

Update

PRESIDENT'S MESSAGE

by Thom McDaniel, TWU Local 556 President



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

On February 5, 2005, our Flight Attendants celebrated our 30th anniversary of affiliation with Transport Workers Union of America. Looking back, we have experienced our share of Membership apathy and a few bad Contracts, but we have learned from every challenge that we have faced and grown stronger with each challenge. It is plain to see that we have grown exponentially in our numbers, but we have grown even more in our solidarity and resolve. It is important to celebrate our victories. When you consider where we started, we have a lot to celebrate.

Your Executive Board marked our anniversary in a couple of ways. There were lounge mobilizations held in each base with cake, green pass raffles to benefit Tsunami Relief, and the introduction of our new UNITY bag tags in every domicile. In addition, the Union hosted a reception where TWU Local 556

past and present officers, TWU International Officers, top level SWA Officers, other SWA Union Leaders, other Flight Attendant Union Presidents, and of course our Members who chair vital committees and provide support for our Union were invited.

The reception was a great success. It was like a family reunion as a large number of those who have been vital to the success of our Union, both from the past and present, gathered together to recognize the last 30 years of our Union. For this President, it was a history lesson as I listened to the war stories from our colorful history.

I must admit that amid the laughter and celebration for 30 years, one moment was especially important for me. Kay Wallace McKinney, our Union President when I was hired came up to me and simply said, "Thank you for doing this."

While her words were simple, it was the meaning behind them

that I will always remember. Kay was not simply saying "thanks" for throwing a party. She was saying "Thank you for remembering how many people fought for so many years to achieve what we have now as a Union and a Company."

On the heels of our last Contract it is sometimes easy to forget an all female Flight Attendant work force at SWA in hot pants with no work rules or duty limitations. It's easy to forget A-Z pay scales, unpaid initial training, no holiday pay, one hour call out and no unlimited trip trading. These were battles that needed to be fought and battles that our Union won. They were fought by brave, committed Leaders often with little Membership support and strong
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MORE Expanded Crew Member Self Defense Training Dates

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

The Transportation Security Administration (TSA) in partnership with the American Association of Community Colleges (AACC) is pleased to announce additional class schedules and Points of Contacts (POC) for the "Crew Member Self-Defense Training (CMSDT)" Program.

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, and must have active flight status.**

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.

The classes will take place on the following dates at the following community colleges:

CLASS DATES:

MARCH, 2005

March 15-17 - Washington, Miami, Chicago, Dallas, Los Angeles, Philadelphia, San Francisco, and Phoenix
March 17-19 - Denver
March 22 - 24 - Atlanta

APRIL, 2005

April 5-7 - Dallas and San Francisco
April 12-14 - Washington, Miami, and Chicago
April 14-16 - Los Angeles
April 15-17 - Atlanta
April 19-21 - Philadelphia, Denver, and Phoenix

MAY, 2005

May 10-12 - Miami
May 13-15 - Dallas
May 17-19 - Washington, Chicago, Philadelphia, San Francisco, and Phoenix
May 19-21 - Los Angeles and Denver
May 20-22 - Atlanta

JUNE, 2005

June 2-4 - Denver
June 7-9 - Miami, Chicago
June 14-16 - Dallas, Los Angeles, Philadelphia, San Francisco, and Phoenix
June 15-17 - Atlanta
June 21-23 - Washington

JULY, 2005

July 8-10 - Dallas
July 12-14 - Washington, Miami, Chicago, Philadelphia
July 14-16 - Los Angeles
July 13-15 - Atlanta
July 19-21 - Phoenix
July 29-31 - Denver
(Note: There is no class scheduled at this point for July in San Francisco. Check the Briefing Book or SWALife.com for changes)

AUGUST, 2005

August 5 - 7 - Dallas
August 9-11 - Miami and Chicago
August 16-18 - Washington, Philadelphia, and Phoenix
August 18-20 - Los Angeles
August 19-21 - Atlanta
August 22 - 24 - Denver
(Note: There is no class scheduled at this point for August in San Francisco. Check the Briefing Book or SWALife.com for changes)

SEPTEMBER, 2005

September 8-10 - Los Angeles
September 13-15 - Washington, Miami, Chicago, and Dallas
September 16-18 - Atlanta
September 20-22 - Phoenix

September 22-24 - Denver
(Note: There are no classes scheduled at this point for September in San Francisco and Philadelphia. Check the Briefing Book or SWALife.com for changes)

CLASS LOCATIONS:

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

Miami, FL

Miami Dade College - North Campus
11380 NW 27th Avenue
Miami, FL 33167
POC: 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
and Jonna Brodersen
773-481-8861
jbrodersen@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
and 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

and Arleen Bailing
310-233-4070
bailinal@lahc.edu

Philadelphia, PA
Delaware County Community
College
85 North Malin Road
Broomall, PA 19008
POC: Peggy Dugan
610-359-4139
mdugan@dccc.edu
and Stephanie McColl
610-359-5227
smccoll@ecccc.edu

Atlanta, GA
Georgia Perimeter College
652 North Indian Creek Drive
Clarkston, GA 30021
POC: Fran Mohr
404-298-4851
fmohr@gpc.edu
and Al Wiseman
404-298-4907
awiseman@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
and Deborah Picar
415-550-4458
dpicar@ccsf.edu

Denver, CO
Community College of Aurora
16000 East Centretch Parkway
Aurora, CO 80011-9036
POC: Michael Carter
303-360-4742
Michael.Carter@ccaurora.edu

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
and James Hornburg
480-517-8461
james.hornburg@riomail.maricopa.edu

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

Galley Mirrors

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Love 'em or Hate 'em They're Here to Stay

by Mark Torrez, Executive Board Member - OAK

"Houston, we have a problem..." those are never good words to hear. However, we are having a bit of a problem these days concerning the equipment we work with everyday that we fly.

