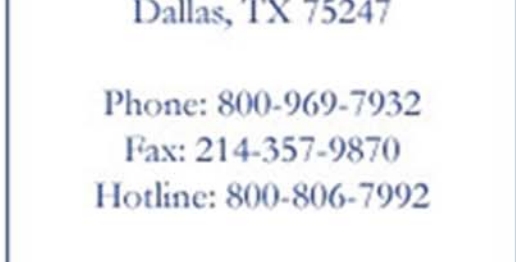
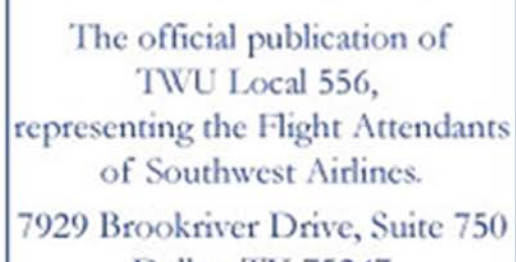




If you are having trouble viewing this email, [view it in your web browser here.](#)

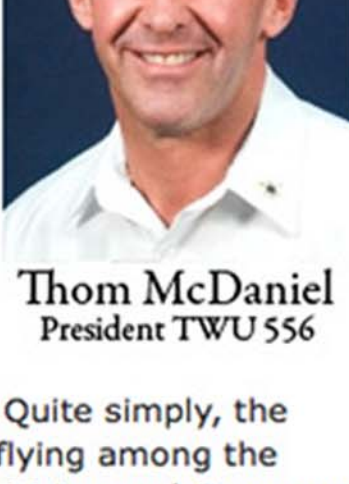
August 2009

Our Members, families,
and friends at work,
home, and play. Summer
'09



President's Message

It's been a very busy and rewarding summer for everyone, including your Union. I'd like to call attention to a few things on the Frontier (or not), and update you about some important issues in our Local.



Thom McDaniel
President TWU 556

There was a considerable decrease in line totals when the September bid lines came out, caused by the Southwest Airlines schedule reduction. Quite simply, the Company was forced to distribute less flying among the same amount of Flight Attendants. The Union and Company immediately began discussions about how to provide some relief for all parties, and I'm pleased to let you know that we worked with Southwest Airlines management to develop a program called Time Away that has allowed Flight Attendants to voluntarily take time off for the months of October and November. This program was developed in addition to our MRT and DRT programs because we received a lot of feedback from Flight Attendants interested in taking time off with more notice than the normal bidding period provides. The Union and Company also agreed on this program because of concerns over the reduced schedule in September leading to the lower line totals. 148 Flight Attendants have voluntarily taken this Time Away, which will allow Crew Planning to build more productive lines for those who want to fly. I would also like to state clearly that this is not a furlough, and there are no discussions between the Union and Company regarding furloughs. Both sides view this as a "win-win" for TWU Members and Southwest Airlines.

On the fashion front, our Union and Company have agreed to a grievance settlement over the recent Uniform changes. The deadline to wear brown shoes and belts has been extended until December 31, so get as much wear out of them as you can before the New Year. In addition, as part of the uniform change, all Flight Attendants will be allowed to wear socks that match either your shoes or your pants, so tan and blue socks will be permitted as part of our uniform. Please be aware that Supervisors will be holding our work group more accountable for appearance standards in the lounge and concourse beginning September 1, so please make sure that you are in the correct Uniform.

I'd like to invite everyone to take a look around the TWU Web site, where you'll find many useful resources, including a searchable Contract, reciprocal cabin seat agreements, base information, safety reporting, Union publications, and the October Membership Meeting dates so you can plan to attend. Don't forget that we will be voting on Bylaw Amendments and electing our Board of Election, so please come and make sure your voice is heard.

Finally, our Union and the Company continue to work together to agree on the implementation schedule and final interpretations of our Contract. I know that there has been some disappointment regarding the amount of time it will take to implement some of our hard-won gains. It is important, however, to remember that there is a big difference between doing something and doing it right. We experienced this with Home Access and Maestro. We had almost 300 automation changes in our Contract, and many of them have to work together for 9,700 Flight Attendants. One mistake can result in harm to our Members and result in grievances between the Union and Company. The Southwest Technology Department is working with us to implement changes as soon as possible, but it does take time to do them correctly. They have assured us that they will meet or do better than the deadlines, but please be patient as the new technology is implemented.

In some ways implementation can be as difficult as negotiations. We have come to a final agreement on everything except a few Q&As that will be included in the Contract. The Contract will go to the printer this week, and we hope to have a hard copy of our new industry leading "purple" Contract to each Member within the first week of September. Please keep in mind that until you receive your copy, you can still access our Contract on TWU556.org or SWALife, and our Grievance Team is always ready to answer any questions you have.



I'd like to send a shout out to the great Crew from Flight 2294 that suffered a decompression due to a hole in the aircraft. I attended the incident debrief, and the entire crew did an amazing job. Natalie Robello, Michael Prime, and Sarah Berndt performed their duties with textbook perfection to keep our Customers safe and made us all very proud.

