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# unity

THE MAGAZINE OF TWU LOCAL 556



**WHO ARE YOU?  
IS YOUR PREFERRED SCHEDULE  
DETERMINED BY YOUR PERSONALITY?**

**BEING CONSISTENTLY CONSISTENT HELPS**

Volume 4, Number 2  
FALL 2011

# Taking a Look at Who You Are

**T**his issue of Unity is really late, and I am terribly sorry for that. On October 6, I had surgery on my rotator cuff to fix an impingement issue, and I *greatly* overestimated my ability to get back up and back to work. I would like to thank **Amanda Gauger** and **Justin Whittington** for their help editing articles for this issue. Also, while I am tossing out kudos, I would like to thank **Erich Schwenk** for his assistance in keeping electronic communication, including the live Web cast, coming to you.

When I worked at Walt Disney World, there was always some class that we had to attend for various reasons. (There were also meetings about trashcan placement; I'll save that story for another time!) One class that stood out in my mind had to do with different personalities, recognizing your strengths and weakness and understanding how other people relate to your personality type.

It was in this class, sixteen or so years ago that I learned exactly how black and white I was in my life. In my world, it was either yes or no, right or wrong, up or down. This class opened my eyes to this personality trait, and ever since, I have worked to find more common ground and gray areas that allow me to listen to and accept others' ideas and opinions. It's not always easy.

I was finally able to locate a similar personality test that we would be able to publish for our Members. This version is very scaled down, and the results are not nearly as detailed as the test I took years ago, but in my opinion it is still worthwhile. I want to thank Rosemarie McKay from *Quizilla.com* for her help obtaining the quiz, and simpli-

fying the formula. Keep in mind that the test is only going to be as accurate as your answers, so try to be honest with yourself.

Switching gears slightly, I was recently told that the Union doesn't argue enough with the Company. This comment made me really think about the relationship we have with Management, and frankly, I like how things are going. Think of two schoolyard bullies bowed up and ready to fight each other. As they dance around pounding their chests, nothing is accomplished. We agree enough to engage in discussion, and disagree enough that discussion is warranted. If either party were to stop talking to the other, we would all be in trouble.

Finally, I wanted to let you know that I am copied on all of the emails we receive through the TWU Local 556 Web site. We do this so emails can be tracked and responses recorded, in order to identify trends and issues that affect our Flight Attendants. One such issue that we are seeing over and over is the preservation of Southwest Airlines culture. If you are one of these people who are concerned, what you are doing to keep the culture alive? I would love to hear your suggestions for protecting Southwest's culture. Shoot me an email to [communications@twu556.org](mailto:communications@twu556.org), and I will publish some of them in the next issue.

This is the last issue of the Unity for the year. I wish each of you a very happy holiday season. Here's to 2012!



*Kyle*



**unity**  
THE MAGAZINE OF TWU LOCAL 556



**Unity** is the official publication of  
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Submit all comments and letters to [communications@twu556.org](mailto:communications@twu556.org). Connect with us on **Facebook**, or follow us on **Twitter** (@twu556).

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# FALL 2011

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On the back cover.



We would love to hear from you regarding this issue of *Unity*. If you have feedback, please send your comments to [communications@twu556.org](mailto:communications@twu556.org). I hope to hear from you.



Phoenix Flight Attendants: Tim McKinley, Kristi Delgatto and Judy Murphy-Ward

## The Weekly Report

Transparency seems to be a big buzz word right now in the business world, and here at TWU Local 556, we are working to provide you with a look into the work that we perform on your behalf, including the Weekly Report, which is available on the Union's Web site. Every week, we send a reminder to every Executive Board Member, Office Team Member, and committee chair asking them to provide you with a look at some of the work they have accomplished over the previous work week. Posting to the Weekly Report is voluntary; however, many of those who are paid by the Union participate.

At the bottom of the pages in this issue of *Unity*, we have added the most recent posts from the past month. (Some of the posts had to be shortened due to space limitations.)

# Your Union's Hard at Work For You.

**Thom McDaniel**, TWU Local 556's President provides updates on just a few of our many efforts.

**A**s we move through the complex challenges your Union is currently facing, it is more important than ever that our Members stay informed.

As you know, we have reached a Process Agreement with AirTran Airways and Southwest Airlines regarding Seniority List Integration (SLI). This is not an SLI Agreement; however it does lay down the groundrules for negotiating an SLI Agreement.

We have received some inquiries as to why this Process Agreement is necessary considering the requirements already built into the law. The Process Agreement is necessary to provide a structure for moving forward to ensure that we are able to complete SLI within the time frame required by law. We have established a time frame for direct negotiations, mediation, and arbitration if necessary to be in compliance with federal law and to try to work within the parameters for Company expectations to begin transitioning AirTran Flight Attendants to Southwest Airlines.

In addition to the timeframes and structure for SLI Negotiations, Southwest Airlines has also agreed to pay for the trip pulls and hotels for our Flight Attendant SLI Team Members to accomplish the SLI Negotiation process and for arbitration if necessary. As we know from past experience, negotiations and arbitration can be incredibly expensive. This is the right thing for our Company to do, and will eliminate a huge financial burden for your Union and allow us to continue maintaining a strong treasury to provide Membership services.

Your Union and AFA Council 57 have also agreed to a very aggressive bargaining schedule to try to reach an agreement. While we have not reached any further agreements regarding SLI, both Unions have agreed to update our Members at the end of each session.

Your Union is also currently negotiating Overwater and International Flying with Southwest Airlines. Your Negotiat-

ing Team has done extensive research, including surveying our Members, and is presenting comprehensive proposals to Southwest Airlines to ensure that all issues involved in these areas unique to our airline are addressed for our Members. We have agreed to a very aggressive schedule with Southwest Airlines in an attempt to reach agreement about the completely new and unique aspects of this flying for our workgroup.

Finally, please remember that the TWU Local 556 Web site and publications are your best source of information. We continue to get questions and dispel rumors about issues that have been posted on our Web site for several months. Please take a few minutes to visit our Web site and read the most current information about SLI Negotiations and Overwater/International Flying. We have received some complaints that people haven't found the most current information on the Web site. Please remember that the process has been moving slowly, and this is the most current information we have. Like anything worth doing, this is worth doing



right, and the negotiation on both of these important issues will take some time. Please don't rely on rumor, forum chatter, or galley/flight deck/bar talk. We are updating official Union sources at the end of every session and when we do have something substantial to report, we will send out mass emails.

Congratulations and welcome to Class 253 who graduated New Hire Training and went on line October 14. We hope

you have a long and happy career with Southwest Airlines and as future TWU Local 556 Members.

On October 24, TWU of America has filed with the National Labor Relations Board to represent the Flight Attendants of Virgin America. Please encourage them to cast a vote for a strong Union, and a voice in their future when you see them in the airport and on overnights.

Remember, an informed, involved, and yes, patient Membership is the key to our success. Thank you for your support and commitment to our future.



# Uniform Update

by **Crystal Reven**

Fall is upon us and soon cold weather will be too. Some of you have had orders in with Cintas for one or both of the outerwear options since late spring. We are told that Cintas should have these orders filled by the end of October. Similarly, Lands' End will begin producing the new Metro Jacket almost immediately. Because it takes a few months for production, get your order in as quickly as possible to be one of the first recipients of the Lands' End version of this great piece. Keep in mind that the Cintas version ran big but the sizing of the Lands' End version should be what you would normally purchase in a retail store.

Last month it was brought to my attention that the wool dress pant option was removed from the Cintas Web site. While this was an attempt on Cintas' part to create fewer pants for Southwest Airlines, they have agreed to put it back on the Web site for ordering. Currently, some shirt sizes are also depleted due to Cintas not keeping them in stock. Southwest Airlines has to purchase anything created with our logo on it, so Cintas has been instructed by Southwest Airlines not to restock certain uniform pieces after they are depleted. Southwest Airlines, your Uniform Steering Committee and Lands' End are working together to come up with a quick solution.

As you may know, the white polo is approved to be worn with the navy uniform dress slacks. With this decision, all Flight Attendants will have another option when pairing uniform pieces together, allowing for greater flexibility. As a reminder, the Canyon Blue polo is only approved to be worn with khaki pants and shorts, and the uniform blazer is not approved to be worn with any of our polo shirts.

Inflight Supervisors continue to do appearance checks in the lounges, and while on announced and unannounced audits. Please familiarize yourself with our appearance standards in the Flight Attendant handbook on SWAlife. Please re-



member that feathers and other permanent hair accessories are not permitted to be worn while in uniform.

Every day, I receive emails from Members with ideas, concerns, and questions regarding uniforms. Many of these questions have to do with Cintas orders. If you have 'order' related questions, the best resource is to contact Cintas directly at (800) 889-0252.

# COPE

by **Susan Kern & Gwen Dunivent**

What an interesting year 2011 has turned out to be - that is, if you define interesting as a debt ceiling crisis, a two-week FAA shutdown, the Wisconsin 14, voter registration laws (that should rightly be called voter suppression laws), recall elections, and the occupation of Wall Street (just to name a few!). Even if you have previously paid no attention to our political system, it's been very difficult to ignore what's been going on and remain unaffected.

One thing is apparent - the 2010 midterm elections ushered in some major changes to the "politics as usual" and they haven't all been for the best. Organized labor has taken the biggest hit seen in decades with the attacks on working class and particularly our schoolteachers, firemen, and policemen. State governments have systematically laid "blame" for faltering economies at the feet of unions yet done nothing to improve the lives of middle class America and ease unemployment.

With so much talk and press about politics, it would be natural to want to turn a deaf ear or a blind eye to current events. It's something that many people want to ignore, or pretend doesn't matter. You may be thinking, "Oh my little vote won't make a difference" but you are wrong. We are entering a major election cycle and if the past year and

a half has taught us anything, it's that we need to pay very close attention to the campaign promises, voting records, and election finances of the people who are running for office. We need to take a look at what really impacts our working lives and what matters the most to us and our families. Are schoolteachers and policemen really the cause of our financial woes, or are our elected officials simply using them to "balance the budget" at our expense?

A recent Supreme Court ruling has turned the whole campaign finance game upside down. Large corporations with huge bank accounts will now be able to contribute to candidate's campaigns, creating SuperPacs which can purchase incredible amounts of TV and radio airtime.. Who are they looking out for? Are they looking out for your average Flight Attendant? No. By and large they are looking out for their corporate sponsors. It is *critical* that each and every one of you become involved, become engaged in the conversations which have such a huge impact on our lives. Regardless of your position on the issues, make sure you make an informed decision and encourage your friends and family to engage in the process. We cannot afford to let corporate America take over our country. Our Constitution begins with the phrase "We the people...". Let's make sure it stays that way.

# What to Know and Expect During a Medical Leave

by **Denny Sebesta**



**O**ur Contract provides protection for many different types of leaves, including a Medical Leave for your own mental or physical health condition if the need arises. If you are planning a little nip/tuck for cosmetic reasons, don't even think about applying for a Medical Leave—elective cosmetic surgery is not considered a medical necessity.

The first thing you need to know is the difference between requesting a Medical Leave and FMLA. Medical Leave is requested and approved through your Inflight Base Leadership

FMLA is highly confidential and governed by federal law. It is only processed through the FMLA Compliance department within Southwest Airlines. You may request FMLA but are not required to; however, if you have the qualifying hours, your FMLA hours/days will be used and run concurrently with any leave, including an OJI. The Inflight Base Leadership will never know the reason for your medical condition.

Why request a Medical Leave versus FMLA? If you prefer a simpler process or do not have the qualifying hours to be eligible for FMLA, then a Medical Leave may be the option for you. Remember since a Medical Leave is requested and approved through your Base Leadership, they will have some knowledge of your medical condition. Confidentiality on the base level is just as important so, information should be on a need to know basis only. Ultimately, if you qualify for both, it's up to you to decide which direction you feel most comfortable.

## Here are the steps you take to get the process started:

**Requesting Medical Leave** – This leave of absence is for your own mental or physical health condition that lasts more than 14 days. The 14 days are calculated by counting day one from the day after the initial sick call. For example: first sick call is a 3-day pairing, start counting on the first day after that pairing.

Give advance notice; however, if your leave is unexpected, contact your Base Leadership or Leave Specialist as soon as you know to cover any days you may miss from work. Asking for it after you missed work may put you in jeopardy of accruing attendance points.

Submit a written request for the leave and attach your doctor's statement to it. Make sure that your doctor's statement includes a sufficient description of the reason for the leave, including a begin date and return date. Don't worry, if your doctor determines you need to be off longer, your return date may be extended with written confirmation from your doctor. A sufficient description is very important for the Base to determine the need, but doesn't have to go into great detail. For example, "Sara is unable to work due to surgery and complications of the (fill in the blank)" or Jack is unable to work due to a sprained (fill in the blank)."

