

THREE WAYS TO GET FIRED



LET'S GO!

unity

THE MAGAZINE OF TWU LOCAL 556



WE'RE
BETTER PEOPLE
WHEN WE COMBINE OUR STRENGTHS

THE PROBLEM WITH PRESENTEEISM

Volume 4, Number 3
Winter 2012

The Spread of a Miserable Disease

I was recently told that there are Flight Attendants here at Southwest who are “planning” to make the lives of our new AirTran colleagues miserable. The expectation is that if they are unhappy, they will go away, and one-by-one, original Southwest Flight Attendants will improve their seniority. How disappointing that someone would be proud to say they want to make someone miserable. I firmly believe that the Southwest employees who are making such statements are the ones who should go away, because they neither embody our wonderful Southwest Culture and spirit, nor do they even understand it.

I have often heard that Management at other carriers treat their Flight Attendants so poorly that their important front line workers are miserable, and these frustrated employees take their irritation out on their Customers. I am willing to bet that almost all of us have heard our Customers talking about such previous experiences. These conversations usually end in statements such as, “I’ll never fly them again,” or “unless I have to, I always try to fly Southwest.” That’s it; that is our bread and butter exactly as printed on our pay statements: “Deposits made possible by your Southwest Customers.”

Negativity is like a cancer that starts slowly, and begins to grow and spread. Negative jumpseat banter spreads from one to another, because it’s often easier to just nod and agree than to stand up to those people who spew this negativity. That simple “I don’t care” nod just became “I told her, and she agreed with me.” The cancer grows and spreads.

I don’t know about you, but I have about ten more years until I can retire and take full advantage of my travel benefits. It would be

very disappointing to put in 25 years only to lose out because we couldn’t get along. Our newer Flight Attendants—let’s say those under five years—might not plan on making this a career, but as many of us have learned, before you know it, you too will be hitting your ten and fifteen year anniversaries (you get a really nice watch).

So now my story comes full circle. Say these Flight Attendants do make the AirTran people miserable, who in turn make our passengers miserable. Those passengers start saying, “I’ll never fly Southwest again,” in front their friends, or, even worse their kids, who learn not to fly Southwest when they grow up. That should be about the time our current newer employees will be thinking about retiring. I hope you, too, will be able to fully use your travel benefits.

If you hear someone say, “I’m going to make their life miserable.” Please tell them to “Put a sock in it.” Together we can cure this cancer.



Please don’t get me wrong, I have certainly been frustrated with our Company. As a matter of fact, I am sure in the next ten years something else will really tick me off. But I promise you that I won’t take it out on my Customers or my coworkers, and I ask that you do the same.

I’m sorry this issue of Unity is late due to the SLI vote and getting you all the information you needed to make an informed decision when you cast your ballot. We have some great articles in this issue that I hope you will find useful. As always, please send me your feedback; I love hearing from you.

On the cover: Dallas Flight Attendants **Melissa Maxwell, Kevin Giles, and Jane Nelson.**



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

KYLE WHITELEY
Unity Editor

Communications Coordinator
kwhiteley@twu556.org
MDW 35350

TWU Local 556 Editorial

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

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

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

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

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

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

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

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WINTER 2012

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Where do we go from here? **Thom McDaniel** looks towards the future of Local 556 and what it takes to be successful.

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If you can't stop yourself from running, or if you are one for a healthy walk on an overnight, Chicago Flight Attendant **Justin Whittington** has the place for you to go!

Phoenix representative **John DiPippa** has respectfully declined to submit further articles to *Unity* for personal reasons.

2012 Officer Election Get Involved & Vote

by **Susan Kern**

Getting involved—an important part of Union Membership—can mean many different things. For some it's finding a passion, and working on a committee. For some it's running for office. Fortunately, there is a very simple way for every single Member of TWU Local 556 to get involved, and it is the important act of casting your vote.

We are currently in the cycle of electing Local 556 Executive Board Members for the next term of office, which runs from May 1, 2012 to April 30, 2015.

Once your Board of Election knows who is running, names are drawn from a hat in front of a notary public to determine the order they will be presented on the ballot. Voting instructions will be sent to everyone between February 20 - 23, 2012, and voting will open March 1, 2012 at noon Central, and close March 16, 2012 at noon Central. You will be able to cast your vote via Internet or telephone. Although voting information will be sent to everyone on the seniority list, only those who have completed probation will be allowed to cast their vote. Results will be posted as quickly as possible on the TWU 556 Web site, the hotline, and on the Union bulletin boards in all bases. If someone runs unopposed, they will be declared winner of the election.

Our Membership has had the opportunity to vote on a variety of issues over the past few years and participation rates have fluctuated greatly. Here's what voter turnout has looked like since 2007:

2007 Negotiating Team: 13.5 percent of the eligible voters voted
2009 Officer Election: 44.2 percent of the eligible voters voted
2009 TA for Contract 2008: 61 percent of the eligible voters voted
737-800 Side Letter: 38.7 percent of the eligible voters voted
Side Letter 8: 25.4 percent of the eligible voters voted
SLI Agreement: 73.64 percent of eligible voters voted

Participation has been as low as 13.5 percent and as high as 73.64 percent, with Officer Elections falling a little less than halfway between the low and high rates. Voting is one of the easiest ways to be involved, since you don't even have to leave the comfort of your home! Campaign materials will be put in your mailbox at work, and may be sent to your home via U.S. Mail or via email to the address on file with the Union. Take the time to review these materials. Ask your friends and talk to the candidates when they are in the lounge—that's your chance to find out who they are, and what they stand for. Make an informed decision, and most importantly, get involved and cast your vote!

The TWU Local 556 Board of Election (BOE) is chaired by Susan Kern, with Members Will Browne and Ron Regan. Information from the BOE is available on the Union's Web site and on our bulletin boards in each base. The BOE may be reached at 214-640-4324.

Let's Go!

"We still have work to do," says
TWU Local 556 President
Thom McDaniel

As you may know, I have decided not to run for Union office. It has been my great honor to work for you for the last twelve years, and we have survived some hard times, done great work, and accomplished amazing things together. Everyone who knows me well, knows that I never dreamed nor desired to remain in office more than one or possibly two terms, but timing or circumstances have never seemed right so I stuck around—and you have let me stay. I now feel that with our Contract nearly settled, and our Seniority List Agreement ratified by our Members, it is time for me to finish my tenure as the President of the best Flight Attendant Union at the best Company in the world. I can't really ask for a higher honor than that. I will continue to be active in our Union, and support our Members in any way I am asked. With that said, you hired me for three years and we still have work to do.

The challenges our Union and our Company have faced over the last year have been among the most difficult in our history. We knew it would not be easy, but the SLI/Transition Agreement, for example, proved to be much more challenging than we anticipated. Quite frankly, it would have been much easier to take the issue to an arbitration panel, and blame them for any unfavorable outcome, but we felt that it was more important for the future of our Company and Culture to have a negotiated agreement ratified by the Members from both Unions.

We all take a great deal of pride in our Company and our Culture, and are fiercely protective of it.

We all take a great deal of pride in our Company and our Culture, and are fiercely protective of it. Unfortunately, during the recent vote on our SLI/Transition Agreement our strong feelings manifested as words and actions that did not really reflect what our Company or our Union stand for: working together to keep

our Southwest Airlines profitable, and practicing the Golden Rule toward everyone.

Our Union has always been the strongest when our Members stand together and stay united. Our biggest strength as a Company has been our ability to "not sweat the small stuff," work together, and stand on our core principals that have made us successful.

Since the day this acquisition had been announced, our Members and all employees have wondered if our Culture would survive, and it is clear that since so many of us care deeply, our Culture will not only persevere, but it will grow stronger. During the last several months, however, I have seen messages and comments on social media sites that promote divisiveness, arrogance, and mean spiritedness in the name of protecting our Culture. It's fine to be proud, passionate, and protective, it is *not* ok to promote antagonism and hostility, and it's not part of our Culture.

It is time to stop talking and worrying about our Culture, and time to start living and preserving it. We have the opportunity to reach out to our new AirTran colleagues new TWU Members, and show them that



Southwest Airlines' Culture is about kind words, compassion, smiles, and most of all, being there for each other. Our Culture has never been based on how we treat other Southwest Airlines employees; it has been based on how we treat everyone.

Most of our competition has used bankruptcy to cut costs, and has stripped hard-won Union rights. American Airlines, for example, is cutting 13,000 jobs, and gutting Union contracts. We have the opportunity to grow stronger and achieve more by helping our Company remain profitable, and extending a warm welcome to our new family members. We must seize this opportunity, and the only way to do that is by taking individual responsibility to make this process successful.

We are incredibly lucky to be Southwest Airlines employees, and to be Members of a Union that stands strong for working people, fights hard, and wins a good many of those fights. It's time to move forward and make history—let's go!

THOM MCDANIEL

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

The Importance Of Living Our Culture As We Move Forward

by **Colleen Barrett**

Our Flight Attendant Seniority List Integration Tentative Agreement was recently approved by a majority of both Southwest Airlines Flight Attendants and AirTran Flight Attendants. While there were strong feelings on both sides about the agreement, Southwest Airlines President Emeritus and Honorary Lifetime TWU Member Colleen Barrett says that coming together and welcoming our AirTran colleagues to Southwest is how we will preserve and maintain our Southwest Culture. We sincerely wish to thank Colleen for agreeing to submit this article for Unity.



Do You:

Live the Southwest Way?

Offer Golden Rule behavior to others and expect to receive it in return? Are you kind, compassionate, civil, and nice to others?

Do you adhere to our Company's Mission Statement? How about the part concerning your Fellow Employees?

If you answered "yes" to any or all of the above questions, then I would contend that you are a Southwest Airlines Warrior, with a Servant's Heart, and a FUN-LUVing Attitude. You embrace new family members and help them feel welcome; you "get" that we don't follow The Golden Rule for accolades—we follow it because that is who we are: good human beings who want to do the right thing. Doing the right thing is instinctive and intuitive. It is the tie that binds all Southwest Employees. We are inclusive and realize that we have the opportunity to learn from each other and thus become better (and more successful) People when we combine our strengths; diminish our weaknesses; and become an even stronger and enviable Winning Team.

I bet you remember those who embraced and supported you when you joined the Southwest Family; more importantly, I suspect you still remember the hurt you felt when some folks did not extend a Golden Rule attitude toward you as you entered our fold. Now is the time to show the world that you "get it," my dear friends—you need to reach out and embrace our newest Family Members as we become ONE Family and show the world that we are Leaders. We don't allow tribes to exist within our ranks; but, rather, we are proud Warriors with loving and equalitarian spirits and we know that together we can win/conquer any battle/struggle/mountain by "Living Our Culture" as we move forward—that is, after all, what has sustained us and our excellent reputation for 40 years—may it always be thus!

I know I am a "has been," but as an Honorary Lifetime TWU Member, I hope you will accept this "food for thought" message in the spirit in which it is being sent. Please know that I have the greatest respect, admiration, and love possible for each of you and the magnificent contributions you have made to our envied and heralded Culture. I am also acutely aware that each of you has to embrace my conviction that there is a dire need for everyone at Southwest Airlines to recognize that it is essential that they must Own and Live our Culture if we want to sustain it.

