

unity^{update}

YOUR MONTHLY UNITY SUPPLEMENT

AUGUST 2011

PRESIDENT'S MESSAGE

There's A Lot Happening

TWU Local 556 President

Thom McDaniel urges you to actively seek proper information.

As we head toward the end of the summer (and with the record heat, it can't come soon enough) there are so many things on your Union's plate, it looks like we've been to the buffet at the Rio.

First and foremost, our planes are too hot and it is affecting our health, safety, and Customer service. Even prior to the recently announced changes in the gasper vent procedures, our gate services have been abysmal.

These conditions have created an unsafe and unhealthy environment for our Members and our Customers, so your Union filed a grievance on Monday, August 22. This grievance, coupled with the hundreds of IRs submitted by overheated Flight Attendants, made the Company finally take notice. The Company's plan to disable the gasper fans on the 700s has been suspended, and we have met with the Company to review and revamp our gate services procedures. Until the Company makes a new commitment to giving Flight Attendants a safe and healthy working environment, this grievance won't go away. While the temperatures will be cooling off soon as fall approaches, our stance on this issue won't - enough said.

Regarding our Seniority Integration efforts, after an intense process, your Seniority List Integration (SLI) Team will be going to the table with the AirTran Flight Attendant Union, AFA Council 57 for our first meeting on August 31 - September 1. We are currently finalizing a process agreement to establish ground rules for bargaining. We will then move on to the more difficult task of seniority integration. We are lucky to have a diverse and talented SLI Team in place, and you can read more about our Seniority List Integration Advisory Group in this issue of Unity Update.

You haven't received a lot of news about the SLI process because not a lot has occurred, yet. Once SLI discussions begin we will be providing updates after every meeting.

We did open up the application process for the SLI Advisory Group to all Southwest Flight Attendants. Seventy-five submitted applications, thirty Flight Attendants from every base, seniority, and background were invited to participate, and twenty-four attended. Based on their participation and team dynamic, six were invited to be part of the SLI Team to negotiate our SLI Agreement. While I did not know most of those who applied or were invited well, I believe we have an amazing Team and look forward to working together with our advisors to achieve a fair and equitable deal.



Seniority List Integration Team: (left to right) Cheryl Thompson, David Jackson, Theresa Dombrowski, Kevin Schnittker, Bill Holcomb, Thom McDaniel, Keenan Manzo

We are currently scheduling dates to negotiate overwater and international flying. These issues were not included in the upcoming 800 training because we will begin flying 800s domestically before we go to Hawaii or international destinations. We used this extra time to survey our Members and get input from you. Thanks to all who participated and had their voices heard.

Finally, with everything going on in your Union, it is more important than ever that you are getting the proper information. The only place to get accurate information is through official published information from your Union or Southwest Airlines. If you have a question, please utilize our Web site, live broadcast, "From the Source", or just pick up the phone and call your Union Office.

Thank you for your hard work and dedication during one of the most challenging times in history for your Union and Company. By working and standing together, we will survive and thrive, so please remain united and informed.

THOM MCDANIEL

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

Your Seniority List Integration

Recently, our SLI Advisory Group held a meeting at our Union headquarters in Dallas. The group is made of 24 Flight Attendants from every base and seniority, as well as diverse backgrounds, experiences, and opinions.

During the meeting, participants were educated on the numerous steps of the AirTran acquisition, including the seniority integration and transition process, as well as the importance of preserving our culture and emerging with a stronger Union and Company. Group Members also had

the opportunity to share ideas, and discuss strategy for upcoming seniority integration and Membership involvement.

As you will read below, the Members of the SLI Advisory Group came prepared to learn and share, and remained engaged throughout the sessions.

Soon, you will see Members from this group visiting the lounges to help share the information they learned during the sessions. On behalf of all the Members of TWU Local 556, we thank them for their input and service to our Union.

1. Tell me about the group that was assembled for this meeting.

David Jackson - The group was a very diverse representation of our Membership that encompassed many seniority levels.

