

Summer 2012

Unity

THE MAGAZINE OF TWU LOCAL 556

Remember this?

Unity is . . .

. . . the state or quality of being one; singleness.

. . . being in harmony or one in spirit

. . . the state of forming a complete and pleasing whole

*. . . a totality of related parts :
an entity that is a complex or systematic whole*

. . . the state or quality of being in accord; harmony.

. . . harmony or agreement between people or groups



REMEMBER THE FEELING ...

Remember the feeling of the day you graduated? The eagerness. The joy. The unity and loyalty you felt towards the Company and fellow Flight Attendants.

After being around the Local office for three weeks and witnessing the intensity and passion of the issues at hand, I attended an Inflight graduation. I watched Class 257, more of our "trans-sweeties" graduate and make the crossover to Southwest land - or should I say air.

As I observed their pride and joy, I was taken back to what that day meant to me. After 30 years of dreaming about it, I was so excited to finally work for this airline. It was my turn to carry the torch of the Southwest spirit ... the torch that had been burning for 40 years ... the one that so many before me had carried ... the one that had been shining bright since before FAA regulations and before union contracts. I had arrived, and I was going to do my very best - no, *better than best* - to deliver that POS and to uphold the Spirit of Southwest.

As I transitioned back to the present, I realized - for me - I need to continue to stick to the basics of why I fell in love with what I do. Flight Attendants need to support each other and the Union that we voted in to represent us. Even if you did not vote for the current Executive Board, let them be your friend. They are working hard to negotiate the best Contracts and Side Letters for us as a whole. We need to remember that the purpose of the Union is not to be self-serving for any one individual but to represent a group. (A fabulous group, might I add.)

It is also important for you to know what the goal and purpose is for this magazine. UNITY will strive to keep Flight Attendants informed in an unbiased way regarding business between the Union and Southwest Airlines. Our purpose is not to fan negative flames or to speak rhetoric. We want to be the voice of reason for our Membership, providing facts so they can make informed decisions and choices.

In light of ensuring the Union has current and accurate information, please log on to www.TWU556.org and make sure your personal information is updated, as this is the Union's only way to communicate regarding time-sensitive matters. The Union has limited venues - phone, personal email, regular mail, recorded calls, and the TWU Facebook page - with which to communicate. So log in to the Union website often, there is a wealth of information.



ROBIN BREWER
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cations Committee.
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Materials distributed in lounges are also informative and educational. Past surveys indicate that almost 75% of you get most of your information about the Union through the UNITY updates and magazines. Thank you for reading!

There are also several SWA Facebook pages supported by individual Flight Attendant groups. Please use discernment and wisdom when reading and posting to social media sites. Much damage can occur through gossip and hearsay. Facts can quickly get blown into fiction, and, sadly, the fiction can then be seen as truth.

Watching the freshly minted Class 257 encourage, smile, cheer, and celebrate, I realized that, folks, it's easy for us to get complacent. Our jobs are great, and we get to work for one of the best companies in the nation, and are protected by an industry-leading Contract. Our Company holds the strong spirit of unity near and dear, which is why "unity" is the theme for this quarter's magazine. Let us be unified with each other and with our Union. The Union is working for us, so we can continue to work for this amazing Company.

Regards - Robin

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



unity

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Letters to the editor may be considered 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 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.

Connect with us on Facebook ([facebook.com/twu556](https://www.facebook.com/twu556)), or follow us on Twitter ([@twu556](https://twitter.com/twu556)).



APU vs. GROUND AIR

Fraternally, Chris Click

1st Vice President and
Safety Committee Chair

Let me explain the differences between ground and Auxillary Power Unit (APU) air. The APU delivers a steady stream of air regulated by the flight deck, normally set to full cold on the ground; however, limited by the ability of the aircraft to deliver the cooling air. The ground air delivers a stronger and colder stream of air through the huge air conditioning units attached to the jetway. When fully operational, the ground air is far superior to APU cooling, however, fully operational is hardly the case.

When the ground air is turned off, it takes around seven minutes for the massive cooling unit to spool down and firing it up takes an additional 30-45 seconds. Having said that, when a gate is used in high frequency, you have aircraft departing and arriving from the gate in a matter of three to four minutes and with a seven minute and thirty second time between air cycles this leaves up to three minutes with no air. We are working with the Company to identify these high frequency gates and develop alternate plans, such as running the APU while parked.

Ground air hoses also sit on the ground for periods of time and when first activated all that hot air trapped in the hose is pushed into the aircraft. This causes the cabin temperature to increase greatly in those first few minutes. We asked why not just run the APU all the time at every stop, and the answer we received was that running the APU cost \$45 more than running ground air/power at each stop. Multiply that by 3,000 flights and 356 days per year, and you are talking millions of dollars.

I argue that the cost of losing Passengers and increasing crew sick rates is much higher than the cost of running the APU. We are working to reach a solution that is beneficial to both our work group and the Company's bottom line. Until then, please remain safe and communicate with Operations and the Flight Deck to identify any dangerous situations due to heat. I look forward to communicating with you in the future about this issue.

**TWU 556 has
EMERGENCY
Union coverage
24 HOURS
every day of the year.**

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Stacy Martin

Baltimore

I want to start by thanking everyone for giving me the chance to represent you as your Domicile Representative. I've been flying for twelve years and have come to work and gone home when my trip is over, your typical Flight Attendant. I was becoming complacent and so was everyone else, while the Company was implementing so many changes. Concerned about certain issues, a good friend convinced me to run for Office. What better way to get involved, dive into the deep end without any water wings. I want to make a difference and hope to get more people involved; whether it be on the jumpseat, in the lounge, or through the website. We are changing every day and we have to be in control of our own destiny. I spent several hours and days in the lounge getting to know more people than I would have ever met just doing my trips and going home to my family. We need to be informed and vote when we are called upon to do so - let our voices be heard. Don't be guilty of not voting and then complaining when things change.

On another note we have a few changes in the base, Rachel Doressett is heading to Atlanta, and Anna Boardman-Ward has been promoted to Base Manager; Carolene Goulbourne will continue as Assistant Base Manager. We also have Kelly and David that joined us from Class 255 as new Supervisors, be sure to welcome them the next time you

are in the lounge. The new parking lot is a big hit. There were some concerns about the safety of the lot so they are adding a card-swipe gate and a security car is monitoring the garage.

FYI, when you call Crew Scheduling for a sick call, there are just a few words you need to say "I am sick." That is all you need to say!

**We are
CHANGING
every day and
we have to be in
CONTROL
of our own
DESTINY.**



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Chicago

Hello to all in Chicago! I would like to extend a warm welcome to all our Brothers and Sisters who recently joined our family from the AirTran group. I would ask all of the Chicago base to extend a welcoming hand in helping them get settled in.

It has been a busy summer season and I thank all of you who have visited the TWU556.org website to stay informed and shown interest in the positions posted. I would like remind you all that there is room for everyone to serve the Membership in some way, perhaps as Shop Steward, contributing author for UNITY Magazine, or member of a committee. The Executive Board relies on the Membership to aid in our quest to represent everyone in the best possible way, so please know that any and all help is very welcome.

Have you have had the opportunity to fly on the new -800 aircraft? Love it? Hate it? I participated in the initial onboard and lounge training so I agree, there is a lot that is different about the new aircraft and service procedures; in fact the only constant in the equation is you - the best Flight Attendants in the industry! You are what make the service a success with your smiles and positive attitudes! When Passengers write to tell Southwest Airlines about their flight, it isn't the aircraft or fares that made it great, it was the experience with their Flight Attendants. Please do not ever lose sight of what makes our Company successful. We, the frontline Employees are the faces they come back to see.

In closing I would like to ask all of you to stand strong, remain united and remember that every one of you is what makes up TWU556, you are the Union.



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In Unity,
Donna Keith
MDW Domicile Executive
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Dallas

Things are certainly changing these days. We are experiencing the recent growth in our Company, galley compartment changes, the -800 aircraft, training with carts and the list goes on and on. It feels like everything around us is in Flux, or $A = A\dot{n}$ (for non-science enthusiasts, this is the mathematical equation for flux.) "Bazinga." The constant is YOU my friends. YOU are an informed and voting BASE...be proud. You read, ask questions and discuss things, some of which don't affect you directly.

As you are aware, the transition of the outgoing and the new incoming Executive Board has taken place. It has been a learning experience but as always, when we have unity and are supportive of each other, we will be fine. There were many people that have stepped up to the plate to serve the Membership and if you would like to serve as a Shop Steward the elections will take place at the Dallas Membership Meeting on July 27th.

We now have nine Bases, with the addition of Denver, which opens October 1st. Vacancy Bids are now open on SWALife. The Contract addresses move and vacancies under Article 24. The Denver Spirit Party is August 22nd.

As you know the uniforms are being changed in regard to pieces and sizes becoming available in September. Remember your account is funded on the first day of your anniversary month with the Company.

When you are out sick, neither you nor your dependents can travel on your passes; however, they can travel on Buddy Passes. This information is on SWALife. Go to *Travel* tab, on the right see "Quick Links", under that click "Freedom to Get Out of Town Guide" - see page 10.

Welcome to our new Supervisor Mary Teague. She comes to us from AirTran where she was a Flight Attendant and then a Supervisor. Bryan Smith is the new Assistant Base Manager and serves the Base alongside of Jeff Simpson. Supervisor of Administration is Hector Barrera. We now have a designated Supervisor for each Flight Attendant. You should have received email and a letter in your mailbox. Dallas seems to be pleased with the Base Staff Reorganization that was announced by Henry Townsend in a Read Before Fly. In years past this was the policy in all Bases, and it seems that many Flight Attendants welcome the change back to where they know who to speak with when they have a work-related issue.

In a closing note, Facebook is NOT a good location to obtain correct information. Please call your Union or Domicile Executive Board Member for correct information. Remember, the Company can and does get on Facebook too!

As always thank you for your support and know if I can help in any way, please let me know.



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Houston

Greetings, Houston! July starts my third month serving as your Domicile Executive Board Member. I hit the ground running May 1, and although Crystal Reven handed me the running shoes, the terrain was more than I had anticipated. I competed in a "mud run" a few years back. Though I had trained for it, I had not prepared for the weight of all that mud. Ten miles, eighteen obstacles, and 1 hour and 48 minutes later, I finished that race. If there's one thing I'm not, it's a quitter. There are more challenges to this position than I was aware of, but I'm more committed than ever to representing the Union Members to the best of my ability.

There was a lot of turnover in the 556 office, but there is an undeniable energy in the Boardroom. We're warmed up now and still face some obstacles, but we will diligently press forward to protect the Membership.

Summer temperatures soar in Houston. Please make sure the "Summer Procedures" PA is being made. If the PA is not made and procedures not followed, it could directly affect the A/C. If procedures ARE followed and the aircraft will not cool down, please write an Irregularity Report as it creates a "paper trail" that Management can follow up on. Consider an ASAP Report if Crew and/or Passengers are getting ill because of extreme temperatures.

