FEBRUARY 5, 2014

unity update

YOUR BI-MONTHLY UNITY SUPLEMENT

President's Message

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

On January 21, 1st Vice President Todd Gage, 2nd Vice President Brett Nevarez, and I sat down with Southwest Airlines Management to review the report of an internal investigation conducted following the operational debacle that brought the Southwest Airlines Operation to its knees during the first week of January 2014. The report and incredibly detailed presentation included an hour-by-hour review, showing what was happening in all areas of the operation over multiple days. It was evident that multiple problems compounded to create the disaster, and that there was no single area on which to lay blame. The debacle began with a weather forecast that did not accurately predict the amount of snowfall that ended up hitting Chicago. Management reported that they were understaffed in the Chicago Station, and as the weather worsened, it took more Employees on the ramp to move equipment around in frozen conditions. The window of time that an Employee could safely be outside and working in the extremely low temperatures was also very short. It was also clear that a breakdown in the communication between the Chicago-Midway Station Leadership and the Operations Coordination Center (OCC) in Dallas contributed to the problem. It appears that the Chicago Station communicated that they had the operation under control and that planes should continue departing for Chicago well after they should have been stopped. When OCC realized the full scope of what was happening in Chicago, Southwest Airlines had too many planes on the ground with too few usable gates. Numerous planes exceeded the three-hour tarmac limit and Emergency Notification System (ENS) messages that should have been sent as these planes neared their limit, putting the OCC on high alert, were not sent, or sent too late. There was also a glitch in the Sky Solver program, which is responsible for reprogramming schedule changes for Crewmembers. It took Scheduling a while to realize that the computer data they were viewing was not accurate. After Scheduling identified the problem, they began making schedule adjustments manually. With the amount of reschedules during this time for an operation of our size, they could not keep up with the changes in a manual process. Currently our calls to Scheduling are funneled through one phone system. During extreme Irregular Operations such as this one, the system is not effective and makes timely responses to our Flight Attendants' phone calls impossible.

This is the overview of what went wrong from the Management's perspective. After chairing seven of our nine recent Membership Meetings, I heard first hand stories from many of you about how awful it was during the Polar Vortex Meltdown and I thank you all for your dedication and professionalism during this terrible event. During the Meetings, I was asked what our Inflight Management Team was doing in Dallas during this time, and I can confirm that the Leaders of Inflight at Southwest Airlines Headquarters, including our Vice President Mike Hafner, were on the Scheduling floor, answering many of your phone calls. They heard the frustration you were feeling through many of these phone calls, and it has made it easier for me to advocate for changes because our Inflight Leaders felt it on the other end.

The positive outcome of this situation is that we now have an opportunity to make improvements and changes to prevent this from happening again. Southwest has been receptive to our feedback and ideas. We will be scheduling additional meetings in the days ahead and continue to work together towards real solutions. Local 556 is currently working on a new and improved emergency response plan of our own. We first want to assist our Flight Attendants if and when such extreme irregular operations occur, but we are also looking at how all of our resources, those of TWU Local 556 and Southwest Airlines, on the base level and in Dallas, can work together in such situations. I will continue to report on the outcome of these discussions. I remain proud of the work you do, not just under these extreme circumstances, but every day.

In Unity,

Audrey Stone

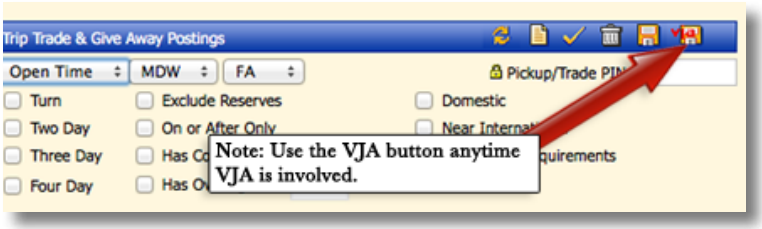
Audrey Stone
President, TWU Local 556

VJA Offered Proactively in March

by Chacago-based Flight Attendant, Shop Steward and a Member of the Local 556 Communications Team, Erich Schwenk