Never assume the base received any paperwork faxed from your doctor's office. It is up to you to follow up with the base to make sure the paperwork was received.

Remember to call in sick to Scheduling for any assignments on your screen until your Medical Leave is approved!!

**Receive Medical Leave Packet** – After requesting your leave, the Base Leaders/Leave Specialist will email you a Medical Leave packet directly to your Southwest Airlines email account. This includes some important information, so check your email regularly. If you don't receive this email, contact your Base Leaders or Leave Specialist immediately. Be sure to read through the packet as it will answer many questions for you including; reporting sick calls, pay on leave, vacation, continuation of healthcare benefits, return to active status, Recurrent Training and Flight Attendant responsibilities while on a leave.

**Pass Privileges** - You will be asked to turn in your Company ID while out on Medical Leave; however, you and your qualified dependents will be eligible for one roundtrip Space Available pass during your leave. These passes should be requested through your Base. You and your dependents may also travel on buddy passes.

When you are released to return to active status, your Base will work with you to ensure your ID is promptly returned.

Finally, communication is the key, so stay in touch with your Base Leaders or Leave Specialist. If ever in doubt about something, call them and ask questions.

## 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 at 214-640-4316.

# Grievance Update

## by Allyson Parker-Lauck



As of the October 10, 2011 grievance report, the Union had 95 active grievances: 21 termination grievances, 22 group grievances, 9 non-termination discipline grievances, and 43 individual contract grievances. As you can see, 65 of our 95 grievances are contractual disputes with the Company, and these are the most difficult to resolve. Due to our focus on getting these cases resolved, the total number of these cases has been reduced by nearly twenty percent over the last year.

In mid-August, the Company notified the Union of their intent to add an additional row of seats on the 700 aircraft, and possibly on the 300s. Additionally, the Union was briefed that as AirTran 700s are moved into the Southwest fleet, they will be converted to the Southwest interior with the additional row. The Union feels strongly that this is a violation not only of our Contract, but also of past practice. In the 1980's the Company had three Boeing 727s in our fleet with a seating capacity of 149. The Company and Union negotiated a separate override for these airplanes. Over the years there have also been transitional aircraft we've acquired from other carriers that had more than 137 seats, but Southwest capped boarding at 137, demonstrates the Company's understanding that passengers in excess of 137 requires negotiations with the Union. Most recently, the override ratio for the 737-800 that was negotiated in our Side Letter 7 was also based on the current ratio of passengers to crew. Hopefully this issue will be resolved before we see the first conversion. The Union requested Expedited Arbitration, but the Company refused, so we must wait out the 60-day period to bypass Board of Adjustment and proceed to Arbitration in accordance with Articles 19 and 20 before the case will be heard before an Arbitrator.

Lastly, Flight Attendants are still being terminated at an alarming rate for not fulfilling their Reserve obligations in accordance with Work and Conduct Rule, Class I, #17. If you are on Reserve, and you are not in your domicile, and it takes an airplane or more than two hours of driving to get there, you could be subjecting yourself to possible termination. The Company is investigating every Reserve sick call, and if they can prove that you were not within two hours of driving distance from your domicile, you will find yourself on the other side of your Base Manager's desk at a Fact-Finding Meeting.

### 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

## Q4 F.Y.I.s

### with Kathy Anderson



If you experience any Open Time abnormalities or error messages, take a screen shot. Most computers are equipped with Print Screen capabilities. Open Time is fluid and constantly changing; therefore we cannot go back and capture what you saw at the time of your transaction. For more on this subject, please refer to Erich Schwenk's article in this issue of UNITY on page 17.

- When you call in sick for a pairing, you will not receive any RIG pay for the pairing.
- If you pickup or trade a pairing over your vacation and then call in sick for that trip, you will not be paid for that trip.
- Even if you are a lineholder, you can be rescheduled at any point during your pairing, which includes being assigned additional flying during the 30 minute debrief at the end of your pairing.
- Please remember you don't have to answer your phone while on your RON (it doesn't matter if you are a reserve or lineholder); however, if you do answer the phone and actually speak to Scheduling or return Scheduling's call, you are liable for the assignment.
- The Company may be able to identify the location or region from which you are processing your transactions by looking up the IP address associated with your computer or smart phone.
- You are responsible for calling in sick to Scheduling while waiting for approval of a Leave request, such as Medical, FMLA, OJI, etc.
- Any outstanding balance on an assessment fee can be taken from your first paycheck upon returning to work from Leave, however, Union dues must be paid separately.
- Notices of Planned CWA Outages are located on the bottom right hand corner of the CWA Inflight Home Page under the heading of "Upcoming System Outages." Do not expect to see these notices in the RBF section.
- If you are released from Airport Standby, that does not necessarily mean you are released from Reserve for the day. Always ask what time you are good for contact.

### 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.



# The Ins and Outs of ASAP

TWU Local 556 First Vice President **Michael Massoni** answers frequently asked questions about the Flight Attendant Aviation Safety Action Program.



## DOES A FLIGHT ATTENDANT HAVE TO SUBMIT AN ASAP REPORT?

The program is completely voluntary; however, it is very beneficial for the Flight Attendant and Inflight if an ASAP report is filed for any safety information, incidents or event experienced. Filing an ASAP report provides information about safety hazards that otherwise would not have been known. With this, the ASAP Event Resolution Committee can make recommendations on safety “fixes” therefore creating a safer work environment. It also allows tracking and trending to be done to see if safety issues are isolated incidents, more prevalent in certain areas or stations, or systemic (in need of procedural fixes).

## DOES THE ASAP REPORT TAKE THE PLACE OF AN IRREGULARITY REPORT?

The IR program and the ASAP program are completely separate and each may be filed as a standalone. There are instances when an IR and an ASAP report could be completed. Additionally, if you are completing an IR and an ASAP report, there is a box in the IR program indicating that an ASAP report has been or will be filed.

## WHAT ARE THE PERSONAL BENEFITS FOR PARTICIPATING IN THE ASAP PROGRAM?

Filing an ASAP report impacts and improves the safety of your work environment, as well as to protect yourself in the event you inadvertently make a mistake that causes a safety risk to the operation.

## WHAT ARE THE BENEFITS TO THE COMPANY AND THE FAA?

The benefit of receiving information about how safety violations could or do occur is more valuable to the safety of the operation than the ability to discipline an Employee. By providing an outlet for Flight Attendants to submit information without fear of discipline, an environment that encourages open, honest and detailed communication is created. The goal of the program is to encourage Flight Attendants to report safety concerns before any violation, incidents or accidents occur by providing a confidential means to do so.

## WHAT CRITERIA MUST BE MET FOR AN ASAP REPORT TO BE INCLUDED IN THE PROGRAM?

The event must be submitted from a working crewmember and must not be considered malicious in intent. If the FAA has knowledge of the event (e.g.; a manual violation given to you by an FAA inspector on a working flight) the report must be filed within 24 hours from when the event occurred. Also, the event cannot involve criminal activity, substance abuse, controlled substances, alcohol usage by a working Flight Attendant, or intentional falsification.

## ARE THERE ANY EXCEPTIONS TO THE 24 HOUR RULE FOR COMPLETING AN ASAP REPORT?

If the event was brought to the Flight Attendants attention by the FAA or the FAA has other direct knowledge of the event, the report must be filed within 24 hours from when the event occurred. If the time frame is missed, the Event Review Committee (ERC) can still accept the report if they feel the situation warrants. If the safety event being reported does not involve the FAA, there is no time limit on when the report can be filed.

## WHAT TYPES OF REPORTS SHOULD BE SUBMITTED INTO THE ASAP PROGRAM?

Any event that compromises the safety of our operation, violations of an FAR or violations of a Company safety policy can be submitted into ASAP. Some examples include: failure to arm/disarm doors, failure to have an updated binder, failure to complete an exit row briefing as outlined in the Flight Attendant Binder, boarding of passengers by Ground Operations prior to the Flight Attendants performing all required safety checks and minimum crew violations.

## IS ASAP JUST A SELF-REPORTING TOOL?

No, the ASAP program wants to identify any safety violations, problems or issues that occur, regardless of the individual(s) involved through voluntary reporting of safety information, incidents or events encountered while on duty.

## HOW DOES A FLIGHT ATTENDANT FILE AN ASAP REPORT?

An ASAP report must be filed online through SWAlife. After you fill out the report and submit the report. A confirmation number is provided to ensure that the report has been received. A report may also be filed over the phone within 24 hours of the event. (866) 394-7205 However, those reports must be followed by an electronic report within three calendar days.

\*\*\*Remember –reporting time limits only apply to events which the FAA has knowledge. \*\*\*

## WHAT HAPPENS AFTER AN ASAP REPORT HAS BEEN FILED?

The ASAP Manager will record the date and time of the event, as well as the date and time the report was filed.



Initially, names, employee numbers and dates will be removed to ensure the report is looked at from a non-biased standpoint. The de-identified report will be placed in queue for ERC review. In some situations, the Flight Attendant may need to be contacted. In this instance, the name of the Flight Attendant will be released to the ERC member.

### **HOW WILL THE ERC DECISIONS BE COMMUNICATED?**

Each Employee who submits a report will receive an email confirmation and any additional correspondence regarding the report will be communicated via Company email. In rare instances, ASAP report disposition and/or corrective actions will be communicated via Company email, phone and/or certified USPS mail. A synopsis of select reports will be published in the quarterly Inflight ASAP News Publication. The synopsis may include enough information so that Flight Attendants can identify their reports; however Employee personal identifying information will not be included.

### **CAN I SUBMIT A REPORT EVEN IF THE COMPANY OR FAA ALREADY KNOWS ABOUT THE INCIDENT?**

Yes. Provided all acceptance criteria are met, a Flight Attendant can submit an ASAP report even though a Supervisor or FAA Inspector knows of the incident. Notifying a Supervisor of your intent to file an ASAP report may eliminate confusion if the incident would normally trigger the disciplinary process. No action will be taken prior to the ERC review of the report and determination as to whether the report meets the criteria of acceptance into the program. If the report is accepted into the program, no discipline on the event may be issued by the Company and/or no punitive action may be taken by the FAA.

### **WHAT IF I GET CALLED IN FOR A MEETING WITH MY SUPERVISOR AFTER I FILED AN ASAP REPORT?**

Until the ERC has reviewed the report, no investigations or disciplinary proceedings should be initiated by Inflight Management. If the report is accepted, no disciplinary action can be taken and no record of the event can be notated in the Employee's file. If the ASAP report is excluded from the program, at that time, the Company can resume their investigation. If you receive a call from Inflight Management requesting a meeting on an event that an ASAP was filed, notify Management of the report filing and call the Union office immediately.

### **WHAT HAPPENS IF THE ERC RECOMMENDS ADDITIONAL COACHING OR PROCEDURAL REVIEW AS CORRECTIVE ACTION?**

Any recommended corrective action must be completed in a manner satisfactory to the ERC. Coaching and/or procedural review is not viewed as discipline and will not be included in the Employee's personnel file. However, failure to comply with the corrective action will result in the report being excluded from the disciplinary protections of ASAP and discipline by the Company and/or enforcement action by the FAA may result.

### **CAN REPEATED VIOLATIONS BE ACCEPTED INTO ASAP?**

In some cases yes, repeated instances involving the same or similar type of incident or event previously addressed with administrative action under the ASAP program may also be covered under the program. The ERC will review such reports on a case by case basis. The ERC must come to a unanimous consensus on whether to include such reports.

### **WHAT HAPPENS IF A NON-SOLE SOURCE (FAA HAS KNOWLEDGE OF THE EVENT) REPORT IS REJECTED FROM ASAP?**

The FAA and Southwest Airlines may pursue an investigation on a non-qualifying event independent of ASAP. However, except for events involving criminal conduct, illegal drug or alcohol use, illicit use of controlled substances, intentional falsification, or carriage of weapons, no information gained from the ASAP report or any of the investigation done by the ERC will be released to the FAA or Southwest Airlines to aid in their investigation.

### **HOW LONG WILL THE PROGRAM LAST?**

The MOU signed by Southwest Airlines, TWU556, and the FAA is in effect for eighteen months from the time of signing. At the completion of this eighteen month period, the program will be reviewed and evaluated and will continue if determined to be successful. The evaluation is conducted by the FAA.

