

SUMMER 2017 ISSUE



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# UNITY

THE MAGAZINE OF TWU LOCAL 556

CELEBRATING LABOR DAY

WITH THE UNION / PAGE 15





# UNITY

THE MAGAZINE OF  
TWU LOCAL 556

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I solemnly pledge on my honor to abide by the Constitution of the Transport Workers Union of America and the rules and Bylaws of Local 556; to discharge all my duties and obligations faithfully; not to make known any private business of the Union, and to conduct myself at all times as becomes a Member of the Transport Workers Union of America.

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Letters to the Editor may not be considered if the length of the submission exceeds 200 words and/or depending upon space available in the issue. All letters must contain your name, Base, Employee number, and contact information.

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# LETTER FROM THE EDITOR



Las Vegas-based Flight Attendant Chris “Tiny” Allen took this amazing photograph while sitting at the gate in Orlando. Thanks for sharing!

**Last year, the TWU Local 556 Membership Survey indicated that Flight Attendants want more Contract education and more information about the reasons Grievances were filed by the Union.**

This makes perfect sense to me, as having a better understanding of these two things would certainly help me to make better decisions related to my job. In this issue of Unity magazine, we continue to honor the results of last year’s Membership Survey with several excellent articles written by some of our Union’s Committee Chairpersons.

Knowing (and managing) your attendance point total is paramount to maintaining your employment at Southwest Airlines; once you understand how and when your attendance points increase and decrease, you are able to make better decisions about managing your work schedule. Grievance Committee Co-Chairperson Becky Parker’s matter of fact article should be a wake-up

call for all of us to check our attendance point totals. And for those of us who may currently be struggling, Board Member at Large Sam Wilkins shares her strategy for taking full advantage of our Contract to lower your attendance point total.

Understanding the intricacies and maximizing the benefits of the monthly Overlap period can improve your life exponentially. It’s not always easy to grasp, however (at least it wasn’t for me). Education Committee Chairperson Amanda Gauger does a wonderful job with a tough subject in her article explaining the monthly Overlap period.

Education Committee Co-Chairpersons Angie Kilbourne and Josh Rosenberg, together with several Shop Stewards and Union activists, are currently assisting Chairperson Amanda Gauger to administer the Official TWU Local 556 Facebook Group, nearing the end of its ninety-day test period. Between the hours 1500-2400 CDT daily, Flight Attendant Members of the group are able to ask questions and have them answered by a Union Representative.

I myself “lurk” on this Official Facebook group; by reading answers provided to others’ questions, I learn something new every time I visit the group. At the end of the trial period, I hope this service is one our Members truly find valuable.

**I truly hope that you are enjoying your summer and I wish you a Happy Labor Day!**



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# MESSAGE FROM THE PRESIDENT

**Summer is not only a busy time, but can be a challenging time of the year. We've all experienced the increased challenges that can occur with summer travel, and many of you are right now balancing vacations, work, and kids being out of school in addition to the job. I wanted to focus on the future challenges that will be facing our Union, and us as Flight Attendants.**

- Our elected leaders will be charged with handling the next round of negotiations, which I believe will be difficult. Those elections for our leaders are coming more quickly than you might imagine. Our TWU Local 556 Executive Board (EB), including all Officers and Board Members, will be up for election in the first quarter of 2018. Currently our Board is made up of seventeen Flight Attendants and the Board may grow based upon Article XX of the TWU International Constitution. Nominations for all of the positions will take place during the first Membership Meeting of 2018, with voting to follow. The new EB will take office May 1, 2018 and begin a three year term. Our EB is responsible for running our Local Union and making decisions on how our Union Dues are spent.
- We will be electing a new President and Lead Negotiator. For those of you that have spoken with me, you know that I will not be seeking re-election. While I can't speak for all Officers and Board Members, I do know that you will have a change in the top leadership. I will continue working for our Flight Attendants and our Union between now and then to leave our Union in the best possible shape for the new President and Negotiating Team (NT).
- Historically less than 50% of our Membership chooses to vote in elections, even when electing a Lead Negotiator for Contract Negotiators.
- The Membership will elect two Negotiators (in addition to the President, who serves as Lead Negotiator). The new Executive Board will also appoint two Negotiators. These five Flight Attendants will make up our next NT.

- Our Collective Bargaining Agreement, or Contract, will become amendable on October 31, 2018. TWU Local 556 will then be back at the negotiating table with Southwest Airlines.
- Southwest Airlines is currently preparing for our next round of Contract Negotiations. They have divided out their Labor Relations Department, and now have a team devoted entirely to strategy and future negotiations. Two of their Leaders on this team were at the negotiating table during our last two Contract Negotiations, and one of them has been at the table since our 2002 Contract Negotiations.

Once upon a time, 2018 seemed like a long way off. But we are now over halfway through this year, and all of this will quickly be upon us. Also, please note that our TWU International Convention, which will take place in September, will not impact the items I outlined here. There are some people that remain focused on the past, but I would advise that it is in our best interests to focus on the future. We will be making decisions affecting our collective future soon, and everyone should stay informed and educated. Southwest Airlines will be ready for Contract Negotiations next year and it is my hope that you will support our future Union Leaders so that we too may be ready.



