



JUNE 20, 2014

unity update

Your bi-monthly
Unity supplement

President's Message



Audrey Stone is a Las Vegas-based Flight Attendant and the President of TWU Local 556

Recently there has been chatter and discussion regarding a joint letter that some Union Presidents sent to Southwest Airlines CEO Gary Kelly, and the fact that TWU Local 556 did not have a signature on the letter. The letter was concerning the Culture of Southwest Airlines as it relates to extended negotiations and open Contracts with a few of the Employee groups. Your TWU Local 556 Executive Board (EB) was presented with a draft of the letter during our May EB Meeting. After much discussion, the Executive Board chose not to sign the letter to Gary based on where we currently stand in our negotiating process. We just hit our one-year mark of beginning negotiations, and for those of you who have been following our Negotiating Team (NT) Updates, you know we are still making progress. We are moving forward towards the goal of having a Tentative Agreement to present to the Members of TWU Local 556 for ratification. Fortunately, we continue to work under our industry-leading Contract, but the ultimate goal of every negotiation is a new Contract, better tailored to our ever-evolving industry. While your NT and Southwest Airlines Management have had disagreements and lively debate at the negotiating table, we have not yet hit a wall that has caused our progress to cease.

Some of our Sisters and Brothers at other Unions on property at Southwest Airlines have been in extended negotiations and we absolutely support them in the strategies they employ as they work to achieve a Contract for their own Members. I ask that you please respect the fact that all of these work groups have different Contracts and priorities for their respective Members. Sometimes we may employ different methods to achieve these goals, while still remaining supportive of each other. TWU Local 556 has always stood, and will continue to stand, in Unity with our Sisters and Brothers, both here at Southwest Airlines as well as with other Flight Attendant Unions. At the same time, your Leaders at TWU Local 556, both on the EB and NT, will do whatever is necessary to achieve our goals. Our Contract campaign is based on serving our Members and it will be the Unity of our Membership that will ensure our success. The TWU Local 556 Executive Board has a fiduciary duty to make decisions in the best interest of our Membership and our negotiations. As President and Lead Contract Negotiator, I share this responsibility and stand behind the decision that was made.

If you read our Spring issue of Unity, you saw that our entire magazine was devoted to our Culture here at Southwest Airlines, which is important to all of us here at TWU Local 556. As I stated in the President's Message, I am doing my part to maintain our Culture by having discussions with Southwest Airlines directly. I am taking your voice with me every time I sit down at the negotiating table, participate in

a meeting with members of Management about our operation, or speak to Gary Kelly directly about the concerns and needs of our diverse Membership.

Whether you were a Member of the first Flight Attendant class, or just received your wings last month, we are all part of one of the world's most amazing airlines. We have worked and fought hard over the years to make Southwest Airlines the best airline in Texas, then the United States, and now the World. As our Company has grown and changed, so have the needs of our Membership. As your President and Lead Contract Negotiator, please know that every decision I make, and every right I fight for, comes with you, the Members of TWU Local 556, in mind. This has been hands-down the hardest job of my life, but also the one that gives me more inspiration and pride than I could have ever imagined.

In Unity,

Audrey Stone

Audrey Stone's Listening Layovers

Meet and greet TWU Local 556 President and Lead Negotiator Audrey Stone "face-to-face" and in your base. Give and get an earful about the current state of the Union and Contract Negotiations with Audrey during one of her "Listening Layovers."

Each month, Audrey travels to a different base and spends time in the lounge meeting and socializing with our Members and listening to their feedback. Her Listening Layovers began in March, and so far have landed in Baltimore, Atlanta and Oakland. Audrey says, "While Contract Negotiations and our daily Union Office operations keep me busy in Dallas, I believe it is important to spend some time where our Flight Attendants are: on the aircraft, in the lounges, and commuting to work or home."

Audrey's next Listening Layover is scheduled for Monday, June 30 in Las Vegas. She will be in the Phoenix In-flight Lounge on Tuesday, July 1. We don't have to see "eye-to-eye" to stand "shoulder-to-shoulder" in solidarity. Share your thoughts; get it off your chest. Make plans to shake hands with Audrey!





