

WINTER 2017 ISSUE



FROM THE PRESIDENT:  
A NEW YEAR / PAGE 4

CONTRACT CHANGES:  
AND MORE / PAGE 8

# UNITY

THE MAGAZINE OF TWU LOCAL 556





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THE MAGAZINE OF  
TWU LOCAL 556

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

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## MEMBERSHIP PLEDGE

of the TRANSPORT WORKERS UNION OF AMERICA, AFL-CIO

I solemnly pledge on my honor to abide by the Constitution of the Transport Workers Union of America and the rules and Bylaws of Local 556; to discharge all my duties and obligations faithfully; not to make known any private business of the Union, and to conduct myself at all times as becomes a Member of the Transport Workers Union of America.

**LEGALITIES:**

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

Articles submitted to Unity will not be considered for publication if they 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. This publication is intended only to educate and inform TWU Local 556 Members. It is not intended to officially establish or clarify past practice, Contract language or Grievance/Arbitration positions. It is therefore not to be utilized or relied upon by any person or party as evidence of the Union’s position on any past practices, Contract language, Grievances/Arbitrations or any other disputes or issues between TWU Local 556 and Southwest Airlines. Connect with us on Facebook ([facebook.com/twu556](https://facebook.com/twu556)), or follow us on Twitter (@twu556).

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## TABLE OF CONTENTS

LETTER FROM THE EDITOR	3
PRESIDENT’S MESSAGE	4
TREASURER’S REPORT	5
2017 UNION MEMBERSHIP MEETING CALENDAR	5
GRIEVANCE UPDATE	6
ARE E-MEMBERSHIPS MEETINGS FEASIBLE?	7
CONTRACT IMPLEMENTATION & CHANGES	8
DOMICILE EXECUTIVE BOARD MEMBER REPORTS	10
TWU AGENCY FEE POLICY	14
LINCOLN FINANCIAL GROUP NEWS	15
BLACK HISTORY MONTH	16

# LETTER FROM THE EDITOR

The results of our recent Membership Survey, published in December 2016, show that Flight Attendants most often get their Union news via digital means: emailed updates, Facebook and the TWU Local 556 Website. The survey indicated that while our Members read Unity Magazine, they rely more on digital media for Union communication.

In an effort to better communicate with the Members of our Union and in their preferred digital mediums, your Communications Team is currently updating the functionality of the TWU Local 556 Website and TWU556 Connect Mobile App. We will be emailing more updates from our Union to its Members, and hope to post updates from our Union's various committees on the Website and social media on a more frequent and regular basis.

Beginning with this issue of Unity, we will do our best to limit the number of pages in the printed publication to sixteen pages (instead of thirty to forty) and will communicate digitally instead.

Also, to better communicate with Members via social media, during their December 2016 Meeting our Executive Board agreed that the Communications Committee would move forward with a plan to staff and promote an Official TWU Local 556 Facebook group in order to augment education and communication with our Members.

## LOOK FOR MORE INFORMATION REGARDING THE FACEBOOK GROUP IN THE MONTHS AHEAD.



Cuyler Thompson is an Oakland-based Flight Attendant and serves as the TWU Local 556 Recording Secretary and Communications Committee Chairperson.  
[cthompson@twu556.org](mailto:cthompson@twu556.org)

## ON THE COVER



The beautiful picture which graces the cover of this issue was provided by **Flight Attendant Darryl Wong**. We appreciate Darryl's willingness to share his obvious talents and keen eye with all of us.

Darryl has been an Oakland-based Flight Attendant since November 2015 and enjoys traveling the world with his young son, Ethan, taking full advantage of our flight benefits. The pair just returned from an adventure to China during Ethan's winter break. We wish you and your son happy travels in the New Year, Darryl!

## BACK COVER



Thanks to Atlanta-based **Flight Attendant Cordell Carter** for providing the beautiful photos which appear on the back cover of this issue, celebrating Black History Month. We appreciate Cordell's generosity, sharing his

time, amazing skills and talents to capture Southwest Airlines Flight Attendants at their best. Thank you for making us look good, Cordell.

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**CORDELL PHOTOGRAPHY, LLC**  
**(404) 324-1140**

## MESSAGE FROM THE PRESIDENT

Last year was a busy year for TWU Local 556, and in 2017, it doesn't appear that anything will be slowing down. While we are grateful that we have a ratified Contract as we start the year, here are just a few things that are priorities for us in our representation of you:

**By the time you read this, we hope to have a final version of our Contract, complete with Q & A's, available to you both electronically and in print.**

As with our previous Contract, the Q & A's are to help provide further information on the new items in the Collective Bargaining Agreement (CBA). It also helps to codify the intent behind language to decrease the chance of a disagreement down the road between our Union and Management. We will also continue working to ensure that all provisions of the CBA are implemented correctly, and address any concerns that are brought forward (recently, we addressed the new method of pay for Recurrent Training, which was not reflected correctly on our paychecks).

Our Union will continue to support our Members as our uniform transition is completed. We heard some of your worries that the initial announcement of \$400 wouldn't be enough to outfit a Flight Attendant with a new uniform per the language of our CBA. Once we had the final price list, we addressed your concerns with Management immediately. Looking at the combination choices, we believed the \$400 fell short of adequately providing a full complement, especially if you choose the more formal options of our uniform. Our meeting led to the increase of \$75, for a total

of \$475, which will ensure the intent of our Contract language is upheld.

We have an opportunity to amend our TWU Local 556 Bylaws this year. We have been notified by TWU International that they believe a detailed review of our Bylaws must happen to ensure compliance with our TWU Constitution as well as address concerns that some provisions in our Bylaws are "arbitrary and unwieldy." We will be working with TWU International as we move forward on this important project.

Our TWU International Convention, which is held every four years, will take place in September. Per our TWU Constitution, we will be electing Delegates to accompany our Executive Board at the Convention. Nominations will take place during the second round of Membership Meetings, later this year.

We have seen an increase in the number of Grievances that we have on the books, and will soon be holding another Grievance Summit with Southwest Airlines Management. In the last few years, these Summits have been successful in reaching settlements on a large number of cases.

Our Executive Board will be participating in a Strategic Planning session to design a plan for our Union and set goals to accomplish between now and the remainder of our term, which ends April 30, 2018. We know that part of this will be a transition plan for a new Executive Board, to set our Union up for success as new Leaders take office. We will also be looking at communications and how we can make sure we are using the most effective tools and ways that you have identified you want our Union to provide information.