On January 31, 2014, Southwest Airlines Management issued a Read Before Fly (RBF) updating Flight Attendants on the staffing projections for the remainder of 2014. In the RBF, we were also given notice that when March Open Time is released on February 20, some pairings will be available for Voluntary Junior Available (VJA) if picked up from Open Time. Depending on the number of VJA pairings released in each base, we may see a mad dash for these VJA trips. We want to remind our Members of a few things about VJA, Crew Web Access (CWA) and trading. After all, we do love our VJA and our flexibility!

Using CWA, a Flight Attendant may process a trade or pick-up from Open Time or another Flight Attendant by one of two buttons. The two buttons look very similar and resemble an old school computer disk. The button on the right is labeled "VJA" and the button on the left is blank. When you are processing a transaction that involves VJA, it is important to use only the button labeled VJA. The VJA button has a built in fail-safe that will only process the transaction if VJA will be awarded. You should use this button for picking up VJA from Open Time and trading VJA with both Open Time and other Flight Attendants. A good example is trading positions on the same trip. If I have VJA, you don't, and we trade using the regular process button I would lose VJA. If I used the VJA button to process the trade, the computer would not allow the transaction. Using



the VJA button will keep you from losing that beloved VJA.

The second item worth mentioning is the trading of VJA pairings. In the last Contract, we won the right to trade VJA pairings between Flight Attendants without losing VJA, denoted by the "V "or "U" trip label. This isn't just for overlap; you can trade VJA trips between Flight Attendants and/or Open Time any day of the month.

In March, some VJA pairings will be available in advance. If you pick up a VJA trip from Open Time and need to move it later on, instead of looking in Open Time or Trip Trade/Give Away, toggle down below them in the drop down menu to select "VJA Trade." Perhaps another Flight Attendant has a VJA trip (designated by the V label) that they need to trade. You can also trade your VJA trip with Open Time to any other day of the month without losing VJA as long as the pairing you are trading into is also available for VJA. Again, use the VJA button anytime VJA is involved. It's there to protect your pay.

I cannot stress enough the importance of using the VJA button for ALL trades involving VJA. The built in fail-safe that blocks transactions that would result in the loss of VJA will help keep you sane. Good luck with Open Time and may VJA be ever in your favor!

Your Negotiating Team Responds to SWAtogether.com

Your Negotiation Team (NT) is very disappointed in Southwest Airlines Management's Website www.SWAtogether.com. We understand Management's alleged desire to communicate with its Employees regarding the Company's business. However, this Website appears to be nothing more than a negotiation tactic to directly deal with Members as an attempt to improperly lower our expectations. The Company is far too profitable to think that we would fall for their miscommunication and covert attempt to go around our NT.

TWU Local 556 has expressed its concerns to Management that we cannot and WILL NOT negotiate away from the table. We have had productive negotiations at the table up to this point, and this action by Management is disappointing. Furthermore, the information on this Website is divisive, seeming to pit work groups against one another.

Southwest Airlines has continued year after year to show the world you can reward work groups with industry leading work rules and compensation, while still producing record-breaking profits. Despite this momentary lapse in judgment on the part of Southwest Airlines Management, please be assured your Negotiating Team is committed to maintaining and improving your industry leading Contract in a productive and professional manner.

We will continue to send Management the message that "My Team Speaks For Me!"

As always, for the most up-to-date and current information on OUR Negotiations, please log onto www.twu556.org with your User ID and Password.

In Unity,

Your NT

The next Live Webcast is coming up on Monday, February 10, at 1600c. Visit **www.twu556.com** to submit your questions in advance.

