

Update

CALENDAR OF EVENTS

OCTOBER 2006 MEMBERSHIP
MEETING* - ALL TIMES ARE LOCAL

OAK

DATE/TIME: Tues., 10/17/06 at 10:00 AM
LOCATION: OAK International Airport
Esther Love Conf. Room
(Take elevator to 2nd Floor,
Go through wheelchair
accessible door, turn left,
room is on right)
(510) 563-6424

PHX

DATE/TIME: Wed., 10/18/06 at 10:00 AM
LOCATION: PHX Sky Harbor Airport
Terminal 3 - Level 2
HMSHOST Conf. Room
(Go to the end of hallway
next to Sbarro Restaurant)

DAL

DATE/TIME: Thur., 10/19/06 at 10:00 AM
LOCATION: Holiday Inn Select Love Fld.
3300 W. Mockingbird Lane
(214) 357-8500

HOU

DATE/TIME: Fri., 10/20/06 at 10:00 AM
LOCATION: HOU Hobby Airport
The Cloud Room
(713) 641-7723

BWI

DATE/TIME: Wed., 10/25/06 at 10:00 AM
LOCATION: BWI Airport
BWI Conf. Room NTE 247
(At the end of the Air Tran
counter, turn right to the
Meditation Room, then take
another right. The BWI
Conf. Room, #NTE 247, will
be on the left behind the Air
Tran ticket counter)

MDW

DATE/TIME: Thur., 10/26/06 at 10:00 AM
LOCATION: American Legion
Clearing Post 600
4352 W. 63RD Street
(773) 767-0230

MCO

DATE/TIME: Fri., 10/27/06 at 10:00 AM
LOCATION: Hawthorn Suites MCO
7450 Augusta National Dr.
(407) 438-2121

MEETING AGENDA: - General Business,
Election of Shop Stewards, Election of
Members of the Board of Election.

* All sessions constitute the meeting.

**GENERAL UNION MEETING - OPEN TO
MEMBERS ONLY - ID'S WILL BE CHECKED**

PRESIDENT'S MESSAGE

by Thom McDaniel, TWU Local 556 President

When we negotiated our Contract, our goals included correcting the disparities that placed our Members far below the rest of the industry, improving the quality of life of our Flight Attendants, and allowing SWA to remain profitable and efficient to ensure job security. Meeting these goals required give and take, but the end result was an agreement, that if followed in language and spirit, would allow our Flight Attendants and Management to cooperate for the good of our Union, our Company, and our Customers.

The operative phrase in my last statement was "if followed in language and spirit". For the past several months Scheduling has at best misinterpreted and at worst deliberately violated our Contract as it relates to managing or more appropriately MIS-managing Open Time (OT).

Scheduling is not to blame for OT being full of 4-days. Our Flight Attendants have unlimited

trip trades, and many do trade 4-days into OT for shorter pairings. Suffice it to say there would be less 4-days in OT if Crew Planning practiced some good ol' POS and built fewer 4-days or at the very least returned SIPs to the pairings.

The real problem lies not with what IS in OT, but what is NOT there - or at least not visible to Flight Attendants. After years of abuse with Scheduling hiding trips and even placing them on the Boards of terminated Flight Attendants, our Union negotiated language requiring that all uncovered flying be immediately placed in OT. Based on the deliberate manipulation we had seen in the past, the language was written to require that, with a few noted exceptions, ALL uncovered flying be place in OT for Flight Attendants to pick up or trade.

Scheduling has kept Pairings out of OT through "optimizing", where a Pairing is created and "dipped" into OT during the same minute



it is assigned to a Reserve or magically appears after trading deadlines have passed. This is clearly not the intent of the Contract, and it is wrong.

The Union has filed several grievances on these issues, and you can help us win them. If you become aware of an uncovered pairing not immediately placed in OT, write down the date and pairing number. Then call Scheduling and notify them. Note the Schedulers name and the time you talked to him/her, and provide the information to the Union.

