

**CISM TURNS 15!**



**GRIPE OR GRIEVANCE  
WHICH ONE DO YOU HAVE?**

# unity

THE MAGAZINE OF TWU LOCAL 556



**A LOOK INTO  
CREW SCHEDULING  
AN INSIDER'S PERSPECTIVE!**

**THAT OLD BAG COULD HURT YOUR WALLET**

Volume 4, Number 1  
Summer 2011

# A Place We Belong: A Community

**H**ow often has it happened that you get to know someone—become friends, even—during the course of a trip? Maybe you buddy bid together once or twice, grab a bite to eat now and then, and comment on each other's posts on Facebook or Twitter. How often has it happened that, despite your best efforts, you don't get to see those friends quite as often as you'd like, and before you know it, it's been a year (or longer!) since you've seen each other? I don't know about you, but it happens to me more often than I care to admit, which is why I truly value going into the Chicago lounge. It's often the one place I get to see and catch up with those friends I've made through the years, but with whom I don't get to sit down with in person as often as I'd like.

In most bases, heading to the lounge to relax, decompress, check your mailbox, and just catch up with other Flight Attendants is easy. Just grab your bag, run off the plane after a trip, and you're in the lounge three or four minutes later. That is, unless you're based in Oakland, then just getting to the lounge is an ordeal in and of itself. The Oakland lounge is so far away from the gates, in fact, that unless they absolutely have to go there, most Flight Attendants skip it altogether. This is a shame,

really, and it's time Southwest Airlines did something about it.

Don't get me wrong: I don't expect Management to read this, then immediately get to work moving the Oakland lounge closer to all the action. On the other hand, it's an issue that your Union is aware of, and even with all the other "stuff" that's happening right now—read: AirTran integration talks—it's still something that's important to our Oakland Members, including Domicile Executive Board Member Todd Gage. It's not something that will be fixed overnight, or even in the near future, but it's important to your Union, because it's important to you.

I'm not sure if you heard, but we won the first place award for our magazine. The Texas AFL-CIO recognized *Unity* for its contribution to our Union,

and for furthering the labor movement. While I am so excited to have my name on the award, I know (and want you to know) that this is truly a team effort. From the Members who submit ideas, authors that spend time writing, and the Editorial Team that pulls it all together, thank you all so much.

I hope you enjoy this latest issue of *Unity*, and that you're enjoying warm

weather as fully as possible, because we all know that fall will be here before we know it, and we'll be pulling out our winter clothes sooner than we'd care to. Don't forget to visit your Union's Web site often for the latest TWU Local 556 news and updates, and to take advantage of all the services your Union has to offer the Flight Attendants of Southwest Airlines—the best Flight Attendants in the industry!



On the front cover: Orlando Flight Attendant Mark Kury



**unity**  
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We would love to hear from you regarding this issue of *Unity*. While a call is always nice, it's not something that we can print and share with others. If you have feedback, please send your comments to [communications@twu.556.org](mailto:communications@twu.556.org). We look forward to hearing from you.



# To Vote or Not To Vote?

TWU Local 556 President **Thom McDaniel** answers this important question.

**W**hen Southwest Airlines announced their intent to acquire AirTran Airways last year, your Union examined all applicable documents to respond to the many questions that our Members had about the acquisition, and especially seniority list integration. One of the first questions that came up was “Will our Members get to vote on the seniority list integration?”

Seniority list integration is always very difficult and there are very few situations where it has been accomplished successfully. As hard as the parties try, there is no way to make everyone completely happy and as we all know, the term “fair and equitable” has very different meanings to almost everyone.

Your Union is committed to reaching a fair and equitable agreement with AFA Council 57 that treats Southwest Airlines and AirTran Flight Attendants fairly and integrates our seniority lists in a way that lays a foundation for our future success as one Company. In addition, since day one we have stressed that the agreement must be fair and equitable for *both* sides.

After examining all legal requirements and consulting with legal counsel, we determined that there are no requirements in our Contract with Southwest Airlines, TWU Local 556 Bylaws, the TWU of America Constitution, which have all been ratified by our Members, nor the McCaskill-Bond Amendment that requires Membership ratification of seniority list integration. The Association of Flight Attendants (AFA) representing AirTran Flight Attendants also do not have any provision for a Membership vote in their Contract, Bylaws, or Constitution. The only real requirement is that both Unions attempt to reach a “fair and equitable” integration of our seniority lists within 180 days and if we are unable to come to agreement, the issue will be referred to an independent Arbitrator to make the decision for us and the decision will be final and binding.

We initially made the decision to reach our agreement within the narrow interpretations of our Contract, Bylaws, and Consti-

tutions; however, in some ways the playing field has changed. Most notably, our Pilot's Union, SWAPA, has agreed to an additional process agreement with the AirTran Pilot's Union, ALPA, that requires Membership ratification of their Seniority List Integration Agreement beyond the requirements of their Contract, Bylaws, Constitution, and Federal Law.

We have started the negotiation of a process agreement to lay ground rules as we move forward. As a result of the Pilot's agreement, we have included a requirement for the ratification of our Seniority List Integration Agreement by the TWU Local 556 Membership. While we have not reached final agreement with AFA Council 57, your Union is committed to a Membership vote and we fully expect AFA Council 57 to hold a vote of their Membership also as a result of the process agreement.

Since the announcement of the AirTran acquisition, we have known that it would be difficult to reach an agreement that is fair and equitable. We have only to look back at arbitration decisions on Emergency Sick Calls, the “more than a few minutes” Open Time Arbitration, and the Liquor-

Money time line decision to see that as well meaning as an Arbitrator can be, they get to leave after making their decision, and we have to live under it. We firmly believe that any agreement reached between our two Unions will be favorable to one achieved by a third-party Arbitrator. While we know that we cannot please everyone, we are committed to an agreement that is fair and equitable to both parties and the best way to guarantee Membership support is ratification by our

Members. If we cannot reach an agreement at the table, or either Membership votes down the negotiated agreement, an Arbitrator will make the final and binding decision as a last resort.

Your Union has a history of working through very challenging problems and negotiating great agreements, as our Contracts with Southwest Airlines show, and our Members have overwhelmingly ratified them all. This is probably the biggest challenge our Union will face, so we will just have to work that much harder to reach an agreement that ensures the future success of our Union, Company, and Culture.



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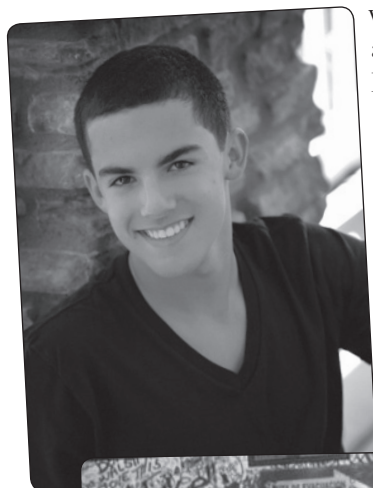
# Scholarship Committee Announces Winners

by **Mark Torrez**



The selection process for the TWU Local 556 Scholarship, the **Shanna M. Martin** Memorial Scholarship, and the **Paul Gaynor** Scholarship is never easy, as we receive applications from many deserving students. This year was no exception. While we were unable to award the Paul Gaynor Scholarship for labor related studies, we are excited to announce that both the TWU Local 556 Scholarship and the Shanna M. Martin Memorial Scholarship have been awarded.

**Matthew Batlle**, son of Phoenix Flight Attendants **Carlos and Sonja Batlle**, has been chosen as the recipient of the 2011 Shanna M. Martin Memorial Scholarship, by demonstrating his unwavering support for his parents in the course of their jobs as Southwest Airlines Flight Attendants. Besides running his own business, Matt's Gate Repairs, in his community and being an active student athlete, he also volunteers for both school and family projects;



which include the Batlles' annual Tamale for Toy Drive benefiting Children of Guadalupe. It helps underprivileged children in the community and has grown into a huge success over the years. Matthew will be pursuing a career in aviation, and hopes to one day work as a Southwest Airlines pilot. Congratulations, Matthew!



Carlos, Sonja, Olivia, and Matthew Batlle

**Kelly-Kate Crossland**, daughter of Dallas Flight Attendant **Rebekka Kelly** is this year's recipient of the TWU Local 556 Scholarship. Kelly-Kate grew up in the labor movement, attended TWU Local 556 Membership Meetings, Dallas AFL-CIO Meetings, Texas AFL-CIO Meetings, and countless picketing events with her mother. She stands in defense of unions among her peers, and has turned to our Local and its leaders as a resource for school debates in order to demonstrate that unions are still relevant in the modern world. Congratulations, Kelly-Kate!



More information on the TWU Local 556 scholarships can be found on the Union's Web site.

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# You Do Have A Choice!

by Cuyler Thompson



“Oh my, that old bag Bea can really carry on! And why was she up here beyond row 8 anyway? B position works for her: Old-Bag-in-the-Back-on-her-Butt-with-a-Book-don’t-Bother-her-Bea. Don’t let her get to you, Steve—she’s just mad ‘cause a

house fell on her sister. You have done nothing wrong, handsome. Now sit down here on this jump seat and let Miss Tina tell you why.”

I’ve been flying with that old biddy for a long time and I love her dearly. Aunt Bea definitely gives every Customer “the pickle” every time (and will give them yours if you’re not careful). She treats older people like they were her grandparents and young ones like she gave birth to them. And while she gives great customer service and keeps them coming back, some of the choices she has made have come with a hefty price in her life. She has been out of work and on Worker’s Compensation four times. Years ago, she tore her rotator cuff lifting a Customer’s bag and was out of work for over a year due to complications. She was unable to make her mortgage payments, lost her house and moved back in with her parents. As a consequence of another bag-related injury to her neck, she suffers from migraines, misses a lot of work and is now high in attendance points. The only reason she doesn’t lift Customer’s bags anymore is because she can’t physically do it. Instead, apparently, she shames handsome young Stewards into lifting them. I know you hurt your shoulder yesterday lifting a bag and that’s why you bowed out when our friend insisted that you lift that ridiculous bag just now. You made a conscious choice that your health and safety were more important than that bag. And that’s what’s important about this conversation: *you have a choice.*

Aunt Bea just said “you don’t have a choice, that it’s your job to lift Customers’ carry-ons for them.” That is simply not true! Our Flight Attendant Manual says that you will assist Customers with stowing their carry-ons. The word “assist” is intentionally vague. Unless they are disabled or an

Unaccompanied Minor, it is always your choice whether to lift a Customer’s bag or not. You may lift their carry-ons for them, you may help them by lifting one end while they lift the other, you may ask a coworker for assistance in lifting it, you may make room in an overhead bin for the Customer, or you may check the bag to their final destination. The choice is yours. In addition, the choice of how to assist a Customer is a fluid one. You may be inclined to provide more assistance at the beginning of your shift than at the end when you are tired, or on day one of your trip as opposed to day three. While we are free to choose our actions, we are not free to choose the consequences of our actions. I can make the choice to lift a Customer’s bag—I cannot choose whether or not I am injured in the process. We all make choices, but in the end, our choices make us.

After twenty-three years of making the choice to lift Customers’ carry-ons, Aunt Bea’s health in general has suffered. Mine has not. Someone told me a long time ago to “choose a job you love and you will never have to work a day in your life.” I love my job, this Company and my

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## Flight Attendants are covered under Worker’s Compensation claims if they are injured while lifting a Customer’s bag, but only if they are on duty.

