



# UNITY

THE MAGAZINE OF TWU LOCAL 556

values LUV.ive skills  
integrity honor Unity  
trust open kindness  
diverse generations  
community WISDOM  
acceptance teamwork  
inspire  
Group interaction  
TWU people  
flexible communication  
sincerity  
service  
fun

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## Membership Pledge

### of the TRANSPORT WORKERS UNION OF AMERICA, AFL-CIO

I solemnly pledge on my honor to abide by the Constitution of the Transport Workers Union of America and the rules and Bylaws of TWU 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.

## Legalities:

The views expressed in Unity do not necessarily represent those of TWU Local 556 or TWU International. This publication is intended only to educate and inform TWU Local 556 Members. It is not intended to officially establish or clarify past practice, Contract language or grievance/arbitration positions. It is therefore not to be utilized or relied upon by any person or party as evidence of the Union's position on any past practices, Contract language, grievances/arbitrations or any other disputes or issues between TWU Local 556 and Southwest Airlines.

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Articles submitted to Unity will not be considered for publication if they are libelous, defamatory, not factual, in bad taste, or are contractually incorrect.

The TWU Local 556 Editorial Team reserves the right to edit any submissions that are received for the purpose of inclusion in Unity.



## LETTER FROM THE PRESIDENT

It is a new year and a new decade of optimism, resolutions and hope. Now, we look ahead to what this new year will bring. I cannot thank you enough for the camaraderie and strength I continue to see exhibited in the TWU Local 556 Membership. It is inspiring to see the support, involvement, service, and hard work you consistently provide.

What shows the Company your worth? When you reach out and seek opportunities for involvement, ask questions, assist fellow Members, and participate by staying informed. When you remain engaged, you continue to build and strengthen your Union, which shows the Company you value your worth.

I realize it is a trying time for many of you with the overstaffing situation created by the reduction in MAX 8 flying. As a twenty-five-year Southwest Flight Attendant I am well aware that we Flight Attendants need a certain number of TFP in order to make ends meet. When line values are lowered, open time pairings are scarce reserve flying is minimized, and our lives are impacted. For some, these impacts could mean putting off needed healthcare for your loved ones, not gaining a loan approval for a home or car, and in some cases paying monthly utilities becomes a stress. I am sorry for what you are enduring. On January 23, 2020 I attended the MAX 8 meeting alongside many other Union leaders from Southwest Airlines. I stated to COO Mike Van De Ven, "Mike, our Flight Attendants are also suffering in a way that no other work group suffers. Flight Attendants and Pilots are the only two Workgroups that work exclusively on the plane. We need special considerations." Your Executive Board remains vigilant in voicing your concerns over our unique situation as Flight Attendants affected by the grounding of the MAX 8. The Union is working on solutions. Recently, we approved a Time Away program to hopefully increase line values.

I cannot go without mentioning our Negotiators, and how they continue to work hard at the table, fighting for what you have expressed is important to you. When not in direct negotiations, the Negotiating Team spends tireless hours, researching issues, compiling data from feedback received, analyzing cases, and studying ways to add needed Contract language, and to improve current language that is problematic or antiquated. We encourage you to make your voices heard by emailing the Negotiating Team (NT), at [nt@twu556.org](mailto:nt@twu556.org), when you have ideas and potential solutions to make our quality of life better. The NT depends on you to let **YOUR VOICE BE THEIR POWER.**

We strive to continue to hold Southwest Airlines accountable for what our world-class Flight Attendants deserve. Southwest Airlines' Flight Attendants are the best in the industry, and their profitability and success are directly related to the safety, care, and service that you continue to faithfully provide to our passengers every day. We are safety professionals and first responders. We know our worth. We demand that Southwest Airlines recognize our worth.

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*This Workgroup exudes pride, tenacity, and fight! You have been supportive and continued to step up and ensure the success of Southwest Airlines in so many ways.*

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We continue to face many challenges, including financial hardships caused by the grounding of the MAX aircraft. Flight Attendants continue to be negatively affected by Southwest Airlines' technology issues such as disappearing trips and incorrect awarding of MRT bids; unpaid extended ground times both in between flights and with passengers onboard the aircraft. The hardships aren't just financial. Management has taken a new, punitive attitude with increased Fact-Finding Meetings, a sharp rise in discipline by the decreased steps in the *Work and Conduct Rules*, and overreaching *Social Media Policy*. Your Negotiating Team continuously meets with Southwest Airlines to ensure our Members' interests are taken into consideration and provided for. We have shared your concerns and will continue to fight for what you deserve. One example of this fight is the filing of the Group Grievance concerning disappearing trips. Please continue to report any cases of potentially stolen trips, by providing pairing numbers, dates, and details such as the IP address of your last login as well as device used. We will add you to the Group Grievance and continue to put pressure on the Company to find an answer.

I begin 2020 with a huge amount of gratitude to you, the Members of TWU Local 556. This workgroup exudes pride, tenacity, and fight! From our Grievance Team and Shop Stewards who stand up for Flight Attendants every day, to the many well thought out suggestions our NT receives, you have been supportive and continued to step up and ensure the success of Southwest Airlines in so many ways. To those of you who show up on your days off to attend Membership Meetings, and those who Unite our Workgroup in often unseen ways by setting examples of support and care for each other--THANK YOU! I cannot say it enough. You are Employees to be proud of and rewarded. You are the true spirit of Southwest Airlines! Here's to 2020!

**Lyn Montgomery**

President, TWU Local 556

[lmontgomery@twu556.org](mailto:lmontgomery@twu556.org) | 214-640-4301





# 2020 CULTURE, VISION, AND VALUES

## Letter From the Editor

There are so many words that come to mind when you think of a Southwest Airlines Flight Attendant. However, the biggest one is Union. We could not be one without the other. Every Southwest Airlines Flight Attendant is a Member of TWU Local 556. The **Culture** of Southwest Airlines and what it means to be a Flight Attendant has always spilled over into TWU: our pride, our passion, and our Luv just to name a few. Many of us speak about the changes that are happening within the Company and Inflight Management. Some of the changes don't always feel positive or we just don't understand them. Whatever the case may be, we must continue to resonate with the pride, passion and Luv that is a part of our Culture.

It has been a year since we lost our TWU Local 556 honorary member Herb Kelleher. Although I never had the opportunity to meet him, I have heard so many wonderful stories of his life and the legacy he built at Southwest Airlines. Board Member at Large Kay Hogan took this opportunity to share with us some things that many of us may not have known when it comes to Herb's connection to our Local. I am so grateful that she prepared a Loving tribute. It is so important that we keep our focus on the **vision** of our beloved founder Herb Kelleher.

What we **value** most at TWU Local 556 is helping and supporting one another. Whether that's on the jumpseat as a listening ear, or referring a Flight Attendant to Union resources, we are here for one another. The Local has put some additional measures in place to continue to be a resource and support for us as Flight Attendants in 2020 and beyond.

The Executive Board approved the Local's very first training program that will address matters involving sexual harassment and assault, as well as diversity and inclusion training. We are excited that Members of Professional Standards, Civil & Human Rights, WISE, CISM, and the Grievance Committee will receive additional training in these areas. These committee members are the first line of support for us as Flight Attendants, and we want to ensure that they have the best tools and resources available to them to support you.

