

APRIL 20, 2014

update unity

YOUR BI-MONTHLY UNITY SUPPLEMENT



President's Message



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

The TWU Local 556 Executive Board just wrapped up another productive meeting this past week. One of the big items on our agenda was the opening of the new Southwest Airlines Atlanta Inflight Base. We have had many discussions regarding the Seniority List Integration (SLI), Right of Return (ROR) and the Atlanta vacancy. I have spoken to our TWU Local 556 SLI Negotiators, as well as AFA Council 57 and Southwest Airlines to ensure that the language and intent of the SLI Agreement is being followed and applied correctly.

Next on our agenda was the Atlanta Domicile Executive Board Member appointment per the TWU Local 556 Bylaws. After careful consideration of several qualified applicants, the Executive Board is excited to announce Southwest Airlines Flight Attendant **Pamila Forte** as the Domicile Executive Board Member for the new Atlanta Inflight Base. We are confident that Pamila will represent the Flight Attendants in the Atlanta Base well and will make responsible decisions for the Membership of TWU Local 556 as a Member of the Executive Board. Please join me in congratulating Pamila on her appointment. Look for more information about Pamila in the spring issue of Unity Magazine!

Several of our Executive Board Members, including myself, will join Pamila in Atlanta on May 1 to celebrate our tenth Flight Attendant Base opening and continue our "Listening Layovers." We kicked off our Listening Layovers last month in Baltimore, and between now and May 1, I will be in Oakland on April 28 with 1st Vice President **Todd Gage** and Recording Secretary **Cuyler Thompson** answering Members' questions on the current status of Contract Negotiations and listening to their concerns and input. We'll be in the Inflight Lounge or in the terminal at Gate 24 until 1800. This summer will be a busy one for our Flight Attendants and TWU Local 556. Stay tuned and fly safely!

In Unity,

Audrey Stone
President, TWU Local 556

Introducing TWU Local 556 Leave Specialist Alice Hinckley



Alice Hinckley has been a Flight Attendant with Southwest Airlines for 25 years and is based in Dallas. Alice has been serving the Members of TWU Local 556 on the Grievance Team since July of 2012. When a Flight Attendant is called for a mandatory Attendance or Fact-Finding Meeting with Management, Alice coordinates with the Flight Attendant, their Shop Steward and the Inflight Base Management to set up their meeting. Alice recently moved into the role of TWU Local 556 Leave Specialist. As our Leave Specialist, Alice is responsible for assisting Flight Attendants with their leave questions. She can assist with questions regarding medical leave, maternity leave, FMLA, and worker's compensation.

Alice lives in Highland Village, Texas with her fiancé Randy and their children Jordan, William, Kristin and Brett. When not at work in the Union Office or on a Southwest Airlines LUV jet, Alice enjoys running, biking and sewing. She's also a Pampered Chef consultant and works at The Speedway Club at Texas Motor Speedway during their three races of the year.

The Members of Local 556 are fortunate to have Alice serving on our Team. If you have any questions or issues regarding your leave, please don't hesitate to contact her at the Union Office at 800-969-7932, extension 4350. Alice says, "The ins and outs of leaves can be very confusing for our Members. I just want to offer any help and assistance that I can."

Log on to the TWU556
Website to take this month's
Crew Check-In Poll.

Open Enrollment for Supplemental Insurance is Almost Here!

Annual enrollment for the highly competitive supplemental insurance package offered to all Members of TWU Local 556 through our benefits partners opens May 5 and closes June 13. During the open enrollment period, you may contact our Supplemental Insurance Service Center at (877) 885-9191 (M-F 0800 to 1700 CDT) or meet with a Benefits Counselor in your Inflight Lounge. Be sure to have your 2013 W2 with you.

For more information about the insurance products that are available and the times that the Benefits Counselors are scheduled to be in the lounges, please visit <http://visityouville.com/twu556> AFTER May 5, 2014.

The following core benefits will be offered during the enrollment:

- **Lincoln Short Term Disability**, which provides income replacement during an accident/illness that occurs “off the job” (your 2013 W2 is required at the time of enrollment).

The following voluntary benefits from Colonial Life & Accident Insurance Company will be offered during the enrollment:

- **Accident Insurance** – helps offset unexpected medical expenses, such as emergency room fees, deductibles and co-payments that can result from a covered accident.
- **Cancer Insurance** – helps offset the out-of-pocket medical and indirect non-medical expenses related to cancer diagnosis and treatment.
- **Critical Illness Insurance** – pays a lump sum benefit upon diagnosis of a covered critical illness such as heart attack, end stage renal failure, coronary artery bypass surgery, stroke or major organ transplant.



