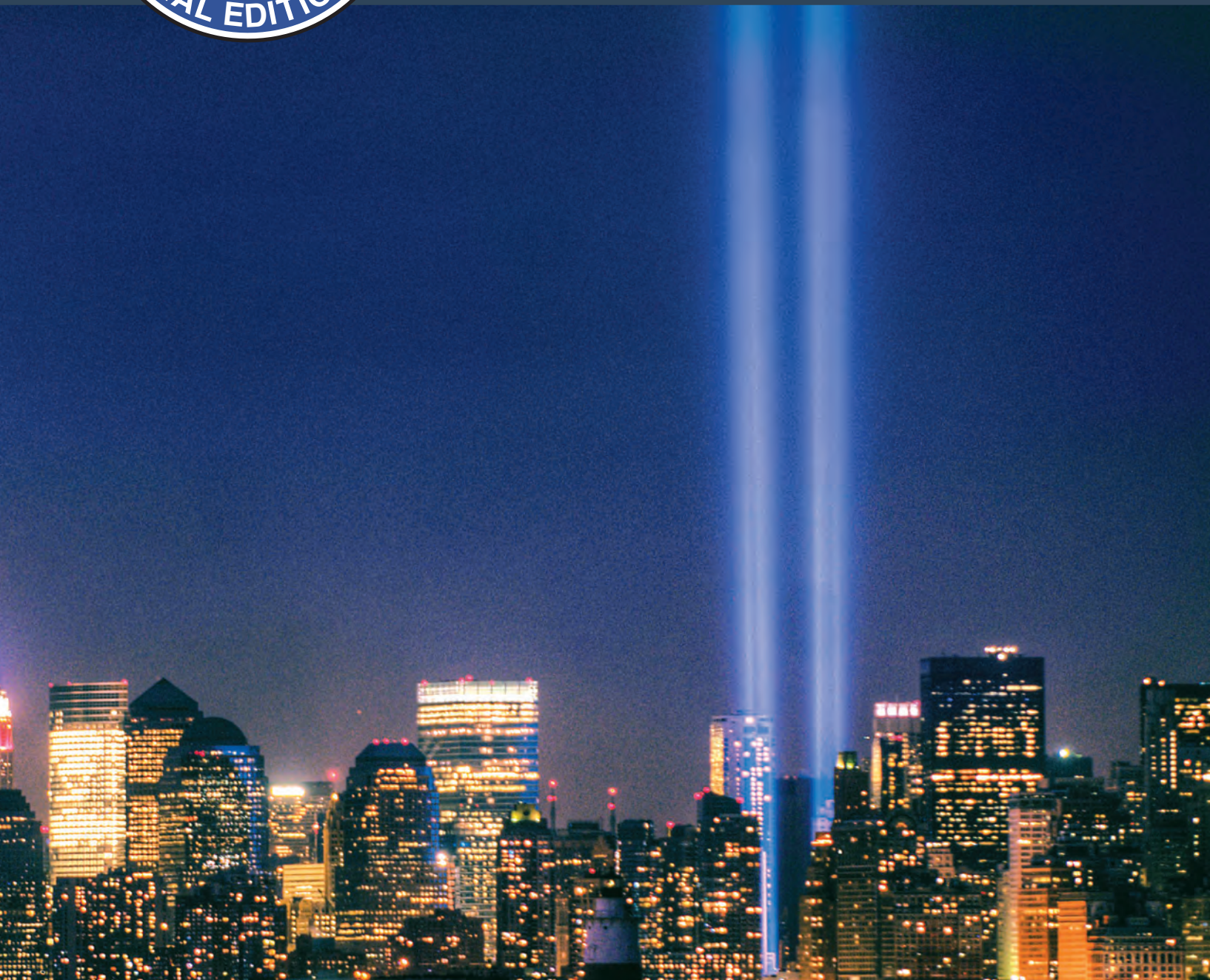




UNITY

THE MAGAZINE OF TWU LOCAL 556



Special Tribute
9-11 Tribute

Letter from the Co-Editor

As the 20th anniversary of the tragedy on September 11, 2001 approaches, a time of reflection draws near. On that fateful day, the catastrophic events that befell the United States of America and the aviation industry are forever ingrained into our memories. Amongst all Americans, but specifically for flight crew, communication channels became increasingly important. Access to accurate information was limited, and existing communications services became overly congested, exacerbated by the conditions resulting from the attack. The events of 9/11 proved that communication will always be essential in our industry, from calling the cockpit, checking on Crew Members, or connecting with loved ones at home.

