

UNITY Update

FEBRUARY 2005

CALENDAR OF EVENTS

2nd QUARTER 2005 MEMBERSHIP MEETINGS - ALL TIMES ARE LOCAL

*OAK

DATE/TIME: Wed., 04/20/05 at 10:00 AM
LOCATION: Oakland Airport
In Transit Lounge
(Take Elevator to 2nd Floor, Turn Left - go to the very end of the walkway.)
(510) 563-6424
*NOTE: Different Location

*PHX

DATE/TIME: Thur., 04/21/05 at 10:00 AM
LOCATION: PHX Sky Harbor Airport
Terminal 3 - Level 2
(End of the hallway next to the Sbarro restaurant)
(602) 273-3382
*NOTE: Different Location

HOU

DATE/TIME: Fri., 04/22/05 at 10:00 AM
LOCATION: Hobby Airport
The Cloud Room
(713) 641-7723

DAL

DATE/TIME: Tues., 04/26/05 at 10:00 AM
LOCATION: Holiday Inn Select Love Fld.
3300 W. Mockingbird Lane
Dallas, TX
(214) 357-8500

MCO

DATE/TIME: Wed., 04/27/05 at 10:00 AM
LOCATION: Hawthorn Suites MCO
7450 Augusta National Dr.
(407) 43 8-2121

MDW

DATE/TIME: Thur., 04/28/05 at 10:00 AM
LOCATION: American Legion
Clearing Post 600
4352 W. 63RD Street
Chicago, IL
(773) 767-0230

*BWI

DATE/TIME: Fri., 04/29/05 at 10:00 AM
LOCATION: Comfort Inn BWI
Chesapeake C Room
6921 Baltimore Annapolis Blvd.
Baltimore, MD
(410) 789-7223
*NOTE: Different Location

MEETING AGENDA: - General Business, Bylaw Amendments.

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

PRESIDENT'S MESSAGE

by Thom McDaniel, TWU Local 556 President

If I had to describe the overall mood of our Local's Membership for the last few months, I would use the word **FRUSTRATED**. After standing together to negotiate an industry leading Contract, we are now facing the considerable challenge of implementing it and making sure that Management is administering it correctly.

I could spend this entire message detailing the enforcement process, but please be assured that our Union is moving through the grievance process as quickly as possible thanks to the cooperation of our Members and the hard work of our incredible Grievance Team. The grievance process can seem slow, but it is our goal to make sure that every Member is made whole.

Due to the ongoing and seemingly deliberate violations that we have suffered, our Union has also notified Management that we will be seeking additional relief to insure that such blatant violations do not occur in the future. We will continue to keep our

Membership updated on the progress of the pending grievances and resolution.

In spite of our ongoing battle to enforce the Contract, there is some good news in this area. Management is in the process of granting our request for an audit of the Inflight Department, and has created the new "Inflight Audit Review Committee".

The Committee will consist of members of Inflight Management as well as representatives from Technology, Audit, SWAPA, and of course TWU Local 556. The purpose of the Committee is to reveal everything that happened December 23 through January 3 that contributed to the challenges faced by SWA during that time period.

Some specific areas that will be considered during the study are training, technology, processes, planning, and budget. The goals are to make sure that SWA follows our Contract, makes necessary enhancements, operates efficiently, takes all factors into consideration, and forecasts correctly in the



future.

While we know the audit will not solve all the problems that we face as a Membership, we intend to use the knowledge that is gained to identify and prevent similar events in the future.

A few months ago, Beverly Carmichael, our new Vice President of Labor and Employee Relations promised us that the goal of her new department was to honor the language and spirit of our Contract. She and other SWA Leaders have reaffirmed that pledge to our Union. We feel that the upcoming audit is a step in the right direction for the Inflight Department to move forward in enforcing our Agreement properly. We hope that they will continue that effort in resolving our Grievances fairly and honoring the Contract to which we both agreed.

TWU LOCAL 556

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Years in the making

by Allyson Parker-Lauck
TWU Local 556 Board Member at Large

FEBRUARY 5, 2005 marked the 30-year affiliation between the Transport Workers Union and the Flight Attendants of Southwest Airlines.

IN THE BEGINNING...

Union organizing began in 1974 by a small group of brave Flight Attendants including Sandra Bogan, Deborah Franklin, Deborah Stembridge, and Paula Womack. At the time, the Flight Attendants had no work rules, and extended work days were not uncommon. Few Flight Attendants joined Bogan, Franklin, Stembridge, and Womack in their efforts, as Union Organizers at Southwest were often labeled as "rebellious" and "troublemakers". But these women pressed on, knowing that Union representation was the way to achieve their goal of obtaining fair work rules. In 1974, Bogan met with TWU International Representative Paul Gaynor, and as a result of this meeting, the organizing Flight Attendants made the historic decision to pursue affiliation with Transport Workers Union.

WE WANT A CONTRACT!

On February 5, 1975, TWU and the Southwest Flight Attendants made it official by teaming up with TWU Local 513, and our number one Flight Attendant, Sandra Bogan, became our Union's first President. Written work rules were finally achieved, which was an outstanding accomplishment in itself as there were no work rules before. We must always be grateful for the efforts of the organizing

Flight Attendants for building the foundation of the work rules we now enjoy today.