**AUDREY STONE**  
President & Lead Negotiator

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

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## TREASURER'S REPORT

I did the whole family thing a few weekends ago and my mom said she would retire by the end of this year. Of course, she has been threatening this for a decade but she seems serious this time. She has had a great career and has been diligent about saving for the future. Well, her future is becoming the present and she deserves to start that next chapter of her life. Mom is all about spending more time with grandkids and is ready to say goodbye to the daily 90-minute drive each way to work. (Buh Bye Now!)

That conversation caused me to review my investments. When was the last time you logged into your retirement account for a tune up? Professionals in the financial world recommend that you review your retirement accounts at least annually. It's so easy to set that part of our lives to autopilot. I know that some of you are on it! Bravo! However, some of you are trying to remember the Website address to your Southwest Retirement Account and hoping you can remember the password.

So, you found the web address, [freedomtoretire.com](http://freedomtoretire.com), and either found your password or reset it and are logged in... now what?

First off, what percentage are you contributing? Southwest matches every dollar you contribute to your 401(k) up to 9.3%. If your deduction isn't at 10% to receive that full match, set a goal TODAY to raise it as soon as possible. Every time you get a pay raise, bump up your contribution so you don't feel the effects as much.

Second, do you need to rebalance your investment portfolio? Although adjustments to your account might not be necessary today, it is important to diversify your investments. I like that there are investment choices for the "Do-It-For-Me" investors out there. If you fall into that category, download the Investment Overview for the Vanguard Target Retire 20XX Select. Replace the XX's with the year that closest matches the year you want to

retire. These asset allocation funds invest in stocks and bonds and will automatically adjust to more conservative investments as that target date approaches.

In the realities of today's world, rely on yourself to have a financially sound retirement by investing in your future today. Get that contribution rate up. Your future self will thank you!



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## DOMICILE EXECUTIVE BOARD MEMBER REPORTS

### ORLANDO

Hello from the Sunshine State. Periodically, we see discipline pattern trends. For example, we will see a rise in Flight Attendants being disciplined for delaying a flight or being late to the gate. It appears the trend as of this writing is terminations due to points. Do you know what your current point total is? If not, when is the last time you checked your point total? Be in the know and control your points!

Another issue is with Flight Attendants flying pairings with expired ID's. The TSA, since they are always attentive, does not catch the expired ID on day one, but it is caught on day two at the airport in the overnight city. You cannot fly with an expired ID so the Flight Attendant

is then sent back to their base without pay. The base sends CWA messages that you need to pick up your new ID, however, it is your responsibility to know when your ID expires.

There has been a huge spike in Passenger misconduct both on the ground and in the air over the past several months. While we cannot control unfortunate situations, we can control the outcome. Be professional and get as many witnesses as possible; after all, you don't want a video of you showing up on social media or the Jerry Springer show!

Mark your calendars for the 2017 Orlando Come Out With Pride Parade and festival that

will be held on Saturday, October 14, at Lake Eola Park in downtown Orlando. Stay tuned for more information. As always, it is my pleasure to serve the Orlando Base.



Jimmy West  
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## OAKLAND

Happy Labor Day Oakland. I would like to take this opportunity to celebrate Labor Day by reflecting on the Labor Movement's victories and to remind us all of the lasting legacy that the Brothers and Sisters of organized Labor who fought before us have achieved: the eight hour work day, ending child labor, fighting for a secure retirement, workplace safety, pushing for paid sick time, passing FMLA, Kin Care, and other laws benefiting working families. This Labor Day, let us renew our efforts at making lasting change for Workers, while also fighting those who would try to weaken our efforts. Right now there are real attacks on Workers, orchestrated at the state and federal levels of government through the implementation of Right to Work schemes.

These laws are meant to destroy the power Workers have to organize, stripping resources from Unions by allowing "free riders" to receive the collective benefits of a Union without contributing to the Union. Fighting back against these attacks is essential; call your Member of Congress and urge them to oppose H.R. 785, the national Right to Work Act.

**Kin Care Update:** We continue to wait for an opinion from the California Labor Commissioner, filed by TWU Local 556 in February this year, on the validity of Southwest Airlines' Kin Care policy. This past April we took the issue to Sacramento and met with California legislators to tell our story and seek support in the ongoing fight. A few legislators have agreed with us and sent letters

to Southwest Airlines' legal department outlining our complaint and instructing the Southwest Airlines Legal Department to meet with the Unions and agree to a policy that meets all the requirements under the law. This has been a lengthy process and I appreciate everyone's patience in the matter.



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## BALTIMORE



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Labor Day is right around the corner which means summer is coming to an end. The kids will be headed back to school, football season will begin, and hopefully loads will become a little lighter. Labor Day should be a day of reflection for those that have fought for the rights of the Labor Movement. A day that celebrates the contributions that Workers have made to the strength, prosperity, laws and well-being of the country.

### Well we did it, Baltimore!

We have become the biggest base in the system with over 2,000 Flight Attendants. Besides

bragging rights, it also gives us ten trips in Open Time.