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Customers, but I love myself, my health and my livelihood more. I learned early in my career that if I wanted to be a healthy old Flight Attendant, I had to be careful about the choices I made every day. According to the Bureau of Labor Statistics, in 2007, workers who were 20 to 24 years of age had the highest rate of on the job injury; workers 65 years old and older had the lowest rate. That could tell you that those with more experience usually recognize their body’s limitations and make conscious choices not to do things that may injure them. You should know your body’s limitations. It is assumed that an aircraft is designed to accommodate the greatest number of passengers in safety and comfort with weight and balance considerations. This would result in the minimum amount of space being given to bathroom facilities, aisles, storage, galley and Flight Attendant seats. We are all different. Flight Attendants shorter in stature, perform a greater amount of extended, overhead reaches, while taller ones perform more bending movements.

Here’s something else for you to think about: **Alyssa Trollinger**, Southwest Airlines Manager of Inflight Safety,

reported that in 2010, it is estimated that we spent close to \$1 million on lifting injury claims. For the first five months of 2011, we have spent almost \$700,000. She went on to say that lifting Customers' bags generally accounts for fifty percent or more of our lifting injuries and about seven percent of the lifting claims were Flight Attendants lifting their own bags. **Elise May**, Assistant Manager of Safety, and **Nora Shafer**, Manager of Employee Resources, reported that contrary to a pervasive rumor, Flight Attendants are covered under Worker's Compensation claims if they are injured while lifting a Customer's bag, but only if they are on duty.

So, now Steve, when we get back to base, you are going to fill out an online Irregularity Report and tell Southwest that you hurt your shoulder yesterday. The Union office has these tips to offer:

- If you are injured on the job, you should report it to the Inflight Base as soon as possible. Even if you don't seek medical care, report it, because untimely reporting may affect your claim/benefits. The base will fill out an I3R report and you should receive a complete copy of this report to ensure accuracy!
- It's very important to know that if you miss any time from work due to an On the Job Injury (OJI), you must see a Company doctor for the initial visit in order to be eligible for Salary Continuation as outlined in our Contract. Your Inflight Base Supervisor will provide you with the paperwork to see the Company doctor. If it's an emergency, don't hesitate to go to the nearest hospital emergency room.
- Every state has different Workers' Compensation laws, so don't assume you have to continue treatment with a Company doctor. Educate yourself on your rights for treatment by visiting your state's Workers' Compensation Web site for answers.
- Salary Continuation – This is protection under our Contract to help with your lost wages when you miss time from work due to your injury. This only applies to the first fifteen weeks you are on leave due to an OJI. This is not like using your sick leave and paid for trips missed, but based on a formula of what you worked the previous thirteen weeks and calculated into a daily TFP rate that you will be paid for each day missed due to your OJI. If you are out longer than fifteen weeks, then state temporary income wage benefit kick in, which is considerably less money for lost time from work. Every state is different so the maximum rate you would be paid may vary where you are based. You will not receive any per diem.
- Your Southwest healthcare benefits can end at a certain point, then you may be forced to decide whether paying for COBRA, which is very costly, is something

you need to do in order to continue providing medical care for you and your covered family members.

- You lose your non-rev flight benefits while on an OJI, which will affect your dependents and parents/spouse/partner for pass privileges. You may fly on Buddy Passes, including your own, while out on an OJI.
- If you are on a continuous leave for OJI for more than 1 year (12 months), you begin to lose vacation accrual for the following year when vacation bidding is released.

I have heard Flight Attendants say that since we are required to "lift fifty pounds from the floor to shoulder height," that means we have to lift carry-ons. According to Michael Massoni, the Union's Safety Committee Chair, this requirement refers to the Over-Wing Window Exit plug on the 737-300/500 aircraft and NOT carry-on luggage. Nora Shafer also reported that she was unaware of any Flight Attendant who had ever been disciplined for not lifting a Customer's bag.

Back in the day, before rollerboard suitcases became prevalent in the mid-nineties, Customers usually only packed what they were able to carry in their arms or on their shoulders. The bags Stewardesses were asked to lift (back in the day) were very light. Customers now pack their bags to roll from their bedrooms, to the car, through the terminal, to their seat. Consequently, carry-on luggage has gotten much heavier. Southwest Airlines certainly does not expect me to lift all of these bags. Albert Camus said that, "life is a sum of all your choices." I am not telling you that you shouldn't lift bags, handsome. I just want you to know that when you choose to lift a bag, you are risking a serious injury that could cost Southwest a lot of money and could ultimately cost you your livelihood and your health.

"You pack it, you stack it," "You tow it, you stow it," "You bring it, you sling it," "I touch it, I tag it." These are funny jokes, Steve, but I had better not ever hear you utter these words to one of our Customers. Although it is not your job to lift Customers bags, you must assist them in stowing it. You may choose how to do that. And you will do it with a smile on your face and kindness in your heart or Miss Tina and Aunt Bea will come and snatch that moustache that you think is so cute right off your face. Is that clear? Now get your whiny butt up off this jump seat and sling some peanuts!

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John Cougar Mellencamp: Hurts so Good  
Rod Stewart: Tonight I'm yours (don't Hurt me)  
Nat King Cole: I don't want to Hurt anymore

Nine Inch Nails: Hurt  
Christina Aguilera: Hurt  
Johnny Cash: Hurt

# Safety Gaps in Foreign Aircraft Repair Facilities

by Michael Massoni



The increased use of foreign repair facilities for U.S. aircraft maintenance has led to significant safety and security gaps, according to a recent report by TWU International. This report also demonstrates that Southwest Airlines is part and parcel to this disturbing trend.

The study, *Who's Fixing My Plane: "Aircraft Maintenance in America?"* shows that over the past decade most U.S. airlines have begun outsourcing a large portion of their maintenance and repair to third parties, often located in other countries like China, Mexico and Singapore. This has not only meant the loss of good jobs in the United States but also brings to light glaring safety issues and a lack of oversight.

Based on a review of government audits and industry data, the study found that over forty percent of aircraft repair and maintenance work at seven major carriers is now outsourced — a number that would be even higher if not for the large proportion of work still performed in-house at American Airlines by fellow TWU Members.

In July 2009 Southwest Airlines began sending many of its 737s to El Salvador's largely unregulated Aeroman facility. This means our 100 percent domestic airline shuttles their airplanes to Central America every month for repair. These planes are the very ones we (the Flight Attendants of Southwest Airlines) call home and trust to be safe every day we report to work.

For those that would make the argument that high labor costs are driving this outsourcing trend, consider this: American Airlines in partnership with TWU have countered the industry trend towards increased outsourcing, and have developed a reputation for high quality work that has allowed them to generate considerable revenue by performing work for other carriers. This additional work adds to productivity and equates to competitive labor costs when compared to the foreign repair facilities. Sound familiar? The concept of more productivity mitigating higher wages thus increasing operational efficiency is alive and well right here at Southwest, where we are the highest paid Flight Attendants in the industry but are also the most productive, helping Southwest to be perennially profitable. American outsources just twelve percent of its maintenance work, down from fifteen percent in 2001.

As we all know - there's no room for error in the airline industry. Our Members who make their living on Southwest aircraft are very aware of their responsibility to the safety and security of every single person onboard, passenger and crewmember alike. But we can't be sure that same level of responsibility, accountability and controls are being applied to these foreign repair

facilities — not when work at these outsourced facilities can avoid the certification of mechanics, background checks, and alcohol and drug testing which are regular features of our workplace.

Although the Federal Aviation Administration (FAA) has jurisdiction to inspect foreign facilities, it lacks the personnel to do the job adequately. In addition, these facilities are not subject to unannounced FAA inspections and uniform safety standards. Unlike U.S. based workers, workers at these facilities are not subject to background checks or drug and alcohol tests. At least one member of Al Qaeda was found working at a major maintenance facility in Singapore in 2003.

"There is considerable evidence that many firms, indeed entire industries, seek to gain a competitive advantage by outsourcing abroad their productive activities, mainly to take advantage of lower standards of regulation or lower levels of enforcement," said Dr. Emanuel Thorne, who chairs the Economics Department at CUNY's Brooklyn College and has been studying U.S. companies shifting work foreign to escape federal oversight. He continues by saying, "Outsourcing airline maintenance to avoid appropriate FAA regulation may be one such instance."

In addition to using foreign repair facilities, U.S. airlines also outsource to U.S. based (non-airline) companies, which also lack proper oversight.

Our position is: Congress must act — and act wisely. In the airline industry, we prefer to fix our problems on the ground as it's much easier than attempting it while in flight. Congress needs to give the FAA the tools to help ensure proper qualifications, standards and oversight is applied to all those that maintain the aircraft that we entrust ourselves and our passengers lives on every day. That means uniform standards and rigorous inspections for aircraft repair — no matter where the repair takes place.

How can we as Flight Attendants help get this message to Congress? By supporting the long overdue FAA Reauthorization Bill that is currently being conferenced in the U.S. Congress that will impact all of us and the public we serve. Some of the Flight Attendant focused benefits are:

- Providing basic OSHA standards for crewmembers
- Strengthening the safety and security of aircraft maintenance by requiring all maintenance be conducted in FAA certified facilities, and that all facilities are subject to uniform standards and unannounced inspections.

Show your support for these Flight Attendant friendly provisions and an appropriate FAA Reauthorization by going to [www.twu.org](http://www.twu.org) ->Legislative->Take Action! ->and click the "Take Action" button in the FAA Reauthorization Featured Alert...do it today!

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# Gripe or Grievance?

by Kathy Anderson

The Union office receives over one hundred phone calls, e-mails, and faxes each day from Flight Attendants with concerns about possible Contract violations and other issues. The Grievance Team fields each inquiry and attempts to resolve these issues on behalf of our Members. In most cases, we are able to come to a resolution before a grievance is filed. On the other hand, some situations, while they may be troublesome to us, have no contractual basis to support a grievance. So, how do you tell if an issue is simply a gripe or a grievance?

Initially, both gripes and grievances originate as a complaint about an alleged unfairness that has occurred while a Flight Attendant is at work. This concern could be anything ranging from an assignment made by Scheduling, to the working conditions on the aircraft, to the way you have been treated by a member of Management. We have received calls on virtually every issue that might arise while a Flight Attendant is on the job; and just when we think we have heard everything, up comes something new.

If you call the Union office about an incident that you have experienced and you want to file a grievance, the Grievance Team Member with whom you are working would try to obtain the following information in researching your issue:

Continued on next page.

# 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. These videos can be viewed at any time at [www.twu556.org](http://www.twu556.org) under the Contract tab. All topics covered in Contract Live have an accompanying Contract Live Resource Guidesheet that goes into a little more detail and gives you the tips and tricks you need, and helps you know what your options are.

CUT OUT THESE CONTRACT LIVE RESOURCE GUIDESHEETS AND ADD THEM TO YOUR CONTRACT.



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

## Crew Rest Contractual and FAR - Article 8

### Minimum Crew Rest

- Minimum crew rest did not change in this contract; the language was changed from block to block to check-in to protect your pay if you pushed late.
- Rest interrupted? You do not have to answer your phone on your overnight! If you are a Reserve and receive less than 7 consecutive hours of uninterrupted rest between block in and block out, you will receive 1.5x pay for that assignment until you receive legal crew rest.
- If your actual block-in time takes you below legal crew rest of 9:30 hours (block to check-in) and your hotel transportation significantly delays your arrival at the hotel, you should contact Scheduling to advise them of the situation. Scheduling will make every effort to reschedule another Flight Attendant(s) or assign Reserves to ensure you have adequate rest to avoid fatigue.