With love and affection,

Colleen Barrett

COLLEEN BARRETT

is Southwest Airlines President Emeritus, and an Honorary Lifetime TWU Member. Colleen has long been considered as the Heart of Southwest Airlines for her dedication and love of Southwest's People. She can be contacted at colleen.barrett@wnco.com

The Shrinking Middle Class

by **Bryan Orozco**

According to Yahoo News, “Squeezed by rising living costs, a record number of Americans — nearly one in two — have fallen into poverty or are scraping by on earnings that classify them as low income. The new numbers follow years of stagnating wages for the middle class that have hurt millions of workers and families.”

Although I’m not an economist, nor am I a leading expert in labor issues, I’ve had the opportunity to spend the last two years as a Union Leader within our Local. In my opinion, when it comes to the loss of the middle class or quality jobs, it seems to do with the loss of Union Members in the United States. In a capitalist system there’s scarcity, which is based on supply and demand. So as Union jobs are lost there becomes less of a supply and demand for quality jobs or any other jobs for that matter. I’m sure we all have a family member or friend that can’t find a job that pays prevailing wages and benefits.

According to the United States Labor Department, the average wage for Union Members was \$917 compared to \$717 non-Union workers. Considering basic supply and demand, why would an employer pay any worker a prevailing compensation package when the supply side or “pool” of workers is full of candidates?

Rutgers University Professor Bill Rodgers, former Chief Economist for the Labor Department under President Bush, said, “...the erosion of collective bargaining is a key factor to explain why low-wage workers and middle income workers have seen their wages not stay up with inflation.” Professor Rodgers also said, “...without collective bargaining pushing wages up, especially for blue collar work-average incomes have stagnated.”

CNN News posted that in 1980, workers with a high school diploma earned about 71 percent of what a college-educated workers made. In 2010, that number fell to 55 percent. The Labor Department reported that there were 11.9 percent of workers that were unionized

in 2010 which was down from 20.1 percent in 1983.

Yahoo News reported, “About 97.3 million Americans fall into a low-income category, commonly defined as those earning between 100 and 199 percent of the poverty level; based on a new supplemental measure by the Census Bureau that is designed to provide a more broad picture of poverty. Together with the 49.1 million who fall below the poverty line and are counted as poor, they number 146.4 million, or 48 percent of the U.S. population. That’s up four million from 2009, the earliest numbers for the newly developed poverty measure.

Following the recession that began in late 2007, the share of working families who are low income has risen for three straight years to 31.2 percent, or 10.2 million. That proportion is the highest in at least a decade, up from 27 percent in 2002, according to a new analysis by the Working Poor Families Project and the Population Reference Bureau, a nonprofit research group based in Washington.

Paychecks for low-income families are shrinking. The inflation-adjusted average earnings for the bottom 20

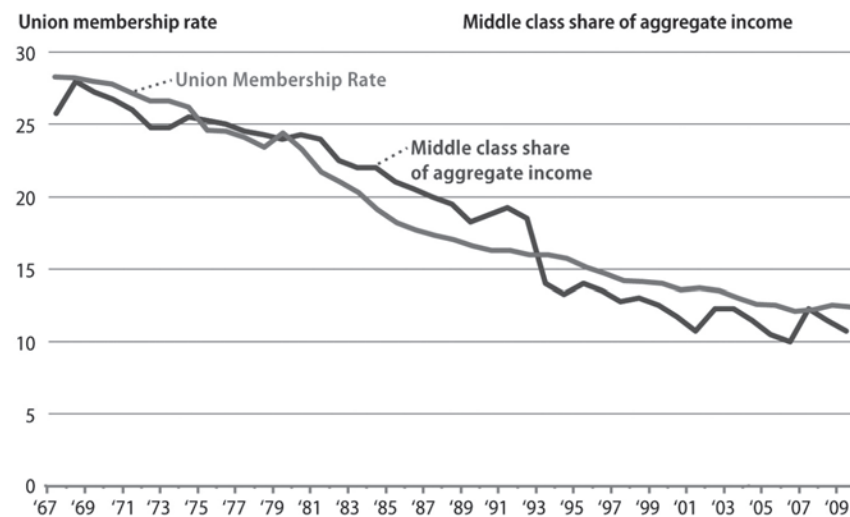
percent of families have fallen from \$16,788 in 1979 to just under \$15,000, and earnings for the next 20 percent have remained flat at \$37,000. In contrast, higher-income brackets had significant wage growth since 1979, with earnings for the top 5 percent of families climbing 64 percent to more than \$313,000.

We have been fortunate here at Southwest Airlines that as Union Members we work under

good Contracts that are currently affording us respectable wages and benefits. The reality though is, that we are labor employees, both Flight Attendants and Pilots, and our wages are contingent upon what Contracts we negotiate in the future.

So, by supporting organized labor we are all supporting not just our status but all middle class.

As union membership rates decrease, middle class incomes shrink



Original figure by David Madland, Karla Walter, and Nick Bunker. Sources: Union Membership Rate is from Barry T. Hirsch, David A. Macpherson, and Wayne G. Vroman, "Estimates of Union Density by State," Monthly Labor Review, Vol. 124, No. 7, July 2001. Middle Class Share of Aggregate Income is from United States Census Bureau.

Contract Language Clarification through Letters of Understanding

by **Denny Sebesta**



A Letter of Understanding involves procedures that weren't previously addressed in the Contract and commonly appear during the time periods between Contract Negotiations. A Letter of Understanding (LOU) is developed in order to solve an ongoing problem, and these letters must be agreed to by both our Union's Executive Board and Management. This is different than what is referred to as a Settlement Letter, which is an agreement made between the Union and Management to settle a grievance filed by your Union on behalf of one or more Flight Attendants. Both types of letters hold the same legal weight as our actual Contract and over the years, many Letters of Understanding and Settlement Letters have been incorporated into our Contract.

This year, numerous concerns have been identified that could have created significant problems and ultimately grounds to file a grievance so, the Union and Management agreed to work toward viable solutions and outlined them in several new Letters of Understanding. There are six new Letters of Understanding that were recently developed, five of them are printed below.

Vacation Adjustment for Traded Vacations –

As outlined in Article 10.6 if a Flight Attendant wishes to slide her/his vacation for the next month to fly a pairing that would otherwise be pulled the Flight Attendant must call Crew Planning no later than the end of the bid line protest.

This letter will confirm our understanding of when a Flight Attendant trades into a vacation after the protest period ends for that bid period. For example, a Flight Attendant trades into vacation for August 1-7. The adjustment period for a July pairing overlapping into August vacation would be June 6-7 up to 1200 Central Time. The Flight Attendant does not process the trade until June 9 and therefore misses the protest period that would allow any adjustments to a trip that starts at the end of July. If this occurs the following will apply:

- If a Flight Attendant trades into the vacation after the protest period ends and calls Crew Planning with an adjustment option as outlined in Article 14.5.C, the request will be logged but not adjusted until the 1st of the month when all vacation trading closes for the next month. This will allow the Flight Attendant to continue to trade the vacation through noon Central Time on the 1st in the new month.
- If a Flight Attendant trades into a vacation after the protest period and does not call Crew Planning before noon Central Time on the 1st of the new month, the trip will be pulled according to Article 14.5.C.

Holiday Vacation Weeks for Base Transfer Purposes –

As outlined in Article 14.6.D, a Flight Attendant awarded a vacation slot which includes the week(s) of Thanksgiving and/or the last two weeks of December, must be based in the

domicile in which the vacation slots are awarded for a least six (6) consecutive months immediately preceding, or six (6) months immediately after being awarded such vacation slots, in order to voluntarily transfer such vacation slots to an existing domicile. This will confirm our understanding of the weeks affected by the language in Article 14.6.D.

- Thanksgiving week – any 7-day, 14-day, 21-day or 28-day vacation slots awarded that include Thanksgiving Day will be considered a week of Thanksgiving.
- Last Two Weeks of December – any 7-day slot completely encompassed within the last 14 days of December. Also, any 14-day, 21-day, or 28-day slot that includes one of these 7-day slots will be considered to include the last two weeks of December.

Reserve Notification for Removing Self Assignments –

This letter will confirm our understanding of procedures for notifying a Reserve when Scheduling removes a self assigned pairing prior to check-in.

As outlined in Article 11.19.F, Scheduling may designate specific pairings that are not available for self assignment. If a Reserve has previously self assigned a pairing and Scheduling determines that due to the operation that self assigned pairing must be removed the following will apply:

- Inside Reserve Contact Hours – If the AM or PM Reserve is removed from a self assigned pairing during her/his designated contact hours, Scheduling will make every attempt to contact the Flight Attendant immediately via phone call to her/his primary and alternate contact numbers. Scheduling will leave a message if voicemail is available.

- Outside Reserve Contact Hours – If the pairing is removed outside of her/his designated contact hours but within the hours of 0900 to 2200 Local time, Scheduling will make every attempt to contact the Flight Attendant immediately via a phone call to her/his primary and alternate contact numbers. Scheduling will leave a message if voicemail is available.

Should the pairing pulled outside of contact hours have two (2) hours or less remaining until scheduled check-in, Scheduling will make every attempt to contact the Flight Attendant immediately via a phone call to her/his primary and alternate contact numbers.

If the notification call is outside the Reserve's respective contact hours, Scheduling will not attempt to reassign or reschedule the Flight Attendant during the phone call.

In order to make every effort to contact the affected Flight Attendant, Scheduling will leave a CWA message on her/his transaction logs in addition to calling the Flight Attendant.

Crew Scheduling Assignments for Commuter Trip Pulls –

As outlined in Article 33.1.A.6, if a Flight Attendant does not pick up a comparable pairing from Open Time to replace the pairing within thirty (30) days after the date of personal leave, Crew Scheduling may assign the Flight Attendant comparable Open Time and provide notification of the assignment.

In the event Crew Scheduling assigns a comparable pairing the following will apply:

- Crew Scheduling will not assign a comparable pairing until the Flight Attendant has had a full 30 days to pick up from Open Time. The comparable pairing will be assigned within thirty (30) days after the Flight Attendant has had thirty (30) days to self assign a comparable pairing.
- A comparable pairing shall mean a 3-day for a 3-day, 4-day for a 4-day, 2-day for a 2-day, and a 1-day for a 1-day.
- A twelve (12) hour domicile break will be given in accordance with Article 8.6.A. of the CBA.
- The assignment will be given with a minimum of five calendar days notification for check-in.

Crew Scheduling will make every attempt to notify the Flight Attendant via phone call to her/his primary and alternate contact numbers including leaving a CWA message on her/his transaction logs. Once Scheduling has made all attempts to notify the Flight Attendant, the assignment is her/his responsibility.

It is understood that this agreement only applies to Article 33.1.A.6.