### **CAN THE PROGRAM BE TERMINATED BEFORE THE CONCLUSION OF THE INITIAL EIGHTEEN MONTH APPROVAL?**

Yes. Any of the parties to the ASAP agreement may terminate the agreement at any time for any reason.

### **IF THE PROGRAM IS TERMINATED, WHAT HAPPENS TO MY REPORT?**

Should the program be terminated, all the reports submitted prior to the termination date will be handled as if the program was still in effect. The reports remain in the ASAP database, and would not be sent to the Base or the Employee file.

### **WHO CAN I CONTACT WITH ASAP QUESTIONS?**

You may contact the ASAP Manager at [inflightasapmanager@wnco.com](mailto:inflightasapmanager@wnco.com), or you can contact the Union office if you have general questions regarding the program.

#### **MICHAEL MASSONI**

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



# Veterans Committee

by **Todd Gage**

On September 20, 2011 the Federal Government ended the policy of “Don’t ask, Don’t tell” (DADT) which banned openly gay men and women from serving in the military. Over 13,000 people who served our country were dishonorably discharged due to DADT. TWU Local 556 viewed this policy as a form of discrimination in the workplace and now commends the government for finally doing away with such a policy. This past month I had the chance to be in a city where Fleet Week was taking place. Hundreds of our military personnel walked around the streets wearing their uniforms with pride. I never heard or saw anyone question the sexuality of the service men and women. What I saw was my fellow citizens taking pictures with them, buying their meals, or just simply thanking them for protecting our nation. I have since read many articles of military men and women who had partners that always had to remain in the shadows while they were deployed for months, sometimes years at a time. I think we have all seen the news stories of soldiers coming home to their loved ones and how emotional it can be. Finally, all of our soldiers can come home to whomever they love and whoever gives them the strength and family support while they are gone.

Recently I came across some more useful Web sites for Veterans, families of Veterans and active Military personnel. The VA Kids Web site: <http://www.va.gov/kids/> is designed to be used by children to learn about veterans’ issues. It has resources for K-12 students, as well as information for teachers. Also, the National Association of Child Care Resource and Referral Agencies: <http://www.naccrra.org/MilitaryPrograms/> is an organization that strives to make child care available and affordable for all families around the nation. The program has special services for military families that may help ease the transition for military moms returning to civilian life. Finally, the National Military Family Association: <http://www.militaryfamily.org/> provides information for families of a newly deployed service member, as well as mental health information, information on spouse education, and help for supporting your family while in the service.

As always, if you are a Veteran, spouse of a Veteran, partner of a Veteran, or any other family member of a Veteran and run in to any issues I would like to try to help. Although I can’t always get the answer you may want, I do work with a wide group of Veterans who are experienced in working for their Unions throughout TWU, and are willing to help us if asked.

## TODD GAGE

is an Oakland Flight Attendant, and Chairperson of the Veterans Committee. He can be reached at [tgage@twu556.org](mailto:tgage@twu556.org) or 214-640-4300.

# Inside Crew Scheduling

by **Amanda Gauger**

*Why do I always get rerouted?*

When it comes to reschedules, it really depends on what caused it. If the reschedule was from mechanical, weather, cancellations, etc. those are inevitable situations in our industry. Multiple crews can be involved, especially if the mechanical occurs in a non-maintenance base or small station, or the weather event affects many flights.

If the reschedule is due to a Flight Attendant no-show, sick leave online, OJI or something involving just one crewmember, Scheduling must first consider contractual duty day and rest legalities when looking for a replacement. Once a legal crew is found, the Reserve on the crew must be rescheduled first. If no Reserve is on the crew, the most junior Flight Attendant is used.

Schedulers are under immense pressure to staff flights and avoid delays. Sometimes those delays are unavoidable, especially if they must re-staff a flight in a smaller station. When we, as Flight Attendants, give them more notice, they, in turn, have more time to find the best solution.

As far as being rescheduled many times, sometimes it really comes down to time, place, and circumstance.

*Is there a list, or do you remember certain people that call?*

There is no “blacklist” in Scheduling. Nor are there any “flags” that pop up when Flight Attendants call. As a Scheduler, I was more apt to remember a particular situation I had to work through before I remembered the names of any Flight Attendants involved.

*What is it like in Crew Scheduling when there is a major storm?*

Significant weather events pose the greatest challenges for Scheduling. They are also the best examples of teamwork. There is a buzz in the office with the phones ringing off the hook. One Scheduler is yelling out “looking for a crew in Boise—must catch them” and then another Scheduler across the floor responding “got the crew in Boise” minutes later. The days are long, busy, and exhausting, but there is an immense satisfaction when all the flights are covered and all the crews are notified.

## AMANDA GAUGER

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# Who Are You?

COVER STORY

Justin Whittington takes a look at how our personality types/traits influence our work habits

**W**e've all been there; you're on Ready Reserve and the phone rings at 0300 for a 0515 check-in. As a commuter you're grateful that you got an AM trip; at least you can commute home afterwards, but you are *not* a morning person and if this morning is any indication, the next two mornings will be equally as heinous. Seniority brings us many things, one of which is more control over what we work...and what we choose not to work. We all have preferences for what we work and we all have different reasons for those preferences. Some of us commute by air and car, some have children, some like being able to sleep in, some like waking up early and being done with their day before rush hour starts.

Aside from these preferences we've also developed some ideas (favorable or otherwise) about each workgroup. Not being a fan of beating around the bush I'll just repeat what I hear on a regular basis, PM-ers are the party crowd who are "laid back" and AM-ers are blazer-wearing, by-the-book, and more uptight. Some of you may balk at those assumptions, but we all know they exist and while the stereotype may fit some of us, it most assuredly doesn't fit all of us.

Last year I wrote a piece on the science of crew rest and the current research that's going into crew rest patterns. I talked a little about how the human sleep cycle is driven by our natural circadian rhythm and how we all need a certain amount of sleep to function, but that everyone is inherently a bit different. While all humans, animals, and even single-celled organisms operate on a circadian rhythm of some sort, only humans have the ability to consciously decide when we'd like to go to sleep and when we'd like to get up, something entirely unique within mammals. We are generally defined as a day-living species (Kanazawa). Historically, prior to the technology of today we were most productive during daylight hours as being out at night left us vulnerable to prey. As technology increased our productivity, so did it increase our "day"; meaning we now can be productive at *any* hour thanks to the advent of artificial light, stimulants, and environmen-

tal mimicking. That being said, we now have more of a choice, and there seems to be some truth to support that "early birds" and "night owls" are genuinely two distinctly different groups of people.

The idea here isn't to expose the obvious or repeat what we've all heard before; rather to see if there's any truths to these stereotypes on a much bigger scale. Is there a common link in all of us that lends us to be morning or afternoon people; if so, does this tendency bring with it recognizable personality traits? How do those traits affect our work ethic and habits? Are AM-ers really as "uptight" as some of us imagine? What does "uptight" really mean?

Are PM-ers really as laid back as we ascribe them to be? Let's take a closer look, ask yourself, "Who am I?"

As a self-described Psychosocial nerd, and die-hard AM-er I started my research for this piece by waking up ridiculously early and looking at how science defines the basic personality breakdown of people. I have to keep the research to a minimum because I can't possibly cover every aspect, and I don't want to rob you of valuable jumpseat therapy fodder! Look in any psychology text

and you'll see the personality breakdown is often referred to as "The Big 5." There are five major categories that psychologists look at when determining someone's personality type and they use the acronym O.C.E.A.N. which stands for :

## OPENNESS TO EXPERIENCE/INTELLECT

Open to new experiences or traditionally set in your ways?

## CONSCIENTIOUSNESS

Predictable and well organized or spontaneous and disorganized?

## EXTRAVERSION

Are you social and outgoing or reserved and serious?

## AGREEABLENESS

Compassionate and cooperative or skeptical and competitive?

## NEUROTICISM

Sensitive and emotional or secure and relaxed?

PM-ers are the party crowd who are "laid back" and AM-ers are blazer-wearing, by the book, and more uptight.





I visited *OutofService.com/Bigfive/* and took the basic test myself to find out what I ranked highest and lowest on. I found I was High, above fifty percent, in all categories except for Neuroticism where I scored Low or below fifty percent. Essentially the test revealed that I am amazing; something I was *shocked* to find out [Insert hysterical laughter *here*]. Actually it agreed with what I'd read about morning vs night personalities which was a relief. It showed we are, at least partially, semi hard-wired to tend to morning or evening.

Coinciding with the Big 5 personality breakdown is what research says about Early Birds vs Night Owls. The Iron Shrink (*ironshrink.com*) is a licensed psychologist in private practice in Denver, Colorado by the name of Shawn Smith, and he is a self-confessed night owl. In a recent online response to a reader's question he says that only thirty to forty percent of us exhibit a strong enough preference to either morning or evenings to actually be psychologically classified into either category, and that the majority of us lie in the middle of the

## The majority of us lie in the middle of the spectrum and are actually very adaptable in our sleep schedule.

spectrum and are actually very adaptable in our sleep schedule....clearly Mr Smith has never worked a PM turned AM West/East Coast high paying 3-day... come to think of it neither have I because they go so senior, but that's besides the point.

In 2010 *Psychology Today* published a piece on it's blog by controversial researcher Satoshi Kanazawa titled: *Why Night Owls Are More Intelligent Than Morning Larks*- More intelligent people wake up late and stay up late. Kanazawa hypothesizes that being awake in the daylight hours (rising at dawn and resting at dusk) follows the normal pattern of behavior dating back thousands of years, but that those who are up later in the day and to bed later at night or into the morning are challenging the status quo and therefore tend to be more artistic, expressive and interesting. While I don't know if I would agree 100 percent, after all it is just a hypothesis, I would say that the research does show "early birds" to be more driven by "routine", less likely to score high on the Openness to New Experiences category of the Big 5 test, and generally more predictable.

It remains to be seen whether AM-ers are driven by their personalities to be up early, or whether they get up early to suit their personalities, and the same is true for "night owls" types. It's the chicken or the egg question and likely one that will never be answered. We all are on a spectrum and can likely identify ourselves somewhere on that spectrum. Ideally we are suiting ourselves by being able to work either AM or PM trips that allow us to more closely follow our

## Going back to AM vs PM stereotypes, there's also likely some truth to the labels we give people.

natural patterns. Going back to AM vs PM stereotypes, there's also likely some truth to the labels we give people. What we have to be careful about is thinking one is "better" or "more correct" than another. We all have a job to do and PM-er or AM-er, the expectations should be the same. On a PM trip, if I fit the hypothesis and I am more creative and less concerned with structure that doesn't mean I can choose to not organize and clean the galley at the end of my day because I tend to be less organized; this is my workspace and I have a job to do. Conversely as an AM-er I must remember that while certain situations may arise that don't fit into my normal "routine" I can't allow myself to get flustered; I have to pick my battles wisely and learn to accept a curve-ball whether it be an upset customer or a rescheduled day.

While we may choose to sleep in or rise early, our jobs are standard and we can't forget that we must all work

## Being "laid back" isn't and shouldn't be synonymous with being lazy, and being "by the book" isn't and shouldn't be synonymous with being uptight, rigid or strict.

together. Being "laid back" isn't and shouldn't be synonymous with being lazy, and being "by the book" isn't and shouldn't be synonymous with being uptight, rigid or strict. At the end of the day, if a person is doing their job as we all know they should, opinions aside, we have no room to criticize them for it. We should all work everyday to ensure that our customers are cared for, safe, and content and that we're all holding each other accountable.

### JUSTIN WHITTINGTON

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# What's Your Color

## COVER STORY

Directions: Mark an "X" by the one word or phrase that best describes what you are like *most of the time*. Choose only one response from each group. After you've finished, total your score for each letter.