This is NOT my Day!

So what are the Contractual rules when it just isn't your day and you MBL, No Show, UTC or FTR?

- MBL (Might Be Late) – When a Flight Attendant calls prior to check-in and reports that she/he might be late. If you do not arrive at the aircraft at least 15 minutes prior to scheduled departure **and report to Scheduling**, it may be considered a No Show. You receive one free MBL a quarter, and any additional MBLs are a half (0.5) point each.
- No Show –
 1. When a Flight Attendant fails to check in with Scheduling at the time designated or checks in and does not make the scheduled departure.
 2. Being unavailable for contact on unscheduled ground time caused by irregular operations; or
 3. Being unavailable for contact because the Flight Attendant failed to take a scheduled deadhead. You've just earned 2.5 points! If you are able to recover your pairing, you will still receive the points but not lose out on a whole trip's worth of pay. Know that if you contact Scheduling after a No Show, they will automatically treat it as a No Show recovery, so make sure you're able to work before calling them.
- UTC (Unable to Contact) – Being unavailable for contact during contact hours while on Reserve. A UTC will be treated the same as a No Show (including the 2.5 points). If you call Scheduling back, you will be put back on the Reserve lineup for the day. If you are able to recover the original pairing or original Airport Standby assigned you, it will be reduced to a FTR.
- FTR (Failure to Report) – When a Flight Attendant checks in after the designated time, the No Show will be reduced to a FTR if:
 1. The Flight Attendant contacts Scheduling prior to another Flight Attendant being assigned the pairing; or
 2. Scheduling contacts the Flight Attendant in the Flight Attendant lounge prior to assigning the No Showed pairing. However, Scheduling has no obligation to attempt to contact the Flight Attendant; or
 3. A Flight Attendant meets the provisions of the No Show Policy in Article 32.11. Good news, it takes your 2.5 points down to 1 point!

Negotiating Team Update



This week was our first time back at the table after the one-year mark of beginning our Contract Negotiations with Southwest Airlines Management. Your Negotiating Team (NT) would like to thank the Leaders of our Contract Action Network (CAN) for their work in the lounges last week on June 10, our one-year anniversary. The focus of the CAN is coordinating the education effort for our Negotiations, to expand the communication and provide our Members with accurate information about our ongoing Negotiations. We were happy to hear the feedback, comments and concerns expressed to our CAN Leaders while they were out in the airport and lounges, and to see some great photos of your smiling faces!

We met with Southwest Airlines Management June 16-17 to discuss proposals regarding Article 8 – Hours of Service and Article 9 – Additional Flying. While there are still some areas that both sides are far apart on, we are happy to report that Management has been receptive to some of the ideas we proposed which we feel address some of our “big ticket” items such as reschedules. We will continue to work on these two Articles, and both sides agreed to spend June 18 in caucus so that we could work on the proposals exchanged and prepare for our upcoming session next week. We told Management we would also be presenting proposals on Article 11 – Reserve on June 25-26. As I've stated in our past NT Updates, the tone of our Negotiations continues to be positive. That being said, I do not want to take away from the fact that we still have many tough battles ahead. We remain committed to addressing our Member's biggest concerns and working hard at the table to bring you a Tentative Agreement. On behalf of our Negotiating Team, thank you for the great job you do taking care of our Customers each day, and for demonstrating to Management why we deserve the best Contract in the industry.





TWU Local 556 Contract Negotiations

One-year anniversary update

June 10, 2014

One year ago today, your TWU Local 556 Negotiating Team sat down at the table to begin Contract Negotiations with Southwest Airlines Management. As we cross this one-year anniversary mark, it is a good time to review how we got here and what we expect moving forward. What we refer to as our "Contract" is actually the Collective Bargaining Agreement (CBA) between TWU Local 556 and Southwest Airlines. Our current CBA was ratified on May 18, 2009. At that time, we had 9,700 Members. This CBA was effective June 1, 2008 through May 31, 2012. However, our Membership voted and ratified Side Letter #7 on December 14, 2010 that included a one-year extension to our CBA. Our CBA then became "amendable" on June 1, 2013.