Changes to trip sheets are causing some confusion with regards to duty day legalities. We have asked that original pairings be available in the print options and hope to have that change implemented quickly.

I will be attending the Absenteeism Workshop on July 12 to participate in finding a solution for Company-wide absenteeism issues. The Attendance Meetings continue in spite of feedback regarding non-Contract/Handbook/Work Rule standards discussed in these meetings such as "Holiday Sick" referring to trips that span three days before/after a holiday. Management is obligated to let you know you're entitled to Union representation at these meetings.



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Shop Steward elections, Board of Election and Negotiations Team nominations will take place at July Membership Meetings. The Houston meeting will take place at 10:00 a.m. on July 20, 2012 at the Hilton on Airport Blvd. The address and meeting agenda can be found in your Union glass case in the Inflight Lounge and on www.twu556.org. Base news can also be found on the Houston tab of the Union website.

Las Vegas

Good day fellow Members - This letter is written to you with great admiration as well as in good spirits. I am Addie Crisp and I'm your newly-elected Domicile Executive Board Member (DEBM). It has been with great pleasure and passion for me to represent you as a Shop Steward over the past three years and I want to thank you for allowing me to represent Las Vegas.

Together we face many challenging obstacles over the course of the next three years. Our new Negotiating Team is working tirelessly on completing the new International/Overwater Flying Side Letter, which will directly affect Las Vegas and potential routes out of McCarran Airport. The Company has been very active on putting attendance on the front burner and some of the Flight Attendants are feeling the heat to not call in sick or feel harassed when they do. *I want it to be very clear if you are sick, call in sick.*

Feel free to question your Leadership, and become involved.

I will do my best in assuring that you have all of the necessary materials needed to be educated. Information in the form of newsletters, brochures and other informational packets designed to update you on latest news and on upcoming meetings. Some things we need from you is participation in every survey, every vote and support in Union meetings. Also please log on to our TWU556.org



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website and make sure your contact information is up to date.

Social media (Facebook, Twitter, Yahoo Forums and etc.) is an awesome tool to deliver your message, but always use caution and be respectful. Cyber Bullying is not only an issue in high school it has become a major problem within the work place including ours. So think before you post!

Once again, thank you for all you do and will do in the future for the Las Vegas Flight Attendants. I look forward to talking to each and every one of you. If you would like to get involved, have a question, or just simply want to say hi, please email or call.

The next Las Vegas Union membership meeting will be on July 26th at the Hampton Inn Tropicana at 10am. Visit the twu556.org local web site for more information.

We have our new Contract negotiations coming up very quickly. We need you, the Las Vegas Flight Attendants, to become engaged and knowledgeable about what is taking

place. I will do my best in assuring that you have all of the necessary materials needed to be educated. Information in the form of newsletters, brochures and other informational packets designed to update you on latest news and on upcoming meetings. Some things we need from you is participation in every survey, every vote and support in Union meetings. Also please log on to our TWU556.org

website and make sure your contact information is up to date.

Social media (Facebook, Twitter, Yahoo Forums and etc.) is an awesome tool to deliver your message, but always use caution and be respectful. Cyber Bullying is not only an issue in high school it has become a major problem within the work place including ours. So think before you post!

Once again, thank you for all you do and will do in the future for the Las Vegas Flight Attendants. I look forward to talking to each and every one of you. If you would like to get involved, have a question, or just simply want to say hi, please email or call.

The next Las Vegas Union membership meeting will be on July 26th at the Hampton Inn Tropicana at 10am. Visit the twu556.org local web site for more information.

Oakland

Thank you for electing me as your Domicile Executive Board Member; I am truly honored to represent you. As you may already know, I have been serving in this capacity since September 2011, and I will continue to represent you, the Oakland Flight Attendants, with the highest degree of professionalism, ethics, and honesty. Thank you for the vote of confidence.

My plan over the coming years is to increase our Membership participation rate in Oakland. For us to be successful as an organization and as a workgroup our Membership has to be involved in the issues that matter to us. This means we need to elect a dedicated group of Shop Stewards to enforce and protect our Contract, we need Oakland Flight Attendants to regularly attend Membership Meetings, and we need the Oakland Membership to make their voices heard during Union elections, in Membership surveys, and staying informed on important Union matters. We have plenty on the horizon.

Welcome aboard Classes 256, 257 and 258! These three classes mark the first of many AirTran Flight Attendant Special Merger Training classes to make the transition from AirTran to Southwest Airlines. Thank you to all the Oakland Flight Attendants who made the journey to Dallas and welcomed our newest Members to the TWU Local 556 family. Your participation made the graduation ceremony a memorable event and you truly are Southwest Airlines Cultural Ambassadors.



MATT HETTICH
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Remember to use common sense and good judgment when participating on social media sites. The last thing we want as a Union is for a Member to receive discipline for comments made in the blogosphere. Please review the Southwest Airlines Social Media Handbook available on SWAlife.com and allow common sense and good judgment to be your guiding principles when engaging in online discussions.

Researchers at the University of California, San Francisco are seeking flight attendant participation in a medical research study. If you are over the age of 40 with 5 years flying experience, eligible participants could receive compensation up to \$150. Contact Cecilia Yu at (415) 412-0872 or yuc@medsfgh.ucsf.edu for complete details.

Please participate in the next TWU Local 556 Oakland Membership Meeting. The meeting is scheduled for July 24, 2012 at 1000 local time and will be held at the Holiday Inn Suites located at 77 Hegenberger Rd., Oakland, CA 94621.

Orlando

Greetings from the Sunshine State. Summer is here and I am not sure which clue gave it away first – the heavy passenger loads; or being able to put a raw piece of chicken on a tray table and having it fully cooked before boarding is finished due to the extreme heat conditions in the cabin of the aircraft. The Company put into place procedures to keep the aircraft cabins as cool as possible during the summer months. This procedure must be followed in order to be a success. Once on the ground and you are taxiing in, ask every Passenger to hold their breath until you are parked at the gate and the boarding door is open. Sounds like a good idea but it probably won't happen. You can remind those Passengers sitting in the window seats to please lower their window shades. Additionally, verify that the gate services are working. If the cabin is still too warm, ask the Pilots to turn on the APU. We have held several discussions with Management and they have assured us that request will not be denied. If you encounter a situation where the APU request is denied, please fill out an IR, an ASAP report and contact the Union office immediately.

Absenteeism, Absenteeism, ABSENTEEISM. We hear about it almost on a daily basis now. In Orlando, absenteeism meetings continue to be at an all-time high. These meetings are more of an awareness to the days you have missed over the past four years when you were scheduled to come to work. If you have a pattern of calling in sick over holidays, before or after vacations, if you are not able to get rid of a trip, if you are friends with someone who has called in sick or if you have thought about calling in sick, you will probably be called into the Inflight office. If you are sick, please call in sick. If you are well and scheduled to come to

work, come to work. It's that simple. In closing, THANK YOU for being the best Flight Attendants in the industry who also enjoy an industry-leading Contract!



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Phoenix

I'm back...Hello PHX and thank you for allowing me the opportunity to be your Base Representative for the next three years. I want to thank everyone for their support, I truly appreciate it.

Phoenix is truly blessed to have not one, but three Union Advocates representing you for the next three years. Besides myself, we have Rob Riddell and Tina Coffee. Both serve as a Board Member at Large (BMAL) and Rob also serves on the Negotiating Team for the International/Overwater Agreement that is being negotiated with the Company. Rumor has it that "Coffee Talk", Tina's comical spin on life will be making a comeback.

Rob and I had the pleasure of meeting with Base Manager Deborah Edwards last month. During our meeting, the idea of a Base Party was discussed and Deborah has agreed to support the party by providing sodas, ice, cups, and napkins. So there will be a Base Party in September! Other Bases will be having Base Parties beginning in August, thus allowing Flight Attendants to interact one-on-one with their newly elected Union Officials. So if you are fortunate enough, you might be able to attend a few of them. Finally, I would be remiss if I didn't mention that either myself, Rob, or Tina will be taking plenty of pictures for the UNITY magazine and also to post on the website.

There will be a Base Party in September!

In closing, by the time you read this article, there should be a few new faces in the glass case in terms of Shop Stewards. All of the current Shop Stewards that are featured want to be re-elected again, so I want to thank them for their continued service to the Membership. As far as new Shop Stewards are concerned, I want to also tip my hat to you for stepping up to help the Membership.

I hope everyone is trying to stay cool this summer and please don't forget to make the Summer PA, reminding our Customers to close the window shades.

Talk to you all soon and remember to please be sure to welcome the former AirTran (now Southwest Airlines) Flight Attendants to Phoenix.



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“WHEN ONE LUV COMES TOGETHER”



The Flight Attendant lounge was, as usual, it's fun and busy action-packed self. Flight Attendants were buzzing about catching up with each other and checking in for the day's flights. The Lounge is always alive with cheer, perkiness, and good spirit. I always enjoy coming in and being met by a friendly, "hello" from a Flight Attendant, Supervisors and a possible meeting with some of the many friends I've met over the last eighteen years of flying! I checked in for my flight and didn't recognize the Flight Attendants' names that I'd be flying with for the next three days. I needed coffee. I thought I'll just meet them at the gate, so off I went for both.

When I got to the gate, the aircraft pulled up and I found out my crewmates were already on the plane, had worked a couple of flights already that morning and that they were fresh out of New Hire class. They both had worked for AirTran and this was their fourth day at Southwest. We had about two minutes for a quick meet and greet before the Passengers would get there. So, with a quick hug and promise to get to know each other later we got to work and began our flight.

Soon I took my place at the front door, Cindy went to the overwing window exit and Cordell went to the rear of the aircraft. It was show time, and we were ready! Our guests starting arriving and as I welcomed them in with a smile, Cindy met them with a warm and loving greeting at the overwing. I looked to the back of the plane and was almost blinded by Cordell's bright smile and glowing hospitality. He was helping guests with their bags, showing people to seats, helping with children. As I watched the boarding process, I thought, WOW- I better step up my game too! Have those two been here four days or forty years? I had just met them, said two or three words to them and I was already proud to be on their team! I couldn't wait to learn more!

The flights went by fast and they did more than their share in the cabin - I felt like a slacker! I could see the Passengers loving them. I too, wanted to be as good as them! I felt like the new kid! After finishing up our first day, we went to dinner and swapped airline

Flight after flight,
the energy in the
plane was so electric

stories, talked about our families, our lives, and our adventures. I told them with the news of AirTran I was originally excited about all the new places that we'd be going, the growth of our Company, and all the new things we'd get to do. Now, after meeting them I was convinced the best thing about the purchase of AirTran was the people who would now be part of my SWA family. They had me at "Hi, I'm new!"

The second day of our trip was an early one! I'd told Cindy and Cordell that I'd give them a wake-up call at 4 a.m. to make sure

they were up. When 4 a.m. came, my alarm clock went off and I slapped it! I wanted more sleep but it was time to get up! I called Cordell's room and he answered with a cheery voice and told me he was up before the alarm went off and was anxious to get started. When I called Cindy, she too, was awake, happy and looking forward to the day! Again, I wanted to be like them!