Even with the exodus in Inflight Management there are some Leaders in Scheduling who would like to see trust and integrity brought back to the Department. The

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Reclaiming the Sky

An online network to help Crew Members cope in a post 9/11 world

Editor's Note: This month marks the 5-year anniversary of the tragic events of September 11, 2001. This anniversary undoubtedly brings up feelings of pain, sadness, and for many fear. TWU Local 556 is dedicated to supporting Members through these difficult times. The following is an article regarding an online support system we have featured on our website www.twu556.org. It can be reached by visiting our site and clicking the link "9-11-01", or by visiting www.reclaimingthesky.com directly.

Reclaimingthesky.com offers an online forum to support aviation employees as they grapple with issues of loss around 9/11 and cope with the challenges of keeping America flying during a turbulent time.

This support program, a non-profit created with strong input from Flight Attendants, also offers links to aviation charities and a segment on "Wellness." The website grows out of a book, *Reclaiming the Sky: 9/11 and the Untold Story of the Men and Women Who Kept America Flying*, an account of the quiet heroes of aviation who "rose up" that day and continue to respond to the challenges. The book, by Tom Murphy, a 20-year aviation customer service trainer who worked with Southwest staff in Oakland, Seattle and Ft. Lauderdale, will be published later this summer by AMACOM Books - with all profits going to aviation charities. The book highlights charity projects created by Flight Cews in honor of those who died on 9/11.

The "healing" themes from the book have been put onto the www.reclaimingthesky.com website with leadership input from the WINGS Foundation, Inc. and the CAUSE Foundation Inc., the charities that assist American and United Airlines Flight Attendants, along with assistance of other aviation groups across the country. The station Managers' Council at Newark airport was the first to endorse the program.

The first story published on www.reclaimingthesky.com was written by a Flight Attendant who penned an inspiring tribute to her colleagues lost on Flight 77. The Flight Attendant, Linda Souder, who was among the last to fly with Renee May, Michelle Heidenberger and Ken and Jennifer Lewis, shared her personal story of recovery. New York-based Flight Attendant, Mary McKenna, followed with a tribute to her colleagues lost on Flight 587. Boston-based Flight Attendant Sunny Bishop wrote two poems in honor of her colleagues from Flight 11, and Cathie Ong, sister of Betty Ong, a hero of Flight 11, wrote a piece telling about the charity foundation she has created in Betty's honor, among other stories.

The Reclaiming the Sky program expanded in May to offer an online "Community Center," with a Message

Board system where aviation employees throughout the US, including those from SWA, have an opportunity to adapt the "healing" and "stress relief" principles from Reclaiming the Sky to their own lives. The Message Board, made possible by a contribution of software from *ivillage*, allows Flight Attendants to "connect" with each other and stay in touch in a hi-tech way.

On the Message Board, Flight Attendants can open online discussions, and get and give support as they meet the challenges of operating as "first responders in a new, nervous world." Topics touch on the on-going need to express emotions of loss around 9/11 as well as share how the support they are getting from friends and family has been critical to that process, discuss how difficult it can be to "balance all the balls" of a busy, Flight Attendant's life and meet the demands of competing responsibilities in a post 9/11 world. Also, the Message Board offers a place, a safe haven, to talk about "getting stronger" and ask for advice about "how to" grow stronger physically and emotionally.

Tom Murphy's book, *Reclaiming the Sky: 9/11 and the Untold Story of the Men and Women Who Kept America Flying*, will appear in bookstores this month, and can be found online at www.amazon.com and www.barnesandnoble.com. *Reclaiming the Sky* is designed to support aviation charities - as such, all profits from sales of the book, either online or through bookstores, will be used to create a fund. That fund will be dispersed as follows:

1. Twenty-five percent of the profits from online and bookstore sales will be donated to the WINGS Foundation and the CAUSE Foundation, the charities that support American and United Airlines flight attendants in distress. These two groups have been leaders with Tom Murphy in creating the reclaimingthesky.com website as a "support" program to apply the healing lessons from the book.