A few months ago Southwest Airlines began installing mirrors in the forward and aft galleys. Shortly thereafter the mirrors started disappearing. Now, these vanishings haven't been accompanied by sightings of unidentified flying objects and generally have happened nowhere near the Bermuda Triangle. They've been happening in plain sight (and sometimes in view of passengers). Flight Attendants have been seen ripping the mirrors off the galley wall and disposing of them as they see fit. Some are used as decoration for roller bags, replacements for a broken compact mirror, forehead adornments, or gathered for next year's Halloween costume (think "Disco Stew"). This is a problem for two reasons folks. First, we fought long and hard to get them onboard. Second, and here's the real kicker people, removing these mirrors could be considered vandalism or destruction of Company property. This is not a small offense. It could

cost you a suspension or even your job.

Believe it or not, those mirrors did not come easily. In the wake of 9/11

many of our Members cried out for increased security while on duty. There were talks of fitting our fleet with video cameras (as some other airlines have done) and even possible self defense items strategically placed onboard. While none of that eventually panned out (I for one am thankful we don't have cameras), we were able to solidify a few things on a National and Company level. On the National level, TSA has begun offering voluntary Crew Member Self Defense Training to those who wish to learn (see article containing dates and locations on pages 2 and 3). I know several Flight Attendants who have gone through the course and said it can be very beneficial. On a Company level, here at SWA, thanks to the efforts of TWU Local 556 Safety Coordinator Michael Massoni and other concerned Flight Attendants, we managed to convince the Company to begin installing mirrors in the galleys for OUR benefit. Throughout the industry, there have been Flight Attendants assaulted at work by dangerous people who rush the galleys and catch the Flight Attendant off guard. Removing the mirrors is not only detrimental to SWA but to your fellow Flight Attendants as well.

Since the mirrors were installed I've heard many different comments about their effectiveness (yes, I do fly - quite a bit actually).

"It think it's a good idea, but I don't like them so far up, I can't see anything." Obviously, Flight Attendants come in all shapes and sizes, so there is no place to install the mirrors
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PRESIDENT'S MESSAGE
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Company opposition. It wasn't easy, but it was the right thing to do, and we have all benefited from their work.

We will continue to face challenges and will continue to fight the battles for our Membership because it is the right thing to do. Between each other and with

Management, we will agree, disagree, fight, make up, and fight again. If we stay committed and united, we will have continued success for our Union and our Company. It is important to celebrate our victories and it is more important never to forget our history.

Here's to another 30 years of continued success.

GALLEY MIRRORS
(Continued from page 3)

that will be a perfect fit for everyone. Besides, when was the last time you saw a security mirror at your local store placed at eye level. They are always placed up in a corner near the ceiling. They are convex mirrors so that they capture a wide angle.

"It doesn't help because I'm concentrating on pouring my drinks; I'm still not going to see someone coming up behind me." I definitely don't encourage anyone to attempt pouring a whole tray of drinks blindly as you stare at the mirror. This could get pretty messy. Think of the mirrors as if you were driving in your car. When you're in your car driving, you consistently check your side and rear view mirrors while staying focused on the road in front of you. The same principle can be applied to the mirrors in the galley. Occasionally glance up to see the landscape behind you. Additionally, while subtle movements may be missed, quick movements may catch you attention and warn you that there could be trouble in the cabin.

"I don't like that the passengers can see me through the mirror." Well, what exactly is it that you're doing back there anyway? Just kidding, I know we all value our privacy. But keep in mind that if we're having such a hard time seeing THEM with the mirrors only a few feet away, do you really think that nosy miss Gladys Kravitz in row 6

can see anything of any detail in that little thing?

OK, I'm sure there are still those of you who don't agree with me - we all are entitled to our opinions. But the facts are the facts - there are some pretty clear words in our Manual that cover this issue. The following is from our Flight Attendant Manual, in the Work and Conduct Rules, Section 1.1 "Classes of Unacceptable Conduct/Behavior"

CLASS II

1. Removing, damaging, or destroying Company property, including Provisioning items, or the property of others.

OK, now that we've established where to find this as a Class II violation, let's find out what happens if you get caught. The following can also be found under "Work and Conduct Rules", in Section 2.5, "Schedule of Discipline".

CLASS II

1st Violation: 6-day suspension/possible termination

2nd Violation: possible termination

Those mirrors are the property of Southwest Airlines, and removing or destroying them has repercussions. And believe it or not, they are not there so that the passengers can spy on us, they are there for our protection. The simple version to all this is just please don't pull them off. It's not worth a suspension or losing your job.

The 2005 TWU Michael J. Quill Scholarship

It's that time of year again! Transport Workers Union is now accepting scholarships for the TWU Michael J. Quill Scholarship. Since 1969, TWU has been awarding ten 4-year college scholarships annually to the dependents of TWU Members. The awards are \$1,200 each annually, for a total of \$4,800 over the four year college period.

The deadline to apply is May 1. Details on the scholarship, eligibility, qualifications, and the selection process can be found on the TWU website at:

www.twu.org/about/scholarships.html

You can find an application in the most recent issue of TWU Express, or by contacting TWU Local 556 Scholarship Committee Chairperson, Allyson Parker-Lauck by email at aplauck@twuatd.org, or by phone at (707) 816-9833. Please don't wait to begin the process, as there are several steps to be taken which are explained on the website above.

UNITY Update

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

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