All of this is in addition to the 365 days a year service our Union provides as part of the day-to-day activities.

**As you can see, having a ratified Contract doesn't mean we will be sitting back and taking a break. As President, I'll be working with our various Committees and our Executive Board on each of these items.**

It's going to be a busy year, but I'm confident that we will be successful in accomplishing our goals.



### AUDREY STONE President & Lead Negotiator

Audrey Stone is a Las Vegas-based Flight Attendant and serves as the President & Lead Negotiator of TWU Local 556.  
[astone@twu556.org](mailto:astone@twu556.org)

# TREASURER'S REPORT

As your Treasurer, I am responsible for overseeing the Finances of our Union. I also share the role of Office Manager with our President, Audrey Stone. I wanted to take a moment and shine a light on the Flight Attendants and TWU Employees that work here in Dallas on your behalf. They are absolutely amazing! The Grievance Team, led by Grievance Chair Becky Parker, consists of eleven full time Members and five that fill in on a part time basis. Here is a little bit of what they do.

First off, they answer a lot of questions! For the month of December, the Union handled 6,821 incoming phone calls. (The average calls per month over the past six months is 6,765) From questions about the Contract, what if scenarios, to I am getting called in for a meeting, this Team does their best at taking care of these Members' questions. Three of our full time Members

are dedicated to what we refer to as the first round calls. They are our first responders and the front line of our call center.

I have much respect for this next group as they are the heart of what we do. This group processes grievances on behalf of our Members. Whether a Flight Attendant receives a verbal counsel or whose employment is terminated, they are dedicated to helping our Members through this process. Nothing is more emotional than losing your job and this team is a group of fighters that truly works tirelessly on your behalf.

Lastly but certainly not least, we have three full time and two part time employees of our Union. Madeline Howard, has served this local for 27 years and is presently our Finance Manager. Cliff Mace is our IT Manager. Juanita Stangler

Finance Specialist, Deborah Huntsman Executive Assistant, and Lisa Le our Office Coordinator and newest member of the Team. We definitely couldn't do it without them. They are dedicated to seeing our Flight Attendants are supported and our operations run smoothly. Thank you!



John Parrott is a Dallas-based Flight Attendant and serves as the TWU Local 556 Treasurer.  
[treasurer@twu556.org](mailto:treasurer@twu556.org)

## MARCH 2017 UNION MEMBERSHIP MEETINGS (ALL MEETINGS ARE POSTED IN LOCAL TIME)

### DALLAS

**FRIDAY, MARCH 17, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

TWU Local 556  
 8787 N. Stemmons Freeway  
 1st Floor, Dallas, TX 75247  
 214.640.4300

### HOUSTON

**SUNDAY, MARCH 19, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

Houston Marriott South - Hobby  
 9100 Gulf Freeway  
 Houston, TX 77017  
 713.943.7979

### BALTIMORE

**MONDAY, MARCH 20, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

DoubleTree Baltimore Airport  
 890 Elkridge Landing Road  
 Linthicum Heights, MD 21090  
 410.859.8400

### ORLANDO

**TUESDAY, MARCH 21, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

Residence Inn Orlando Airport  
 7024 Augusta National Drive  
 Orlando, FL 32822  
 407.856.2444



### ATLANTA

**WEDNESDAY, MARCH 22, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

Renaissance Concourse Hotel  
 One Hartsfield Centre Parkway  
 Atlanta, GA 30354  
 404.209.9999

### LAS VEGAS

**THURSDAY, MARCH 23, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

Hampton Inn Tropicana  
 4975 Dean Martin Drive  
 Las Vegas, NV 89118  
 702.948.8119

### OAKLAND

**MONDAY, MARCH 27, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

Holiday Inn Hotel & Suites - Oakland  
 77 Hegenberger Road  
 Oakland, CA 80249  
 510.638.7777

### DENVER

**TUESDAY, MARCH 28, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

Embassy Suites Denver Airport  
 7001 Yampa Street  
 Denver, CO 80249  
 303.574.3000

### CHICAGO

**WEDNESDAY, MARCH 29, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

Hampton Inn Midway  
 6540 South Cicero Avenue  
 Chicago, IL 60638  
 708.496.1900

### PHOENIX

**THURSDAY, MARCH 30, 2017**  
**TIME: 12:00 PM**

**LOCATION:**

Hilton Garden Inn  
 3838 E. Van Buren Street  
 Phoenix, AZ 85008  
 602.306.2323



*Union Meeting open only to Members in Good Standing - ID's will be checked.*



## GRIEVANCE UPDATE

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### Goodbye 2016, hello 2017!

For those of you that keep up with the Grievance Committee Updates, you are familiar with our Union's plan to work through older Grievances and our commitment to ensure newer ones do not grow old and full of cobwebs. As promised, our Union has followed through with its plan and I would like to take a moment to reflect on the successes of 2016 and our plans moving forward.

At the beginning of 2016, there were already 126 Grievances on file. Every year, Grievances are carried over from previous years, new Grievances are filed, and the numbers rise and fall. In an effort to evaluate our progress in 2016, I ran some reports to see how well we did with our plan. The reports were exciting to see and put things into perspective for developing new plans for 2017.

Our records show we successfully resolved 104 of the 126 Grievances carried over into 2016. Throughout the year, our Union processed 675 new Grievances. The total number of Grievances resolved in 2016 numbered 579.

While I am happy to report our success in 2016, not all cases were resolved between our Union and Management. Our Union scheduled 27 arbitrations during 2016, and only six actually went to hearing. Of those six, three Grievances were awarded in favor of the Grievant and three were awarded in favor of Management.

Despite our continued efforts to find resolution, issues continued to arise due to extreme irregular operations events at Southwest Airlines. We rolled into 2017 with 199 Grievances on file. This rollover is significantly higher than the previous year, but we are confident that 2017 will bring more successes than the year before.

In closing, I will leave you with a sneak peek of some plans we have for this New Year. Much like before, we are setting new goals that will enable us to work more effectively. We are currently scheduled to hold our first Grievance Summit in March 2017, and are excited to see the outcome. In addition to the Grievance Summit, our Union has slated three arbitrations so far this year. These arbitrations are set to take place between now and the end of March.

### Last, but certainly not least, I am excited to report on our progression towards an electronic Grievance filing process (e-filing).