Your Unity magazine stands to serve you as a conduit of communication between your Union and the Membership, addressing pertinent aviation and Contract information. This issue of Unity is mainly a periodical for reflection, but it is also an opportunity to look forward. Your new Unity magazine Editorial Team plans to cover numerous Flight Attendant-related topics that will be informative and engaging. The Team will also offer new opportunities for feedback and contributions from the Membership.

Above all else, the Editorial Team looks forward to continuing to provide you with a publication that is reliable, factual, and relevant to the issues you face today.

As we move forward with exciting new changes, we must never forget all we have learned from that tragic day. Never forget how important you are to the safety and security of your flight. Never forget your relationships with your fellow Crew Members. Never forget your responsibility to your passengers. Most importantly, never forget to take care of yourselves.

It is no coincidence that our magazine is called Unity. Unity is the basis upon which the most powerful workers' unions are born. This magazine will serve as a beacon to unite the Membership into an illuminated future of success.

Mikita Johnson

Co-Editor, Communications Team
mjohnson@twu556.org



The new 9/11 Memorial serves as hope for the Americans that experienced that fateful day.

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. Connect with us on Facebook (facebook.com/twu556), or follow us on Twitter (@twu556).



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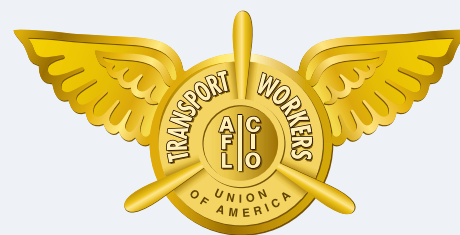
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THE MAGAZINE OF TWU LOCAL 556

8787 N. Stemmons Frwy., Suite 600

Dallas, TX 75247

Phone: 800-969-7932 • Fax: 214-357-9870

www.twu556.org

Unity is the official publication of Transport Workers Union Local 556, representing the Flight Attendants of Southwest Airlines.

Editorial Team

Ashley Breuer - Editor

Mikita Johnson - Co-Editor

Drew Shy - Co-Editor

Robin Thomas - Co-Editor and Design

Denny Sebesta

David Jackson

Mark Torrez

Kristen Loucks

Josh Rosenburg

Angie Kilbourne

Amanda Gauger

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.

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. Submissions are due by the first of the month prior to the month of publication, and are considered on a space-available basis only.

Letter from Thom McDaniel on 9/11/2001

September 11, 2001

To My Fellow Flight Attendants;

As all of you are aware, the World Trade Center and the United States Pentagon have suffered terrorist attacks when commercial aircraft ~~were~~^{were} crashed into the buildings earlier today. No Southwest Airlines crews or aircraft were involved and all personnel are safely on the ground.

Please call your families and let them know that you are safe, and update your answering machines to assure your friends and loved ones that you are safe.

Southwest Airlines has shut down all operations for the rest of today September 11, 2001 and through at least noon tomorrow September 12, 2001 as a result of a mandate from the FAA.

At this time, all airports are closed. If you are in your Domicile, at home or in a hotel, please remain there and make sure that Scheduling has an updated contact number for you. If you are in a hotel on an overnight, please coordinate with your crew and to the extent possible, keep your Crew together and make sure that you can be contacted for possible changes in your assignment. If possible, check Maestro for changes in your schedule.

The most recent information from Southwest Airlines regarding the resumption of scheduled operations is:

- All Airlines have ceased operations until at least 1100 CT on Wednesday, September 12, 2001.
- All Ready Reserves will be good for contact at 0700 CT on Wednesday, September 12, 2001.
- If you are a Call-Out Reserve do not call in tonight for the beginning of your block. You will be good for contact at 0800 CT on Wednesday, September 12, 2001.
- If you have a trip on September 12, 2001, please allow extra time to clear Airport Security. All airports are on High Security Alert.
- If you have an Originating Pairing scheduled for Wednesday, September 12, 2001, please call scheduling to verify your flights are operating before you leave home.
- Inflight Recurrent Training scheduled for Wednesday, September 12, 2001, is cancelled at all Domiciles. For those scheduled for Recurrent Training on September 13th and 14th please contact Toni Alderman at (214) 792-7855 or your local R/T Supervisor whose number is listed in the home study and F/A Manual.
- We will update tonight at 2300 CT.
- The call center in Crew Planning is continuing to take all Scheduling calls. To talk to a Planning Representative, please press 9 at this time.