Flight after flight, the energy in the plane was so electric - we could have saved on the fuel because I think the plane would have flown itself on the sheer up lifting of happiness! Passengers were thrilled, wanting comment cards to write good letters about us and our Pilots wanted us to "Buddy Bid" with them! I had to remind myself that I'd been with SWA for eighteen years because I was the one learning so much from them. Their enthusiasm was contagious and the smiles infectious! Cindy has the most calming, and warm spirit. One Passenger had a misunderstanding with an Ops Agent and was unable to preboard the aircraft. His feelings were hurt as he didn't understand why he couldn't preboard since he had a cane. Cindy wanted to do something nice for him, so we put together a goody bag for him. We put a can of water, some peanuts, snacks and yummy hot chocolate packets. I drew hearts on the sick sack (hey, that's what we had) and Cindy made carnations out of napkins to decorate it. The man's face lit up with delight and he told us that we turned his day around - just knowing that we cared about him. I'm not

taking any credit for this as it was Cindy who took the lead! Cordell made every Passenger on every flight feel at home, welcomed, and loved!

The "Headliner" of our flights came the last day! We had boarded the flight in Fort Lauderdale and were ready to go when the Ops Agent informed us we'd be waiting on one more Passenger. He was in a wheelchair and he'd been held up in security. As everyone was anxiously looking up ready to go and Cindy was coming forward doing her customer count the man arrived. He was accompanied by two Ops Agents. One held his belt and cane and the other pushed him into the aircraft. I offered my hand to help the Passenger out of his chair and into the first row of seats. All was going well, until, the Passenger grabbed my hand with one hand and his cane with the other. As he came up, and stood in front of the entire plane full of people his pants fell to the ground!

I was now holding hands with a man and his pants where on the floor! He proudly announced, "don't

worry I have on my best underwear!" The Ops Agent and I got the man's pants up and tried to belt them! I was in front so I had to try to buckle the belt, while not getting too close to personal space. My mind was going a million places and I was trying really hard not to laugh! I thought, "what if someone is filming this to put on YouTube!" I thought, "What about our new reality TV show- On the Fly!" "FLY-hahaha" My mind was laughing but I needed someone to help me keep it together! I looked up and Cindy was there to help me! She gave me a look, like "we can laugh about this later over a glass of wine, but not now!" So, I kept my composure (as best as I could) got the man dressed, buckled in and up and off we went to finish our trip. When "OneLuv" comes together, we can do anything! The sky has no limits! Thank you Cindy and Cordell!

*By, Rachael Jacobs
SWA Flight Attendant*

HOT AIRPLANE

*By: Chris Click 1st Vice President
and Safety Committee Chair*

The summer is here and with that comes sweltering aircraft. You may notice that this year the aircraft are hotter than ever before. There are a few reasons for this, and as your Safety Committee Chairperson, I want to share with you exactly what is happening with all the hot aircraft. Your Union has filed a Grievance over actions taken by the Company to reduce the cooling effectiveness of the air circulation onboard by the disabling of all "gasper" relief fans onboard the aircraft as well as procedures that limit the use of the Auxiliary Power Unit (APU) while parked at the gate. These two items coupled with extremely hot summer temperatures the last two years have caused discomfort for both you and your Customers. Add to that the fact that Customers are more tense with extra security procedures and tight connection times and you have an explosive situation on your hands. Your Union is working hard to resolve this through the grievance process; however, there are some things you can do to assist us in keeping the cabin a comfortable environment for all.



- 15 minutes before landing, ask the Pilots to set the cabin air to full cold, even if the cabin is already cold. The extra cold air will keep the internal cabin cool a few extra minutes.
- Ask Passengers to lower window shades and open air vents upon arrival, check these during tidying.
- Close any entry or service door immediately when not in use. It may feel that the slight breeze is cooling a part of the aircraft, but in all honesty, you are letting the limited cold air escape and replacing it with faster moving warm air.
- Check for working ground air within two minutes after opening the cabin door. If the air appears to not be working, then communicate with the Flight Deck to engage the APU and switch to APU cooling air.
- Please write in Irregularity Report for **EVERY** hot aircraft. Contact the Union office when you have a **hot aircraft** as well, so we can make a notation and follow up with the Company.

FROM THE HEART

Beginning in 1971, when we were called stewardesses and wore hot pants, we at Southwest Airlines, have always done things a little differently. While other airlines were known for being a bit stuffy, we were known as being the FUN airline. They served meals and used carts for service, we used trays and handed out peanuts for service. The one word that is always used when talking about SWA is "Culture" - our *Culture* is, and always has been, an integral part of who we are. But what exactly is culture? To me, culture is the behaviors and beliefs characteristic of a particular group - and in this case, that group would be the Employees of Southwest Airlines.

When I began flying in 1982, we were still a very small airline - at the end of the year, we had 37 airplanes and a total of 2,913 employees! Our *Culture* was something I fell in love with - I became part of a family that worked hard, played hard, and had fun doing both! My fellow family members had the same beliefs - we were proud to work for SWA and treated each other with respect. Although those at other airlines snickered at us "What, you don't serve meals?", "Your boarding is like a cattle call", "Why don't you get a job with a REAL airline?". We held our heads high and continued to do whatever it took to win our Customers. We were the underdogs, we made less money, worked more hours and, instead of having an overnight in Paris, we got to hang out in Harlingen! One thing was for sure though - we had a good time on those Harlingen overnights!

Southwest Airlines has always been known for its 'Culture' - from our first years starting in 1971, we have always done things a little differently. From the days when we were called stewardesses and we wore hot pants

Over the years I have heard countless times that we "are losing our Culture". I am sure you have heard, or even thought the same thing. But are we? It depends on how you view things. Certain aspects of our job have changed dramatically over the years due to the implementation of the various FAA rules and regulations. It is difficult, but not impossible, to have that same sense of community that we used to have with the various departments (Ops, Flight Ops, Customer Service, and Ramp). Prior to 9/11, it was a given that if the flight was over an hour, at least one of the Flight Attendants would go up to the cockpit for a brief visit. On hot days it was not unusual to see a Flight Attendant take a tray of water down to the Rampers. Many of the regulations have changed our ability to do those little things for others, but we can still give a welcoming smile to the Agent working the flight and say "thanks for a nice boarding" as we close the door prior to pushback. A smile and a kind word are one of the easiest things you can give someone,

and there are no regulations that prohibit us from giving those out. Treating others the way we want to be treated is so basic, yet in our plugged-in and 'connected' world, it is becoming harder and harder to come by.

Speaking of our 'connected' world.....mobile phones and the internet sure have changed our world! We can now trip trade from home, call home, instant message with friends and find lost friends and make new ones on Facebook! There are so many positives that have made our lives easier due to the advances in technology. Can you imagine having to go to the lounge and draw a number for a chance to pick up or trade with Open Time? Yet, that was a way of life for years, prior to the internet and home access.

Facebook (FB) is another tool that has made it easy to stay connected with others - my daughter signed me up her freshman year of college when I complained that she never sent me photos. How easy it became to follow her activities while she was away - what a great tool! Then I began connecting with other Flight Attendants, who then connected me with other Flight Attendants and before I knew it I had hundreds of 'friends' on Facebook! Then I was being invited to join this group and that group and soon my head was spinning with information overload! About the same time as the various FB groups were being formed, I found myself out on medical leave, and what a great way (or so I thought), to stay connected to my SWA family. I have to admit, I spent quite a bit of time on Facebook as it was my connection to the SWA family that I know and love. I will admit I was nervous prior to coming back on line - from what I had read and observed from the posts on the various FB groups, things were going from bad to worse at SWA. How could things change so drastically in such a short time?

What I found when I returned on line was we still had the most amazing Flight Attendants in the industry, that the negativity that I had witnessed while 'connected' was limited to a very small number of Flight Attendants that for whatever reason, spewed their toxicity on the various Facebook pages. The sky was not falling as I had expected - I came back on line and saw my fellow Flight Attendants giving nothing but warm smiles and kind words. Quite a different reality than what I had witnessed on the various groups. We are a passionate group of individuals who I believe, as a whole, want nothing but the best for our workgroup and our Airline. It is easy to get sucked in to the drama and the negativity - it is also a choice to stay out of it. My choice was easy - I chose to believe in my fellow Flight Attendants to keep our Culture alive and to continue to hand out smiles and kind words. What is your choice??

*By LouAnn Alexander,
PHX Flight Attendant*

PROFIT SHARING CHANGE



Unlike prior years, no reallocated forfeitures will be distributed to participants at this time. Effective January 1, 2012, forfeitures may be used to fund make-up contributions that are required in connection with qualified military leaves of absence under Uniformed Services Employment and Reemployment Rights Act (USERRA). More significant is the fact that Employees are now able to take more money with them if they end their Southwest employment with less than five years of service. In 2006, the Plan was amended to comply with changes in law that required modifying the former five-year cliff vesting schedule to the current five-year graded

vesting schedule. This means that Employees vest faster and, as a result, when Employees depart Southwest Airlines before reaching five years of service there are significantly fewer forfeitures.

To view your profit sharing, go online www.freedomtoretire.com. You view your 2011 Profit Sharing contribution and make an affirmative investment election up until September 14, 2012 at 3 p.m. Central time. If you make no election, the default election will apply and your contributions will be automatically invested in the appropriate Retirement Target Fund assuming a retirement age of 65.

This is an excerpt from your Profit Sharing Notification Letter which was mailed to you late June.

COFFEE TALK BY Tina Coffee

DRIVING ME CRAZY

My seventeen year old son is just biting at the bit to get behind the wheel. Nothing motivates him more to get up from laying on the couch and turn off the video games, than the word "DRIVE." He is like my dog used to be (RIP Piggy). Her ears would perk up, tail waggin', sometimes she would go and get her leash. My son goes and retrieves the car keys. I actually think he is drooling. His Dad and I promised him, once he passed summer school, we would start teaching him the art of driving defensively. He buzzed through Algebra II in the record time of two weeks, at the computer school he attends. Driving is a great initiative! Wait until I tell him how much insurance is and he is gonna have to work for it. OH GOLLY, did I say WORK?

This duty of Drivers Education teacher falls upon me because, according to the EX, I have the junkier car. My car is more challenging for a beginner as it has a stick-shift. Wish I had a tractor!!! It was a nice overcast day, much cooler than it had been. I had been experiencing writers block over this "Coffee Talk" article and had waited right up to the deadline. Thinking a short "DRIVE" might do me good. I told my son I was going out. "Mom could I? Could I? Could I?" *I chuckle ... he's just like a St. Bernard puppy.* Of course, I give into his begging and that 'I'm working ya Mom' look. I try not to smile, but I do anyway.

