

Update

CALENDAR OF EVENTS

3rd QUARTER 2005 MEMBERSHIP
MEETINGS - ALL TIMES ARE LOCAL

BWI

DATE/TIME: Wed., 07/06/05 at 9:00 AM
LOCATION: Comfort Inn BWI
Chesapeake C Room
6921 Baltimore Annapolis Bvd
Baltimore, MD
(410) 789-7223

MDW

DATE/TIME: Thur., 07/07/05 at 9:00 AM
LOCATION: American Legion
Clearing Post 600
4352 W. 63RD Street
Chicago, IL
(773) 825-0230

MCO

DATE/TIME: Fri., 07/08/05 at 9:00 AM
LOCATION: Hyatt Regency MCO
9300 Airport Blvd.
Orlando, FL
(407) 825-1366

HOU

DATE/TIME: Mon., 07/11/05 at 9:00 AM
LOCATION: Hobby Airport
The Cloud Room
(713) 641-7723

OAK

DATE/TIME: Tues., 07/12/05 at 9:00 AM
LOCATION: Oakland Airport
Rear Conference Room
(Take Elevator to 2nd Floor,
Go through handicap door,
turn left and go to the
very end of the hallway.)
(510) 563-6424

PHX

DATE/TIME: Wed., 07/13/05 at 9:00 AM
LOCATION: PHX Sky Harbor Airport
HMS Host Conference Rm.
Terminal 3 - Level 2
(End of the hallway next to
the Sbarro restaurant)
(602) 273-3382

DAL

DATE/TIME: Thurs., 07/14/05 at 9:00 AM
LOCATION: Holiday Inn Select Love Fld.
3300 W. Mockingbird Lane
Dallas, TX
(214) 357-8500

MEETING AGENDA: - General Business,
Vote on Amendments to Bylaws,
Nominations of Convention Delegates.

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

PRESIDENT'S MESSAGE

by Thom McDaniel, TWU Local 556 President

The most common complaint that I receive phone calls and emails about is Maestro, or "Messtro" as some of our more frustrated Members refer to it.

Our Union has been trying to convince the Company to improve Maestro since its inception almost ten years ago - yes it has been that long. Although Maestro is definitely better than paper trading, with its constant glitches and user limitations, it has never been adequate to meet our Membership's needs or Contractual requirements. Unfortunately, every time we have voiced our concerns with these issues, Inflight Management responded that either Maestro was not a priority or that they believed it was working properly.

Because of Management's lack of urgency and accountability concerning Maestro, our Negotiating Team made it a priority to achieve strong language requiring Management to "develop, implement, and to be responsible to

maintain in working order" an electronic system for trip trading, give-away, bidding, and home access. The name "Maestro" was deliberately left out because Management was developing a new "web based" system that would solve the user limitations of Maestro.

The true spirit of our Contract has not been honored due to the user limitations of Maestro, and Open Time continues to be frustrating. When a large number of our Members are unable to access their schedules, Management is in violation of our Contract.

There is a light at the end of the tunnel. Last month, our Executive Board met with Tom Nealon, our Company's new Chief Information Officer (CIO). For the first time in my career as a Flight Attendant, he said the words that I have been waiting to hear. In a nutshell, Mr. Nealon told the Board that Maestro is not adequate to meet the needs of our Membership and has not been for many years.



This is something every Flight Attendant knows, but to hear Management admit it was truly remarkable.

A few years ago, Mr. Nealon was contracted to evaluate our Company's automation in all areas. His conclusion was that we were well behind the curve and as a growing Company, we could not continue to put band-aids on broken bones. As a result Mr. Nealon is now a Company Officer whose job is to bring our Company's Systems and Automation up to the standards that our Employees, Customers, and Shareholders deserve. This has been an expensive process, but in Mr. Nealon's words, "The only thing more expensive than good technology is bad technology".

(Continued on page 4)

Your New Shop Stewards

Sworn In, Trained, and Ready to Serve

by Marcy Vinyard - TWU Local 556 2nd Vice President

TWU Local 556 hosted Shop Steward Training in Dallas on April 14. These Shop Stewards were nominated and elected at the first quarter Membership Meetings. Thirty-one Flight Attendants from all seven bases attended the training. Each Shop Steward was sworn in with an official Oath of Office pledge administered by TWU International Representative Garry Drummond.



Following the swearing in, all of the Shop Stewards were presented with a TWU Steward Union pin.

The training involved teaching the Shop Stewards how to effectively represent our Members in fact finding meetings with Management, and educate them on all facets of the grievance process from start to finish. One of the most important items covered at the training was how to effectively document fact finding meetings with Management. Many times crucial information is learned in the fact finding meeting that can later help us represent the Member, and this is one of many reasons why the Shop Steward's role is critical.

The Shop Steward Training would not have been successful without the help of the following:

Kathy Anderson
Garry Drummond
Jim Gannon, TWU Communications Director
Bunkie McCarthy
Allyson Parker-Lauck
Mike Sims
Bob Wechsler, TWU Education and Research Director
Portia Reddick White

I would like to personally thank each Shop Steward for attending and taking on this very important role in our Union. It is an honor to be a Shop Steward and I know each one of you will do a fantastic job. The following is a list of the Shop Stewards that were in attendance at the training in Dallas:

BWI	Bryan Gardner #33144 Mike Lutz #72579 Chris Sullivan #65925 Portia Reddick White #14031
DAL	Lynn Beall #46925 Mindy Grimes #43725
HOU	Kelley Martin #46464 Michael McNeil #51400 Jenny Rice #40388 Jill van der Werff #18133
MCO	Bobbie Celmer #53750 Susan Kern #45511
MDW	Victor Conejo #67926 Donna Keith #29702 John Parrott #22940 Julia Pavlicek #47283 Don Shipman #58345 Tina Tyrrel #19135 Eric Weis #43580 Kyle Whiteley #35350
OAK	Val Lorien #68429 Bryan Orozco #48047 Sylvia Palomares #50959 Cristina Wenzl #26839
PHX	Darryl Daoang #9257 Brett Nevarez #26363 Mark Savage #25970 Louie Sibaja #22267 Lisa Vallet #29624 Teina Woerth #7144

On behalf of the Officers of Local 556, I would like to welcome and congratulate all of our new Shop Stewards. Thank you for your involvement, commitment, and your desire to serve the Membership.