But even with these important achievements, the Union was not yet an accepted thing by many Flight Attendants. Membership was voluntary at that time, and up until 1980, only 35% of the Flight Attendants belonged to the Union. During those years, Southwest Management ignored many of the work rules, and many Flight Attendants were still afraid of being associated with the Union, and largely shunned any Union involvement.

THE HOT PANTS LAWSUIT (WELL, ALMOST)

By the early part of 1980, there was considerable unrest among the Flight Attendants. What was the issue? Hot Pants. Many Flight Attendants were begging for an alternative uniform to the hot pants, but Southwest Management would not even consider it. This issue prompted a Membership drive by the Union in mid-1980. The Union presented the Company with petitions that overwhelmingly showed that Flight Attendants wanted an alternative uniform. In June, 1980, when Management refused to concede, a lawsuit was threatened.

By the end of June, Union Membership (still voluntary), was up to 75%. With Union Membership up, and a lawsuit ready to be filed, Southwest Management finally agreed to meet over the issue. By October, Southwest added a skirt and slack option to the uniform. With this major milestone behind it, the Union boasted 98% Membership by December, 1980.

THE HISTORIC 1981 CONTRACT

With the hot pants history, the Flight Attendants were extremely motivated and excited. The group recognized its own potential to do good for the Flight Attendants, and

ultimately for Southwest Airlines. With this realization in mind, the Flight Attendants quickly organized and prepared for the upcoming 1981 Contract negotiations.

In May of 1981, a magnanimous Contract was negotiated that would set a historical record-breaking pay increase of 52% over two years. If that weren't enough, new work rules and guidelines were set that were lauded as the best in the industry.

It was also during this period where the Flight Attendants felt that they should have their own Local to represent them. Up until this point, the small group of Southwest Flight Attendants were under the TWU Local 513 umbrella, whose Membership was mostly made up of American Airlines Mechanics. In October, 1981, the Flight Attendant Union was officially chartered as TWU Local 556 by TWU, and Paul Gaynor was assigned as International Representative. Susie Goodman was elected as the first President under the Local 556 banner, and the following Flight Attendants signed our Charter: Susie Goodman, Sharon Johnston, Shell Brummel, Sue Spurrier, Rebekka Kelly, and Belinda Blair.

THE NEXT 20 YEARS

The year 1982 saw another milestone in the history of our Union when the first group of male Flight Attendants were hired. A group of men who had been rejected when they applied to work at Southwest filed a class action lawsuit against Southwest Airlines. The court agreed that these men were discriminated against, and required that Southwest begin hiring men as Flight Attendants. Not all of the original plaintiffs were hired, and some were offered cash settlements. Most Flight Attendants welcomed their new male coworkers with open arms, but a few months later, the court also ordered that Southwest give all new male Flight Attendants seniority of 1 year, 6 months, or 3 months, depending on hire date. In the airline industry, seniority means everything, and considering Southwest's slow growth during that period, this issue became a very sore spot for many Flight Attendants.

Over the next 20 years, the airline industry went through many ups and downs - mostly downs. The results of airline deregulation, the economy, the Gulf War, and many other factors saw many airlines going bankrupt. Southwest managed to stay profitable, but the industry began to dictate some of the ways Southwest handled Labor issues. Surviving airlines were adopting new strategies towards protecting their future interests, and American Airlines set a precedent in 1983 by adopting a policy that lowered the New Hire Pay scale considerably. The introduction of the "B-Scale" into the industry was quickly picked up by every other airline, including Southwest. The Company considered it a "survival maneuver" and a "strike issue", and the Flight Attendants ratified the "B-Scale" Contract in 1983.

This trend continued with the 1986 Contract, where the "C" Scale was introduced. Although the Company felt the "B" and "C" scales were necessary for survival, the pay scales caused a huge drop in morale among the

Flight Attendant group, and resulted in a divisiveness within our work group that would last for many years.

In 1991, it was again time for negotiations. It was a tough time to be going through negotiations, as it was during that period that we saw the demise of one-time giants Eastern and Pan Am, and many other airlines were on the brink of bankruptcy. There was considerable unrest among the Flight Attendant group due to the inherent divisions caused by many years of differing pay scales. In December, 1991, a new Contract was ratified. Although the "Pay Scales" were removed from the new Contract, starting pay was again lowered, creating a new tier of pay.

In 1996 - you guessed it - it was again time for Contract negotiations. For many, the wounds from the past had not yet healed, and our Union went through one of the most difficult Contract negotiations up to that date. In mid-1997, after about a year of negotiations, a Tentative Agreement was presented to our Membership. For the first time in the history of our Union, a Tentative Agreement was voted down. And voted down it was - by 92% of the Membership. The Negotiating Team went back to the table, and a few months later returned with a new agreement that was ratified by 57% of the voting Members. Yet again, the Flight Attendants were divided.