### Reduced Crew Rest and Premium Pay

| Trip BSA dated 17Sep                                      |        | 1-FAA 1-FAA 1-FAA |          | 8:59-9:00 here |     | 8:59-9:00 here |     | 8:59-9:00 here |     |
|-----------------------------------------------------------|--------|-------------------|----------|----------------|-----|----------------|-----|----------------|-----|
| Date                                                      | Flight | Depart            | Arrive   | Eq             | Blk | Grnd           | Blk | Grnd           | Blk |
| 17Sep                                                     | 2081   | BHT               | 1553 ABQ | 2002           | 700 | 147            | 22  |                |     |
| 17Sep                                                     | 2081   | ABQ               | 2053 PHX | 2240           | 700 | 147            | 22  |                |     |
| 18Sep                                                     | 2081   | PHX               | 0002 TUS | 0040           | 700 | 147            | 22  |                |     |
| 18Sep                                                     | 2081   | TUS               | 0059 LAX | 0225           | 700 | 126            | 95  |                |     |
|                                                           |        | Rpt               | 1450 RLS | 0255           | L/O | 126            | 850 |                |     |
| <<Unassigned Hotel. Call scheduling help desk for hotel>> |        |                   |          |                |     |                |     |                |     |
| 18Sep                                                     | 2713   | LAX               | 1220 BNA | 1553           | 700 | 313            |     |                |     |
| 18Sep                                                     | 2713   | BNA               | 1629 MCO | 1809           | 700 | 140            | 33  |                |     |
| 18Sep                                                     | 1431   | MCO               | 1902 BHT | 2102           | 700 | 200            | 20  |                |     |
|                                                           |        | Rpt               | 1145 R   |                |     |                |     |                |     |
|                                                           |        | TAFB              | 1042     |                |     |                |     |                |     |
| Less than 800 (FAR illegal) = Reschedule!                 |        |                   |          |                |     |                |     |                |     |

Original: FAR illegal by 5 min (7:55 RON)

|                                                           |      |          |          |      |     |     |     |    |              |
|-----------------------------------------------------------|------|----------|----------|------|-----|-----|-----|----|--------------|
| 20Oct                                                     | 2742 | MFT      | 1303 MCO | 1622 | 700 | 319 | 41  | SP | (3 370       |
| 20Oct                                                     | 2742 | MCO      | 1703 RSW | 1745 | 700 | 42  | 229 | S  | (4 100       |
| 20Oct                                                     | 0251 | RSW      | 2014 ISP | 2240 | 700 | 226 | 453 | S  | (5 330       |
| 20Oct                                                     | Rpt  | 1225 RLS | 2310 L/O | 126  | 755 |     |     |    | 627 1045 800 |
| <<Unassigned Hotel. Call scheduling help desk for hotel>> |      |          |          |      |     |     |     |    |              |
| 21Oct                                                     | 0977 | ISP      | 0733 PBI | 1015 | 700 | 242 | 32  | S  | (6 430       |
| 21Oct                                                     | 0580 | PBI      | 1046 BHT | 1257 | 700 | 210 | 0   | S  | (7 280       |
|                                                           | Rpt  | 0705 RLS |          |      |     |     |     |    | 452 624 610  |
|                                                           | TAFB | 4352     |          |      |     |     |     |    | 1327         |
| Totals 1603 2347 2000                                     |      |          |          |      |     |     |     |    |              |

Reschedule: Changed report time by 10 min (to 7:15), Now FAR legal

|                                                           |      |          |          |      |     |     |     |    |              |
|-----------------------------------------------------------|------|----------|----------|------|-----|-----|-----|----|--------------|
| 20Oct                                                     | 2742 | MFT      | 1303 MCO | 1622 | 700 | 319 | 41  | SP | (3 370       |
| 20Oct                                                     | 2742 | MCO      | 1703 RSW | 1745 | 700 | 42  | 229 | S  | (4 100       |
| 20Oct                                                     | 0251 | RSW      | 2014 ISP | 2240 | 700 | 226 | 453 | S  | (5 330       |
| 20Oct                                                     | Rpt  | 1225 RLS | 2310 L/O | 126  | 805 |     |     |    | 627 1045 800 |
| <<Unassigned Hotel. Call scheduling help desk for hotel>> |      |          |          |      |     |     |     |    |              |
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| 21Oct                                                     | 0580 | PBI      | 1046 BHT | 1257 | 700 | 210 | 0   | S  | (7 280       |
|                                                           | Rpt  | 0715 RLS |          |      |     |     |     |    | 452 624 610  |
|                                                           | TAFB | 4352     |          |      |     |     |     |    | 1327         |
| Totals 1603 2347 2000                                     |      |          |          |      |     |     |     |    |              |

Held at jetway to be legal, but still pushed on time!

Scheduled min: must be 11 hrs block to block

Legal min: 9:30 hrs block to check-in

Actual: rest received block to check-in

FAR min: 9 hrs debrief to check-in

Under 9:30 hrs block to check-in, you will be paid 2x pay until you receive legal crew rest of 9:30 hrs block to check-in

FAR reduced rest: between 8:59 hrs

debrief to check-in. You will be paid 2x pay until you receive legal crew rest of 9:30 hrs block to check-in and you must receive at least 10 hrs the following rest period.

FAR illegal: under 8 hrs debrief to check-in

Pay Double Time: premium pay for all trips following day if you receive less than 9:30 hr legal min crew rest

Triple Time: premium pay for any trips flown over 12 hrs on the day following your illegal crew rest (in addition to your double time)

You're Late Less than 9:30 hrs Crew Rest = Premium Pay (block-in to check-in)

If your pairing terminates the next day and you pass through your base during the day:

Option 1: Call Scheduling (at least 3 hrs) prior to flying through your base to be replaced and paid your original pay for the remainder of the trip

Option 2: remain on pairing for 2x pay

If your pairing does not terminate the next day, no options, 2x pay until you receive legal rest.

\*\*Pushing late will not take away premium pay\*\*

Less than 8 hrs Crew Rest = FAR illegal to fly (debrief to check-in). You will be rescheduled

Option 1: Scheduling will reroute you with contractual min rest of 9:30 hours. No 2x pay!

Option 2: Scheduling will reroute you with FAR reduced rest only. 2x pay!

Option 3: Scheduling will adjust your report time to be FAR reduced rest legal and you may be prohibited from the jet way until legal.

Scheduling will notify of legal check-in if FAR rest adjustment required

Reserves may be forced to cover a pairing with a known FAR reduced rest. Their next duty day will be a max of 10 hrs and all above compensations apply.

## GRIPE OR GRIEVANCE

- Has the Company acted unfairly? If so, what action should be taken?
- Has the Contract been violated? If yes, identify the article in the Contract that covers the situation.
- What supporting documentation do you have as proof? A scheduling tape? A fellow Employee as a witness? Transaction reports? Any document or person that supports your claim that a violation occurred will help in expediting your issue.
- Finally, what is the remedy to make things right?

Sometimes a Contract violation is obvious and the issue can be easily proved and resolved. Other times, things are not so clear cut. There are many instances when a Flight Attendant calls the office hoping the Union can resolve a real or perceived mistreatment. At first it may appear that there has been a Contract violation, but many times, upon further research, we may find that the language does not support the complaint. In other instances, that 'gray area' presents itself and the intent of the language must be examined. The Union is here to grieve issues for the Membership, but it is virtually impossible to settle grievances that have no contractual basis. For instance, Flight Attendants call because they have been rescheduled and are not happy. If Scheduling rescheduled the Flight Attendant legally and according to the Contract, it would be difficult

to go forward on a grievance of that type because there is no contractual language to support the case.

On the other hand, if there is not a Contract violation, often times there are other routes we can take to seek resolution. Writing an Irregularity Report addressing certain situations or requesting a meeting with Management to discuss your concerns can help clear things up. (Remember you can always request Union Representation at meetings with Management.) Other times, there may be a Company policy that is applicable that may have been violated. For example, in the event of alleged harassment, please contact the Company and Union immediately. Your matter may need to be referred to the Employee Relations Department for resolution.

Just because an issue does not fall in to the category of grievance does not mean that there is no resolution. Sometimes Flight Attendants call because they have encountered a rude Scheduler or feel they were treated inappropriately by a Supervisor. Just because this does not fall under the grievance heading does not mean we cannot get involved on your behalf.

Each situation calls for a different strategy. Please call the Union office anytime you have a question as to whether there has been a violation of the Contract. In most cases, we can clear up the issue. If not, we will file a grievance on your behalf and proceed accordingly.

### Extended Duty Days and Picked Up/Traded Pairings

- You see that you're running late, and pick up a trip or trade into a trip to try to get something pulled and paid!
- In this contract, language was added that says if your scheduled flying was "publicly posted" to extend your duty day over 12:30 hrs prior to you picking up your next assignment, they will only adjust your schedule for FAR purposes and then you will be required to catch up with your trip (and any legs pulled will be unpaid.)
- You essentially negate your contractual rights if you do this.

### Extended Duties: On last day, you need 12:31 + hrs

Trip B63 dated 01Sep06

| Date   | Flight | Depart | Arrive | Eq  | Blk  | Grnd | Blk | Duty | Cred |            |
|--------|--------|--------|--------|-----|------|------|-----|------|------|------------|
| 01Sep  | 0216   | BWI    | 0708   | 700 | 144  | 433  | S   | (1   | 200  |            |
| 01Sep  | 0216   | SDF    | 1141   | MDW | 1304 | 700  | 123 | 340  | (2   | 140        |
| 01Sep  | 0557   | MDW    | 1644   | SDF | 1748 | 700  | 104 | 1349 | (3   | 420        |
| 01Sep  | 0425   | RIS    | 1818   | J/O | SDF  | 1247 |     |      | 415  | 1355 572E  |
| Totals |        |        |        |     |      |      |     |      | 446  | 1306 1095Q |

So... 13 hr duty means you need 26 hrs free of duty...so...the next day's turn must be pulled with pay or work the turn for 1.5x pay.

### Extended Duties: On a RON, you need 13:01 +

| Date                         | Flight | Depart | Arrive | Eq   | Blk  | Grnd | Blk  | Duty | Cred        |
|------------------------------|--------|--------|--------|------|------|------|------|------|-------------|
| 01Dec                        | 0216   | BWI    | 0708   | 700  | 144  | 433  | S    | (1   | 200         |
| 01Dec                        | 0216   | SDF    | 1141   | MDW  | 1304 | 700  | 123  | 340  | (2          |
| 01Dec                        | 0557   | MDW    | 1644   | SDF  | 1748 | 700  | 104  | 1349 | (3          |
|                              | Rep    | 0425   | RIS    | 1718 | L/O  | SDF  | 1247 | 412  | 810 780     |
| <<The Brown: (502)583-1234>> |        |        |        |      |      |      |      |      |             |
| 02Dec                        | 0901   | SDF    | 0737   | MDW  | 0846 | 700  | 109  | 37   | (4          |
| 02Dec                        | 1980   | MDW    | 0923   | HOU  | 1208 | 700  | 245  | 19   | (5          |
| 02Dec                        | 2481   | HOU    | 1227   | BWI  | 1445 | 700  | 218  | 0    | (6          |
| 02Dec                        | 0705   | RIS    | 1515   |      |      |      |      |      | (7          |
| Totals                       |        |        |        |      |      |      |      |      | 412 810 780 |

So... 13:53 duty X 2 means you need 27:46 hrs off. Either pull those trips for pay during that time or fly for 1.5x pay. (Demo shows a pull for its original VJA pay)

### Extended Duty Compensation

- **Over 12 hrs = Double time (2X)** for any flights flown after 12 hours duty
- **Over 12:30 hrs** = same as above + double the time off spent on your extended duty day. That is the rest time you're entitled to when the pairing ends. If scheduled to work during that time, choose to have the time off with pay or fly legs during that time for 1.5X pay. If you are already scheduled to fly for VJA pay, then your pull will be at 1.5X or fly for 2X
- **Over 16 hrs = Triple time (3X)** for any flights flown after 12 hours duty + same as above.
- **Double/Triple & 1/2 time**= premium pays compound, so 2X with 1.5X gives you doubletime and a half (2.5X)
- **Drug Test**= Call Scheduling and an extra 30 mins to a max of 1:30 hrs will be added to your duty day from your block-in

### Extended Duty Day with back-to-back trips

- If you go over 12:30 hrs duty on any day of your first pairing, then you need double the time off when the pairing ends as stated above
- Doubling your duty day for the required time off may affect your next pairing.
- You must call Scheduling before the end of your affected pairing to exercise your options.
- If you do not call, you automatically receive the premium pay when you fly the next day, but pay protected time off is always recommended!
- Know your options
  - First, double your extended duty day
    - Example: 13:00hrs x 2 = 26:00 hrs.
  - Second, you have a choice to either fly during the next 26:00 hours for one and a half (1.5) times pay or have the flights during the 26:00 hours pulled for your original pay.
- Multiple duty days of over 12:30 hrs will entitle you to even more time off when the pairing ends!
- Remember the difference between duty days here! Look at your trip sheet! The last day of the pairing would need to be at least a 12:31 duty day, any other day of the pairing would have to be 13:01 or greater for the time off compensation because your 30 minute debrief doesn't count!

