



**TWU Local 556**

The Union for Southwest Airlines  
Flight Attendants

November/December 2019  
Volume 1, Issue 3

# 556 Galley Gazette

We are Proud to Honor our

## TWU Local 556

### Brothers and Sisters

who served, and continue  
to serve, our country and  
protect our freedoms.

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**Get all of your info  
from OUR Team at:**  
[www.twu556.org/  
yourvoiceourpower](http://www.twu556.org/yourvoiceourpower)



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To register as a  
TWU Veteran  
please visit  
<http://veterans.twu.org/>

## Movember: A Focus on Men's Health

During the month of November, you may see our male Flight Attendants with a little more facial hair. Movember (the combination of moustache and November) is an annual event that is meant to bring awareness to men's health issues such as prostate cancer, testicular cancer, and men's suicide. It's imperative that we continue to recognize and support the growing need to focus on men's physical and mental well-being.

When growing your moustache for Movember, keep in mind the Appearance Standards for facial hair located in our Flight Attendant Handbook.

- Length should be even and not extend beyond ½ inch from the face.
- Sideburns cannot be longer than the bottom of the earlobe and must be even width throughout.

## Veterans Day

On June 1, 1954, November 11<sup>th</sup> became a day to honor American Veterans of all wars. Veterans Day continues to be observed on November 11<sup>th</sup>, regardless of what day of the week on which it falls. The restoration of the observance of Veterans Day to November 11<sup>th</sup> not only preserves the historical significance of the date, but helps focus attention on the important purpose of Veterans Day:

**A celebration to honor America's Veterans for their patriotism, love of country, and willingness to serve and sacrifice for the common good.**

([www.va.gov](http://www.va.gov))

The brave men and women who serve and protect the United States come from all walks of life: they are parents, children and grandparents. They are friends, neighbors and coworkers. And they are an important part of their communities.

Here are some facts about the current Veteran population of the United States gathered by the U.S. Census Bureau.

- Currently there are over 23 million military Veterans in the United States.
- Over 9 million Veterans are over the age of 65.
- Almost 2 million Veterans are under the age of 35.
- Female Veterans total almost 2 million.
- More than 5 million Veterans served during the Gulf War (representing service from August 2, 1990, to present).
- In excess of 6 million Veterans have served in peacetime.
- The 3 states with the highest amount of Veterans among the population are: California (over 2 million), Florida (almost 2 million) and Texas (almost 2 million).
- Other countries also commemorate the Veterans of World Wars I and II: Canada has Remembrance Day (November 11<sup>th</sup>), while Britain has Remembrance Sunday (the second Sunday of November). In Europe, Britain and the Commonwealth countries, it is common to observe two minutes of silence at 11 a.m. every November 11<sup>th</sup>.

If you know a Veteran or have one on your flight, let them know how much we appreciate them.

If you are a Veteran, or are currently serving, we would like you to register with the Veterans Committee. Registering with the committee will enable us to better serve you as a Member and a Veteran.

We are also seeking volunteers who would like to participate in Veteran related events and fundraisers.

You may contact the Veterans Committee by using the following information:

**Chris Sullivan**

Veterans Committee Chair

[csullivan@twu556.org](mailto:csullivan@twu556.org)

DEN F/A #65925

**Wayne Tipton**

Veterans Committee Co-Chair

[wtipton@twu556.org](mailto:wtipton@twu556.org)