- |   |   |   |  |
|---|---|---|--|
| 1. a) <input type="checkbox"/> opinionated<br>b) <input type="checkbox"/> nurturing<br>c) <input type="checkbox"/> inventive<br>d) <input type="checkbox"/> outgoing              | 8. a) <input type="checkbox"/> bossy<br>b) <input type="checkbox"/> self-critical<br>c) <input type="checkbox"/> reluctant<br>d) <input type="checkbox"/> a teaser                      | 15. a) <input type="checkbox"/> strong-willed<br>b) <input type="checkbox"/> respectful<br>c) <input type="checkbox"/> patient<br>d) <input type="checkbox"/> fun-loving            | 22. a) <input type="checkbox"/> always right<br>b) <input type="checkbox"/> guilt prone<br>c) <input type="checkbox"/> unenthusiastic<br>d) <input type="checkbox"/> uncommitted |
| 2. a) <input type="checkbox"/> power-oriented<br>b) <input type="checkbox"/> perfectionist<br>c) <input type="checkbox"/> indecisive<br>d) <input type="checkbox"/> self-centered | 9. a) <input type="checkbox"/> action-oriented<br>b) <input type="checkbox"/> analytical<br>c) <input type="checkbox"/> easygoing<br>d) <input type="checkbox"/> carefree               | 16. a) <input type="checkbox"/> argumentative<br>b) <input type="checkbox"/> unrealistic<br>c) <input type="checkbox"/> directionless<br>d) <input type="checkbox"/> an interrupter | 23. a) <input type="checkbox"/> merciless<br>b) <input type="checkbox"/> thoughtful<br>c) <input type="checkbox"/> uninvolved<br>d) <input type="checkbox"/> a show-off          |
| 3. a) <input type="checkbox"/> dominant<br>b) <input type="checkbox"/> sympathetic<br>c) <input type="checkbox"/> tolerant<br>d) <input type="checkbox"/> enthusiastic            | 10. a) <input type="checkbox"/> critical of others<br>b) <input type="checkbox"/> overly sensitive<br>c) <input type="checkbox"/> shy<br>d) <input type="checkbox"/> obnoxious          | 17. a) <input type="checkbox"/> independent<br>b) <input type="checkbox"/> dependable<br>c) <input type="checkbox"/> even-tempered<br>d) <input type="checkbox"/> trusting          | 24. a) <input type="checkbox"/> task-oriented<br>b) <input type="checkbox"/> sincere<br>c) <input type="checkbox"/> diplomatic<br>d) <input type="checkbox"/> lively             |
| 4. a) <input type="checkbox"/> self-serving<br>b) <input type="checkbox"/> suspicious<br>c) <input type="checkbox"/> unsure<br>d) <input type="checkbox"/> naïve                  | 11. a) <input type="checkbox"/> determined<br>b) <input type="checkbox"/> detail conscious<br>c) <input type="checkbox"/> a good listener<br>d) <input type="checkbox"/> a party person | 18. a) <input type="checkbox"/> aggressive<br>b) <input type="checkbox"/> frequently depressed<br>c) <input type="checkbox"/> ambivalent<br>d) <input type="checkbox"/> forgetful   | 25. a) <input type="checkbox"/> powerful<br>b) <input type="checkbox"/> deliberate<br>c) <input type="checkbox"/> gentle<br>d) <input type="checkbox"/> optimistic               |
| 5. a) <input type="checkbox"/> decisive<br>b) <input type="checkbox"/> loyal<br>c) <input type="checkbox"/> contented<br>d) <input type="checkbox"/> playful                      | 12. a) <input type="checkbox"/> demanding<br>b) <input type="checkbox"/> unforgiving<br>c) <input type="checkbox"/> unmotivated<br>d) <input type="checkbox"/> vain                     | 19. a) <input type="checkbox"/> tactless<br>b) <input type="checkbox"/> hard to please<br>c) <input type="checkbox"/> lazy<br>d) <input type="checkbox"/> loud                      | 26. a) <input type="checkbox"/> direct<br>b) <input type="checkbox"/> creative<br>c) <input type="checkbox"/> adaptable<br>d) <input type="checkbox"/> a performer               |
| 6. a) <input type="checkbox"/> arrogant<br>b) <input type="checkbox"/> worry prone<br>c) <input type="checkbox"/> silently stubborn<br>d) <input type="checkbox"/> flighty        | 13. a) <input type="checkbox"/> pragmatic<br>b) <input type="checkbox"/> well-behaved<br>c) <input type="checkbox"/> accepting<br>d) <input type="checkbox"/> spontaneous               | 20. a) <input type="checkbox"/> insensitive<br>b) <input type="checkbox"/> judgmental<br>c) <input type="checkbox"/> boring<br>d) <input type="checkbox"/> undisciplined            | 27. a) <input type="checkbox"/> confident<br>b) <input type="checkbox"/> disciplined<br>c) <input type="checkbox"/> pleasant<br>d) <input type="checkbox"/> charismatic          |
| 7. a) <input type="checkbox"/> assertive<br>b) <input type="checkbox"/> reliable<br>c) <input type="checkbox"/> kind<br>d) <input type="checkbox"/> sociable                      | 14. a) <input type="checkbox"/> impatient<br>b) <input type="checkbox"/> moody<br>c) <input type="checkbox"/> passive<br>d) <input type="checkbox"/> impulsive                          | 21. a) <input type="checkbox"/> intimidating<br>b) <input type="checkbox"/> careful<br>c) <input type="checkbox"/> unproductive<br>d) <input type="checkbox"/> afraid to face facts | 28. a) <input type="checkbox"/> responsible<br>b) <input type="checkbox"/> idealistic<br>c) <input type="checkbox"/> considerate<br>d) <input type="checkbox"/> happy            |

Total your score for each letter.

a- \_\_\_\_\_

c- \_\_\_\_\_

b- \_\_\_\_\_

d- \_\_\_\_\_



## A = ORANGE

Oranges are motivated by power, seek productivity, and need to look good to others. Simply stated, oranges want their own way. They like to be in the drivers seat and willing to pay the price to be in a leadership role. Oranges value whatever gets them ahead in life, whether it be at work, school, or in their personal relationships. What Oranges value, they get done. They are often workaholics. They will, however, resist being forced to do anything that doesn't interest them.

Oranges need to appear knowledgeable. They crave approval from others for their intelligence and insight. They want to be respected even more than they know they want to be loved. They want to be admired for their logical practical minds. Oranges are confident, proactive, visionary, and can be arrogant, selfish, and insensitive. When you deal with an Orange, be precise, factual and direct.

## B = GOLD

Golds are motivated by intimacy, seek opportunities to genuinely connect with others, and need to be appreciated. They do everything with quality are devoted and loyal friends and employers/employees. Whatever or whomever they commit to are their sole (and soul) focus. They love to serve and will give freely of themselves in order to nurture others lives.

Golds, however, need to be understood. They have distinct preferences and occasionally the somewhat controlling (but always fair) personality of a confident leader. Their code of ethics is remarkably strong and they expect others to live honest, committed lives as well. They enjoy sharing meaningful moments in conversation as well as remembering special life events (i.e. birthdays and anniversaries). Golds are dependable, thoughtful, nurturing, and can also be self-righteous, a bit worry-prone, and emotionally intense. When you deal with a Gold, be sincere, make an effort to truly understand them, and truly appreciate them.

## C = BLUE

Blues are motivated by peace, seek independence and require kindness. They desist confrontation at all costs. (Feeling good is more important than being good.) They are typically quiet by nature, they process things very deeply and objectively, and they are by far the best listeners of all the colors. They respect people who are kind, but recoil for perceived hostility or verbal battle.

Blues need their quiet independence, and refuse to be controlled by others. Blues want to do things their own way, in their own time. They ask little of others, and sent others demanding much of them. Blues are much stronger than people think because they don't reveal their feelings. Blues are kind, non-discriminate, patient, and can be indecisive, timid and silently stubborn. When you deal with a Blue, be kind, accept (and support) their individuality, and look for nonverbal clues to their feelings.

## D = GREEN

Greens are motivated by fun. They are inciting and embrace life as a party which they're hosting. They love playful interaction and can be extremely social able and persuasive. They seek instant gratification. Greens need to be adored and praised. While Greens are care-free, they are quiet, sensitive, and highly alert to others motives to control them. Greens carry within themselves the gift of a good heart.

Greens need to look good socially, and friendships command a high priority in their lives. Greens are happy, highly verbal, easily bored, and crave adventure. They can never sit still for long. They choose friends who, like themselves, refuse to allow life's boring details stifle their curiosity. They embrace each day in the present tense. Greens are charismatic, spontaneous, positive, and can be irresponsible, obnoxious, and forgetful. When you deal with a Green, praise them and adore them, take a positive, upbeat approach and promote creative and fun activities for and with them.

While you have identified your primary color, keep in mind that we are actually a blend of colors. Do you agree with the statement about your primary color? What was your second and third highest scores and their corresponding colors? What colors are your crewmembers, and do they agree?



# Help is available, just ask!

by **Audrey Stone**

There are many unexpected curve balls that life can throw at you, and a serious illness for yourself or a family member, or the death of a loved one can be the most difficult. Here at Southwest Airlines (SWA), despite our ever-growing size, I have seen Leaders know and understand that there are times when family must come first. Herb founded SWA 40 years ago under the philosophy of “if you take care of your People, they’ll take care of your Customers” and this can still stand true today. However, you do need to communicate with your Inflight Leaders if something happens or if you need to take some time off. If you are hesitant to reach out, then call the Union and let us advocate for you. If you are not eligible for any of the leaves listed below, then we can help you request a personal leave or a Supervisor trade to enable you to be with your family or friends during a trying time. It is very sad to see a Flight Attendant who has reached termination level on points because they were struggling with something and didn’t know what resources were available or didn’t ask for help.

If you or a family member becomes ill, you can apply for Family Medical Leave Act (FMLA). If you do not qualify for FMLA, you can request a Medical Leave for your own illness. Either leave will help protect you from accruing unnecessary attendance points for a legitimate medical reason. Also, both California and Maryland offer specific programs for employees based in the respective states, so if you have questions please reach out to your specific Domicile Executive Board Member (DEBM).

Losing someone in the event of a death is incredibly hard, and it can be compounded by our “on the road” lifestyle as Flight Attendants. If you’re away from home and experience a death, please contact Scheduling. There are Inflight Supervisors on duty available 24 hours a day through Scheduling, and they will work to get you home as quickly as possible. The Union also has an Officer available for emergencies after hours, and they can be reached by calling the Union Office and following the prompts. We will all work together in that situation so that your needs are taken care of. Our Contract grants us four days of leave of absence with pay for bereavement for an immediate family member. If you need additional time away from work, there are provisions for you to take more days off with pay through either vacation or sick days depending on the family member. We are here to help, and please call us if you need it.

# Our New Fiscal Year is Underway.

by **John Parrott**



October first marks the beginning of the 2011-2012 fiscal year for our Union.

The Executive Board is now evaluating the funding for each of our committees, as well as the services they provide for you. Just like any other service business, we have to prioritize

how the funds are allocated, and there is never a shortage of projects to fund. Just to name a few, there are costs associated with upholding our current industry leading Contract, the Negotiating Team is currently in negotiations with the Company over the International and Overwater flying, and our Seniority Integration Team is negotiating with AirTran.

As we wind down the books for last year that ended on September 30, over the next several months I will be working with our auditing firm on preparing our year-end statement that is filed with the Department of Labor (DOL). This statement is known as the LM-2. The LM-2 is the yearly report that all Unions are required to complete that have over \$250,000 in revenue and detail how the Union funds were spent. This report identifies any vendor that was paid in excess of \$5,000. It also details all monies paid to Officers, regardless of how much is made, and all Non-Officers that receive over \$10,000. We work very hard to ensure this report is as accurate as possible.

In January of this year, the Union’s finances were audited for the first time in our history. According to the Department of Labor auditors that were on site, their goal is to audit all Union’s in their territory every five years. I am pleased to report that only a few minor reporting violations were identified. One rumor that is currently circulating is that we somehow lost \$10,000. *This is false.* The facts are an error was made in reporting how much was paid to one of our IT vendors. Our auditor amended the Report to the correct amount paid per the DOL findings and our Union is in full compliance with all Department of Labor requirements. There were no fines or penalties issued as a result of this audit, and we were verbally commended for the detailed records that we keep.

You can find the LM-2 on the Department of Labor Web site or a PDF version on the Treasurer’s Page of our Web site, [www.twu556.org](http://www.twu556.org).

## JOHN PARROTT

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# You Just Know a Shop Steward

by **Cuyler Thompson**

I don't really know how the Flight Attendants know, but they do. Our Shop Stewards constantly hear, "You're with the Union, right?" Maybe it's the professionalism and confidence that our Shop Stewards exude (or maybe it's that we're both pretty and smart). But whether on the crew van, in the hotel lobby or the aft galley, our Flight Attendants know and recognize that we are an important part of the Local 556 leadership.

The Members of our Shop Steward Committee understand very well that each and every one of our Flight Attendants is the Union. There are 133 Flight Attendants who have volunteered to be Shop Stewards because they believe in and want to serve our Members, our Union and our Company. They are well-informed about our Contract, our work rules, our gripes and grievances, and of course, the gossip/rumors du jour. They are always listening to and educating our Members about what's going on at Local 556. The Shop Stewards were elected by their coworkers at their base to represent them during Fact-Finding Meetings with Management.