We have had a few leadership changes. Joe Hux is the new Base Manager. The following are the Assistant Base Managers: Danielle Santiago, John Roiy, and Maronda Willridge. Be sure to stop by and welcome John and Maronda to the team.

Just a few friendly reminders: to be on time is to be early, check your points, have your TWU App on your phone, eFAM iPad, be kind to one another, and fly safely.

## CHICAGO

Hello to all. I hope this finds you having a pleasant summer and enjoying some time with your family and friends.

Earlier this year it was announced that most of the restaurants in the Chicago Midway Airport were changing and that included our beloved Potbelly. I watched the night they removed the signage and was sad to see the place many of us relied on for our meals close its gate for the last time. As many of you know, many of the restaurants have changed in the last few months. One of the concerns I heard was the meals were overpriced and a poor value for the

money. Those concerns were brought to the restaurant managing company, and now Crew Meals or a ten percent discount are available at each vendor; these are not combinable. You must show a valid Southwest Airlines Employee badge and ask for the Crew Meal. The most recent feedback I have received is the lines are very long and the service slow, making it difficult to grab a meal on limited ground time. Hopefully, this will change as the restaurants and the new Employees get settled in.

During the hot summer months, it is important to remember to fill out hot aircraft reporting forms if the aircraft is uncomfortably

warm at the gate. Remember to ask the Captain to turn on the APU if ground cooling cannot keep up with the heat. Take care and fly safely.



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## DALLAS

Since I began my career at Southwest Airlines, our workgroup has witnessed a lot of changes within our Company. Although change must happen, the one thing that must remain intact is Unity within our Membership. We are all aware of the cultural differences within our workgroup, whether it be where we worked before, our heritage, religion, etc.; but throughout our Southwest history, it is the Employees that have made it famous and the inspiring Southwest Culture.

At this writing, the hot topic buzz is regarding the new uniforms. In recent conversations with Management, I've voiced the many concerns that have been brought to my attention. As with past new uniform rollouts, there has been a need to "tweek" the problem areas and Management has reassured me that

these issues are being taken seriously and will be rectified.

It has come to my attention that there is NOT a "grace" minute when attending Recurrent Training, as we have for reporting for a pairing. As some of you are aware, when reporting for a pairing that has a check-in for 0800, you actually have until 0800:59 (8 am and 59 seconds). Showing up for Recurrent Training after the clock strikes 0800 or 1000 (even a second after) will be considered late and you will be sent home.

I cannot encourage everyone enough to read Southwest Airlines' latest Social Media Policy. Flight Attendants are getting called in for Fact-Finding Meetings, being disciplined, and even terminated for posting what they may deem

"innocent" truths, opinions or statements on social media.

### Flight Attendants should always walk in LUV.



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## HOUSTON

Hello Houston! Hopefully by the time this article is published we are all finally wearing the new uniform. I personally think everyone looks great!

I wanted to bring the use of your own personal electronic devices (PEDs) to your attention. As has always been the policy, you may not use your own PED while in view of Customers (e.g. cell phones, laptops, and personal iPad). However, you may use your Company issued Inflight Electronic Flight Bag (IEFB) while on duty. You will soon start carrying your IEFB

into the cabin more and more with the ability to swipe credit cards. Please be mindful of using your personal devices as discipline for this is on the rise.

Speaking of IEFB's, if you ever find yourself flying two pairings on the same day your IEFB must be cleared of all red badges and charged to 90% when you check in for the second pairing as well. For example, you fly a turn and then a second turn on the same day, be sure you are compliant before both check-ins.

As a reminder Professional Standards is the first place you should call when you have a

conflict with another Flight Attendant or Pilot. You can reach them at 1-888-322-3735. Talk it out, don't write it up!



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## LAS VEGAS

In a city built on luck, we hit the jackpot when Donna Jackovich was hired as a Las Vegas Coordinator. She has always been the friendly face in our Base helping Flight Attendants with parking passes, buddy passes, uniform pieces, and every other thing we all need from the service counter. She has been integral in assisting with Unity Magazine deliveries, accommodating the Union insurance

administrators, and helping me with many Union tasks in the last three years. Nearly every night that I work in the lounge, I have watched as she would stay late to help Flight Attendants rushing in just after the base closed with whatever they needed since her Southwest Spirit would never allow her to say, "Sorry, we just closed." Donna has left the Inflight Office to work across the hall in Flight Ops. Our loss is certainly the Pilots' gain. Please be sure to stop by and thank her for her years of service to us and wish her good luck in her new endeavor.



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## DENVER

By the time you read this, the July 25 Base of the Year Party will have come and gone. I was disappointed that I couldn't be there, but I had to be in Dallas for Union work that day. I am so proud of each and every one of you for your continued commitment to being the best Flight Attendants in the industry! Let's keep up the good work and win it again so I can join you in the celebration next year.

In case you haven't been to the airport recently, there is some very good news. The double escalators leading up from the train to the gate level of the concourse have finally been installed. It has been such a frustrating experience during the construction with the frequent closures and often having to use the stairs or elevators when there were

no operating escalators. This update should dramatically improve the logjam we all experience getting from the train to the gates or the lounge.