Debbie McDermott - The group was a great mix of Flight Attendants from every base and all seniority levels. Some had worked for other airlines, with several of those experiencing mergers, bankruptcy, or liquidation. It was clear that all had a common goal, which was to create a successful seniority integration that would be well received by our Membership.

Roy Soria - The group consisted of various Flight Attendants from across the system. There were some who fly a lot and some who don't, senior and junior people, internals and externals. There were some that were very involved with the Union, and some who were not involved.

Bill Holcomb - The group is a well-chosen, system-wide blend of seniority and experience.

Randy Anglim - The group is a wide range of people from all bases. The seniority range was from three and a half years to over twenty years with the Company. This group of people has been through it all: bankruptcies, mergers, and some even came over from Morris Air.

Laura Patrick - The group that was assembled was a very good snapshot of our Membership. It included very senior Flight Attendants, as well as the most junior. There were Flight Attendants that were previous AirTran, American, and TWA crewmembers, and lots of Southwest internal transfers.

Kevin Schnittker - The group was impressively as diverse as our workforce with very senior, very junior, internal hires, and Flight Attendants who came to Southwest from other carriers. All bases were represented by intelligent envy-free minds willing to make a large commitment to every Southwest Flight Attendant in our Membership.

2. Describe the different sessions.

Denise Schmidt - The way the time was structured was excellent. The sessions seemed to build on themselves. With each one we gained more knowledge, and were able to more easily understand the depth of the issues and challenges to come.

Cheryl Thompson - The sessions consisted of us separating into groups and coming up with various ideas on ways to integrate seniority. The session that had the most impact on me was when I was part of a group that had to present AirTran's side to arbitrators as to why they deserved what they were asking for. It was very interesting to look at things from an entirely different perspective.

Keenan Manzo - We discussed the big picture in the big group, from voting to the possibility of arbitration. We broke into smaller groups to put our ideas together on mock set-ups of how we could merge the seniority lists, and performed a mock arbitration.

Gloria Cody - Four groups were asked to create three merger integration ideas, and then present them to the whole group.

Zach Berry - Basically, it was a two-day crash course in the history of seniority integration. No specific ideas were discussed, but instead we looked at past cases to try and get inside the mind of an arbitrator.

Anita Vinje - The sessions were made to teach the laws of fair and equitable seniority integration, as well as what an arbitration would mean. They also included workshops that brought ideas of the Members to the table, while also teaching the Members in the group how hard this process will be in actuality.

Theresa Dabrowski - The sessions were based on facts, legal contract, and precedent; emotion and hearsay were not relevant.

Matthew Siebenlist - Sessions were both informative and very positive. An open forum allowed for everyone to share their views and concerns. Legal aspects and anticipated strategies were reviewed.

3. What did you learn about the acquisition/merger process that we should share with everyone?

Zach Berry - "Fair and equitable" is the law. It's not the Company or the Union being nice; it's the law. It's up to the two unions to define what fair and equitable means. We know what is riding on this for our Membership, and we have a very heavily-vested interest in it.

Roy Soria - It is a difficult process, and no one will ever be 100 percent happy. There is a lot of sensitive and delicate information in the process.

Kevin Schnittker - I learned that the integration process will be hugely complex and delicate, but I also learned that we have the right people working for our Membership to attain the best possible outcome, all while keeping our culture securely intact.

Marc-Andrew Wafer - The process is not simple, nor is it black and white. It's a complex process with a whole lot of gray. We have a great team working together to make it a little more black and white, understandable, and efficient.

Nancy Nicholson - The meeting was an eye-opener. It brought to the table the perceived perceptions and expectations of both sides. The idea is to be fair and equitable to both sides, so the two groups can work in harmony to continue the success of Southwest. The attorney pointed out that this could be a complex task. It was important to understand all the ramifications involved in this process.

Cheryl Thompson - I learned that getting and staying informed is crucial to a successful outcome. When rumors are generated, it creates fear and negativity.