2. Seventy-five percent of the profits from on-going online and bookstore sales will go into a "fund" to create an annual award for a "Top Performing" aviation charity each year.

This annual *Reclaiming the Sky* award will be named for Marianne MacFarlane and Jesus Sanchez, two Boston-based United Airlines customer service agents who were trained by Tom in his "Airport Ambassador" program during the summer of 2001.

Tom Murphy of Bellingham, WA has been an aviation industry trainer for twenty years and is president of The Service Institute. For the last few years, he has focused primarily on helping thousands of air travel professionals and their families recover in the wake of the September 11th attacks.



The TWU Local 556 Scheduling Survey is Coming to a Close

Make your voice heard and take the survey now!

by Kyle Whiteley, TWU Local 556 Scheduling Committee Vice Chair

I want to thank everyone who has already completed the TWU Local 556 Scheduling Survey, and urge those who have not taken it to do so quickly. Due to a technical glitch, the survey opened a little later than we planned; however, it will remain open until September 30. Because our pairings are built so far in advance, any changes made as a result of the survey will not be seen until the first of next year.

While there are always exceptions, I know from personal experience as a line-holding Flight Attendant and from feedback from other Flight Attendants, that as a group, we do not want 4-day trips. Southwest requires high productivity levels, and is better able to reach these targets by adding more 4-day trips. In this way, the Company is able to keep its expenses down by not having to hire additional Flight Attendants which costs the Company money in the form of training and benefits. The Union is trying to find ways to help the Company find other ways to increase productivity that would lessen the impact of 4-day trips on Flight Attendants. For example, on lines where 4-days are currently found, we would like to see the addition of more 2-day back-to-back trips, or three-days with turns. Of course, this would never be at the expense of clean 3-day lines, turn lines, and other staples in line building, but simply as an alternative to the growing number of 4-day on/3-day off lines.

These changes may, unfortunately, represent an additional cost to the Company. However, if we overwhelmingly voice our opinions, then Southwest will hopefully take our concerns seriously. This is why it is so important

for everyone to complete the TWU 556 Scheduling Survey. While it is impossible to eliminate 4-day trips completely, more turns, 2-days, and 3-day trips could result in positive impacts on Open Time by reducing the number of trips in Open Time on any given day.

There have been some questions about why we did not include more "scenario" or "what-if" questions in the Survey. The Survey was well thought out and tested. There were several early versions of the survey, and the feedback we received indicated that it was simply too long. A long survey results in fewer people completing it, thus giving us incomplete or non-representative results. In order to get the required information that would be particularly beneficial to both the Union and Crew Planning, it was necessary to remove some of these types of questions. The final version available on the Local TWU 556 Web site offers the most questions possible, including some scenario questions, while minimizing the impact in terms of length and time needed to complete it.

Please urge your fellow Flight Attendants to complete the Survey, and let's give the Company a good representation of our opinion regarding our lines. We currently have Southwest's attention, but if the numbers are not there to make a difference, then Planning will continue to make 4-day pairings. The Survey takes less than 10 minutes to complete, but the results could positively affect our duty periods for quite some time. If you haven't already done so, please visit www.twu556.org and follow the links on the main page. As always, your opinion matters, so make your voice heard today.