Every Flight Attendant's health and safety is a primary concern. Our Local will continue to ensure that Flight Attendants understand the Family Medical Leave Act (FMLA) and how to utilize it when needed for yourself or a family member. The Local has also made some enhancements for on the job injuries (OJI) assistance. You can learn more about these resources in this edition. Our Grievance Team is always working hard to ensure that every one of us understands their rights.

COPE has been busy pushing legislation that affects us as Flight Attendants and the labor movement on both the state and national level. Check out the COPE article to find out more and join in on the movement.



Dr. Martin Luther King Jr.  
January 15, 1929 - April 4, 1968



Herbert David Kelleher  
March 12, 1931 - January 3, 2019

In recognition of Black History Month, we cannot forget the work of Dr. Martin Luther King Jr. Where would the labor movement be without his impact and involvement? The impact he had was unprecedented and TWU has always recognized his work and his legacy. This year, members of our Civil & Human Rights Committee (CHRC) were able to attend the annual AFL-CIO conference that honored Dr. King's legacy and his contributions. TWU Local 556 also adopted Martin Luther King Jr. Day as an official office holiday for the first time this year.

As we move into 2020, let us remember the work of Herb Kelleher and Dr. Martin Luther King Jr. One a young Baptist preacher who had a dream, and the other a lawyer and businessman with a vision. With vision, values and determination; both men have impacted our lives and so many others forever.

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*"When your values are clear, making decisions becomes easier."*  
- Roy Disney

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**KeyAnder Early**

Recording Secretary  
kearly@twu556.org



# HERB KELLEHER - FOREVER A TWU LOCAL 556 HONORARY MEMBER

## A LUVing TRIBUTE

How does the President, CEO and Chairman of the Board of Southwest Airlines become an Honorary Lifetime Member of the Transport Workers Union of America? Herbert D. Kelleher and Colleen Barrett had this unprecedented honor bestowed upon them by President Thom McDaniel on December 18, 2008. Could this have really happened you ask? Yes it did, and there are pictures to prove it! But the real proof is not in the pictures, it's in over 40 years of relationship building, friendships, camaraderie, sacrificing together, working side-by-side, respectfully disagreeing at times, laughing together and crying together over losses of fellow "Warrior Spirit" co-hearts, LUVing what you do and why you do it, and having FUN! Herb didn't do it for money or accolades; Herb did it for his people, his beloved Southwest Airlines Employees.



Pictured L to R: Colleen Barrett, former TWU Local 556 President Thom McDaniel, Herb Kelleher, Former TWU International President Jim Little and Former TWU International Secretary-Treasurer Joe Gordon.

From day one Herb set out to build a relationship with his Employees. Focusing at times on his Employees chosen to lead and represent their Labor Union Members. Herb went one step further and built relationships with Labor Union Leadership at TWU International. Herb realized, in his Flight Attendants' case, TWU International was also part of the equation to bring about a successful working relationship that would ensure the success of our Workgroup and our Airline. Those relationships were built and nurtured year-after-year, Contract negotiations after Contract negotiations. With Herb and Colleen's

personal investment, TWU International Leadership recognized both of them in a most remarkable way - Honorary Lifetime Membership! Yes, that means Herb Kelleher and Colleen Barrett are TWU Local 556 Union Members! Two of the most successful Airline Presidents in the history of Airline Presidents are Union Members - this could happen only at Southwest Airlines!

Herb had unlimited gifts as a human being. Possibly, his greatest gift was his ability to connect with anyone, anywhere, on any level, and to remember or recall that connection along with the person's name - no matter how much time had passed. Throughout the 38 years I knew Herb, this may have been the experience I heard about most frequently from anyone that had met him even if that meeting was in passing at a busy airport terminal. Herb's gift to connect with his fellow human beings, on their level, and find the common thread that connected them is truly what made him the greatest leader of all time!

Herb established that same connection with his labor union leaders and union members throughout his entire career at Southwest Airlines. Herb never saw a difference between Labor Union Leaders, Union Members, and his beloved Southwest Airlines employees because they were one and the same - his people doing their part for their people, his people. He respected, admired and valued that his Labor Union Leadership and Members' loyalty to their organization was also a loyalty to Southwest Airlines and to Herb. It was a winning combination especially during difficult times when the success of our Company depended on the relationship between Herb and his unions. The bond of that relationship, the LUV we share for Herb Kelleher, was stronger than anything the competition threw at us. That's why Herb always gave credit to all of his Employees, always!!

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*"Southwest's essential difference is not machines and 'things'. Our essential difference is minds, hearts, spirits and souls." Herbert D. Kelleher*

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*Here's to Herb and his Wild Turkey!*

Herb Kelleher's spirit, his very soul, is at the core of Southwest Airlines! Herb lives on in each of us, even if you never met him you knew him! You knew him because you're a part of the greatness he partnered with you to achieve - Southwest Airlines. ❤️

It hasn't been just a part of airline history, it's having a front row seat while airline history is made. Herb Kelleher and Colleen Barrett extended an outstretched hand to their Employees and invited them along for the ride of their lives!

On behalf of the 17,000+ Flight Attendants of Southwest Airlines, we thank you Herb for always honoring us, LUVing us and for standing shoulder to shoulder with us, an Honorary Union Brother of Transport Workers Union of America!

We Love You!

**Kay Hogan**

Board Member at Large  
khogan@twu556.org



Depart	Arrive	Eq	Pax	Position	I	L	MT	Block	Ground	Meal	Wrk Codes	Block	Duty	Credit	Overfly
<b>Rpt 1645</b>															
DAL 1745	TUL 1845	700	0					100	30					110	
TUL 1915	HOU 2045	700	0					130	110					170	
HOU 2155	STL 2345	700	0					150	1400					210	
<b>RLs 0015</b>												420	730	555 D	
<b>Rpt 1315</b>															
STL 1345	LAX 1805	800	0					420	215	SP				510	
LAX 2020	DAL 2310	800	0					250	0	S				350	
<b>RLs 2340</b>												710	1025	860	
<div> <div> <div></div> <div>Flight Time Color Codes</div> <div>Report/Release</div> </div> <div> <div>Total: 1130</div> <div>Carry 710</div> <div>Out:</div> </div> <div> <div>1755</div> <div>1415</div> <div>860</div> </div> </div>															



### ***How do I know what my duty hours are?***

Inflight Attendance and Leave is in charge of recording all Flight Attendant's duty hours. You can call or email them at any time to find out how many you have. (214) 792-5500 or [inflightaandl@wnco.com](mailto:inflightaandl@wnco.com)

***How do I start a FMLA claim?*** Call or email Attendance and Leave (214) 792-5500. They will email you the FMLA paperwork to your company email. You will have 15 calendar days to have the medical professional fill out the paperwork and fax or email it back to the Company. If this paperwork is not faxed or emailed by the due date, the claim will be closed automatically. You can either call or email Attendance and Leave and let them know you need more time, or you can start a new claim. You can start using FMLA even before it is approved! All you need to do is call and start the claim by getting the paperwork and claim number emailed to you. See below on how to use FMLA.