- **New this year – Hospital Confinement Indemnity Insurance** – helps with the rising costs associated with a covered hospital confinement or covered outpatient surgery. This is for accident or sickness. (This product will be offered with guaranteed issue underwriting. That means no health questions will be asked).
- **Universal Life Insurance** – provides death benefit coverage that you can increase or decrease as your needs change. The policy builds cash value on a tax-deferred basis at current interest rates and premium payments are flexible.

Don't forget! We strongly urge you to meet “one-on-one” with a Benefits Counselor during the enrollment. This is your chance to learn more about your benefits package and make your benefits work for you. When you meet with a Benefits Counselor, please be prepared to confirm any dependent information you currently have on file.

Las Vegas Domicile Executive Board Member Appointment

Las Vegas Domicile Executive Board Member Addie Crisp has resigned her position effective May 1, 2014. While the TWU Local 556 Executive Board will miss her invaluable contributions as a Board Member, we are most excited for Addie and her family, as they are anticipating the impending arrival of their second child.

During last week's meeting, the Executive Board voted unanimously to accept Addie's recommendation, appointing Las Vegas Flight Attendant and Shop Steward **Rachel Brownfield** as Addie's replacement as Las Vegas Domicile Executive Board Member.

We are confident that the Flight Attendants of the Las Vegas Base will continue to be well-represented by Rachel Brownfield and look forward to working with her in her new leadership position on the TWU Local 556 Executive Board. When you see her out on the line, please congratulate Rachel on her appointment. Look for more information about Rachel Brownfield in the spring issue of Unity Magazine.

Please also join us in thanking Addie Crisp for her years of service to our Membership and congratulate her on her beautiful, growing family.

Contract Quickies! Deadheading

- A Flight Attendant will not suffer a loss of pay for waiving a deadhead; this includes premium pay. Per diem will begin when a Flight Attendant actually checks-in for her/his pairing, or will end when she/he calls to waive the deadhead(s).
- To waive a deadhead(s) at the beginning of a pairing, a Flight Attendant must call Scheduling no later than the check-in time of the original pairing in domicile; however, the call must be made no more than six (6:00) hours prior to the scheduled check-in time.
- If waiving a deadhead at the beginning of a pairing, the Flight Attendant must advise Scheduling at the time of the initial call if she/he is calling from that city/outstation. If so, Scheduling will check the Flight Attendant in for the pairing. If the Flight Attendant is not calling from that outstation, she/he must call Scheduling upon arrival into that outstation to be checked in. This second call must take place at least thirty (:30) minutes prior to the scheduled departure of the first working leg.
- A Flight Attendant may waive her/his last deadhead(s). This call should take place after the last working leg of the pairing, even if the night prior. The Flight Attendant may still utilize her/his hotel room even if she/he waived the deadhead the night prior.
- All deadheading Flight Attendants are entitled to a cabin seat. She/he may choose to sit fourth-jumpseat, but is not obligated to do so.
- A Reserve may, with prior approval from Scheduling, elect not to fly her/his deadhead(s) on the last day of her/his Reserve obligation, as long as the Reserve is not legal for an additional assignment.



Brandon Hillhouse is a Dallas-based Flight Attendant, Shop Steward and Member of the Local 556 Negotiating Team and Grievance Team.

Can you believe this?



John DiPippa is the Phoenix Domicile Executive Board Member.

Many of us write Irregularity Reports (IRs) for medical emergencies, no shows and responding to a Customer complaint letter. Since these IR's are sometimes a work in progress and not an "Official IR," we usually save them as a draft. Well, would it surprise you if Management were able to view the draft IR and print out a copy of it and bring it up in a Fact-Finding Meeting?

Here is the story....a Flight Attendant was called in for a meeting. He started writing his IR and saved it as a draft. During the Fact Finding Meeting, the Supervisor had a copy of his "Draft IR" and asked the Flight Attendant if he wanted to amend it. The Flight Attendant and the Union Representative were at first shocked that a Supervisor would do this and then the Flight Attendant told the Supervisor that what he was reading was his "Draft IR." The Supervisor said that he had printed the IR earlier in the day before the "Official IR" had been submitted. After printing the "Official IR," the Supervisor saw that there was no amending needed as the "Official IR" had the whole story.

Flash forward a bit. This same Flight Attendant was called in for a Fact-Finding Meeting and talking with the Union Representative, they get on the discussion of saving a "Draft IR." This Flight Attendant now saves his "Draft IRs" in Word. The Union Representative emails the Executive Board about it and even talks to a Grievance Specialist and another Executive Board Member and they didn't realize that Management would even consider doing this. Also, in talking with numerous Members about this, the first reaction is they usually have a shocked reaction on their face.

