWU LOCAL 556 IPHONE APP

- Searchable Contract (including Side Letter 7)
- Phone Numbers
- Push notifications for important updates.

Search TWU556 in iTunes store.
\$1.99 proceeds go to app developer.



Dallas

Karen Amos, DAL DEBM



Hello Dallas!

April Morton, our Lincoln and Colonial Supplemental Insurance representative will be in the Dallas Lounge for three weeks beginning April 18. Take time to visit with April to review your current elections, and this coming years product line.

The restriping of the parking garage is moving right along. Work began on level four, and they are currently on the third level working down. Soon, as you exit the garage, you will be asked to sign an acknowledgement form confirming you are aware that employees must park on the fourth level. Once you sign that form, parking on any other level will result in the loss of your garage parking privileges. Also, those same privileges may be revoked if the Dallas Police Department issues you a ticket for speeding or illegal parking in the garage and airport property.

There have been changes made to Texas' Workers Comp. Most importantly, you are no longer allowed to go to a Company doctor, and then change to your own physician unless you are a member of an HMO at the time you are injured. If you are a member of an HMO, you have the right to choose your primary care doctor as your treating doctor. Keep this in mind when the benefit enrollment period rolls around at the end of the year. Please don't forget that if you have an OJI, Management will assist you in filing the required I3R form regarding your injury, but you must submit an Irregularity Report.

When you originally submit a PIN, only do so for the days you were schedule to fly. A PIN can be modified if you need to cover additional sick days.

The new Flight Attendant Manual went into effect on April 2, 2011. Make sure that before you go to work, you have the new Manual in your possession in the proper binder. I hope that someday we will see an electronic version of the Manual.

Fly safe and try to be there for each other.

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



As we enter into the second quarter, I'd like to thank everyone who replied to my request in the Houston *E-Connection* for your thoughts, concerns, and suggestions for the upcoming year, AirTran acquisition, and 737-800 aircraft implementation. If you didn't get a chance to submit your thoughts, please email me anytime at creven@twu556.org.

Since my last report, you may have noticed four new faces in the Inflight office. Join me in welcoming Houston Flight Attendants, **Gerald Holloway**, **Ginger Fraley** and **Dori Berkey** as our newly promoted Supervisors. Similarly, we welcome **Scott Wells** back to Houston as our Base Manager.

In the past several months Houston has had a rash of Fact-Finding Meetings. These meetings' subjects have included alleged blocking of rows, using cell phones, not being in boarding positions during boarding, reading on the jumpseat, customer complaint letters, non-safety related activities below 10,000 feet (eating, reading, etc), alleged sick leave abuse and perceived "intentional disregard of an assignment."

Unannounced audits are at an all time high. They're out there folks! If you have to question whether or not you should be doing something, chances are you shouldn't. Please heed my warning on this topic. Those passengers who we think are gawkers might actually be an Inflight Supervisor. All of their pictures are on *SWALife* Inflight tab under domicile leadership.

The Aviation Safety Action Program (ASAP) is up and running. I personally know of three Houston Flight Attendants who have avoided severe discipline simply because of accepted ASAP reports. Get to know ASAP; it is well worth your time.

As always, what matters to you matters to me. Please contact me anytime.

Scheduling Committee Update

by Lisa Trafton

As you may have noticed over the past few bid periods, the color purple has been added as an identifier. This addition was a way to enhance your bidding capabilities by distinguishing our late a.m. pairings and our early p.m. pairings (any pairing that checks in between 0900 – 1300 local). Remember, this does not change our contractual definition of an a.m. or p.m. We define our pairings by check-in only. The Scheduling Committees goal in adding this identifier is to help show possible commutable pairings, and also the pairings that may not be as favorable to a p.m. flier. We continue to work with Inflight Crew Planning to alleviate as many of the early p.m. check-in pairings as possible.

We are also working with Inflight Crew Planning in testing the possibility of making our contractual pairing requirements base specific when possible. Currently the Company is only required to make six percent turns and twelve percent two-days system wide. We will keep you posted on our progress.

As always the Scheduling Committee invites any Flight Attendant who would like to come watch line writing in action to please do so. We write primary lines on the last Thursday of every month and secondary (VR) lines on the tenth of the month. Please contact me if you're interested at l.trafton@twu556.org



CRYSTAL REVEN

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

COPE The Message of Madison

by **Gwen Dunivent**

Charles Dickens said it best- "It was the best of times, it was the worst of times." Never has that been truer than when we arrived in Madison, Wisconsin. It was the worst of times because the full frontal assault on workers and the working class had come to a head in Wisconsin's capitol.