***How do I fill out the forms?*** If you have ever seen FMLA forms, they are like the Davinci code. I promise, they will make sense if you call me, and we can go over them **before** you give

them to your doctor. A Flight Attendant's job is not the typical 9-5. Duh, that is why we all do it, right?! The FMLA forms are the same for everyone in the Company; therefore you will need to explain to your doctor how it applies to your job. If your doctor writes that you will need an intermittent FMLA leave for one day out of every week, it will only cover one day a week. If you call in sick for a 3-day trip, only one day will be covered and you will receive attendance points for the other two days. Do yourself and your doctor a favor, call me a couple of days before you take the paperwork to your doctor. Let's go over the forms together so you don't have to re-submit them multiple times. If you call the day of your doctor appointment, it is very likely I will not be able to help. I am the only Leave Specialist at the Union office and there are almost 18,000 Flight Attendants. Leave me a message and I will call you back ASAP to help you. (214) 640-4350.

***What happens after the paperwork is faxed or emailed in?*** To submit the paperwork, **fax to 877-404-4637** or email to [fmla.administration@wnco.com](mailto:fmla.administration@wnco.com). Once the

paperwork is faxed or emailed, it does **not** go to Attendance and Leave, it goes to the FMLA department at Southwest Airlines.. They will only contact you via your Company email about your claim. They will not call you. Once you know your doctor has sent in the paperwork, check your company email. The first email you receive should say that they have received your paperwork and it will take a few days to process. If you do not get this email within two business days, you need to call the **FMLA Department. 877-450-9087**. If your claim is approved, they will send you an email. **Keep checking your company email**. If they need more information from your doctor, they will send you an email with a new due date to have revised paperwork submitted. Do not miss timeframes! They will make no exceptions for late paperwork.

***I have my claim number and/or my claim has been approved. How do I use it?*** There is a difference between how to apply an intermittent and a continuous claim. There is also a difference on how to apply a FMLA for yourself than for the care of a family member. Let's break it down.

## **FMLA for the care of a family member**

**Do not call out sick!! If you are using intermittent or continuous leave, you do not call out sick for your assignments.** Call Attendance and Leave or the NOC manager to have your trip pulled. You cannot collect pay for care of a family member FMLA. You may take pay out of your unused vacation days but otherwise, this is an unpaid leave. You will not get attendance points if it is used properly. Attendance and Leave or the NOC manager will need your FMLA claim number to pull your trip(s). Regular reporting procedures apply. You must still call and have the pairings pulled 2 hours or more before your scheduled check in. *\*satellite base Flight Attendants must call 4 hours or more before your scheduled check in.\** If you are already checked in for your assignment you will not be penalized for using FMLA. However, if you are less than 2 hours to your scheduled check in, regular attendance points will apply. FMLA will not cover you for that absence. If you are approved for a continuous FMLA for the care of a family member, Attendance and Leave will pull all your pairings within the dates of the leave.

## **FMLA for your own serious health condition:**

Call out sick. Again, regular reporting procedures apply. You still must call in sick 2-hours or more before your scheduled check in. *\*satellite base Flight Attendants must call out 4-hours or more before your scheduled check in.\** If you are already checked in for your assignment you will not be penalized for using FMLA. However, if you are less than 2-hours to your scheduled check in, regular attendance points will apply. FMLA will not cover you for that absence. If you are approved or applying for a continuous FMLA leave, no further action is required. Once the FMLA is approved, Attendance and Leave will go back and retro your sick calls into a FMLA leave from the start date through the end date listed on the paperwork. That means your points come off. If you are applying or approved for an intermittent FMLA, you must apply it to your sick call. This form is on **SWALIFE > MYWORK > INFLIGHT > FORMS > INTERMITTENT FMLA**. Fill out this form within 2 days of returning to work so it will be applied to your sick call and take off your points. It is a good habit to fill out the form as soon as you call in sick. You can get paid out of your sick bank for FMLA. In fact, you will automatically be paid out of your sick bank unless you choose otherwise. If you would not like to be paid, check the box on the intermittent FMLA form on SWALife.

***How do I renew my FMLA claim?*** In 2018, the Company stopped reminding you to renew your expiring claim. It is your responsibility now to renew it before it expires. If you forget, you will have to call and get a new claim number. Put an alarm on your phone's calendar a week or two before your current claim is set to expire. That way, you will be alerted, and it will be less stressful when that time comes. If you do not need to renew your claim, great! You can allow it to expire. Just a tip, keep your approved FMLA paperwork and bring it to your doctor when it's time to renew. This will save you and your doctor a lot of work.

**Fast FMLA facts/tips:**

1. FMLA is in addition to a quarterly pin or doctor's note.
2. You do not have to use all 12 weeks or 72 days of FMLA per calendar year. Think of FMLA as a safety net. It's there if/when you need it.
3. FMLA runs concurrent with ALL leaves. If you are on maternity, medical, military, OJI or state disability leave, your FMLA days are burned at the same time.

Example: If you are on medical leave for four months in a calendar year, when you return to work, you will have zero FMLA days until January 1 of the next year. For every seven days you are on a continuous leave such as military, medical, maternity or OJI, six FMLA days are taken away from your yearly total. If you are on an OJI for 30 days, you will lose 24 FMLA days for that calendar year. If you have been on a continuous leave and you also have a FMLA claim, call Attendance and Leave upon returning to find out how many days you have left.

Most importantly, keep an eye on your CWA board. Once you have submitted for a leave to be covered by FMLA, it should be coded as FMLA leave on your CWA board. If you have questions about if your FMLA has been coded correctly, please reach out to Attendance and Leave.

When in doubt, ask a question! There are no stupid questions. The only way to learn is to ask. Do not sit at home and think, I don't want to call and bother someone, I am sure it will get worked out. This is your career. Bother people! Make sure, you are doing everything correctly and do not miss timeframes! You do not want to reach termination level points and say, "I thought it was all taken care of." **Ask questions and stay on top of things.**



Stop what you are doing right now and put these contacts in your phone:

**Union Leave Specialist: (214) 640-4350**  
[acrawford@twu556.org](mailto:acrawford@twu556.org)

**Attendance and Leave: (214) 792-5500**  
[inflightaandl@wnco.com](mailto:inflightaandl@wnco.com)

**FMLA administration: (877) 450-9087**  
[fmla.administration@wnco.com](mailto:fmla.administration@wnco.com)



**Ann Claire Crawford**

Attendance and Leave Specialist  
[acrawford@twu556.org](mailto:acrawford@twu556.org)

## UNDERSTANDING IMPLICIT BIAS

Our Membership is made up of people from all over the world. We grew up in our own unique communities and homes of origin. As a result, we are all equipped with unintended implicit bias. Implicit bias is the attitude or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. These biases, which can be both favorable and unfavorable judgments, are involuntary and without personal awareness or intention. The implicit biases we carry in our subconscious, cause us to have feelings and attitudes about other people, based on characteristics such as race, ethnicity, age, and appearance. Biases develop over the course of a lifetime, beginning in childhood, through exposure to direct and indirect messages in our environment. The media

and news are often cited as the beginnings of our implicit associations.

TWU Local 556 represents different races, nationalities, sexual orientations, and gender identities. It is our own personal responsibility to challenge ourselves in the way we think. The Racial Justice Center has published a "Racial Justice Lens" to assist in giving us the tools to challenge our own biases. A Racial Justice Lens is an analysis that is used for the deliberate magnification, focusing and highlighting of Racial Justice in our strategies, planning, actions, and conversations. By analyzing our own lens of how we view one another, we can achieve the systematic, fair treatment of people, of all races, resulting in equitable opportunities and outcomes for all. We

lead with racial justice to provide the framework, tools, and resources to become better advocates for all marginalized people. Race can be a barrier between marginalized communities. Breaking barriers between marginalized people can create more unity across our communities.