Our Union introduced the new program to Management and we are working together to make it a success. The program currently allows a Grievant, after discussing the case with a Grievance Team Member, to sign paperwork electronically and will also allow our Union and Management to do all filing electronically once finalized. Our goal is to have this process finalized by the end of this year.

Your Grievance Team wishes you all a Happy New Year!



Becky Parker is a Dallas-based Flight Attendant and serves as the TWU Local 556 Grievance Committee Chairperson.

[bparker@twu556.com](mailto:bparker@twu556.com)

# ARE E-MEMBERSHIP MEETINGS FEASIBLE?

## COMMITTEE REPORT (PHASE ONE)

Several months ago, the Membership tasked our Union Leadership with forming a committee to improve Membership involvement in Membership Meetings. The ad-hoc E-Membership Meeting Feasibility Committee was created to address Members' ability to physically attend and participate in Membership Meetings. With various technology advancements over the last decade or so, it became apparent that "E-Membership Meetings" should be explored, and currently available technologies vetted.

The Executive Board tasked Las Vegas Flight Attendants Thom Reeder, Patrick Lucas and Rick Harton-Flynn, and Chicago Flight Attendant Erich Schwenk with exploring possibilities of providing this service to our Members. The committee first met in Dallas on May 16, 2016, with TWU Local 556 1<sup>st</sup> Vice President Todd Gage serving as the Committee's coordinator. Each committee member has varying communications and other technology-related backgrounds, and combed through a long list of the video conferencing technologies currently available.

The Committee determined that any E-Membership Meeting capabilities had to maintain the following standards:

- Be in compliance with our current Bylaws and Constitution and US Department of Labor requirements regarding the structure and requirements of conducting a Union Membership Meeting (Voting, Q&A, Membership Access, etc.)
- Must provide secure environment to conduct business.
- Be easy to use, and be accessible by a number of communication devices.
- Be able to provide quality communication, with sometimes less than ideal bandwidth situations.
- Be cost effective.

The Committee vetted a number of video conferencing providers, and narrowed the list to Citrix, Skype for Business, Adobe Connect, WebEx, Cisco and Sonexis. Each Committee Member was tasked with contacting the above companies, and testing their feasibility for our needs. The committee agreed that based on how our Union conducts Membership Meetings, two main options would be explored:

- **OPTION 1:** Secure, electronic access to one Membership Meeting for all 15,000+ Members simultaneously, with all Members and those conducting the meeting interacting at the same time, via multiple devices.
- **OPTION 2:** Secure, electronic access to one Membership Meeting for all current Flight Attendant Domiciles simultaneously, with Members able to access and interact with the Meeting at one central location in each base.

As the Committee vetted the various software companies available, it was immediately apparent that Option 1 was not feasible. None of these companies could manage a simultaneous connection and administrative requirements for 15,000+ meeting attendees.

It came down to some basic compromises centralized around Option 2: conducting and broadcasting one meeting from one domicile to all other domiciles simultaneously, a totally viable and a cost saving option. After

vetting the list of conferencing software available, it was determined that two companies already had acceptable technology in place and could handle our basic requirements. These companies were Adobe Connect and WebEx Cisco, both robust and internationally recognized brands.

When the Committee met again on July 20, 2016, we agreed that based on their willingness to work with us and the potential to expand our capabilities, WebEx Cisco would be proposed as the software company to implement an Option 2 styled Membership Meeting. We also agreed that the other potential capabilities of this software and the associated cost savings were more than enough to present WebEx Cisco to the Executive Board as the viable recommendation of the E-Membership Meeting Feasibility Committee.

The goal of Phase I of this Committee was to present options and ideas of how E-Membership Meetings could be feasible for our Union. It was a vetting of what could be done, given the existing limitations, to bring more electronic accessibility to our Membership Meetings. The Committee's findings were presented to the Executive Board on August 16, 2016:

- E-Membership Meetings, utilizing a version of Option 2, can be supported by currently available software applications.
- Conducting one E-Membership Meeting, simultaneously broadcast to all domiciles, is possible.
- Our current system of Membership Meetings, presenting and voting on motions one base at a time, not allowing for the ability for instantaneous discussion and voting results is neither desirable nor efficient; "Option 2" would allow all attendees to discuss, vote and see the results simultaneously.
- E-Membership Meetings could result in \$44,000+ in cost savings per year.
- WebEx Cisco could be used for other applications, such as education, Executive Board Meetings, administrative and crisis management.
- The software has the potential to be scaled up as more technology becomes available.
- E-Membership Meetings, utilizing available software applications and procedures, comply with basic Bylaws, TWU Constitution and DOL requirements.

In conclusion, Phase I was a success and the E-Membership Meeting Committee turned over all findings to the Executive Board. If the Executive Board accepts the Committee's recommendations and shows continued interest with this idea, Phase II for the Committee will include beta-testing, education, equipment testing, etc. There will most likely be a gradual on-boarding of this idea, which will have to be carefully planned and constructed in a professional manner. Our team is ready to take this to the next level and excited to see where this technology will take us.

The E-Membership Meeting Committee thanks the Membership and Leaders of TWU Local 556 for allowing this exploration to take place.

### IN UNITY,

#### TWU LOCAL 556 E-MEMBERSHIP MEETING FEASIBILITY COMMITTEE:

Rick Harton-Flynn, Todd Gage, Patrick Lucas, Thom Reeder, Erich Schwenk

# CONTRACT

## IMPLEMENTATION & CHANGES

The recently ratified Contract brings some important changes that affect our work lives. Some of these changes have already been implemented, while others depend on updates to existing technology systems by Southwest Airlines to complete.

New language was added to **Article 22 – Expenses**. This language protects Flight Attendants in the event the Company is unable to secure hotel rooms. It guarantees reimbursement in the event a Flight Attendant books a hotel room for her/himself. Here is the language, effective December 1, 2016:

### G. Hotel Irregularities

If Crew Scheduling is unable to secure hotel accommodations for a Flight Attendant's RON, the following will apply:

1. She/he may secure her/his own hotel accommodations and will be reimbursed subject to the submission of an expense report with proper receipts. A Flight Attendant who has secured her/his own hotel accommodation must advise Crew Scheduling.
2. Her/his duty period will be extended until hotel accommodations are secured or she/he is returned to domicile. All applicable provisions of the CBA will apply, including premiums, RIGs, etc.