Even though the public sector unions had agreed to hefty financial concessions, Governor Scott Walker's true agenda to crush the union surfaced when he stripped their collective bargaining rights in the name of balancing the State budget. All over the country since last November, Republican governors and heavily Republican state legislatures have been trying to push through the most damaging attacks on workers and Union members in modern times.

So how on earth could it be called the best of times? Amidst all the threat and the full frontal attack on the American working class, we encountered LUV from some of the nicest, kindest, most genuine people in the world. From the moment we walked off the plane at the Madison airport, people were warm and welcoming. In the hotel shuttle, the hotel lobby, restaurants, everywhere we went people embraced us and kept saying "Thank you for coming". They knew that they were not alone but UNITED

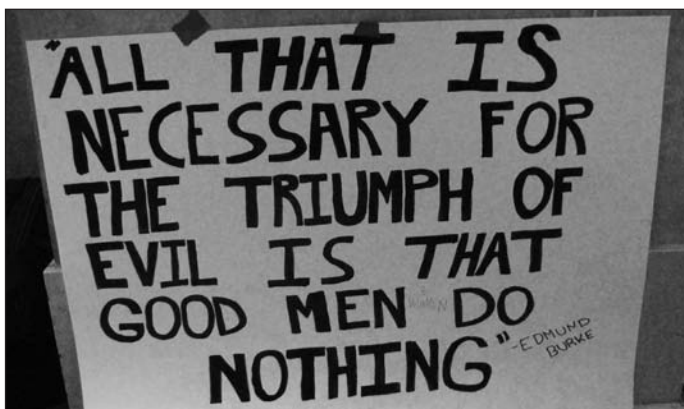
by union workers and middle class Americans from coast to coast. Knowing that the anti-worker majorities in State houses across the country are attempt-

ing to balance their budgets on the backs of workers, thousands of people came together to say we will not stand by while you kill the middle class.

So what would loss of collective bargaining rights look like to the Flight Attendants of Southwest Airlines? We would have no say in our duty hours, our trip pay, or our trip-trading privileges. We would not have a collective voice to protect our safety, our health, or our sanity at work. There would be no duty rigs, so no protected

rest or breaks. And to sharpen the focus, we would have no collective voice in the merger or purchase of another airline.

So what can we do? Stay informed about all levels of government. Make a commitment to VOTE. The collective bargaining rights that built middle class America and that we take for granted at Southwest are under attack. There may be a time soon when every union member in the nation will be called to action in the name of UNITY and survival. Rest assured that the TWU is fully engaged in this historic battle. Watch www.twu556.org and www.twu.org for ways we can make our voices heard and make a difference in the fight. You can also call the TWU COPE-Political Field Department at 202-719-3870 for guidance on how to be a part of the solution.



GWEN DUNIVENT

is a Dallas Flight Attendant and is currently the COPE-Political Field Assistant to TWU International. She can be contacted at gdunivent@twu.org.

Submitted by Cuyler Thompson
March 26, 2011
I wrote an article for Unity Magazine. Minutes.

YOUR DUES

Submitted by Todd Gage
March 25, 2011
I will be taking calls from Members for the upcoming Unity Magazine.

Submitted by Allyson Park
March 25, 2011
This week I met with the Committee and holding steady at 112 total grievances. Finally, I'm really pleased to be on a project that will digitize all of our

Submitted by Michael Brown
March 24, 2011
On March 1st, we just celebrated our Members with the new program and some minor updates.

Submitted by Eileen Rodriguez
March 24, 2011
This week I continued to work on two CISM video's and handled

Submitted by Michael Mass
March 24, 2011
During the week of March 21st, I attended the second meeting of the months.

Submitted by Audrey Stone
March 21, 2011
This past week, I spent an evening answering Members questions.

Submitted by Denny Sebes
March 19, 2011
This week, I participated in the meeting and scheduled a meeting for

Submitted by Kyle Whiteley
March 19, 2011
This past week I edited, laid out, and worked on the Web site data.