# The Energy You Bring

## by Michael Broadhead



In dealing with human conflict, Newton's third law might seem to suggest that humans are likely to react to conflict by "attacking back" almost automatically. Newton's law actually supports responding to conflict by using a different method, respect. When respect is inserted into a response of conflict with "equal" force, better things can result. It requires a change of behavior-if you are willing.

It is easy to see (with bad behavior being reinforced in all media today) you should "get even" or "have the last word" strategy in conflict. There is no law of human interaction that supports such a concept. It is one that has been demonstrated, accepted and practiced-without any valid results to justify it. Sadly we see this occur while on duty when crewmembers experience conflict with each other. What requires different and better results are new behaviors that involve forcibly inserting respect into the situation. It can and does work.

Recently I experienced a swift and intense conflict with a coworker. It was during boarding. I was bound to the duties of my job. Only when I could, I removed myself for a brief time and when prepared, I addressed the situation using re-

spect. It kept me focused and calm. I chose not go "Maury Povich" on my coworker, even though I wanted to. Make no mistake, it was not easy, I was angry and scared, but I felt good about how I had chosen to respond. Later in our day, much to my surprise I received a life altering, genuine apology. The issue was now resolved, changed behaviors were used and better results achieved. Lesson learned.

All crewmembers can benefit from the inner wisdom of knowing what we each bring to the aircraft everyday on every flight. As the author of "My Stroke of Insight," Dr. Jill Bolte Taylor states:

***"Please take responsibility for the energy you bring to this place"***

If you find that every day at work you are continually facing conflict with those you come in contact with, it may be time to honestly assess your role in that and what part you own. We all occasionally need to look under all of our rocks, myself included.

Professional Standards provides confidential conflict resolution with duty related conflict in areas of FARs, safety, and Southwest Airlines Company policy as outlined in the handbook. Professional Standards does not assist with complaints about coworkers or collecting money.



### MICHAEL BROADHEAD

is a Phoenix Flight Attendant, and Professional Standards Chair. He can be reached at [mbroadhead@twu556.org](mailto:mbroadhead@twu556.org)

# It Never Goes Away

## by Karen Amos



Social media channels are literally at the tips of our fingers, and many of us utilize them on a very regular basis.

Please remember that statements and pictures that are posted on the internet, and when using social media never completely go away. We want to ensure you have the knowledge to interact on the internet responsibly.

Most companies, including Southwest Airlines, now have Social Media guidelines and policies. Southwest Airlines also has a Communications Team that monitors official Southwest channels on a 24/7 basis.

The Social Media Handbook can be found on SWALife at Tools>Policies>People Policies>Social Media Handbook.



Below is an abridged version of the personal use Social Media Use Guidelines, but to ensure you understand them completely please read the entire policy on SWALife.

*You are responsible for the comments you make on the internet. Use a disclaimer so that your comments are clearly yours and not Southwest's. It is suggested that one use the following disclaimer: The postings on this site are my own and do not necessarily represent the views or opinions of Southwest Airline's Officers, Directors, or Employees's. Employees should strive to represent Southwest Airlines in the best possible light at all times. Confidential information is to be kept confidential. Don't post derogatory or defamatory comments about others. Company trademarks and logos are copyrighted so you have to have permission to use them and finally don't break the law.*

If you any questions after reading the guidelines, please contact **Christi McNeill** at [christi.mcneill@wnco.com](mailto:christi.mcneill@wnco.com).

### Songs about Communication

Lionel Richie: Hello  
Depeche Mode: Enjoy the Silence

### Animals - Please Do Not Let Me Be Misunderstood

Beatles: Help!  
Electric Light Orchestra: Telephone Line

# A look Inside Crew Scheduling

by **Amanda Gauger**

Someone once described Crew Scheduling as a 1,000-piece jigsaw puzzle being put together on a not-so-sturdy card table. Just as the puzzle is about to be finished, someone or something comes along and knocks the table upside down. The Schedulers pick up all the pieces and begin to assemble it again. And again, just as they are about to finish it, someone or something else comes along and shakes the table and all the pieces of that almost finished puzzle are back on the floor.

By the end of the operational day, Scheduling must have that puzzle finished, and sometimes it's well into the night, after all our aircraft are in the gates and all our crews are safe in their hotels, before the Schedulers have that puzzle complete.

## How Scheduling Operates

Scheduling is available 24/7, 365 days. From the hours of 0600-2200 Central, there are ten Schedulers staffed (the a.m. shift is 0600-1400, the p.m. shift is 1400-2200). From 2200-0600 (called the midnight shift), there are five Schedulers staffed. During the a.m. and p.m. shifts, each Scheduler is assigned to work one crew base, responsible for assigning trips to that base's Reserves, notifying crews of changes, covering no-shows, sick leave online, and communicating with Ops and the Inflight base when necessary. During the midnight shift, each Scheduler is assigned two crew bases to complete all the same responsibilities. The fifth Scheduler on the midnight shift is responsible for communicating with Dispatch, fixing trips

for any crews that have cancellations and ensuring crew legalities are checked during the shift.

So on any given day, those ten Schedulers are available to support almost 3,000 Flight Attendants that are out online working (as well as the almost 7,000 who are not scheduled to work).

## When Reschedules Occur

The phrase "you need to see the bigger picture" is one I'm sure many Flight Attendants have heard when they have been rescheduled. At the time, it probably wasn't much comfort when the crew's entire trip was changed—getting into base six hours later than originally scheduled, overnighing in a different city, working more flights or reporting four hours earlier. However, it really is the bigger picture that Scheduling works with every day to ensure every flight has a legal crew, avoiding delays when a no-show or sick leave online occurs, and working with Dispatch when cancellations, aircraft swaps or ground delays occur.

Schedulers make decisions with the best of intentions, based on what information they are given at the time they

are trying to fix various "problems." Problems include cancellations, crews that are misconnecting (inbound flight is delayed, outbound flight is on-time), crew rest issues, curfew issues, etc. Scheduling relies on Dispatch to provide accurate information so the best decisions can be made.

Dispatch also relies on other workgroups to provide them with accurate information. Many

times that information changes within minutes to where a decision has to be made immediately.

For example, a LUV jet and its crew are scheduled to work Midland/Odessa-Dallas-San Antonio-San Diego-Oakland. The aircraft is out of service (OTS) in Midland/Odessa and contract maintenance is fixing it. Initially it was only expected to take about a thirty minute delay, but after further inspection, it's going to be OTS for over three hours. Because of the significant change in time, Dispatch decides to use a spare aircraft in Dallas to put Dallas-San Antonio-San Diego-Oakland back on-time. Dispatch calls



**Crew Scheduling Team Members**

Pilot and Inflight Scheduling and asks for a fresh crew to push Dallas-San Antonio on-time (and on-time is in 25 minutes). Twenty-five minutes is not much time to find a legal crew, modify their pairing and notify them of the change, so Scheduling is scrambling to cover the flight and not take a delay.

So you may be wondering “How does Scheduling decide on what crew to use?” Schedulers look to use the first available crew that is legal to work the flight and will not cause a delay (or cause the smallest delay). They are under pressure from Dispatch and Ops to avoid any sort of delay because of how important our on-time performance is, as well as the impact to our Customers when delays occur. When fixing a problem that requires multiple crews, Schedulers look for solutions that impact the fewest number of crews. (and no, there is no “black list” in Scheduling—they are looking at our trips, not our employee numbers).

### When Bad Weather Hits

When Mother Nature comes calling with snow storms, ice storms, tornados, hurricanes, or any other type of inclement weather, the 1000-piece puzzle turns into a 5000-piece puzzle that the Schedulers are challenged to put together. Stranded crews needing hotel rooms, extra sections needing to be crewed (flights created last minute by Dispatch that are not part of our published service), mass cancellations coming from Dispatch and the phone ringing off the hook are just a few things Schedulers must work to resolve. And during the operational day there are normally ten Schedulers staffed to put the puzzle together. So when the weather gets bad, Schedulers are working under extreme pressure to make sure the operation is covered with legal crews. When the weather significantly impacts the operation (think of all those snow storms in Chicago and Baltimore, or when Las Vegas got snowed-in a few years ago), Schedulers are called-in to help even if they are currently on days off. For those Schedulers already working, staying late (anywhere from thirty minutes to four hours) is required to ensure the Team of Schedulers coming in to work is able to handle the workload turned over to them. Many evenings when bad weather has hit, Scheduling is working to resolve the current day’s operational issues as well as look at the next day’s operation (trips to cover, number of Reserves available, any weather expected).



**Crew Planning Team Members**

Needless to say, when weather hits, Scheduling is busy—buzzing with ringing phones, clicking mouses, cheers when all the cancellations have been fixed and groans when Dispatch decides to cancel more flights. So what can we do as Flight Attendants to help Scheduling out, especially during irregular operations? Hold off on those calls about how much your pairing pays. Keep in mind that, when Lineholder pairings are modified, they will not pay accurately until the pairing is complete, and the Payroll/Audit Team has audited them. Depending on how many pairings require auditing, it could take anywhere from a few days to two weeks. Those pairings that required auditing will have a C or Z label on them which flags them for Payroll/Audit.

Once the C or Z changes back to the same label from check-in, the pairing has been audited, and the Payroll report in CWA should reflect the accurate pay.

I worked in Crew Scheduling a little over four years, and I enjoyed my time there, even through the long hours of cleaning up after snow storms, ice storms, hurricanes and tornadoes. The work Crew Scheduling does is not easy—they are trying to put out fires as they come, putting together that puzzle every day, doing everything with the best of intentions and making decisions that will minimally impact Flight Attendants. Sometimes those reschedules work out nicely, and sometimes they don’t. Just know that the

Scheduler calling you with your changes is working diligently to ensure a legal crew is scheduled on every flight to avoid any disruption to our Customers. And if you’re ever in Dallas, please stop by and visit them—Schedulers LUV to have Flight Attendants come in to see how they put that puzzle together.

### AMANDA GAUGER

is a Las Vegas Flight Attendant and a new Member of the TWU Local 556 Editorial Team.

**Editor’s Note:** I am so excited to welcome Amanda to our Editorial Team. We all look forward to working with her, and for her future contributions. If you have questions for Amanda about Crew Scheduling, please submit them to [communications@twu556.org](mailto:communications@twu556.org).



Seven Dwarfs: Whistle while you Work  
The Andrews Sisters: Nice Work if you can get it  
Michael Jackson: Working day and night

Rush: Working man  
Loverboy: Working for the weekend  
Mick Jagger: Let’s Work

# Go Team Training

by Michele Moore and Denny Sebesta

**T**he Go Team is a diverse group of Southwest employees from many different departments, including Flight Attendant and Pilot Union Representatives, who aid National Transportation Safety Board (NTSB) investigators in their onsite investigation of accidents involving Southwest Airlines aircraft. In order to be part of the investigative team, completion of the NTSB's "Survival Factors in Aviation," a four-day intensive training course is required. It is a graphic, emotional, and sobering experience that underscores the importance of aviation safety.