In 2002, Negotiations once again ramped up, and the Membership of our Local was determined to make up ground lost over the last 20 years. It was perhaps our toughest Contract battle yet, but our Local's Membership stood their ground to ensure a good future for the Flight Attendants of Southwest Airlines. Most importantly, for the first time in 20 years, the Membership refused to be divided. More than 2 years later, on July 30, 2004, an industry-leading Contract was finally ratified by 83% of the Membership with almost 90% of the Members voting. Participation like this is rarely seen in any Union election, and goes to show the power of Unity in a work group.

LOOKING TOWARD THE FUTURE...

Due to efforts and unity of the Members of TWU Local 556, our Union is more unified than since the hot pants were finally abolished. Over the years, our Union has gone through many ups and downs, but it took all of these experiences to get to where we are today. Let us learn from these experiences and become wiser for them.

Local 556 is now stronger than ever, financially sound, and is looked upon by the airline industry as one of the leading advocates of Flight Attendant issues throughout the industry.

Special thanks goes to the following for their help in providing information for this article: PHX F/A LouAnn Alexander, TWU Local 556 Recording Secretary Kathy Anderson, DAL F/A Sandra Bogan, PHX F/A Mike Casper, Former MDW F/A Dean Hervochon, TWU Local 556 President Thom McDaniel, HOU F/A Mary Ann McGregor, Former HOU F/A Bill Stinson, PHX F/A Brian Talburt, and TWU Local 556 2nd Vice President Marcy Vinyard.

Expanded Crew Member Self Defense Training

*by Michael Massoni, TWU Local 556 1st Vice President
and Safety Coordinator*

The Transportation Security Administration (TSA) is pleased to announce that Maricopa County Community College in Phoenix, AZ has joined the "Crew Member Self-Defense Training (CMSDT)" Program and will be offering classes starting in February 2005.

The objectives of this course are:

- Recognize potential threats before an act of violence occurs.
- Interpret behaviors that lead to potential hostile acts.
- Conclude appropriate course of action Crew Members must take to avert hostile actions intended to injure Crew Members or passengers or to take over an aircraft.
- Apply appropriate individual self-protection measures and self-defensive tactics to prevent or reduce the possibility of injury or death to one's person or the take over of an aircraft.

Classes are limited to 24 volunteer Crew Members per site, to ensure proper instructor to student ratio. The course duration will be 24 hours over the three day period with approximately 85% hands-on training. Crew Members must enroll for all 3 days.

To enroll in the classes, Crew Members should choose their preferred location and contact the Points of Contact (POC) listed below. The POC will provide details and requirements for attendance. Class participation is free to Crew Members; however, all travel, lodging and meal expenses are the responsibility of the participant.

TSA, in partnership with the American Association of Community Colleges, has expanded the class to ten community college locations. The classes will take place at the community colleges listed below. All classes

are held March 15-17, 2005, unless otherwise noted.

Washington, DC - Northern Virginia Community College
Alexandria Campus
3001 North Beauregard Street
Alexandria, VA 22311-5097
POC: William Gary
703-323-2399
wgary@nvcc.edu
Marjorie Bynum
703-845-6227
mbynum@nvcc.edu

Miami, FL - Miami Dade College - North Campus
11380 NW 27th Avenue
Miami, FL 33167
POC: Ron Grimming
305-237-1328
rgrimmin@mdc.edu
Pam Golden
305-237-8450
pgolden@mdc.edu

Chicago, IL - Wilbur Wright College
4300 North Narragansett
Chicago, IL 60634-1591
POC: Chris Wilkerson
773-481-8842
cwilkerson@ccc.edu

Dallas, TX - Tarrant County College
Northwest Campus
Criminal Justice Training Center
Building WCJC (North side of campus) Room 1206
4801 Marine Creek Parkway
Fort Worth, TX 76179
POC: Ted Phillips
817-515-7770
Ted.Phillips@tccd.edu
Paula Stubblefield
817-515-7770
paula.stubblefield@tccd.edu

Los Angeles, CA - Los Angeles Harbor College
1111 Figueroa Place
Wilmington, CA 90744

POC: Brad Young
310-233-4066
youngbj@lahc.edu

Philadelphia, PA - Delaware County Community College
85 North Malin Road
Broomall, PA 19008
POC: Peggy Dugan
610-359-4139
mdugan@dccc.edu

Atlanta, GA - Georgia Perimeter College
3251 Pantherville Road
Decatur, GA 30034
POC: Fran Mohr
404-298-4851
fmohr@gpc.edu

San Francisco, CA - City College of San Francisco
50 Phelan Avenue
San Francisco, CA 94112
POC: Suzanne Korey
415-550-4437
skorey@ccsf.edu

*** Denver, CO** - Community College of Aurora
16000 East Centretech Parkway
Aurora, CO 80011-9036
POC: Michael Carter
303-360-4742
Michael.Carter@ccaaurora.edu
*** This class will be held
March 17-19, 2005**

Phoenix, AZ - Maricopa County Community College
2411 West 14th Street
Tempe, AZ 85281-6941
POC: Steve Kiefer
480-731-8207
steve.kiefer@domail.maricopa.edu

**Please check the Briefing
Book/SWALife for any changes.**

UNITY Update

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

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