TWU International Representative Garry Drummond performs the swearing in ceremony.



Shop Stewards participate in the Question and Answer session.



Marcy Vinyard and Bill Bernal answering questions about fact finding meetings.

CORRECTIONS



In the April issue of *UNITY* Magazine, there was a printing error at the end of the “Spotlight” article on page 27. The following is the correct conclusion of the article:

You can't really talk about Thom without mentioning what he gives back to the community through his volunteer work. For many years, Thom has been one of the top individual fundraisers for the AIDS Walk Houston. This year Thom achieved his goal of raising more than \$10,000 to help find a cure.

Thom also volunteers one week every summer to a very special place called “Camp Hope”, which is a camp for kids with HIV. Camp Hope is held at a wonderful place outside of Brenham, TX. The entire grounds of Camp Hope is wheelchair accessible - including the swimming pool and tree house! It's a truly magical place that changes the lives of the children and the volunteers who attend each summer. Thom has volunteered at Camp Hope for 8 years, and considers his volunteer work there the most important work he does.

Thom, we thank you for your dedication, contributions, and the sacrifices you have made for our Local. There is nobody we can think of who works as hard as you, while still taking time to give back to the community. That said, there is nobody who deserves this “Spotlight” more than you.

Other Correction: On page 25 of the April issue of *UNITY* Magazine, the caption under the photo of Michael Massoni and Candace Kolander misidentified Ms. Kolander's title. Her correct title is AFA Air Safety and Health Coordinator.

It's Convention Time!

by Marcy Vinyard
TWU Local 556 2nd Vice President

The International Executive Council of Transport Workers Union of America, AFL-CIO, in accordance with the provisions of the Constitution of the Transport Workers Union of America, has officially called the 22nd Constitutional Convention. The Convention will be held in Las Vegas and will convene on Monday, September 19, 2005. The Convention will adjourn on Friday, September 23, 2005. The major function of the International Convention is to chart the future course of the Union and to formulate and adopt programs and policies designed to promote the welfare of the Union.

Each Local Union shall be entitled to the following number of delegates to the International Convention: One delegate for the first 300 members or less in the Local Union and one additional delegate for each additional 300 members or majority fraction thereof. Each delegate to the International Convention shall have

one vote for the first 100 members or less whom he/she represents and one additional vote for each additional 100 members or majority fraction thereof, but no delegate shall have more than 10 votes.

Per our Local by-laws, Article IX, the Executive Board shall serve as International Convention delegates. In order to fill the remaining slots of delegates, an election will be conducted. The International Secretary-Treasurer will inform our Local of the number of delegates to which we are entitled. Potential candidates will be nominated during the July, 2005 Membership meetings, pending eligibility. In order to be eligible, a Member must, in addition to all other requirements of the International Constitution, meet the following criteria:

- Be on the SWA Inflight seniority list for not less than a period of one (1) year at the time of

nominations.

- Shall have attended at least two (2) Membership Meetings during the twelve (12) months preceding nominations, or pursuant to Article XV, Section 6 of the International Constitution, providing within thirty (30) days, after such non-attendance of a Membership Meeting, he/she files a written statement with the Local Recording Secretary with the reasons for his/her non-attendance.
- Have maintained continued good standing in the Local for the same twelve (12) month period.

Following the nominations, an election of those qualified and nominated will take place by secret ballot.

I had the opportunity to attend the 21st International Convention in 2001. It was an incredible experience to truly see the International Union in action. If you are interested in becoming a delegate, ensure you are nominated at one of the July Membership meetings. Please refer to page one of this month's *Unity Update* for the complete schedule of the upcoming meetings.

PRESIDENT'S MESSAGE (Continued from page 1)

The good news for us is that there will be changes in our trip trading and home access systems by the end of June. These June changes will not be visible functionality changes to our Membership at that time, but the systems will be improved making Maestro access more reliable. The best news of course is that in September our trip trading and home access will become web based which will end the Open Time access limitations. Maestro as we know it will be gone. Ding Dong the glitch is dead!

While I do wish these changes were happening sooner, our new CIO, Tom Nealon is a breath of fresh air from Management. When faced with a problem, instead of denying it, he faced it head on and fixed it. Our Company is better for that kind of Leadership.

- FYI -

The Union has received numerous reports that Scheduling is repeatedly attempting to contact Reserve Flight Attendants during their seven (7) consecutive hours of uninterrupted Crew Rest. Per our Contract, Article 11, #11, C, a Reserve Flight Attendant may be contacted only once during crew rest, and must be guaranteed seven (7) consecutive hours of uninterrupted crew rest between block in and block out. We have addressed this problem with Inflight Scheduling and they have not taken steps to correct the problem; therefore, effective immediately, in order to guarantee your seven (7) consecutive hours of uninterrupted crew rest, please turn your cell phones off and have the front desk block any incoming phone calls so you will not be disturbed during your seven (7) hours of uninterrupted crew rest.

UNITY Update

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

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