The TWU Local 556 Civil & Human Rights Committee invites you to use your **RACIAL JUSTICE LENS**, (see next page) challenge your own thinking, and build bridges across communities. We stand committed to equity for all our Members. If you want to be more involved with the CHRC please email us at [chrc@twu556.org](mailto:chrc@twu556.org).



**Heather Kelly-Gray**

Co-Chair Civil & Human Rights Committee  
[hkelly-gray@twu556.org](mailto:hkelly-gray@twu556.org)





## BRING A RACIAL JUSTICE LENS

An effective racial justice lens:

1. Includes a historical view

**Key Question:** *What historical events or factors have had a racial impact on this campaign/policy/practice/decision?*

2. Focuses on outcomes/impact (versus intent)

**Key Question:** *Since different racial groups are likely to be differently situated, what is the probable impact of the campaign/policy/practice/decision on each?*

3. Has a structural/systems analysis

**Key Question:** *What factors may be producing and perpetuating racial inequities associated with this issue? Does this proposal address the root causes?*

4. Centers the voice & engagement of impacted People of Color

**Key Question:** *Who are the racial/ethnic groups affected by the campaign/policy/practice/decision, and are they at the table?*

5. Tracks racial inequities/patterns/trends

**Key Question:** *Which racial/ethnic groups are currently most advantaged and most disadvantaged by the issues this proposal seeks to address? What quantitative and qualitative evidence of inequity exists?*

6. Considers adverse & unintended consequences

**Key Question:** *How might this campaign/policy/practice/decision ignore or worsen existing disparities, or produce other unintended consequences?*

7. Challenges us to look beyond our "default" lens

**Key Question:** *How does "where I sit" (identity, position, experience, etc.) influence my perspective around this campaign/policy/practice/decision?*

Racial Justice is the systematic and fair treatment of people of all races resulting in equitable opportunities and outcomes for all.

# OUR CULTURE - OWN IT!

## Our Culture is famous

As I sit in my hotel room on Christmas night, I attack the task that has been assigned to me; to write an article about our Culture at Southwest Airlines.

There is so much to say. Did you know that Southwest Airlines is the most studied company in business schools? Many college students choose our Company for their research paper topic. The admiration of how our Culture has allowed our Company to flourish is something worth studying. What they typically find is the mysterious balance of taking care of the Employees with great benefits, work-life balance, a LUVing Culture, along with strategic planning to keep customers happy and to keep Southwest Airlines ahead of the game.

In several recent conversations with personnel from headquarters who were on my flights, I was able to gain insight of some of the operations in place at our headquarters that have been set forth to gain passenger confidence and approval. We, the Flight Attendants of Southwest Airlines, are not alone in our quest to have satisfied passengers.

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*We cannot allow our differences to define our relationship with our co-workers.*

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It is a known fact that the Culture at Headquarters is different from our Workgroup's Culture, they have different perks than we do. But for myself, I would not trade the perks that we get to enjoy, for a nine-to-five job in an office. We get to enjoy the freedom to be ourselves at our job. We don't have a boss standing over our shoulder while we work. We get to enjoy going to different places, meeting people, and embracing our differences. We don't have to share the same opinions, beliefs or views to enjoy each others' company.

*As Herb once said, "... if the employees come first, then they're happy, ... A motivated employee treats the customer well. The customer is happy so they keep coming back, which pleases the shareholders. It's not one of the enduring green mysteries of all time, it is just the way it works."*

OK, so we, the ones dealing with the customer face-to-face, may sometimes think that Management is not necessarily putting the Employees first anymore. I'm not at Headquarters so I don't get to meet and know Management's thoughts and why different things are put in place, but I will say this - we are still working for a stellar Company. We are profitable, we all still have our jobs, we have great benefits and 99% of the people we get to work with are positive, fun people. Could our workplace be better? Of course it can; there is always room for improvement. The fact that we are Members of TWU Local 556 gives us protections that we may not have otherwise. We have a Negotiating Team that takes into consideration every idea that we submit to them so that we can continue to have the best possible Contract.

## It's our job

I had an "ah-ha" moment on a recent overnight: our Crew went downstairs to enjoy dinner (and of course cocktails) together. The server, who had worked there for several years, expressed excitement to see an entire Crew. She continued to tell us that it had been a while since she had seen that, and she missed seeing and being a part of the camaraderie that Southwest Crews bring. BAM! There it is ... we not only can inspire our customers on the plane, we inspire others as well!

Bottom line - It is up to us to keep the Culture. We can choose to belly-ache about what is, or what is not. Things ARE different and will continue to change! We are a growing Company, change occurs with time and growth.

A company's culture can begin with words, but those words need to represent a decision. My decision to treat the customers well (whether it be a passenger, fellow Employee, van driver, hotel staff) is because I want to represent Southwest Airlines in a positive way. I want to be a positive force in this Culture, that is my choice. The choice is yours as well.

**Robin Thomas**

Communications  
rthomas@twu556.org



# WORKERS COMPENSATION

Do you know what to do if you are injured  
on the plane or on an overnight?

<https://twu556.org/members/workerscomp/>

## Workers' Compensation

I am injured on the job - what do I do?

### Severely Injured



### Injured



#### Go to the ER

After being treated, call a Base Supervisor or NOC Manager and have them fill out a I3 R (Injury Report)



#### Sexual Assault

If a sexual assault happens on the airplane you are able to file an On the Job Injury claim



#### Read Materials

Read materials SWA sends to your WNCO email address



#### Call in Sick

If you have upcoming trips and you cannot work, call in sick



#### Call A and L

Call Attendance and Leave for any questions about doctor's notes

#### Call Base or NOC

Call a Base Supervisor or NOC Manager and have them fill out a I3 R (Injury Report)



#### Sexual Assault

If a sexual assault happens on your overnight, an OJI claim may be accepted dependent on your state and circumstance



#### Read Materials

Read materials SWA sends to your WNCO email address



#### Call in Sick

If you have upcoming trips and you cannot work, call in sick



#### Call A and L

Call Attendance and Leave for any questions about doctor's notes



## Is It True...

*Does the Company hire private investigators?*

The OJI Handbook states: "All claims for Workers' Compensation are thoroughly investigated by a Third Party Administrator (TPA) or designated party."

*Must I see the Company Doctor or go to the Emergency Room to initiate salary continuation?*

Yes, your pay begins once you notify the Company and see a Company approved doctor or Emergency Room doctor.

*If I live in Nevada, but am based in OAK, do I fall under California Work Comp law?*

Please refer to the TWU 556 OJI webpage for base specific information for an interactive map of the different state laws for OJI and Workmans Compensation..

*Can I see my own doctor after I see the Company doctor?*

In some bases this is true, but play it safe and visit the TWU 556 website and OJI webpage.

Please familiarize yourself with the Union's OJI / Workers Comp webpage. The rules vary from state to state, If you have an unfortunate injury, please don't hesitate to call your Union so you can be informed.

**Gayle Ross Middleton**

Grievance Committee Chair  
gmiddleton@twu556.org



# COMMITTEE ON POLITICAL EDUCATION (COPE)

## Legislative Update

We hope everyone is well rested and ready to take on new challenges. Thanks to our determination and collective action, we had so much success on the legislative front in 2019. Here's to an even better 2020!

