

Update

PRESIDENT'S MESSAGE

CALENDAR OF EVENTS

AUGUST 2008 MEMBERSHIP
MEETING - ALL TIMES ARE LOCAL

BWI

DATE/TIME: Tues., 08/19/08 at 10:00 AM
LOCATION: BWI Airport
BWI Conf. Room NTE 247
(At the end of the Air Tran counter, turn right to the Meditation Room, then take another right. The BWI Conf. Room, #NTE 247, will be on the left behind the Air Tran ticket counter)

DAL

DATE/TIME: Fri., 08/15/08 at 10:00 AM
LOCATION: TWU Local 556 Office
7929 Brookriver Dr., Ste 750

HOU

DATE/TIME: Fri., 08/22/08 at 10:00 AM
LOCATION: HOU Hobby Airport
The Astros Room
(down the hall from Lounge)

LAS

DATE/TIME: Wed., 08/27/08 at 10:00 AM
LOCATION: Alexis Park Resort
375 Harmon Ave.
Room Apollo 3

MCO

DATE/TIME: Thur., 08/21/08 at 10:00 AM
LOCATION: Hyatt Regency MCO
9300 Airport Boulevard

MDW

DATE/TIME: Wed, 08/20/08 at 10:00 AM
LOCATION: American Legion
Clearing Post 600
4352 W. 63RD Street

OAK

DATE/TIME: Tues., 08/26/08 at 10:00 AM
LOCATION: OAK International Airport
Esther Love Conf. Room
(Take elevator to 2nd Floor, Go through wheelchair accessible door, turn left, room is on right)

PHX

DATE/TIME: Thur., 08/28/08 at 10:00 AM
LOCATION: British Airways Conf. Room
Between B23-25 in
Terminal 4

MEMBERS ONLY - IDs WILL BE CHECKED

For more meeting information go to:
www.twu556.org

by Thom McDaniel, TWU Local 556 President

On July 15, Colleen Barrett passed the official Leadership torch of Southwest Airlines President to Gary Kelly. I stress "official" because Colleen has demonstrated that no matter what role she has played in our Company, she has always been a Leader and encourages each of us to be the same.

I have a long relationship with Colleen that began in 1995, long before I became a Union Officer. I began taking advantage of Colleen's "open door" policy by writing her letters. Sometimes we agreed, sometimes we disagreed, but I always got an answer and it was never a form letter.

A few years later, Colleen rewarded (or punished) me by appointing me to the Culture Committee. I am clearly not the "Kool-aid drinker" that some may associate with the Culture Committee, but I was welcomed. When we disagreed, we did it respectfully and with the best intentions of our Employees and our

Company in mind.

When I decided to run for Union Office, I resigned from the Culture Committee Alumni. I still wanted to seek change and improvements for our Employees but through a different avenue. Colleen called me personally and told me that she understood my decision, but wished that I would reconsider because she felt that I could work for our Members in both ways. I told her that I knew I could, but our Members may not understand those two seemingly conflicting roles.

Negotiations brought new challenges to our relationship. In 2004, after Herb stepped in as the Company's Lead Negotiator, he brought Colleen to the Negotiating Table for the first time in her career. Of course, what experience Colleen lacked at the table as a Negotiator, she made up for in her inherent sense of fairness. While her positions were not always popular with her Team, she stood by them, and our Members benefit from her convic-



tions every day. I believe she was the key to our successful Negotiations and in repairing the relationship afterward.

For many years, Colleen has been placed in the unenviable position of trying to please both Employees and Customers. There have been some hiccups along the way, but no one could have filled that role better. If I could point out any fault that Colleen does have, it would be that she cares too much. Then again, that is the one fault that a few more of us should share.

Herb has always been the brains and guts behind our success, and Colleen has been the heart and soul. In our industry today, we need that heart and soul, and we owe it to Colleen to continue her legacy every day.



Light Rail to Debut Soon in PHX

Save time and headaches with the new rail line

by Michael Broadhead, PHX F/A #33877

In just a few short months, the City of Phoenix will open over twenty miles of light rail service connecting North Central Phoenix, Downtown Phoenix, the airport, Tempe, and Mesa! The light rail is scheduled to make its debut for service on December 27, 2008. Many of you will find the light rail in Phoenix familiar as it was modeled after the highly successful light rail in Salt Lake City and Portland. Light rail cars have recently been tested on the tracks through Tempe.

For many airport employees, the light rail will now offer another option as a means of transportation to and from the airport for work or when traveling in or out of Sky Harbor. Imagine: No longer being tied to highway traffic, Employee parking lot shuttle buses, or even our cars! We can use the rail to the airport or we can use one of the eight "park and ride" lots located along the rail line. For Flight Attendants it also is a great opportunity to help our Customers by knowing the rail line route and where/how to catch the connector service.

For any SWA Employee visiting PHX, you now have another means of getting downtown very quickly to the arenas, theaters, and ball parks on game nights, or you can catch a quick ride to the non-stop events in Tempe, home of ASU. With ASU's new Medical College located in downtown PHX, and when there is a ballgame and concert on the same evening, easily over 100,000 additional people could be in downtown PHX at one time. In these cases, the light rail is sure to help. Also, you're no longer tied to a car rental, taxi, or a ride from a friend to get around Phoenix!