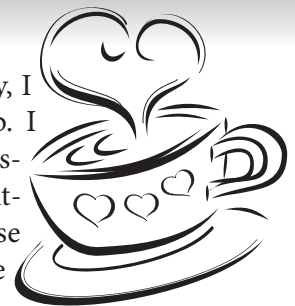
As he was backing the car out of the driveway, I hear – and feel – the car bottomed out on the curb. I didn't see any auto parts on the street out of the passenger side mirror, so I think it's okay. Saying a little silent prayer, I told him to slow down because there were speed bumps in the neighborhood. He was trying to look cool – he had the seat back and was driving with one hand. I said, "Stop, the car KOLE." He jammed on the brakes and then responded with, "What's your problem?" I curtly told him my problem was that he needed to concentrate on his driving skills not so much on showing off. He laughed.

We do a switcho-chango and I take him to a church parking lot. I feel safe there!!! Starting and stopping is a challenge. I need to get a neck brace for when he releases the clutch and doesn't give it enough gas! The open road still scares me. I guess he is ready, but am I? He suggests that we go out to the Lehi area, because there is not much traffic out there. It is mostly citrus farms. Pulling over on the shoulder of the road, I give him the reins. "What is the first thing you do?" I ask. He reaches over and turns on loud rap music. Maybe we should go back to the church lots.

Quickly I turn it down so he can concentrate. He tells me that he would rather hear the music over my nagging voice. "REALLY, whose car is this?" I'm trying to be tolerant. He puts on his seatbelt and checks his mirrors. Good boy!!! Then he tears out sending gravel rocketing away from the wheels. Just as quickly I was yelling, "Get off the white line; watch the road; shift into third...." I'm looking ahead and there is an S-curve sign. He mouths, "COOL."

I was searching for the CPR mask in the glove compartment, in case I had a heart attack. We took the backstreets home. The look on his face while driving is pure joy, while I on the other hand pure panic, because he is driving at a speed I am not comfortable with....25 MPH!!!

Note: My Mom reminded me that the first time I drove (stick shift) I was supposed to back out of the garage, instead I ran into the washer and dryer ... in front of me!



Southwest Airlines plans to sell live television service on five planes and expand it to more aircraft by mid-July. The airline will offer seven sports and news channels for passengers to watch on their own devices. Southwest said it will test prices from \$3 to \$8 during a trial period. Passengers will need a Wi-Fi-enabled device such as a smartphone, tablet or laptop computer.

REMEMBER NOBODY WALKS IN LA!

Many crews on LAX overnights are choosing to walk to the hotel at night, and we continue to hear about the intersection of Sepulveda and Century Boulevard.

PLEASE USE HOTEL TRANSPORTATION. This intersection is DANGEROUS. Especially at night! It seems that drivers in LA are not used to pedestrians, thus creating added danger of crossing this busy street in the dark. Remember, drivers can't see you well at night (even if they aren't texting). If you insist on walking, use some form of light, your crew flashlight or even your cell phone. The right turn lane of Sepulveda coming into the airport is particularly DANGEROUS. Cars turning right into the airport late at night have little or no visibility OR time to react if they can't see you.

According to California Highway Patrol's Statewide Integrated Traffic Records System (SWITRS), 82 people were killed and 2,630 were injured in Los Angeles pedestrian accidents.

by Rob Riddell

Executive Board Member at Large
PHX Flight Attendant

Do you have experience with being a foreign language speaker for another airline? If so, your Negotiating Team would love to hear from you. Please call the Union Office or send an email to: negotiators@twu556.org

TAKE THE MONEY AND RUN!

From time to time, rumors go around that we hear in the galley, and this just did not sound correct to me. I heard this one a few times over the last few years and wanted to talk about it. The story goes like this: *In the unfortunate event that your employment is terminated at Southwest Airlines, you will lose all of your profit sharing and or 401(k).*

So I guess we need to have a talk about vesting. Sounds like a lovely legal term doesn't it? Well it is! Southwest 401(k) plans and our Profit Sharing Plans fall under the IRS regulation 401(k) - which is where "401(k)" plans get their name. Plan rules tell us that each full qualified year of service at Southwest Airlines grants you cumulative vesting...first full year...Company matching funds and profit sharing contributions are 20% **YOUR MONEY!** Next year add another 20% and so on...up to five years of completed service yields **100% ownership of matching funds and profit sharing!** There might be a way to give 110% in sports, but in the legal world 100% means the whole enchilada!

Now there is ALWAYS an exception to every rule. Technically, in some extreme cases of embezzlement you COULD have your funds seized. It's important to remember the concept of full year worked. You obviously do not get profit sharing contributions in a year that you did not work a full year. But this rumor about "losing your profit sharing or 401(k)" is just another example of a complex issue being chatted about in the galley.

The bottom line is simple: if you have completed 5 years of service, you get to take all of your 401(k) and profit sharing money with you when you separate from service. If you decide after 20 years you want to work somewhere else, you get the money. If you get terminated, you get the money (for full years worked, obviously). So rest easy....take the money and run.

by Rob Riddell

Executive Board Member at Large
PHX Flight Attendant

Reference: *Southwest Airlines Company
401(k) Plan; Article X.*

Professional Standards CHANGES, CHALLENGES, AND COMMUNICATION

We are experiencing many changes this year, which will create great challenges and great rewards. With new aircraft coming into the fleet, new people added to our ranks, new Leadership at the helm, and new procedures and work rules to implement, it is very important to have clear and concise communication. Individually we owe it to ourselves, and to our work group, to meet these changes and challenges with an open mind, while communicating our needs and concerns with professionalism. We may encounter breakdowns with other coworkers regarding these changes and their implementation.

Professional Standards is supported by TWU Local 556 and the Company. We exist for the sole purpose of resolving duty related conflicts within our work group. Professional Standards endeavors to resolve conflicts while on duty regarding: F.A.R.s, Safety, Company Policy, and Cre Resource Management. Professional Standards' role will be to confidentially resolve duty related conflict in a respectful manner, so that all parties can work together as true professionals. We are not punitive nor do we report confidential information regarding a case to the Company.

We have eighteen Committee Members that volunteer their time and efforts to help our work group resolve conflicts within the scope of Professional Standards, and to provide an alternative to resolve the conflict without Company involvement. By utilizing Professional Standards to resolve conflict we can reduce the number of I.R.s filed and fact-finding meetings being held. We ask all parties involved in any conflict to be professional and to have realistic expectations in resolution. Though we are unable to be all things to all people, please call Professional Standards if a duty related conflict does occur. The phone line is monitored every 24 to 48 hours and we can be reached at (888) 322-3735.



by Kurtis Beggs
HOU Flight Attendant
Professional Standards Chair
professionalstandards@twu556.org

Professional Standards' core belief is "Respect within Conflict".

UNIFORM UPDATE

We are a few months in to our new Lands' End Uniform contract. I have received many concerns through email and over the phone regarding issues with our new uniform provider. While a transition to a new uniform provider always comes with hiccups, Lands' End has been willing to work with us and I have actively taken every concern to both the Uniform Committee and Lands' End. Some of the hot button issues we are trying to resolve are:

- Button up white shirts tend to wrinkle too quickly, as well as issues around the sleeve button on the short-sleeve version.
- Adding additional sizes and lengths in pants for both men and women.
- While the return still costs \$6.95, if there is a defect in the product the return fee is waived.
- Adding men's white short sleeve button up shirt

We are introducing men's pleated front washable wool pants, women's plain front washable wool, modern-curve pants and women's modern-curve boot cut plain front performance chinos. Women's tall plain wool pants will be available in sizes 0-6 by September 12th, 2012. There are many more additions that will be added as well as available sizes in September. Also the dress has been approved and will be available for ordering in September. It is my pleasure to serve the Membership as your Uniform Chairperson, and if you would like to share a comment or concern about the new uniform please contact me by visiting the Union website, clicking on "From the Source" and then select "Uniform Committee". There is a short form at the bottom of the page where I will directly receive your comments. Thanks for continuing to be the most professional Flight Attendants in the industry

by Dawn Wann
DAL Flight Attendant

2nd Vice President and Chairperson Uniform Committee

Vacation Bidding for 2013

All begin and end at noon Central

ROUND I Jul 9, 2012 - July 24, 2012

ROUND II Aug 6, 2012 - Mon Aug 13,

ROUND III Aug 20, 2012 - Mon Aug 27

ROUND IV Sep 4, 2012 - Tue Sep 11, 2012

All Active and Inactive Flight

Attendants must submit a bid through SWALIFE.

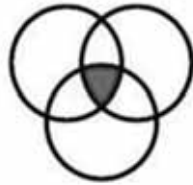
Crew Incident Stress Management (CISM)

MISSION STATEMENT

The Mission of the CISM Team is to provide assistance to Crew Members and their families in the aftermath of a work related accident / incident or personal traumatic event.

GOAL

The goal is to lessen the psychological impact of accidents or incidents on Crew Members and their families. Through the use of proven CISM techniques, Team Members are able to assist in and accelerate normal recovery from these events before harmful stress reactions damage job performance, careers, families and health. The positive steps taken before and after a critical incident or accident will benefit both short and long term physiological health.



800-408-3220

Scheduling Committee

We would like to address the recent activity on certain Facebook sites regarding the Scheduling Committee. It was this Executive Board's promise to bring change to TWU556. In that change we are committed to follow the Bylaws of Local 556 and the direction of the Executive Board. According to Article XII of the Bylaws, the Executive Board evaluates and appoints Committee Chairs upon installation of office. The Executive Board voted to replace the Co-Chair, which, unfortunately resulted in decisions of personnel to resign from the committee.

New Members have stepped up to the plate to write lines for the Flight Attendants. Some of the Committee members that resigned have offered to assist in training the new personell.

The Executive Board would like to thank the current Members of the Scheduling Committee and those who have devoted years of their lives to improving the quality of life for the Flight Attendants.

Grievance

The TWU Local 556 Grievance Committee has been hard at work on Brookriver Drive these past few months. The team was hard hit by voluntary resignations from team members who decided to move in a new direction. We sincerely thank them for their dedication and service to TWU. Most of their faces we see flying online and we look forward to their continued service to the Membership by keeping us Unified and Strong.

The team was cut in half, but many individuals have come forward, working tirelessly to ensure that the phones are still answered, deadlines are still met, grievances filed and settlements are still signed! The office is bustling early in the morning and late at night. Suite 750 at One Brookriver Place is rarely dark. The current team is hardworking, dedicated and a true asset to the Membership.

Lately, the Company has taken some hard stances on issues important to each and every Flight Attendant. In August we will hold an arbitration hearing over the addition of revenue Passenger seats increasing the number of Customers to 143 on our regular 737-300/700 aircraft. The Company has refused to honor the Collective Bargaining Agreement (CBA) by not offering compensation for this additional work and change in working conditions established decades ago. Since the Company is earning extra revenue from these new seats, it is especially disheartening to the Flight Attendant Workgroup. Your Union is working hard to achieve a resolution and a positive outcome. At one time we had the motto "Working for Free is Just Plane Nuts!" Today this statement still rings true; though now it reads "Working 143 for Free, Is Just Plane Nuts!" We hope the Company will make a good faith effort to settle this case prior to the August hearing; but should this not occur, the Union has a strong case that has been well prepared by both past and previous Union Leaders.

