

President's Message



One of our most important goals in your Union is to keep in touch with our Members and make it easy for you to get involved, even in the midst of all the other commitments we juggle in the hectic, workaday world. While it may seem like information overload at times, we always strive to improve our communication tools, and make it easier for our Members to participate in our Union. No one can do everything, but here are some of the ways that you can play an active role and stay informed about what is going on in our Union.

• **Membership Meetings** – We hold Membership Meetings at least three times a year in every Domicile. These meetings are rotated so they are always on a different day and may be on a day that you are working, however please remember that important decisions are made in these meetings that can affect our future. You should be a part of those decisions, so it's worth the effort to attend if you can.

• **Lounge Mobilizations** –Member-to-Member communication is always the most effective tool in our communications repertoire. Your Domicile Executive Board Member and Shop Stewards hold Lounge Mobilizations several times each month to keep you informed about what is going on in your Union. Take the opportunity to ask questions when your elected Leaders are in the Lounge.

• **Call the Union Office** – We have a great group of dedicated Flight Attendants who work in the Union Office during the week and on weekends to answer Member questions. There are no dumb questions except the ones never asked, so please pick up the phone or shoot us an email to get the right answer.

• **Union Publications** – Unity and Unity Update have become two of our most valuable resources in communicating timely (and timeless) information. We tried our green experiment by distributing Unity Update electronically, but based on the response to our recent "Rumor Busting" paper issue, your Executive Board voted to return to a printed version of Unity Update beginning in August. For those who have embraced our green effort, you will still be able to access these publications first on the TWU Local 556 Web site.

• **TWU556.org** – Continue to visit TWU Local 556's Web site for everything from special updates, hotlines, and Member resources to Web broadcasts (where you can get your questions answered by Union leaders live during the transmission), our upcoming Contract Live with Audrey Stone, and more. You can also update your email address to receive our E-Connection newsletters and other special updates.

• **Social Networking** – TWU Local 556 has its own Facebook page and Twitter feed (@twu556) for reminders and special updates. After you register for these services, you don't have to go to your Union, your Union will come to you.

Your Union is working hard for you to make sure you have the information and access to be involved and informed Members. While it is nice not to take work home with you, being an active Union Member may ultimately provide more security and peace of mind when you're not onboard the aircraft. With the resources provided, there is no reason to rely on rumors or online forums that have proven to be unreliable, discriminatory, and detrimental to our common goal of building a stronger and more united Membership. If there is another way that we can help you be a more active Member, please let us know.

Correction: In the "rumor busting" issue of Unity Update, I stated that *full-time Union Officers are not seeking a raise, which is completely true*. However, I also stated that full-time Union Officers have always been paid high line plus fifteen percent. Former TWU Local 556 President Kay Hogan notified me that under her administration, full-time Officer pay was based on the line they bid, rather than high line plus fifteen percent. The current formula was developed under Paul Sweetin's administration when the Union office began staffing full-time Officers, and later, full-time Staff as our Membership grew. I stand corrected, and should have stated that Union Officers are paid according to the same formula of high line plus fifteen percent for as long as I have been actively involved in the Union, and we are not seeking any change in the way Officers are paid, as the rumor mill has indicated.

Recurrent Reminder



An out-of-date manual, or a manual with even one missing page, will prevent you from attending Recurrent Training, and will be treated as a failure-to-report to training class. Please take a few minutes to ensure your manual is up-to-date before heading over to your recurrent training class. Missing pages, revisions, or bulletins must be picked up from the customer service desk in the base, and not from recurrent training instructors. This across-the-board policy allows consistency in the way these situations are handled across the system.

TWU Local 556 35th Anniversary Pin

Education is important, and only getting more expensive. Help us as we try to supplement our 2011 scholarship offerings.

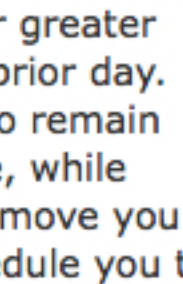
Purchase your limited edition Union Pin today for \$5.00.