Contract Education 101

Calculating RIGs and Premium Pay

by Dallas-based Flight Attendant and former Negotiating Team Member, Denny Sebesta

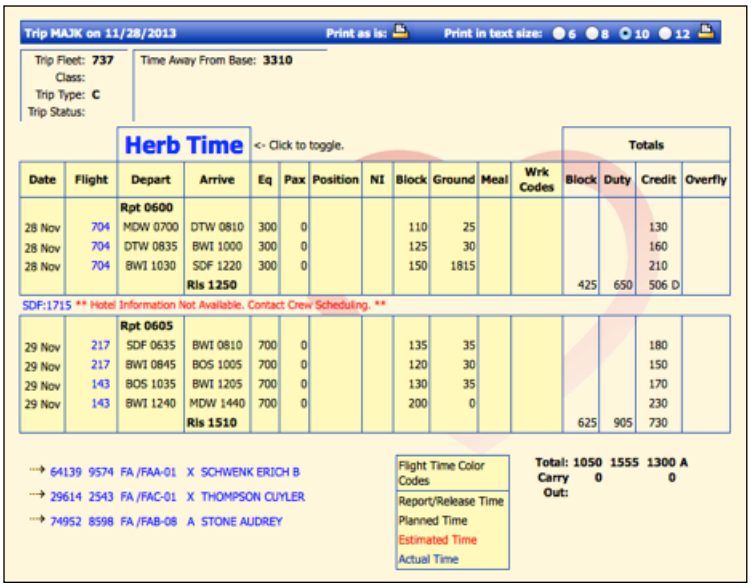
When the Minimum pay rules, or RIGs, were negotiated into our 2002 (blue) Contract, they were to ensure efficiency and productivity in our pairings and to bring the bottom up. Many of you will remember when we had two-day pairings that paid as little as 9.0 TFP and three-day pairings that only paid 16.0 or 17.0 TFP. We now have four RIGs to protect us and two of them have since been improved upon: Duty Hour Ratio (DHR) was increased in our 2008 Contract and the Trip Hour Ratio (THR) improved recently in Side Letter 10 – Near International and Overwater Flying.

The Contract language under Article 21 regarding Compensation, outlines the definition for each of the four Minimum pay rule RIGs: Average Daily Guarantee (ADG), Duty Period Minimum (DPM), Duty Hour Ratio (DHR) and Trip Hour Ratio (THR). In these examples, you will see that a Flight Attendant is paid the "greater of" from all sources, including overschedule/overfly, double time, triple time, cancellation pay and VJA/JA premiums or the RIG pay. Simply stated, a Flight Attendant will receive whichever pays the most -RIG pay or the other sources pay as listed above. RIGs are denoted on your pairing by letters next to the total pay for each day or the overall pairing. A list of codes can be found on the twu556.org Website. https://twu556.org/resources/css-codes/

RIGs are included when calculating Holiday Pay (double time) on the defined Holidays in the Contract (Thanksgiving Day, Christmas Day and New Year's Eve).

Below are two examples using the same pairing:

- Figure 1 demonstrates how Holiday Pay is calculated when flying the trip as a regular pairing.
- Figure 2 demonstrates how Holiday Pay is calculated when flying the trip as a VJA pairing.



Trip MAJK on 11/28/2013 — Print as is: — Print in text size: 6 8 10 12

Trip Fleet: 737
Class:
Trip Type: C
Trip Status:
Time Away From Base: 3310

Herb Time <- Click to toggle.

Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Totals Block	Totals Duty	Totals Credit	Totals Overfly
		Rpt 0600													
28 Nov	704	MDW 0700	DTW 0810	300	0			110	25					130	
28 Nov	704	DTW 0835	BWI 1000	300	0			125	30					160	
28 Nov	704	BWI 1030	SDF 1220	300	0			150	1815					210	
			Rls 1250									425	650	506 D	
SDF:1715 ** Hotel Information Not Available. Contact Crew Scheduling. **															
		Rpt 0605													
29 Nov	217	SDF 0635	BWI 0810	700	0			135	35					180	
29 Nov	217	BWI 0845	BOS 1005	700	0			120	30					150	
29 Nov	143	BOS 1035	BWI 1205	700	0			130	35					170	
29 Nov	143	BWI 1240	MDW 1440	700	0			200	0					230	
			Rls 1510									625	905	730	