Our past challenges have taught us that we can win if we stand together. Over the past several years TWU International has worked aggressively on Capitol Hill, along with other Unions, to support legislation that protect workers' rights. This is important for us because most of TWU International's priorities are beneficial in the transportation world.

We want to be very clear that TWU Local 556 does not issue political endorsements to any political candidate running for office. Our focus as a Labor Union is to advance Flight Attendants in the aviation industry and give workers the power to negotiate for more favorable working conditions and other benefits through collective bargaining.

COPE is an acronym for the Committee on Political Education. The purpose of COPE is to collect and distribute information about labor related legislation and issues. COPE allows labor union members to work together to support political issues and have a voice on Capitol Hill, which improves the union's chances on their vision.

There is an option to contribute to legislative efforts by contributing monthly to COPE. TWU International has established a Political Action Committee (PAC) that accepts **voluntary** contributions from TWU Members via payroll deduc-

tion. If you would like to contribute to the TWU COPE PAC, email [cope@twu556.org](mailto:cope@twu556.org) and we would be happy to get you a contribution card. You can see your current COPE contribution level on your 20th paycheck under the payroll deductions listed as "TWU 556 COPE".

2020 is an election year and like always it is extremely important for labor. Regardless of your party affiliation, just make sure you are registered to vote. Each one of us has the power to communicate with our Members of Congress to let them know what pieces of legislation are important to us. As Flight Attendants, lending our voices to these important issues on the legislative level is imperative to getting the results we all desire—so let your voice be heard. Get involved.!

### Here are the TWU International Legislative Priorities:

#### The Aviation Funding Stabilization Act Of 2019

This legislation will protect FAA programs and personnel and the U.S. aviation industry as a whole from future shutdowns of the Federal Government - specifically when there is a lapse in FAA appropriations.

#### House of Representatives (H.R.) 1108:

This bill authorizes the FAA to continue to draw from its Airport and Airway Trust Fund (AATF) during a lapse, with no General Fund contributions. The AATF generates enough revenue from the domestic passenger ticket tax, commercial fuel tax, general aviation gas-

oline tax, and cargo tax, among other sources, to sustain all of the agency's programs without a General Fund contribution needed during a lapse. Because users of the National Airspace System pay for the system, they deserve for it to function without interruption.

H.R. 1108 also allows the entire agency to operate at current funding levels, with no Congressional action required. This ensures that all FAA programs function uninterrupted and that all FAA employees are paid for their important work.

The United States is home to the world's largest, busiest, and most complex airspace system. Civil aviation alone has a \$1.5 trillion impact on the economy, creating more than 11 million jobs, according to industry groups. As a result of the recent government shutdown—the longest in U.S. history—the Federal Aviation Administration (FAA) was unable to fulfill its critical mandate to provide and oversee the safest and most efficient aviation system in the world.

#### Transit Worker and Pedestrian Protection Act

The bill is an effort to protect transit workers and increase public safety. The men and women who work as transit operators across our country deserve a safe work environment – but far too often, that is not guaranteed. This legislation will lay out the changes needed to make this a reality and put a down payment on making it happen. It will improve our transportation systems for both passengers and employees.

The bill also would require bus transit authorities to partner with their transit workforce to develop an operations safety risk reduction program with oversight from the U.S. Department of Transportation. Other safety improvements would include de-escalation training for bus drivers and assault mitigation infrastructure and technology such as barriers to prevent assault on drivers. All agencies would be required to report every assault on transit workers to DOT's national transit database.

#### Never Forget the Heroes: Permanent Authorization of the September 11th Victims Compensation Fund Act



*TWU Flight Attendants Supporting Legislation for the Cabin Air Safety Act 2019. Introduced on April 10, 2019, by Sen. Richard Blumenthal (D-CT) in Senate (S 1112), Rep. John Garamendi (D-CA) introduced an identical bill (H.R.2208) in the House.*



## COPE - LEGISLATIVE UPDATE - continued

This bill funds through Fiscal Year (FY) 2092 the September 11th Victim Compensation Fund of 2001. Additionally, the bill modifies the Victim Compensation Fund (VCF): to allow claims to be filed until October 2090, to require VCF policies and procedures to be reassessed at least once every five years (currently, at least once annually), to require claimants to be paid for the amount by which a claim was reduced on the basis of insufficient funding, to remove the cap on noneconomic damages in certain circumstances, and to periodically adjust the annual limit on economic loss compensation for inflation. (Sec. 3) It provides statutory authority for the Attorney General to appoint a special master and up to two deputy special masters to administer the VCF. (Sec. 4) The bill exempts the budgetary effects of

this bill from the Pay-As-You-Go (PAYGO) rules established by the Statutory Pay-As-You-Go Act of 2010 and the FY2018 congressional budget resolution.

### Cabin Air Safety Act of 2019

The legislation would require carbon monoxide detectors to be installed on commercial aircraft and monitored during flights. In addition, flight attendants, pilots, airplane maintenance personnel, airport first responders and emergency response teams would have to undergo training on how to respond to incidents on aircraft involving smoke or fumes at least once a year.

The Federal Aviation Administration would be directed to develop a standardized form for flight attendants and other personnel to report details of incidents involving smoke or fumes. Investigations would have to take place no more than seven days after an incident to identify the cause and repair any replaced, worn, missing, failed or improperly serviced components of the aircraft.

The agency would also have to develop a website to make the data collected available to the public.

### Fair and Open Skies Act

This bill would prohibit the Department of Transportation from issuing a permit to a foreign airline unless DOT determines the airline is not a “flag of convenience carrier.” The bill defines that phrase as “a foreign air carrier that is established in a country other than the home country of its majority owner or owners in order to avoid regulations of the home country.” Flag-of-convenience schemes are typically used to reduce labor costs.

The bill specifies and clarifies how a multi-factor public interest test must be given consideration by the DOT before foreign air carrier permits can be issued.

The public interest test is being worded to see if a foreign airline is a “flag of convenience” or if it’s otherwise undermining labor standards that are not advantageous to U.S. workers and U.S. airlines.

### For The People Act of 2019

The bill’s provisions fall into three major categories

- Campaign finance reform. The bill would introduce voluntary public financing for campaigns,

matching small donations at a 6:1 ratio.[9] It also incorporates campaign finance reform provisions from the DISCLOSE Act,[9][10] which would impose stricter limitations on foreign lobbying, require Super PACs and other “dark money” organizations to disclose their donors, and restructure the Federal Election Commission to reduce partisan gridlock. The bill also expresses support for a constitutional amendment to overturn the Citizens United decision, where the Supreme Court held that virtually unlimited political spending by corporations, labor unions, and other associations was a constitutional right.

- Government ethics. The bill would require presidential and vice-presidential candidates to disclose their previous 10 years of income-tax returns, eliminate the use of taxpayer money by politicians to settle sexual-harassment claims, and create a new ethics code for the U.S. Supreme Court, which is not subject to existing judicial codes of conduct.
- Voting rights. The bill would create a national voter-registration program, make Election Day a federal holiday, replace partisan gerrymandering with non-partisan commissions to draw electoral districts, and limit efforts to purge voting rolls.

### The Equality Act of 2019

This bill would amend the Civil Rights Act to “prohibit discrimination on the basis of the sex, sexual orientation, gender identity, or pregnancy, childbirth, or a related medical condition of an individual, as well as because of sex-based stereotypes.”

