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Happy Thanksgiving!

President's Message

You may have been able to figure out from a recent RBF that Inflight and Flight Ops Management have instructed our Hotel Committee not to negotiate future 1-2-3 discounts in crew hotels. This change will not affect contracts that are already in place, but 1-2-3 discounts will not be negotiated in future contracts. While our Union plays no part in hotel contracts, I have had discussions with Management about this change, and I would like to share the same thoughts with you that I shared with Management.

The primary reason for this change is public perception. There have been recent events in our Company and industry where Crew Members have been accused of being under the influence of alcohol while on duty. Whether true or not, these allegations have harmful effects on the reputation of our industry and profession at a time when public trust is imperative. In addition, there have been situations where crew members have been accused of behavior on overnights that may have risked personal safety and resulted in discipline, as well as jeopardized the reputation of our Company.



Our high profile profession sets the stage, whether on or off duty, for serious public relations or even safety issues when we consume too much alcohol. While the Company is aware that phasing out the 1-2-3 discounts will not eliminate alcohol abuse, they do not want to give the public perception that there is a corporate priority placed on discounting alcohol for Crew Members.

My recommendation to Southwest Airlines is that as 1-2-3 discounts are phased out, there is a concentrated emphasis on negotiating better discounts on all other hotel amenities that, in the long run, will provide a greater benefit to all crew members, not just those who consume alcohol. I have been assured that this will be a top priority. There is also no reason why hotel bars cannot continue extending the 1-2-3 discounts if they want to maintain our Crew Members business.

In my experience, if someone has an alcohol abuse problem, eliminating the 1-2-3 discount will not stop the problem. Most of our crews enjoy socializing in the bar after a long workday, but if alcohol consumption gets to a point where it is affecting the home or work life of you or a co-worker, it is time to get help. Our Union and Company have worked very hard to make sure that that help is available. The Flight Attendant Assistance Program (FAAP) is confidential and available if you or a co-worker needs it by emailing get-help@twu556.org. Remember, we are here to help.

Your Executive Board just returned from our annual Strategic Planning Retreat. I am very excited about some of the new changes and opportunities we will be rolling out in the next year, and we will elaborate in later publications.

Finally, I would like to wish each of you a happy Thanksgiving, and my thanks to you for all that you do each day.

Air Quality Safety Study

Ever noticed that the air in the cabin gets stuffy, and that sometimes the air conditioning is completely turned off on the ground? Ever found the aircraft far too hot or too cold while you are just left to deal with it? Ever noticed that some aircraft have those air nozzles ("gaspsers") over each seat and some don't? (And that some of them work and some don't?) Ever found that sometimes you can't get a deep enough breathe, like there isn't enough oxygen? That the cabin regularly smells like fuel, deicing fluid, or diesel exhaust before takeoff? That the galley is freezing? Ever smelled heated hydraulic fluid or oil that comes from the air supply vents overhead, or noticed that you seem to regularly get a cold or some other bug after flying? These are documented and routine complaints with aircraft air quality that are reported on a regular basis by both passengers and Crew Members.



Michael Massoni
First Vice President/Safety

When you consider that unlike almost all other indoor environments, air quality on aircraft is effectively unregulated, and that there is no government reporting system to systematically collect the data, this comes as no big surprise. The airlines and aircraft manufacturers can get away with cutting corners to save money, leaving crew and passengers with symptoms that range from headaches and nausea to fainting and nerve damage. Get informed and submit reports to TWU through our Aircraft Air Quality Reporting page on the Union's Web site. Crew and passengers need to unite and speak out to the airlines and the FAA with a strong and united voice.

Currently the European Aviation Safety Agency (EASA) is asking for Crew Member input on oil fume events. This could lead to regulatory action by EASA which in turn may force the FAA to act on the matter. What kind of regulation are we seeking? Simply stated, we are asking for:

1. Aircraft air supply monitoring, so that pilots know when a malfunction is occurring and can take appropriate action.
2. Mandatory reporting of all oil fume events as the issue is grossly underreported and has serious safety of flight and health implications for crew and passenger alike.

Here is where we need your help. If YOU have been exposed to fumes, please take the time to complete the short, online EASA survey (there is one for pilots, one for cabin crew). Any documentation that you can submit (irregularity reports, medical records, aircraft maintenance records, etc) will increase the validity and value of your report. Anything undocumented is "anecdotal," which are better than nothing, but easy for EASA to dismiss. Links to the EASA survey are at The Global Cabin Air Quality Executive Web site at www.gcage.org. The time to do this survey

is NOW, as the deadline for submission is January 8, 2010.

All Flight Attendants should educate themselves on the risks poor aircraft air quality presents to their overall health and safety in order for you to know what to do if you are presented with a serious aircraft air quality event, such as oil fume exposure. Detailed information is available at your Union's Web site, www.twu556.org.

The Dreaded Call

by Jeff Wernicke MDW Flight Attendant

Flight Attendants are rescheduled by Crew Scheduling on a daily basis for various reasons, including mechanicals, medical emergencies, family emergencies, weather delays, and flight cancellations to name a few, and each of us has received the dreaded "Hi, this is Crew Scheduling, and you've been rescheduled" call. In order to minimize confusion about your new assignment, here are a few tips to remember.

- Always have a pen and paper in hand
- Get the name of the scheduler
- Write the information down
- Repeat the information back to the scheduler
- Jot down the time you called
- If you have questions, call back

Always check your payroll following a reschedule. What may begin as a disappointment may wind-up making your 3-day pay more like a 4-day. (Refer to article 9, section 3.)

Try not to let emotion get in the way of or jeopardize your professionalism. Crew Schedulers are part of the Southwest family. They have a job to do, so let them do it. I can assure you that they have better things to do than try and sabotage your overnight. They aren't telepathic, and have no idea you made plans for your overnight.