As I have watched the development of the light rail since its inception back in 1989, many I have talked with have wondered why the light rail did not go directly into the airport, after all, Terminal 4 was built with a train station ready to use underneath it. There are two reasons. First, Sky Harbor just approved the largest airport expansion project in the history of aviation, and there was no logistical way in which to design a rail system that could open now and operate around such a massive

ten-year construction project that includes terminal demolition, terminal construction, and a complete new roadway serving the entire airport in conjunction with an airport rail system removing all buses from the airport. Second, running the light rail through the airport and stopping at all terminals would have added too much travel time to the routing of the trains for non-airport passengers aboard the train.

The airport will have its own stop at 44th Street and Washington Street. From there, a dedicated bus is expected to run free of charge from 4:45 AM until midnight into Terminal 4. The bus will run every ten minutes from 6:00am until 7:00pm and every fifteen minutes during other times and on weekends. When construction is eventually completed at Sky Harbor, the buses connecting with the light rail to the terminal will then be replaced with a dedicated rail of its own much like the connectors in MCO now.

The map below shows the route map of the light rail and you will see that it has eight "park and ride" lots along its route indicated by the symbol of a car.

Future expansion plans of the light rail are already being discussed and planned that include a route along the 51 Freeway to Paradise Valley Mall, the I-10 Freeway to 79th Avenue for a large park and ride lot, Glendale, and further expansions in Mesa and Tempe.

Go to www.valleymetro.org to read further and see the rail's progress!



Open Letter to TWU 556 Members

Editor's Note: We normally wouldn't print an Open Letter to all TWU 556 Members in *UNITY* or *UNITY Update*; however, we're making an exception this time. Even though this issue has been addressed by *Professional Standards*, we continue to hear from Flight Attendants who aren't being paid when they pick up trips with money posted on them. Southwest Airlines, *Professional Standards* and TWU Local 556 are not "collection agencies", so these matters must be handled between the parties. Each of us must take personal responsibility in fulfilling our professional promises. BWI Flight Attendant Patrick D. Blahnick sums up the issue well in his letter below.

To My SWA Family:

The reason Southwest Airlines consistently rates number one in Customer Service and as one of the best places to work in America is because we, the Employees of Southwest, focus on the Mission of our Company every day. At least most of us do.

A recent experience has compelled me to urge my flying colleagues to renew our commitment to the values and principles of Southwest, and reject the kind of negative and dishonest behavior toward fellow Employees that undermines all the good will we have worked so hard to achieve.

Like most Flight Attendants, I occasionally offer my trips for giveaway with some additional money. It's a fair, marketed-based, voluntary system that works for all of us. It allows Flight Attendants to adjust their schedules, and it opens up opportunities to other Flight Attendants to work more flights and

earn more money. However, when a Flight Attendant who offers to pay another Flight Attendant for a trip becomes a deadbeat, the system that gives us all a great deal of flexibility and opportunity is weakened.

This happened to me recently and is why I am writing this letter. The excuses were endless, and at first, funny. Then, after a while, it wasn't funny anymore. I believe when professional promises are made and then broken, it undermines the very foundation of trust among colleagues that has built this great Company in the most competitive of industries and difficult business environments imaginable.

I don't expect everyone to be perfect and understand that emergencies and unexpected expenses can come up. I myself had financial difficulties once and had to rely on the understanding of my friends and co-workers as it took me a little longer to pay for a trip I'd given away than I would have liked. But I was honest, communicated regularly, and paid the balance at the next opportunity.

We are working mothers and fathers, sons and daughters, bothers and sisters, husbands, wives, and partners who need, at times, to pay another Flight Attendant to pick up our trips due to personal responsibilities. In these tight times, every dollar counts. When one Flight Attendant doesn't pay, it undermines the trust we must have in each other to do our jobs and to keep our Company strong.

We were hired to treat our external Customers with respect and POS; we were also hired with the expectation that we would treat our internal Customers, our

Co-Workers with the same standards.

There is no room at Southwest Airlines for such treatment of each other; and in this increasingly difficult business environment, with gas costing around \$4.00 per gallon, and with a dollar being worth less and less every day, there is no room for anyone who doesn't uphold their responsibilities to their Co-Workers and uphold the values of Southwest Airlines.

In the end, I eventually got paid, but for me, the issue wasn't the money. It was about respect for Co-Workers and honesty; it was about professional and personal self-respect and a belief in the values of this Company. It was about how I would want to be treated by my colleagues, and how I will treat my Customers and Co-Workers every day.

Patrick D. Blahnick
BWI #38170

UNITY Update

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www.twu556.org



EVERYDAY IS LABOR DAY
AT TWU

555 & 556

TWU Members
are invited to
the 2008

MAKING SWA WORK
PICNIC

August 29th
11 a.m. until 3 p.m.

Go to www.twu556.org for the location in each base.