Submitted by Mark Torres
March 18, 2011
This week, I spent one day working on the monthly Live Broadcast, and

Submitted by Todd Gage
March 18, 2011
I attended a 3 day Board Meeting and Base Orientation for the New

Submitted by Michael Mass
March 18, 2011
During the week of March 14th, I was the Safety/Security Coordinator and forwarded the installation of our

What Are We Doing?

by Cuyler Thompson

We all know that in order to be a Flight Attendant for Southwest Airlines, you must be a Member of Transport Workers Union Local 556. Currently, Members of Local 556 pay \$38.00 a month in Union dues, which equates to roughly \$340,000 each month. Of that, we pay thirty percent of this amount to TWU of America, leaving about \$238,000 a month to run the business of Local 556 under the watchful eye of the Executive Board and our thrifty Treasurer, John Parrott. Union dues are spent to rent and maintain an office to house the Local 556 headquarters.

Our dues pay the salaries of the President, the Treasurer, and the thirteen Flight Attendants who make up the full-time Grievance Team. Shop Stewards are paid to attend Fact-Finding Meetings with our Flight Attendants, and the Members of our twenty Standing and Special Committees, made up of more than 200 Flight Attendants, are often compensated for their work as well. System Boards, Arbitrations, and Contract Negotiations often require legal counsel or other professional services, and can be very expensive. Our Union dues pay for the Local 556 Web site, our award-winning monthly *Unity* publications, the hotline, the *E-Connections*, and more.

These are just generalities, of course. After all, according to our Bylaws, it's the job of our elected leaders to "protect each Member from unjust discipline and to promote the well-being and continued employment of all Members." We expect that Members of the Local 556

Grievance Team negotiate settlements to disciplinary and contractual grievances with Management on behalf of Flight Attendants on a daily basis. But more specifically, did you know that on Tuesday, Grievance Team Member Sara King was able to help a Flight Attendant get two no-shows removed, which brought her point total down from twelve to seven? Suddenly and specifically, I know where my thirty-eight dollars are being spent.

We also expect that some of our dues are spent paying for the Critical Incident and Stress Management (CISM) Committee. But did you know that last week Committee Chair Eileen Rodriguez "spoke to the New Hire Flight Attendant class about CISM, attended two emergency

response meetings, worked on *Unity* articles, *Onboard* articles, assisted with hot-line phone calls, and continued preparing for

April's CISM training?" Yeah, that's right; you and I helped pay for that with our Union dues.

Sometimes we take these things for granted, and forget that if we weren't all dues-paying Members of TWU Local 556, we wouldn't have so many excellent services.

Do you want to know more about how your Union dues are being spent and what your Union leaders are doing for you? You can. Log on to www.twu556.org, and visit the Weekly Report.

THE WEEKLY REPORT

CUYLER THOMPSON

is an Oakland Flight Attendant, and TWU Local 556 Recording Secretary. He can be contacted at cthompson@twu556.org or 214-640-4305.



Las Vegas

Bryan Orozco, LAS DEBM



As many of you are aware, **Scott Wells** has been transferred to Houston as their new Base Manager. I have enjoyed working with Scott and wish him well in his new position. I also wish

Suzanne Stephensen the best as she is headed to Chicago to become their Assistant Base Manager. I would also like to welcome three new Supervisors **Valerie Nelson**, **Cyndi Salaices** and **Stacy Stringer** to our base.

The second bag room is now open. The bag room is located next to the Customer Service podium at C-22. The door is labeled as a bag room with the Southwest logo. Enter the storage room with the universal code number.

There is a new way to access the Las Vegas lounge.

There is a new way to access the Las Vegas lounge.

There are two metal double doors across from C-19. Use the universal code plus pound to enter the secured area. Once the red light turns green you're good.

With the summer heat about to arrive and the turbulence that comes with it, please use caution when doing your cabin service. Make sure you get your weather briefing from the Captain before your departure.

Finally, not knowing the Contract or the Work and Conduct rules isn't an excuse that will work in your favor if you get called into the Office. Work and Conduct rules are coming soon to the Manual, and both of these fine pieces of literature can be found on the Union's Web site at www.twu556.org.

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



I know it is hard to tell that winter is well behind us with all the storms that California has been getting. Look at the bright side; we will be snow skiing until next fall!

Besides some Supervisor changes in the Oakland Inflight office, things seem to be status quo. There are many local labor events that are going on that support in solidarity other Unions in the bay area. If you would like to participate in one or know of one that you would like some support, please contact Flight Attendant **Matt Hettich**.