I try to keep my Unity articles specific to what is going on in the Denver Base, but this time I am going to make an exception and address the issue of Flight Attendants writing each other up over social media conflicts. For a long time, Professional Standards did not handle conflicts resulting from social media, but that policy has changed. Professional Standards can now provide help over many issues stemming from social media. If a conflict can't be resolved personally and you need help, please contact Professional Standards as your first resource. They can be reached at **888-322-3735** or [professionalstandards@twu556.org](mailto:professionalstandards@twu556.org).

I am honored to be your Domicile Executive Board Member, and if I can ever be of assistance, feel free to contact me at [jparker@twu556.org](mailto:jparker@twu556.org).



Jessica Parker

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## PHOENIX



John DiPippa

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**I hope everyone is doing what they can to stay cool.**

As you might have heard, Southwest is expanding in Phoenix. They have announced plans for two more maintenance bays, going from two bays to four. Southwest Airlines will spend about \$40 million on this project, while also replacing the Provisioning and Ground Service Equipment facilities.

Additionally, Southwest Airlines President Tom Nealon said that we would be the tenant for a new eight-gate concourse, which will be to the west of the current D gates. This new "high D" concourse will open in 2021, but Tom

did not say whether we will keep all our gates on the C/D concourses.

In re-reading the article that discussed this great news, I have to say I love the quote that Tom said in speaking about Southwest Airlines commitment to Phoenix. He said "Our desire and our objective is to be the hometown carrier that Phoenix can count on year after year after year."

I hope everyone has a safe summer and if you need anything, please don't hesitate to email or call me.

## ATLANTA

I hope everyone had a wonderful summer! Recently there has been an uptick in social media violations. There seems to be a disconnect with some of our Co-Workers. Members of the TWU Local 556 Executive Board attended Diversity and Inclusion Training on July 14. It is my goal as the Civil and Human Rights Executive Board Liaison to work with Southwest Airlines to ensure all of our Employees receive this very important training. In the meantime, try to engage in meaningful communication, and be aware of our Cultural differences. Your words can have a devastating effect on others. Ask yourself, are you discussing subjects that make others feel uncomfortable? Are you being insensitive

to your Co-Workers? And, although it may not be your intent, are you offending others? Think about how your behavior and interactions may impact other people, and perhaps adjust your approach to certain subjects.

October is Breast Cancer Awareness Month. It is estimated that each year over 220,000 women will be diagnosed with Breast Cancer. And a man's lifetime risk of Breast Cancer is about 1 in 1000. This could be your mother, sister, daughter, wife or even you. We all have busy lives, but please make sure you get regular mammograms. Early detection and effective treatment have contributed to less deaths. This year, myself and several Atlanta Shop Stewards, will again participate as volunteers with the Making Strides for Breast

Cancer Walk, held in Atlanta on October 21. If you're interested in joining us, send me an email at [poak@twu556.org](mailto:poak@twu556.org)

In closing, thank you for your continued hard work, and it continues to be my pleasure to serve you as your Atlanta Base Representative.



Pamela Forte-Oak

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# ATTENDANCE POINTS AND TERMINATION



**Since January of last year, the Union has processed nearly 200 Grievances for Flight Attendants who have been terminated from employment at Southwest Airlines.**

Almost forty (40) of these terminations were due to Flight Attendants who, in accordance with our Contract, reached twelve (12) attendance points.

We continue to see an alarming number of Flight Attendants (approximately two per month) terminated for reaching twelve points. Those terminated have been both junior and senior, ranging from one year to 30 plus years of longevity.

I am writing this article in an effort to raise awareness about how quickly and easily Flight Attendants may be fired for their attendance, and to remind you of the many ways to lower your attendance point total and avoid termination. However, we must each take the first step of being responsible for ourselves.

If you are unable to come to work, there are several ways to cover your absence properly and not accrue attendance points (there are some improper ways worth mentioning as well).

- If you miss work due to an illness or injury, you may want to turn in a Doctor's Statement or a Personal Illness Note (PIN) quarterly. Be sure to follow the contractual timelines for submitting the required documentation to an Inflight Supervisor or the Attendance and Leave Department.
- If you have an additional illness after utilizing your Doctor's Statement or PIN for a quarter, you can cap the point accrual at 2.5 attendance points by submitting a Doctor's Statement which covers the additional continuous occurrence. Contact the Union Office for more information.
- You can avoid any additional penalties by calling in sick in a timely manner. Please do not wait until the last minute to call Inflight Scheduling to report your illness. Calling in sick less than two hours prior to your report time can lead to an additional 2.5 attendance points which cannot be removed by a Doctor's Statement, PIN or FMLA.
- If you miss work due to a serious or recurring health condition (yours or a qualifying family member's), you may qualify under the Family Medical Leave Act (FMLA) or for a Medical Leave per Article 15 of our Contract. Ask your Inflight Supervisor or the Attendance and Leave (A&L) Department if you qualify.
- Southwest Airlines Flight Attendants enjoy unlimited trip trade privileges; sometimes this is the best option to ensure that you are not assessed any attendance points.
- If you Might Be Late (MBL) for work; utilize your free quarterly MBL and/or your free annual Bonus MBL.