Another hot issue currently in grievance process concerns the Hot Aircraft conditions, pun intended. The Company has shown some positive movement by developing procedures permitting the APU to be operated when ground air fails to effectively cool the aircraft. They impressed us recently when they

FYIs

made a directive to maintenance that no aircraft with inoperative air conditioning systems will be deferred. The aircraft will only be able to be used in service for one more leg to a maintenance facility where the air conditioning system will be repaired before it returns to service. This has helped the Union to feel as if the Company is getting serious about the intense heat temperature. There is still more work to be done. Please help this effort by writing an Irregularity Report every time the conditions on an aircraft are intolerable. We must inform the Company so the problems can be rectified.

The priority of this new Grievance Team is to aggressively move forward with contractual cases that affect every Member. We are pleased that the Company is in discussion with us to help solve some of the long-standing grievances we have on file. We must be prepared to take these cases all the way to Arbitration if we cannot achieve resolution beforehand. The Grievance Team will be slightly restructured and enlarged to allow an emphasis in resolving these issues more quickly. These changes should move us in the right direction. The task will not be easy but it is one where we will make a determined effort. Please join this movement by reporting incidents to the Union when they occur and by playing a role in a grievance if necessary. Together we can continue to love Southwest Airlines, nurture its culture and contribute to its success.

by Lyn Montgomery
DAL Flight Attendant
Grievance Committee Chairperson
 214-640-4317

- If you waive a deadhead on a VJA trip, you will still receive premium pay for the deadhead.
- If you are flying for VJA and encounter cancellations, you will be compensated VJA for such cancellations.
- The Contractual 48 hour break is required within 7 days from the first day worked, not between months. You might go below the 48/7 between months because illegal combinations can occur at this time due to bid awards. You can see a list of legal pairing combinations on page 43 of the Contract.
- Scheduled Domicile Break between pairings is calculated from block in to check-in at the home domicile. If 12 hours is scheduled and you do not receive at least 11 hours domicile break, your schedule will be adjusted to provide 12 hours domicile break without loss of compensation.
- If you exceed a 12 hour duty day, you will be compensated double time for all flights flown after the duty day exceeds 12 hours until you receive legal crew rest.
- If your duty day exceeds 12½ hours, following the termination of the pairing at your home Domicile, you must have time off equal to double the time spent on duty. You must request this time off when you block in at your home Domicile. If your scheduled days off fulfill this requirement, you will not receive additional time off. If you are scheduled to work during this period, you are to be pulled from sufficient trips with pay to receive the required rest. You may also work the flights that would have been pulled for time and one-half.
- Legal crew rest is nine hours thirty minutes (9:30) from block to check-in (which is equivalent to ten hours block to block from past agreements). If you receive less than nine hours thirty minutes (9:30) hours from block to check-in you will be compensated double time for all trips flown until you receive legal crew rest.
- If you receive illegal crew rest followed by a 12 hour duty day, you will receive triple time for trips flown after 12 hours.
- Although the Contract does not allow you to be awarded a Charter during your vacation, you may pick up a Charter from Open Time.
- If you pick up a trip during your vacation week and then call in sick for it, you will not be compensated for that trip.
- If you have had to call in sick on line and heat on the aircraft was a contributing factor to your illness, please contact the Union.

by Kathy Anderson
DAL Flight Attendant
TWU556 Grievance Team
 214-640-4319

Contract Language

I am writing this article to inform Flight Attendants of a very hot topic; a topic that will come as no surprise to most of you. Deadheading Must Ride Flight Attendants are being forced to sit 4th jumpseat. The Union has seen a significant increase pertaining to this problem.

When a Flight Attendant is asked to take fourth, it is your Contractual right to decline. It DOES NOT mean you are failing to help your Company. Unfortunately, other departments do not see it this way.

Since the ratification of Side Letter 8 in June, 2011, Flight Attendants have had the ability to utilize a cabin seat while deadheading. Side Letter 8 states; "A scheduled or unscheduled deadhead to protect a flight, Charter, deadheads, rescheduled deadheads, or a scheduled deadhead from a flight will be considered a must ride to include cabin seats for all Flight Attendants. A Flight Attendant may, but is not obligated to, occupy a jumpseat."

Since the implementation of this agreement, Flight Attendants have been treated poorly by other work groups that do not fully understand or just disagree with the Contract language. A group grievance was filed in 2011 regarding the violation of Side Letter 8. Upon settling the grievance, a memo was distributed to all Customer Service personnel reiterating that deadheading Crew Members are considered must ride status and must obtain boarding passes to occupy a seat in the cabin. The Union was hopeful this would solve the internal problems between Flight Attendants and other work groups. Unfortunately, the problem has not been rectified. Flight Attendants are being asked repeatedly to take fourth, even after they have declined. In fact this problem has escalated to a more serious issue.

Flight Attendants are being questioned by other work groups in full view of Customers. They are being accused of denying Customers a seat and refusing to help the Company. Recently a Flight Attendant was repeatedly embarrassed by her Captain, Ground Ops and a Ground Ops Supervisor in view of Customers. After the intense reticule from other Employees, she was approached by a Customer asking why she denied them a seat on the aircraft. She was humiliated and embarrassed beyond belief. She politely

explained the policy and apologized for the misunderstanding. During the disruption of service to 137 Passengers, the Captain delayed the flight further to speak to the Union. He expressed his opinion, disagreed with the Contract language and delayed the flight until the Flight Attendant agreed to occupy the fourth jumpseat. The flight took a 21 minute delay.

The misunderstandings between work groups not only gives Customer a misconception, but shows divisiveness between work groups, destroys morale and jeopardizes the Culture of Southwest Airlines. Flight Attendants are feeling humiliated, embarrassed, intimidated, coerced and left with the appearance of deliberately denying Customers a seat on the aircraft. The Contract language is very clear and Flight Attendants should not be subject to this treatment.

The Union has since, filed another grievance with regard to this issue. We are working diligently to get a positive resolution to this very serious problem. Although Management is not directly forcing Flight Attendants to sit fourth, it is Management's responsibility to ensure that all work groups comply with this policy.

Flight Attendants should not be subject to this humiliation and embarrassment, especially when it involves maintaining the integrity of the Contract language.

Should you find yourself in this situation, please fill out an Irregularity Report immediately and contact your Union at: 1-800-969-7932.

*by Becky Parker
DAL Flight Attendant
TWU556 Grievance Team
214-640-4231*

*When the power of LUV
overcomes the LUV of power,
the world will know peace.*

.....Jimi Hendrix

Benefits Committee

ATTENTION SHORT TERM DISABILITY PARTICIPANTS

Previously it was announced that this plan would be moving to Principal Financial Group effective July 1, 2012. The TWU Local 556 Executive Board has made the decision to move the plan to Reliance Standard Life Insurance Company instead of Principal. This change in carriers will be effective July 1, 2012. Please see below for details of the Reliance Standard plan.

The plan I am enrolled in today	The benefit plans will remain the same that is currently in-force with Lincoln Financial Group. Any changes to your benefit elections or new enrollments made during the recent open enrollment with Principal Financial will be honored and effective with Reliance Standard on July 1, 2012.						
The new plan I will enroll in	Under Reliance Standard, you will automatically be enrolled in the same plan you are currently insured with Lincoln Financial if you did not meet with a benefit specialist and make any changes during the recent open enrollment. Any changes and new enrollments in the Principal plan will be in place with Reliance on the July 1, 2012. The maximum payout will match the current in-force plans (either 13 or 26 weeks)						
Will my premium/ payroll deductions change?	The Reliance Standard rates and costs will duplicate the proposed Principal Financial plan that was presented during the open enrollment. These premiums represent an increase of 11% over the Lincoln Financial rates on July 1, 2012. TWU556 was able to negotiate with Reliance Standard to duplicate the proposed rates and costs offered by Principal Financial.						
Cost Example	<p>I am a Fight Attendant earning \$40,000 per year. Payroll deductions are taken on the 20th of each month.</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; border-bottom: 1px solid black;">13 week duration on 1/15 Elimination Period</td> <td style="width: 50%; text-align: center; border-bottom: 1px solid black;">26 week duration on 1/15 Elimination Period</td> </tr> <tr> <td style="text-align: center;">Current plan \$44.30</td> <td style="text-align: center;">Current plan \$52.92</td> </tr> <tr> <td style="text-align: center;">New Plan \$49.38</td> <td style="text-align: center;">New plan \$60.92</td> </tr> </table>	13 week duration on 1/15 Elimination Period	26 week duration on 1/15 Elimination Period	Current plan \$44.30	Current plan \$52.92	New Plan \$49.38	New plan \$60.92
13 week duration on 1/15 Elimination Period	26 week duration on 1/15 Elimination Period						
Current plan \$44.30	Current plan \$52.92						
New Plan \$49.38	New plan \$60.92						
What do I need to do?	You will automatically be rolled over and enrolled in the new plan with Reliance Standard on July 1, 2012.						

Again, any changes made during the recent open enrollment and new enrollments will be effective with Reliance Standard on July 1, 2012.

visit <https://ventureuserservers.com/maxim/swa/> or call 877-885-9191 (phone and fax)

BACK IN THE SADDLE AGAIN

Perhaps an introduction is needed. My name is Jerry Lindemann and I am your newly elected Financial Secretary/Treasurer. My involvement with Union work began about 10 years ago when I started administering the website for the Contract 2002 program. I was appointed to the Executive Board in 2007 and served as Treasurer until 2009. I've have returned once again to lead the finances of the Union. Currently, we are working with the Company to build a new payroll program that will simplify the process of Union trip pulls and reconciliation of our Lost Time. Lost Time is all pulls done for Union work.

In future articles, I hope to have the opportunity to write more relevant things about personal finances such as tips to stay out of debt. For now, however, I will keep it pretty generic.

To date, the Union is owed just over \$65,000 in back Union dues. A great portion of these dues owed is for balances that have not been paid in full in over 90 days. Please, if you owe back dues and can't pay them in full, contact me at the Union office and work out a payment plan. We accept all major credit/debit cards, PayPal as well as personal checks for dues owed. You can also pay your back dues online and follow your account at www.twu556.org. Be sure to sign up for e-billing as well as this saves your Union money in labor and postage costs. We process all of our billing in-house and the more Members we can get to sign up for the e-billing option, the better it is for everyone.

You owe dues for any month you have received any kind of negotiated compensation or have been able to exercise any negotiated privilege such as trip give away. You owe dues unless you are on some kind of leave and are not receiving a paycheck. Dues are owed for the month they are deducted which means if you came back on line from a leave in the month of June, you will owe dues for that month. If you don't receive a paycheck in June, you will be billed for that month. Dues are deducted on the 20th of the month. Please, for everyone's success, pay your back Union dues.