Here is a quick update on the Doctor Designation form for OJI/Workmen's Comp: the doctor that you designate must be a regular doctor and not a specialist. You can designate a medical group that a specialist may be part of; however, there needs to be a general doctor in that group as well. One other reminder, they **MUST** accept Workmen's Comp insurance. The form is available on the red rack in the lounge or on the Oakland base page via twu556.org.

Board Member at Large **Mark Torrez**, Members of our Grievance Team from the Union office, and me will be attending training on California Workmen's Comp this April to give us an even better understanding of such a complicated system.

A few months ago, Oakland Flight Attendant **Aurora Kirby** lost her house to a fire. The Oakland Inflight Supervisors have been collecting donations for her and her family. Please know that donations do not have to be in the form of money. I am sure many of us have gift cards left over from a birthday or last Christmas. If you are able to help Aurora, I know she would be grateful for any assistance. Thanks for taking care one of our own in her time of need.

TODD GAGE

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

TWU LOCAL 556 presents

THE LISTS



Looking for a crash pad?

Do you have a crash pad with an opening?

Looking to swap some pink passes?



Are you looking for uniform pieces?

Do you have uniform pieces to trade or sell?

Do you need luggage or accessories?

Are you looking to sell or trade luggage or accessories?



Check out **THE LISTS** on the TWU Web Site.

www.twu556.org

The screenshot shows the TWU 556 website with a navigation menu on the left and a main content area. The navigation menu includes links for Schedules, Base Trades, Jetway Trades, Job-Share, Line Trades, Recurrent Trades, Vacation Trades, Housing, Crash Pads, For Rent, For Sale, Uniforms, Mens, Womens, Looking To Buy, Clothing, Food Bags, Jewelry, Luggage, Luggage Accessories, Miscellaneous, and SWA Collectibles. The main content area is divided into sections for Phoenix Ads, Lost & Found, Fundraisers, Non-Profit Fundraisers, For Sale, Pink Pass Swaps, and Active Cities. The Active Cities list includes Baltimore, Chicago, Dallas, Houston, Las Vegas, Oakland, Orlando, Phoenix, Albany, Albuquerque, Amarillo, Austin, Birmingham, Boise, Boston, Buffalo, Burbank, Cleveland, Columbus, Corpus Christi, Denver, Detroit, El Paso, Ft. Lauderdale, Hollywood, Ft. Myers, Harlingen, Hartford-Springfield, Indianapolis, Islip, Jackson, and Jacksonville.

The Commuter Policy, a Refresher

by **Denny Sebesta**

Now that the enhancements to our Commuter Policy have been in place for a while, I thought this would be a good opportunity to refresh you on some important facts, squelch some myths, and highlight areas that have been clarified between the Company and the Union. See if you know the right answers to the statements below.

• I can waive a deadhead to begin my pairing at the first working leg, and use the Commuter

Policy.

Myth – No, and if you don't make it, you may be subject to a no show.

• I have to give myself at least two flights to be covered under the Commuter Policy.

Depends - The answer to this statement is based on whether you are flying on Southwest Airlines or on another carrier. If you are flying on Southwest, then the answer is myth; however, if you fly another carrier, then the answer is fact, and you must list and present yourself on at least two consecutive flights.

• I'm required to rejoin my original pairing at any point even if it's outside of domicile for my pairing.

Myth – Scheduling may ask but you are not obligated to join at any point outside of the domicile for that pairing.

• I can be given a different pairing with a later check-in

Fact – Yes, and even though it doesn't happen often, Scheduling could give you a pairing from another domicile.

• I don't have to worry about paying for my hotel room when I'm using the Commuter Policy and Scheduling assigns me another pairing.

Depends– There are some specific situations that the Company and Union have agreed upon in writing when a Commuter's hotel will be paid.

When Scheduling assigns a commuting Flight Attendant another pairing, and that pairing begins in a domicile other than her/his scheduled pairing, including a mutually agreed upon point other than a SIP, the Company will provide and pay for hotel accommodations under the following circumstances:

At the beginning of the pairing if Scheduling requires the Flight Attendant to position her/himself at another domicile, or

the Flight Attendant and Scheduling mutually agree to a point other than a SIP and RON the day prior to the start of the pairing.