Unfortunately, the Union receives calls regularly from Flight Attendants reaching out for help after it's too late. They are requesting Union Representation after Management called them to set up a mandatory Fact-Finding Meeting. Because they called in sick for an assignment, they accrued more than twelve attendance points and are now subject to termination. They had been just one attendance point away from being fired for months, and didn't even know it!

I would venture to say that more than half the calls the Union Office receives from Flight Attendants who find themselves in point trouble are only one No Show away from termination. These individuals are at 9.5 attendance points. Now, that may not seem alarming to some people, but it absolutely should be. This is one tiny mistake away from being FIRED.

While all terminations are heartbreaking, Sisters and Brothers losing their livelihoods over their ignorance of the Attendance

Policy or simply not reaching out for help is a real tragedy. Please help others along with yourselves to ensure we protect our careers. Losing our job is a loss of family, insurance coverage, the ability to pay bills and is emotionally devastating.

There is simply no other way to bring awareness to the seriousness of this issue without being matter of fact. We must educate ourselves and each other regarding the Attendance Policy and the provisions in our Contract.

We must report our absences properly and follow up with Southwest Airlines Management to be sure that the absence is properly excused by submitting timely Doctor's Statements or PINs. We must know how to utilize the tools/options available to us in order to maintain our employment.

Please know that there are ways to improve your attendance point total through Record Improvement under Article 32 of our Contract. If you need help understanding these provisions or our Contract, please call the Union for assistance; we are happy to help you.

## CONTRACT LANGUAGE IN ARTICLE 32: ATTENDANCE POLICY 6. CONTROL PROCEDURE:

**NOTE:** It is up to the individual Flight Attendant to know the status of her/his own point accumulation. The Company shall provide the Flight Attendant's current point status via electronic means or on paper upon request. Flight Attendants should feel free to contact their Supervisors at any time for counseling regardless of their accumulated points. **Warning letters will be sent to the Flight Attendant's Southwest Airlines email account.** Points will continue to accumulate even if warning letters are unable to be sent or received or counseling is unable to be timely given due to the rapid accumulation of points by the Flight Attendant.

**YOU CAN VIEW YOUR COMPANY EMAIL (WNCO.COM) ON  
YOUR EFB. PLEASE MAKE A HABIT OF CHECKING IT AT LEAST  
ONCE A WEEK.**



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## A 12-MONTH ATTENDANCE POINT REDUCTION PLAN



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### Dear Sisters and Brothers,

As a Member of the Executive Board, I review Grievances filed by the Union every month. I continue to see an uptick in the number of Flight Attendants terminated after reaching twelve (12) attendance points. It sickens me because almost all of these terminations were entirely preventable, and because I hate to see another Flight Attendant losing their livelihood because they allowed their attendance points to accumulate out of control.

A close friend of mine was terminated after receiving one too many MBL's (the MBL took her from 11.5 points to 12.0 points). Another friend, who didn't even know he was "high" in attendance points, called in sick less than two hours to his check-in and was fired! Prior to being fired, neither of these friends knew that one occurrence could cost them their job and livelihood. Per our Contract, it is our responsibility to know our attendance point totals.

Over the years, I have counseled hundreds of my friends and Co-Workers on how to reduce their overall attendance point totals by following my Point Reduction Plan (see below). I am ready and willing to help anyone who reaches out to me and asks for assistance.

**ATTENDANCE POINTS CAN BE REDUCED A FEW DIFFERENT WAYS:**

**1 16-month Points Roll Off:** Points will be deducted from the Flight Attendant's point total sixteen (16) months after the points were incurred. (16-month roll off only occurs when you are above zero; if you have zero points or are in the negative, the 16-month roll off will not apply.)

**2 Quarterly Record Improvement with Non Chargeable Occurrences:**

Two (2) points will be deducted from an active Flight Attendant's point total if they do not have a chargeable occurrence (i.e. if they did not incur any points) within a calendar quarter. You can still use a Doctor's Note or Personal Illness Note (PIN) and still reduce your points by two (2) as long as the sick calls did not result in any points. (Non-Chargeable Occurrences will not allow you to roll off into negative points).

**3 Quarterly Record Improvement with Perfect Attendance:**

Two (2) points will be deducted from an active Flight Attendant's point total if they have perfect attendance within a calendar quarter. If the point reduction reaches zero, the Flight Attendant will bank the remaining points up to negative six (6) (negative seven (7) if including the December point bonus).

**4 4<sup>th</sup> Quarter Record Improvement Bonus:**

A Flight Attendant who has four (4) or fewer points at the end of the Fourth Quarter and who did not accumulate more than one (1) point since October 1 will have her/his record reduced to zero (0) points. A Might Be Late (MBL) for which no points are charged will not count against the 4<sup>th</sup> Quarter Record Improvement Bonus.

**5 December Record Improvement:**

A Flight Attendant's point accumulation will be reduced by one (1) point or the Flight Attendant's points BANK will be increased by one (1) point, whichever is applicable, if the Flight Attendant has perfect attendance in the month of December.