Our Negotiating Team (NT) was in place long before June 2013, preparing for Negotiations through Membership Surveys, speaking directly with Flight Attendants in the bases, and researching other airline carrier's contracts. During this time, our Union leadership was also experiencing some changes that resulted in me becoming your President, and according to our TWU Local 556 Bylaws, Lead Contract Negotiator. My first day on the job was June 5, 2013. This was also the day when I first learned that we were scheduled to begin our Contract Negotiations on June 10. While I knew we would be starting soon, I never envisioned it would be only five days later! Thanks to the hard work of our NT, I was quickly brought up to speed, and we exchanged Opening Statements with Southwest Airlines Management on June 10 as scheduled. During my preparations for Contract Negotiations, I reviewed the results of the Membership Surveys. I stumbled across the answer to a question I have heard repeatedly during our year of negotiations, and that is, "Did we consider another extension to our Contract, rather than negotiating a new one?" The simple answer is yes, however both parties would have had to agree. Based on the feedback that you, the Membership provided to our NT, it was clear that our Flight Attendants wanted their Negotiating Team to go to the negotiating table.

Our priorities at the negotiating table were outlined in our Opening Statement, which can be found on our TWU Local 556 Website. These priorities have not wavered. Your NT is committed to addressing what is important to you. You have told us that the way our Lineholders are rescheduled, our ever-increasing ground time between flights, and maintaining our standard of living as the cost of living escalates are important to you. In their Opening Statement, Southwest Airlines also identified their top priorities: maintaining their low cost structure, rewarding Employees who are contributing to the success of the Company, and having the flexibility to make operational and business decisions.

Both sides have expressed and demonstrated a desire to work hard and try to address the other side's concerns in a respectful manner. The Union and Management jointly identified Articles in our Contract that neither side had proposed changes to, and agreed to leave them "as is." We then went to work on smaller Articles that "stand alone," without affecting other areas of our Contract. With a departure from the way our Contract Negotiations have been conducted in the past, we have

had dialogue about our concerns first, and addressed language second. We were able to reach Tentative Agreements on these smaller Articles quickly, and then began addressing the larger, intertwined Articles. We can't talk about a topic like reschedules without also talking about Reserve utilization, attendance, and compensation as they all relate to reschedules.

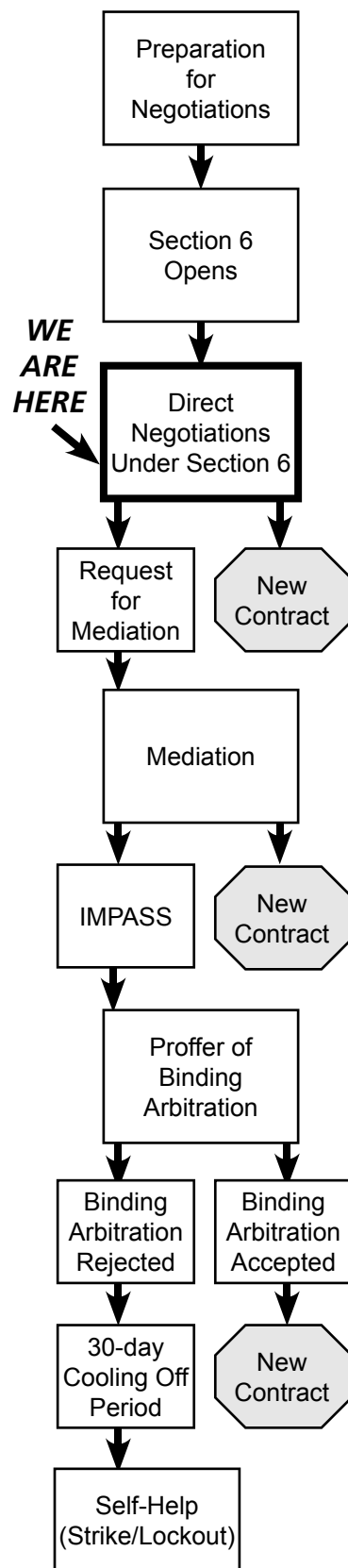
Sometimes I despise hearing the words "the big picture," but through these negotiations, our NT has spent quite a bit of time learning about and better understanding that picture. Our operation continues to grow more complex, and without knowledge of what that picture looks like we would be at a disadvantage trying to negotiate your most important quality of life issues. Our bargaining has become more intense as we deal with those issues most important to you, while also responding to the concerns of equal importance to Southwest Airlines. At this point, the Union and Management have each upheld their pledge to work towards Tentative Agreements on all the outstanding Articles in our Contract. We recognize the next step in negotiations will be the most challenging but both sides of the table remain committed.