PHX F/A #94529

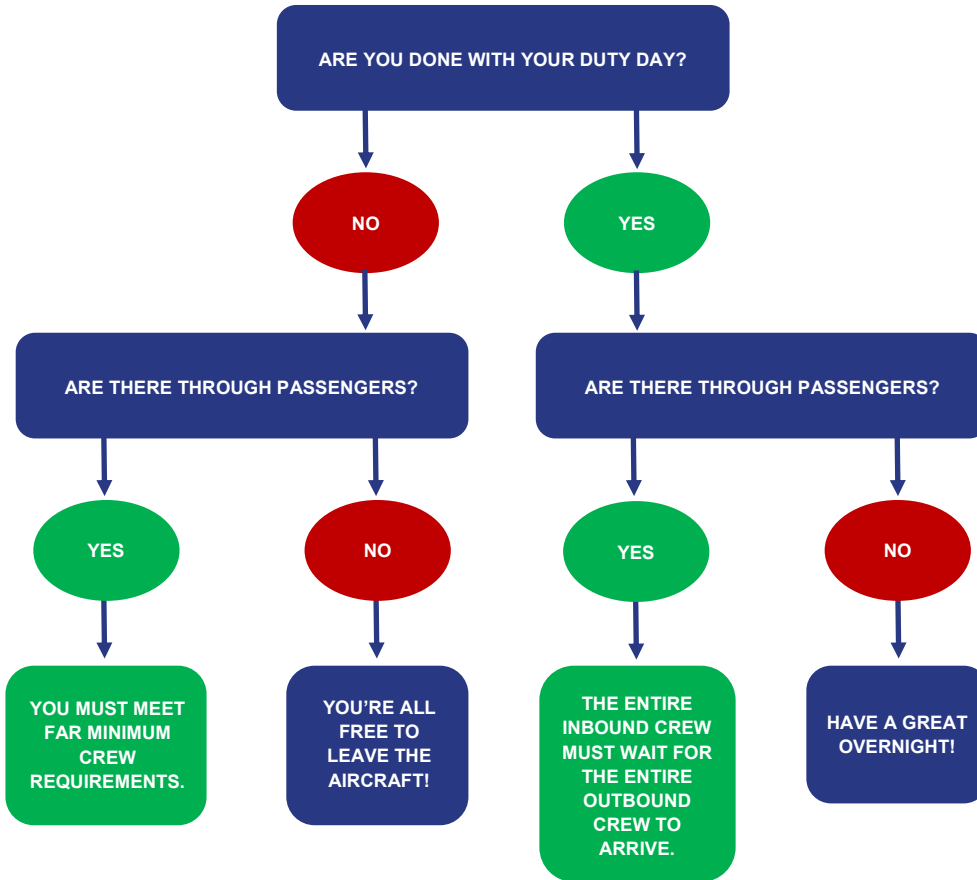


**President Eisenhower signing HR7786,  
changing Armistice Day to  
Veterans Day.**

# Should I Stay or Should I Go?

## Flight Attendant Manual (FAM) - Your Flight Beginning To End 8.6.1

"During a Crew change at the end of a duty day when there are through Passengers, all inbound Flight Attendants must remain with the aircraft until the outbound Crew arrives."



## Flight Attendant Substitutes

At certain times during the duty day, a Flight Attendant may be replaced by certain qualified substitutes. Reference Your Flight Beginning to End 1.5.0 in your FAM for further information.

**Boarding/Deplaning:** A deadheading, commuting, or non-rev Flight Attendant (or Flight Attendant-qualified Inflight Leader) may replace a working Flight Attendant if FAR legal. Scheduling must be notified and give approval for the substitute. The substitute must be identifiable to Passengers by full uniform or displayed Crew ID and have all required items.

**Pilot Substitutes During Groundtime:** A pilot may monitor the cabin from the forward entryway during groundtime as long as they:

- Do not have any additional duties,
- Are identifiable to passengers by uniform or ID,
- All termination passengers have deplaned and boarding has not commenced,
- All engines are shut down, and
- One floor level exit is open.

## Minimum Crew Requirements on Ground Time

The FAA has mandated that a specific number of working Crew Members (dependent on the type of aircraft) be present any time a Passenger is onboard our aircraft during groundtime.

"During groundtime when Passengers remain onboard, one inbound Crew Member (B737-700)/two Crew Members (B737-800/ MAX 8) must remain on the aircraft."

- FAM Your Flight Beginning To End 8.5.0

**Keep In Mind:** While on the ground with Passengers onboard, the forward entry area must be attended in order to best assist Passengers in the event of an emergency requiring an evacuation.

## Minimum Crew Requirements Per Aircraft Type

-700



**1 Working Crew Member**

-800



**2 Working Crew Members**



**Remember:** The above FAR Minimum Crew Requirements only pertains to through flights with ground time when you are not finished with your duty day.