## Day One

The first day of training focuses on the structure of the investigative team, the responsibilities of each member, statistical data, and a look into how and why the NTSB looks into survivability factors (most aircraft accidents are survivable). There are many improvements in occupant protection that are a direct result from survival factors investigations. This day also included understanding on-scene logistics and how to prepare for the various terrains and locations that may not be easily accessible, even in the best of conditions.

The most intense aspect of our first day at the NTSB training facility was viewing the wreckage of Trans World Airlines flight 800 that exploded after takeoff on July 17, 1996. The partially-reconstructed fuselage is not only a learning tool, but a memorial set aside for the families of the 230 people who perished. It's one thing to view photos, videos, and statistical data, but to walk inside the wreckage, see the enormity of the aircraft, and consider the hundreds of passengers and crew who lost their lives is a truly somber experience.

## Day Two

Day two began with learning how and whom to interview in an accident investigation. Interviews could potentially be conducted in a hotel or hospital room. When delegating interview responsibilities, the NTSB team leader must take into consideration which team member has the knowledge and experience in a specific area to conduct the interview and ask precise questions. In other words, Flight Attendants usually interview Flight Attendants, and Pilots usually interview Pilots. The roles, however, are not so clear-cut when it comes to interviewing passengers. A team member who is also a mother may be asked to talk to another mother whose child did not survive about what she remembers of the accident. It's an intense, emotional process.

## Day Three

The third day of training was more hands-on, involving aircraft seats and restraints documentation procedures, and actual case studies on crash worthiness, aircraft survivability, emergency equipment, search and rescue, and injury documentation. The ultimate lesson from day three is document, document, document!

This day also included reviewing detailed facts collected from the NTSB investigation of U.S. Airways flight 1549 that successfully ditched into the Hudson River on January 15, 2009, including crewmember actions, passenger response to commands prior to and during the evacuation, emergency equipment usage, and detailed photos of the interior cabin. In fact, it was these photos that helped give a clear indication of what caused a severe leg injury to one of the Flight Attendants working the flight. And watching the video of the aircraft being raised from the Hudson River was incredible.

## Day Four

The momentum certainly didn't slow down on the last day of instruction. Additional education and case studies on evacuations, airport safety and emergency response, weather operations, wildlife investigations, and crewmember training capped off the four-day training session—including the data and analysis of Southwest Airlines flight 1248 that overshot the runway at Chicago Midway International Airport on December 8, 2005, which resulted in one fatality on the ground.

No crewmember begins his or her day thinking that something like this is ever going to happen to them, a recurring sentiment in many case studies and accident reports. Ultimately, we as Southwest Airlines Flight Attendants can never be too careful or vigilant in our jobs as safety professionals, or to let even the smallest detail go unnoticed—the most inconsequential-seeming thing could have monumental and disastrous effects in the event of an emergency situation. Furthermore, communication between the entire crew is critical. *If you hear, smell, or see something that concerns you, inform your fellow crewmembers, and don't hesitate to inform the cockpit. It could save everyone's lives.*



## NTSB

**An Independent U.S. Federal  
Government Agency**

**Charged with determining the probable cause of  
transportation accidents and promoting transporta-  
tion safety, and assisting victims of transportation  
accidents and their families.**

## Q3 F.Y.I.s with Kathy Anderson



- According to the Contract, for the purpose of trading with Open Time, pairings may be dropped into Open Time until 2300 local time for all trips originating at or before 0959 local time the following day, and until 0300 Local time for all trips originating at or after 1000 local time of the same day.
- If you self-assign Airport Standby (APSB), it does not count toward your five monthly maximum for APSB. (The APSB preference only applies to Ready Reserves who have an RDV of zero or greater.)
- Reserves who choose to self-notify assignments are required to remain on-call for a change of assignment during your required contact hours. This language can be found under Article 11.4.B "Reserve" of the Contract.
- If you are a Reserve commuter, it's very important to remember that when self-assigning and commuting per Article 33.1 – Commuter Policy, Reserves are only covered when a flight(s) are scheduled to arrive thirty minutes prior to contact time of the first day of the Reserve block. So don't confuse when you must be in your base for contact time with your self-assignment check-in time.
- If you are on a stranded or on unscheduled RON and choose to waive the deadhead to return to your domicile, you are still entitled to receive the one for three RIG.
- If you inadvertently violate an FAR you have 24 hours to submit your ASAP report in order to benefit from the disciplinary protections provided by the program. You may submit the report regardless if FAA inspector is on Board. There is also a hotline number if you do not have access to a computer. It is 866 394 7205 and followed by a written report within three calendar days. The fax number is 866 394 7206. You may also submit the report electronically on SWALife. The form can be found under the 'Crewmember Tools' tab.

### KATHY ANDERSON

is a Dallas Flight Attendant, and a Member of the Grievance Team. She can be contacted at [kanderson@twu556.org](mailto:kanderson@twu556.org) or at 214-640-4319.

# Intent and Interpretation

by Denny Sebesta

Questions come up from time to time about how a specific area in the Contract is meant to be applied.



This is where intent and interpretation becomes very important. For example, the Contract has new language for waiving deadheads, but how does that apply if you become sick after waiving a deadhead? Here are some answers to those types of questions.

**Question** - *If a Flight Attendant waives their deadhead on the first day of a trip, and then has to call in sick, when does the two-hour clock apply? Does it apply two hours prior to the deadhead that was waived or two hours before the push where the Flight Attendant was going to pick up the first working leg?*

**Answer** - The two-hour clock applies to the scheduled departure of the first working leg at the outstation.

**Question** - *If a Flight Attendant waives a deadhead after being stranded or on an unscheduled RON, does the one for three RIG still apply?*

**Answer** - Yes. The Company will continue to pay the one for three RIG, and any other pay associated with that deadhead. In other words, all Flight Attendants who were associated with that leg receive the same pay whether they waive the deadhead or not. The only thing that stops is per diem.

**Question** - *Can another person or source, including hotel staff or crewmember other than Scheduling attempt to contact me on their behalf for any change in my schedule during crew rest on an overnight, and am I required to take direction from that person or source?*

**Answer** - For many, many years, our Contract has outlined in Article 8 that "A Flight Attendant shall not be required to keep the Company advised of her/his whereabouts during the off-duty periods." It also has outlined in our Contract for many, many years that Scheduling carries out the provisions of our Contract Agreement and Schedule Policy. So the simple answer is, no. Contact and information regarding a change in your scheduled flying must be given to you

by direct contact from Scheduling, if you are on your “off duty” time on an overnight.

**Question** - If a Flight Attendant has a partial VJA pairing (example the first three legs in an eight leg pairing) and wants to trade with another whole VJA pairing (from a Flight Attendant or Open Time), will they lose all VJA? (Partial VJA pairings may happen during overlap pulls, or illegality pulls.)

**Answer** - Yes, they will lose all VJA pay for that type of trade because the VJA trading language in Article 12.13 does not apply to pairings in which only a portion of the legs are coded as VJA. The intent for trading VJA for VJA is that the entire pairing is coded as VJA.

**Question** - If a Flight Attendant chooses to exercise their options to fly any portion of a contractual illegality pull for premium pay, then decides to trade that adjusted pairing for another pairing, will the premium pay still apply?

**Answer** - No. The option to fly for premium pay on an illegality only applies to the pairing on the Flight Attendant’s schedule when the decision is made.

**Question** - If a Flight Attendant is entitled to double the time off due to an illegality (duty day over 12:30 hours), that touches their next scheduled pairing and they opt to fly their next pairing versus being pulled, how is the premium pay applied?

**Answer** – The additional half (.5) premium pay would apply up to the point the pairing would have been adjusted to allow for double the time off. Remember, if it’s a VJA pairing, then the .5 premium pay is calculated over and above the time and one-half (1.5) VJA premium, so you would be receiving double time (2.0).

**Question** – If a Flight Attendant picks up a trip from Open Time or from another Flight Attendant at the end of the month and their new month bid award has a trip immediately following it with more than the FAR nine hour minimum domicile break but less than twelve hours, do they have any overlap options?

**Answer** - Yes. There is new language in our Contract under Article 10.9.I, which addresses overlap situations that include picked up pairings. If the Flight Attendant acquires the picked

## CONTRACT EDUCATION

Illegal duty day and due 25:04 hours off. Article 9.2.A.2 states that duty is check to block at an out station.

| Legalities: Duty of 12:32 exceeds 12:30 hours duty at 0112 on 01Apr11 (Leg 4)     |        |                           |          |     |     |          |       |        |      |           |        |      |        |
|-----------------------------------------------------------------------------------|--------|---------------------------|----------|-----|-----|----------|-------|--------|------|-----------|--------|------|--------|
| Trip Fleet: 737                                                                   |        | Time Away From Base: 5602 |          |     |     |          |       |        |      |           |        |      |        |
| Class:                                                                            |        |                           |          |     |     |          |       |        |      |           |        |      |        |
| Trip Type: C                                                                      |        |                           |          |     |     |          |       |        |      |           |        |      |        |
|                                                                                   |        |                           |          |     |     |          |       |        |      |           | Totals |      |        |
| Date                                                                              | Flight | Depart                    | Arrive   | Eq  | Pax | Position | Block | Ground | Meal | Wrk Codes | Block  | Duty | Credit |
| 31 Mar                                                                            | 866    | Rpt 1240<br>BWI 1740      | JAX 1954 | 300 | 136 |          | 214   | 25     |      |           |        |      | 250    |
| 31 Mar                                                                            | 866    | JAX 2019                  | FLA 2127 | 300 | 46  |          | 108   | 19     |      |           |        |      | 130    |
| 31 Mar                                                                            | 866    | FLA 2146                  | TPA 2249 | 300 | 3   |          | 103   | 22     |      |           |        |      | 110    |
| 31 Mar                                                                            | 866    | TPA 2311                  | PHL 0112 | 300 | 53  |          | 201   | 1528   | S    |           |        |      | 200    |
|                                                                                   |        |                           | Rls 0142 |     |     |          |       |        |      |           | 645    | 1302 | 654 D  |
| PHL:1248 Hotel: Crown Plaza Downtown (A/L) #(215)561-7500 Trans: #(215)825-5140   |        |                           |          |     |     |          |       |        |      |           |        |      |        |
| 01 Apr                                                                            | 745    | Rpt 1430<br>PHL 1640      | BOS 1807 | 700 | 118 |          | 127   | 31     |      |           |        |      | 160    |
| 01 Apr                                                                            | 807    | BOS 1838                  | BWI 1955 | 700 | 99  |          | 117   | 34     |      |           |        |      | 170    |
| 01 Apr                                                                            | 807    | BWI 2029                  | MDW 2219 | 700 | 135 |          | 150   | 33     |      |           |        |      | 230    |
| 01 Apr                                                                            | 807    | MDW 2252                  | TPA 0059 | 700 | 134 |          | 207   | 1319   | S    |           |        |      | 290    |
|                                                                                   |        |                           | Rls 0129 |     |     |          |       |        |      |           | 641    | 1059 | 850    |
| TPA:1016 Hotel: Best Western Bay Harbor Hotel #(813)281-8900 Trans: Hotel Shuttle |        |                           |          |     |     |          |       |        |      |           |        |      |        |
| 02 Apr                                                                            | 3685   | Rpt 1145<br>TPA 1418      | PHL 1633 | 700 | 130 |          | 215   | 32     | S    |           |        |      | 300    |
| 02 Apr                                                                            | 3685   | PHL 1705                  | BOS 1833 | 700 | 69  |          | 128   | 20     |      |           |        |      | 160    |
| 02 Apr                                                                            | 2917   | BOS 1853                  | BWI 2012 | 700 | 26  |          | 119   | 0      |      |           |        |      | 170    |
|                                                                                   |        |                           | Rls 2042 |     |     |          |       |        |      |           | 502    | 857  | 662 D  |