At the end of the pairing if the substitute pairing arrives in domicile after all published SWA flights terminate, which would have allowed the Flight Attendant to commute to her/his home domicile, or to the domicile of her/his next scheduled pairing if it checks in the following day;

A hotel room will not be provided and paid for if the Flight Attendant was already in that respective domicile when the pairing was assigned.

• When I utilize the Commuter Policy, I don't have to check-in because Scheduling already knows where I'm going to be when I recover or am given another pairing.

Myth – You are obligated to check-in with Scheduling, no matter what you end up flying. The Company and the Union agreed upon clarifying the procedures, which were published in an RBF January 7, 2011.

Flight Attendants who utilize the Commuter Policy are still obligated to check in for their scheduled pairing. If the Flight Attendant lounge computer or the designated check-in phone does not process your check-in upon arrival in domicile, you must speak with Crew Scheduling to officially check in for your pairing. Flight Attendants who are covered under the Commuter Policy, and rejoin their pairing at an outstation, the check-in procedures are clarified below.

As addressed in Article 33.1.A of the Contract, Crew Scheduling may allow you to rejoin your scheduled pairing at the SIP or at a point mutually agreed upon between you and Crew Scheduling. If this mutually agreed point is an outstation, you must call Crew Scheduling at least thirty (30) minutes prior to scheduled departure to confirm your arrival at the airport and check-in for your pairing.

If you must fly to a mutually agreed upon outstation and your arrival time is less than 30 minutes prior to scheduled departure, you must call Crew Scheduling and check-in immediately upon arrival.

Failure to comply with these procedures will result in a no-show for the pairing. All provisions of the no-show policy in Article 32 will apply.

DENNY SEBESTA

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

Joining the Grievance Team

by **Erich Schwenk**

My name is Erich Schwenk, and I am the newest member of your TWU Local 556 Grievance Team. Before taking a full time position on the Grievance Team, I was an active Chicago Shop Steward and a member of the Scheduling Committee. Being a member of the Grievance Team is very rewarding and this Team is truly dedicated to helping Flight Attendants.

When I first came in to the office, I felt I already had a good grasp on the ins and outs of our Contract, but answering calls on a daily basis is the best “on the job” training you could ask for. I was taken by the wide variety of questions asked ranging from Payroll, to Scheduling, to FMLA, to Workers Comp... In most workplaces, you’d have a “specialist” to deal with each of these different types of issues. Here in the Union office, we are all expected to be able to answer questions in all of these areas. I quickly found that it was ok to say: “I don’t know, but I can find the answer and get back to you”.

I had been on the job just a few days when I had the first opportunity to file my first grievance. This meant I had to learn more about Articles 19 and 20 which outline what happens when the Company issues unjust discipline or violates the Contract. The most ominous thing that stuck out to me was the many, many timeframes involved. For discipline cases, grievances must be filed within seven days of the discipline being issued (excluding weekends and holidays). For Contract cases, it’s ten days. Once a discipline grievance is filed, the Company has to schedule a Step 2 hearing within ten days, and then has ten days to make a final decision. After their decision is made, I have ten days to file a Step 3 Appeal. As you can see, with one single grievance, there are at least four different deadlines to meet! I have learned that my electronic calendar has become my best friend! I even have it synced to my phone so I get reminders when deadlines are approaching. These deadlines have to be met no matter whether you’re on vacation or not, so a lot of thought has to go into any day you may plan to take off.

Once a grievance is filed, the Grievance Team researches the case from all angles, researches past cases, compiles all informa-

tion and documentation surrounding the case, and makes a presentation packet for the Executive Board to review. The goal is to address every angle and answer every question the Board might have so that they can make a determination on the merits of the case.

Just this past January, I had the opportunity to attend Arbitration training at the National Labor College. This really opened my eyes to how every single detail of a case that may initially seem insignificant can really have an impact on a case that makes it all the way before an Arbitrator. I am really looking forward to being more involved in the Board of Adjustment and Arbitration process... unfortunately for me, (but fortunately for our Union!), our Team has been very successful in negotiating settlements in favor of the Membership so very few cases actually make it to a hearing. Looking back I wish I would have kept a few statistics of the points removed, TFP awarded, levels of discipline removed/reduced and Flight Attendants reinstated – I know the numbers are high due to the many settlement letters we sign.