While your NT is at the table regularly, we realize many of you out there may not be following our Negotiations Updates either on our TWU Website, Facebook page, or through our electronic Unity Update publications, emailed on the 5th and 20th of each month. In an effort to increase the amount of information available to you, our NT convened a Coordinating Council to create a plan to educate and mobilize our Members. We are excited to announce and launch the next phase of our Member mobilization, our Contract Action Network (CAN). This network of volunteers will be made up of Flight Attendants (or YOU) educating their fellow Flight Attendants about where we are in negotiations and directing them where to go for the most accurate information. An informed and educated Membership is the key to our negotiations. If you are interested in getting involved or serving on the CAN, please contact one of your CAN Base Leaders listed.

Your Negotiating Team continues working hard to reach an agreement with Southwest Airlines Management that addresses your concerns and maintains our industry-leading Contract, while protecting Southwest Airlines future. The future of Southwest Airlines is OUR future; we all want Southwest Airlines to continue to prosper and to share in its success. There are currently more than 11,500 Members of TWU Local 556. As we enter a new phase in our Contract Negotiations, it's time for our Members to step up and do their part, stay informed and stay united as we move forward. While your NT will continue to fight for you, we can't do it without you. It is my pleasure and privilege to represent you, the best Flight Attendants in the industry and Members of TWU Local 556.

In Unity,

Audrey Stone
TWU Local 556 President and Lead Negotiator



Negotiations Progress Report as of June 10, 2014

Article #	Article Name	Progress	Highlights/Remarks
1	NONDISCRIMINATION	TA on 08/07/2013	no changes
2	PURPOSE OF AGREEMENT	TA on 08/07/2013	no changes
3	SCOPE OF AGREEMENT	TA on 09/07/2013	onboard sales: anything other than beverages
4	STATUS OF AGREEMENT	TA on 08/07/2013	no changes
5	DEFINITIONS	open	will remain open until the end
6	SENIORITY	TA on 09/11/2013	Internals go to top of New Hire class
7	PROBATION	TA on 08/07/2013	no changes
8	HOURS OF SERVICE	open	in discussion
9	ADDITIONAL FLYING	open	in discussion
10	SCHEDULING/BIDDING		
11	RESERVE	open	in discussion
12	EXCHANGE OF TRIPS		
13	UNIFORMS	open	in discussion
14	VACATIONS	open	in discussion
15	LEAVE OF ABSENCE		
16	SICK LEAVE/ON THE JOB INJURY	open	in discussion
17	MEDICAL EXAMINATIONS	TA on 09/04/2013	no changes
18	REDUCTION IN FORCE	TA on 09/04/2013	no changes
19	GRIEVANCE PROCEDURES	TA on 09/22/2013	pay protection when pulled CC
20	BOARD OF ADJUSTMENT	TA on 09/04/2013	modified BOA panel requirements
21	COMPENSATION		
22	EXPENSES		
23	INSURANCE BENEFITS		
24	GENERAL & MISCELLANEOUS	open	in discussion
25	HEALTH & SAFETY	TA on 11/07/2013	A/C temperature & ASAP language
26	UNION	TA on 09/04/2013	no changes
27	GENERAL-UNION INFORMATION	TA on 09/05/2013	printed Contracts available upon request
28	SCHEDULING POLICY		
29	DOMICILES	open	in discussion
30	PROFIT SHARING AND RETIREMENT		
31	SAVINGS CLAUSE	TA on 08/07/2013	no changes
32	ATTENDANCE POLICY	open	in discussion
33	COMMUTER POLICY	open	in discussion
34	DURATION AND TERMINATION	open	will remain open until the end