**HOW MANY ATTENDANCE POINTS DO YOU HAVE?**

**ASK A SUPERVISOR.**

If you have a high attendance point total (eight or more), contact an Inflight Supervisor to find out when your next 16-month roll off will occur. Keep track of when the points will roll off on a calendar or use this worksheet to devise a plan to reduce your points back into a safe zone.

**LET'S FILL OUT THIS WORKSHEET:**

- BEGINNING TOTAL:**  
How many attendance points will you have on October 1?
- 16-month ROLL OFF:**  
How many attendance points will "roll off" between October 1 and December 31?
- RECORD IMPROVE:**  
How many attendance points will "record improve" by not calling in sick between October 1 and December 31?
- END TOTAL:**  
How many attendance points will I have on December 31?

 **A 12-Month Attendance Point Reduction Plan**

Name	Employee #
<b>2017 QUARTER 4 (OCT-DEC)</b>	
BEGINNING TOTAL	
16-MONTH ROLL OFF	
RECORD IMPROVE	
END TOTAL	
<b>2018 QUARTER 1 (JAN-MAR)</b>	
BEGINNING TOTAL	
16-MONTH ROLL OFF	
RECORD IMPROVE	
END TOTAL	
<b>2018 QUARTER 2 (APR-JUN)</b>	
BEGINNING TOTAL	
16-MONTH ROLL OFF	
RECORD IMPROVE	
END TOTAL	
<b>2018 QUARTER 3 (JUL-SEP)</b>	
BEGINNING TOTAL	
16-MONTH ROLL OFF	
RECORD IMPROVE	
END TOTAL	

If you need help with the form above, please email me [swilkins@twu556.org](mailto:swilkins@twu556.org) or call me (214) 640-4313. It is my goal to ensure that no one has to lose their livelihoods because of attendance points. Please do not hesitate to reach out if you are in point trouble. Help is just a phone call away.

# OVERLAP

**Overlap is one of the more (if not most) complex items in our Collective Bargaining Agreement, but once you master understanding it, it can become one of the most beneficial items in our Contract.**

Our Overlap rules are unique because we do not have a Preferential Bidding System (PBS) in our Contract like some other airlines. PBS takes away the flexibility and options we have when it comes to Overlap, and is something we should never want to see added into our Contract.

There are four different Overlap scenarios that can occur between bid periods: Lineholder to Lineholder, Lineholder to Reserve, Reserve to Lineholder and Reserve to Reserve. Each of these scenarios has many different options that are all dependent upon check-in times, debrief times, SIPs, and two trips physically overlapping, to name a few.

As a former Scheduler, it took me many months of working the Overlap period to understand all the rules. My goal with this article is to highlight some of the most important things to remember, as well as share some of the more intricate language that sometimes gets forgotten or misinterpreted.

First and foremost: contractual Overlap adjustments are made between Original assignments—O label trips and K labeled Reserve days. If you trade your trip for another trip on the same days for the same number of days, you will retain Overlap options (Article 10.9.G).

## LINEHOLDER TO LINEHOLDER

Overlap adjustments must be made by Crew Scheduling by noon Central on the 18<sup>th</sup> (Article 10.9.A.1). The adjustments are completed much sooner—generally within a few days of the new bid lines being loaded. When I started in Crew Scheduling in November 2006, Schedulers manually made Lineholder to Lineholder adjustments. Needless to say it was a long and arduous process. Now a computer program processes those adjustments based on the contractual rules. You must exercise your Overlap options by noon Central on the 19<sup>th</sup>.

## LINEHOLDER TO RESERVE

Overlap adjustments are made by noon Central on the 19<sup>th</sup> (Article

10.9.B.1). This is where you may see a green OV bar instead of a Reserve day in the new bid period.

## RESERVE TO LINEHOLDER

Overlap adjustments are made at the time a Reserve is given an assignment (Article 10.9.C). So when Crew Scheduling calls to notify you of your Reserve assignment, the Scheduler should advise you of any options you may have. If for some reason the Scheduler fails to do so, don't hesitate to ask, "What are my Overlap options?"

## RESERVE TO RESERVE

Overlap adjustments are made by noon Central on the 19<sup>th</sup> (Article 10.9.D). This is also where you may see a green OV bar instead of a Reserve day in the new bid period. Reserve to Reserve Overlap requires there to be no more than five (5) Reserve days in a row.

## WHEN BIDDING FOR OVERLAP, A FEW IMPORTANT THINGS TO REMEMBER:

Pay attention to Station Interruption Points (SIPs). If a SIP pays at least four (4) Trips for Pay (TFP), the trip can be split to give you legal rest—contractual 48/7, FAR 24/7 or Domicile Break (Article 10.9).

All Overlap adjustments must be made in the new bid period. A trip that begins in the current bid period, but has a SIP in the new bid period **can** be adjusted. The following is a perfect example of a trip that can be broken to create a 48/7, 24/7 or domicile break. The SIP occurs in the new bid period and pays at least four (4) TFP.