Our office hears a lot of the good, bad, and ugly that is happening across the system and in our Flight Attendants lives. Confidentiality is taken very seriously in our office and with our Shop Stewards. Our phone lines are not recorded and that allows our Members to be open, honest, and not have to worry about a tape showing up somewhere down the road. We are on the phone with our Members when they are issued discipline, or are counseled, and we lend

our ears in their time of need. But it’s definitely not all negative... our jobs do have positive moments too. When we are able to help get a Flight Attendant reinstated it can be the highlight of your week. I can honestly say it is the best phone call to make!

After nine months on this team I couldn’t be happier I accepted the position. This Team does amazing work for our Members and I couldn’t be more proud to be a Member of this awesome Grievance Team and of TWU Local 556.



ERICH SCHWENK

is a Chicago Flight Attendant and TWU Local 556 Grievance Team Member. He can be contacted at eschwenk@twu556.org or 214-640-4327.

2011 TWU Local 556 Scholarship Program

The TWU Local 556 Scholarship Committee is pleased to announce that for 2011, there are four different scholarships available to our Members and their immediate family.

- **Paul Gaynor Scholarship**
TWU Local 556 Member
One time award of \$1,500.00
- **Shanna Martin Memorial Scholarship**
Dependants of TWU 556 Members
One time award of \$1,500.00
- **New! TWU 556 Scholarship**
Sponsored by Lori Whitaker, Agent
Dependants of TWU 556 Members
One time award of \$1,500.00
- **Michael J. Quill Scholarship**
Dependents of TWU Members
Fifteen Scholarships are awarded for \$1,200.00 per year, up to four years.

Additional information and applications for all scholarships are available on the Union's Web site, www.twu556.org on our Scholarship Committee page.

If you have questions, and are unable to locate the answer on the TWU Web site, please contact Mark Torrez at mtorrez@twu556.org.

Hurry, time is running out!

Submit applications by May 1, 2011.

Orlando

Jimmy West, MCO DEBM



Who shot J.R.? That was the big question everyone wanted answered in the 1980s. What will happen with my seniority when the AirTran acquisition happens? That's the big question everyone wants answered years later in 2011, and the only correct answer I can give is I don't know. I am confident, however, that your Union will do everything in its power to protect the interest of all Southwest Airlines Flight Attendants.

When you finish your duty day in your layover city or in your domicile, is 1-2-3 and the bar on your mind? It should be, as this will save you discipline later. I'm not talking about what you are doing once you are out of your uniform. I'm talking about your girt bars that are your responsibility when you arrive at the gate. Doors remaining armed on terminating aircraft are on the rise at an alarming rate. Aside from discipline being issued, it could result in an injury to someone else. It's a really good idea to re-cycle your doors once they are disarmed. I'm not talking about trying to place the entire door in the recycle bin; I am talking about opening and closing the door. Remember 1-2-3: 1) disarm your respective door(s); 2) remove the red strap; 3) re-cycle the door to ensure safety for everyone who has access to the aircraft.

Lately, I have received several phone calls from Flight Attendant's who are not being paid for trips they picked up for money from their fellow crewmembers. Please remember that neither the Union nor the Company get involved in these situations. If you are concerned that by picking up a trip for money and finding someone whose screen is restricted, don't do it. If you are someone who puts money on trips with no intention of paying, grab your checkbook, it's on! You need to pay to drop your trip and play!

In closing, thank you for being the best Flight Attendant's in the industry. If I can ever be of assistance to you, please contact me anytime.

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



Spring is a time of many changes. This year, along with the warmer weather and baseball, Southwest Airlines has sprung many promotions that impact the Phoenix Base.

Deb Edwards is our new Base Manager, but you may not know that our Assistant Base Manager, **Jenny Kaminski** has also received a promotion. Jenny will be one of the Customer Experience Managers for Cabin Services. Her focus will be on driving the customer service mission for Southwest. Oddly enough, she will report to **Steve Murtoff**, our former Base Manager. While Jenny and I have agreed to disagree on various issues, overall I appreciate her willingness to give employees second chances, rather than simply terminating. I wish Jenny the best of luck in her new endeavor.

You know by now that the placement of service items in the galleys changed due to the weight restrictions noted for each shelf. Having experienced these changes firsthand, I agree that the placement of many of our supplies is less than ideal. The Cabin Services Committee will meet on April 21, and as your Union's liaison to the committee, I assure you that the reconfiguration of the galleys will be a hot topic. If you have any suggestions, other than moving the Ginger Ale back to where it belongs on the -300, please pass them on to me.