TWU Local 556 Negotiating Team

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 Bill Holcomb - OAK #35896
 Brett Nevarez - LAS #26363
 Paul Sweetin - DAL #11020

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 Josie Rose #29947
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 Stephanie Roberts #63228
 DAL: Andrea Garnett #26015
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NT Updates are sent via email on the 5th and 20th of each month in the Unity Update. If you are not receiving these, please email **your personal email address** to communications@twu556.org.

This PBS Ain't no Sesame Street!



Bill Holcomb is an Oakland-based Flight Attendant and a Member of the TWU Local 556 Negotiating Team.

Preferential Bidding Systems, or PBS, is an acronym that represents several airlines' current contractual language allowing for computerized control of bidding and scheduling irregularities. This article will explain what PBS could mean to a TWU Local 556 Southwest Airlines Flight Attendant.

- A. Overlap? Forget it! PBS was designed to eradicate overlap. All bid lines are automatically adjusted to drop pairings that fall within overlap illegalities. Good-bye Overlap VJA, we will never see you again.
- B. You have bidding preferences? Welcome to the land of weights and constraints! As a PBS bidder, you are given certain amounts of "weights;" let's call them ten gold bricks. Your Aunt Agnes is having her 50th Anniversary near LAX on Saturday, and currently with open seniority based bidding, you are free to bid Saturdays off, then progressively bid LAX layovers with enough time to help poor old Aunt Agnes celebrate (Uncle Elmer is kind of a jerk). In a PBS world, you can put all 10 of your gold bricks on that Saturday off, or all 10 on LAX layovers, never both... should you decide to put only 5 bricks on Saturday off, and the other 5 bricks on LAX and anyone junior to you chooses to put 10 bricks on that same Saturday or LAX, then, surprise! They're celebrating with Aunt Agnes and you are on a LUV jet...AND Aunt Agnes is writing you out of the will.
- C. Got anything important going on around the first few days of the month? You had better be VERY senior to get it!

Research for this Article led me to a representative from another carrier, rhymes with Schmalaska. This Representative told me her family's favorite holiday is the 4th of July. Before PBS, she could easily hold the 4th off every year by simply bidding to work in late June and having a pairing over the 4th pulled. With PBS, she has to have enough seniority to bid the 4th off, period. She remains very frustrated and sees no possibility of holding her favorite days off for the next decade or so, if those days happen to be around the first few days of any given month. Do you have any family birthdays or anniversaries in the first four or five days of any given month? Think about those consequences.

- D. Do you filter your bidding each month? Then you have been your own personal PBS! You are awarded the lines / pairings within your seniority and filters without interruption from a program that has no clue about Aunt Agnes' anniversary or the 4th of July. You are free to trade and pick up, even work 6 days in a row or more, should current legalities allow, without having trips mysteriously removed or moved due to "conflict." Ask a friend at United or Delta about that word.

Schmalaska Airways did a very interesting thing a few years back; they allowed their Flight Attendant group to "test" PBS for a year, then vote on whether to keep it or not, they knew there would be a relatively good "buy in" from a core junior group, and very senior Flight Attendants would feel no effect at all. Then, Schmalaska Airways hired like crazy for the next year, creating a "born after" group that easily tipped the scales to vote a permanent PBS in.

There is one thing possible with PBS that we currently do not have, which is a "standing bid." PBS offers the ability to bid within certain parameters and maintain that same bid month after month, an idea appealing to those of us that anguish over our bids.

Is this one asset worth all the other debits? We don't think so, and we have been hearing from a lot of Members that they agree with us.

This is a fight worth taking on, and we are prepared for it.



How well do you know your Collective Bargaining Agreement (Contract)? Test your knowledge by taking the latest "Contract Pop Quiz," brought to you by Oakland Domicile Executive Board Member Matt Hettich and the TWU Local 556 Education Committee.

[click here to take Pop Quiz on-line](#)

unity
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