Keenan Manzo - It is a very detailed process, and it will be challenging to find an agreement that will avoid arbitration with a "yes" vote from both Memberships.

Chad Kleibscheidel - The process is intense, and requires great focus and dedication. It is quite complex, and there are no easy answers to any questions.

Seniority Integration Advisory Group

Randy Anglim
Kendra Arana
Zach Berry
Gloria Cody
Theresa Dabrowski

Marguerite Hegeman
Brandon Hillhouse
Bill Holcomb
David Jackson
Chad Kleibscheidel

Mary Longobardi
Matthew Luttringer
Keenan Manzo
Debbie McDermott
Monica Miller-Deamer

Nancy Nicholson
Laura Patrick
Denise Schmidt
Kevin Schnittker
Matthew Siebenlist

Roy Soria
Cheryl Thompson
Anita Vinje
Marc-Andrew Wafer

4. Before attending the meeting, what were your feelings about seniority integration?

Brandon Hillhouse - I felt a successful integration would involve both work groups coming out with an increase in quality of life.

Keenan Manzo - I thought it was all about the seniority list, but it really includes vacancy bidding, vacation accrual and bidding, sick bank, discipline point transfers, uniform allotments, international flying, and more.

Chad Kleibscheidel - Seniority integration, at first thought, seems like a simplistic activity, but after learning the steps that need to be followed, it becomes extremely intricate.

Gloria Cody - I came to the meeting with an open mind and heart.

Matthew Siebenlist - There were some preconceived feelings of how both work groups should feel toward the merger. These were discussed in detail, and I believe all in attendance came away with a deeper sense of purpose, determination, and a clearer focus on what a mutually desirable, fair and equitable agreement would look like.

Randy Anglim - I felt it is a very touchy issue, and we need to be careful on how it is approached.

Denise Schmidt - I wanted us to be able to come to a place where our Members could feel valued in the process, and at least comfortable—if not completely happy—with its outcome. I didn't want anyone to feel left out.

David Jackson - Before attending the meeting, I knew what an important and difficult task the seniority integration would be.

Bill Holcomb - I have been through two buyouts in the eighties. My opinion is optimistic, but cooled with the reality of the hard work ahead.

Laura Patrick - Before the meeting I probably felt like most others: a bit skeptical and anxious about what kind of deal would be made for us, and would they take the diversity of our Membership into consideration.

5. After participating in the sessions, did those feelings change?

Monica Miller-Deamer - The only way my feelings changed is that I now know what a difficult road our Membership and AirTran have ahead. Also, this is going to be a long process, not an overnight fix.

Theresa Dabrowski - Absolutely. There are so many parameters we must work within, and things I had no idea we had to take into consideration.

Marc-Andrew Wafer - Yes, my feelings did change. I now feel excited and hopeful. I know we have the right group and support system to move forward representing our Membership in an efficient, positive, and fair environment.

Mary Longobardi - That "fair and equitable" is not so simple. There are many more factors that contribute to the definition, and therefore many outcomes; there are many options to explore.

Kevin Schnittker - After going to the meetings, I still feel we each have the choice to either aid in maintaining our culture or allow it to deteriorate. This is going to happen; it's up to us to show how Southwest can do it best.

Cheryl Thompson - Yes! I got the impression that our Union is fully invested in doing what we can to avoid binding arbitration.

Brandon Hillhouse - After the meeting, my feelings of making sure both groups have an increase in quality of life did not change, but other issues brought up certainly broadened my perspective of what those issue might be.

Debbie McDermott - My feelings didn't particularly change, but were strengthened. I've come to better appreciate the enormity of the challenge ahead of us. However, I remain optimistic that we've assembled a group of very capable and committed Flight Attendants, led by Thom and our talented legal team that will get the job done, and get it done well.

Marguerite Hegeman - By the end of the two-day meeting, I felt that not only is this a very intricate process, but defining "fair and equitable" seems close to impossible. I remain hopeful that we will succeed.