Concerning our Treasury, the Union continues to grow in value. Over the years, we have made some very sound investment decisions. One of the biggest decisions we made several years ago was to hire an investment firm to watch over our excess money. We are currently evenly invested between stocks and bonds and our investment accounts are growing. Please remember, though I am not able to share any specific information concerning our Financial Statements outside of Membership Meetings, anyone is welcome to call me, make an appointment to come to the Union office and inspect our financials at any time.



JERRY LINDEMANN
Financial Secretary/Treasurer
jlindemann@twu556.org or
214-640-4304.

Last, but certainly not least, I would like to extend my congratulations to our Brothers and Sisters of AirTran who recently came out of the Special Merger Training and are now flying under our Contract! As of this writing, there have been three classes graduate and more classes are scheduled. We have now had several AFA Union officials graduate and to them, I would like to extend a special Thank You for your service to the AirTran Membership. I encourage anyone and everyone to attend Quarterly Membership Meetings and become involved in your Union.

Thank you for taking the time to read this magazine and be involved in the Union. We are You, the Membership and We are United!

Jerry R. Lindemann
HOU Flight Attendant
Financial Secretary/Treasurer
Transport Workers Union Local 556
treasurer@twu556.org

TRANS SWEETIES

With any historic event or announcement you remember the exact moment in time you saw or heard the news. With precise and considerable detail, you recall who you were with and where you were. The announcement of the acquisition of AirTran Airways by Southwest Airlines was no different. It was monumental in the aviation world, and the likelihood is you remember the exact details of September 27, 2010.

That early morning of September, I received a call from my daughter in Ft. Worth, telling me, "Mom, you're not going to believe this". That was an understatement. The days that followed came with excitement and uncertainty. I, like some, began to have separation anxiety and an identity crisis. We were losing our little big "a", and felt caught somewhere in the middle between AirTran and Southwest.

As we read the press releases, crew messages and attended Union meetings we were getting a better understanding of what to expect in our near future. Shortly after the announcement Southwest implemented the Wingmates program. It was the first step in the direction of developing a relationship and dialog between the two airlines. Invitations to Spirit Parties and Messages To The Field, we began long term friendships with the 10-15-20 and 30 year Flight Attendants. Each embraced and encouraged our future with theirs. Then there is the mighty "OneLuv" duck. Each livery adorn on the other side. Encouraging and promoting the "OneLuv" culture of Southwest; but to me it means more. It is a symbol of synergy. We are the people who share in the same common direction and sense of community and self-pride.

The acquisition began to pick up momentum. On May 2, 2011, the AirTran 737 bound for Atlanta carried both Gary Kelly and Bob Fornaro in preparation for their signatures finalizing the acquisition. As

countless Employees looked on, a few simple strokes of a pen changed the face of aviation. This was a historic moment and the world watched.

The easy part was complete. Being a part of the first Special Merger Training Class there was an apprehension by each one of us in attendance. We were leaving the familiar and going to uncharted territory of Southwest training. Arriving optimistic, we were ready and prepared for the journey into our new future of the unknown. Our arrival at Headquarters (HDQ) for the first time was an inspiring moment. There was a receiving line of Southwest Flight Attendants, Trainers and Employees from within HDQ welcoming our arrival. It was one of the most profound moments in my personal and professional life. As fate would have it with an odd coincidence in numbers we begin training with 7-3 (73) of us. The days were long and filled with essential information, followed by a final exam and a graduation ceremony. As chance would have it again, and the luck of my last name beginning with "A" I would be the first transitional AirTran Flight Attendant to receive my Southwest wings. My wings were given to me by Phoenix Based Flight Attendant Tina Coffee. An honor I will hold close to my heart. As the outside world looks and watches as one company shrinks and Southwest Airlines becomes bigger and stronger, we own this moment.

We all hold the Airlines' future in our hands.

*by Maureen Adamek
Baltimore Flight Attendant
#40186, Class 256*



WHAT'S IN A NAME

It was 2012 and a new Executive Board had just been elected. On the Board was a mix of second term Officers and some newly minted ones. At our first Board Meeting following the election results we sat at the table where we would spend so many intense hours in the coming years. The first and most immediate issue at hand was unraveling the mess we had inherited of a failed Tentative Contract Agreement. This is one of the worst scenarios a new Board can face. A failed Tentative Agreement can destabilize a Local, exacerbate any dissension in the ranks of Members and generally is a harmful thing for a Local to experience.

Each new Board has a plethora of challenges to face. Each new Board has to hit the ground running. The work of representing the Flight Attendants of Southwest Airlines allows no "honeymoon period" where the new group can get to know one another and learn the job at hand. Union work is always learned hands on and at a rapid pace. This would be the case for us and be compounded by the pressure cooker atmosphere created by the failed Tentative Agreement.

Pause for a moment and consider this: If you replace 2012 with 1997 in the first paragraph, what you have is an article written by former Local 556 Executive Board Member Rebekka Kelly in 2006 for the Shop Steward Committee Handbook. Rebekka goes on to describe ways in which that new Board rallied together, rallied the Membership, and achieved amazing things in the process. My hope is this reminds us that we can have Unity, in spite of personal differences. The future of our Local depends on it. Please, read on....

The Board called in several veteran advisors from TWU International to help us formulate a plan, one of who was a Labor Attorney on retainer with TWU, Art Luby. Art asked us, as a group, to take a good hard look at how information was being disseminated from the Leadership of the Local to the Members. Many communication areas were targeted as needing to be overhauled and quick. One of these was what was then called the 'Union Rep' program.

In 1997 Union Reps were a very small group of Flight Attendants, not elected, just Flight Attendants who were interested. This was a period of explosive growth at Southwest Airlines and Local 556 was struggling with that growth also. All kinds of changes were happening including moving the offices we were bursting out of and establishing new computer systems covering every aspect of

our working lives. It was literally breathtaking how fast things were changing at that time.

Art pointed out to us that when a new Tentative Agreement was achieved the seven of us and the handful of Union Reps we could call on would be woefully insufficient to tackle the essential job of communicating with our Members. A second failed Tentative would have been deadly for us as a Membership. In addition, the Bases needed representation desperately. We had always just flown where we needed to be, in order to represent Flight Attendants. With the opening of the Phoenix, Oakland and Chicago Domiciles, this was simply not feasible any longer.

I was directed to work with Art and redevelop the Union Rep program. One of the first things we had to do was to pick a name for the new program. We felt that a new name was required because the old program was so obsolete. One of the best things about the Officers of that Executive Board was how progressive we were. Our Local had a reputation in the Labor Movement as a "boutique Union", meaning a group that operated as a Union (and a successful one at that) but that really didn't consider ourselves to be part of 'Labor'. This was a deserved criticism because at that point we had never taken our place in AFL-CIO roles. We paid our dues as required but we were uninvolved. We had never walked a picket line for groups outside of our own Company. We were entirely apolitical, an entity unto ourselves, isolated by choice from the rest of Labor and even to a degree, the brother Locals in our own TWU International.

We were now a Local Union with our first failed Tentative Agreement ever, facing a difficult negotiation with the chance of a strike as a last option and we could not reasonably expect the Labor community to do more than what was required for us if things went badly. Labor is above all a community and we were not participating in ours. It was way overdue to do so but it was politically risky with regard to our Membership as change always is. I'm proud to have been part of the Executive Board that initiated our Local's entrance into the heart of the Labor Movement. The coming months would see us becoming active Members of AFL-CIO Councils across the country, being part of organizing efforts and supporting Brothers and Sisters throughout Labor when they needed us. Our Officers attended George Meany Labor College for the first time with many earning Labor degrees; Scholarships were established so that regular Members would have the opportunity to do the same. We joined the community.

Each new Board has a plethora of challenges to face.

Another aspect of becoming part of Labor was verbiage. I know people roll their eyes sometimes when we use the term Brothers and Sisters. But it is correct to use the terminology and to stick to it. Other Union Members ARE our Brothers and Sisters. Being cool will not help you when you need people to come out and picket for you and do that gritty 'uncool' work. Only Brothers and Sisters do that. Hence when it came to what our Reps would be called we opted for Shop Stewards. 'Shop Steward' is a traditional Labor term. Every other Union Member would know instantly what a Shop Steward was but our "boutique" approach was such that proper Labor terms had never been used and we had to teach the Members what to expect.

The first Shop Stewards were brought onboard in a crisis, trained as

fast as possible and really jumped into deep waters. And they swam! In a few years they would be elected but at this time we just advertised for help and they came. Among the first group, which represented all the Bases we had at the time, are many of the people now serving as Officers, Negotiators, handling Grievances, serving the Membership on staff at the Local, working in Labor circles as organizers and holding full time positions with TWU International. Many got labor degrees through our TWU Scholarships and are using those in the Movement.

What Art and I dreamed of for the Shop Stewards was a program that would help locate the talent that we knew existed in our Flight Attendant ranks and then nurture that talent so that our Local would always have the

next generation of leaders ready to go. We hoped that with the Shop Steward program new leaders might be able to have that bit of training, tradition and time to learn that we had not. We wanted the Members at each Base to have peers who they could turn to for accurate information and to represent them wisely when needed. We wanted the Stewards themselves to learn the value of the Union system. Our goal was for the Stewards to communicate the needs and concerns, the feel of the Bases to our Executive Board and to be able to turn around and do the same for the Members.

*by Valerie Boy
HOU Flight Attendant
and HOU DEBM*

So there you have it: wisdom from your previous Board. If ever there was a time to embrace the positive lessons they have for us, this is it. We'll be electing Shop Stewards at the July Membership Meetings. If you are available to answer the calls and would like to step up to serve your Coworkers in this capacity, please consider running for the position. There will also be opportunities to serve as informational ambassadors through the Precinct Captain program as we move closer to opening the Contract up next summer. Let's come together as a Membership, as a Union. Unity is a beautiful thing.

SHOP STEWARD HOT TOPICS

The Union and Management continue to meet and discuss positive solutions surrounding Attendance Meetings. The Company has the right to bring in Flight Attendants and conduct an attendance review; however, the Union disagrees with the verbiage that is being documented in Flight Attendant's file and believes it to be a violation of our CBA. The Union will continue to address this issue and individual grievances have been filed. PLEASE - make sure you have a Union Representative if called into these meetings.

Southwest Airlines recently audited the eligibility of spouses and committed partners enrolled in the SWA Benefits Plan. Upon the completion of the audit, SWA issued disciplinary action to Flight Attendants resulting in the suspension of pass privileges for two years.

EXECUTIVE BOARD



STACEY VAVAKAS

Baltimore Flight Attendant and BWI DEBM.
svavakas@twu556.org or 214-640-4308.

I am Stacey Vavakas and have been a Southwest Flight Attendant for 12 years; married and blessed with a 6 year-old son, Tyler. Born and raised in Baltimore, I am very fortunate to have never commuted in my years here at Southwest. After sharing some of my concerns on certain issues,

a great friend encouraged me to run for election. A lot has been learned in my short two months of office, and I know there is much more to learn. It is very rewarding to help others and lend an ear when someone just needed to get something of their chest. I am proud to be the Representative for Baltimore and I want everyone to know that my goal is to be there for you when you need me. It has been great hanging out in the lounge and getting to know so many of you and I look forward to a great three years ahead.