As of 2019, twenty-one states and Washington, D.C. have comprehensive laws prohibiting discrimination on the basis of sexual orientation and gender identity. However, most other states do not include any legal protections against LGBT discrimination. The Equality Act will approximate current state anti-discrimination laws on a national level, providing a blanket of protection against discrimination throughout the country. The Equality Act seeks to incorporate protections against LGBT discrimination into the Federal Civil Rights law. It also seeks to expand existing protections for other minority groups by updating the definition of public accommodations.[4]

*TWU Local 556 Committee on Political Education lobbying in Washington DC for the Cabin Safety Air Act of 2019.*



## Protecting the Right to Organize Act of 2019

This bill amends the National Labor Relations Act and related labor laws to extend protections to union workers.

- Revises the definition of “employee” and “supervisor” to prevent employers from classifying employees as exempt from labor law protections,
- Expands unfair labor practices to include prohibitions against replacement of or discrimination against workers who participate in strikes,
- Makes it an unfair labor practice to require or coerce employees to attend employer meetings designed to discourage union membership,

- Permits workers to participate in collective or class action litigation,
- Allows injunctions against employers engaging in unfair labor practices involving discharge or serious economic harm to an employee,
- Expands penalties for labor law violations, including interference with the National Labor Relations Board or causing serious economic harm to an employee, and

- Allows any person to bring a civil action for harm caused by labor law violations or unfair labor practices.

In closing, when we set specific goals and steps we need to take, we create the future we deserve.



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**Damion West**  
Baltimore Domicile Executive Board Member  
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# Honoring DR. MARTIN LUTHER KING JR.

America’s workers had no better friend and supporter than Dr. Martin Luther King Jr. TWU leaders had a close relationship with Dr. King, who delivered the keynote speech at the TWU International Constitutional Convention in New York in 1961.

Dr. King inspired the human race to strive for harmony among all people. At 35 years of age, he received the Nobel Peace Prize for his nonviolent resistance to racial prejudice in America. His tragic death shocked the nation, but his words and his dedication to equality continue to inspire younger generations.

We honor him because he was a force that we will never forget. He was armored with a belt of truth and a breastplate of righteousness. His feet were also fitted with the readiness to speak the truth, but most of all he did it all with love ... love for all mankind, so that we may all see the truths that are demonstrated in many of his quotes.

Thank you to Dr. Martin Luther King Jr.



TWU Local 556 Members at the 2020  
AFL-CIO Dr. Martin Luther King Jr. Civil  
& Human Rights Conference.

Here are some of Dr. King’s quotes regarding creating a healthy society, acceptance, love and culture:

*“We must learn to live together as brothers or perish together as fools.”*

*“People fail to get along because they fear each other; they fear each other because they don’t know each other; they don’t know each other because they have not communicated with each other.”*

*“Let no man pull you so low as to hate him.”*

*“Never succumb to the temptation of bitterness.”*

*“I have decided to stick with Love. Hate is too great a burden to bear.”*

*“We must develop and maintain the capacity to forgive. He who is devoid of the power to forgive is devoid of the power to love. There is some good in the worst of us and some evil in the best of us. When we discover this, we are less prone to hate our enemies.”*

*“Nothing in all the world is more dangerous than sincere ignorance and conscientious stupidity.”*

*Dr. King’s legacy lives on in the labor movement today and we are proud to be a part of that legacy.*



# CONTRACT EDUCATION

## Article 8 - Duty Day and Rest

With 2020 underway, we are at the beginning of a new year and a new decade. Many of us made some resolutions that we are intent on sticking to, or it might be things we want to do more of, or do less of during this year. These things probably focus on our physical health, volunteering more, clearing out clutter, travelling more or spending more time with loved ones. All of these are important for our journeys through this year.

As Union Members, we are part of something bigger than our everyday work life. We are Members of organized Labor. We have a Contract that protects us and our pay. It provides us the flexibility we enjoy.

Understanding the protections we are afforded in our Contract is essential to any Union Member's work life. Especially those that affect our regular work day. This is also key for our focus during negotiations. Knowing our current Contract will help us compare the proposed changes when a Tentative Agreement is presented to us.

Let's take a moment to review some key contractual language from **Article 8-Hours of Service**:

The pairings that are placed on bid lines are built by Crew Planning. The original duty days and rest periods must adhere to the following times:

- 10:30 Duty Day - check-in/report time to block-in at the overnight (domestic) and check-in/report time to debrief (release) into domicile. If your last leg into the overnight requires you to clear Customs, your Duty Day is report to block-in + 15 minutes.
- 11:00 Rest - block-in to block-out
- 12:00 Domicile Break - block-in to check-in
- 48:00 Break in seven (7) days - debrief to check-in

When it comes to the day-of operation, Crew Scheduling can make changes to our pairings due to irregular operations. The modified duty days and rest periods must not exceed or go below the following times:

- 12:30 Duty Day - check-in to block-in at the overnight and check-in to debrief into domicile
- 8 hours - debrief to check-in, FAR reduced rest\*
- Reserves can be initially scheduled with a 12:30 Duty Day (check-in to block-in at the overnight and check-in to debrief into domicile). This duty day includes any time a Ready Reserve sits Airport Standby.

Contractual Crew Rest is calculated from block-in to report. If this number shows 8:00-8:59, you'll receive 2x until you receive legal crew rest.

The FAR Duty Day is calculated report to end of debrief. This is shown here on your trip sheet.

Your Contractual Duty Day is calculated from report to block-in at an overnight. Day two's duty day is 6:25.

Herb Time <- Click to toggle ->														Totals:		
Date	Flight	Depart	Arrive	Eq	Pax	Position	I	L	MT	Block	Ground	Meal	Wk Codes	Block	Duty	Credit
05 Mar	1975	Rpt 1735	SAN 1940	700	0					105	35				120	
05 Mar	1975	LAS 1835	STL 2335	700	0					320	1640	SP		425	630	650
		Rts 0005														
06 Mar	729	Rpt 1540	BDL 1825	800	0					210	45	S			280	
06 Mar	729	STL 1615	MCO 2210	800	0					300	1725	S		510	655	630
		Rts 2240														
07 Mar	2920	Rpt 1505	DEN 1940	800	0					465	220	SP			480	
07 Mar	4507	MCO 1535	LAS 0000	700	0					200	0			605	925	710
		Rts 0030														

FAR Crew Rest is calculated from end of debrief to report. That is shown here on your trip sheet. If this number goes below 8:00, Scheduling will make adjustments to your schedule.

Contractually, Crew Planning cannot build a pairing with an overnight less than 11:00 from block to block. This number is shown here on your trip sheet.

Your Contractual Duty Day returning to domicile on the final day of an assignment is calculated from report to end of debrief. Day three's duty day is 9:25.

Contractual limitations can be waived by us. We can schedule ourselves up to the FAR 14 hour Duty Day (check-in to debrief), as well as an FAR 24 hour break in seven (7) days (debrief to check-in). However, the FAR legalities cannot be waived.

One last thing to remember is; if you are scheduled within these timeframes, but become delayed, you are still legal to complete the duty day.

Contractual duty day and rest are only one part of our Contract that affects us regularly during our time at work. For those of us who sit Reserve, **Article 11** is important to know, for those of us who commute by plane, **Article 33** is vital to understand, and all of us should take time to read and review **Article 32**, the Attendance Policy.