So next time you call down to Scheduling, take a moment to ask them how their day is going. Ask how the operation is, when their shift is over, or thank them for their time. We like to hear positive feedback from our customers on the plane, and I am sure they like to hear positive feedback from their internal customers too.

2009 Survey Results

On October 31, our Local concluded our 2009 annual survey, where we asked for your feedback about the Union and the services we provide. Through the information gathered, we have already begun to make procedural changes within the Union, and have already begun using the data as a guide in assisting the development of our Union's plans for the coming year.

Eight hundred seventy-eight Flight Attendants participated in this year's survey. While we would always like to have 100% participation, the answers and individual responses that we received provided us with pretty clear



trends to the questions we asked.

View the survey results by [clicking here](#).



Contract '08 Education

What's New with Jetway Trades

There are some great quality of life enhancements in our new Contract, including changes to Jetway Trades. You can now do a Jetway Trade anywhere in a pairing. This changed from the "last live working leg" in a pairing rule in our previous Contract. Also, the minimum time requirement in order to do a Jetway Trade has been removed. However, if less than five minutes are available before actual departure time, Scheduling will make every effort to process the trade, provided it doesn't cause a delay of flight.

In addition to this new language, several Settlement Letters have been incorporated into the Contract that pertain to Jetway Trades. One of these letters outlines procedures for when a Reserve may Jetway trade away the last working leg(s) of their pairing on the last day of their Reserve obligation. Please refer to Article 12.6.3, page 69 in the new Contract to read about how a Reserve may use the Jetway trade provisions.



Now, back to Jetway trades anywhere in the pairing. Let's say the second day of your pairing passes through the city in which you live. You now have the opportunity to trade the remainder of your pairing to another Flight Attendant, which can cut out your need to commute back home at the end of your pairing, give you the chance to take care of unexpected personal matters that need you to be at home earlier than planned, etc. This new language was implemented on the date of ratification of our new Contract.

No later than February 2010, an electronic posting of Jetway trades will be made available to Flight Attendants on SWALife/CWA. What this means is that all Flight Attendants will be able to publicize their Jetway trade(s) in one location, similar to the Trip Trade/Giveaway screen. This will help Flight Attendants communicate in advance on coordinating who is interested in giving or picking up a Jetway trade. The actual trade will still need to take place in the Jetway with both Flight Attendants present, but you will now be able to plan ahead versus searching for a non-rev or commuting Flight Attendant in the airport or on a flight.

There were a few bumps along the way with interpretation, and in September, the Union and the Company agreed that a Jetway trade may be processed on an overnight. Below is a summary of the Letter of Understanding that went into effect September 18.

Overnight Jetway trades will be processed under the following conditions:

- When a Flight Attendant arrives at an overnight (RON), he or she may Jetway trade (giveaway) the remainder of her/his pairing to another Flight Attendant.
- Both Flight Attendants must be present and notify Scheduling.
- The Flight Attendant accepting the Jetway trade must be scheduled with FAR legal rest. A Flight

Attendant accepting the Jetway trade will not be allowed to schedule themselves for FAR reduced rest.

- The Flight Attendant accepting the Jetway trade will be given the hotel room on the overnight unless otherwise specified at the time of the call.
- Per Diem will end for the Flight Attendant giving the Jetway trade thirty (30) minutes after arrival on the RON, and per diem for the Flight Attendant accepting the Jetway trade will begin thirty (30) minutes prior to departure the following day.
- The portion given away will be considered a separate pairing, and will not be combined with any other pairing(s) to determine contractual illegalities. Each pairing is considered separate for illegalities, and will be compensated if applicable.

Some of you have asked about swapping a portion of your trip with another Flight Attendant anywhere in the pairing, otherwise known as trip trading once the pairing is in progress. While our Pilots have this ability, the Company was not willing to allow our workgroup that flexibility at this time. The door on this subject is not completely closed, but the Company does have areas of concern including the potential for Contractual and FAR illegalities, as well as irregular operations and how that could impact those illegalities.

One of your Union's goals is educating Members on the new Contract changes, so for the next year, I will be providing you with helpful information in every Unity/Unity Update edition with a new topic.

As always, please feel free to contact Union office at 800-969-7932 or at www.twu556.org if you have any questions or need help with Contract language.

Provisioning Update

TWU Local 556 DEBMs John DiPippa and Donna Keith recently attended Inflight/Provisioning committee meetings in LAS and MDW, and returned with the following highlights.

- Hazelnut creamer will be introduced for the holiday season beginning December 12, through the first Quarter of 2010.
- Southwest was unable to get the good people at Michelob to redesign the size of the Ultra can.
- Heineken is the number one beer sold on our flights, and costs Southwest \$8.50 for a case.
- For the price Southwest is willing to pay, our current wine selection is the best we are able to offer on board.
- Splenda costs three times more than Equal and Sweet n Low.
- Clear bags are being considered as a replacement to our current black bags for recycling.
- The co-mingled recycling program has added additional revenue to the bottom line except in ABQ, as their program is run by the city. So, for that reason, wait to empty your recyclables if you can, and try to make it to a different provisioning city.

In Closing

The holidays can bring great happiness and joy to many in our workforce. Some people even find it fun to work over the holidays, and for that, many of us are grateful. For many people, however, the holidays are a difficult or painful time of year.



Please keep an eye out for your fellow Crew Members over the coming weeks. If you observe any behavior that may be out of the ordinary, or if something just doesn't sit well with you, please speak up. Reach out to us at 800-969-7932. Someone is always on call.

Also, if you or somebody you know is struggling with depression, or a drug or alcohol addiction, please contact us at get-help@twu556.org.

representing the Flight Attendants
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