Herb Time <- Click to toggle. ->													Totals		
Date	Flight	Depart	Arrive	Eq	Pax	Position	I	L	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit
30 Jun	3806	Rpt 1045 LAS 1144	IND 1458 Rls 1528	800	170				314	1400	SP		314	443	440
IND:1302 Hotel: Crowne Plaza Downtown #1-317-631-2221 Trans: #1-317-529-8040															
01 Jul	4553	Rpt 0430 IND 0458	LAS 0846	800	171				348	123	SP				460
01 Jul	3706	LAS 1009	PIT 1408 Rls 1438	800	157				359	1710	SP		747	1008	980
PIT:1612 Hotel: Wyndham Grand PIT Downtown #1-412-391-4600 Trans: #1-412-697-2291															
02 Jul	4313	Rpt 0650 PIT 0718	DAL 0952	800	166				234	109	S				320
02 Jul	4313	DAL 1101	PHX 1327	800	173				226	203	S				280
02 Jul	DH 5004	PHX 1530	LAS 1631 Rls 1701	700	145				0	0			500	1011	754 D
												Flight Time Color Codes		Total: 1601 2502 2174 Carry 1247 1734 Out:	

The only time the trip in the current bid period can be pulled in its entirety is if it pays less than the trip in the new bid period. Because BA33 pays more than BAE9, the Flight Attendant can opt to keep it (Article 10.9.A.2).

BAE90/FAA		MSP		JAX			
BA330/FAC				SMF		RIC	

When working a Reserve trip at the end of the bid period that carries into the new Lineholder bid period on days originally scheduled off (no trips were pulled), the Flight Attendant will be paid time and one half (1.5x) for the trips flown on days off. If this Reserve is assigned a trip on the 31<sup>st</sup>, the trips flown on the 1<sup>st</sup> and 2<sup>nd</sup> will be paid at 1.5x. This pay is not automatic. An Auditor must go in and add the premium once the pairing is complete (Article 10.9.C).

30		31	1	Aug	2		3
		CRRK					
		B3					

When picking up Reserve at the end of the month, you accept the liability of the Flight Attendant giving away the Reserve (Article 10.9.E). So before picking up what may look like a single day of Reserve listed in Crew Web Access (CWA), pull up that Flight Attendant’s board. The little number inside the Reserve day is the number of days for which you will be liable. Picking up this Reserve would result in being liable for a three-day trip.

30		31	1	Aug	2		
		LRRK					
		B3					

If your VJA trip on the last day of the bid period overlaps into Reserve days, no adjustment is made to the Reserve days. The trips flown on the days that overlap Reserve will be paid at straight time toward the Reserve guarantee (Article 10.9.B.2.c). A way to avoid losing out on VJA pay is to give away the Reserve in the new bid period. Because the trip and Reserve are physically touching, you will need to have the Flight Attendant who is picking up your Reserve call Crew Scheduling to process the transaction.

When it comes to the Reserve report during the Overlap period, Crew Scheduling is able to go “out of order” to preserve our pay in the new bid period. They will assign the Reserves that do not require a pull in the new bid period first. Even if these Reserves are at the end of the report, they will be assigned first to avoid pulling trips from Reserves higher up on the list. Language regarding this past practice is not written in our Contract, but it is accepted. This is not considered an out of order issue as defined in Article 11 (Reserve).

Scheduling cannot adjust the end time of an unassigned Reserve day to keep you legal for a trip in the new bid period (Article 10.9.J). However, if you have not been assigned on Reserve, but want to remain legal to pick up from Open Time or another Flight Attendant, you can request a “rest bar” be placed on your CWA board. You will need to contact Crew Scheduling to do this.

If you hold a Vacation Relief (VR) Line, you are considered a Lineholder for Overlap adjustments.

Legal Overlap combinations are utilized when determining what trips or Reserve days will need to be pulled during the Overlap period (Article 10.9.F). Because the list of combinations is fairly extensive, please take some time to look them over when you are bidding to ensure you are making the best choices based on your individual circumstance. These are contractual combinations that you can waive in order to receive VJA in the new bid period. Remember, FARs cannot be waived (24/7 and 9 hours rest from debrief to check-in).

One of the lesser known provisions is Article 10.9.I. This language was added into the purple Contract and adjusted in the teal. The contract provides language to cover when a Flight Attendant has more than 9:00 (debrief to check-in), but less than 12:00 (block to check-in). Prior to lines being awarded for the new bid period, a Flight Attendant can pick up a pairing in the current bid period that falls during Overlap. If an Overlap adjustment is required, Scheduling will only automatically adjust for FARs. HOWEVER, if the adjustment is less than 12:00 (but more than 9:00), a Flight Attendant can call Scheduling to receive the 12:00 domicile break. This adjustment will not show up “ghosted” on CWA. When calling to exercise this option, advise Crew Scheduling you are utilizing Article 10.9.I. If you have the Contract App downloaded onto your phone or tablet, you can pull up the language and quote it to the Scheduler (if needed).

Overlap is quite extensive, and each month your Overlap situation could be different. Please take the time to read over Article 10.9 which covers all of Overlap language. If you need additional assistance, please call the Union Office or utilize the Official TWU 556 Facebook Group to ask your questions.



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# LODO ORGULLO!