Flights flown at VJA that would have been pulled for the 25:04 hours off.

|                                                                       |        |                      |          |     |     |          |       |        |      |           | Totals |      |        |
|-----------------------------------------------------------------------|--------|----------------------|----------|-----|-----|----------|-------|--------|------|-----------|--------|------|--------|
| Date                                                                  | Flight | Depart               | Arrive   | Eq  | Pax | Position | Block | Ground | Meal | Wrk Codes | Block  | Duty | Credit |
| 03 Apr                                                                | 439    | Rpt 1510<br>BWI 1642 | MKE 1842 | 700 | 137 |          | 200   | 32     |      | V         |        |      | 230    |
| 03 Apr                                                                | 439    | MKE 1914             | LAS 2308 | 700 | 119 |          | 354   | 40     | SP   | V         |        |      | 460    |
| 03 Apr                                                                | 439    | LAS 2348             | LAX 0046 | 700 | 128 |          | 58    | 1853   |      | V         |        |      | 120    |
|                                                                       |        |                      | Rls 0446 |     |     |          |       |        |      |           | 552    | 1095 | 810    |
| LAX:1754 Hotel: Sheraton Gateway #(310)642-1111 Trans: Hotel Shuttle  |        |                      |          |     |     |          |       |        |      |           |        |      |        |
| 04 Apr                                                                | 2821   | Rpt 1910<br>LAX 1939 | SLC 2119 | 700 | 83  |          | 140   | 23     |      |           |        |      | 200    |
| 04 Apr                                                                | 2995   | SLC 2142             | LAS 2300 | 700 | 34  |          | 118   | 32     |      |           |        |      | 150    |
| 04 Apr                                                                | 2995   | LAS 2332             | SFO 0053 | 700 | 85  |          | 121   | 1328   |      |           |        |      | 190    |
|                                                                       |        |                      | Rls 0123 |     |     |          |       |        |      |           | 419    | 613  | 540    |
| SFO:1232 Hotel: Hyatt Regency SFO #(650)347-1234 Trans: Hotel Shuttle |        |                      |          |     |     |          |       |        |      |           |        |      |        |
| 05 Apr                                                                | 1633   | Rpt 1355<br>SFO 1421 | SAN 1546 | 700 | 88  |          | 125   | 26     |      |           |        |      | 160    |
| 05 Apr                                                                | 1633   | SAN 1612             | LAS 1717 | 700 | 100 |          | 105   | 40     |      |           |        |      | 130    |
| 05 Apr                                                                | 1633   | LAS 1757             | BWI 2203 | 700 | 134 |          | 406   | 0      | SP   |           |        |      | 570    |
|                                                                       |        |                      | Rls 2233 |     |     |          |       |        |      |           | 636    | 838  | 860    |

up pairing “prior” to bid awards being posted on their board, once Scheduling has adjusted the overlap per FAR’s, then a Flight Attendant has the option to call Scheduling to readjust the overlap to either be pulled to allow for the twelve hour domicile break or to fly what would have been pulled for premium pay. If there is no SIP in the original overlap adjustment, then a Flight Attendant may elect to have the entire pairing pulled or fly it in its entirety for premium pay.

### DENNY SEBESTA

is an Orlando Flight Attendant and TWU Local 556’s Contract and Leave Coordinator. She can be contacted at [dsebesta@twu556.org](mailto:dsebesta@twu556.org) or 214-640-4316.

# Baltimore

## Audrey Stone, BWI DEBM



Congratulations to the Baltimore base for once again receiving the Servant's Heart Award for receiving the most commendation letters of any base. We have received this award for the last ten years, and it's something to be proud of.

In the Inflight office, they have filled all Supervisor One vacancies; most recently with **Janice Pantelides** and **Kim Cupples**. They both bring previous airline experience. Also, we welcomed back **Karen Rayovich**, who was in the office in 2009. I am sad to report that **December Garinger's** smiling face will no longer be greeting us. Best of luck to her in the future, and the base will be filling her vacant Coordinator position. They will also be hiring an additional Coordinator.

As the Baltimore station has increased flights, this has brought a few changes to our terminals as well. At the end of the A pier, there is an Obrycki's restaurant going in (famous for crab). Also, the transition for AirTran to move into our areas (like the ticket counter and baggage claim office) is projected to occur in October.

I want to point out some contractual overlap language that was new to our Contract when it was ratified in 2009. It gives you additional options if you have a trip at the end of the month that is not an original pairing. Article 10.9.I allows a Flight Attendant who picks up a trip at the end of the month (that falls into the overlap period), prior to bid awards for the next month being posted, to be adjusted back to your full contractual twelve hour domicile break. This means if you pick up a p.m. that ends on the second, and bid for an a.m. that starts on the third, and have anywhere from nine to twelve hours in between pairings, you can request a full twelve hour break. If your trip doesn't have a SIP in it, then you can call Scheduling to have the entire pairing pulled or fly what would be pulled for time and a half. If there is a SIP paying more than four TFP, then your pairing will be pulled to the SIP or you can still choose to fly the portion up to the SIP at time and one half. There is a Q and A in the back of the Contract under Article 10 that helps to clarify your options. Know that unlike other overlap options, your "overlap" pairing will *not* "gray out." The Union has had many discussions with Scheduling regarding the intent of the language, and we have been able to successfully resolve each issue. If you have problems exercising your options, please call us.

### AUDREY STONE

is a Baltimore Flight Attendant. She can be contacted at [astone@twu556.org](mailto:astone@twu556.org) or at 214-640-4308.

# Chicago

## Donna Keith, MDW DEBM



Hello to everyone in Chicago!

Hopefully by now you have all heard the news that our base received 53 new Flight Attendants out of class 251 which brings our base up to 1,688 at my last count! This is the first class in over two years that had external hires in it. Please join

me in welcoming our newest Flight Attendants to the line; they are excited to be here and we are excited to have them join our Southwest Family.

During the base orientation for the New Hires, I found out quite a few of these new Flight Attendants are commuters who are looking for lodging. If any of you have openings in your crash pad, please post the information in the binder in our lounge.

There will soon be a new face behind the desk. Please stop by to introduce yourselves and say hello to Chicago's newest Supervisor **Chris Adams**.

With all the bad weather and re-routes, flying and commuting have been crazy lately. The flights are often full and/or delayed so please make sure you understand the commuter policy before you get in the position to no-show.

With all the challenges lately, I would like to commend all of you on your great attitudes, your professionalism, and the way you go about making an unpleasant situation bearable.

Before I sign off, I would like to remind you all that we have also received a revision to our Manual that includes an updated version of our Work and Conduct Rules, which each of you should take a look at as there are several important changes that have been made.

If you have any questions, comments, or need me for any reason do not hesitate to call or email and I will get back to you as soon as I can.

I am grateful for the opportunity to represent you, and appreciate all you do. Have a great summer!

### DONNA KEITH

is a Chicago Flight Attendant. She can be contacted at [dkeith@twu556.org](mailto:dkeith@twu556.org) or at 214-640-4335.

# Dallas

## Karen Amos, DAL DEBM



**H**ello Dallas! Recently there have been quite a few personnel changes in our Dallas Management. **Tisha Hirsch** has transferred to the Training Department, and she will be missed. We also want to welcome our

new Assistant Base Manager **Jeff Simpson**, who comes to us from Orlando. **Linda Zschoche, Jenny McCormick, Kami Gaffin, and Tammi Feuling** have joined the Supervisor One staff. Please take time to welcome them all.

The coupon contest is still underway, and will continue until August 31, at which time Southwest will no longer take "expired" coupons.

## There will be an "800 Differences" training class in the very near future.

Vacation bidding is underway. Visit SWALife > Crew-Member Tools > Vacation Bidding, and then click on the 2012 Vacation Cover Letter to obtain a schedule of the dates that vacation bidding rounds post and close. You might want to print or mark your calendars so you don't miss a vacation bidding round.

If you are requested to respond to a customer letter, at first glance you will read an overview of what the letter is about, however if you scroll down you will see verbiage that reads "supporting document." If you open this portion, it should contain the letter in its entirety so that you can respond appropriately.

Cart training is currently in progress in the Dallas Lounge. There will be an "800 Differences" training class in the very near future.

If you ever have to order wings, please keep your receipt, and if your wings ever break you can show the receipt and get them replaced at no additional charge.

Fly Safe...call me if you need anything!

### KAREN AMOS

is a Dallas Flight Attendant. She can be contacted at [kamos@twu556.org](mailto:kamos@twu556.org) or at 214-640-4309.

# Houston

## Crystal Reven, HOU DEBM



**H**ello *hot* Houston Flight Attendants! The temperatures are rising, and the Flight Attendants in the Houston base have never looked better.

On the base-front, there are no changes in base administration, but as I write this article there is one Inflight Supervisor opening. The office hours are now 5:00 a.m. to 7:00 p.m. seven days a week. Recently there have been a few Fact-Finding Meetings held for UM procedural violations, delays of flight, and theft.

I would like to congratulate all 10, 20, 25, 30, 35 and 40 year Flight Attendants for celebrating your milestone last month in Dallas. You are the Spirit of Southwest, and we thank you all for your service to our great Company.

A benefit raffle and bake sale will be held for the son of Houston Flight Attendant, **Niki Chernecke** throughout the month of July. Please visit [www.stemcellsforsimon.com](http://www.stemcellsforsimon.com) for more information and contribute to this worthwhile and life changing cause.

As you have noticed, the planes are full, which means non-rev and UM travel is at an all time high. Remember to be diligent in your work practices, and take care of each other on and off the aircraft.

The AirTran Integration committee will begin meeting soon, so look to the TWU 556 Web site for the most current 'integration' news. Also, don't forget to submit your ideas to the committee directly by visiting the Union Web site.

Lastly, I would like to extend a huge thank you to the Shop Stewards of Houston who help make my job easier every day. If you see these individuals, please join me in thanking them for their selfless service to you, our Membership: **David Jackson, David Kirtley, Valerie Boy, Jessica Parker, Jannah Dalak, Kelley Martin, Phil Vaughn, Jamie Lynch, Chey Clark, Keith Gordon, Teri Queen, Stephanie Tillman, Latonia Benoit-Paul, Jill Van Der Werff, and Chad Knesek.**

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

### CRYSTAL REVEN

is a Houston Flight Attendant. She can be contacted at [creven@twu556.org](mailto:creven@twu556.org) or at 214-640-4310.

# Las Vegas

**Bryan Orozco, LAS DEBM**



First I would like to welcome all our new Flight Attendants to our base, congratulations.

Please use caution while flying in turbulence. I understand wanting to finish your service, but it simply isn't worth getting hurt (even if it gets turbulent the second you finish pouring your tray). If you feel it is too unsafe to be serving, please take a seat. Call the Pilots for an update, but don't wait to be seated because the injury will be yours.

Some construction news: the first part of the tarmac construction is complete, and the second phase is under way. The third part of this project will begin in about eight months. With phase three, there will be some new concession stands located in the C concourse.

Just a little heads up for all of us that drive to work. Lately there have been police looking for speeders. If you drive in or out on the 215 tunnels watch your speed. The police are clocking drivers entering the tunnel and another police officer will pull over the driver at the other end of the tunnel.

At this time, I believe that we are at full staff with our base Supervisors. **Mona Brinkmann** went from being a front desk Supervisor to our Recurrent Trainer. **Suzanne Stephensen** Chicago Assistant Base Manager will be on loan to our base on a long-term temporary assignment.

Due to a family medical issue I will be limiting my Union time. So for now, if you have any questions, concerns or other needs please call the Union office. I will still be checking my emails and phone messages.

## BRYAN OROZCO

is a Las Vegas Flight Attendant. He can be contacted at [borozco@twu556.org](mailto:borozco@twu556.org) or at 214-640-4344.