****Note: The replacement pairing picked up from Open Time must be picked up and flown within 30 days.**



Recurrent and Required Training Scheduled Below Minimum Days and Options –

Article 10.8.C of the Contract states a Flight Attendant will not be scheduled for any required training that takes her/him below the minimum days off or reduces the 48/7 domicile break. The Contract outlines a Flight Attendant's choice of time and one-half (1.5) for attending training or a choice of day off when this situation arises. The following procedures outline the distinction between Recurrent and Company Required Training:

Company Required Training (No base month)

If the Company required training would take her/him below the minimum outlined in Article 10.8.C, Crew Planning will notify the Flight Attendant that she/he will not be awarded training for that month and the Flight Attendant will bid for training in the following month.

Should the following month's scheduled training take her/him below the language outlined in Article 10.8.C, the Flight Attendant will be moved to the next available month, or the first available month that would not take her/him below the minimum days off or less than a 48/7 domicile break, which ever comes first. Should the last month available for the scheduled training take her/him below the language outlined in Article 10.8.C, and cannot be moved, the Flight Attendant will have the choice of being paid time and one-half (1.5) for training or contacting Crew Planning by the completion of training to request a choice of a day off without pay in lieu of the premium pay.

Recurrent Training (Required base month)

A Flight Attendant who is awarded RT in her/his required month which takes her/him below the language outlined in Article 10.8.C, will not be moved to the following month. The Flight Attendant will have the choice of being compensated time and one-half (1.5) for training or contacting Crew Planning by the completion of training to request a choice of a day off without pay in lieu of the premium pay.

The minimum days off or reduced below the 48/7 domicile break are applied based upon the original awarded bid lines and original awarded training dates.

All other applicable language under Article 10.8.C will remain unchanged.

DENNY SEBESTA

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

Editors note: There was not enough space to print the final LOU in this issue. The Secondary DRT Procedures LOU will be published in the next Unity Update. An RBF was released by the Company about this LOU on December 19, 2011.

TWU 556 Scheduling Committee's 2011 Year End Totals

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

SYSTEMWIDE LINE AND PAIRING STATISTICS	2011 TOTAL	REQUIREMENTS
Turns:	7.18%	6% Minimum
2-Days:	12.58%	12% Minimum
3-Days:	80.24%	55% Minimum
4-Days:	0%	17% Maximum
Pure Lines:	75.02%	70% Minimum
All Weekends Off:	37.23%	35% Minimum
3 On/Off & 48 Hour Breaks:	16.36%	18% Maximum
Average Pay Per Day:	7.09 TFP	6.5 TFP Minimum
Average Pay Per Line:	96.15 TFP	80 TFP Minimum
Average Days Off Per Month:	16.87	13 Minimum
Total Primary Lines:	26,560	

Baltimore	Lines	Work Days	Line Pay	Daily Pay	Turns	2-Days	3-Days
January	277	13.49	94.86	7.03	122	248	1079
February	281	13.28	93.11	7.01	121	268	1064
March	276	13.66	99.03	7.25	92	325	1082
April	291	13.45	98.82	7.34	70	223	1206
May	289	13.79	98.83	7.15	87	237	1214
June	293	13.44	99.69	7.40	130	220	1199
July	292	13.84	102.80	7.38	114	187	1264
August	288	13.89	100.51	7.22	102	181	1243
September	279	13.34	94.05	7.03	96	178	1165
October	279	13.77	98.32	7.13	98	167	1210
November	281	13.37	94.22	7.05	93	147	1195
December	289	13.76	96.08	6.98	95	196	1221
Average	285	13.59	97.53	7.16	6.80%	14.37%	78.83%

BWI

MDW

Chicago	Lines	Work Days	Line Pay	Daily Pay	Turns	2-Days	3-Days
January	375	13.24	92.25	6.96	91	294	1502
February	380	13.33	92.08	6.91	100	263	1544
March	380	13.54	96.46	7.11	158	194	1622
April	381	13.61	98.66	7.24	211	240	1572
May	383	14.11	99.29	7.04	174	365	1555
June	382	13.57	97.25	7.15	152	283	1598
July	389	13.81	98.69	7.14	145	268	1677
August	390	13.90	98.35	7.07	153	265	1663
September	384	13.42	93.20	6.94	139	249	1594
October	387	13.85	98.50	7.11	131	238	1676
November	373	13.48	95.56	7.08	157	256	1551
December	392	13.94	96.67	6.94	183	260	1645
Average	383	13.65	96.41	7.06	7.42%	13.14%	79.44%

Dallas	Lines	Work Days	Line Pay	Daily Pay	Turns	2-Days	3-Days
January	234	12.71	87.37	6.87	64	143	914
February	234	12.81	89.09	6.95	66	140	916
March	222	13.38	95.91	7.15	66	149	934
April	225	13.24	94.50	7.12	72	121	953
May	229	13.50	94.84	7.01	52	96	1016
June	227	13.33	95.95	7.18	52	156	955
July	229	13.63	97.55	7.14	60	137	998
August	225	13.77	97.23	7.05	67	150	969
September	216	13.40	92.67	6.91	75	136	909
October	214	13.60	96.54	7.09	57	124	937
November	219	12.93	90.01	6.96	67	120	877
December	214	13.78	95.48	6.92	70	122	916
Average	224	13.34	93.93	7.03	5.62%	11.67%	82.70%

DAL

Houston	Lines	Work Days	Line Pay	Daily Pay	Turns	2-Days	3-Days
January	238	12.38	85.70	6.92	59	68	949
Feburary	236	12.24	85.05	6.95	69	83	916
March	218	13.38	96.00	7.18	81	114	934
April	225	13.23	95.81	7.23	57	126	946
May	215	13.75	98.10	7.12	76	126	932
June	219	13.34	97.25	7.27	70	92	957
July	222	13.60	97.46	7.14	64	112	980
August	217	13.74	97.96	7.11	79	114	949
September	206	13.41	94.48	7.03	78	117	877
October	217	13.73	98.09	7.13	65	149	930
November	216	13.38	93.59	6.99	71	143	906
December	228	13.67	94.31	6.89	95	158	960
Average	221	13.32	94.48	7.08	6.40%	10.38%	83.22%

HOU

LAS

Las Vegas	Lines	Work Days	Line Pay	Daily Pay	Turns	2-Days	3-Days
January	269	13.45	94.24	7.01	99	184	1094
Feburary	263	13.55	95.58	7.05	126	181	1079
March	272	13.51	96.73	7.17	100	200	1123
April	268	13.53	97.79	7.23	99	234	1084
May	275	13.78	98.74	7.15	72	237	1151
June	277	13.56	98.99	7.28	94	207	1159
July	279	13.99	101.90	7.27	107	192	1201
August	275	13.87	99.43	7.16	107	246	1131
September	270	13.49	93.82	6.95	92	211	1112
October	278	14.10	100.23	7.11	188	213	1141
November	275	13.47	94.56	7.01	141	196	1127
December	285	13.83	95.96	6.93	132	188	1198
Average	274	13.68	97.33	7.11	7.78%	14.27%	77.95%

Oakland	Lines	Work Days	Line Pay	Daily Pay	Turns	2-Days	3-Days
January	241	13.27	93.19	7.01	102	144	988
Feburary	239	13.42	95.24	7.10	84	139	1016
March	240	13.52	98.04	7.25	98	137	1017
April	245	13.40	97.14	7.23	75	110	1066
May	245	13.76	98.22	7.12	97	111	1082
June	243	13.59	98.26	7.21	98	182	1016
July	246	13.88	100.35	7.22	87	168	1069
August	244	13.94	99.99	7.17	91	175	1037
September	236	13.42	94.79	7.05	80	149	992
October	245	13.74	98.99	7.19	77	185	1039
November	242	13.24	93.72	7.07	89	114	1025
December	245	13.80	95.97	6.95	97	151	1039
Average	243	13.58	96.99	7.13	7.06%	11.59%	81.35%

OAK

MCO

Orlando	Lines	Work Days	Line Pay	Daily Pay	Turns	2-Days	3-Days
January	230	13.21	91.62	6.94	181	106	913
Feburary	229	13.31	92.57	6.96	134	123	922
March	228	13.50	97.34	7.20	83	148	954
April	228	13.47	98.19	7.27	67	200	925
May	230	13.85	91.62	7.20	82	162	980
June	225	13.39	92.57	7.34	76	144	949
July	229	13.84	97.34	7.29	67	149	1006
August	232	13.81	98.19	7.15	84	154	995
September	226	13.45	91.62	6.96	93	134	952
October	231	13.67	92.57	7.14	81	99	1028
November	226	13.41	97.34	6.95	101	125	954
December	234	13.76	98.19	6.90	91	137	1003
Average	229	13.56	94.93	7.11	7.92%	11.67%	80.41%

Phoenix	Lines	Work Days	Line Pay	Daily Pay	Turns	2-Days	3-Days
January	345	13.64	95.33	6.98	194	277	1386
Feburary	352	13.44	93.24	6.93	159	271	1419
March	351	13.54	95.62	7.16	124	173	1513
April	357	13.43	94.93	7.05	105	180	1539
May	361	13.76	96.86	7.10	101	183	1594
June	361	13.42	95.67	7.29	100	211	1539
July	354	13.96	99.81	7.29	134	220	1554
August	355	13.95	98.31	7.05	149	230	1518
September	344	13.45	92.87	6.89	141	232	1432
October	356	14.03	99.53	7.09	191	241	1498
November	355	13.42	94.12	7.01	165	257	1456
December	368	13.87	95.75	6.69	189	308	1499
Average	355	13.66	96.00	7.04	7.79%	12.38%	79.83%

PHX

Three Ways to Get Fired

by **Allyson Parker-Lauck**



I normally begin the grievance article with a series of statistics, but this time I'm going to break with tradition to address something that is extremely important and is resulting in termination after termination of Flight Attendants. As all of you should know by

now, the Company has been investigating every single Reserve sick call and UTC to determine if Flight Attendants were actually in or near their domiciles during their contact hours. In February 2011, a new work rule was implemented that spells out the responsibility of a Reserve to be available for an assignment by being within two hours driving distance to their domicile. From here on out, I'll reference it by its name, "Class 1, #17."

I know that the last thing you want to hear is another lecture on attendance, so don't worry, I'm not going there. However, we are still seeing a staggering number of terminations for violating Class 1, #17. As of February 3, 2012, we had thirty-two active termination grievances, and thirteen of these were a result of Reserve Flight Attendants not being within two hours of their domicile during their Reserve contact hours. Attendance points used to be the number one reason for terminations, so putting this into perspective, we currently have *two* Flight Attendants with active termination grievances for points, and we have *thirteen* with active termination grievances for violating Class 1, #17.

I am going to be very specific here... If the Company believes they can prove through your transaction report that you logged in from an IP address that is not within two hours of your domicile, a non-rev listing record that shows you were not in your domicile, or by any other means that you sat *any portion* of your Reserve Assignment outside of that two hour driving-time window, they will fire you. Please do not risk it. Since these firings have become near epidemic, I want to be very blunt and clear as to what will get you fired.

