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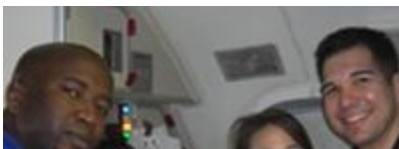
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President's Message

Happy Anniversary!

On February 5, our work group celebrated 35 years of affiliation with Transport Workers Union! What started as an effort by a few ambitious young women "stewardesses" to achieve fair work rules has turned into a strong Union that provides 9,500 professional Flight Attendants with the best work rules, benefits, and compensation in the industry. That's a wonderful accomplishment of which we can all be proud.

I was lucky enough to celebrate our 35th in my base with HOU Domicile Executive Board Member Crystal Rains in the HOU Lounge, serving my homemade breakfast casserole (really!) and frito pies to our Members. Through our scientific polling, Crystal and I believe we had the best food in the system (our scientific polling consisted of people snubbing the Culture Committee "Chick-Fil-A" fundraiser in favor of our frito pies – I'm sure the fact that ours was free had nothing to do with the results). Even with that 3 AM alarm, it was a wonderful opportunity to see old friends, make new friends and talk about what matters to our Members.



Of course it cannot go without saying that in addition to building a strong Union for our Members, Local 556 has also enjoyed the opportunity to work with Southwest



Airlines to make sure that we remain number one in Customer Service by going that extra mile and making our Customers our number one concern. Even during the most contentious time in any disagreement with our Company, I have always been very proud of our Members for keeping our disagreements in context and not negotiating with our Customers. We all understand that every Customer does count and they have to keep coming back for us to be successful. This has allowed us to have the credibility and trust to partner with Company Leaders on issues that we can agree on and that is when we are at our best.



To see what our Union is really all about, I hope that everyone has gone or will go to our website at www.twulife.com and watch the video tribute to our 35th Anniversary. With messages from SWA Leaders Herb, Colleen, and Gary and Union Leaders Jim Little and Garry Drummond, not to mention our own great Members, it really is a wonderful reminder of what we can achieve by working together. Thanks to Kyle Whiteley for filming and editing this homage to our success.



Of course my favorite parts of the video are where Herb and Colleen talked about how our Union was formed. A few of our early Flight Attendants went to dinner with Herb and Colleen to discuss some of the changes they wanted to see in their work rules. Of course Herb, being the no-nonsense kind of guy that he is, told them that it sounded like they needed a Union. They, being the same kind of no-nonsense women, went out and got one.



We've all got our Herb stories. I was lucky enough to get to sit across the table from him as part of our Negotiating Team, with all of you standing behind me, so I have many. While we were ultimately successful in negotiating a great Contract that honored the contribution of our Members to the success of Southwest Airlines and allowed our Company to remain profitable, my favorite Herb story comes from after the negotiations.



At the signing ceremony, our Strategic Advisor asked Herb very directly if he felt like he had given too much in the negotiation, especially knowing that we were just a few years away from being back at the table. Herb



responded in his no-nonsense way "No, unions never get beaten by outside forces, they always beat themselves from the inside".

After negotiating yet another successful Contract, I feel that is the direction we are going. It almost seems that since we don't have a fight with the Company, we are fighting with each other. That kind of passion is great, but completely misdirected and very destructive. It will tear our Union apart.

Almost a year ago, we had an election and when the ballots were counted, I vowed to work with whomever was elected to lead our Union to meet the needs of our Company and our Members. I have done my best to meet that pledge and will continue to do so. I am asking everyone, whether elected or not, to put the politics aside and put our energy toward continuing the good work that we have started and the work that our Members deserve.

Recently Union Leaders have come under such blatant political attacks and it has become a significant drain on both our time and energy. You deserve to have our time spent working for you, not responding to baseless attacks. It is this kind of destructive behavior that Herb talked about and it will ruin our Union.

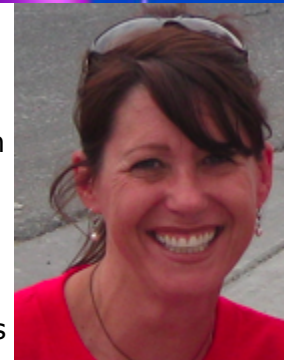
Moving forward, we have great resources to get the right information through our Union website, Facebook page, live webchats, and publications. If all else fails and you hear one of those rumors that is either too good or too bad to be true, give me a call or shoot me an email. I will do my best to to answer any question.

I know this message didn't start out the way it ended, but I felt that it was necessary. We are embarking on our next 35 years, and on this issue, I want to prove Herb wrong.

Organizing Needs You

Virgin America and Jet Blue Seek Union

Flight Attendants from both Virgin America and Jet Blue have approached Transport Workers Union International with interest in becoming unionized workforces. Currently, these Flight Attendants are not being treated fairly in the workplace on a variety of levels, while being "at-will" employees, meaning that they can be terminated at anytime with or without cause, because they do not have a strong labor Contract like we enjoy as Southwest Airlines employees and TWU Local 556 Members.