The point of this story is don't save an IR as a draft if you intend to make changes to it. Just like CWA, Southwest owns the program that is used to submit an IR and has the ability to view whatever is in it.

2ND MEMBERSHIP MEETINGS OF 2014

General Union Meeting open to Members only. ID's will be checked. All times are local times. The Meeting Agenda is posted on the Local 556 Website. Members in attendance at the Meeting will review the TWU Local 556 Financial Report, discuss the progress of our ongoing Contract Negotiations and vote on a motion currently on the floor:

"to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership."

Please make plans to attend a Membership Meeting.



DALLAS

*11:00 A.M., Monday, May 12, 2014

HOUSTON

*12:00 P.M., Friday, May 16, 2014

ATLANTA

*12:00 P.M., Saturday, May 17, 2014

ORLANDO

*12:00 P.M., Sunday, May 18, 2014

BALTIMORE

10:00 A.M., Monday, May 18, 2014

CHICAGO

10:00 A.M., Tuesday, May 20, 2014

DENVER

*10:00 A.M. Wednesday, May 21, 2014

OAKLAND

10:00 A.M., Tuesday, May 27, 2014

LAS VEGAS

12:00 P.M. Wednesday, May 28, 2014

PHOENIX

10:00 A.M., Thursday, May 29, 2014

* New Meeting Time

All locations are listed in the April 5 Unity Update and on the TWU Local 556 website.

Language of Destination/Origin Program

TWU and the Company are pleased to announce the Language of Destination/Origin (LODO) Agreement. In accordance with [Side Letter 10](#) of the CBA, TWU and the Company formed a "LODO Subcommittee" to develop the policies and procedures of the LODO program. The Subcommittee worked in a collaborative effort to set the parameters for all aspects of the Flight Attendant language program, including Training, Bidding, and Scheduling.

There will be many technology tools required to support the many aspects outlined in this agreement; therefore, there is still much work ahead in regards to programming and testing to ensure functionality.

LODO routes will be determined based upon operational needs. The Company will communicate these details, as well as the date of implementation, as they become available.

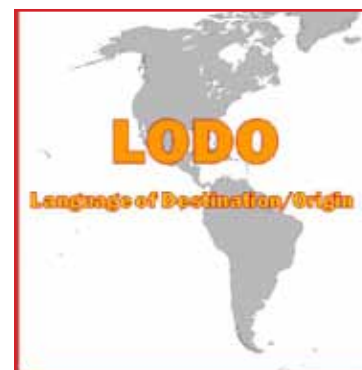
The agreement is for a six-month period that begins with the first bid period LODO lines are made available for bid. The LODO Subcommittee will continue to meet during this six-month period to mutually agree upon a longer term solution. Any changes to this agreement will be mutually agreed upon by the LODO Subcommittee.

To view the entire LODO Subcommittee agreement, visit [SWAlife: Inflight>Resources>Publications>Inflight LODO Agreement](#) or [click here](#).

A LODO Program Q&A addresses the following topics:

- General program questions
- Qualifications and Training
- Bidding and Scheduling
- Trading
- Reschedules
- Reserve

If you have any question or feedback about this agreement please email Cabin.Services@wnco.com or LODO@twu556.org, or call the Union office at (800) 969-7932.



LANGUAGE OF DESTINATION/ORIGIN (LODO) Q and A

What is a LODO Flight?

A flight to or from a LODO destination.

What is a LODO Pairing?

Any pairing that contains at least one (1) working LODO leg(s) in the “A” position.

How many LODO qualified Flight Attendants does the Company need, and in which bases?

The number and locations of LODO Flights will be based on operational need.

Will all Near International flights have a LODO qualified Flight Attendant?

No. Some routes do not have a need for LODO qualified Flight Attendants. LODO destinations will be mutually agreed upon by the Union and the Company. We will monitor LODO needs for planned and future Near International destinations, and make further announcements as they are determined.

How am I compensated for LODO flights?

Per Side Letter 10 – a premium of \$2.00 per TFP will be paid to all qualified LODO Flight Attendants working a LODO flight in any position.

Will I receive both “A” pay and LODO pay when working a LODO flight in “A” position?

Yes.

If I am LODO qualified and working in a position other than “A”, will I receive LODO premium pay?

Yes, all LODO qualified Flight Attendants working a LODO flight in any position will be using their LODO skills and will be compensated the \$2.00 TFP premium.

What languages are currently needed?