64139 9574 FA /FAA-01 X SCHWENK ERICH B
29614 2543 FA /FAC-01 X THOMPSON CUYLER
74952 8598 FA /FAB-08 A STONE AUDREY

Flight Time Color Codes: Report/Release Time; Planned Time; Estimated Time; Actual Time

Total: 1050 1555 1300 A
Carry 0 0
Out:

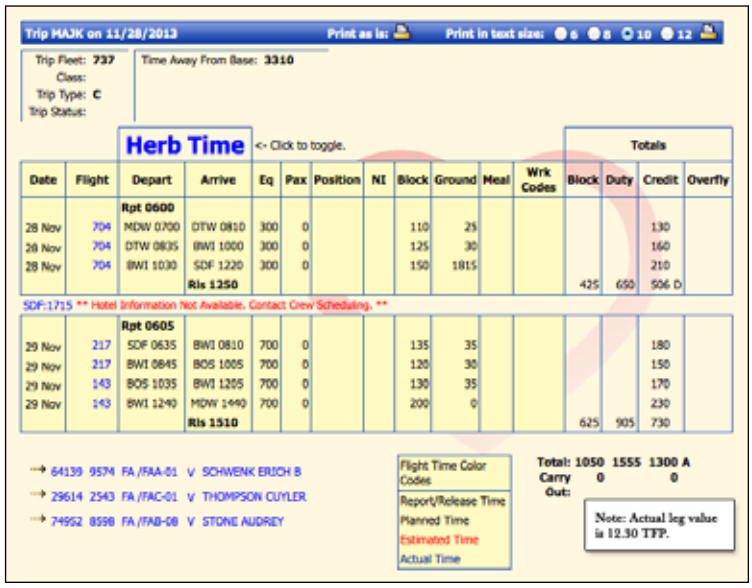
Figure 1 - Holiday Pay only:

The pairing pay is 13.0 TFP (RIG-affected DHR and ADG).

Day 1 is Thanksgiving and pays double time (an additional 5.06 TFP).

Total combined pay: 13 + 5.06 = 18.06 TFP.

If you have a VJA pairing that flies on an actual paid holiday, the premium pay for the VJA portion is calculated separately. VJA pay is calculated only on the trip credit for each leg, and does not include RIGs.



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Trip Fleet: 737
Class:
Trip Type: C
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Time Away From Base: 3310

Herb Time <- Click to toggle.

Date	Flight	Depart	Arrive	Eq	Pax	Position	NI	Block	Ground	Meal	Wrk Codes	Totals Block	Totals Duty	Totals Credit	Totals Overfly
		Rpt 0600													
28 Nov	704	MDW 0700	DTW 0810	300	0			110	25					130	
28 Nov	704	DTW 0835	BWI 1000	300	0			125	30					160	
28 Nov	704	BWI 1030	SDF 1220	300	0			150	1815					210	
			Rls 1250									425	650	506 D	
SDF:1715 ** Hotel Information Not Available. Contact Crew Scheduling. **															
		Rpt 0605													
29 Nov	217	SDF 0635	BWI 0810	700	0			135	35					180	
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29 Nov	143	BOS 1035	BWI 1205	700	0			130	35					170	
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64139 9574 FA /FAA-01 V SCHWENK ERICH B
29614 2543 FA /FAC-01 V THOMPSON CUYLER
74952 8598 FA /FAB-08 V STONE AUDREY

Flight Time Color Codes: Report/Release Time; Planned Time; Estimated Time; Actual Time

Total: 1050 1555 1300 A
Carry 0 0
Out:

Note: Actual leg value is 12.30 TFP.

Figure 2 - Holiday pay and VJA pay:

The original non-RIG pairing pay (12.3 TFP) + Holiday Pay (5.06 TFP) + VJA pay (2.5 + 3.65 TFP) =

Total combined pay (23.51 TFP).