As Members of TWU Local 556, let us all make a resolution to our Union in 2020.

- If you've never attended a Membership Meeting, make the commitment to attend one this year. Members of our Executive Board are there to answer your questions and address your concerns.
- If you've never read through an Article in our Contract (or it's been awhile since you've read it), commit to reading it through at least once.
- If you are having difficulties understanding the language, call the Union Office, utilize the TWU Local 556 Chat App or e-mail [education@twu556.org](mailto:education@twu556.org).
- If you have concerns you want addressed during negotiations, please reach out to our Negotiating Committee by e-mailing them at [NT@twu556.org](mailto:NT@twu556.org).

*A knowledgeable Membership is an empowered Membership. Fly safe.*

\* The FAA Reauthorization Act from 2018 did increase the minimum rest to ten (10) hours from debrief to check-in. However, this language has yet to be implemented.

**Amanda Gauger**  
Education Committee Chair  
[agauger@twu556.org](mailto:agauger@twu556.org)





## ATLANTA

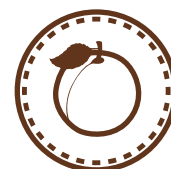
Shop Stewards are a critical part of every Union. Their role is to be the first point of contact when an Employee is faced with a work-related concern or Contract issue. The roles of the Shop Steward are:

- Being available to the Union.
- Contacting Flight Attendants as soon as possible in order to prepare them for their meeting with Management
- Advocating for/representing a Flight Attendant in Fact-Finding/Step 2 Meetings with Inflight Management.
- Ensuring all meetings are scheduled through the Union Office so procedures are followed and time frames are met.
- Honoring the Confidentiality Agreement.
- Participating in the monthly conference calls to stay up to date on current issues.
- Attending Membership Meetings.
- Assisting the Domicile Executive Board Members with duties in the Domicile.
- Understanding Duty of Fair Representation and knowledge of the rights of Union Members.

The Atlanta Shop Stewards have been in the lounge once per month meeting with Members and distributing information to educate our Members. Some of the Lounge Mobilizations include: Human Trafficking, Breast Cancer Awareness Month, Flight Attendant Work Rules and Expectations, Negotiations updates, On the Job Injuries, Social Media Policy, Sexual Harassment/ Assault Awareness Month, Pride Month, and the Reserve System. Our Fact-Finding Shop Stewards are hard at work representing Members in meetings; these meetings can result in disciplinary action.



Thank you to all of the Education, Mobilization, and Fact-Finding Shop Stewards for your hard work and dedication to our Members.



**Pamila Forte**

Atlanta Domicile Executive Board Member  
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## DENVER

The core of the labor movement is helping people in need. We do it through our Union work when Flight Attendants face unjust discipline, when they are faced with traumatic events at home or on the aircraft, and when they are treated unfairly by Management. For so many of us this desire to help others doesn't end in the workplace, we take it home with us and into our communities. Throughout the history of the Labor Movement, Union work and community service go hand in hand.

Here in Denver TWU Local 556 has partnered with SafeHouse Denver and has had the opportunity to volunteer at fund-raising events and to volunteer at their emergency shelter. SafeHouse Denver serves survivors of domestic violence and their children through an emergency shelter, a non-residential Counseling and Advocacy Center, and an Extended Stay Program. All of the adults, children and youth who come to SafeHouse Denver have access to a full range of bilingual programs, including individual counseling, group sessions, advocacy and safety planning. For more



information and how you can help, please visit [www.safehouse-denver.org](http://www.safehouse-denver.org).

On December 19, Cindi Stevenson, Christina Johnson, and I volunteered at SafeHouse Denver by wrapping presents for the families they serve. Upon arrival, Krystal MacDonald, the Donations and Volunteer Coordinator, supplied us with wrapping paper, tape, and bows and we got started! We wrapped approximately 80 gifts for seven families.

If you are Denver-Based and are interested in becoming involved in volunteering for SafeHouse Denver, please email me at [jparker@twu556.org](mailto:jparker@twu556.org), and I will give you information on our next volunteer opportunity. The late United Auto Workers Leader and Civil Rights Activist Walter Reuther said, "There is no greater calling than to serve your fellow man. There is no greater contribution than to help the weak. There is no greater satisfaction than to have done it well." I hope you'll join us in doing just that.



**Jessica Parker**

Denver Domicile Executive Board Member  
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## CHICAGO

Hello Chicago and Happy New Year!

Hopefully this finds you well after a peaceful holiday season with your families and friends.

Construction! For everyone who has been through the Chicago Midway Airport lately, you have seen the modernization process continuing. Included here is a link for those of you who would like to keep up with the process: <https://www.flychicago.com/sites/midwaymodernization/progress/pages/default.aspx>

Some of you have been using the SWA Crew Hub App to check in successfully, but be aware there have been a number of issues with the efficiency of the App and some Flight Attendants have received a No Show (NS) or Failure To Report (FTR) due to the App having connection problems, or the fact that the Flight Attendants thought they were checked in and they were not.

Per our Contract this App is not a negotiated check-in procedure. Until it is and we have language to protect us, my advice is to be wary. If you do use the Crew Hub App, make sure that you have a connection and that you are truly checked in. I would also advise you to give yourself enough time to get to a check in phone or computer just in case the App does not check you in properly.

In 2019 TWU worked with Chicago Inflight Management to provide the Flight Attendants the opportunity to walk in the 2019 Chicago Gay Pride Parade. MDW Flight Attendants Gerardo Rangel, Jennifer Turner, and Sandra Hall have been working with MDW Assistant Base Manager Cyndi Faulker and other base Leadership raising funds with different activities to fund the 2020 participation in the parade. Included are some pictures of the fund raising and the 2019 Pride Parade.

Fly safely,



**Donna Keith**

Chicago Domicile Executive Board Member  
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## DALLAS

*"For the strength of the pack is the wolf, and the strength of the wolf is the pack." Rudyard Kipling*

That quote rings true for the commitment of our Shop Stewards. From Fact-Finding Meetings, lounge mobilizations, education and being a representative for our Local. The job takes a special group of Flight Attendants that walk the talk every day. I am so proud of the Shop Stewards that we have in DAL. Each one is eager to step up and lend a hand when called upon. Having representatives at every base that peers can turn to for accurate information plays a key role in the success of our Union. Our Shop Stewards act as a liaison between the Executive Board

and our Membership. They interact with the Membership frequently and ensure that we are strongly represented. Lounge mobilizations are a fun way to celebrate our Flight Attendants and help educate them at the same time. In Dallas, we try to hold a theme-based mobilization and provide a variety of goodies. And of course, what Flight Attendant doesn't like a Frito pie or a grilled cheese sandwich!



*Just a few of  
Dallas' lounge mobilizations*



**Kristie Scarbrough**

Dallas Domicile Executive Board Member  
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## HOUSTON



**David Jackson**

Houston Domicile Executive Board Member  
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Houston Shop Stewards have been very busy in recent months at the airport for mobilizations on several different topics. I hope you have had a chance to stop by and get information on the Fatigue Policy, or ask questions about the Social Media Policy, or Class 1 violations.