Initially only Spanish; however, the LODO agreement covers all languages that become operationally necessary.

If I already speak Spanish, will I be required to take a proficiency test?

Yes, to be considered a LODO qualified Flight Attendant you must take and pass the Company approved language test.

Will Southwest pay for training if I would like to become proficient in another language?

If the LODO program has an insufficient number of LODO qualified Flight Attendants to cover LODO flying and the Company specifically hires LODO Flight Attendants, the Company will offer reimbursement for pre-

approved language education expenses up to \$1500.

Will I have to pay to take the language proficiency test?

No; however, the Company will only pay for you to take the test twice. After that, you may retake the test, but it will be at your own expense.

What is a passing language skill level?

Using the ACTFL scale (American Council on the Teaching of Foreign Languages)

- **PASS:** Flight Attendants scoring a level of SUPERIOR or above will be considered a LODO qualified Flight Attendant.
- **PASS WITH CONDITION:** Flight Attendants who demonstrate ADVANCED level proficiency will be considered a LODO qualified Flight Attendant for six months, giving them the opportunity to improve their proficiency. The Flight Attendant will be eligible for Company reimbursed training (if offered) during this six-month period. At the end of the six-month period, the Flight Attendant must demonstrate a proficiency level of SUPERIOR or above to maintain her/his LODO qualification.
- **DID NOT PASS:** Flight Attendants who demonstrate a proficiency below the ADVANCED level will not be considered a LODO qualified Flight Attendant.

How is the LODO test administered?

Generally, there is a verbal competency test over the phone, which includes, but is not limited to speaking, comprehension, reading, vocabulary and pronunciation.

How will I know which Flight Attendants on a pairing are LODO qualified?

Trip Sheets will show a code by each LODO qualified Flight Attendant's name.

I am on probation. Can I become part of the LODO program?

No. You must complete probation before becoming a LODO qualified Flight Attendant.

How much will LODO lines pay?

LODO lines will be built to pay at least 80 TFP. If there are not enough LODO pairings available to create LODO lines that pay at least 80 TFP – LODO lines may be built with a minimum of 39 TFP.

What if I do not want to bid a LODO line or a line that pays 39 TFP is not enough for me?

LODO qualified Flight Attendants are NOT required to

bid a LODO line. If a LODO qualified Flight Attendant decided not to bid for a LODO line – that Flight Attendant will then bid a regular and/or Reserve line as normal.

Will LODO pairings have only LODO flights on them?

No. A pairing will be considered a LODO pairing as long as it has at least one (1) working LODO flight in “A” position.

Will the LODO lines only have LODO pairings on them?

Yes. LODO lines will only have LODO pairings that have at least one (1) working LODO flight in the “A” position.

Which position will be the designated LODO?

“A” position is the designated LODO. This position can only be bid and held by a LODO qualified Flight Attendant, and will be awarded by LODO seniority.

When will we bid for LODO lines?

LODO bidding will open on the 1st of the month prior at 1200 Central and close on the 3rd at 1200 Central. LODO lines will be awarded by 1200 Central on the 4th.

What happens to unbid LODO lines?

Unbid LODO lines that are not awarded to LODO Flight Attendants in that base will be awarded out of base by system seniority order. Ex: If a LODO line in MCO is not bid by any MCO LODO qualified Flight Attendants – then a LODO qualified Flight Attendant in HOU may bid and be awarded that line.

LODO lines that are not awarded to any LODO qualified Flight Attendant, those pairings will be placed into LODO Open Time. (Please remember these will not count against the maximum number of pairings in regular Open Time.)

Can I bid a LODO line during a vacation month?

Yes, but a Flight Attendant will only be awarded a LODO line if they have at least 39 TFP total remaining on their line after vacation and Overlap pulls have been adjusted. A Flight Attendant may note in her/his bid preferences if they want to keep any pairing(s) set to be pulled for vacation.

How will overlap work?

If the Flight Attendant is FAR legal (9 hours rest and/or “24/7”), no Overlap adjustment will be made. The Flight Attendant will be compensated time and one-half (1.5) for the pairing, or portion of the pairing, to the applicable SIP, in accordance to Article 10.9.A.3 of the Contract.

What if I am due to sit Reserve for a past rotation and I bid a LODO line?

LODO lines will be awarded to LODO qualified Flight Attendants in base seniority order, regardless of the Flight Attendants Reserve obligation. LODO qualified Flight Attendants may be awarded a LODO line even if they are due to sit Reserve.

Can I give away my LODO pairing?

Yes, but only to another LODO qualified Flight Attendant.