SCENARIO 1: You are in Dallas, and are number fourteen to go on Houston Ready Reserve the next morning. You don't think you'll get used, so you don't commute to Houston and choose to "wait it out" in Dallas. You fly to Houston the next morning on the 6:00 AM flight. There is a common misconception that if you aren't given an assignment that you are safe from this work rule. That is not the case. Your contact hours started at

3:00 AM, and you didn't arrive in Houston until 7:00 AM. If the Company finds out (it's as simple as looking at the flight manifest), they will fire you.

SCENARIO 2: You live in Los Angeles and are Oakland based and have a terrible cold. You are number nineteen to go, it's overlap, so you probably won't get used, and you don't want to "waste" a sick call. The next morning you wake up to a phone call from Scheduling with an assignment. You are legitimately sick, so you call in sick. There is a common misconception that all you need is a doctor's note to prove your illness and you'll be safe from this work rule. The Company doesn't see it that way... they are not questioning the legitimacy of your illness, they are questioning the hours you sat on call and were not available for an assignment due to your location. If the Company can prove you were in Los Angeles and were not within two hours of Oakland during your contact hours, they will fire you.

SCENARIO 3: You live in Indianapolis and are Chicago based. Sometimes you commute by plane, other times you commute by car since it's only about a three and a half hour drive. You're way down on the Reserve lineup, so you decide to wait it out at home and drive in if you get called. You've been at home pulling up the Reserve line up over and over again watching to see if you move up, and suddenly you've gone from number ten all the way up to number one. You get in your car to make the mad dash to Chicago since you're clearly going to be given an assignment, and no sooner do you pull out of your driveway, Scheduling calls you. You let it go to voicemail and listen to the message, and you've been given an assignment with exactly two hours to report. You know there's no way you can make it, and you know other Flight Attendants have been investigated for calling in sick when they aren't in domicile, so you just decide to "take the UTC." The Company will investigate the UTC and see that you pulled up the Reserve report for the forty-fifth time just ten minutes before your UTC and see that you logged in from an Indianapolis IP address. They will fire you.

I hope everyone understands the intent behind my bluntness. The Union is working through the process on these many grievances; however, even in the best case scenario where the Union is able to negotiate your reinstatement, you could be out of work for weeks and even months. In closing, I implore everyone that if you think it can't happen to you or that it's not a big deal, you could very likely find yourself on the wrong end of a termination grievance. Please don't push the limits or take chances. It's not worth the risk.

ALLYSON PARKER-LAUCK

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

Q1 F.Y.I.s with Kathy Anderson

- If you are a Ready Reserve and self-assign APSB, you still need to be available for contact.
- If you are a Ready Reserve and you self-assign APSB it will not count toward your five monthly maximum for APSB.
- Reserve self-assignment will not be allowed if the number of pairings drop below the maximum number allowed in Open Time. Also, Scheduling may designate pairings as not available for self-assignment due to operational needs.
- Keep your personal business off of transaction logs. If you share too much via CWA, the Company can look at your friend's logs and find something that could potentially get you in trouble.
- If you are released from APSB that does not necessarily mean you are released for the day. Always ask, "What time am I good for contact?"
- If you waive a deadhead on a VJA trip, you will still receive VJA pay for the deadhead.
- Lineholders who want to waive a deadhead segment(s) at the end of a pairing may contact Scheduling from block in of the last working leg to any point prior to the deadhead segment(s) to be released, as long as Scheduling does not have a reschedule assignment **at that time**.
- On the last day of the Reserve obligation, a Reserve may, with prior approval from Scheduling elect not to fly deadhead segment(s), so long as the Reserve is not legal for an additional assignment.
- When a Flight Attendant chooses to wave a scheduled deadhead(s), the Flight Attendant will be compensated for the deadhead(s).
- When you look at your paycheck for holiday pay, it is split between two pay buckets. The regular pay will be in the "regular bucket," and the premium pay will be found in the "holiday bucket."
- You can extend a PIN with a doctor's note but you cannot extend a doctor's note with a PIN.
- When trading Buddy Passes, do not completely mark out your employee number and name. Simply draw a line through each.

KATHY ANDERSON

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

Treasurer's Update by John Parrott



I can't believe it's February already—what I wouldn't give to slow time down just a little bit! Our 2011 fiscal year ended in September, and the fourth quarter is always the busiest for the Treasurer. Our books have been finalized, the committee budgets for 2012 have been prepared and approved by the Executive Board, the LM-2 has been submitted to the Department of Labor, and the auditor has reviewed our financials.

The Company agreed, as part of our Seniority List Integration (SLI) process agreement, to reimburse the Union for all lost time and hotel expenses incurred by members of the SLI committee members. I submitted the first expense reimbursement request for that work on January 19, and I will be requesting additional reimbursements as those expenses are identified.

The Union is operating within our means, and remains in the black.

I am also pleased to report that the dues recovery effort is underway, and proceeding with great success. We recovered \$306,000 last year, more than any other year in our Union's history. This isn't a one person effort, and I want to give a big thank you to Keenan Manzo and Prairie Mathews here in the Union Office who, along with their other duties, help me get the statements out, and process the checks that are sent in each month.

Our Union has been in a constant state of negotiations with Southwest Airlines. The Membership approved bringing the 737-800 onto the property, and the -800 subcommittee met with Management on a monthly basis since that agreement, and the Negotiating Team is currently working on the Near International/Overwater flying language. Even with the huge expenses incurred with the acquisition of AirTran, the Union is operating within our means, and remains in the black. We remain prepared, and our Union's finances remain strong.

JOHN PARROTT

is a Dallas Flight Attendant, and the Treasurer of TWU Local 556. He can be contacted at jparrott@twu556.org or at 214-640-4304.

Professional Standards Respect Within Conflict

by Kurt Beggs

Professional Standards is a peer based conflict resolution program designed to resolve conflicts within our work group involving FARs, safety, CRM, and Southwest Airlines Company policy. Supported by both TWU 556 and Inflight Management, we strive to resolve conflicts in a respectful, professional manner among peers without involvement or filing reports with Inflight Management. Though we are not punitive, we may take a stand on certain situations backed by information from the Flight Attendant Manual or the Southwest Airlines Flight Attendant Handbook. We do not issue discipline, but strive to clarify work related rules and conflicts as they apply to each situation. The ultimate goal is to enhance crew resources, safety compliance, and create less stress in our work environment so that we work together as true professionals.

How do I contact Professional Standards, and what is the process?
Professional Standards can be reached at 888.322.3735 or use the online form on the Professional Standards page at twu556.org 24 hours a day. If calling the hotline, please listen to the message and leave all pertinent information. The hotline is monitored every 24 to 48 hours, and we strive to return your call in a timely manner. You will be contacted by a committee member who will listen and evaluate the case to determine if

it is within the scope of Professional Standards. Professional Standards will not take cases involving personal or non-duty matters. Though not all cases will fall in the scope of Professional Standards, there are other resources through ASAP, FAAP, and CISM which may assist in resolving your particular case. If we accept the referral we guarantee confidentiality, but not anonymity. We will contact all parties involved and work toward a positive resolution. We ask all parties involved to

be professional and communicate openly and honestly about the situation.

Working through conflict with respect, we can achieve a harmonious work place and continue to give our customers Positively Outrageous Service.



WHAT YOU MAY NOT KNOW ABOUT PROFESSIONAL STANDARDS

- PS handles conflicts involving FARs, safety, and Southwest policy.
- Emphasis on enhanced crew resource management and safety.
- A password is assigned to casework for additional confidentiality.
- PS will take a defined position on issues rather than remaining neutral.
- PS is not a place to simply file a complaint. "No conflict, no case."
- PS is about respect and professionalism even in conflict.
- Partnered with Critical Incident Stress Management (CISM) team.

ISSUES THAT PROFESSIONAL STANDARDS WILL NOT TAKE

- PS does not collect unpaid money on trip trades.
- PS does not handle violations of the Southwest Airlines policy on harassment or discrimination.
- PS does not look into password abuse claims on CWA.
- PS does not deal with issues relating to drug testing.
- PS does not assist with problems at RON crew hotels.
- PS does not handle cases regarding social media.



A Healthy Resolution Even When You Are On The Road

By **Crystal Reven**

This New Years if you made a healthy resolution, stick with it, even on the road! This article really isn't telling you anything you do not already know, but here are a few tips I have gathered from fellow Flight Attendants to help you stay true to your New Years healthy resolution.

Drink More Water

It is easy to forget to drink water in the winter months because we aren't dying of thirst, but it is just as important as summer months. Similarly, water is a known metabolism booster and it fills you up between meals. Not a big water drinker? Me either! So I take a water bottle with me on my trips and fill it up with Déjà Blue and add Crystal Light On the Go-Metabolism (green tea, peach and mango) – it's my favorite water additive and helps me forget that I'm drinking plain ole water.

Eat (and Drink) Healthy

We all know it is hard to eat well while on the road. Everywhere we look there is fast food and bar menus. But here are a few ideas to add to your food bag that will help you get over the fast food hump and keep your bar tab to a minimum.

1. Eating breakfast starts up your metabolism for the day. Not a big breakfast eater? *Good*. Avoid large greasy meals in the morning and opt for cereal, oatmeal, English muffins or other multigrain pastries. My favorite is low-fat strawberry yogurt with granola and 100 calorie English muffin with peanut butter. Or have a banana and your favorite flavor of Slim Fast meal replacement shake in the slim new bottle for a well-rounded vitamin-infused breakfast.
2. Add fresh vegetables and fruit – Such as apples (dipped in peanut butter), carrots/broccoli (w/ low fat ranch packets), steamed or cold edamame (with sea salt); all are great tasting and easy to pack snacks.
3. Add some nuts (not your coworkers)- Adding nuts like almonds, pistachios and, believe it or not - peanuts, are all low calorie nuts that add Omega 3, fiber and other heart healthy components and keep you full between meals.
4. Protein Please- An excellent source of low calorie protein is turkey or chicken and cheese roll ups (cold or on a wheat tortilla); turkey meatballs and pulled

rotisserie chicken. You can find all of these items at your local grocers along with a few low fat condiments and they are easy to quickly warm up.

5. Hot Soup- My favorite food bag addition is Progresso Reduced Sodium or Light Soups. Most Progresso soups are less than 210 calories for the whole can (and they're big) and come in many varieties. My favorite flavor is Light Chicken Noodle; it makes three plastic cups worth of warm deliciousness, sporks *not included*.

Alcohol Has Calories Too

I am not trying to be a *buzz* kill, but remember at the end of your long day when planning debriefs, that the calories in the adult beverages you consume do add up (especially when you go straight to bed afterwards). I am not suggesting you cut them out (I'd *never* do that) but take their caloric intake into consideration too so that you can plan your meals and/or workouts accordingly. Keep in mind the following calories when consuming: Light Beer= 95-110 calories; Heineken and most imports= approx 150 calories; Wine = up to 170 calories depending on grape variety and pour type; Liquor= 56-94 calories (not including mixers like coke, sprite, etc).