6. What message would you most like to share with our Flight Attendants?

Nancy Nicholson - Seniority is our biggest issue. But realizing that our Contract gives us the luxury of making that the only priority is comforting. We do not have to bargain with anyone about pay, work rules, or quality of life issues. We have all that. We may have to step back, look at it from both sides and realize this could be a win-win situation for everyone if we just keep an open mind and an open heart. We will all be one big family soon and should act accordingly.

Anita Vinje - That they are going to have to be patient. We cannot show our hand without repercussions to our bargaining ability.

Bill Holcomb - Please do not let rumor and hearsay cloud your ability to gain facts and knowledge as we all go through this process.

Laura Patrick - The message that I would most like to send to the Membership is to please keep an open mind and listen when your Union and Seniority Integration Committee is trying to educate you on the proposal when it comes out.

Zach Berry - There will be a lot of education coming on this matter soon, and I encourage you to soak up as much as you can from a reliable source such as Unity, twu556.org, or a Member of the Seniority Integration Advisory Group that might be doing information sessions in the lounges. Galley gossip is easy, and so is listening to rumors and those who scream the loudest. The best thing you can do for yourself is to be open enough to educate yourself on the process, and trust that the Union truly does want what is best for our Membership.

Monica Miller-Deamer - Don't get all tied up in the little things; think about the big picture; and the importance of having a successful seniority integration.

Chad Kleibscheidel - Our Flight Attendant group must have faith, and allow our leadership to broker the best deal we can for our group and the AirTran Flight Attendants. Rumors, gossip, and unfounded emotions have no place in this most serious of events surrounding the acquisition. Have faith, have fun, and continue to serve each other with kindness and LUV.



View all of the Seniority List Integration Advisory Group photos at www.twu556.org/airtran_info.php.

Open Time Grievance Settlement Reached

by TWU Local 556 Grievance Chair
Allyson Parker-Lauck

Addressing the problems encountered with the initial release of Open Time each month has been a high priority for your Union since the inception of Maestro Home Access followed by CWA. Historically, the Company has not put the resources into the computer trading system that the Union felt was necessary to maintain the system in working order considering the high system demands during the initial release of Open Time on the 20th of each month. Month after month we experienced slow downs, interruptions, and complete system failures. Over the last two years, the Union has filed six separate group grievances over these shut downs, and during the last two months were able to agree to settlements on all but the most two recent outages experienced on January 20, 2011 and May 20, 2011.

Following the January outage, the Company did install a new server and upgraded the system database which signifi-

cantly improved functionality and system speed. Unfortunately, on May 20, a CWA upgrade caused the system to revert to an old configuration file which pointed the new server to the old (now nonexistent) database. This coding error was discovered and corrected within approximately an hour and a half, and the system has run very well since.

These upgrades earlier this year have improved the CWA system dramatically, and are keeping up with our Membership's needs for the time being. Unfortunately, it seems the Company often plays "catch up" when upgrading our computer trading system to get it up to adequate standards for our current needs, but not taking into account future growth and future system demands.

On August 5, 2011, the Company offered a settlement to the two remaining Open Time grievances. Traditionally, settlements on these types of grievances included a nominal payment of a few TFP to the Members who were named in the grievance. These types of settlements for global issues are beneficial to the few Members named in the grievance statement, but do not "fix" the underlying problem. The Company offered to settle the January and May 2011 outages by installing a new server with the associated licenses that will significantly improve speed and functionality that will see our workgroup well into the future. Implementation of a server and licenses like these can cost in the range of \$200,000 - \$300,000.

On August 9, your Executive Board reviewed the settlement offer and agreed that this settlement would address the underlying problem and be beneficial to our nearly 10,000 Members, as well as our future Members, instead of just being a nominal payout to the very small number who were actually named on the grievance statement. The Company is finalizing the bidding process to acquire and install the new server, and this should be installed before the release of Open Time on September 20, 2011.

Your Union thanks all of you who voiced your concerns and participated in the grievance process. Your involvement helped give the Union the leverage we needed to make these significant improvements to the trading system which affects the quality of life of each and every Flight Attendant.



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