# Oakland

**Todd Gage, OAK DEBM**



As I sit here writing this article, I remember why summer evenings in Northern California are the best, 80 degrees with a beautiful sunset. I also know that is not the case across the country. Thunderstorms and hurricanes start to wreak havoc this time of year causing reroutes and unscheduled overnights.

Remember that if you are on an unscheduled overnight, you have contractual options that must be exercised during your debrief back in domicile. Any reroute that adds additional flying to your trip will be paid at time in one half.

TWU International has begun their organizing efforts for jetBlue Flight Attendants. If you are interested in helping out in Long Beach, please contact **Karla Kozak** at [k-kozak@twu.org](mailto:k-kozak@twu.org). She is looking for Flight Attendants who are willing to talk about the benefits of having a Union. No one speaks our language better than we do!

Changes in reporting absent for California Kin Care will take place soon; this will allow Flight Attendants to report with more notice, and ensure that the sick call is converted, so no points are accrued. Stay tuned for more information.

If you still sit Reserve, please make sure you are within two hours driving distance for reporting. Do not try and commute up after your contact hours have begun, this can result in termination if the Company becomes aware.

Please keep in mind, if you self-assign a trip, Scheduling can remove it and assign you something else.

Shop Steward **Doreen Argyropoulos** has been assisting in line writing for the last few months with our Scheduling Committee. If you have any questions or concerns, feel free to leave her a note.

In closing, remember that Facebook and other forms of social media are not the places to trash or spread information about fellow coworkers. Whether they are the worst person to fly with or have stiffed you on paying for picking up a trip, the Company may view this as harassment.

Enjoy the summer Oakland. I will be taking a few vacations during this time, if I do not get back to you within 24 hours, contact the Union Office to have your questions answered.

## TODD GAGE

is an Oakland Flight Attendant. He can be contacted at [tgage@twu556.org](mailto:tgage@twu556.org) or at 214-640-4336.

# Orlando

## Jimmy West, MCO DEBM



There's an old saying that says: 'My job is secure, nobody else wants it.' When I heard it I thought it was a funny saying as I did not work for Southwest Airlines at the time. Take that saying and compare it to our jobs as Flight Attendants at Southwest Airlines. We currently

enjoy the luxury of working for the most profitable airline in the world. We are currently enjoying an industry leading Contract with above average pay scales and quality of life working conditions. The question is why would you remain high on your point total? Why would you call in sick, then show up at a social event and risk termination for abuse of sick leave? The point being made here is come to work when you are scheduled, unless you are sick, then use your contractual right in accordance with our sick leave policy. Know your point status. Any serious violation of your Flight Attendant handbook will un-secure your job, and that 'no-body' you thought wanted your job, will have it.

Since the ratification of Side Letter 8, you should not have to ask or hear 'Who is junior', when an entire Flight Attendant Crew is deadheading. I have received numerous calls stating that Flight Attendants are being pressured or made to feel "bad" for not wanting to volunteer to sit on the jumpseat while deadheading. The most common request has been during an over-sell. Please remember that if you are deadheading you are *not* required to sit on the jumpseat unless you choose to do so. If you choose to remain in a cabin seat and receive un-courteous demeanor from a Customer Service Agent, remember although you do not have to be roommates with them at summer camp, you must remain professional. Please fill out an IR and contact me.

In recent months I have received notices that the check in phone in Orlando was inoperative at times. Please remember if you are 'cutting it close' to check in, either call from your cell phone and explain you are there but the phone is not working, or go to the ticket counter and check in on the CSA computer. If you are just running late, remember you have one free MBL each quarter, or in my case a while back it was a *WBL- I Will Be Late!*

Enjoy your summer!

### JIMMY WEST

is an Orlando Flight Attendant. He can be contacted at [jwest@twu556.org](mailto:jwest@twu556.org) or at 214-640-4311.

# Phoenix

## John DiPippa, PHX DEBM



Greetings Phoenix or should I say Greetings Base of the Year!

As you might have heard, we won the Base of the Year Award for 2010 and with that came a prize. As of this writing, (June 22), the prize that is left is a ceramic sign that says "Positively Outrageous Service."

If you didn't get one yet, stop by the Inflight Customer Service Desk to pick one up.

Seven New Hires joined us from Class 251, which graduated June 17. Besides the fact that this boosts everyone's seniority, it also means that we are finally hiring external candidates again. Hooray!!

## AirTran is tentatively scheduled to move over to our terminal this summer.

For all of the employees that park at the airport, there is a rumor that parking is going to increase to \$60.00 per month. As you might recall, the airport has City Council approval to do this, but as of this writing, I haven't heard any news about a parking increase.

AirTran is tentatively scheduled to move over to our terminal this summer. Please be sure to welcome our AirTran colleagues, who I am sure will like the better food options available.

Speaking of food options, there will soon be some new eateries in the terminal. On June 16, the City Council awarded HMS Host, which is the current vendor with a new contract that will bring in local favorites, such as Barrio Cafe, Chelsea's Kitchen, LGO Pizzeria and Cowboy Ciao.

Best wishes to all and please fly safe out there.

### JOHN DIPIPPA

is a Phoenix Flight Attendant. He can be contacted at [jdipippa@twu556.org](mailto:jdipippa@twu556.org) or at 214-640-4314.



On June 13, 1971, the DALLAS TIMES HERALD ran this article on the Southwest Airlines Co. Pictured below is Sandra Anderson, better known today as number one Flight Attendant, Sandra Bogan.

# Airline Aims at Commuter Market

## *Southwest to Stress Service, Lower Fares, Innovations*

By RICHARD CURRY

Business Editor

AS IMPROBABLE as it at first may seem in a day of widely publicized airline industry problems, a new airline has been established in Dallas and will fly its first scheduled flights next Friday.

Called Southwest Airlines Co., the new line will initiate service with 12 round trips daily between Dallas and Houston and six round trips daily between Dallas and San Antonio.

"We're going to be a fun airline," M. Lamar Muse, President, treasurer and board member, said in his first interview as operating head of Southwest Airlines.

Developed as a commuter-type airline, Southwest will offer these services when it begins flying Friday:

- A basic \$20, one-class ticket, including tax, between Dallas and Houston and Dallas and San Antonio. The rate is about 25 per cent less than present fares.
- Attractive, well designed airport services and aircraft interiors. Hostesses will wear eye-catching outfits featuring variations of both hot pants and hot skirts.
- Basic, dependable transportation featuring quick, no-frills service such as ticketing in seconds in the form of cash register receipts, a variety of baggage handling services and some inflight innovations including 10 "love potion" drinks at \$1 apiece.

MUSE SAYS frankly-and repeatedly-that Southwest Airlines has been developed from its inception around the ideas which have proved to be so successful for Pacific Southwest Airlines, an intra-state commuter airline serving the San Francisco - Los Angeles - San Diego market in California. PSA, established nine years ago, has been profitable every year since its second year of operation and in 1969 earned \$3.5 million on revenues of \$74.7 million.

Southwest is an intra-state Texas airline which will operate under a certificate issued by the Texas Aeronautics

Commission. Because it will never fly beyond the borders of Texas, the airline will not come under Civil Aeronautics Board regulations which cover inter-state air traffic. The point is an important one in assessing the new airline venture for state regulations for such items as ticket pricing and promotions are much more flexible than CAB regulations.

Southwest already has the authority to serve the Houston - San Antonio route, but this route will not be served initially because it does not yet generate sufficient traffic volume to attract another competitor.

ASKED ABOUT possible additional routes in the future, Muse says new routes could go to the Rio Grande Valley, Austin, El Paso, or the Panhandle, but no decisions have been reached on additional routes yet.

The Airline last Tuesday completed a successful 650,000 share offering of common stock which generated some \$7 million net to Southwest for capital. The stock was trading Friday at just above its offering price of \$11 per share. Muse said 100,000 shares were sold in California where investors know the record of PSA.

Largest single shareholder is Rollin W. King of San Antonio, who owns 133,000 shares and whose idea it originally was to establish a Texas commuter airline such as Southwest. Other larger shareholders include Robert S. Strauss of Dallas, the Murchison interests, Charles Kuhn, Ralph S. McCullough, Van Calvin Ellis, Wesley West and Muse himself.

Southwest will initially operate three new Boeing 737-200 aircraft, which Muse describes as the best available to serve commuter-type routes. Each will accommodate 112-passengers in single class seating. The 12 Dallas - Houston flights will be at 1 1/4-hour intervals beginning at 7:30 a.m. on week days, and the six Dallas - San Antonio flights will be at 2 1/2-hour intervals beginning at 7:00 a.m.



M. Lamar Muse poses with Sandra Anderson, who wears the hot skirt variation of the hostess uniform



Miss Anderson poses in Southwest Airlines hostess' uniform to be worn outside the airplane.

ASKED HOW he expects a new untried airline such as Southwest to successfully compete for customers during a period when most airlines are reporting deficits, Muse answered simply that "I think we have better management, better personnel." Asked further if he didn't expect competing airlines to move to meet Southwest's lower air fares, Muse said all planning has been on the basis that competitors would lower their rates. "We feel we can compete successfully strictly on service."

One source outside the airline said that Southwest's break-even point in operating its aircraft will be at 39 ticket sales per flight. He said financial forecasts now call for Southwest to generate \$10 million in revenue its first year with about 45 per cent of the existing market and to become profitable its second year with about 55 per cent of the market.



Miss Anderson dons the hot pants version of the uniform. Colors are various shades of orange.

MUSE MAKES it clear, forecasts are not based strictly on the existing market. He feels Southwest's entry will enlarge commuter airlines traffic in Texas. "We (in Texas) are now at the same place the California market was in 10 years ago when PSA was founded." He wants to "educate" the flying public away from depending on reservations so they will get into the habit of going to the air terminal and expect to easily get a seat on one of Southwest's hourly flights.

Southwest has budgeted a \$700,000 advertising campaign it's first year in

the three cities it will serve. A series of teaser ads now attracts the reader to call a telephone number where a recorded voice tells the caller, "On Southwest Airlines, there is someone else up there who loves you."

Muse has a varied background in the airline industry. He has been president of Central Airlines, president of Universal Airlines, assistant vice president for corporate planning of American Airlines and vice president for finance of Southern Airways.

With many other airlines laying off personnel, Muse said this has been an exceptionally good period to recruit for Southwest's 225-employee[sic] staff. Pilots have an exceptionally long record of flying service, he said.

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## Grievance Update

### by Allyson Parker-Lauck



"It's just a number"... I'll never forget the day our former Grievance Chair **John Parrott** was training me on how to run the weekly grievance report. I was a bit overwhelmed at the task at hand, and when I saw a report indicating 165 grievances, I asked him, "How on earth do you keep it all straight?" He responded, "It's just a number, you work each case individually." I considered the time and effort that would go into resolving so many grievances, and didn't see how it could be done. This was in April of 2009, and within a few weeks, we'd ratified a new Contract, and the number of active grievances ballooned to almost 200. It quickly became clear that we needed a good plan to get our grievances under control.

That plan was developed, and we aggressively began working really hard with the Company to come to settlement agreements, scheduling Board of Adjustment, and Arbitration hearings. The final result? As of the June 17, 2011 weekly grievance report, we now stand at only 85 active grievances. Keep in mind, the flow of new grievances hasn't slowed down. I attribute this to our Grievance Team doing excellent research and working hard to achieve settlements and resolution, the Executive Board for making sound decisions on the merits of each case, and the commitment of both the Union and Company to seeking common ground.

We have reached several significant settlements in the last few weeks. First, the Company agreed to settle three of our grievances related to CWA outages during the initial release of Open Time. This resulted in a monetary award for many of the named grievants. We still have two outstanding grievances on this issue. We would much rather work with the Company than put these grievances in the hands of an Arbitrator, since Arbitrators tend to side with Management on contractual issues (they tend to side with Unions on discipline grievances).