**Hola! Have you noticed our route map is edging south into Spanish speaking countries?**



With this in mind, TWU Local 556 and Southwest Airlines have been working together to establish a long-term LODO Agreement that provides industry-leading safety and comfort for our non-English speaking Passengers and industry-leading contractual protections for our LODO and non-LODO Flight Attendants.

The title of this article, *orgullo*, means “pride.” We LODO speakers take great pride in caring for our abuelitas (grandmothers), hermanos (brothers and sisters), hijos (children) and tías (aunts). A lot of us grew up in Spanish speaking households; English is our second language. In our culture there is a term “maleducado,” which may appear to refer to someone lacking education or educated poorly. However, it loosely translates as poorly-raised or someone without respect for elders or those in need. When a grandmother or uncle smiles with relief that there is an Azafata (Flight Attendant) that can assist them with their immediate needs, when a full flight into Cuba breaks into spontaneous applause with gratitude for being understood, when a tearful reunion between an Unaccompanied Minor (UM) and their parents is facilitated by a LODO Flight Attendant, we are proud: proud to work at Southwest Airlines, proud of our heritage and proud to take care of those in need.

We are also proud and happy to inform all of you that there are avenues to take should you decide that you may want to be a LODO Flight Attendant. In a recent Inflight Info On the Go (IIOTG) publication, Southwest

Airlines announced testing to qualify more LODO Spanish speakers. Southwest Airlines offers a self-education program with reimbursements up to \$2,500.00. If you take the LODO test and are close to qualifying but do not pass, there is another option to attend a language course of your choosing and, upon qualification, you can be reimbursed up to \$1,500.00 of your costs. Southwest Airlines intends to add SJU to our list of LODO destinations, which will create more LODO lines for everyone. Please consider joining us! We invite you with open arms.

Here is a small list and fun “gringo” pronunciation of words that can help you to feel our pride when assisting Spanish speaking passengers. We realize that not everyone has had the advantage of growing up Latino like us!

<b>Welcome</b>	<b>Bienvenidos</b>	<b>Be-in-veh-nee-those</b>
<b>Whichever seat you like</b>	<b>cualquier silla</b>	<b>Kwahl key-err see-yah</b>
<b>My pleasure</b>	<b>Con mucho gusto</b>	<b>Cone moo-cho goo-stow</b>
<b>Of course</b>	<b>por supuesto</b>	<b>Pour sue-pwesto</b>
<b>Juice</b>	<b>Jugo</b>	<b>Who-go</b>
<b>Orange</b>	<b>Naranja</b>	<b>Nah-rahn-ha</b>
<b>Apple</b>	<b>Manzana</b>	<b>Mahn-zah-nah</b>
<b>Coke</b>	<b>Coca</b>	<b>Koh-kah</b>
<b>Coffee</b>	<b>Café</b>	<b>Kah-fay</b>
<b>Tea</b>	<b>Té</b>	<b>Tay</b>
<b>Cream</b>	<b>Crema</b>	<b>Cray-mah</b>
<b>Sugar</b>	<b>Azúcar</b>	<b>Ah-zoo-car</b>
<b>Ice</b>	<b>Hielo</b>	<b>Sounds like the color “yellow”</b>
<b>Without ice</b>	<b>Sin hielo</b>	<b>Seen yellow</b>



Egda Avila is an Orlando-based Flight Attendant and serves on the TWU Local 556 Language of Destination/Origin (LODO) Committee.



# THE UNION CELEBRATES LABOR DAY!



Heather Kelly-Gray is an Oakland-based Flight Attendant and serves as a TWU Local 556 Executive Board Members at Large. [hkelly-gray@twu556.org](mailto:hkelly-gray@twu556.org)

**This September we honor the hard fought victories of the American Labor Movement.**

Labor Day serves to remind us of the lasting achievements American Workers have made to advance the conditions of all working people. Labor Unions fought victoriously for the eight hour work day, the end of child labor, the weekend, paid vacation, paid sick leave, FMLA, and much more.

TWU Local 556 celebrates Labor Day in a number of ways, including participating in the annual Labor Day Breakfast in Dallas, the Harris County Central Labor Council Celebration in Houston, and the Alameda Central Labor Council's Labor Day Picnic in Oakland. TWU Local 556 works to build and strengthen our ties to the Labor Movement because we understand that to be victorious, we must work together in collaborative ways. There is strength in unity.

This Labor Day, we renew our efforts to improve the conditions of all working people and to fight back against those who would try to weaken our rights as working people. Right now there are attacks on workers' rights through the passage of Right to Work legislation. Make no mistake about it, Right to Work laws makes it more

difficult to collectively bargain for better wages, better benefits, better working conditions, and for Workers to form and maintain their Unions. States that have passed Right to Work laws experience higher percentages of poverty and a larger wage gap between men and women.

Let us take this opportunity to recognize our own struggles. We must remember that standing together in solidarity is the only way we will succeed. A solid road has been paved for us by our Brothers and Sisters who fought for us in the past. It is up to us to preserve their legacy by standing together, to focus on the future, and fight the challenges we face together.



# WE MOVE AMERICA



## CELEBRATE LABOR DAY!

★ ★ ★ TRANSPORT WORKERS UNION LOCAL 556 ★ ★ ★