As Chairs of the Local 556 Shop Steward Committee, Cuyler Thompson and Susan Kern, with the help of the Executive Board, ensure that our Flight Attendants have the best Shop Stewards possible. We do our best to provide the Members of our committee with the tools necessary to fulfill their important role within our Union.

In October, the Domicile Executive Board Member (DEBM) at your base conducted a Shop Steward Recurrent Training Session. We decided to have the DEBM conduct the training to foster the important relationship among the Union Leaders at your base.

The Shop Steward Connection is published monthly to keep our Shop Stewards abreast of the latest hot topics at our Local, so that they may, in turn, keep our Members "in-the-loop." We recently began holding a monthly Shop Steward Conference Call; we discuss and then answer Shop Stewards' questions about issues currently affecting our Flight Attendants.

Our Shop Stewards are out working the line with our Members every day. They are listening to them and talking to them about what is important to our Flight Attendants, our Union and Company. I believe our Shop Stewards truly have their finger on the pulse of the Membership. I have a great deal of respect for these leaders and am thankful for their continued service. Being a good Shop Steward is not easy. It's rewarding, but oftentimes thankless.

TWU Local 556 couldn't do it without them. *Thank you!*

## TWU LOCAL 556 SHOP STEWARDS

### Baltimore

Ralph B. Anderson  
Michael Arnold  
Stephanie Bennan  
Mary Burns  
David Clouse  
Marc DeWood  
Derrick Dixon  
Kristen Gardner  
Elizabeth Kasky  
Pamela Kay  
Karla Kozak  
Eric McFadden  
Michael Reid Rodriguez  
Stephanie Roberts  
Kevin Schnittker  
Chris Sullivan  
Rob Swafford  
Chris Urteaga  
Lucy White-Lehman

### Chicago

Randy Anglim  
Will Browne  
Jason "AB" Burke  
Mark Hoewisch  
Allyson Parker-Lauck  
Don Shipman  
Roy Soria  
Tina Tyrrel  
Alison Vlasic  
Kyle Whiteley  
Dale Wilson

### Houston

Latonia Benoit-Paul  
Valerie Boy  
Chey Clark  
Jannah Dalak  
Keith Gordin  
David Jackson  
David Kirkley  
Chad Knesek  
Jamie Lynch  
Kelley Martin  
Teri Queen  
Jessica Parker  
Stephanie Tillman  
Jill Van Der Werff  
Phil Vaughn

### Dallas

Kathy Anderson  
Lynn Beall  
Janet Bottles  
Deborah Danish  
Gwen Dunivent  
Vince Eakes  
Donna Edwards  
Judy Girolamo  
Shae Grajeda  
Amy Harthausen  
Becky Hickey  
Brandon Hillhouse  
Jane Johnson  
Drew Kennedy  
Sara King  
Tanya McGrath  
Stacy Madison  
Prairie Mathews  
Michelle Moore  
Allison Moran  
Lyn Montgomery  
Becky Parker

John Parr  
Catherine  
Beth Ross  
Keenan P  
Chris St.  
Erich Sch  
Joe Skotn  
Cory We

# Taking Screenshots on Your Computer and Smartphone.

by **Erich Schwenk**

The Grievance Team spends a lot of time researching pairings and other issues related to CWA. We frequently receive calls from Members who explain what they saw while attempting to trade, but they don't remember everything that was on the screen. Screenshots are one of the best tools we use in the Union office. If you see something peculiar or receive a random error message, please take a screenshot, which will help us research your inquiry. Here's how.

## WINDOWS 7 AND WINDOWS VISTA



Use the built-in Snipping Tool to take a screenshot in Windows 7 and Windows Vista. Just go to *Start > All programs > Accessories > Snipping Tool*. If you are using Windows 7, I recommend dragging the application to your task bar at the bottom of the screen for easy access. This option is not available in Windows Vista, but you can make place a shortcut on your desktop.

## APPLE COMPUTERS & DEVICES

**Mac OS X.** To take a screenshot using Mac OS X, just hit command + shift + 3 at the same time. The computer will make an image to your desktop.



**iPhone, iPad, and iPod Touch.** Taking a screenshot on your iOS device could not be easier. Simply press the bottom home button and the top lock button at the same time. The screenshot will be saved in the camera roll with your other photos.

## ANDROID & BLACKBERRY

Android and Blackberry phones currently do not have built-in screenshot software. Fortunately, third party apps are available, though some Android phones may need additional expert configuration for these apps to work properly.



## Las Vegas

Kelly Andreen  
Kevin Barber  
Aaron Bieber  
Addie Crispe  
Mike Fillmon  
Cobia Gould  
Steve Guardado  
Kevin Onstead  
Dana Suechting

## Oakland

Doreen Argyropoulos  
Victor Conejo  
Kent Hand  
Helen Holland  
Heather Joy  
Mike Konkel  
Boris Kurz  
Val Lorien  
Matthew Roe  
Donald Silva  
Rachel Tabb  
Jim Volpe  
Cristina Wenzl

## Orlando

Gisela Alvarez  
Kimberly Colmenares  
Doug Clatterbuck  
Lindsey Hooten  
Ian Johnson  
Thom Jolly  
Susan Kern  
Cary Leonidas  
Dejan Lucic  
Billy Makedonsky  
Pippin Mebane  
Rick Mueller  
Annette Santiago  
Denny Sebesta  
Drew Shy  
Robert H. Skye  
Frankie Swiderski  
Joel Turcios  
Gerard Walton  
Vicki Zysko Evangelista

## Phoenix

Anne Barnes  
Tim Blore  
Jesse Cano  
Darryl A. Daoang  
Kathleen Gregory  
Sonia Hall  
Nancy Kallas  
Rob Riddell  
Mark Savage  
Della Saucier  
Louie Sibaja



# The Water's Off

by **Michele Moore**

Recently I have received several phone calls from Flight Attendants who have boarded the aircraft and told that the water is being shut off because there is E. coli in the water tanks. Because this has the potential to be a serious health risk, I decided to do some investigating to find out the "rest of the story."

I discovered that it isn't actually the water tanks that are harboring bacteria, and it isn't E. coli. It is actually called coliform bacteria, and is almost always being found in the lavatory tap. The Environmental Protection Agency (EPA) requires a test be performed on the galley tap and also the lavatory tap. If both taps were to test positive, then it would indicate a tank issue. In the past year, there has not been an instance where both taps tested positive for bacteria.

Coliform bacteria is very common in public restrooms and is caused when faucets get splashed with contaminants during hand washing. When contaminants get in the aerator of the faucet, the bacteria can grow, causing a positive test. Approximately three percent of our lavatories test positive for coliform bacteria annually, a number that is in the standard range for a public restroom. It is only a precautionary measure when the EPA requires the entire water tank to be placed on the Minimum Equipment List (MEL), even if the galley faucet tested negative.

Hopefully, the following will give a bird's eye view of the process and what happens when a positive test occurs. The EPA mandates that every aircraft is tested on a schedule once per year in one of nine cities. The EPA requires a test be performed on the galley tap and on the lavatory tap. Once the test is done, it can take up to 24 to 48 hours to get the test results. Once the results are received, the Company is notified and at that time the water is placed on MEL status until the aircraft can get to a Maintenance base and be disinfected. Once the disinfection takes place, the water is immediately re-tested and water usage is returned to normal. In the rare event that the re-test comes back positive for bacteria, the water is once again placed on MEL and the aerator in the restroom is usually changed. Every aircraft goes through a disinfectant process every three months, and during this time, the aerators in the lavatories are disinfected.

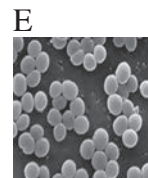
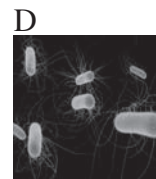
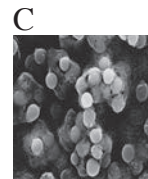
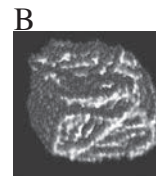
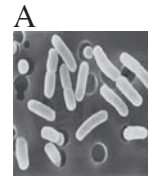
One thing we can do as Flight Attendants is to periodically spray the lavatory faucet with the disinfectant spray located in the galley. This simple step can help prevent the bacteria from growing in the faucet aerator.



**YOUR CATEGORY IS:**

Reasons to Wash Your Hands!

**Match the name of the virus to the image.**



And your choices are:

- \_\_\_\_\_ 1. Influenza
- \_\_\_\_\_ 2. Rhinovirus
- \_\_\_\_\_ 3. Salmonella
- \_\_\_\_\_ 4. E.Coli
- \_\_\_\_\_ 5. Streptococcus
- \_\_\_\_\_ 6. Coliform

**Great Job! Now, go wash your hands!**

Answers: 1. B, 2. C, 3. D, 4. A, 5. E, 6. F

## MICHELE MOORE

is a Dallas Flight Attendant and TWU Local 556 Health Committee Chair. She can be contacted at [mmoore@twu556.org](mailto:mmoore@twu556.org) or at 214-352-9110

# Is Stress a Way of Life?

by **Eileen Rodriguez**

Whether we like it or not, stress will always be around us—we can't get rid of it. The question is: What is the best way to deal with our stress?

- Talk about your problems with your loved ones, your family and close friends. Don't bottle up your problems. They will become a time bomb and difficult to deal with as time goes by.
- Exercise regularly—it relieves tension and produces a calming effect. Take advantage of the hotel fitness centers on overnights when possible.
- Turn off your television, computer and electronic devices 30 minutes before bed time. Play music softly and dive into a favorite book. Ocean or nature sounds are a perfect music to release stress. Yes, music does calm the savage beast!
- Eat well and eat healthy. A healthy diet can aid in limiting your stress. Eating healthy on the road can definitely be a challenge but can be done.
- Make certain that you have enough sleep every night. Sleep deprivation not only can cause stress but other serious ailments such as heart problems and high blood pressure. With our work schedules it is almost impossible to stay on a "schedule" but making an effort to get a decent amount of rest will be beneficial in the long run.

Dealing with stress can be challenging for all of us. Don't allow it to control your life. Learn to deal with the beast. It isn't difficult if you care for yourself and make a commitment to cope with your stress.

We all lead busy lives. Don't forget to give yourself a break every now and then. Go and do something you enjoy: see a favorite movie, relax on a day off and do nothing, take that much needed vacation and try to unplug from the real world a few hours every day!

Life is too short, and stress can reduce it further. Nothing is more important than your health or state of mind, so don't fall victim to your stress, learn to overcome it.

## EILEEN RODRIGUEZ

is an Orlando Flight Attendant and is the Chair of the CISM Team. She can be contacted at [erodriguez@twu556.org](mailto:erodriguez@twu556.org) or 214-592-3014.

## COMMITTEE UPDATE

# Scheduling Committee

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

## *Why are there no clean Vacation Relief lines?*

This question has come up a lot lately, so let's start by explaining where the pairings added to Vacation Relief (VR) lines come from. Pairings pulled by noon Central time on the eighth of every month are used for VR lines. These pairings come from several sources; vacation pulls and leaves such as medical, maternity, FMLA, OJI and military leave. In addition, when the Scheduling Committee is building primary bid lines, there are line purity requirements that may prohibit us from fitting a few of those pairings on the bid lines. Those remaining pairings are incorporated into the VR lines when possible.

The number of VR lines allowed is derived from the anticipated number of vacations and the number of AM/PM Reserves and Ready Reserves as projected by Crew Planning. The Scheduling Committee is tasked with placing as many of the pairings available on the VR lines. Keep in mind, the high number of sick calls over the last few months has clearly affected the need for more Reserves versus this time last year.

Your Scheduling Committee is contractually obligated to not max out Open Time for more than ten days in a month for each base. Pairings from all the sources mentioned earlier are over and above what your Scheduling Committee is left to work with, so this is one of the biggest reasons that we do our best to place as many pairings on the VR lines as possible. Making clean VR lines would definitely affect Open Time and leave little, if any, room for Flight Attendants to trade trips.

## DON SHIPMAN AND LISA TRAFTON

are Co-chairs 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).



**Matt Hettich** - This week in Oakland I distributed the Unity Update, put my picture up in the Union glass case, and sent out my first Oakland E-Connection.

# Consistently Consistent

by **Cuyler Thompson**



"Assume your position, Stewardess!" a macho male voice boomed from behind as Tina stooped to sweep the scraps of select-a-snack from seat 22A. She nearly slipped from her not-so-sensible shoes.

"Oh my Lorna Doones, Steve!

What are you doing sneaking up behind me, handsome?"

"Well, I'm deadheading, but the 4th jumpseater is up there trying to save the Unaccompanied Minors from being gouged by the two grandmas sword-fighting with their assistance devices over who gets to sit next to the fashionable but fearful LEO."