This language does not relieve the Company from exhausting all resources to find accommodations for us. It is an added option for Flight Attendants, and protection to receive reimbursement if you decide to secure your own room. So, you may be thinking: "How will all this work? It seems like there is a lot of gray area with this language." The language may appear to be gray—which can actually be beneficial to our Membership. The Company will reimburse the cost of any hotel room, as

long as you provide the proper receipts and fill out the proper expense report. There is no "cap" for the hotel expense—if one had been negotiated, it would limit your options if you choose to secure a room for yourself. If you are having issues with a reimbursement, contact Base Leadership for assistance.

Also, you are **not required** to secure your own accommodations. The Company is still responsible for finding hotel rooms for us. If you choose not to secure your own hotel accommodations, you will stay on duty until the Company finds you accommodations or returns you to domicile. This language was negotiated to protect Flight Attendants during extreme irregular operations.

In addition to the new language in Article 22, there are also work rule changes that affect our daily work lives.

### Increased report time to scheduled -800 flying.

**\*EFFECTIVE THE FIRST DAY OF A BID PERIOD FOLLOWING TECHNOLOGY IMPLEMENTATION. COMPANY WILL PROVIDE AT LEAST 30 DAYS NOTICE.**

Article 8.2.A.c.

A Flight Attendant is required to be at the aircraft thirty (30) minutes prior to departure, or forty-five (45) minutes prior to departure for working (not deadheading) Flight Attendants on Regulatory Requirements (RR) flights (Note: From SL #10) or scheduled -800 aircraft.

**Increased time to contact Scheduling to exercise options for contractual legalities from 30 minutes to 60 minutes.**

**\*EFFECTIVE 12/01/2016**

Article 8.2.C.2

If a Flight Attendant's duty period exceeds twelve and one-half (12:30) hours, following the termination of the pairing at the home domicile, the Flight Attendant must have time off equal to double the time spent on duty on the day the duty period exceeded twelve and one-half (12:30) hours. If the Flight Attendant is scheduled to work, including Recurrent Training (RT), during that time, the Flight Attendant must contact Scheduling within sixty (60) minutes of the pairing in order to be pulled from sufficient trips with pay or RT without pay to receive the necessary rest.

### Change to Daily Release Time (DRT) and Secondary Daily Release Time (SDRT) to provide more options for Scheduling.

**\*EFFECTIVE THE FIRST DAY OF A BID PERIOD FOLLOWING TECHNOLOGY IMPLEMENTATION. COMPANY WILL PROVIDE AT LEAST 30 DAYS NOTICE.**

Article 10.5

On the first three days of a bid period and the last day of a bid period, the Company may award DRT for Reserve blocks.

Article 10.5.C

After the DRT awards are processed, Scheduling will evaluate the operation and assess the ability to offer up to the same number of SDRT slots as were offered in DRT. The SDRT slots offered can be specific to assignment length. These slots will be posted by electronic means no later than 0400 local domicile time.

**Change to Jetway trade procedure to provide more flexibility for Flight Attendants.**

**\*EFFECTIVE 12/01/2016**

Article 12.6.A

Both Flight Attendants must notify Scheduling at the same time, preferably on the same call, after the block-in of the flight prior to the jetway trade.

**Changed the reported illness less than two (2) hours prior to departure to less than two (2) hours prior to check-in.**

**\*EFFECTIVE 01/01/2017**

Article 32.2

Sick calls must be made to Crew Scheduling at least two (2) hours prior to scheduled check-in of the pairing.

**Adding one free Bonus Might Be Late (MBL) for the year.**

**\*EFFECTIVE 01/01/2017**

Article 32.6

Providing the Flight Attendant arrives at the A/C at least fifteen (15) minutes prior to scheduled departure for non-Regulatory Requirements flights and forty-five (45) minutes prior to scheduled departure for Regulatory Requirements (RR) flights; may be utilized once per Calendar year.

In addition to these work rule changes, new language was added to Article 10 Scheduling/Bidding to address when a Flight Attendant is awarded a new domicile and creates an overlap conflict between two bases. Prior to these Negotiations, there was no language or policy regarding how these situations were handled—Scheduling would decide what to do. Adding this language protects Flight Attendants, outlines what options are available and gives the Flight Attendant the ability to weigh in on the resolution.

**\*EFFECTIVE DECEMBER 2016 TO JANUARY 2017 OVERLAP.**

K. A Flight Attendant awarded a new domicile for the new bid period will have the following options for the purposes of positioning to the new domicile, provided: she/he has Reserve during the overlap period, and; she/he does not have a domicile day off before an original assignment in the new bid period, and; the Reserve block or pairing in the current bid period was on her/his line prior to that new bid period being awarded.

**1. RESERVE TO RESERVE**

- a. Change the domicile of the new month's initial Reserve obligation to the previous domicile;
- b. Pull the contiguous Reserve day following the completion of the current month Reserve obligation (pulls will be without pay);
- c. Mutually agree with Scheduling to an alternative option; or
- d. Request no adjustment.

**2. RESERVE TO LINEHOLDER**

- a. Trade the contiguous pairing with:
  - 1. a contiguous Open Time pairing from the previous month's domicile;
  - 2. an Open Time pairing from the new month's domicile to allow a domicile day off;
- b. Mutually agree with Scheduling to an alternative option;
- c. Request no adjustment; or
- d. Pull the contiguous pairing; to the SIP if applicable (pulls will be without pay).

**3. LINEHOLDER TO RESERVE**

- a. Change the domicile of the new month's initial reserve obligation to the previous domicile;
- b. Pull the contiguous Reserve day (pulls will be without pay);
- c. Mutually agree with Scheduling to an alternative option; or
- d. Request no adjustment. The Flight

Attendant must inform Scheduling of her/his choice as follows:

**RESERVE TO RESERVE and RESERVE TO LINEHOLDER:** at the time the Reserve is notified of an assignment in the current month. If no assignment is given, the Flight Attendant may advise Scheduling of her/his choice beginning at 1600 Central time on the last day of the bid period.

**LINEHOLDER TO RESERVE:** The Flight Attendant must advise Scheduling of her/his choice by 1200 Central time on the 24th of the current bid month. Should the Flight Attendant experience irregular operations on the last day of the pairing, the Flight Attendant must advise Scheduling within sixty (60) minutes following release of the pairing.