It really is on, and every Customer and Employee really does count. Thank you for making a difference every day.

THE 2009 TWU LOCAL 556 MEMBERSHIP SURVEY IS ON THE WAY!

You should go.

If you want to have a say in deciding the Bylaws that govern our Union, you should go. If you want to participate in the secret ballot election of the Board of Elections, you should go. You should go to the October Membership Meeting. It is that simple.



Colleen Griffin
Board Member at Large

Did you know that the Union Bylaws may be altered, amended or repealed by a majority vote of the Membership only once every odd-numbered ending calendar year (2009)? The Bylaws are voted upon at the Third Membership Meeting (October) of that year.

You should go. Go with a SWA Flight Attendant friend. They should go too!

Fall '09 Membership Meeting Schedule			
HOU - Oct. 12	LAS - Oct. 22		
DAL - Oct. 16	BWI - Oct. 27		
OAK - Oct. 20	MCO - Oct. 28		
PHX - Oct. 21	MDW - Oct. 29		

NEW Contract Education

What Is a PIN and How Do I Use It?

Editors Note: The following article is a fantastic informational piece regarding our new Personal Illness Notes. Unfortunately, it has also pushed our new electronic format to its limit, and we are unable to publish the entire article with the accompanying charts and graphics in this email. Please [click here](#) to visit the TWU Web site where you will be able to immediately view the article in its entirety. Thank you



Denny Sebesta
Contract 08 Negotiator

There may be times when you're sick or have an injury that may not be serious enough that you need to seek medical attention, yet you aren't well enough to come to work. In addition, a visit to the doctor's office can create out-of-pocket expenses that may be a tough hit on you financially. This is where a Personal Illness Note (PIN), an enhancement in our new Contract under Article 32 - Attendance Policy, can help. You now have the option to utilize your Personal Illness Note versus providing a doctor's note. There are several important timelines and differences to remember when utilizing a PIN and/or a doctor's note, so to better help you understand the what, when, where, and how's of this new type of note. [Click here](#) to visit the TWU Web site for the remainder of this article



Wear gloves when cleaning the cabin. Wash your hands as often as necessary. Use a gas mask to enter the 300's lavs.

TWU LOCAL 556, ALWAYS LOOKING OUT FOR YOU!

Open Time Grievance - Closed

by Colleen Griffin

On March 13, 2008, the Union filed group grievance 19-0024 (also known as the Open Time grievance) on behalf of all Flight Attendants harmed by the CWA malfunction on February 23-24, 2008. If you are unfamiliar with this grievance, here are the facts of the case.

The problem occurred when the database records locked up, and would not complete pairing trade transactions; only the picked-up portion of the transaction would complete, therefore creating the possibility of two pairings remaining on a Flight Attendant's screen, instead of one pairing traded for another pairing. When SWA Technology became aware of the database lockup, they manually shut down CWA to repair the problem. The CWA shutdown was not scheduled maintenance, and was necessary to correct the problem with the database. This was a system-wide shutdown, so no Base had an advantage over another for trip-trades/pick-up with Open Time or with other Flight Attendants.

SWA released an RBF on February 25, 2008 about the CWA malfunction, and TWU Local 556 posted a message on our Web site asking all Flight Attendants who believed they received a pairing in error during the malfunction to contact the Union office. Two hundred and thirty-five (235) Flight Attendants responded.

Your Grievance Team researched *all* of the transactions made by the 235 Flight Attendants during the CWA outage, and found only two Flight Attendants had erroneous additional pairings on their screens due to the CWA malfunction.

In June 2009, your Executive Board agreed that a group remedy was not appropriate. Had the Company not shut-down the system to correct the problem, potentially hundreds of Flight Attendants would have been harmed by having additional pairings placed on their screens while attempting to conduct trip trades. In light of this, your Executive Board agreed to settle grievance 19-0024 by compensating the two Flight Attendants who were deemed harmed at time-and-a-half for the additional pairing that was placed on their screens due to the CWA malfunction.

Congratulations to our newly elected 2009 TWU Convention Delegates!

CINDY RITNER
ALLYSON PARKER-LAUCK
KYLE WHITELEY
DON SHIPLEY
DENNY SEBESTA
KEVIN ONSTEAD
SUSAN KERN
VALENTIN (VAL) LORIEN
PAUL SWEETIN
CHRIS CLICK
KATHY ANDERSON
ROB RIDDELL
MARK SAVAGE
TERI QUEEN
MICHELE MOORE
DAVID KIRTLEY
EILEEN RODRIGUEZ
HEATHER JOY

ALTERNATE CHRIS SULLIVAN
ALTERNATE JULIA PAVLICEK
ALTERNATE LYN MONTGOMERY

In Closing,

We would like to thank those Members that allowed us to share their summer '09 pictures. Additional pictures in the column are from our Shop Steward Training class and the Contract Signing.

If you would like to submit a picture or two for possible publication, please submit them to:
communications@twu556.org.

Kyle Whiteley
TWU Local 556 Publications Chair

UNITY UPDATE

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