We've settled grievances that clarify procedures for an extended duty day immediately preceding Recurrent Training, processes for changes to Charters during the bidding period, created a new and more fair procedure to handle overpayments, and made several big gains in a grievance settlement that clarifies Reserve and Lineholder compensatory days.

#### ALLYSON PARKER-LAUCK

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

# Uniforms

by **Crystal Reven**

Since the April issue of *Unity*, I have received a lot of questions and feedback about our new supplier and their products. I am so happy to hear from so many of you, and I share your excitement for our supplier change to Lands' End.

The pictures printed in *Unity* were of the samples Lands' End brought over for what they currently considered "stock" items. These would be the pieces that would be the closest comparison to our current uniform pieces and would not require design time. When our current Cintas inven-

## There are no plans at this time to phase out shorts.

tory runs out, we will transition over to Lands' End. These pictures caused quite the flurry of questions, speculations, and unfortunately some misguided information started by people that simply did not know what they were talking about. Right now, the details of how the transition to Lands' End comparable items will be handled has not been ironed out. Once our plan is in place, you will receive a thorough communication about any upcoming changes. To put one major rumor to rest: there are no plans at this time to phase out shorts.

I have, and will continue to compile the most commonly asked questions, concerns, and myths that I receive from Members regarding uniforms for you to review on the Union's Web site. It is my hope that this information will correct any speculation and misguided information you may hear online.

Although I am not directly involved with the Appearance Standards aspect of our Uniform, I feel compelled to inform you that you will soon see a more aggressive stance taken by our Base Supervisors. Please familiarize yourself with the Appearance Standards section of our Flight Attendant Handbook. These standards apply to every one of us.

Please visit the Uniform Committee page on the Union's Web site for the latest information about our uniform. Send me your questions, suggestions, and concerns regarding our uniforms to [uniforms@twu556.org](mailto:uniforms@twu556.org).



# True Stories

by Lyn Montgomery

When we left off from our last issue, Ella had been contacted by her Supervisor to discuss her use of props during her emergency briefing. As Betsy, Ella's Union Shop Steward would learn at the meeting, Management had previously discussed using props with Ella. Management issued Ella a fourteen day suspension for her use of props during the emergency demo, and for failure to follow their previous instruction. Ella asked her Union advocate Angie to file a grievance in hopes of getting the discipline reduced or removed.

Unfortunately, the Step 2 Meeting did not go as Ella had hoped, and the higher level Manager had determined that no new information had been provided, and that the discipline would stand.

Ella insisted that she had not done anything wrong, and asked Angie to bring her case before the Executive Board to determine if the case had merits, and then to possibly proceed to a Board of Adjustment (BOA) hearing. Angie prepared her case packet which included a personal statement from Ella, her screenshots, work history, Irregularity Reports, Contract Language, Work and Conduct Rules, and any other information.



While creating her case packet, Angie investigated the allegations Management wrote in the discipline letter. Angie was curious about the discipline Ella had been given. When writing discipline letters, Managers should state the precise charges and indicate the exact Work and Conduct Rule that has been violated. Ella's letter did not contain a Class violation; instead it cited a phrase that was pulled from the preamble explaining the Work and Conduct rules. Each rule that is violated has a level of disciplinary action. Progressive discipline is progressive within each class. Ella's discipline did not have a schedule of progressive discipline since a specific discipline class was not cited. Her discipline was extremely harsh considering that Class II violations often start with a six day suspension, and these violations include destroying Company property, fighting or endangering the lives and safety of others. Ella's use of props during her safety demo was one way she provided Positively Outrageous Service to win over more Customers. Not, in her mind, a safety risk or negatively affecting the public perception of Southwest Airlines. Angie also learned during her investigation, that other Flight Attendants enjoyed flying with Ella because she was a very hard worker. She always went the extra mile, and had acquired many good letters from both external and internal Customers. Angie included this information in her Board Presentation packet. She also included the Company's argument using the discipline letter as her guide, and she presented that the Company was just in rendering their decision, as Ella had been previously counseled and a fourteen-day suspension was appropriate due to the fact that her acts were deliberate and egregious. The Union must carefully weigh all facets of a case, including Management's position.

About a month later, Angie called Ella and gave her the good news. The Union would be proceeding on her case! This meant

that soon her case would be assigned to a team who would prepare and present her case before a panel at a Board of Adjustment hearing.

A Board of Adjustment hearing is a contractually agreed upon step in the grievance process that allows the Company and the Union to have a grievance case heard in front of a panel. The goal is to obtain resolution when attempts to settle the grievance through discussion and negotiation have failed. The hearing is held on a rotating basis at the Southwest General Offices and the Union Office. Each side presents opening arguments, witness testimony, evidence and closing arguments in front of a four-person panel. The BOA panel is made up of two Company representatives and two Union representatives. The representatives have attended a training session to understand the appropriate elements to look for in such hearings. Once the closing arguments have been heard, the panel will adjourn to deliberate and each panel Member will either vote to deny or sustain the grievance. If the grievance is denied, the discipline would not be removed; however, if the grievance is sustained, the discipline was not given justly, and a remedy will be provided. Remedies can vary with each individual case. The discipline can be removed or reduced, it cannot be increased. Back pay for lost time is *sometimes* awarded.

Ella's Board of Adjustment hearing was scheduled and the preparation for the hearing began. Ella was now working with a Union Advocate Team who would be preparing and presenting her case at the BOA. Sitting first chair for this case would be Sherry. Along with the other team Members, Sherry will

## REAL FLIGHT ATTENDANTS, REAL STORIES

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be writing, preparing and presenting opening arguments, witness testimony and closing statements for this hearing. Ella and her Union Advocate Team work face to face at the Union office in Dallas reviewing the events in question and preparing her testimony. Other witnesses, such as the crew Ella flew with that day may be called to come testify as well. Many days of work went into the preparation for her case.

The day of the BOA, Ella is slightly nervous, but as the hearing gets underway, she feels less anxious. The Company's representative starts with their opening statement and then on behalf of the team, Sherry presents our statement. "Wow," Ella thought, "They are really prepared with my case." Ella was so impressed by how organized and capable her team was.

Both sides put on a strong case with Managers testifying for the Company and Flight Attendants and Union officials for the Union. Management claimed that Ella's actions warranted a fourteen-day suspension since she had previously been counseled for the very same issue. Her actions affected public perception of Southwest Airlines and therefore the grievance should be denied in its entirety. The Union presented other cases when a Flight Attendant had performed similar actions to Ella but received a much lesser discipline. The Union also brought forward Ella's excellent work history and good Customer letters. Even the Company's position on the fact that the toilet seat cover was distasteful was challenged when Ella demonstrated her Emergency PA herself. As she placed the toilet seat cover over her head smirks turned to boisterous laughter as members of both sides could not hold back. Each side gave strong closing arguments and then the panel began its deliberations.

After deliberating for several hours the panel came back, two for the Company and two for the Union, a deadlock.

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This was neither a win nor a loss. Ella was frustrated that there was no answer yet, but felt compelled to take the time and effort to proceed to the next level of the grievance process: Arbitration.

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### 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](mailto:lmontgomery@twu556.org) or 214-640-4317.

# Scheduling Committee

by **Lisa Trafton** and **Don Shipman**

We have all noticed lately how the pairings have changed, and not necessarily for the better. The Scheduling Committee is working with Inflight Crew Planning to test various scenarios that we expect will create more desirable pairings. Your Union and Management clearly understand AM pairings that release late (after 1700 local) and PM pairings that start early (before 1300 local) are not beneficial to Flight Attendants or Crew Scheduling. Not only do these pairings sometimes cause bad moral for our Flight Attendants, but also they clearly have the potential to cause staffing concerns for Scheduling. For example, a number of pairings currently cannot be assigned to AM/PM Reserves because they are so poorly built.

A software setting change that occurred in the fall of 2009 when Southwest Airlines cut hundreds of early morning and late night flights contributed to the poor pairing quality you see today. When we began adding that flying back into our schedule in mid-March, we began to see the full negative potential of those changes.

It takes a few months of testing and tweaking before changes can be made to a schedule currently in progress (remember, we bid a month in advance too). In the fall, when we enter another reduced schedule, we will continue our work with Inflight Crew Planning and members of Management to make your quality of life better.

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### DON SHIPMAN AND LISA TRAFTON

are cochair of the TWU 556 Scheduling Committee. Don is a Chicago Flight Attendant and Board Member at Large. He can be contacted at [dshipman@twu556.org](mailto:dshipman@twu556.org) or at 214-640-4332. Lisa is a Houston Flight Attendant, and can be contacted at [ltrafton@twu556.org](mailto:ltrafton@twu556.org).

# Financial Update

by John Parrott



This month marks the one-year anniversary of the new dues system. Though the conversion was quite a process, I am very pleased to report that we've collected over \$386,000 in outstanding dues over the past twelve months. I am

continuing to work with our developer on the e-billing feature, and how to move delinquent Members through the collection process. We have heard from many of you that you like getting a monthly statement showing what you owe.

We receive many questions from Members regarding statements they have received. The two most frequent questions are "Why do I owe?" and "I thought you took this out of my check?" The vast majority of Flight Attendants owe dues because they didn't fly enough trips to collect the dues from their paycheck. Once the pay period has passed, we are unable to process delinquent dues from future checks.

There are several ways to pay your bill: you can mail in a check, pay by credit card on the TWU Web site, or we can process a credit card payment over the phone.

We get a lot of questions each week. Often, the calls are simply to clarify rumors. The number one rumor we hear is that we are operating in the red. We actually have a surplus (not a deficit) of \$274,000 this year, and still have six months to go. Again, I mention this only because we have heard that a handful of our Members have been making false statements regarding the financial health of the Union. The Executive Board reviews our financials on a monthly basis, and has approved them through April. They review every check that is written, and every expense that is paid. For example, they will review the May financials in the July board meeting. During the Membership Meetings, Members review the most recently-approved financials.

Don't listen to hearsay and rumors—these are the facts. The truth is what keeps our Union strong.

## JOHN PARROTT

is a Dallas Flight Attendant and TWU Local 556 Treasurer. He can be contacted at [jparrott@twu556.org](mailto:jparrott@twu556.org) or 214-640-4304

# CISM Celebrates 15 Years!

In 1996 Inflight CISM, known at the time as Special Services, held its first annual training! The committee was developed by two compassionate Flight Attendants **Sheri Hightower** and **Julie Brant**, and started with just sixteen Flight Attendant peers.

The CISM Team currently consists of 53 active Flight Attendant peers, representing all eight domiciles. The Team is trained annually in April using the Mitchell Model, the most respected CISM training model in the world. Some Flight Attendant peers have also attended specialized training in suicide prevention, stress management, grief training and CISM involving children.

In 2010, the CISM Team responded to over 550 Inflight incidents. The Team averages two to three phone calls per incident and log many hours of phone time. Some examples of the Incidents we responded to are aircraft accidents, aircraft evacuations, assault on crewmembers, suicide attempts, inflight injuries, Flight Attendant hospitalizations, medical emergencies, and loss of life.

CISM is completely confidential and has someone on call 24 hours a day to assist with traumatic events. In addition to responding to daily incidents, the CISM Team partners with the Care Team in assisting the Flight Attendants who are involved in an aircraft accident. TWU Local 556 and Southwest Airlines jointly support the CISM Team.

We look forward to the future with AirTran and celebrating the next fifteen years as a committee!



## EILEEN RODRIGUEZ

is an Orlando Flight Attendant and is the Chair of the CISM Team. She can be contacted at 214-592-3014.

## Songs about Money

Dire Straits: Money for nothing  
Dolly Parton: 9 to 5

Steve Miller Band: Take the Money and run  
Donna Summer: She works hard for the Money  
Liza Minnelli: Money, Money

# We Are The Union of Southwest Airlines Flight Attendants



If there was any doubt.