## Grievance Stats October 2019

### 183 Total Grievances:

- 40 Terminations
- 15 Group Grievances
- 4 Non-Termination  
Disciplinary
- 44 Attendance
- 38 Individual Contract

**Total Contract Grievances  
on File: 53**

**Total Discipline  
Grievances on File: 130**

### Fact Finding Meetings:

82 Fact-Finding Meetings  
held in Domiciles

### Chat App:

682 Chat App Messages  
Received (Average of 22  
Questions Submitted per  
Day)

## Holiday Accessories Guidelines (FAH)

- Must be in full regulation uniform while on duty
- Use common sense
- Remain easily identifiable as a Flight Attendant
- Cannot interfere with normal safety and cabin duties

**Keep In Mind:**  
*Inappropriate attire can  
result in discipline.*



## Basics of Sick Bank Accrual

Article 16.1.A in our Contract explains how we accrue and build our sick bank. For every ten (10) TFP flown or credited during the month, you will accrue 1 TFP of sick bank. The only TFP that will not count towards the credit for sick bank accrual is sick pay.

**Example:** For October, I was credited 95 TFP (including vacation pay, premium pay and trip pay). My sick bank would increase 9.5 TFP on November 1<sup>st</sup>.

If you have Perfect Attendance in December, you will not only get the December Record Improvement Bonus (Article 32.7.B), you will also accrue sick bank at **1.5x the normal rate!** (Article 16.1.B)

**Example:** In December, I have Perfect Attendance and was credited with 100 TFP. My points total will reduce to the maximum of -7 points (thanks to Article 32.7.B), and my sick bank will increase by 15 TFP on January 1<sup>st</sup>.

### “Where do I find my sick bank total?”

If you look at your Payroll Report on CWA, you will find your sick bank total at the bottom of the page.

\*\*\*\*\* Estimated Sick Bank Summary for NOV19 \*\*\*\*\*  
Estimated Beginning Sick Balance of Schedule Period : 1029.34  
Estimated Sick Bank Accrual : 9.0  
Estimated Sick Bank Used : 0.0  
Estimated Beginning Balance for Next Sched Period : 1032.34  
END OF REPORT

## Holiday Pay is Here!

November and December provide Flight Attendants with additional opportunities to increase our TFP with Article 21.21 - Holiday Pay. You will receive double time (2.0x) for all flying (including RIGs) on **Thanksgiving Day (November 28, 2019), Christmas Day (December 25, 2019) and New Year's Eve (December 31, 2019)**. Even better, holiday pay is paid on top of any other premium pay.



### “What if I'm sitting Reserve on the Holiday?”

You will be paid **2x for all flying** that you do on the holiday (with the straight time pay going towards your guarantee and the premium being paid above your monthly Reserve guarantee). If you do not fly on the holiday, you will be credited 6 TFP above your monthly guarantee.



### “I was scheduled to fly but got sick! Do I still receive Holiday Pay?”

No. The premium pay is for actual flying on the specified holidays.



## PIN Blackout Dates

Each calendar quarter Flight Attendants may use one Personal Illness Note (PIN) to excuse an absence of up to 7 days without accruing attendance points. Article 32.5.b.v provides a list of PIN Blackout Dates. If an assignment (trip or Reserve block) touches any of these dates, a PIN cannot be used to keep from accruing points. In November and December, we have a handful of PIN Blackout Dates:

- Thanksgiving (November 28, 2019)
- Friday after Thanksgiving Day (November 29, 2019)
- Christmas Day (December 25, 2019)
- New Year's Eve (December 31, 2019)

**Remember:** PIN Blackout Dates **do not** prohibit you from utilizing a Doctor's note, Leave of Absence (including FMLA), or any applicable State Leaves.

## KNOW the ASAP Program

The ASAP Report Program is a FAA sponsored reporting program agreed upon by Southwest Airlines and TWU Local 556. The sole purpose of the ASAP Program is for the voluntary, anonymous reporting of **unintentional safety violations or concerns** while on the job. This allows the ASAP Event Review Committee (ERC) the chance to evaluate potential risks and propose changes to procedure before an event happens.