Some Exercise is Better Than No Exercise

It's true! Engaging your body in some exercise, even if it's only in your hotel room, is better than none at all. We are lucky in that we have some hotels with *great* work out facilities such as Los Angeles, Pittsburgh or Fort Lauderdale. However, if you ever find yourself in those not-so-workout friendly hotels such as Midland-Odessa, do yourself (and your body) a favor and try these hotel room friendly exercises.

Disclaimer: Please consult your physician before performing any of the suggested exercises.

UPPER BODY:

- Push Up -Add difficulty with inverted, tucked elbow, T-pushup, or close grip type pushups
- Tricep Dips (on chair or bathtub edge) - Add difficulty by lifting feet onto bed or trash can
- One armed luggage row (use your suitcase or duffle bag for weight)
- Chin up/Inverted Row** (only if you have a stable desk accessible in your room)
- Inverted shoulder press (use bed or chair to raise body into a pike position)

LOWER BODY:

- Wall Sits
- Walking and Stationary Lunges
- Squats – add difficulty by holding luggage above your head
- Step Ups
- Calf Raises
- Inverted Hamstring

ABS:

- Plank
- Sit Ups
- Crunches
- Bent Knee Hip Swing
- Bicycles
- Leg Lifts

CARDIO:

- Running Stairs
- Jumping Jacks
- Mountain Climbers
- Jumps (tuck or spread eagle)
- Jump Rope Simulation
- Aisle aerobics (walk approx 30-40 steps one -way)
- Dancing (you know you want to)

To add a little spice to your hotel room workout routine, try lightweight strength bands, body weight workout DVD's and smart phone apps. My Favorites are: BodyLastics Resistance bands, Insanity Workout and Men's Health and Women's Health Workout app for iPhone. You can log onto exercisetv.tv anytime to receive instruction from world-renown instructors.

No matter where you get your inspiration or instruction, make sure you keep it fun. With some dedication, it is possible to maintain a fit lifestyle on the road and no matter what your day (or scheduling) throws at you – and I hope this article helps you stay true to your New Year's Resolution!



One armed
luggage row



Inverted
hamstring



Lunges



Inverted
shoulder press



Squats



Crunches



Bicycle



Chin up

New Faces

by **Mark Torrez** Executive Board Member at Large



It's time! Time for what you ask? It's time to move forward. 556 has had some serious growing pains recently. The most obvious milestone crossed being the recent Seniority List Integration. Did we get angry? Maybe. Did we point fingers? Arguable. Were we passionate? Absolutely. Does this mean we are broken? Absolutely not. The group has spoken. What will define us now is how we respond moving forward.

I remember exactly where I was when Southwest announced it was going to purchase AirTran. I actually wasn't that surprised because AirTran was a smaller, but successful company that we needed to realize the kind of growth that has historically been a huge factor in it's success. Did they bother asking me? Nope. How about 556? Not so much. What would we have said? What would I have said? To be honest I don't know. I can't wait to see the impending growth, flying to new places, working with new faces.

New faces, that's a bit of a sore subject for many of us. I've known a lot of great people that have tried to get a job at Southwest without success. To hear that thousands of people are going to get that opportunity by default is a little bit of a hard pill to swallow. After my initial aversion to the idea and once I had a little bit of time to process all the impending changes, I thought about it a little more and now realize that our new sisters and brothers didn't necessarily just "win the lottery." They've paid their dues too. In many ways, these folks are just like us. They've been working under an inferior contract for a long time. It reminds me of the days of the green contract (which I'm glad are long over.) AirTran was founded and gained success because of the hard work of *these* employees that will now work alongside us.

I asked some coworkers they're thoughts on the matter. Some of them voted yes, others no, but now that's all irrelevant. The agreement has past, the majority has spoken, and these are some of the thoughts I've gathered from them. I asked, "Now that the Seniority List Agreement has passed, how do you think we as a work group need to move forward."

Tracy Richelli from Las Vegas states, "We need to move forward as a *whole*. We need to move forward respecting those coming over, making all the new people we meet feel welcome and embrace that we are one Flight Attendant group now."

Eric McFadden from Orlando wrote, "I feel that we need to put it behind of us. There is nothing that can be done about it now and standing around complaining about it is not going to change anything. We need to move on and look at all the

new things we are going to get to do. Staying bitter will only divide us as a work group. The last thing we need is to turn into US Airways. What's done is done. We need to take a look at other airlines and ask ourselves 'do we want to turn into them?' We will all answer that question with a *no*! This like all things will pass and when we are flying international, we will all forget about it. To be honest, I voted *no* but it passed and I'm not mad or bitter. I'm excited that it's in the past and looking forward to our future and the new things and opportunities to come.

Jennifer Alcantar of Las Vegas wrote, "As a work group we need to accept it, even if we didn't agree, in order to move forward. And we can't hold onto any bad feelings toward it."

Kristen Hefner from Atlanta wrote: "I think from what I hear on my end, the six percent of our work group that voted no just won't let things go. If we could somehow get everyone to let all that be in the past and move forward. I know there's still also a lot of unknown, making it hard for us to move forward. If someone could put some facts out there we'd all feel better."

Brandy Makovy from Houston says, "We need to show AirTran what our culture is and embrace them as family. Show by example and give Customers our best Customer Service!"

Maxwell Messier a new hire from Baltimore states: "Look at all the other airlines...we have everything you can ask for out of an airline. I mean, we're the highest paid (next to Emerites). We're not bankrupt like American. We're not dysfunctional like US Airways and were not bitter like those at Delta and United. Whether you agree with the integration or not, we work for an amazing company and we should continue to work that success to ensure or own personal future is a successful one.

Joey Reynolds from Phoenix writes: "I think regardless of how you voted it is important to embrace the decision that was made. We are going to move forward and we all have the power to decide how that will play out. It can be a fun and exciting new opportunity, or we can dwell on how things used to be and make ourselves miserable. I choose to use this opportunity to help our company grow and to help keep our culture alive by being that compassionate, fun-loving coworker. This is actually a lot like a wedding. Planning sucks, there is always disagreement, but when the day actually arrives, its the greatest day of your life!"

I'm not asking everyone to pretend like none of this happened. I'm asking that we all treat each other respectfully. Don't walk in front of me and be my leader, don't walk behind my and be my follower, I'm asking you to walk beside me and be my brothers and sisters in 556.

MARK TORREZ

is an Oakland Flight Attendant and TWU Local 556 Board Member at large. He. can be contacted mtorrez@twu556.org or at 214-640-4313.

Baltimore

Audrey Stone, BWI DEBM



Thank you to everyone who once again made Toys for Tots a wonderful success. We dropped off many toys, bicycles, and checks to the Marines, and your support makes it possible every year! I appreciate those of you who offered your assistance, too. The Baltimore Inflight Office will

eventually have a few new faces, as they are currently hiring new Supervisor positions. One of these is to fill the vacant spot left by **Janice Pantileles**, who transferred to the Orlando Base. Also, as many of you may have seen, one of our Supervisor II, **Carolene Goulbourne**, is currently in Atlanta helping with the integration and overseeing the Supervisory Staff. The base is experiencing construction on the Recurrent Training (RT) classrooms, and this is expected to last until April. The RT classes are meeting in the Supervisor's conference room during the interim. Unfortunately, we still do not have a target date of when we will be getting our Employee bus stop back by the 'B' gates and lounge elevator.

It is the time of year when colds, crud, and the flu are going around, and I know sometimes people fall ill and need to travel home. Please remember the policies concerning non-revving and sick calls. You are *not* allowed to travel unless you have permission from the base. You must call the Inflight Office to notify them that you need to fly home over your sick call. This also applies if you have two trips or reserve blocks backed out, call out for the first one, and decide you are well enough to fly back to base to work the second one. Don't put yourself in jeopardy by failing to make this important call. Also, if you are on reserve, you need to call out sick as soon as you know you're unable to work. If you don't, you're expected to be in base by the time your contact hours start. We continue to have Flight Attendants terminated for a Class 1, #17: Failure to fulfill or complete reserve obligation by not being within 2 hours driving-distance from domicile (of the reserve assignment) during reserve contact hours. For more information, check out the Reserve Contract Live video that addresses this.

If you are looking to pick up a trip, and see something you want in Open Time, take advantage of our great trip trading privileges. Check Trip Trade/Giveaway first and pick up from a fellow Flight Attendant. Then trade to what you want in Open Time. There is usually a co-worker who is trying to get rid of a trip, and you will be helping them out, while still flying what you want.

If you have any questions, or if I can help you with anything, please let me know.

AUDREY STONE

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

Chicago

Donna Keith, MDW DEBM



The beginning of 2012 will bring more changes and challenges starting with the arrival of our new 800s aircraft this spring, which I am sure you all will be taking in stride and proving why we at Southwest Airlines truly are the best Flight Attendants in the industry.

The 2011 Toys for Tots drive was a huge success with boxes (yes plural) of toys collected to send to children in the area. As we were packing the toys, I took a moment to look at the mountain of generosity and realized what a wonderful team we have here in Chicago. You have all once again donated above and beyond what I could ever hope for. Thank you all, so very much.

TWU 556 has emergency Union coverage 24 hours every day of the year.

TWU556 has emergency Union coverage 24 hours every day of every year. If you have an emergency situation after hours, call the Union Office at 800-969-7932 and listen for the emergency prompt, someone on call will help you. Many times I hear from Flight Attendants who were involved in an incident on the Aircraft, and even though they are upset and do not feel as if they can fly safely, Scheduling, Operations Agents, or Inflight Management will subtly pressure them into flying that last leg, to avoid delay of flight. If you are truly upset and feel as if you need to talk to someone, please call our Critical Incident Stress Management Team (CISM) at 800-408-3220. CISM Members are your peers, they are line flying Flight Attendants ready to help you through difficult times.

If you have any questions or comments please feel free to call me or drop me an email and I will get back to you as soon as I can.

Take care and fly safely.

DONNA KEITH

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

Dallas

Karen Amos, DAL DEBM



Happy 2012 Dallas!
Please welcome **Chad Martin** and **Rebecca Mabrouk** to the Dallas Base. Chad is now a Supervisor who comes to us from the University of People where he worked for almost four years. Rebecca Mabrouk has come to us from Atlanta. Yes, she

is from AirTran where she was a reservation coordinator for eight years. Rebecca is very happy to be here with us in Dallas. Take a moment to say hello to them both. Remember it pays to know your Management...you know for check rides and non revs....right?

The New Year is a great time to check your points. This way you can ensure that you received the proper roll off at the end of the year. It is also a good idea to get one's file in its entirety. I think it is helpful, and you should keep it in your file drawer at home.

Refer to the List of Effective Pages to ensure your manual is correctly updated.

If you are contacted for a Fact Finding Meeting on the weekend or Management places a "CC" green symbol on your screen, (which stands for Company convenience) be sure and call the Union on Monday to have a Union Representative accompany you. Your Union will coordinate with your Base Management to verify that the meeting time will work for all parties that will afford you your Union representation which you are entitled to.

As of January 6, you are now able to submit your intermittent Family Medical Leave Act (FMLA) notice via SWALife. The location to do so is next to the PIN link.