**This list does not encompass all of the changes that were made. Please visit [www.twu556.org](http://www.twu556.org) for the full text ratified Contract.**



Amanda Gauger is a Las Vegas-based Flight Attendant and serves as the Chairperson of the TWU Local 556 Education Committee. [agauger@twu556.org](mailto:agauger@twu556.org)

# DOMICILE EXECUTIVE BOARD MEMBER REPORTS

## DALLAS

**Howdy Dallas and Happy Spring! This is the season for new beginnings and I am thankful about all the new happenings going on at our growing base.**

I welcome Tammi Fueling back to the Dallas Inflight Base. Many of you remember Tammi when she was an Inflight Supervisor here and we are glad to welcome her back as our new Base Manager!

In accordance with RBF 2016-081 published on August 15, the Inflight Electronic Flight Bag (IEFB) Dual Carry Period is still on going. We have not reached a compliance level deemed high enough to pass the FAA; let's help each other succeed.

Co-worker conflict is still an issue, and Flight Attendants continue to write each other up. Please call Professional Standards first at (888)

322-3735. Give Flight Attendant Kurt Beggs and his team an opportunity to work on the conflict. If you are still not satisfied, contact me directly. I'll do whatever I can to make things right for both sides. Issues can usually be worked out much faster without getting Management involved.

Do not forget to make your fitting appointment for our new uniforms. Fittings will be February 10-24 in Dallas. Make appointments online at <https://booknow.appointment-plus.com/7rqchk86>

Recent Contract changes bring about two updates:

- Sick calls must be made two hours before check-in.
- Expense reports for unavoidable circumstances for hotels are on SWALife.

Enjoy the rest of the Spring! Fly safe out there, take care of one another, and continue being the best Flight Attendants in the industry. If issues arise, don't hesitate to contact me directly. I'll do anything I can to help you out. That's my job and I take it seriously!



Brian "BR" Ricks  
Dallas Domicile Executive Board Member  
[bricks@twu556.org](mailto:bricks@twu556.org) | 214-640-4309

## HOUSTON

**Hello Houston! With the New Year it's a good time to review your file and your points.**

You can do this in person or via email. Using your Company email address send an email to Base-HOU-DG@wnco.com. Please be sure "File Copy Request" is in the subject line. You can review your points at any time with a Supervisor or with Attendance and Leave. As always, if you would feel more comfortable doing a file or points review with Union representation, please call and we will arrange to go with you.

Recently there has been an uptick in FTR's related to MBL's. If you MBL, you must speak with a Scheduler upon arrival at the airport.

The MBL will create an "Acknowledge button" on your CWA screen but this does not check you in. When in doubt, pick up the phone and speak with a Scheduler.

We have also seen many people receive discipline for being late to the gate. As self-notification has become more popular, Flight Attendants have been given gate check-ins. As an example, Scheduling leaves a message to either call Scheduling or self-notify. The Flight Attendant self-notifies and looks at their check in time, however they fail to realize their push time is only thirty minutes after their check-in time, and as a result they are late to the gate. We have urged the Company to add a notification to CWA to advise Flight Attendants they have a gate check.

As always I urge you to utilize the services of Professional Standards for workplace conflicts, (888) 322-3735. Talk it out, don't write it up!



David Jackson  
Houston Domicile Executive Board Member  
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## DENVER

### You've probably noticed some new faces on our Denver Inflight Base Leadership Team.

We have three new Supervisors, Michael Ritchie, Brent Helsel, and Art Hockman. We have a new Assistant Base Manager, Dustin Moore, as well as a new Base Manager, Ed Schneider. Ed began his career as a Customer Service Agent in 1994. He became a Flight Attendant in 1996, and flew for eight years before stepping into a Leadership position. Ed has served as an Assistant Base Manager in Phoenix since 2012, and has a good reputation among Union Leaders who have worked with him. I look forward to building a productive relationship with Ed and hope he can provide

some long-term Leadership stability to the Denver Base.

Once again, the Denver Base has shown we are an outstanding group of Flight Attendants. We received the Hospitality Award for the third quarter of 2016, meaning we received the most commendations from our Customers. Way to go Denver; let's keep up the good work!

Colorado certainly has its share of winter weather. Please allow extra time for commuting purposes if snow is predicted, as it can increase driving time significantly. If it looks like you aren't going to make your check-in, remember that per our Contract we have one free MBL (no points assessed) per quarter and with the ratification of our new Contract, we now have a Bonus MBL (BMBL)

per calendar year. Please inform Scheduling of your intent to use your BMBL at the time of your MBL call (Article 32.6).

I hope everyone's 2017 is shaping up nicely. As always, feel free to contact me with any questions or concerns you may have at [jparker@twu556.org](mailto:jparker@twu556.org) or 214-640-4356.



Jessica Parker

Denver Domicile Executive Board Member  
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## PHOENIX



John DiPippa

Phoenix Domicile Executive Board Member  
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Happy New Year! Thank You for your generous Toys for Tots donations last year.

**Thirty-five years ago, on January 31, 1982, Phoenix was added to the Southwest Airlines route map. Happy Anniversary Phoenix!**

Please don't hesitate to reach out to me if you need anything.

In closing, 2016 was a tough year for our base as we have lost several Flight Attendants and family members of Flight Attendants. I ask that you please take a moment to keep all of those affected in your thoughts and prayers as they go into the New Year without some of their loved ones.

## ORLANDO

### THANK YOU to each of you who donated toys for the annual Toys for Tots drive in December.

Based on the number of toys that I delivered, this may have been a record year for the Orlando Base.

There has been a spike in Flight Attendants called in for Fact-Finding Meetings for what I call the "gotcha game." It involves being late to the gate or delaying a flight. Check and double check your report time and get to the gate on time. Try printing your trip in local time. If you are late to the gate but the plane departs on time, you could still be disciplined. If you are late to the gate and the plane is delayed, you have now delayed a flight. GOTCHA!

A reschedule can happen while on an overnight. When this occurs, and you do not self-notify the change in your assignment, Crew Scheduling MUST make contact with you. It has been reported on several occasions that Scheduling is leaving messages that they can see that the Flight Attendant saw the change in their assignment. You are not required to self-notify a change and you are not required to have your phone with you at all times.

**We had a great turn out for The Orlando Come Out With Pride Parade. I thank Orlando Flight Attendant Jimmy Joe Morales Acosta for coordinating the event.**

I also thank the Orlando Inflight Office for providing the snacks to pass out during the parade and the additional t-shirts needed for those in attendance. Happy New Year!