"Sweet Baby Cheez-Its! Why won't these Ops Agents talk to us about when we are going to start boarding? What do they think a FAR is? The distance from here to Timbuktu?"

Tina politely excused herself through the preboarding circus to reach her boarding position as ringmaster A of the aircraft. Steve shouted after her, "I saw some Chicago Supervisors in the Boarding area: you may have some explaining to do!"

As the Ops Agent reached to close the door, Tina stepped into the jetway. "I know that you have a million things to do during a 30-minute turn, and I respect your efforts to keep our flights on time. However, I would appreciate it very much if you would remember to coordinate with the A Flight Attendant about when boarding will begin. According to the FAA, boarding begins when the first passenger crosses the threshold at the top of the jetway. We must be consistent. Because you and I did not have that discussion, the Flight Attendants were not in their required positions when we began boarding this flight. We violated a critical FAR and may be written up by the Supervisors who are onboard." The Ops Agent apologized and closed the door.

"I'm so scared that I'm going to get fired for being on my phone when we started boarding, Tina. I told those deadheaders that this was my first month online."

"Britney darling, it's not your fault; we will be fine. We are going to write an ASAP Report at the hotel tonight to tell

the Company, the Union and the FAA what happened. It's very important for me as the A Flight Attendant to have that conversation with the Ops Agent so that I can tell the B and C when boarding is beginning. Then you and Aunt Bea can turn off your phones and assume your boarding positions. We all have to be more consistent about that. I know you have only flown a couple of trips so far, but I bet that you can already identify the things that a good A can do to make everyone's day go more smoothly. In my opinion, the best A Flight Attendants are the consistent ones. They stand in their boarding position, smiling at, and saying hello to (and sizing up), every Customer. They are not texting with the evening's entertainment or chatting with them in the cockpit. They amiably enforce the size and number of carry-ons allowed onboard and always quickly inform those seated in the front row about the stowage of their purses and laptops."

"The front row always gets mad at me for that Tina. And they say, "Well the girls let me hold it on the last flight."

Tina explained, "I tell them, Oh my heavens. Maybe that's why those girls don't work here anymore. It's so sad; they were such sweet girls, too." Then I wink. And I smile. And then they smile. On occasion, I have to be a bit more firm and explain that while it's not my rule, it is my job. Most people appreciate that you do have a job to do, if you're consistent and courteous about it and are respectful of their feelings, too. It is disrespectful to our coworkers when we are lazy and do not consistently enforce our rules, policies and procedures. TWU Local 556 Bylaw Article IV (a) even states, "No

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**People like consistency, continuity and clear boundaries; these things make us feel comfortable.**

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Member shall perform their duty on the job in such a manner as to place an unfair burden on his/her fellow workers." Part of being a good Local 556 Member is being a good Flight Attendant. Serving cans to everyone, handing over unopened minis, accepting expired drink coupons, not doing a required coffee and water service, allowing portable music players to remain on below 10,000 feet, stowing bags in the wheelchair stowage compartment or behind the last row, etc. are things that lazy Flight Attendants do. They make our jobs more difficult because you and I then look like the bad guy on the Customer's next flight and are treated as such; that is an unfair burden.

People like consistency, continuity and clear boundaries; these things make us feel comfortable. We like it for ourselves, and we like it in others. If we're expected to play by the rules, it's good to know that the rules are real, and not an imaginary



rule made up by someone on a whim, or because they don't understand Company policy or FARs, or because you're in the C Boarding Group and only the Business Select Members get to break all the rules. The hardest thing is not necessarily abiding by the rules, it's feeling like you're abiding by rules that aren't really there. In the ever-changing mayhem that has become modern air travel, consistency makes things more predictable for Customers and Crews alike. If all Flight Attendants do their jobs and are consistent in the enforcement of the rules, there's less unpredictability, inconsistency and discomfort for everyone. You should make a habit of reading your RBFs, Onboard, LUV Lines, Unity, and anything else that you can get your hands on: it will help you to be consistent.

## In the ever-changing mayhem that has become modern air travel, consistency makes things more predictable for Customers and Crews alike.

"I'm getting up now, Tina; there are Supervisors onboard."

"Park it, Princess. I mean, not just yet, Honey Bun. The Captain instructed us to remain seated. I always assume that Colleen Barrett's back there; she might be; you just never know, and I would hate to let her down. Anywho, I think that you'll find that if you're always consistent while in your uniform, you won't ever have to worry who might be watching or listening. When someone accidentally bumps into you in the powder room, when you engage in a conversation with a guest at the crew hotel, when you make small talk with a stranger in the back galley, you just never know. And because of that, because any of these individuals has the potential to immediately tell everyone they know either "Southwest Airlines Flight Attendants are fabulous!" or "Southwest Airlines Flight Attendants are freaks!" you must remember that consistency is far greater than rare moments of greatness. People will only give you credit for that which they see you do consistently. You can be a friendly, approachable, easy-to-deal-with person *only* around those "important" people, i.e., Supervisors and Managers; or you can act that way with *everybody*. I've heard it said that your true character is most accurately measured by how you treat those who can do nothing for you.

As humans we need consistency, we crave it, our lives would spin out of control without it. It's no secret that Southwest's first and foremost "marketing" task is to take every step possible to deliver a consistent experience to each Customer. While the nature of our industry means that this is not always possible operationally (we have little control over

weather delays, mechanical failures, etc.), there are some things that we can control the consistency of, every time. The mission of Southwest Airlines is, "dedication to the highest quality of Customer Service delivered with a sense of warmth, friendliness, individual pride, and Company Spirit." Consistently enforcing the rules and regulations for the safety and comfort of our Customers, with a smile on our faces and LUV in our hearts is what we do. Our consistency breeds loyalty to our airline. Britney, Honey, come sit back down."

"I know it's bumpy, but I think I could probably serve, Tina. We're above 10,000 feet."

"The Captain made a PA asking us to remain seated for a reason, dear. If you're bouncing around passing out LUV potions, our Customers will think that the serious threat of turbulence has passed and Aunt Bea and I will look like slackers. Don't bristle the Bea! I will call the Captain in a few minutes to see if we can begin service. Those Supervisors back there would tell you that your safety is much more important than a crabapple cocktail. The foundation of Southwest's corporate message is not that Customers are number one; rather, Employees always come first with the Company, with Customers a respected second. Southwest, in turn, expects us to extend Customers the same level of warmth, respect, and responsiveness we, ourselves, receive. Herb has been quoted a million times about the close relationship between Employee satisfaction and Customer satisfaction. The life of a Flight Attendant is not an easy one, Britney; and we too crave consistency, especially since the one thing that is consistent about our job is its inconsistency... hmmm...kind of like the men in my life. HA! Look at Aunt Bea telling that Supervisor that she should have her seatbelt on right now."

*Ding!* "Folks, you are now free to move about the country."

"Oh, of course! What will I do with that man?! He consistently does these things just to get under Aunt Bea's bonnet, you know."

Tina stood. "It takes courage to be a good Southwest Airlines Flight Attendant, Britney; and part of being courageous is simple consistency. I think that you're going to be wonderful, dear. Thank you for listening to me; you've been very patient. That's a virtue; consistency is the perfect complement for all of your many virtues, Britney.

### CUYLER THOMPSON

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

# True Stories

by Lyn Montgomery

In this final installment of our three-part true story, Ella is prepared to go before an Arbitrator in an effort to remove or reduce the discipline she had received for using props during her emergency demo.

So far Ella had not had much luck in the grievance process. Her Step 2 Meeting did not result in any changes to her discipline, and although the Executive Board had voted for her case to proceed to a Board of Adjustment (BOA) hearing, the panel deadlocked and no agreement was reached.

Now Ella's case is headed to Arbitration.



An Arbitration hearing is the final step in the Grievance process. The Company and the Union agree to have their disputes settled by an unbiased third party called an Arbitrator (Article 20 of the CBA). In choosing Arbitration, the parties opt for a private dispute resolution procedure instead of going to court. Arbitrators are usually highly educated, experienced professionals who often have a law background. They are astute and knowledgeable and act as a judge would serve in court, using rules similar to court cases. After the hearing is over the Arbitrator will read separate closing statements called post hearing briefs written by each side before making a decision. They will then write an opinion which contains the resolution to the matter. This opinion will be sent to both parties who will observe the terms defined by the Arbitrator.

About ninety days after the Board of Adjustment, Ella's case is slated for an Arbitration hearing. Sherry, who presented her BOA, contacts Ella and sets up dates for her to prepare her testimony. Sherry explains to Ella that this is slightly more formal than the BOA hearing and will be held in a Dallas hotel conference room. Sherry and Ella meet a couple of times prior to the hearing to go over things face to face. Sherry has two other Members who will assist with the hearing, Clark and Kara. Kara's focus is to help Ella during the hearing, which allows Sherry to place all her focus on the case. Clark's focus is to assist Sherry by being in charge of all documents. Ella appreciated how much work this team was doing for her.

Ella awoke early the morning of the hearing, and tried to eat breakfast even though her stomach was filled with nervous en-

ergy. It had been a long wait, and finally a resolution would be reached. After arriving at the hotel, she saw Sherry and her team in action, going over order of evidence and ensuring everything was ready. Even though the team was busy, they seemed relaxed and confident about the case, which calmed Ella's nerves. Just prior to the hearing Sherry said to Ella, "All you need to remember is to be honest in your testimony. It is easy—we only have to tell the truth! Listen to the questions asked and during the hearing if there is something you want me to know, write it on the notecards I gave you and the team will pass it down to me. Good Luck!"

The small conference room was set up with a long table in the center. A court reporter sat to the side with her equipment ready to document the entire proceeding and the Arbitrator sat at the head of the table. The Company's attorney and his team sat on one side of the table and the Union sat on the other. Ella was surprised how comfortable she felt since this was a rather intimate setting. She took a deep breath as she sat down at the end of the table next to Kara.

The Arbitrator opened the hearing, and the Company's attorney delivered its opening statement, declaring that the Company was just in applying the discipline. They stated a full and fair investigation was conducted, and Ella had been previously warned not to use the props. Because of this, a fourteen day suspension was an accurate and progressive discipline. Ella sat back in her chair a bit dismayed until Sherry began her opening statement.

Sherry delivered her statement eloquently, she responded to the Company's opening; asserting the discipline was unjust, overly harsh and did not follow the Company's schedule of discipline. Additionally, Ella was performing a long-standing part of Southwest culture known as Positively Outrageous Service (POS), and her intentions were honorable, and in accordance with the Southwest Airline Mission statement. She had not received previous discipline for the alleged offense and the discipline should be removed in its entirety and she should receive compensation for all lost time.

The hearing continued with the Company presenting its case first. Stan, the Inflight Supervisor who conducted the Fact-Finding Meeting and who had administered the suspension was their first witness. After the Company asked him a few questions, Sherry had the opportunity to cross-examine him. Sherry was direct with her questions and doubt was cast concerning the appropriateness of the discipline—if Ella had indeed been told not to use props previously. The Company also had a Director and the Base Manager testify before they rested.

The Union's witnesses included the Flight Attendants who flew with Ella that day, her Shop Steward who attended the Fact-Finding Meeting, and Ella. While on the witness stand, Ella felt her voice quiver slightly and her hands shook a little. She breathed slowly and worked hard to concentrate and tell her side of the story. Again as she had done in the BOA, she demonstrated her funny emergency briefing with the toilet seat cover. Uncontrollable laughter erupted as it was just too funny for anyone to keep a straight face! After Sherry was done asking her direct questions, the Company attorney turned politely to Ella and asked his own set of questions. Ella did not have a hard time answering his questions because she remembered what Sherry had said, "Just tell the truth." Before she knew it, her testimony was over.

The Arbitrator asked the representatives if they wanted to do oral or written closing statements and after deciding to submit post hearing briefs, the Arbitrator gave a deadline in thirty days to submit them. Ella would once again have to wait. It seemed like such a long time, but she understood now why the process was so lengthy. There was so much involved!

Thirty days later the post hearing briefs were submitted to the Arbitrator. There was nothing left to be done except wait on the opinion of the Arbitrator. Two months later, Ella's phone rang and she saw it was the Union's number. Sherry asked her if it was okay to put her on speaker phone with the Arbitration team and Angie who had worked her Grievance initially. Ella agreed. "Ella," Sherry began, "We have the

opinion of the Arbitrator. His opinion is twenty pages long but let me just read the final paragraph for you."

"The Grievance is sustained. The discipline will be removed and the Grievant is to be compensated back pay for all lost time associated with the discipline."