Finally, if you or a coworker doesn't receive the Phoenix *E-Connection*, please sign-up by simply adding your email address to your profile on the Union's Web site at www.twu556.org.

JOHN DIPIPPA

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

CONTRACT LIVE



IT'S YOUR CONTRACT EXPLAINED IN PLAIN ENGLISH WHENEVER YOU NEED THE ANSWERS!

Do you frequently wish you understood our Contract better? Do you read it, but wish you had a real life example? Do you understand all those important numbers you need to hit to get extra pay? If you answered "yes" to any of these questions, then you need to check out Contract Live and the Contract Live Resource Guidesheets.

Contract Live features quick, short videos of less than five minutes in length that break down a specific topic from our Contract. They highlight what you really need to know by getting to the most commonly asked questions. You will also see real-life examples of how that specific scenario played out for a Flight Attendant. These videos can be viewed at any time at www.twu556.org under the Contract tab. New videos are added regularly, and if you have an example or topic that you would like to see, please contact me at astone@twu556.org.

All topics covered in Contract Live have an accompanying Contract Live Resource Guidesheet that goes in to a little more detail and gives you the tips and tricks you need, and helps you know what your options are. The guidesheets contain definitions, tips, and scenarios with examples. They are not a replacement to your Contract; rather, they are a tool to help you understand it better in the real life application. The guidesheets are intended to be placed in your Contract with the corresponding article, and come pre-sized and hole-punched. You can find them in a file folder on the Union's red rack in each Flight Attendant lounge.

CUT OUT THIS CONTRACT LIVE RESOURCE GUIDESHEET AND ADD IT TO YOUR CONTRACT.

Duty Day - Article 8

Contract Live Resource Guidesheets are an educational tool only, and is not intended to be used as Contract Interpretation

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

Multiple Pairings in One Duty Day

- The longest duty day you can **schedule yourself** for is 14 hours. This includes flying two pairings in one day, or doing a jetway trade, and the clock starts from the check-in of your 1st pairing to the scheduled release of your 2nd pairing. You can deadhead beyond this, and deadheads are grey areas that don't fall into the duty or rest category.
- You waive your contractual compensations when you choose to extend your duty day.
- If irregular operations cause you to run late, you can be required to continue flying beyond 14 hrs.

- Here a 06:25 report time for the first trip and a release time of 20:00 for the second equal a total duty of 13:35 hrs!
- Between pairings you must have originally scheduled 2 hrs block to block (which is 30 minutes release to report).
- If you run late on the 1st pairing, you might be pulled/rescheduled. This will not result in a loss of pay, and you're paid the greater of your originally pairings or what you actually flew.
- You will not receive a N/S if you run late in your 1st pairing!

Max Scheduled Duty Day Differences

On an overnight your duty day does not include the 30 min debrief. This is why in this example you aren't above the maximum scheduled duty day, because an 11:00 duty period here would be the maximum.

23-Aug	341	BW 1410	ABQ 1815	700	0	405	30	SP	480
20-Aug	941	ABQ 1845	PHX 2000	700	0	115	115		140
20-Aug	999	PHX 2115	SF 2315	300	0	200	1835		230
SFP:1725 Hotel Doubletree Hotel #036229-8555 Trans: #915852-5466									
Rpt 1310 Rpt 2345 Rpt 1035									
On the day you return to domicile, your debrief period is included in your duty day. This makes 10:30 here your maximum.									
LAX:1215	Hotel	Sheraton Gateway #310642-1111	Trans: Hotel Shuttle			405	30	SP	480
22-Aug	838	LAX 1155	MDW 1555	700	0	400	155	SP	480
22-Aug	1485	MDW 1750	STL 1955	300	0	105	30		120
22-Aug	1485	STL 1925	BW 2125	300	0	200	0	S	230
Rpt 2155 Rpt 1030									

Duty Limitations: Restrictions regarding duty days and crew rest that all originally scheduled pairings must be built under. There are both contractual and FAR limitations.

Duty Day: calculated from check-in to end of debrief in domicile and check-in to block-in on RON

Irregular Operations may require you to exceed your duty limitations, but you may also receive compensation.