Jimmy West

Orlando Domicile Executive Board Member  
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Pamila Forte-Oak

Atlanta Domicile Executive Board Member  
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**I hope everyone had a wonderful holiday season. I want to thank each and every one of the Atlanta Flight Attendants for doing a great job and always remaining respectful.**

I have many goals for 2017, one of which is to make sure Flight Attendants have the information we need to stay safe on line. The recent shooting in Ft. Lauderdale made me realize that we have a lot of work to do. I had extensive conversations with the Atlanta Crew Members present during this horrific event and their stories broke my heart. Unfortunately, shootings at airports across the country are becoming more frequent and we need to look out for one another. We must remain vigilant on our aircraft and in the airports to ensure our safety; if you see something, say something. I was proud to hear our Flight Attendants took excellent care of

our Passengers during this incident, but we also need to take care of ourselves. Hopefully, TWU Local 556, CISM, and Southwest Airlines can work together to make sure we remain safe at all times. I'm always available to talk if you have problems with anything. We also have CISM available 24-7 if you need assistance call 800-408-3220.

I encourage you to attend our Membership Meetings to ask questions and get factual information. I resolve to be committed to you and hope you have a safe and wonderful year.

## CHICAGO

**Happy New Year to all!  
 Every year at this time I encourage all of you to stop by the Inflight Customer Service Desk and have a Supervisor check your attendance point status.**

Although we receive point notifications in our WNCO Company email from the Attendance and Leave Department, often times Flight Attendants are surprised when they reach termination level (twelve points) because they were unaware of their point total. Please start the New Year off by checking your current point total and upcoming roll off.

Additionally, it is also time for the Southwest

Airlines Policy acknowledgement process. When you recently opened SWALife, there was a notification for the acknowledgement. One difference I saw this year was that you could bypass the acknowledgement until February 3, giving you time to review what you are acknowledging. Please understand, Southwest Airlines requires Employees not only acknowledge the policies, but to be aware of the policies and the consequences attached to any violations.

Every year we collect toys in the Inflight Lounges across the system to donate to the Marines' Toys for Tots Drive and every year I am overwhelmed by the generosity of our Inflight Family. I thank each of you sincerely for helping brighten a child's holiday season.

In closing I would like to tell you all how grateful and humbled I am to be allowed to represent you. Thank you all for doing what you do every day and making us the best Flight Attendants in the industry.



Donna Keith

Chicago Domicile Executive Board Member  
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## LAS VEGAS

**Happy New Year Las Vegas!**

I want to thank all of you who donated to the Toys for Tots campaign. Your generosity brightened the holiday for children in need and I appreciate your kindness.

**I've been in touch with Las Vegas Base Leaders regarding Employee parking issues in the base.**

Please send an Irregularity Report with specific details for any concerns you have so that the base can follow up and attempt to correct any issues concerning Employee parking.

Hearing tests will be available in Las Vegas March 8-11 and again March 13-17. Please call the base with any questions about the hearing tests. Remember to use the new phone number for the Las Vegas Base, (702) 740-1230.

I hope your 2017 is filled with good health and love. Please contact me or our Union Office if we can assist you in any way.



Rachel Brownfield

Las Vegas Domicile Executive Board Member  
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## OAKLAND

### Happy New Year Oakland Members!

We begin 2017 by reminding Members about the California law which allows Employees who sustain an on-the-job injury or illness the right to be treated by their personal physician (provided that the physician is designated thirty days prior to the injury or illness). A personal physician must meet all of the following requirements:

- The physician, a licensed M.D. or D.O., is your regular physician within the employer provided health network, had previously directed your medical treatment and retains your medical records, including your medical history.
- The physician agrees to be pre-designated.

Doctor Pre-designation forms are available on our Union Red Rack in the Oakland Lounge, or

under "state leaves" on the Oakland Base Page of our Union Website at: [twu556.org/base-pages/oakland/](http://twu556.org/base-pages/oakland/).

### Our Union continues working towards resolution regarding the Southwest Airlines' Oakland Sick Leave/California Kin Care (OSCK) policy.

In December 2016, TWU Locals 555 and 556 issued a joint letter to Management outlining objections to Southwest "burning" OSCK leave without consent and the revised policy that creates an "allotment method" of OSCK days. We will continue to update the Membership on developments and ask for your patience on this issue.

### In Oakland, we continue to remind Members to avoid violation of the Class 1 #17 work rule by being within two hours driving distance of Oakland during Reserve contact hours.

This work rule violation continues to be a leading cause of Flight Attendant terminations. Do your part and be in base when required.



Matt Hettich

Oakland Domicile Executive Board Member  
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## BALTIMORE



Stacey Vavakas

Baltimore Domicile Executive Board Member  
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### Well we have hit a new record in Baltimore; as of January, we have reached over 2,000 Flight Attendants.

We are creeping up on Chicago for the title of largest base. Just remember, no matter how big we get, we need to be the ones to keep the family feel and the Culture alive.

I want to take a moment to recognize one of our Baltimore-based Flight Attendants that earned her wings in heaven. Ruth Zook was an amazing person and she retired from Southwest Airlines, so there was no announcement of her passing. She lost her fight with cancer in October. Please keep Ruth's family in your thoughts and prayers, along with those that have also earned their wings.

We are seeing more and more cases of Flight Attendants missing phone calls from Crew Scheduling. We all know that cell phones

are not always reliable, so please have more than one phone number on file with Crew Scheduling. You must call Crew Scheduling to update your phone numbers.

If you are like me and are really bad at checking your Company email, then you may have missed the Southwest Airlines 20% discount coupon. All coupons were e-mailed on December 13, 2016 with the subject line, "Thank you from Gary Kelly." Like other Southwest emails, these auto-delete after 60 days. I urge you to forward a copy to your personal email for safe keeping.

I want to thank those that contributed to our annual Toys for Tots drive. We had another successful year in Baltimore.



# TWU AGENCY FEE POLICY



TWU's Policy on Agency Fee Objections, as amended, is based upon decisions of the United States Supreme Court.

1. Employees who are members of TWU are eligible to engage in a broad range of activities by virtue of their membership. This includes, for example, the right to run for and vote in Union elections, to vote on ratification of collective bargaining agreements, and to attend and participate in Union meetings and activities that are pertinent to their employment. Employees represented by TWU can elect to be non-members, but if they do, they lose these and other rights and benefits that go along with membership in good standing in TWU.

2. A TWU-represented nonmember employee who is subject to a union security clause conditioning continued employment on the payment of dues or fees – referred to as “agency fees” for nonmembers – has the right to object to expenditures by TWU or the employee's Local Union that are not related to collective bargaining, contract administration, Grievance adjustment or other expenditures that are considered “chargeable” to nonmember objectors. A nonmember objector's agency fees shall be calculated in accordance with this Policy.