You probably noticed that our revisions no longer have instructions for delete this and add this. To keep your manual up to date and not miss something or take out something needed, I highly suggest that you refer to the list of effective pages (LEP) to ensure your manual is correctly updated. Thanks to our Leslie for showing us how to do this and often assisting us!

Hope to see you soon!

KAREN AMOS

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

Houston

Crystal Reven, HOU DEBM



I hope the New Year finds you healthy and happy!

Houston Inflight Base has two administrative changes since I last reported; **Larry Berger** and **Mary Dederichs** join the Houston team as Supervisor I and Base Coordinator, respectively.

A huge thank you goes out to the Houston base for generously donating to both the Toys for Tots campaign as well as the "Adopted Soldier Family." You demonstrated a huge outpouring of support, and for that, many people, especially children, were afforded a Christmas this year!

Please make sure your Company email is forwarded to your personal email.

Houston has had several Fact-Finding Meetings as of late. The majority of the meeting are for using cell phones (texting/talking) while boarding (don't do this); delays of flight; attendance points, checking-in out of base, and Customer complaint/crew conflict.

Start the New Year off right by knowing where your attendance points are; if you are not comfortable asking for your point totals, email or call me anytime and I will find out for you. Also, please make sure your Company email is forwarded to your personal email so that you are receiving vital Company notifications.

Please sign up for the Houston E-Connection by adding your email to your profile on the TWU556 Web site. This will insure that you are receiving the most up to date and accurate Union information on all things Union, Southwest, and AirTran.

Thank you for allowing me the opportunity to serve you, the Houston Membership. I said it from day one and I still mean it... What matters to you matters to me.

Fly Safely

CRYSTAL REVEN

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

True Stories

by Lyn Montgomery



Janine's first leg of a three day was about to begin and her mind was racing. This was a particularly hard trip for Janine because she was worried about her father. He had not been well lately, and they were awaiting test results. Leaving home right now was exceptionally difficult because she wanted and needed to be there with her dad. What if there was bad news from the doctor? What if he started feeling worse? What if he is alone and does not know what to do? Being a Flight Attendant, Janine was aware that she could not always be at home when needed. Over the years she had learned how to cope when traveling in difficult times, but this was her father. This was far more challenging.

Throughout that day she served her Customers with a smile and she focused her thoughts on the needs of others. Throwing herself into her work helped her escape her troubles. As soon as she got to her hotel room that night, she collapsed on the bed with exhaustion as it all came flooding back into her mind. She glanced at the clock. It was too late to call dad; she did not want to wake him. Filled with anxiety, she fell into a deep sleep, mentally and physically drained. Hours later, a loud rap at the door awoke her. She groggily got up and stumbled to open the door. A freshly groomed uniformed Flight Attendant smiled at her, "You going to Seattle with us today, my friend?"

With haste, Janine threw on her uniform while her crew-member packed her bag. In a flash, they were downstairs in the lobby just in time to load up in the van. Janine touched up her make up during the short ride to the airport. She fumbled for her cell phone so she could check on her father, but the van had already pulled to the airport curb. She grabbed her bags and continued to call him as she walked to security. Ring, ring, no answer and then straight to voicemail. She left a message asking him to call her and let her know how he was doing. Janine was concerned that she could not get him on the phone, as she was always able to reach him. She had no more time to contact him as she was swept up in the first of six full flights of the day.

The fourth leg arrived early. Janine worked extra hard to tidy the aircraft quickly and ran to retrieve her cell phone. As she powered up her phone she gasped! It had no charge. Clasp the charger in her hand, she hurried to the jetway looking for a plug. She looked around, boarding had not yet started and the Operations Agent had not announced that boarding had commenced. She nestled herself into the corner of the jetway so she could hear to make the call and be close to

the plug. Before the phone was able to connect, an Inflight Supervisor was tapping her on the back. Surprised, Janine swung around to hear the Supervisor reprimand her for not being in her boarding position. Apparently, the Supervisor was there to give her a check ride. Janine apologized and announced that the Operations Agent had not confirmed that the boarding process had begun. She was only trying to check on her sick father. The Supervisor told her she should know better. Hiding her frustration, Janine rapidly assumed her boarding position at the overwing. She noticed that a few Customers had already boarded. Working through a plastered smile, she focused once again on the needs of her Customers pushing aside her worries.

That night in Seattle, Janine finally got to speak to her father. Relieved, she took a moment to reflect back on the stressful events of the day. She wondered if she could face discipline for not being in her boarding position and for using her cell phone in front of Customers. She was maddened that the Operations Agent had not informed her and the crew that boarding was starting. She never would have been out of her

Working through a plastered smile, she focused once again on the needs of her Customers.

boarding position or using her cell phone during boarding. It seemed that the Supervisor was unconcerned about the lack of communication and was holding her solely responsible for the incident. Confused, Janine contacted her Union representative for advice.

Following the advice of the Union, she filled out an ASAP report. In the report she relayed the events that occurred just prior to speaking with the Supervisor in the jetway. Janine had taken the right course of action. Now the ASAP report would be reviewed by the ASAP team. Not only can it keep her from facing discipline but boarding commencement procedures will be scrutinized as well.

Have you ever had a day like Janine's?
Remember ASAP!

LYN MONTGOMERY

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

When a trip through the TSA checkpoint could cost you big...

By First Vice President **Michael Massoni**



So I know it may seem a little obvious when I tell you: every time you traverse a TSA checkpoint you are being watched, profiled, and recorded multiple times and in multiple views and angles. Now trust me, I am not trying to be patronizing or insulting to anyone's intelligence when making such a statement. However, I feel compelled to, given the recent rise in TSA investigations, enforcement actions and/or discipline by the Company, up to and including termination due to non-compliance with TSA regulations, also known as TSR's.

The main regulation that every Crew Member should be keenly aware of in your TSA checkpoint interactions is:

Transportation Security Regulation 49 § 1540.105 (a) (1) states: no person may tamper, interfere with, compromise, modify, attempt to circumvent or cause a person to tamper, interfere with, compromise, modify, attempt to circumvent any security system, measure or procedure implemented under this subchapter.

The penalty for non-compliance of TSR 1540.105 (A) (1) is a whopping \$11,000 per occurrence – mean-



ing multiple infractions in a single occurrence would add up to \$11,000 X (number of infractions in the single occurrence). E.g.: two infractions during a single occurrence would have the potential of costing you \$22,000...not to mention your job!!!

Some of the infractions (whether inadvertent or intentional) that have occurred of late and generated investigative and/or punitive action against Flight Attendant(s) by the TSA and/or the Company include:

- Attempting to pass through a security checkpoint multiple times with an expired or not valid I.D. badge
- Removing property other than your own from the security checkpoint
- Refusing to comply with reasonable requests made by a Transportation Security Officer (TSO) while performing her/his duties
- Becoming combative with passengers, other Crew Members and/or TSO's performing their duties
- Clearing the Security Checkpoint in uniform while non-revving/commuting then changing into civilian clothes prior to the completion of your journey (Example: changing in the bathroom before you board your flight)

Another very important thing to keep in mind is, TSA is a part of the Department of Homeland Security, which empowers them as Law Enforcement Officials. I bring this up because any act that would be considered a violation of the CFR's, and/or local law could cause you to be detained by TSA with possible prosecution being the unfortunate outcome. Examples would be: attempting to report to work as a crewmember while impaired or intoxicated, attempting to pass through a security check point with a weapon, or attempting to pass contraband (controlled substances, hazmat, etc.) through the security checkpoint.

At the risk of over simplifying, my advice to each of you is: when clearing the airport security checkpoint – don't do anything you would not want flashed on the nightly news, and please be professional in your interactions with others because you are being watched and scrutinized more there than just about any other public place on Earth.

MICHAEL MASSONI

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

Las Vegas

Bryan Orozco, LAS DEBM



I would like to start by thanking everyone that brought in toys for our Toys for Tot drive. Your generosity made a big difference to some needy children this year.

Now here's some news on the airport construction that's been going on this past year and a half. I was informed by Las Vegas

Base Manager **Randall Miller** that the construction will last until mid to late spring. The bag room that was located next to the Customer service podium by C-22 will not be available during the construction. It is his understanding that the bag room will be reopened when the construction is completed. The elevators that are by where gate C-23 was located will have extended hours from 4:00 a.m. to 10:30 p.m.. Outside of those hours the lounge can be accessed through the double metal doors across from where gate C-19 was located. These operating hours will stay in place until the airport construction is completed. Once the construction is finished and the bag room is reopened, the elevator hours will return to the previous hours.

Don't forget to check your company email and to check your mailbox for any and all Southwest Airlines and Union correspondence. For the most current and accurate information about Local 556 visit our Web site at twu556.org. You can always view a searchable Contract on the site. If you don't get our monthly Las Vegas E-Connection and would like to, add your email address to your profile on the Union's Web site, or send me your email address and I'll take care of it for you. My email address is las-debm@twu556.org.

We are still having Flight Attendants being fired for not being in base when they are on Reserve. If you're on Reserve, you need to be here or within two hours driving distance when contacted.

If you're sick, for your own health and the health of your co-workers, please call in sick. Please don't feel any pressure about calling in sick when you're not well. However, if you are not sick, but still call out sick, that is abuse of sick leave. You can be terminated for abuse of sick leave.

Our Contract attendance policy can be found under Article 32 starting on page 149 through page 160. If you have any questions feel free to call our Union office.

Let me know if I can help you with anything. Fly safely.

BRYAN OROZCO

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

Oakland

Matt Hettich, OAK DEBM



Change can be disorienting. It can create the type of anxiety we feel when we travel to a foreign land, that uneasiness we experience due to the lack of familiar societal signals that we take for granted back home. With established routines, we don't

have to think; and, let's face it, thinking is hard work. It occurred to me that while we may not like change—especially when it's imposed on us—we can't keep it from happening. We can, however, choose how we react to it. We can gripe and grumble about change and resist it. Or, we can acknowledge our discomfort, say to ourselves "OK, this is happening, let's make the best out of it?" Both choices, dear reader, are entirely up to you.

If you look around, we've got a whole lot of change happening here at Southwest Airlines; with our recently passed Seniority List Integration, we are adding new aircraft types to our fleet, and before we know it we will be flying over water and to near international destinations. These changes are happening; they have to happen—for once a Company ceases to adapt to market conditions they go into decline. Moreover, we don't have the ability to prevent change from happening; we can't hinder our Company's business decisions, nor would we want to. What we do have power over is how we independently and collectively process this change. Attitudes matter and how we react to these big transformations can influence the future of this great airline.

Oakland Inflight has hired two additional supervisors; **Angela Bowen** and **Larry Pacheco**.

Construction continues on the BART Oakland Airport Connector project. As the guide way foundation columns are constructed, expect lane closures and traffic delays along Hegenberger Road and on the access road to Neil Armstrong employee lot. Preliminary reports suggest an August 2013 completion date.

Respectfully submitted in unity,

Matthew Hettich
Oakland Domicile Executive Board Member

MATT HETTICH

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

Orlando

Jimmy West, MCO DEBM



Happy New Year to All!