Ella thought to herself "what does that mean?" Before she could open her mouth to ask, the entire team shouted "Congratulations! The discipline is removed and you will be paid for the trips you lost!"

"Wow, thank you all so much for everything you have done and all your hard work!" Ella exclaimed! She once again felt a little twang of butterflies in her stomach but this time it was because she was so happy.

#### 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.

## Congratulations Kurt Beggs



We are pleased to announce that Houston Flight Attendant and current Professional Standards Committee Member, **Kurt Beggs**, has been appointed Chairperson of the Professional Standards Program for Southwest Airlines Flight Attendants.

We extend a heartfelt "Thank You" to outgoing Professional Standards Chairperson, **Michael Broadhead**, for his years of service and dedication to this important program. Please welcome Kurt Beggs to his new Leadership role as Chairperson of Professional Standards for Southwest Airlines Flight Attendants.





# Taking a Look at Your Facebook Privacy Settings

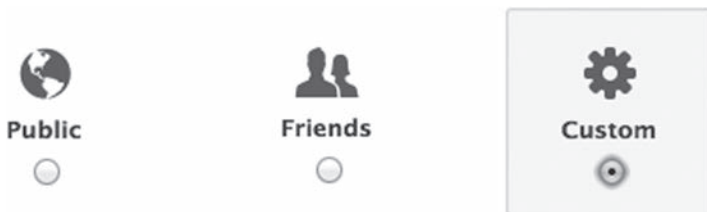
by **Kyle Whiteley**

Flight Attendants have embraced social media as a great way to keep up with friends and family while away. However, if you have not adjusted your privacy settings, you could also be telling the world when you are away.



**T**here have been a lot of changes to Facebook lately (with more to come), as well as a lot of concerns about privacy, too. The good news is that Facebook has made some big improvements that make it easier to control who sees what on your profile. Here are five simple changes you can make to ensure your privacy is maximized on Facebook.

## CUSTOMIZE YOUR DEFAULT PRIVACY SETTINGS



I'm always shocked at the number of Flight Attendants in my newsfeed whose posts are public, meaning anyone on the Internet (including Southwest Airlines Management) can see the photos they post of their children, their rabbit, or their killer trip to Cabo when they were supposed to be "sick"—to say nothing of status updates and other posts that could potentially paint you in an unflattering way or that could be used against you if you were to ever find yourself in a Fact-Finding Meeting with your Supervisor.

The very best thing you can do right now is to customize your default settings to a level that's appropriate and comfortable for you by choosing the "Custom" option. For me, this means that my posts are visible to all my friends and all their friends, too. However, my posts are

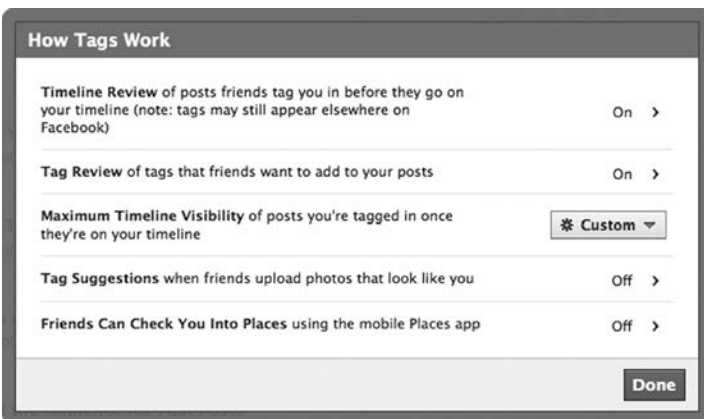


blocked from anyone whom I've added to my "Restricted" list. (We'll cover lists in a few minutes.) This gives me a good, solid "base of privacy" that I can further customize on a post-by-post basis, if I choose. There are other privacy categories on the *Privacy Settings* page that you should review and customize, too.

## CONTROL HOW PEOPLE “TAG” YOU

You’re probably already familiar with how tagging works. It’s a means of identifying yourself and others in photos, posts, and other content shared on Facebook, including check-ins at businesses, restaurants, events, and elsewhere. I don’t know about you, but I don’t want (or need) everyone, even my friends, knowing my every move or identifying me in every photo—especially the unflattering ones—without my permission.

The great thing is that you have a lot of control over how you’re tagged in content that’s shared on Facebook. Click on *Edit Settings* next to *How Tags Work* on the *Privacy Settings* page to begin customizing how friends



can tag you. Again, you should choose settings that you’re most comfortable with, and that maximize your safety both on the Internet and in the bricks-and-mortar world. Remember: what’s OK for you might not be OK for someone else, so use some discretion when tagging yourself and others.

## USE LISTS

Lists have been around on Facebook for awhile, but now you can use lists to organize your friends into groups based on shared interests or common affiliations, for example—there are no real limits. Lists are great (and really useful), because they let you easily share posts and status updates with just those people on a particular list, but not, say, your Uncle Joe, or the pastor at your church, to name a few. Lists also let you see posts from just the people included on a particular list. Your lists are located on the left of your newsfeed. Click on “more” to get started.

Even if you decide lists aren’t for you, I want you to be aware of the restricted list, which Facebook calls “an easy and private way to limit what you share with someone—without blocking or unfriending them.” What this means

is that anyone whom you choose to add to your Restricted list will only be able to see your public Facebook posts.

## OPT OUT OF FACEBOOK ADS

Facebook uses social advertising, meaning that your name is sometimes paired with certain ads on Facebook based on your interests, “likes,” and other social activities. Although Facebook does not share your photos or personal information with advertisers, I just don’t feel comfortable with my name appearing next to ads alongside your newsfeed.

Fortunately, you can opt out of having your name appearing with social ads, but this is separate from your other privacy settings. To change your preference on Facebook ads, go to your *Account Settings* page, click on *Facebook Ads* on the left side of your screen, and then *Edit third party ad settings* and *Edit social ad setting*.

## USE YOUR COMMON SENSE

The steps I’ve outlined above are good starting places for ensuring your private information on Facebook remains private. The truth is, however, that there’s really no such thing as “privacy” anymore, even if you take every precaution. Your best defense in safeguarding your online privacy as much as possible is simply to use plain old common sense. Take an extra second or two to think about what you’re about to post online, review your settings, and decide whether what you’re sharing can come back to haunt you or your family in the future—just because you delete something doesn’t mean it’s gone forever. Anyone with the right knowhow can recover almost anything.

For more detailed information on about privacy on Facebook, I encourage everyone to visit [www.facebook.com/help/privacy](http://www.facebook.com/help/privacy).

## We hope you will “like” our new Facebook Page!

Search for the new TWU Local 556 Facebook page. Once you “like” us, you will receive updates and other important notices in your newsfeed.



# Baltimore

## Audrey Stone, BWI DEBM



There have been some changes in the Baltimore Inflight Office, and I am happy to report that we are fully staffed! We have two new Crew Base Coordinators—**Jan Hahn** and **Karen Gallagher**. **Michelle Patt** joins us as a Leave Specialist this month. Also, we have an additional Supervisor II—**Scott Burfield**, from the Chicago Inflight Office.

As of November 15, you will no longer be able to use the ticket counter computers to check-in in Baltimore as AirTran will be utilizing that space. The good news, though, is that we have a designated crew security checkpoint opening October 31 on the baggage claim level.

For those of you who drive to work, there are a few important things to know when you consider parking in alternate lots. While some of them are more convenient or closer to the terminal, it is important to understand the risk. If anything happens to you—an accident or injury (you slip on ice getting out of your car or the shuttle is involved in an accident) you will not be protected under Worker's Compensation/OJI because it is not the designated Employee lot. While chances are slim and hopefully this never happens to you, we have had cases of both scenarios presented. If you are parked in the official lot, you will have the right to file an OJI claim. Don't forget, you are subject to ticketing or towing if you do not have the valid, up to date parking tag for the specific lot you are parked.

By now, many of you have seen, and hopefully welcomed, our fellow AirTran Flight Attendants in the Baltimore lounge. While Baltimore is not a base for them, reserve Flight Attendants are required to sit Airport Standby. As part of the transition to one carrier, we have opened our doors to offer a nicer space for them while they are waiting to work. I know that there is a lot of uncertainty and anxiety right now for both sides as we wait for the integration to progress, but please extend the welcome and courtesy to them that you would want if you were in their place. We will be working together in small spaces in the near future, and your actions now can go a long way towards preserving our Southwest Culture as we move forward.

On the heels of fall will be winter, and with that comes winter storms. If you get stuck in one and end up with either an extended duty day, reduced crew rest, or being stranded, remember that the Union has someone available seven days a week to answer any Contract questions. This will be our first holiday season to offer this service to you, and a representative can be reached between the hours of 0900-1700 Central on the weekend and holidays.

### 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



Time has once again flown by, and we are closing in on the end of another year that has been full of changes and new faces. Changes will continue as we proceed with training for the 800s, overwater training and all that goes with the Seniority Integration.

Another exciting thing that happened this year is Chicago has, for the first time in a long while, gotten many of the New Hire Flight Attendants from the last classes. For those of you who have been stalled for the last few years, this was very good news as you finally began the climb up the seniority ladder!

Management in Chicago has also had some changes. **Marissa Merkel** is our newest Assistant Base Manager and there are two new Supervisors attending the current initial training class. **Brandon Kohler** and **Loretta Horn** will be joining us after graduation. **Cetta Larabee** has also joined the Chicago Inflight Management group as a Supervisor II. Please join me in welcoming them to Chicago.

There have been some changes in leadership style and the way our leaders make decisions concerning infractions by Flight Attendants. I encourage you all to please take the time to review your handbook in the back of your Manual and know the Work and Conduct Rules as well as non-revenue travel rules. Ignorance of a rule or policy is no longer a valid defense; if you make a mistake you may pay dearly for it.

Southwest Airlines has also started using the new gates on the A concourse, A4A and A4B. The gates are located down the long, uphill, carpeted hallway on the other side of Manny's Restaurant. It is a long walk down that hallway and takes almost as much time to reach the end as it does to walk to A17 so make sure you give yourself plenty of time to get to your gate. I didn't and it wasn't pretty when I arrived huffing and puffing at the gate. Like I said, uphill and carpeted.

As always, I would like to say that it is an honor and privilege to represent each and every one of you. If you have any questions or need help with anything please don't hesitate to give me a call anytime or drop me an email. I hope to see you all soon. Take care and fly safe.

### 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



Hello Dallas! Well, we made it through one of the hottest summers EVER! Due to the weather, the airport renovation is ahead of schedule and the new target date is May of 2013! By March 2012 the new ticket counter will be in place. The new airport is in the shape of the letter T. The Flight Attendant

lounge will be in front of the gates and the food court will be located in the middle of the T.

As you are aware there is a push from Management to look at sick calls for "attendance behaviors or trends" (RBF 2011-197). If you are contacted for a meeting call the Union right away for representation. Personal days or moving ones trip by Management that was once available seems to be a lost practice. Put money, passes, or get your wallet out if you need that trip to go. Better to cost you money verses the cost of your job. On a separate note, when you are calling in sick, just say, "I am calling in sick." The end!

Lack of flexibility has harmed our culture as well. There are very few sips therefore we are unable to adjust our schedules as we did in the past. There are few turn lines, no 2 day and turn lines, a few 2 day-2 day lines, 3 days and then rotating 3 days. In months of reduced flying it is almost impossible to find consistent three day pairings on a line. There was a time when your schedule would get better the more time you put in at Southwest. Send feedback on the pairings that make up the lines to the Company. If you don't give your input the issue won't be addressed.

I have received numerous calls from lineholders who, after returning to base and being rerouted, learn there are Reserves sitting in the lounge and at home. If Scheduling claims they are saving Reserves, please write up the situation, and call the Union office so it can be investigated. Please do not share any information regarding your employment with Southwest or your fellow Employees on Facebook. It is nothing personal but I would also not be friends with Management on Facebook.

Thanks to you all for doing a great job and for working at keeping the culture here at Southwest. Keep your spirits up during these challenging times. We will get through it. We always do. Don't let the actions of a few affect your overall outlook of the wonderful jobs that we have.

### 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



Since my last article several items of interest have transpired in the Houston Base. We welcomed **Joe Gossett** as our newest Inflight Supervisor. There is one Supervisor opening at this time, and interviews are currently being conducted. I am sad to report that **Bo**

**Parker**, Houston Inflight Base Coordinator I,

is leaving the Inflight office—she accepted a CSA position.

Although she isn't going too far, we do wish Bo the best of luck in her new position.