3. To become an objector, a TWU-represented nonmember employee shall notify the International Secretary Treasurer in writing of her/his objection by mail postmarked during the month of January in the first year for which the employee elects to be an objector. The written notification shall be signed by the employees and include the objector's current home address and TWU Local Union number, if known. The nonmember objector shall also mail a copy of this notice to her/his Local Union. A nonmember employee who first becomes subject to a TWU union security clause after January in a particular year and who desires to be an objector must submit written signed notification to the International Secretary Treasurer, with copy to the employee's Local Union, including the objector's current home address and TWU Local Union number, if known, within thirty (30) days after the employee has become subject to union security obligations and been provided notice of these procedures.

- A. A current TWU member who chooses to become an objector, must first resign from TWU membership before she/he can file an objection through these procedures. A member who resigns from membership during the course of the year shall have 30 days following resignation in which to elect to become an objector by utilizing the procedures set forth in paragraph 3 above.
- B. A TWU-represented nonmember employee, who provides notice in accordance with the procedures set forth in paragraph 3 above, will be considered an objector for each subsequent calendar year after the first year for which the employee elected to be an objector, unless and until the employee notifies the International Secretary Treasurer in writing that she/he no longer desires to be an objector.

4. Expenditures in the following categories are among those chargeable to nonmember objectors.

- A. Negotiation of agreements, practices and working conditions.
- B. Administration of agreements, practices and working conditions, including Grievance handling, all activities related to Arbitration, and discussion with employees in the bargaining unit or employer representatives regarding working conditions, benefits and contract rights.
- C. Conventions, Union business meetings, and other Union internal governance and related expenses.
- D. Social activities.
- E. Publications, to the extent related to chargeable activities.
- F. Litigation before courts and administrative agencies related to contract administration collective bargaining rights or other chargeable activities.
- G. Legislative, executive branch and administrative agency activities on legislative or regulatory matters related to the negotiation or administration of contracts and working conditions.
- H. Education and training of members, officers and staff intended to prepare the participants to better perform chargeable activities or otherwise related to chargeable activities.
- I. Activities related to group cohesion and economic action of or by TWU represented employees, e.g., demonstrations, general strike activity, informational picketing.

- J. Overhead and administration related to or reflective of TWU or TWU Local Union chargeable activities.

5. Expenditures in the following categories arguably are non-chargeable to nonmember objectors:

- A. Community service and charitable contributions.
- B. Affiliations with non-TWU organizations.
- C. Support for political candidates.
- D. Member-only benefits.
- E. Lobbying to the extent not chargeable as per paragraph 4.g. above.
- F. Publications, litigation and for overhead and administration to the extent related to arguably non-chargeable activities.
- G. External recruitment of new members.

6. The TWU Policy on Agency Fee Objections shall be reprinted in each December issue of the EXPRESS. The International shall also send a copy of this Policy to each nonmember who objected during that calendar year to inform such person of the right to elect to again object in a succeeding year. Any Local Union that is required by law to have an agency fee policy, but which has failed to adopt such a policy, shall be deemed to have adopted this “Policy on Agency Fee Objections” as its own, and such Locals shall be identified in the December issue of the EXPRESS.

7. The International shall retain an independent auditor who shall submit an annual report verifying the breakdown of chargeable and arguably non-chargeable expenditures (the “Report”). Similarly, if a Local Union has determined to apply this Policy for its expenditures, the Local Union shall arrange for an independent audit of the breakdown of the Local's chargeable and arguably non-chargeable expenditures. Any Local Union which fails in a given year to conduct an independent audit of expenditures shall be deemed to have spent the same percentage of its expenditures on chargeable activities as the International expended as reflected in the auditor's Report. The Report(s) of the independent auditor(s) for the International and, where applicable, the Locals shall be completed promptly after the end of the fiscal year. The most recent Report of the International's expenditures shall be reprinted in the December issue of the EXPRESS. The Local Union shall provide to the nonmembers it represents a copy of the Report of the breakdown of the Local Union's expenditures.

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

- A. Nonmember objectors who pay fees directly and not by checkoff shall pay an amount equal to the full amount of agency fees reduced by the percentage of agency fees ascribed by the audit Report(s) (described in paragraph 7 above) to arguably non-chargeable activities (the latter amount referred to hereafter as the “non-chargeable amount”). An amount equal to 50% of the non-chargeable amount shall be placed in an interest bearing escrow account.
- B. With regard to nonmember objectors who pay agency fees by check-off, promptly following receipt of the checked-off fees, the non-chargeable amount, both for the International and the Local that is utilizing this Agency Fee Objection Policy, plus an additional 50% of that amount, shall be placed in an interest bearing escrow account. Promptly following each calendar quarter, the non-chargeable amount for the preceding calendar quarter, plus the interest accrued thereon, shall be paid to each such nonmember Objector.
- C. The International shall bill each Local for the monies return to objectors from escrow in connection with the Local's arguably non-chargeable expenditures.

9. A nonmember objector may challenge the last audited breakdown of chargeable and arguably non-chargeable expenditures contained in the independent accountants' Report(s) by filing a challenge with the International Secretary-Treasurer, together with notice to the employee's Local Union, postmarked no later than thirty (30) days after mailing of the December issue of the EXPRESS that includes the Report(s).

- A. All such timely challenges shall be referred to an impartial arbitrator appointed by the American Arbitration Association (“AAA”) under its rules for impartial determination of Union fees. TWU will request that the AAA appoint an arbitrator to promptly consider and make a determination regarding the challenges in a single consolidated hearing to take place in Washington, D.C.. TWU will provide the AAA with the names and addresses of

the nonmember objectors who have filed timely challenges.