Once again Orlando, you demonstrated your generosity in the annual Toys For Tots toy drive this year. It appears to me that we beat last year's record. Thank you!

There's an old saying, "It's not the hours you put in, but it's what you put into the hours when you are at work." American Airlines' Flight Attendants have been in negotiations for almost three years, and with the announcements by American filing for chapter eleven protection and soon to be furloughing 500 Flight Attendants, now more than ever it is important to deliver the best Customer service possible. We are truly blessed to work for the most profitable airline in the world while enjoying an industry leading contract.

With our new service to Atlanta, please keep in mind that unless our passengers are used to driving to Birmingham from Atlanta to fly us, most residents are only familiar with Southwest based on what they have heard in the media or read in the paper. Since we spend the most time with our passengers in the cabin, this is our chance to show the residents of Atlanta what Southwest is all about.

Recently I have been hearing of issues with the exchanging of buddy passes. When you give away or trade your passes with another employee, you don't have to take a can of spray paint to black out your number. Draw a single line through your employee number and fill in the other employee's number. As a reminder, you may *not* sell your buddy passes as this will result in termination of your employment. You *are* allowed to collect the tax which is based on \$40 per roundtrip pass, but that tax is capped at \$20 per pass. The Freedom To Get Out Of Town guidebook on SWALife explains these policies if you have any questions.

The majority of our flights are considered "thru" flights but that does not always mean there will be "thru" passengers beyond two stops. I've noticed lately that some Flight Attendant's announce the entire route of the aircraft because it has the same flight number. Example: flight 123 originates in FLL and goes TPA-BNA-MDW-PVD-BWI-MCO-MSY. Chances are you will not have any passengers starting in FLL going to MCO when the drive is only 3 hours.

In closing, I wish you a safe, healthy and happy 2012!

JIMMY WEST

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

Health Update

by Michele Moore

It's usually during the spring season that the weather patterns change significantly and we have more turbulence issues, but unfortunately, that isn't the case this year. Recently we have had several flights with moderate to severe turbulence reported; so I felt it was important to write another article on turbulence and taking the necessary steps to protect our selves.

The turbulence definitions have changed from codes (code 2, 4 or 6) to terms (light, moderate or severe) and back to codes. I wanted to relay, regardless of how we classify the turbulence, if you feel it isn't safe to be up serving or doing your duties, please contact the Captain immediately and inform them you will be taking your seats until the conditions subside and determine who will make the announcement. Most of the time, the Captain will have already contacted the Flight Attendants if they foresee turbulence, but sometimes their equipment may show clear skies while we are bouncing around in the cabin.

Additionally, if the Captain does call and ask you to be seated, take your seats immediately and stay seated until they say it is safe to get up. If the conditions seem clear, don't get up without contacting the Captain to make sure it will be safe. They could see weather approaching that we aren't aware of.

Safety should always be everyone's top priority, and we should all feel empowered to take the initiative to protect ourselves. We have the latitude to take our personal safety into our own hands and not feel like it is someone else's call whether we should sit down or serve our Customers. We all take our jobs and customer service very seriously, but a Customer getting served a beverage is not worth a Flight Attendant getting injured.

TURBULENCE CODES FOR YOUR SAFETY

- **CODE 2:** Continue service with caution.
- **CODE 4:** Stop all service. Stow all galley equipment. Secure yourself in a jumpseat as soon as possible using seat belt *and* shoulder harness (take nearest passenger seat if necessary).
- **CODE 6:** Stop all service until turbulence is reduced. Secure yourself in the nearest available seat. In a jumpseat, use seat belt *and* shoulder harness.

MICHELE MOORE

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

COPE

by **Gwen Dunivent & Susan Kern**

If you listen to the cable news programs, it may seem the only thing going on is the 2012 presidential election. Who's going to participate in which debate, who is leading in the polls, what scandal of the month is there to report on? The national election is important—but we frequently fail to remember the importance of being involved on a local level.

The citizens of Ohio demonstrated the power of local grassroots involvement this past November. They collected 1,298,301 signatures via petition, which was double the amount required by law, to put SB5 on the ballot for last November's election. SB5 was one of the most anti-worker anti-middle class laws to ever come out of a state legislature. TWU had boots on the ground during the whole campaign and SB5 was defeated by a landslide. In Wisconsin they have been collecting signatures to recall Governor Scott Walker for leading the charge in the anti-worker, anti-middle class legislation Wisconsin passed last spring.

State legislative sessions typically meet between January and May. Many of their committees have already been meeting to get input from “interested parties” (translation – lobbyists), gathering the information they will use to develop the language of the law. Much of their homework will be done by the time they convene in your state capital. At that point, their focus will be to convince their fellow representatives on the merit of their position and the law they are advancing.

So how can you make a difference? Make sure you know your local representatives. Go to www.whoismyrepresentative.com, type in your zip code and get their name. Call their local office and make an appointment to meet them. Find out who your state representatives are by searching for your Secretary of State's Web site. Contact them and share your views and concerns on the issues. Go to their Web site, subscribe to their email's and keep track of the committees they serve on and their activities. Contact your local AFL-CIO labor council and attend a meeting; there will be representatives from other unions in your area, and you'll find out what issues are pertinent in your community. The TWU has a State Conference Program, where all TWU locals in a state (or states) work together to lobby for issues that are important to our TWU brothers and sisters. Get in touch with the TWU COPE-Political Field Department by calling 202-719-3870 to find out more about the State Conference Program. Lastly, make sure everyone in your family is educated and votes!

GWEN DUNIVENT & SUSAN KERN

Gwen is a Dallas Flight Attendant and can be contacted at gdunivent@twu.org.
Susan is an Orlando Flight Attendant and can be contacted through communications@twu556.org

Uniform Update

by **Crystal Reven**

This quarter has much in store for you! Soon we will be able to order from Lands' End. You will immediately notice the quality and comfort Lands' End sews into every piece. Just before you are able to order, you will be given a “product information piece.” In it, every piece will have a description that will include colors, lengths, sizes, and price. The pictures may look like our current pieces, but in real life there is a major difference. The models in the publication are Southwest employees who perform day in and day out in these uniforms.

Here are a few dates to keep in mind when ordering uniforms:

January 31st : Was the last day to order from Cintas
February 2nd: Allotment balances were transferred
Early March: Lands' End Launch (no specific date)
March 31st: Last day to return/exchange to Cintas
April 1st: Final allotment reconciliation (after returns)

Some changes you will see in the Lands' End replications of our current uniform pieces are:

- Only pleated pant will be men's navy
- No pleated shorts
- Only short sleeve shirt in mens will be true blue
- Polo's are now in white and dark cobalt blue
- Long and short sleeve shirt in white only
- Untucked shirt in true blue
- Trench coat in khaki

If you find yourself in need of “preferred” uniform pieces before Lands' End launch, please borrow what you need from the Inflight bases.

Southwest Management and the Uniform Steering Committee (USC) are working to scale down the number of uniform options we have on the line. This will take time, but the USC is committed to achieving the best look for our brand.

Duty Day Calculator

Grievance Team Member **Erich Schwenk** is currently developing a duty day calculator for the TWU Web site. This application will help you determine if you deserve extra compensation when those days are too long, and nights are too short.

If you would be interested in testing the calculator when it is complete, please email Erich at eschwenk@twu556.org with the subject line: Duty Day Calculator Tester.

Now You're Ready To Be A Flight Attendant

by Cuyler Thompson



"ACHOO!!"

"God Bless you!"

"I thought you were an atheist, Tina."

"BEA! Why in Heaven's name would you say a thing like that?"

"You've been acting madder than a wet hen since we checked in this morning, and avoiding me like I have a disfiguring disease or something. I am sorry that I am under the weather. Thank you again for going to the pharmacy for me on our overnight, Tina. I guess I have a touch of the *Deja-Flu*."

"It was my pleasure, friend. I *do* want you to feel better. I wasn't trying to be rude intentionally. I guess am just irritated that you came to work sick, and have exposed me, our crew and our Customers to whatever it is that is afflicting you. I have a very special date with Mr. Marvelous planned for this weekend. So help me Bea, if I get sick and miss it, I will be angrier than a business man with a toddler kicking his seat!"

"It's not my fault I am sick. And speak up; you know my ears are blocked."

Tina spoke up, "I didn't say it was your fault, Bea; I said I was going to *blame* you if I get sick."

Bea explained, "Management has been calling employees into the office for Mandatory Attendance Meetings and you heard Mike Hafner say in his Fall Update that we have, 'the highest absenteeism and are the least productive' Flight Attendants in the industry. I am too paranoid to call in sick right now. I don't want to be part of the problem; I want to be part of the solution."

"This has gotten out of control, friend. I was at 737-800 Training last week, and the Assistant Base Manager was bragging to the class that he had only called in sick one time this year. I was so irritated! I informed him that it was unfair for him to compare the requirements of his job with the limitations of mine. He works in an office setting, and he might be able to come to work with a cold or with his ears blocked, or with a splint on his finger or with his arm in a sling, or with a sprained ankle, but Flight Attendants can't do that. It bothers me that many people don't understand what it's like to be a

Flight Attendant, but think they can tell us when we are well enough to perform our jobs."

"Since he has never done our job, I told him how I have learned to define a good flight: we didn't get hijacked, we didn't crash, we didn't break our necks in turbulence, we didn't throw up, we weren't late due to weather, we didn't get food poisoning from the airport/hotel food. If none of those things happens, it was a good flight. I then climbed up on my chair like Norma Rae and told him how he could *pretend* to be a Flight Attendant. I told him to go to a resale store and find an old, navy blue suit that an army sergeant might have worn. Add a white shirt and a tie. Wear the same outfit for three consecutive days, every week, all year long. Go to an airport and watch airplanes take off for several hours. Pretend you are standing by for them and they are all full. Go home. Smile. Eat peanuts. Fill several large boxes with rocks. Lift them over your head and place them on the top shelf of a closet. Slam the door shut until the boxes fit. Do this until you feel a disk slip in your back. Smile. Turn on a radio. Be sure to set it between stations so there is plenty of static. Turn on the vacuum cleaner and garbage disposal. Run them all night. Smile. Eat peanuts. Serve your family a beverage one hour after they've received their meal of crackers and peanuts. Make them remain in their seats during this time. Ask them to scream at you and complain about the turbulence. Place a straight-backed chair in a closet next to a bathroom, facing a blank wall. Use a belt to strap yourself into it. Eat the other half of a stale burrito you bought at the airport six hundred miles away, preferably while someone's using the bathroom. Ask them to violently shake your chair every time you try to take a bite. Smile. Ask your family to use the bathroom as frequently as possible. Tell them to make splashing water a game and see who can leave the most disgusting mess. Clean the bathroom every hour. Drink stale coffee in the closet next to the bathroom. Eat peanuts. Smile. Make a narrow aisle between several dining room chairs and randomly scatter your husband's wing-tips and loafers along the way. Turn off the lights and spend the night walking up and down the aisle while banging your shins against the chair legs and tripping over the shoes. Drink several cups of cold,

stale coffee to keep yourself awake. Smile. After your family leaves for school, take a suitcase and go out (preferably in winter) in the yard. If it's not raining, turn on the sprinkling system and stand in the cold and the wet for thirty minutes, pretending like you're waiting for the crew van to pick you up. Then go inside and wait by your bedroom door for *another* thirty minutes while an imaginary maid cleans and makes up your room. Smile. Change into street clothes and shop for five hours. Pick up carry-out food from a local deli. Go back home. Sit on your bed and eat your meal. Set your alarm for 3 a.m. so you'll be ready for your wake-up call. (It's now 12:30 a.m.) Smile. Repeat the above schedule for three days in a row and you'll be ready to work your first trip as a Flight Attendant! Repeat the above schedule after four days off, every week for twelve months straight. *Now* you're ready to *be* a Flight Attendant!"