TWU LOCAL 556 LEADERSHIP TEAMS AND CONTACT INFORMATION

EXECUTIVE BOARD:

Thom McDaniel, President
Michael Massoni, 1st Vice President
Stacy Martin, 2nd Vice President
Gayle Ross, Financial Secretary
Cuyler Thompson, Recording Secretary
Executive Board Members at Large:
Brett Nevarez and Allyson Parker-Lauack
Domicile Executive Board Members:
Lucy White-Lehman, BWI
Gwen Dunivent, DAL
Jill van der Werff, HOU
Susan Kern, MCO

Kyle Whiteley, MDW
Mark Torrez, OAK
Michael Broadhead, PHX

GRIEVANCE TEAM:

Denny Sebesta, Chairperson
Madeleine Howard, Administrative Assistant
Kathy Anderson, Shae Grajeda, Amy
Montgomery, Amy Lynn Neeper, Becky Parker,
John Parrott, and Catherine Rea

Visit us on the web at www.twu556.org

Contact us at 800-969-7932

The Union Office is open Monday through Friday from 8:00 AM to 6:00 PM. The Office is closed weekends and on Company Holidays. We can be reached when the office is closed for emergencies by calling the toll free number, and following the prompts to the emergency extension.

The TWU 556 Hotline number is 800-806-7992

The Hotline is updated the first and third Friday of each month, and when circumstances require even more often. Please keep informed and call the hotline regularly.

Your CISM Team Attends the NTSB Academy for Transportation Disaster Assistance

by B.J. Brittenham, MDW F/A #17266

"Crash! Heads down, stay down!" Words we use every year in Recurrent Training and hope never to hear in any other instance. We are trained what to do *during* an accident or incident, but what about after? Do you know what to expect, how to cope, how to speak with family members, what happens with involved Crew Members, etc.? Did you know, as an example, that an autopsy is mandated for Crew Members? (And would be ordered by Southwest even if you survive if you speak to the press!)

Four members of our Southwest CISM Team were funded by our Company and Union to attend the National Transportation Safety Board Academy for Transportation Disaster Assistance Training at their Headquarters in Washington D.C. July 10-13. Flight Attendants Pat Gilmore, Vera Hendrickson, Maureen Roman, and B.J. Brittenham attended as well as Chris Thorn, Manager of Corporate Insurance and Mary

Mortgensen, Customer Claims Administration Supervisor. Other Airlines were also represented as were the U.S. Attorneys Offices, the Departments of State, Justice, Defense, and Transportation, as well as various State Mental Health Professionals.

The intense training consisted of several presenters from NTSB explaining their role since the implementation of the 1996 Family Assistance Act. In addition to being the investigative agency not only of airline disasters, but also locomotive, marine, and automobile as well. Now they have the dual responsibility to determine cause and care for the needs of the victims' families.

The most poignant feature of the three days was a visit to the reconstruction site of TWA Flight #800 which went down off Long Island in July of 1996 killing 230 people. The NTSB actually dove in the ocean for all parts and rebuilt the entire massive 747 (minus the cockpit) in a room

the size of a football field at their headquarters in D.C. Out of respect, it is not for public viewing but only for educational purposes.

Their Forensic Pathologist spent a morning explaining the retrieval/identification of remains and personal effects - a lesson in real-life CSI. While topics were discussed with tongue in cheek humor (a necessity to bring normalcy to an abnormal, horrific job), priority is always given to respect. It is most evident that the NTSB is not just another government bureaucracy giving lip service to doing a job. They are a highly qualified agency of people not only dedicated to why but also to the families. What to tell them as well as when, where, and how. Their level of professional caring is an example to us all.

This experience was a valuable asset to the CISM Team. It was an example of Southwest Airlines and TWU Local 556 resources well-spent.

OAK Flight Attendant Completes Marathon



On Sunday, July 30, 2006, OAK Flight Attendant Heather Joy completed the San Francisco Marathon to raise money and awareness for AIDS. The photo to the left is Heather crossing the finish line.

PRESIDENT'S MESSAGE

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way to do this is not through vague, non-committal RBFs but by doing the right thing, resolving the grievances, and establishing policy that conforms with the spirit and language of our Contract for OT. If this is not done, our Contract is being violated, there will be no trust of Scheduling, and we should prepare for a long, hard round of Negotiations in 2008.

UNITY Update

The official publication of the Transport Workers Union Local 556, representing the Flight Attendants of Southwest Airlines.

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