These Union Pins are available from all Union EB Members or on the TWU Web site.

[Click Here to order your 35th Anniversary Pin! Thank you.](#)

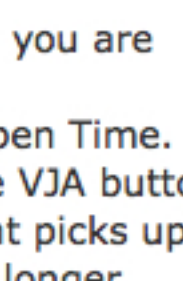
Membership Meetings



June		July	
DAL - 6/18	LAS - 6/23	BWI - 7/6	MCO - 7/8
OAK - 6/22	PHX - 6/24	MDW - 7/7	HOU - 7/9

Visit www.twu556.org for locations. All meetings begin at 10:00 a.m. local.

Contract Education

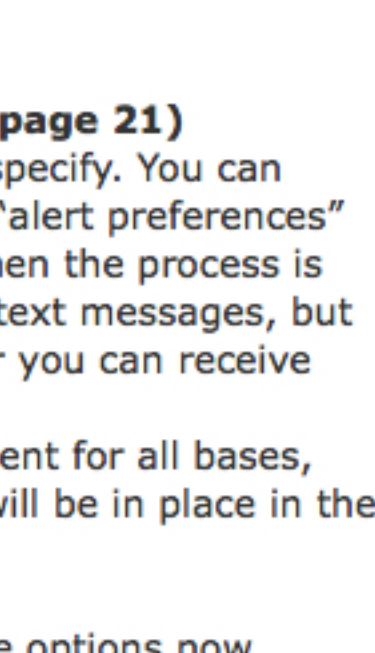


Greater Flexibility and Choices

Thanks to our 2008 Contract, we have greater flexibility and choices in several important areas. There have been a few bumps in the road and learning curves along the way, so I want to address several questions the Union has received on some of the choices that we can now make for ourselves.

Electronic Notification of Delays/Cancellations (Article 8.E. "Hours of Service," page 13)

You can use Southwest.com, just as our passengers do, to be notified of flight delays or cancellations until the Company develops a permanent electronic notification system. Sign-up on Southwest.com under "travel tools" to begin receiving flight status messages via email or text message. Remember, if you are signed-up and are not notified that your flight is over two hours late, you will be paid 2.0 TFP.



Denny Sebesta
Contract and Leave
Coordinator

Reserve Self-Assignment (Article 11.19 "Reserve," page 64)

AR and PR Reserves are entitled to self-assign designated pairings from Open Time as long as specific criteria, including check-in time, length-of-pairing, and specific time that self-assignment can begin the prior day, are met. A Ready Reserve is allowed to self-assign available airport standby assignments if their RDV is zero or greater (positive), and at the specific time that self-assignment can begin the prior day. Self-assignment does not automatically relieve you of your obligation to remain available for contact during your scheduled contact hours. Furthermore, while Scheduling does not have a "green light" to arbitrarily reschedule or remove you from your self-assigned pairing or APSB assignment, Scheduling may reschedule you to another assignment or even put you back to on-call status depending on the needs of the operation. This also applies to Ready Reserves who self-assign APSB. Reserve commuters who self-assign should keep in mind that you are only covered by Article 33.1 "Commuter Policy" when a flight is scheduled to arrive thirty minutes prior to contact time on the first day of the Reserve block—don't confuse when you must be in your base for contact time with your self-assignment check-in time.

Trading VJA Pairings (Article 12.13 "Exchange of Trips," page 73)

In order to retain your VJA pay when trading with either Open Time or another Flight Attendant, there are a few important considerations to remember.

Open Time Trade

- VJA must be offered on the specific date and in the specific base that you are trading into.
- The pairing you are trading into must have a "V" label next to it in Open Time.
- You must use the regular trip trade processing button rather than the VJA button.
- There is a potential risk you might lose VJA if another Flight Attendant picks up or trades for the pairing you were attempting to trade with or if VJA is no longer available.
- All Open Times pairings during the overlap period are automatically coded as VJA, and will not have a "V" next to them.
- Once you process the trade, the pairing will automatically display the "U" label if you have retained the VJA premium pay.