"Everyone in the 737-800 Training class jumped to their feet and began chanting, 'Go, Tina go!'"

Bea laughed, "Tina, that did *not* happen! You're crazier than a bag of wet cats!"

"You're right on both counts; I did *not* say that. I sure wanted to, but I've learned not to let my mouth run off 'til my brain's in gear."

"Bea, dear, you are sick. You have a fever, a cough, a runny nose, blocked ears and are, bless your heart, sneezing and wheezing your cooties all over every surface and every person on this aircraft. You should be at home right now, resting, drinking fluids and taking care of yourself so that you will be well enough to return to the aircraft. I know why you chose to come to work sick. The recent campaign by Inflight Management to address the issue of Sick Leave abuse and absenteeism has made many people feel guilty for calling in sick when they have a legitimate excuse. Mike Hafner was not talking to you, Bea; I think he was talking to those Flight Attendants who choose to call in sick when they are not legitimately ill. I don't think that his message was delivered very well, and I think many Flight Attendants found it to be offensive, but I think I understand his point."

"Those Flight Attendants on the crew van this morning were talking loudly so that you would overhear what they were saying about you, not because your ears are blocked. They were telling stories about how exhausting it was to work with a sick Flight Attendant. They all agreed that sick crewmembers often complained about being ill, became tired and/or irritated easily, and expected their coworkers to pick up their slack. They all said that they had become ill themselves after working with a Flight Attendant who was sick. They told me that I should have encouraged you to go home for everyone's sake."

"Have you ever heard of presenteeism, Bea? Presenteeism is the opposite of absenteeism. In contrast to absenteeism (when employees are absent from work illegitimately), presenteeism describes the problems faced when employees come to work in spite of illness, which

can have similar negative repercussions on business performance. In our business culture of lean and mean, using fewer people to do more work, many employees come to work ill because they are afraid of losing their jobs. Many of us have observed workers and/or co-workers who have come in to work and seemed present and on the job, only to observe them later performing poorly or "slacking."

"According to various studies, the total cost of presenteeism to U.S. employers falls anywhere between \$150 billion to \$250 billion each year, and those costs are on the rise as presenteeism becomes more frequent in tight economic times. Employees who come into work when they are sick may take longer to recover, meaning that they are functioning at less than 100 percent for a longer time. More than half of the employees surveyed by CareerBuilder (53 percent) said they've picked up an illness from a co-worker. Now this is a form of teamwork that nobody really wants. Presenteeism can also contribute to a negative workplace culture where employees are either expected to or feel like they have to be in the office (or on the aircraft), no matter what the circumstances. This could lead to low morale and employee resentment. According to a CareerBuilder survey of 3,700 workers, nearly three-fourths (72 percent) are coming to work when they are sick enough to stay at home. A full 55 percent said they feel guilty for calling in sick."

"In defiance of their coughs and colds, Flight Attendants turn up to work thinking they're doing the right thing. But they're not. Workers should be cognizant of the wisdom in taking a day off when they need one. It's a fact of life that when we don't feel good we don't operate at our best. Our Customers and coworkers deserve to see us looking and feeling the best. If you're not sick, come to work. But for Heaven's sake, if you're sick, *stay home!*"

"Bea...Bea! I am talking to you, woman! Get your face out of your handkerchief, and your butt up off of that jumpseat. Blow your nose; you've got work to do: get out there in that cabin and spread some germs, you productive little warrior!"

CUYLER THOMPSON

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

For The LUV Of Running

by Justin Whittington

Here I was, seven miles into my twelve-mile run. The sun was beating down on me, sweat running down my forehead into my eyes. I wasn't quite sure where I was but I could see our red bellied planes turning for final approach into San Jose so I knew I would be able to find my way back. It was 95 degrees, and there wasn't a breeze, not even so much as a rustling leaf. I turned around to head back and made a quick stop under one of the many footpath bridges to gulp down some of the water I'd hidden on the other side of a little ledge. The off-road race I was training for was fast approaching and I was trying to squeeze in as much training as I could so I'd purposely bid San Jose overnights to get in some mileage. I'd be running in Alaska in a few weeks but training there was obviously out of the question. I found my way back to the Marriott and one of the valet's generously brought me an ice-water from the cooler. "Good run?" "Yeah..." I huffed. I walked into the lobby and the woman working the front desk asked "How was your run? Here's a towel and your room key!" I rushed back to my room, showered and changed for dinner with the crew before starting day 2 of my 3-day the next morning.



This is a repeated routine for many here at Southwest. Dedicated athletes/runners who try to make the most of their overnights by getting out, running/training, and seeing the sights wherever they happen to be! Some of us run indoors, and some of us (myself) are die-hard outdoor runners who will brave the elements. Still some of us would like to get out and run or just walk and explore but we don't know our surroundings well enough, don't feel safe enough in an unfamiliar

place. If only there was a way to know which overnights provided good runs/walks, to be able to see the paths & trails, to know the mileage ahead of time and to be able to feel a sense of comfort that someone had already run there. Well... *wish* no more because one of our very own Flight Attendants has been doing just that for over a year!

Jeff Pettett is based in Phoenix and is one of our many Flight Attendants with a running problem! In his sixteen years at Southwest he's amassed a wealth of knowledge on running outdoors on our overnights. For the past year he has been not only running on layovers, but tracking these runs on GPS, taking photos of the runs themselves (landmarks, sights etc) and then posting them on his own Web site, swarun.shutterfly.com.

Jeff has cataloged some seventy runs in over forty of our layover cities and the information keeps coming! Each run in-

AUS Sheraton - Lady Bird Lake

Description: Run around Lady Bird Lake (formerly Austin Town Lake). Most of the run takes place on a gravel path, but does run on the street for about 1.5 miles.

Rating: 6/10

Distance from Hotel: 1.3 miles

Length of Run (includes distance from hotel): 3-15 miles

Directions: Go ...more



cludes a map of the route (based on real-time GPS data) photos of the run itself and sometimes notes about the run. Runs that originate within a mile of the hotel are specifically denoted with an asterisk (*) and each city also shows up-to-the-minute weather so you can plan what you'll wear! Jeff's site also allows for other Flight Attendants to post their runs and any important information they want to share. There are runnings resource Web sites, running safety tips, and a whole host of other information all at your fingertips! The site is secure, given that it contains our layover information, so to access it simply register and Jeff will validate your employment and then give you permission to enter the site! You'll want to save it to your favorites or on your phone so that you can access it from anywhere at anytime!

Another Web site that hosts Jeff's running information is The LUV Exchange! The LUV Exchange theluvexchange.com is run by Baltimore Pilot **Steve Arbetman** "Arby" and is also an *excellent* resource for employees on the latest Company information and employee functions around the system! You can buy/sell/trade items you have, there's a moderated forum for discussion. There's even a Flight Attendant *only* forum! Arby ensures that all conversation threads remain

positive and non inflammatory and remain in the spirit of fostering open, clear, and fun communication amongst workgroups.

As mentioned, Jeff uses his Garmin GPS watch to track his runs and record distance, time, pace etc. These watches are light weight, user friendly, and retail for \$200-\$400+ depending on the features you'd like to have. If you have a smart phone there are various apps which will do much of the same work cheaper! Nike-Fit will not only track your runs, but also help to coach and motivate you. You can also purchase a shoe-pod which helps to ensure accuracy in your distance/cadence. Mapmyrun.com and runkeeper.com is a Web site and an app that also allows you to track and upload your runs for others to view. Some of these are *free* and some are available for a small charge, but if you're serious about keeping track of your progress they're well worth the investment!

Now that we've covered where we can run, I think it's important that we talk about our personal safety. Bring your cell phone with you and have the hotel's phone number programmed in it, or available. Try to always let the front desk or your crew know where you're going or how long you might be gone. Make sure you ask about the area surrounding the hotel itself, the front-desk is usually very knowledgeable and forthcoming about the safety of the area. If you can, go with someone else. Having someone with you helps to ensure your safety in numbers, especially if you're in a new or unfamiliar area. If you're going for a run by yourself make sure you speak to someone at the front desk. This way they see what you're wearing, they know who you are, where you're going, and you can give them a general idea of when to expect your return. You can even write this information down on a piece of paper and leave it at the front desk or with your room key (I always leave my room key with the front desk). It might sound excessive but these little tips/tricks and recommendations don't exist because something "didn't" go wrong, they exist so things "won't" go wrong in the future. Much like the Southwest Ski Team and the Regatta Gala, interest has been expressed for a Southwest Running Group! There are various road races, relays and fun-runs around the country and it would be *fun* to run with other Southwest friends, not to mention more economical to be splitting the costs and utilizing our wonderful hotel, rental car, etc discounts! I ran a relay in 2012 called the

RAGNAR Wasatch-Back in the mountains of Utah. It was 200 miles, twelve runners (two teams of six) and took 36+ hours. It was a lot of fun and it allowed everyone from beginners to elites to enjoy themselves while also being challenged

against their current fitness level. If you don't want to run a relay there are always road races; 5K, 8K, Half-Marathon, Marathon, and *Ultra*-Marathons that some of us are running and training for, why not enjoy it with other Flight Attendants! If this is something you're interested in starting, if you would like to lead this effort I'd LUV to know about it!

Staying healthy and fit when you work like we do can be incredibly challenging.... but

with the right information and camaraderie of others it can also be incredibly rewarding! While I might be exhausted after a long day on the "dirty bird" there's nothing like a long run along the river in Spokane or across the many bridges of Pittsburgh to remind me just how lucky I truly am, not only to be able to do what I love (both fly and run) but to be able to do it in so many amazing locations across the United States... while getting paid! If you have tips, recommendations, comments/concerns or you'd like to see a Southwest Running Group and you're interested in spearheading that effort, please email me at justin.whittington@wnco.com. Safe Running/Walking/Exploring! Remember to *enjoy* all of the unique places we go and you too can contribute to building on what Jeff Pettett, "Arby" and others have already started by inputting any valuable information you have to share!



Pictured: Michelle Vanden Bosch, Mark Hoewisch, Stacy Michalec, Justin Whittington



CISM



CISM is a confidential peer to peer support system to help Flight Attendants with incidents experienced both on and off duty that can effect their work life. CISM will help get you back to work, and feel good to be there.

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