Karla Kozak
BWI F.A. &
TWU Organizer

The reason these Flight Attendants have chosen the TWU to help them in their struggle to organize is **you!** The Members of Local 556 should be very proud of the way you conduct yourselves as representatives of our Union and our Company. Since the early days of Southwest, we have come together with one voice to raise standards for Flight Attendants, our passengers, and we have played a vital role in the success of our airline. We're known as "the gold standard" when it comes to labor/management relations, and the ability to negotiate an industry-leading Contract.

The International organizing department is looking for Flight Attendants to help these workers understand the power of being in a Union, and the strength of collective bargaining. We have a simple request: when you have the opportunity to speak to a Flight Attendant at Virgin America and at Jet Blue, please take the time to hear their story. What improvements would they like to see, and why do they want to form a Union? If possible, exchange email addresses, and mentor them throughout the organizing process. These Flight Attendants represent a new generation of Inflight, trying to elevate their careers, the way we did 35 years ago. Management will have "captive audience meetings," and Flight Attendants will be mandated to sit and listen to anti-union rants from the lawyers.

It's a turbulent time for them to navigate this election process (if you don't vote it counts as if you voted "No"). In the spirit of solidarity, I ask that you don't let them face the fight alone. Let them know that the Union way is a better way, and by joining the TWU family, it will make our industry stronger! For more information or to get involved please contact me at kkozak@twu.org.

Scholarships

Education is important to TWU Local 556, so our Local is proud to sponsor two Scholarships: the Paul Gaynor Scholarship, awarded to Members of TWU Local 556, and the Shanna M. Martin Scholarship, awarded to family members of TWU Local 556 Members. Download the application from the TWU Web site today visit www.twulife.com. Completed applications must be received by April 15, 2010.

Contract '08 Education

**Is it an Unscheduled RON or Stranded?
Knowing the Difference**

The beginning of February saw extreme weather across the Southwest system that caused irregular operations. We had multiple days of complete shutdowns in various cities, including



some of our Flight Attendant bases, and many questions were received by the Union regarding being rescheduled and stranded.

An **Unscheduled RON** occurs when *the Company* reschedules you with the intent of not returning you to your domicile, thus incurring additional flying days (Article 9.3.C of the Contract will apply).



For example, you are flying an Orlando two-day pairing that overnights in Buffalo. On the last day of your pairing, Scheduling informs the entire Crew that, due to irregular operations, all of you are needed to work an additional three legs to St. Louis, where you will overnight, and be returned home the following day.

Stranded RONs occur when circumstances *beyond the Company's control* prohibit them from being able to return you to your domicile (Article 9.4 of the Contract will apply).

For example, the last leg of your pairing is canceled due to severe weather, leaving you stranded in a city other than your domicile. Becoming stranded might also occur if your flight is delayed to such an extent that you miss a scheduled deadhead that would have returned you to your domicile.

Can I be stranded as a result of a reschedule?

Yes, if you are rescheduled and that rescheduled pairing later experiences irregular operations beyond the Company's control, it could result in you being stranded into additional days of flying.

If I am rescheduled to an unscheduled RON, when will I be returned to domicile?

You will be scheduled to deadhead at the earliest possible time to return to domicile. (Article 9.3.C.2. of the Contract will apply.)

If I become stranded, when should I be returned to domicile?

Unless you are needed to work one or more flights back to domicile, you will be scheduled to deadhead on the earliest possible flight (as published in the flight schedule) to domicile. Article 9.4.B and C of the Contract will apply.

Can I take a later deadhead(s) after an unscheduled or stranded RON?

If the scheduled deadhead creates reduced rest below the FAR nine-hour minimum, you have the option to take a later deadhead of your choice, but you will not receive any additional RIG pay. If you choose to take a later deadhead, you must notify Scheduling of your choice, and they will schedule you a must-ride. (See Article 9.3.C.2 of the Contract.)

Did the new language for stranded change past practice?

No. Scheduling has always had the ability to work a stranded Crew back to domicile

when necessary. The language was incorporated into the new Contract in order to make it clearer. The compensation portion is the one area that has changed, and it was increased. This will be covered in detail in a future issue of Unity or Unity Update. ***Remember, you can never work with less than eight-hours FAR reduced rest, from end-of-debrief to check-in.*

What am I entitled to if I experienced an unscheduled RON on a compensatory day off that I chose due to another illegality?

Lineholders are entitled to receive a different day off to compensate you for your original choice. You also have the choice of an additional day off or the RIG pay. Article 9.3.D of the Contract will apply. **Reserves** are entitled to receive a different day off to compensate you for your original choice. You also have the choice of an additional day off and the RIG pay.

Warriors Unit Project



The TWU Local 556 Veterans Committee is calling on our Members to help wounded American soldiers. The USO is desperately in need of button up shirts, tear-away pants, electric razors, underwear, socks, toothbrushes, grocery and phone cards, dvds, and other basic goods. Drop boxes will be placed in each Lounge this week. If you provide grocery or phone cards, please leave them in the locked portion of the Union's Red Racks. Please help those men and women that have stepped up to serve our Country by donating to the Warriors Unit Project. To view the complete list of items requested, please visit, www.twulife.com.

unity update

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