Contractual Maximums

- 10:30 hour 'scheduled' duty day
 - 12:30 hour 'rescheduled' duty day
 - 7 legs in 1 day or rescheduled up to 8
 - 8 legs for reserves in 1 day
 - 28 legs in 7 days
 - 130 TFP or 90 legs per month
 - 4 day pairing
- Contractual Minimums**
- 48 hours (release to check-in) free of duty within 7 days (not just between bid months)
 - 12 hour break scheduled (block to check-in) between pairings at domicile.
 - 11 hour break scheduled (block to block) on a RON

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

Reporting To Work

- You are solely responsible!
- At base check-in at least 1 hour ahead of departure and no more than 6 hours prior
- At outstation check-in at least 30 min. prior to scheduled departure
- ALWAYS be at the aircraft 30 min. prior
- Lounge FID monitors are your **official** time, 3 min grace period allowed at plane
- When you MBI, you must call
- Scheduling and check-in at aircraft at least 15 min. prior to departure
- Check-in times **cannot be adjusted** at rest/duty period limitations
- Base to accommodate contractual crew rest/duty period limitations
- Check-in times can be **adjusted** on overnight to meet FAR requirements. No loss of pay due to adjustment.
- On an overnight your duty day **stops** at block-in
- Returning to Base your duty day includes the 30 min. debrief after block-in
- You are not required to be in boarding

Quality, Finally

by **Crystal Reven**

You asked; we listened. After a lengthy selection process, I am thrilled to announce that Lands' End Business Outfitters will provide the uniforms for Inflight and most ground employees. Although it will be several months before full transition is complete, Lands' End, in my opinion, was the best choice, and I am confident that Lands' End will provide an overall better uniform piece, while being committed to their products (and, for the time being, Cintas' products) through exceptional quality and excellent customer service.

I had the first-hand opportunity to see comparable Lands' End versions of our current uniform pieces. These items are considered "stock" items, and are already something Lands' End produces in bulk, which eliminates additional costs associated with recreating our pieces. The quality and detail put into the look and feel of the Lands' End versions was immediately noticeable.

The Uniform Steering Committee will begin meeting more frequently with Lands' End as we work towards a new uniform, and I will report the events of each meeting on the Uniform page on the TWU 556 Web site. You will see some changes in our current uniform in the very near future, and I am confident that the you will like what you see.

Please email me anytime with questions, suggestions or concerns at uniforms@twu556.org. Similarly, familiarize yourself with the most current appearance standards in the 2011 Flight Attendant Handbook.

The logo is centered within a large black square. A white dashed rectangular border frames the text. The text "LANDS' END" is in a large, bold, serif font, and "BUSINESS OUTFITTERS" is in a smaller, all-caps, sans-serif font directly below it.

LANDS' END
BUSINESS OUTFITTERS



*Pictured uniform pieces, including the scarfs and ties, are subject to change.

“

“WHATEVER IT TAKES TO GET THE JOB DONE,
BECAUSE EVERY **MEMBER** DESERVES MY **BEST**.”
DENNY SEBESTA

“I **HELPED** A GROUP OF FLIGHT ATTENDANTS
TRYING TO **SECURE** A BETTER FUTURE.”
JIMMY WEST

“RARELY IS THE **UNION** ALL ABOUT ME. ON OCCASION,
IT'S ALL ABOUT YOU. IT WILL ALWAYS BE ABOUT **US**.”
CUYLER THOMPSON

“OUR UNION GIVES US THE **OPPORTUNITY**
TO CONTRIBUTE TO AND **SHARE** RESPONSIBILITY
FOR THE SUCCESS OF OUR COMPANY.”
THOM MCDANIEL

“IT MAKES ME SO **PROUD** TO BE A PART OF TWU
LOCAL 556 AND SEE THE ACCOMPLISHMENTS OUR
UNION AND ITS MEMBERS HAVE MADE **TOGETHER!**”
AMY HARTHAUSEN

“A MODERN **UNION** CAN HAVE A POSITIVE IMPACT
FOR ITS **MEMBERS**, COMPANY, AND PROFESSION.”
MARK TORREZ

“DON'T BE TOO COMPLACENT. **SUPPORT YOUR UNION.**
BE PROUD OF IT.” MADELEINE HOWARD

”

TWU LOCAL 556

TOGETHER **WE'RE** THE UNION OF SOUTHWEST AIRLINES FLIGHT ATTENDANTS.