### What is the ERC?

The ERC is comprised of representatives from TWU Local 556, Southwest Airlines, and the FAA. This group is tasked with reviewing all confidential submissions. When you submit an ASAP, you will receive notification via your Company email from both the ASAP Manager and NASA. In some situations, in order to determine the cases acceptance (or not), additional information may be needed. You will be contacted via telephone by a member of the ERC to obtain further details of the event.

### Common Approved ASAP Reported Events

- Not in boarding position when boarding commences
- IEFB not updated prior to flying
- Door procedures (arming/disarming)

### What Type of Events Are Excluded from the ASAP Program?

- Reckless behavior and intentional disregard for safety
- Criminal activity
- Alcohol or controlled substance abuse
- Intentional falsification of reports

### How to File an ASAP Report

There are two different ways to submit your ASAP Report: SWALife and the ASAP Report Hotline. It's important to remember that after filing a report via telephone, you **must** follow up with a written submission within three (3) calendar days.

### Responses to Expect When Filing an ASAP Report

- Letter of No Action - "Thank you for participating."
- Letter of Correction - The ERC has a recommended corrective action for you to complete.
- Warning Notice - An FAR was inadvertently violated. Because of your participation in the ASAP Program, no disciplinary action will result.

### ASAP Timelines

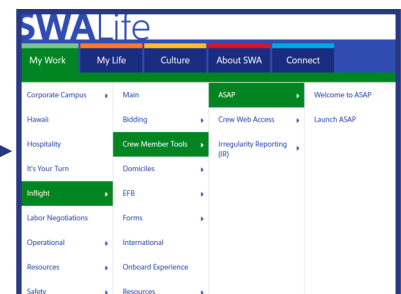
**Sole Source Event:** Within 24 Hours of the event occurring

**Non-Sole Source Event:** Within 24 hours of knowledge of the event

**After Utilizing the ASAP Hotline:** A written report must be submitted within three (3) calendar days of the phone report

### Did You Know?? Crew Accommodations Edition

- The Crew Accommodations Board (CAB) is comprised of 24 active SWA Pilots and Flight Attendants.
- If you have a question, complaint, or comment concerning anything with hotels, amenities, or transportation, you can create a Crew Rest Report on your IEFB.  
[Comply365 > Forms > Inflight > Crew Rest Feedback Form](#)
- Hotel, amenity and transportation lists, as well as the latest breaking hotel news (including walk information) can be found on SWALife in the Hotels section.  
[SWALife > My Work > Inflight > Resources > Hotels](#)
- Pertinent hotel news and hotel, amenity and transportation lists can be found on your IEFB.  
[Comply365 > My Publications > Base & Overnight Information > Hotel and Transportation Information](#)



[SWALife > My Work > Inflight > Crew Member Tools > ASAP > Launch ASAP](#)

**ASAP Report Hotline**  
**(866) 231-8338**

## Negotiation Dates at the Table

November 5-7  
December 3-5  
January 21-23  
February 4-6  
February 25-27  
March 3-5  
March 24-26

## What You Can Do To Support Our Negotiating Committee

- ✓ Wear Your Union Pin
- ✓ Read All Communication and Updates From **OUR** Team
- ✓ Complete Surveys
- ✓ Attend Membership Meetings
- ✓ Stay **ACTIVE** and **ENGAGED**



## TWU Local 556 Office

Phone: 800-969-7932

### Hours

Monday - Friday:  
0800 - 1800 CT  
Saturday, Sunday & Holidays:  
0900 - 1700 CT

### Chat App

Monday-Friday:  
0800 - 2200CT  
Saturday & Sunday:  
0900 - 1700 CT

[www.twu556.org](http://www.twu556.org)

### Questions?

### Suggestions? Ideas?

Contact the 556 Galley  
Gazette Team at  
[Communications@twu556.org](mailto:Communications@twu556.org)

## Payroll Report Quick Tips

### HOLIDAY PAY

Regardless of the type of flying (or non-flying), holiday pay will be located in it's own bucket. Remember that when on Reserve, holiday pay is paid above your monthly Reserve guarantee. The straight pay portion of the flying will be found in your Reserve guarantee breakdown.