- B. Challengers, the International and, if a participant, the Local Union(s) shall each bear its/their own costs related to the arbitration. The challengers shall have the option of paying a pro rata portion of the arbitrator's fees and expenses; if they decline that option, the Union parties to the proceeding will pay the full fees and expenses of the arbitrator and not just their pro rata portion of such fees and expenses.
- C. Challengers may, at their expense, be represented by counsel or other representative of choice. Challengers need not appear at the hearing for their challenges to be considered. Challengers who elect not to appear at the hearing may file written statements with the arbitrator, provided they do so by no later than the beginning of the hearing before the arbitrator. Challengers who appear but elect not to present evidence or otherwise participate in the hearing may also submit written statements at or before the beginning of the hearing.
- D. Fourteen (14) days prior to the start of the arbitration, challengers shall be provided with copies of all exhibits or a list of all such exhibits that a Union party then intends to introduce at the arbitration and a list of all witnesses the Union party then intends to call, except for exhibits and witnesses the Union party may introduce for rebuttal. If copies of exhibits have not otherwise been provided, a challenger may request that the Union forward a copy to the requesting challenger(s) during this 14-day pre-hearing period. Copies of all exhibits shall also be available for review by challengers at the hearing.
- E. A court reporter shall make a transcript of all proceedings before the arbitrator. This transcript shall be the only official record of the proceedings and may be purchased by the challengers. The parties shall be informed when the transcript is available for purchase and/or review. If challengers do not purchase a copy of the transcript, a copy shall be available for purposes of inspection by them at the Union party's/parties' headquarters during normal business hours.
- F. The arbitrator may determine all procedural matters affecting the arbitration consistent with the dual objectives of providing for an informed and an expeditious arbitration.
- G. Each party to the arbitration shall have the right to file a post-hearing statement by no later than fifteen (15) days after the parties have been provided notice that the transcript has been completed and is available for purchase or review. Neither challengers nor Union parties may include or refer in the post-hearing statements to any evidence that was not previously introduced and accepted by the arbitrator during the arbitration proceeding.
- H. The arbitrator, taking account of the record presented, shall issue a decision on the challenges to the validity of the auditor's Report of the “chargeable” percentage of Union expenditures. The arbitrator's decision shall be issued within forty-five (45) days after the final date for submission of post-hearing statements or within such other reasonable period as is consistent with the AAA rules and the requirements of law. The decision of the arbitrator shall be final and binding.
- I. Upon receipt of the arbitrator's award, the escrowed funds, as referenced above, shall be distributed in accordance with the arbitrator's decision, with the remaining balance, if any, after any required payments to challengers, returned to the International's or Local Union's general funds.

10. The provisions of this Policy on Agency Fee Objections shall be considered legally separable. Should any provision or portion thereof be held contrary to law by a court or tribunal of competent jurisdiction, the remaining provisions or portions thereof shall continue to be legally effective and binding.



# It's time to enroll!



## NEW OFFERING TO ALL TWU LOCAL 556 MEMBERS

Announcing an exciting new enrollment opportunity for TWU Local 556 Members: an expanded selection of benefits from Lincoln Financial Group. Now, you have access to accident, critical illness/cancer, and life insurance coverage in addition to your existing short-term disability plan—meaning you've got even more options for protecting yourself and the ones you love. And since all of these benefits are available through one insurance carrier, you can do it simply and affordably, with the cost-savings of benefits offered at group rates and a single carrier to contact for your benefit needs—including filing claims. Your chance to enroll begins soon.

**If you wish to participate in these cost saving benefits, offered at group rates with the ease of payroll deduction, you must meet with a benefits counselor to enroll in the Lincoln coverages. You will need to provide your 2016W2 or 12/20/2016 pay stub if enrolling in short-term disability.**

On-site enrollment begins February 13 through March 3, 2017. You may also contact the call center at (877) 885-9191 between 0800 and 1700 CST. If you choose not to meet or talk with someone during this time, your existing coverage will end. Payroll deduction for Colonial is ending on April 1, 2017.

### ACCIDENT INSURANCE

You can't predict when an accident might happen. Accident insurance provides a cash payment for covered injuries—and it's up to you how to spend it. You can even get payments for multiple covered injuries resulting from the same accident.

### CRITICAL ILLNESS INSURANCE

If you are diagnosed with a covered illness—like cancer, heart attack, or stroke—critical illness insurance provides a cash amount to help you cover expenses while you get well. It's yours to use however you

wish—for anything from costs that might not be covered by medical insurance to everyday expenses. Your plan also comes with a program of services to help you cope with your diagnosis and manage your health.

- A Cancer benefit is included under this critical illness policy. This benefit pays a lump-sum amount for cancer diagnosis.
- During this open enrollment, you have the opportunity to elect coverage without evidence of insurability in the amount of \$30,000 for Members, \$15,000 for spouses and \$10,000 for dependent children.

### VOLUNTARY LIFE INSURANCE

Life insurance helps you protect your family's financial security even if you can't always be there for them. You choose your beneficiary—and in the event of your death, they'll receive a cash payment to help them with the loss of your income.

- During this open enrollment, you have the opportunity to elect coverage on yourself and your spouse up to the Guaranteed Issue amount of \$200,000 (max amount 5x salary) for Members and \$25,000 for spouses.

### SHORT-TERM DISABILITY INSURANCE

Short-term disability insurance replaces a portion of your income while you are unable to work, whether from a covered illness, injury, surgery or recent childbirth—helping you cover ongoing expenses while you focus on your recovery.

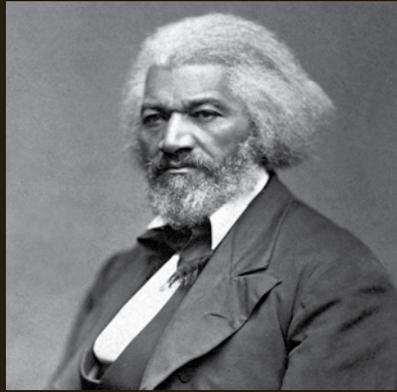
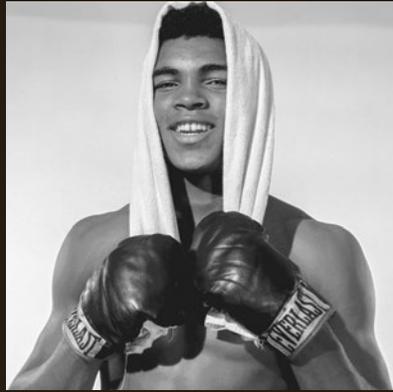
- For this open enrollment, you have an opportunity to enroll in this plan without answering any medical questions for evidence of insurability. Coverage is subject to a pre-existing condition limitation. Elect coverage amounts in \$100 increments up to 60% of your salary. This opportunity does not apply to you if you have previously been declined, withdrawn an application, or coverage is pending. Be prepared to show your most recent pay stub to verify your salary.

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# BLACK HISTORY MONTH



The TWU Local 556 and its Civil and Human Rights Committee honor the achievements of Black Americans, including our wonderful Flight Attendants.