DONNA KEITH

Chicago Flight Attendant and MDW DEBM.
dkeith@twu556.org or 214-640-4335.

My name is Donna Keith, I am the Domicile Executive Board Member in Chicago. I began my career with Southwest Airlines here in Chicago in 1995 and here I have happily remained all these years.

Honesty is a quality that I value in everyone

including myself – without honesty there is no trust and without trust it is impossible to build relationships of any type, personal or professional.

My belief is that Union advocacy is important because everyone needs to have their voice heard and has the right to have someone by their side to represent their best interests in times of need.

I wasn't sure what I wanted to do for a living. I had attended SMU, was 20-years-old, what do you know at twenty? My mom suggested I become a Flight Attendant so she and my father could travel more, so I applied at Braniff and Southwest. Braniff hired me, but I really wanted to work for Southwest and stay local. I shared my wishes with my father who said, "If you really want the job, go get it. Go tell them you want a job with a growing company". So I did. Standing in the foyer of the SWA office on Regal Row I groveled the best that I knew, and it obviously didn't work as the secretary scooted me out the door ... "We will send you a letter if we are interested." Ouch! Well I tried.

I got in my Camero and started to leave when the same secretary came running out of the building waving her hands saying, "Excuse me could you come back in. Mr. Herring wants to speak with you?" I casually said, "of course I can", still suffering from the shame of just being blown off publically. I parked my car and as I was walking back towards the building I saw three Flight Attendants in orange hot pants and blazers with brown Fedoras tilted on their heads. They got into a little orange, red and yellow van and drove off down the road with a First Officer driving while the Captain sat shotgun in the front seat. I just knew they were off to the airport.

Once inside the building the secretary, Gwen, ushered me to Bud Herring's office who was VP of Inflight. Mr. Herring had overheard my plea to work for Southwest. Bud asked me three questions and called Gwen into his office and instructed her to place me in the May 1977 class to which Gwen replied "that class is full but we can place her in the June class." I wanted to show my sheer delight over what had taken place but still in shock and disbelief. Bud said, "See you on June first." That was thirty-five years ago and I am still trying to decide what I want to be when I grow up.

Since then I have accumulated one well-adjusted and rather funny son and three Weimaraner dogs. In my "spare" time I work with Weimaraner Rescue of North Texas, enjoy working on my home and riding horses. I believe in Karma, doing the right thing and integrity.

My time with Southwest started early. I was a UM in the early 80's traveling between divorced parents. I never guessed I'd end up joining the ranks in 1998 at the suggestion of friends at American. I grew up in Dallas (Go Cowboys!), but have been in Houston for the last 13 years. I'm a single Mom to an amazing little girl, a rescued Rottweiler mix, and a grumpy old cat named Sandler. I was a Shop Steward for six years before being elected as a Domicile Representative in Houston. I'm incredibly passionate about my work group. I believe we are the friendliest, hardest working Flight Attendants in the Industry. It is simply my goal to make sure we are treated with the Luv we deserve. You are my Internal Customers and my door is always open to you.



KAREN AMOS

Dallas Flight Attendant and DAL DEBM.
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VALERIE BOY

Houston Flight Attendant and HOU DEBM.
vboy@twu556.org or 214-640-4310.

EXECUTIVE BOARD



ADDIE CRISP

Las Vegas Flight Attendant and LAS DEBM.
acrisp@twu556.org or
214-640-4344
702-439-6059.

I'm Addie Crisp and I was elected as Las Vegas Domicile Executive Board Member in May 2012. My responsibilities include but are not limited to representing the 10,000 + Flight Attendants at the Executive Board meetings, where decisions are made on many important issues. I am a Committee Chair for Human and Civil Rights, which brings awareness to diverse works groups. I also serve as a Co-Chair to the Working Women's Committee, which highlights the struggles of women in the workplace.

I came to Southwest Airlines in June 2001. I initially commuted from Las Vegas to Baltimore and then Oakland

until the Las Vegas base opened. I was brought up with Labor Values, so when Las Vegas became a base I became active in TWU 556. It started with going to the Membership Meetings, then becoming a Shop Steward. I take pride in being easily accessible to Members, and more than happy to address any questions or concerns that one may have.

I joined Southwest Airlines in September 2001, as a Flight Attendant. I am extremely grateful to be with this amazing Company and to be a Member of such a great Union. I am the father of two beautiful children, Jackson and Harper, and married to a Southwest Airlines Flight Attendant.

My experience with Union work began in 2009 after graduating from the University of California, Berkeley. I became involved in the Local's Committee On Political Education (COPE) team and shortly thereafter I became involved

with the Alameda Labor Council; being appointed to the Council in 2010. I have served as a Member of the Alameda Labor Council's Legislative Committee, working to keep delegates and affiliates informed on state and local level legislation pertaining to working families. In 2011, I became active in the TWU California State Conference, regularly attending meetings and working alongside other TWU Locals throughout the state. In September, 2011, I was appointed as the Oakland Domicile Executive Board Member to fill a vacancy on the Executive Board. In my tenure as a

COPE Member, Labor Council Delegate, and working with the California State Conference, I have built relationships with other affiliates and locals, established points of contact with elected leaders, and have represented our Local within the community and within the Labor movement.

In closing, I would like to thank the Oakland Flight Attendants for this opportunity to serve the Membership. I appreciate your vote of confidence and look forward to working alongside each and every Member, advancing the issues that matter to us all.



MATT HETTICH

Oakland Flight Attendant and OAK DEBM.
mhettich@twu556.org
or 214-640-4336.

My name is Jimmy West and I am the Orlando Domicile Executive Board Member. I have been serving the Membership since 2000, minus a minor set back in 2006. I have a strong passion for representing our Members of TWU Local 556. I began my career with Southwest Air-

lines in 1994 and when I was told I could "color outside the lines", I began to scribble! I am proud to say I work with the BEST Flight Attendant's in the industry and work for the BEST airline in the world! A fun fact is my birthday is on St. Patrick's Day and I love to vacation to foreign countries.



JIMMY WEST

Orlando Flight Attendant and MCO DEBM.
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214-640-4311.

I am a 10 year Flight Attendant, no pets or kids, and am in a committed relationship. I enjoy reading novels that are action and aviation themed, including works by authors such as Brad Thor or Vince Flynn.

What do I stand for? telling the Membership the truth.

Why do I want to serve in the Union? After coming to Inflight from Customer Service, one thing that stood out to me is the disparate treatment between CSA's in training and Flight Attendants attending Inflight Training, it just seemed that Flight Attendants were treated like "red headed stepchildren". [Author disclaimer, no offense meant to red heads.] I want to be a voice for these "stepchildren". I also like serving in the Union because I like to know the "real story" about what goes on behind the scenes with the Union and the Company.



JOHN DIPIPPA

Phoenix Flight Attendant and PHX DEBM.
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214-640-4314.

EXECUTIVE BOARD



Your New Executive Board

left to right front row: Dawn Wann, Chris Click, Jim Little (TWU International President), Jimmy West, Matt Hettich

back row: Rob Riddell, Stacy Martin, Jerry Lindemann, Stacey Vavakas, Valerie Boy, Tina Coffee, Jannah Dalak, John DiPippa, Addie Crisp, Garry Drummond (TWU International VP, ATD Director)



ROB RIDDELL

Phoenix Flight Attendant and Executive Board Member at Large.
rriddell@twu556.org or 214-640-4322

Hey, I'm Rob and pretty straight to the point. I started flying May 1993; I'm 45 years old; I live in central Phoenix. During my Southwest career, have lived in San Diego, San Francisco, Orlando and Chicago.

I don't have any kids or pets but I do own six well used martini glasses!

During the winter you would find me hiking or biking the Phoenix mountain preserve. In the summer I use my pool as much as possible. I have three brothers and one sister - love 'em. All three brothers work in Nuclear power plants and my sister is an aspiring actress in Toronto (just what the world needs - another actress). Dad is a retired nuclear engineer.

I am excited to be representing our Members as Executive Board Member at Large in the Union office. I began work with the Union in 2000. I was not content with our Contract at the time and wanted to be involved with Negotiations for a better Contract. I enjoyed the work and have continued to serve through several Executive Boards.

Hello, my name is Jerry Lindemann and I am your newly-elected Financial Secretary/Treasurer. I live in San Antonio which is an easy commute to Dallas. My daughter is your typical 15-year-old teenager



JERRY LINDEMANN

Houston Flight Attendant Financial Secretary/Treasurer
jlindemann@twu556.org or 214-640-4304.

who doesn't want much to do with me right now, but I have heard that will change in a few short years. My involvement with Union work began about 10 years ago when I started administering the Website for the Contract 2002 program. I was appointed to the Executive Board in 2007 and served as Treasurer until 2009. I've have returned once again to lead the finances of the Union.

Hello, I'm Tina Coffee, your Executive Board Member at Large. As a single mom of two sons, I've been flying for SWA for 18 years. Blaine, 29, is a Rapper but calls himself a lyricist. He performs in Tempe at a few venues and has a recording studio, Studio Del Soul, and records CD's for Artists. My 17-year-old son, Kole, is learning to drive (See Coffee Talk), is girl crazy, likes me to cook for him, is addicted to video games and his phone, did I say he is girl crazy??? He wants to be a Mixed Martial Artist.

I stand for communication and it is my opinion that once we get the hang of it, we will have awesome publications, videos, and a website where members can get up to date information.

I decided to step up and run for the Executive Board because I think I have lost my mind!!



TINA COFFEE

Phoenix Flight Attendant and Executive Board Member at Large.
tcoffee@twu556.org or 214-640-4313

EXECUTIVE BOARD



JANNAH DALAK

Houston Flight Attendant
and Recording Secretary
jdalak@twu556.org or
214-640-4305.

My career as a Southwest Airlines Houston Flight Attendant began twenty years ago. Throughout those twenty years I have become a wife, a mother of two teenage daughters and four shelter animals. I've also kept busy by graduating from the University of Houston during my flying career and serving my community in a volunteer capacity at Memorial Hermann The Woodlands Hospital.

The first twenty years of my life I was raised in Enid, Oklahoma; early on I learned the importance of Unions. I watched my Mother devote a majority of her life supporting our family only to see management attempt to force her from her position as she approached 65. This left an indelible impression on me.

Upon returning from maternity leave in 1997, I took an interest in becoming involved in Local 556. I began by assisting my Houston Domicile Executive Board Member, Stacy Martin. Shortly thereafter, I became a Shop Steward representing Members in Fact-Finding Meetings.

In the early years of 2000, preparations for Contract 2002 were underway and a grass roots Membership Mobilization effort named the *Precinct Captain Program* was created by Jim Gordon. Next thing I knew I found myself in a Leadership position challenged with the task of uniting our Membership. Massive Member involvement ensued and our Negotiating Team was able to secure us an Industry-Leading Contract for the Southwest Airlines Flight Attendants. It was an amazing victory.