Road construction will begin on October 26 at Hobby Airport—no vehicles will be permitted to go on the *up* ramp. All personal and hotel vehicles will be permitted to drop off down stairs at the curb. This construction will continue for twelve to eighteen months. Remember, Flight Attendants cannot check in at baggage claim computers, so give yourself extra time during this transition time.

Several Fact-Finding Meetings have been held in the Houston Base since my last report. The meetings are to discuss safety violations such as cell phone use during boarding, not being in boarding positions and UM procedural violations. Other meetings have been conducted for attendance points, crew-member conflict, and discrepancies found during unannounced audits. Please be aware that Supervisors are conducting audits after office hours.

On September 11, 2011, over forty people comprised of Houston Flight Attendants, Pilots, family members and friends participated in the Heroes Run Houston 5k walk/run at Ellington Field. Our goal was to have 25 participants to account for each Flight Attendant lost on September 11, 2001. We far surpassed that goal and were able to honor the fallen Pilots as well. A huge thank you goes out to Houston Flight Attendants **Debbie Aylor** and **Rich Counts** as well as over thirty other people who helped make participating in this event a true honor.

In closing, I ask that you visit the TWU 556 home page and the Houston Base page for the most accurate information on the Seniority Integration process and base news. A lot of half-truths and false information is out on the line so please stay informed with the facts.

I wish each of you a happy holiday season, and look forward to working together through the exciting changes the new year will bring.

### 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



I would like to start by welcoming our new Base Manager **Randall Miller**. Randall comes to Las Vegas from Oakland. Also, I would like to welcome **Warren Lambert** as our new Recurrent Trainer. Warren has been a Flight Attendant for thirteen years and he will be working along side Mona this

next year.

Although the turbulence from the heat is leaving, please continue to use your best judgment when you experience turbulence and bad weather.

As a reminder, we have many tools for you to utilize when you have questions. Contract Live is an online program consisting of three to five minute videos on various topics within our Contract. The videos explain our Contract language in easy to understand terms, and often real life examples are provided. Recently, a new section of videos was added to the library about Reserve. You can find these videos on our Web site 24 hours a day, [www.twu556.org](http://www.twu556.org).

If you need to call to get an answer to your question, don't forget that we offer weekend and holiday hours from 0900-1700 Central. Please keep in mind that due to the typical low number of calls we receive over the weekend, only one person is scheduled.

As a reminder from Side Letter 8, although you may be asked to ride fourth, deadheading crewmembers are no longer required to do so. If you are asked to sit fourth, please ask if someone has already signed up before agreeing to move; it's your choice.

Although there are white courtesy phones that can be used to check-in throughout the McCarran Airport, please don't drive up, check-in, then drive to the parking lot. If you do this, and something goes wrong causing you to not be at the gate at the required time, you will be issued discipline.

A few questions I get asked on a regular bases: what would happen if I get caught using my cell phone? If passengers are present, it could lead to discipline. If I am approached to take a drug test can I call ClearSkies? No, at the time of testing, it is too late. But if you need help, make that call.

### 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

## Matt Hettich, OAK DEBM



As you can see by the picture, Oakland has a new Domicile Executive Board Member. For those of you I have yet to meet, my name is Matthew Hettich, and I have been with Southwest Airlines for ten years. I am extremely grateful to be with this amazing Company and to be a Member of a Union that

can boast of an industry-leading Contract.

My experience with union work began in 2009 after graduating from the University of California Berkeley with a B.A. in political science. Shortly thereafter I became involved with our local C.O.P.E. team, the Central Labor Council of Alameda County—and was appointed as our delegate in 2010. Currently I also serve as a Member of the Legislative Committee. I have attended the TWU California State Conference meetings and work alongside other TWU locals throughout the state. In my tenure as a delegate and with the CSC, I have built relationships with other affiliates and locals, established points of contact with elected leaders, and have represented our local within the community. As an Executive Board Member I feel this foundation will be utilized to advance the issues that are important to our Membership.

Additionally, I would like to thank Todd Gage for the marvelous work and leadership he demonstrated while representing the Oakland Base. Todd has been a tireless advocate for our Members and his presence on the Board will be missed. I am honored by his recommendation as his replacement and I look forward to continuing his legacy of efficient and effective advocacy on behalf of our Membership.

And now for base news: Oakland Assistant Base Manager **Randal Miller** was promoted to Las Vegas Base Manager. His departure will be missed, and he will be a great addition to the Las Vegas Base. Currently no replacement has been named.

The BART Oakland Airport Connector construction is underway. The automated people mover system will be elevated and travel along Hegenberger. Please be advised of possible construction delays in the upcoming months. A more efficient route from 880 may be the 98th avenue exit.

I look forward to working for the Oakland Base, and hope you will contact me if you need assistance.

### MATT HETTICH

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

# Orlando

## Jimmy West, MCO DEBM



There's an old saying that "When life gives you lemons, make lemonade." This saying can relate to the AirTran acquisition. I continue to receive questions regarding the process, how the acquisition will affect our current seniority list, and what about

Airtran's Customer Service. The process is still ongoing, however keep in mind that once Southwest Airlines and AirTran Airways are completely merged, we will be almost 25 percent larger than we currently are today. I suspect also that once we are one Company, unannounced audits will increase. The additional cities and Customers equal additional revenue for our Company which means more profit sharing for us. The international flying alone hopefully will mean layovers in Montego Bay instead of Midland!

We continue to receive RBF's regarding sick calls, with the latest RBF referencing sick call patterns. A pattern can be developed in number of ways, for example: if you have a his-

If you have a history of calling in sick before or after your vacation, according to the company, this is a pattern.

tory of calling in sick before or after your vacation, according to the Company, this is a pattern. I have said this before and will say it again, until Brookstone or the Skymall offers a device that will predict when you will be sick, please utilize a sick call in accordance with our Contract when you are sick. Scheduling violating our contract? Now *that's* a pattern! Speaking of calling Scheduling, remember that when you are on hold, you will hear music such as "Big girls don't cry," or something from the 80's playing. If you do not hear anything, *you are only on mute*, and all background noise can be heard, which is recorded.

In closing, we have a history or "pattern" of making new Flight Attendant's feel welcomed. You may not agree with how the seniority issue is resolved between TWU and AFA, but please remember that we will all be one Company, with one goal: providing excellent Customer service to help secure the futures for everyone involved.

### 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!

There is not much happening in the base, so I thought I would post a couple of tips for you this month.

As you may know, Management has begun calling Flight Attendants in for a mandatory meeting if they believe that a Flight Attendant is displaying a pattern of sick leave abuse. Management has mentioned that there will not be any discipline issued in these meetings, however the Union strongly encourages you to have a Union Representative present anytime you meet with Management. If you are called in for one of these meetings, please call the Union at 800.969.7932 to schedule Union Representation.

If you are called in for any mandatory meeting with Management, you will be paid 4.0 tfp if it is on a day off, and 1.0 tfp if you are already working that day.

Many of us that work here have significant others that take advantage of our buddy passes or other space available passes. Keep in mind that if the person who uses your pass has made a reservation or purchased tickets on any Southwest Airlines or AirTran Airways flight, they may not use any space available passes on any Southwest or AirTran flight in the same market or city pair (co-terminals) included on the same date-even if the reservation was cancelled. This information was taken from the Freedom to Get Out of Town booklet on the travel tab on SWAlife.

If you are a commuter, please keep in mind that Recurrent Training, 737-800 training, and any other training is not covered under the Commuter Policy.

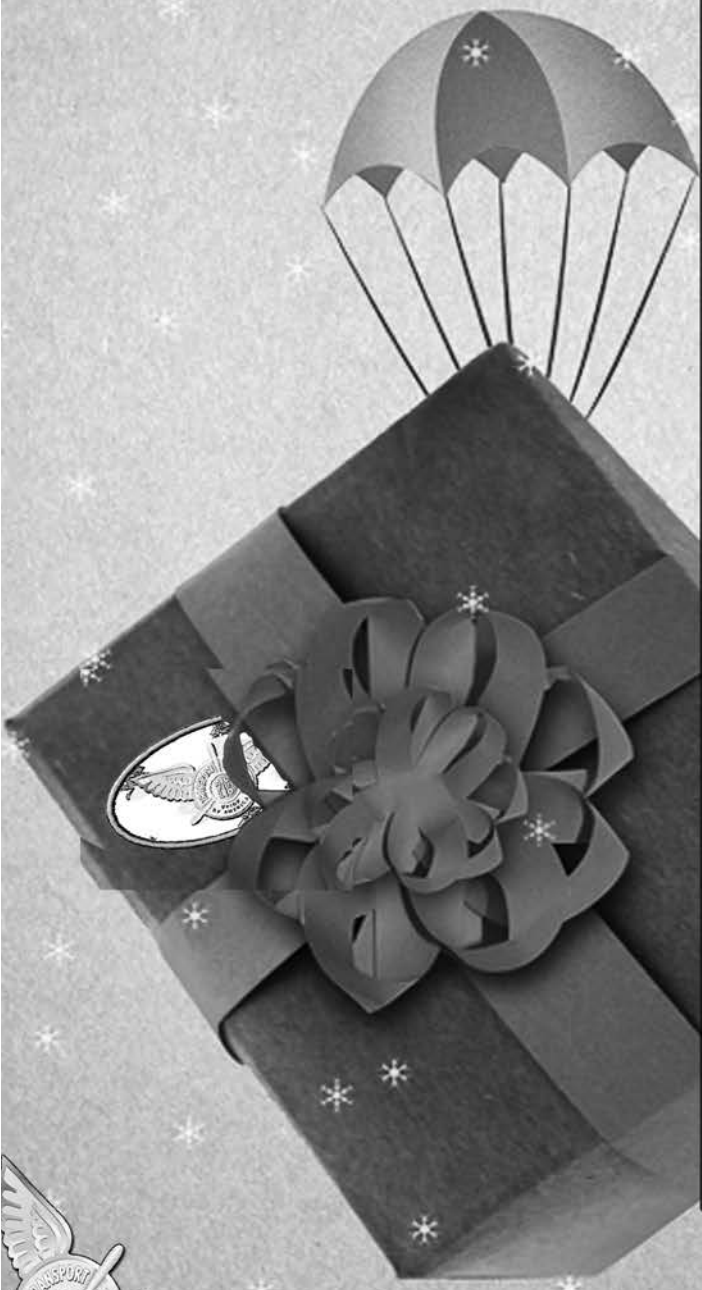
I hope everyone has a great fall and enjoys the much deserved cooler weather. Since I won't be writing a new article until January 2012, I want to wish everyone a happy holiday season! Also, best of luck in 2012.

### JOHN DIPIPPA

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



# 2011 TWU Local 556 TOYS FOR TOTS Toy Drive



**Please drop off a new,  
unwrapped toy in  
the drop box located  
in your lounge.**

**If you would prefer,  
simply leave a check  
or money order made  
out to "Toys For Tots" in  
your DEBM's mailbox.**

**Thank you for helping  
us bring some holiday  
spirit to those less  
fortunate this year.**



**November 7 - December 12**

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

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

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

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

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

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

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

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

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

- a. Objectors who pay fees by hand shall pay an amount less the percentage of dues, both International and Local, ascribed by the

audit (described in #5 above) to non-chargeable activities. The balance shall be placed in an interest bearing escrow account. The Local shall place its share of the fee in such an account, and forward the objector's share of per capita fee to the International, which shall place said fee in an interest bearing account.

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

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

d. If the objector does not challenge the validity of the audit pursuant to #8 below within the allotted time, the fees still held in escrow

shall become the property of the appropriate Local Union or the International. If a challenge is filed, the fees held in escrow shall continue to be so held until the challenge is resolved in accord with the procedures referred to below, at which time the fees shall be distributed in accord with said resolution.

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

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

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

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

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

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

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

d. Fourteen (14) days prior to the start of the arbitration, challengers shall be provided with copies of all exhibits - or a list of all such exhibits intended to be introduced at the arbitration by the Union party and a list of all witnesses the Union party intends to call, except for exhibits and witnesses the Union party may introduce for rebuttal. Where a list of exhibits has been provided, the challenger shall have a right to receive copies of such exhibits by making a written request for them to the International Secretary/Treasurer (where the International is the Union party) or to the Local's Financial Secretary/Treasurer (where the Local is the Union party). Additionally, copies of all exhibits shall be available for inspection and copying at the hearing.

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

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

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

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

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

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

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

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

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

ADOPTED by the INTERNATIONAL  
ADMINISTRATIVE COMMITTEE  
November 1, 1991

AMENDED: September 19, 1996





*It's that time of the year again!*

*Please help make a difference!*