Trading with a Flight Attendant

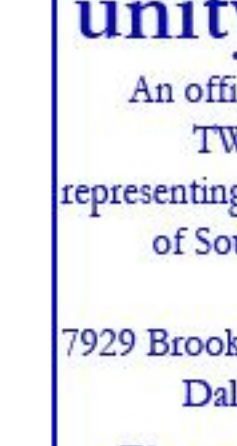
- VJA-to-VJA trades between Flight Attendants will retain VJA pay.
- VJA pairings traded between Flight Attendants may be broken. The portion traded to another Flight Attendant, however, will not retain VJA pay. The portion retained by the Flight Attendant breaking the pairing will retain VJA pay.
- Giveaways do not retain VJA pay.

VJA Electronic Notification (Article 9.1 "Additional Flying," page 21)

VJA electronic notifications are sent via email to the address you specify. You can sign-up for this service in CWA by clicking on "preferences," then "alert preferences" in the dropdown menu. You will receive a confirmation number when the process is complete. There is currently no option to receive notifications via text messages, but you may wish to check with your mobile provider to learn whether you can receive email messages on your phone.

Under the current VJA electronic notification system, notices are sent for all bases, but the company is developing base-specific filters that we hope will be in place in the near future.

This article may not cover every question you have on some of the options now available under our Contract, so if in doubt, please call or email the Union as your resource for the most up-to-date and accurate information.



How well do you know Article 32? Attendance Policy

Take Cuyler Thompson's Purple Contract Pop Quiz on the TWU Web site. Top scores will be posted online.



Meet your new Professional Standards Team



back row: Bob Green, Adam Taylor, Thom Jolly, Steve Murtoff, Kevin Mackenzie, Ryan Regal, Michael Massoni, Lyda Grawn
middle row: Kurt Beggs, Jane Demars, Shona Erlenmeyer, Colleen Barrett, Nayo Alston, Carole Adams, Cynthia Belle, Cory Wells
front row: Mary Beth Lewis, Sabrina Falcon, Herb Kelleher, Annette Santiago, Michael Broadhead (Beverly-employee of the restaurant).
not in photo: Lezli Richie

The TWU 556 iPhone App

Ditch the paper copy, and keep your Contract in the palm of your hand.

Now available at the iTunes store for \$1.99* - search twu 556

*All proceeds go to the app developer.



Join us for our next live Web cast on June 16 at 18:00 CST. TWU Local 556 President Thom McDaniel, along with special guest Michael Broadhead, the Professional Standards Chair, will answer your questions submitted by email. We will get to as many questions as time allows, so submit your questions today to livebroadcast@twu556.org.

The Web cast can be viewed live on the TWU Web site's home page or the following day as a replay, either in its entirety, or you can select the questions and topics that interest you most, so tune-in and stay informed.

Last Minute FYI's!

Pink Pass Extended Expiration Date

The new expiration date for the delayed pink incentive passes is May 17, 2011. We would like to thank the Company for taking this delay into consideration, and extending the life of these passes.

Printed Unity Update Returns in August

As a result of several recent comments and requests, we will be returning to a printed edition of Unity Update beginning in August. E-Connections and other special updates may continue to be sent via email, so please urge your coworkers to add their email address to their Union profile. Keeping everyone "in the know" is very important to TWU Local 556.

Colonial/Lincoln

If you have questions about your Colonial or Lincoln supplemental insurance, please contact their Southwest Airlines helpline at 877-885-9191, Monday through Friday, from 8 a.m. to 7 p.m. CST. TWU Local 556 does not have access to any of your confidential information; therefore specific questions regarding your policy or claim status must be directed to the helpline.

unity update

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