My past service to the Membership includes Coordinating Council Team Member for Contract 2002, a Contract Action Team Member for 2007, a Board of Adjustment Member, a Board of Election Official from 2003 to 2011 and now your Recording Secretary. I guess I should feel seasoned; however I now feel that I have just truly stepped into the most important, rewarding, yet difficult position of my career.

Representing the Members of TWU Local 556 is an honor and I am proud to serve. I believe this Union is only as strong as the cohesiveness of our group. This is a difficult time for all of us. Let us not forget what this airline was built on; Culture and Customer Service focusing on the external and the internal Customer. You are our Customers. We want you all to know we will work very hard for every one of you. Please stand with your Executive Board in the fight to maintain the Culture of Southwest Airlines. Our future depends on it. *In Unity, Jannah Dalak*



DAWN WANN

Dallas Flight Attendant
and 2st Vice President.
dwann@twu556.org or
214-640-4303

Hi everyone I would like to introduce myself. My name is Dawn Wann. I was recently elected as the Second Vice President and also appointed the Chairperson of the Uniform Committee. I have been a Southwest Flight Attendant for 22 years and I am currently based in

Dallas. My husband Roger and I have been married for 19-years and we have four children together. Nathan, my son, is 24-years-old and is currently serving in the US Marine Corps. Britney is 23 and finishing her senior year at Texas A & M. Our son Jace is 18 and just graduated high school and will be attending college this fall. Logan, our

13-year-old, will be starting the eighth grade this year. I consider myself blessed to have two families, one at home and all of you at work. I was encouraged to run for Union Office by several co-workers because of my passion and concern about the direction we were going. I was uncertain about running, until I received a call from Stacy Martin. Stacy and I had never met, but he explained to me everyone is new at one time and that no one goes into the Union Office with all the knowledge one gains from years of working in the office. My first two months, I have embraced the many challenges we have been faced with, and look forward to continue that work into the future.

Hello, my name is Chris Click and I am your First Vice President. It's a great honor to be elected by the Membership to serve the Membership and I have done so every day since taking office May 1st. My wife of seven years (Kristie) is also a Flight Attendant and we have two wonderful children, Juliana and Ryan. I also serve as the Safety Chair and am proud to work with Southwest Management, our Union Officers, the Grievance Team Members and you, the Member, on all issues affecting the Safety, Security and Health of our Flight Attendants. I have been a Southwest Airlines Flight Attendant since August 2001 (Class 189) and have been involved in the Union since the Contract of 2002. Based in Baltimore, I fly a lot, so I look forward to seeing you all on line in the weeks, months and years ahead.



CHRIS CLICK

Baltimore Flight Attendant
and 1st Vice President.
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214-640-4302.



STACY MARTIN
Houston Flight Attendant
President TWU556
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214-640-4301.

Dear Local 556 Members,

You will see that the UNITY Newsletter is formatted differently than usual. I asked your Publications Chair, Robin Brewer, to do it this way to reflect the way I believe the Union should always be structured. I think that the Union has to operate from the Base first. Then, as you move inward, you get to the mechanics of the rest of the organization. But the arms of the operation start with the Domicile Executive Board Members (DEBMs). They are the liaison of information, both from, and to, the Bases. That is why you've seen a short personal bio for each Executive Board Member in this edition, because it was important for you to understand that we are individuals – just like you. I also wanted you to know what they believe in, and where they stand.

I am excited to introduce your new Webmaster and Publications Chair to you. Dean Walker will be handling our website and Robin Brewer our publications. These two areas are important, as we have started out behind the eight ball on them. This is why you have just received this issue of UNITY in late July, but the next UNITY UPDATE is scheduled for the first week in September. I do not believe that we should simply distribute publications to meet an artificial deadline when our Members deserve information that is real, informative and pertinent to current Union issues. It is unfortunate that we were behind, but it is better to

just tell you that, straight up. I believe that it is better to speak honestly, even if circumstances are that the Union was simply not as prepared as we could have been. We will not bring a product to you that we feel is lacking in sincerity.

I would like to take a moment to tell you a little about myself and my family. I have been flying just a little over nineteen years here at Southwest Airlines. I live in Houston, but currently have my house on the market to sell. If this transaction is successful, I plan to move to Dallas so that I can serve the Membership in this position. My wife Shanna passed away from Sarcoma Cancer about six years ago, though it seems as if she is still around. Of course, I believe she is, just not here physically. I have a son, Kendon, who just turned ten on July 10th; although it seems that he may be growing up faster than I am ready to admit. Kendon shares my middle name, which my mother gave me after placing the names of President John Fitzgerald Kennedy and Vice President Lyndon Baines Johnson together. It makes me proud to be able to pass along that legacy and homage to my son. My sister is a Houston-based Flight Attendant who has been flying since 1998 with SWA. I first ran for a Union position back in 1999; served two terms as the Houston Domicile Executive Board Member, and then I was elected as the Second Vice President for two terms.

I would consider my next three years a great success if the Union were able to bring to you an agreed-upon Side Letter 10 for Overwater and International flying, and make headway on Section 6 Contract negotiations, which becomes amendable this coming June 2013. I want to make sure that we take the steps necessary to ensure that Local 556 continues to make inroads in representing the best Flight Attendants in the industry with the same passion that we had when I was first elected back in 1999.

I recognize the importance and the inherent risk involved with such a significant turnover of the Union Leadership as we had in this past election. Indeed, this substantial shift in our Union makeup, even at the committee levels, clearly signals that we have a critical road ahead of us. The Members that voted for us have high hopes, and the ones that did not, including those Candidates who were not elected, are very passionate individuals, and also vocal. So, it is clearly expected that we, as individuals, and as a collective Board, anticipate and welcome being held accountable for the success of our Union. Although, a word of caution here, please do not mistake holding your Union Leadership accountable with actions that would contribute to destabilizing the Unity of our Union. While you may not have liked the way the elections turned out your reactions should not translate into activity that contributes to our Union being made vulnerable; instead, all should understand the necessity for Unity, and apply it.

Currently, we are facing several internal and external issues that are of considerable importance to our Union's future. I would like to place some of these issues on the table for you now, as I think it is important to be open and to involve the Membership in resolving these issues that affect us all. As I have said, some of these internal and external matters may be difficult to recognize, but they are real, and I believe it is important to bring them to light.

- **Hot Aircraft:** We currently have an active Grievance on this, and we are working very hard to find ways of solving the issue. In regard to these circumstances, you could file additional grievances, but at the end of the grievance process, we expect there to be tangible results. While it may be a good punch line, the situation we are in, that merits us being called a "sweat jet" is not funny. Unfortunately, this is now much too common. The reality is that it takes the efforts of all the work groups involved to make this issue go away. The Company must be committed to recognizing that this problem only gets resolved by providing the all the necessary tools and support to remedy the situation. We all recognize the direct correlation between jet fuel prices and the APU usage; the higher the fuel prices, the more the APU's have not been used.

There is a true financial cost and benefit involved in choosing this approach. However, there is also real cost in not more carefully considering the effects of these hot aircraft have had on the safety and comfort of Crews and Customers. The opportunity to make sure that one did not cancel out the other was squandered early on by the Company. Frankly, they should have done more, sooner.

- Attendance Meetings: Management started these meetings over a year ago, and I don't believe they are producing the results that the Company had intended. The meetings have taken too long to complete. The Company does have a right to Manage, but these meetings are no longer just "managing". They are ultimately aimed at disciplining Members, and that is protected by our Contract. The bottom line is that due to the concealed purpose of these meetings, combined with the effects these sometimes-volatile meetings have on our Members, morale is at an all time low. Regardless of the plan the Company had when they started down this road, the longer they continue a program that promotes ill will and demeans spirit at every intervention, the greater chance that the program is a total failure.
- Side Letter 10: The most recent vote failed on May 21st. We have said that we will work very hard to make sure that we listen to your concerns, and that we identify the reason it failed. For us, it is not as easy as 1, 2, 3, and we will do everything possible to ensure that all-important aspects of international flying are taken into consideration when negotiating the agreement. We have set a date of July 31, 2012 to meet again with Company Negotiators, but know that we will not rush negotiations or rubber-stamp just any agreement out to the Membership for a vote. While we do not want to stand in the way of the Company being in a position to proceed, we will not do so at the expense of protecting the Membership.
- Social Media: Getting a hand on the negative social media epidemic is something that we must address together as Members; this rhetoric can be very detrimental to our success as a Union. Don't get me wrong, social media is a helpful communications tool and can also be a fun social environment, but too many of us are making it our own worst enemy. It can drive an unprofessional stake through our cohesiveness as a workgroup and Union. Some information that is being posted is not designed to unite the Membership but to divide us. Some overzealous Members are crossing the line from information distribution to posting information that ends up having a "union busting" impact. These online transgressions are then being used against other Members, both from inside our Membership – and from the outside by Company Management. Members are complaining to Management about postings and Management proceeds with discipline. Sadly, then it may even be too late for Professional Standards to offer aid in the resolution. Once this has taken place, the situation is often irrevocably damaging to one or both parties involved.

With this in mind, we should be guarded as to what we say in social media forums. Unfortunately, what is said in haste or in anger can, and often does, have an unintended impact. Likewise, the after-effects of that impact often adversely come back on the sender/writer of the message as well. I am reminded of an old phrase that is not so outdated that it no longer applies, but I was taught (like many of you) that if you don't have anything positive to say, maybe you should not say anything at all. Instead of dragging fellow Members down, we should all strive to support and build each other up.

I realize some of you have been wondering about some of the questions that were asked on the most recent survey regarding "Union Busting". With recent activities (some of which I have referred to in this article), your Union needed to see if the Membership understood what "union busting" tactics are, and if the Membership recognized what may be their many disguises, thus we included some questions on the survey hopes of revealing the Membership's awareness of this divisive attack. It is important that you - the Membership - understand that the Company is indeed using tactics that lend credence to this issue. In this process, Members need to use caution – whether you support the Union or not – as to not knowingly contribute to or condone this practice. A simple example: a Member sent an email to both the Union and to Southwest Management blasting the Union for not going back to the table on Negotiating. Realize that when actions like these take place; it gives Southwest Management a foothold to cause division amongst the Union members. In fact, the most fundamental reasons the Union was formed was to ensure that ALL Southwest Airlines Flight Attendants would be able to continue to count on good pay rates, and to ensure quality working conditions for each of us. This much we all know: a divided Union will never achieve the goals we have for our Union, and which our Members deserve; regardless of the Leadership in place.

Please continue to keep open a line of communication with your Union regarding your concerns about working conditions. If you have any concerns or questions, please contact your DEBM or the Union office. That will reinforce our ability to negotiate for you moving forward.

I hope you are able to understand that the Membership is the most important piece of making our Union a success. You've given your new Officers a chance to lead and we've accepted the challenge before us to take you, once again, to the top of the industry. Now, let's work together and continue to successfully build true Unity.

In Unity,
Stacy K. Martin