Can I trade a LODO pairing with another Flight Attendant?

Yes, but only with another LODO qualified Flight Attendant.

Can I trade my non-LODO pairing for a LODO pairing?

Yes. Starting on the 18th at 1200 Central, LODO Open Time will be available for trade.

- a. Any LODO qualified Flight Attendant may trade her/his non-LODO pairing with Open Time for a LODO pairing originating on a different day or a different base in that bid period, as long as the pairing traded into Open Time does not exceed the maximum number of pairings allowed.
- b. Any LODO qualified Flight Attendant may trade a non-LODO pairing with Open Time for a LODO pairing originating on the same day, regardless of maximum number of pairings, domicile days, or domicile of the pairing.
- c. A LODO pairing may be traded with another LODO pairing in Open Time as long as they originate on the same domicile day, have an equal number of domicile days and originates in the same domicile.
- d. After 1500 Central Time on the day prior to the origination of the pairing, a Flight Attendant may trade the LODO pairing with Open Time for another LODO pairing in a different domicile, on a different day, or with fewer domicile days provided a LODO qualified Reserve is available in that domicile to cover the entire LODO pairing.

Will LODO pairings count toward the maximum pairings allowed in Open Time?

No. LODO pairings will not count toward Open Time maximums. NOTE: Please refer above to definition of a LODO pairing.

When can I begin trading my LODO pairings?

LODO Trip Trade/Give Away and Open Time will be available for pickup only at 1200 Central on the 8th of the month and available for trip trade at 1200 Central on

the 18th of the month.

Can I pick up a LODO pairing in another base from Open Time?

Yes. If you are a LODO qualified Flight Attendant, LODO pairings may be picked up from available LODO Open Time, by LODO qualified Flight Attendants who have already been awarded a line (LODO or regular) starting on the 8th at 1200 Central.

Can I break up a LODO pairing at the SIP?

No. Please consider before you bid that LODO pairings will be flown in their entirety.

Can I Jetway trade a LODO pairing?

Yes, but only with a qualified and legal LODO Flight Attendant. Consider that (CBP) Customs and Border Protection requires advance notice of crew working a flight and that trades must be processed at least (15) minutes prior to these applicable rules. Reference Side Letter 10.7.B

How can I find a list of LODO pairings?

Flight Attendants will have the ability to view a list of all LODO pairings, both in Open Time and assigned to a Flight Attendant.

Can I be rescheduled while on a LODO pairing?

Yes, all Flight Attendants are subject to reschedule after check-in. Maintaining a LODO qualified Flight Attendant in "A" position on a LODO flight will be considered when assigning reschedule (i.e. this takes precedence over seniority when assigning a reschedule requiring less than an entire Crew.)

Can a LODO qualified Reserve be used out of order?

Yes, a LODO qualified Flight Attendant can be used out of order if she/he is the next person qualified to cover a LODO pairing.

If I am a LODO qualified Flight Attendant and I am on Reserve, can I self-assign a LODO pairing from Open Time?

Yes. A LODO qualified Reserve may self-assign a pairing in LODO Open Time under the following conditions:

- The LODO pairing checks in within 24 hours, if self-assigned to Reserve days for the same base.
- The LODO pairing checks in within 23 hours, if self-assigned to Reserve days for a different base.
- The LODO pairing encompasses the same number of domicile days (or greater) than the Reserve obligation.
- If a LODO qualified Reserve self-assigns a LODO pairing, her/his Reserve obligation for that block will be removed.
- Self-assigned LODO pairings may not be traded or given away.

Will a LODO flight cancel if there is no LODO qualified Flight Attendant available?

No. If a LODO qualified Flight Attendant is not available, the flight will operate with a non-LODO qualified Flight Attendant. The Company will make every effort to ensure that the flight has a LODO qualified Flight Attendant in the "A" position.

LODO qualified Flight Attendants may designate themselves as available from a current Southwest city. Scheduling will call in seniority order to offer uncovered LODO flying out of the designated city. If the pairing is accepted, deadheads will be compensated to/from the designated city.

Also, with a Flight Attendant's consent, she/he may be given an earlier or later check-in on the first day of her/his scheduled pairing. This will be offered in seniority order to LODO qualified Flight Attendants checking in on that day in that base.

What if I want to leave the LODO program?

A LODO qualified Flight Attendant may leave the program at any time with one full bid period written notice to the Company. For example, to opt out for the June bid period, the Flight Attendant should advise the Company in writing no later than April 30th.



Unity and Unity Update are official publications of **Transport Workers Union Local 556**, representing the **Flight Attendants of Southwest Airlines**.

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