In October we distributed information on Breast Cancer awareness along with several hundred pink lanyards. In December we mobilized again to assist Flight Attendants with managing their attendance points. In January we spent time in the lounge for Human Trafficking Awareness month and to discuss the Social Media Policy. Many thanks to our Houston and Austin Flight Attendants for being an amazing group to represent!



*Human trafficking Lounge Education  
hosted by Patsy Gilbert and Lisa Thomas.*

## LOS ANGELES

The LAX Domicile continues to have dynamic energy. In an effort to keep our Flight Attendants educated, on December 9, we hosted a lounge workshop on Reserve 101's. We spent the day assisting Members on bidding, reserve rules, trading, and the differences between Ready, AM and PM Reserves. The event was hosted by Della Saucier.

On December 19, I hosted a lounge workshop to help educate Flight Attendants on Class 1 violations. I also combined this with a Holiday Celebration providing home-made cookies, milk, and held a drawing to raffle a gift basket. It was a great day spent talking with the LAX based Flight Attendants, and special thanks to Paige Spence, LAX Shop Steward for her assistance with the event!



**Trish Damstra**

Los Angeles Domicile Executive Board Member  
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*On December 9 Della Saucier hosted a lounge workshop on reserve 101's. The day was spent assisting members on bidding, reserve rules, trading, and the differences between Ready, AM and PM Reserves.*

## PHOENIX

I wanted to take a moment to thank everyone who contributed to Toys for Tots to help make a child's Christmas better.



*Thanks for making 2019 another  
successful year for Toys for Tots.*

In February, Terminal 2 will close and the airport plans to demolish it to make way for bus gates. Bus gates are gates that don't have an attached jetway to board. Passengers will board the plane using air stairs. Many of you might remember this mural from Terminal 2.

The mural is moving to the Rental Car Center in the near future, and in case you were wondering, the airport doesn't plan to renumber the terminals.

In closing, for those of you who are history buffs, below is a link to a great article about Terminal 2:  
<https://tinyurl.com/wc2lv93>.



**John DiPippa**

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## LAS VEGAS

Every October, the City of Las Vegas presents the Pride Night Parade. This is one of only a handful of Pride Parades held at night to up the ante of the glittering spectacle of the parade. Downtown Las Vegas lights up the buildings in rainbows, and most floats are covered in lights and glow sticks. Your Union and the Las Vegas Inflight Base have partnered for the last three years to take part in the festivities and celebrate Pride.

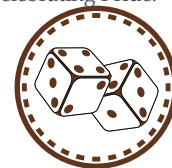
The TWU Local 556 Civil and Human Rights Committee has worked hard to encourage Members to participate in activities highlighting equality, diversity and inclusion. These are core values for Unions and Union Members.

Planning for a successful turnout and parade entry is no small task. I am very grateful to the Las Vegas Inflight Base and TWU Local 556 Member Duane Redmond for handling many of the logistical tasks and recruiting Members and Inflight Staff to support the Pride Night Parade. Our theme this year was, "Throw kindness like it's confetti!" We handed the parade spectators mini Pride flags, colorful bead necklaces, and pretzels. When we reached the main stage, we unloaded our confetti cannons to announce our arrival. What really sets us



apart from the other parade entries is our ace in the hole; TWU Local 555 Member Donetta Coleman rides in the back of my truck spinning tunes as our own resident DJ.

We don't simply march in the Pride Night Parade, we dance our way down Fremont Street. Many Members bring their families and friends and we make it a big party while honoring the important message of the Pride Night Parade, supporting the LGBTQ Community and standing up against discrimination and harassment. I would like to thank everyone who has joined us in the last three years for the Pride Night Parade. Every year, our group gets bigger and bigger and we look forward to seeing more new faces. Please make plans to attend this October. Once the dates are confirmed, I will send out the information to all Las Vegas Members to invite everyone to join us in our annual tradition of celebrating Pride.



**Rachel Brownfield**

Las Vegas Domicile Executive Board Member  
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## ORLANDO

Hello Orlando and Happy New Year!

I want to start off by saying the 2019 TWU Local 556 Toys For Tots drive was once again a huge success. Both toy boxes were completely full with a wide selection of toys for all ages, and I have no doubt they brought a smile to many children's faces.

### *Delay of flight and late to the gate violations:*

I am still seeing delay of flight and late to gate Class III violations at a steady rate which result in a written warning for the first offense, if you have a second offense within 18-months, progressive discipline will be applied. The violation is void after 18 months (see Article 19.3.I in our CBA). Print or screenshot your trip in local time. It has always been a common practice that the A Flight Attendant signs their Flight Attendant Crew into the hotel and lists the lobby time. Double check your lobby time as each Flight Attendant is responsible for themselves. If you feel there is an error with the listed lobby time, discuss this with your Crew. Also, be aware that in Orlando, the new flight monitors now display arriving flight information as well. If you find yourself 'late to the party' you could be facing discipline.



*MCO Shop Steward  
Barbara Page performing  
a lounge mobilization for  
the social media policy.*

### **Shop Stewards:**

Our Shop Stewards play an important role in the operation of TWU Local 556. They assist with representing our Members on a daily basis, either being in the lounges or on the aircraft. There are three divisions of the Shop Steward Program.

- Fact-Finding/Step 2 Meetings which Shop Stewards represent our Members in meetings.
- Education: Shop Stewards perform lounge mobilizations on important issues pertaining to our work group.
- Mobilization and Organizing: Shop Stewards assist in mobilizing our Members.

I want to thank all of our Shop Stewards for their contributions in making TWU Local 556 a success. You are very much appreciated.



**Jimmy West**

Orlando Domicile Executive Board Member  
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## OAKLAND

The Alameda County Community Food Bank has been providing food to hungry people in Oakland and the surrounding areas for over 30



*Matt Hettich, Josh Rosenberg, and Sam Wilkins.*

years. Since 2018, Oakland Shop Stewards have coordinated with the food bank to set up Virtual Food Drives and volunteer in their warehouse. It has been amazing to see the time and money that these Flight Attendants have given to help people in need. It is easy to see that their desire to help others doesn't stop with just our Members, it continues to those in the community. For more information on the Alameda County Community Food Bank, visit [accfb.org](http://accfb.org).



**Josh Rosenberg**

Oakland Domicile Executive Board Member  
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## BALTIMORE



*Colleen Glashan and Erika Schultz hosting "Your Voice = Our Power" lounge education event.*

Throughout the years the Union has used lounge mobilizations as a tool for education and support for many different issues. In Baltimore we had lounge mobilizations for Human Traf-

ficking, Breast Cancer and Gay Pride awareness. We have also used it to educate on points and other discipline topics. 2019 was no different, but the way we do business when it comes to the Inflight Lounges has changed. Once upon a time you were required to physically go to the lounge to check-in, check your mailbox and read the briefing book. Those days are long gone, and with that so does our model of mobilizing and educating.

Lounge events have historically been hugely successful with being able to get correct information out to the Members in a timely manner. In Baltimore we want to keep lounge mobilizations as a great option but expand to being more

visible in the terminal. The plans are to meet you where you are, coming through KCM, in the food court and in the gate areas. In the coming months, the Baltimore Shop Stewards and I will put this plan in motion.



**Damion West**

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## Welcome Class 248 - February 14, 2020





# *Remembering*

**DR. MARTIN LUTHER KING JR.**



Dr. King with TWU Founder Mike Quill and Matty Guinan former President of TWU Local 100  
at the 1961 TWU International Constitutional Convention.