CODE	DESCRIPTION	CREDITS	RATE	TOTAL
HD	HOLIDAY	3.25	1.0	3.25
REG	REGULAR	80.90	1.0	80.90

### MONTHLY RESERVE GUARANTEE

If you are on Reserve for the month, your pay guarantee is not per block, but per month. Look towards the bottom of your Payroll Report and you will find the breakdown of your entire month's flying compared to the monthly guarantee.

Reserve Summary		
Monthly Guarantee		
Date	Guarantee	TFP Credited
07/07/16		8.40
07/08/16		8.61
07/09/16		4.00
07/14/16		7.90
07/15/16		4.37
07/16/16		8.70
07/21/16		7.02
07/22/16		6.99
07/23/16		6.00
07/28/16		6.62
07/29/16		8.20
07/30/16		4.87
12 Days at 6.00 =	72.00	81.69

### CALCULATING YOUR ADVANCE

To calculate your advance, take your pay rate and multiply it by 50 TFP. Then round that number down to the nearest \$100.

Example: \$63.30 x 50 TFP = \$3165 Pre-Set Advance Amount: \$3100

### STOPPING YOUR ADVANCE

Flight Attendants are paid an advance on our next months projected flying. Should you be going out on a Leave or do not intend to fly at least 50 TFP, you may want to stop your advance. If you do not, you may owe the Company money the following month. To stop, change, or restart your Advance, visit SWALife:

**SWALife > About Me > FA Payroll Requests > Flight Attendant Forms > Change of Advance**

**IMPORTANT:** The last date to cancel an advance is the 11<sup>th</sup> of the month prior.

## 2019 Third Membership Meeting Schedule

The Union of Southwest Airlines Flight Attendants  
**TWU LOCAL 556**

**2019 Third Membership Meeting**  
(Please Note: All times are posted in local)

<p style="text-align: center;"><b>Las Vegas</b></p> <p style="text-align: center;">Monday, November 18, 2019 1000</p> <p style="text-align: center;"><b>Hyatt Place Las Vegas</b> 4520 Paradise Road Las Vegas, NV 89169 / 702.369.3366</p>	<p style="text-align: center;"><b>Dallas</b></p> <p style="text-align: center;">Thursday, November 21, 2019 1000</p> <p style="text-align: center;"><b>TWU Local 556</b> 8787 N. Stemmons Fwy, Suite 600 Dallas, TX 75247 / 214.640.4300</p>
<p style="text-align: center;"><b>Denver</b></p> <p style="text-align: center;">Tuesday, November 19, 2019 1000</p> <p style="text-align: center;"><b>Embassy Suites DEN Airport</b> 7001 Yampa Street Denver, CO 80249 / 303.574.3000</p>	<p style="text-align: center;"><b>Atlanta</b></p> <p style="text-align: center;"><b>"NEW LOCATION"</b> Monday, December 16, 2019 1000</p> <p style="text-align: center;"><b>SpringHill Suites Atlanta Airport Gateway</b> 2091 Convention Center Concourse College Park, GA 30337/770.307.8880</p>
<p style="text-align: center;"><b>Houston</b></p> <p style="text-align: center;">Wednesday, November 20, 2019 1000</p> <p style="text-align: center;"><b>DoubleTree HOU Hobby Airport</b> 8181 Airport Boulevard Houston, TX 77061 / 713.645.3000</p>	<p style="text-align: center;"><b>Baltimore</b></p> <p style="text-align: center;">Monday, December 16, 2019 1000</p> <p style="text-align: center;"><b>Doubletree BWI Airport</b> 890 Elkridge Landing Road Linthicum, MD 21090 / 410.859.8400</p>

**MEETING AGENDA**

General Union Business  
Voting on Proposed Bylaw Amendments

*Members in Attendance Must Be in Good Standing - ID's will be checked.*