VJA pay only:

The pairing RIG brings the pay to 13.0 TFP (actual tfp for working legs is 12.3) (RIG-affected DHR and ADG).

Day 1 pays 5 TFP at time-and-a-half, resulting in an additional 2.5 TFP.

Day 2 pays 7.3 TFP at time-and-a-half, resulting in an additional 3.65 TFP.

Total pairing pay: 12.3 + 2.5 + 3.65 = 18.45 TFP.

Start Strong

by Local 556 Recording Secretary and Oakland Based Flight Attendant, Cuyler Thompson

In the last ten days, Flight Attendants have received two Read Before Flys (RBFs) from Southwest Airlines Management regarding the "Start Strong" initiative. TWU Local 556 appreciates Management's initiative and efforts to improve our overall system On-time Performance for our Passengers and Employees. Our Flight Attendants are (and always have been) team players and, as always, want to be part of the solution to improve the once famous Southwest Airlines On-time Performance.

While we encourage and expect our Flight Attendants to do all that they can to ensure that our flights depart on time, our primary responsibility is to ensure the safety and security of our aircraft, Passengers and Crew. Your Union Leadership recommends that our Members periodically review their Flight Attendant Manual to ensure that they remain in compliance with Federal Aviation Regulations and Southwest Airlines Company Policies.

Prior to the commencement of "boarding," defined as that moment when the first Passenger crosses the threshold at the top of the jetway, Flight Attendants must have completed all of their pre-flight duties and be spaced evenly throughout the cabin. Good communication between the Operations Agent and the "A" Flight Attendant as well as the "A" Flight Attendant and fellow Crewmembers is vital.

Your Union Leadership has received reports of Flight Attendants feeling pressured to begin boarding before all of their regulatory checks and requirements have been completed and before all Flight Attendants are in their boarding positions. We caution our Flight Attendants, especially those flying "A" position, against allowing the boarding process to begin before all Flight Attendants are ready. We encourage our Members to utilize the ASAP reporting process to document such incidents if they occur.

Again, TWU Local 556 appreciates Management's initiative to improve Southwest Airlines' On-time Performance and expect our Members to do all that they can to ensure that our flights depart on time. The safety and security of our aircraft, Passengers and Crew will, of course, remain our primary responsibility.

Paying it Forward

by Denver based Flight Attendant and a Member of TWU Local 556, Nakia Lewis

Editor's Note: From time to time, we run across stories that simply make our hearts "smile" and remind us what an incredible "family" we belong to here at Southwest Airlines and TWU Local 556. Denver Flight Attendant Nakia Lewis shared the following story via social media; we thought it deserved repeating!

> *Ok. I'm a former AirTran, now a Southwest Airlines Flight Attendant. I am Denver based and after finishing my trip and after a long day couldn't get a hotel (I don't have a crashpad and for some reason all the hotels I called were sold out). Anyway, on my flight into Denver I met a nice 30+year Southwest Airlines Flight Attendant. As I sat in baggage claim trying to figure out what I was going to do about not having a hotel room, the Flight Attendant walks by and says, "Everything OK?" I responded, "Well, just trying to find a hotel room" and before I could finish the Flight Attendant said, "You have no worries; you will stay with me and I will bring you back in the AM." He even checked to make sure I didn't need to wash clothes. What? Is this the "LUV" everyone talks about? The culture? Well I see it, believe it and am thankful for it.*

The following day, Nakia posted again:

> *Ok so you won't believe this one. ..I board the plane to work a flight and a non-rev Flight Attendant in a pickle asked me if I was going to the hotel because she was going to have to get a room. Well after last night, you know what I said: the same thing I was told last night ... "You can stay in my room 'til morning since I'm going to be there all day." Paying it forward!*

Thank you, Nakia for sharing this wonderful story and for paying it forward. We're glad you're part of our family!

unity
THE MAGAZINE OF TWU LOCAL 556

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