The Union and CISM have received many calls from Flight Attendants suffering the very normal response of anxiety and fear of flying because of the traumatic events that have taken place. Please remember that CISM as well as Clear Skies can assist with emotional issues and post traumatic stress associated with this tragedy. Please do not call CISM with Scheduling or Trip Trading issues. Scheduling issues will be dealt with by Scheduling when a more clear plan of action is in place.

We will continue to update the TWU Forum and Hotline at 1-800-806-7992 with new information as it becomes available.

Thank you to those who have volunteered your time and support. We will need it. Please remember the victims of this tragedy in your prayers and offer any assistance that you can to your communities and families. TWU has offered our support and services to our brothers and sisters at APFA representing American Flight Attendants and AFA representing United Flight Attendants for their co-workers who lost their lives in service to their profession. We must continue to stand together and remain strong as Union Members and Americans.

United We Stand,

Thom McDaniel
TWU Local 556 President

*Hey guys-
we recorded this
the hot line at 10:30 pm.
this is the current
for crew planning
cm*

A MESSAGE FROM THE PRESIDENT

It was Tuesday morning, September 11, 2001; I was in St Louis on the last day of a three-day PM trip and was awoken by the jangle of my cell phone. Over the past few weeks, plagued by schedule complications from weather and irregular operations, all of my trips had gotten home late, and I wanted to get home on time, especially that day.

Little did I know that when I answered the phone, things would be forever changed.

"Hello," it was my Irish Mother; she had a strange panic in her voice, Lyn dear, thank God, where are you?" I could sense an unusual amount of alarm in her voice. "Two planes have hit two buildings in New York, and all flights are being grounded. I am so glad you are ok. They are saying it is a terrorist act." Being an immigrant family from the troubled Belfast, Northern Ireland, she added in reaction, "If terrorism is going to be here in this country, I will want to leave."

I turned on ABC, horrified as the buildings crumbled to the ground. All planes flying that day were instructed to land immediately, there were still Southwest planes in the sky. My stomach sank in fear as I worried about my fellow Southwest family. I grieved for our friends at American Airlines and United. I prayed for families to be reunited with loved ones.

Although there was an air of tension, the many Crews that were overnighing at the St Louis hotel joined together and helped one another. Information did not move quite as fast back then, so one of our Captains led briefings in a ballroom to keep us all updated and we were all grateful for the leadership our Pilots delivered. Fortunately, we had been flying with the same Pilots and Crew for the entire trip and I will never forget how our Captain took charge, giving us peace of mind and checking on us often. For our three stranded days, we met and ate meals together as a Crew. We welcomed other Crews overnighing from all Bases, including one of my Flight Attendant training classmates.

On Friday, September 14, we were the first flight out of St Louis. In the van, we were given a security directive. I remember paying close attention to the changes, especially how we were to treat hijackings with a completely new attitude and procedure. We all felt uneasy and stressed as we took off with less than ten passengers from a ghost town airport - I never thought I would experience such desolation again, but the pandemic proved me wrong. Sitting in my jumpseat,

I heard the engine roar of two US military fighter jets that took off beside us. I looked outside and at first, felt afraid but quickly found comfort in their presence.

When I opened the door upon arrival, the jetway was filled with Pilots and Flight Attendants deadheading into position as planes and Crews were scattered across the nation. It was comforting to see them.

There was such a strange feeling that day; we knew we had been attacked, and terrorists had used aircraft to do it, aircraft similar to what we work in every day. The attackers had killed themselves to kill Americans. It was chilling, changing America forever.

Amid all the tragedy and losses, the most amazing thing happened - people came together. America's strength became unity.

We were reminded that we, Flight Attendants, are the first line of defense in aviation; that some have given their lives in the line of duty; that the security tasks we perform every day are not in vain. Southwest Flight Attendants knew we had to promote safety. We had to restore confidence in this industry that had suffered so greatly from this travesty. We reassured America that flying is safe, not just for those who fly but for every citizen of this great nation.

Reflecting back on that day, it is hard to believe it has been twenty years since the horrifically destructive and impacting aviation tragedy of 9/11. During those September days in 2001, the flight loads were historically low but fast forward twenty years to 2021, COVID-19 is our aviation tragedy of today. Much like 9/11, we feel fear and we grieve the losses for those we love. It took time to repair and rebuild after 9/11, and it will take time to repair and rebuild after COVID-19 passes. Although, we are already seeing how we are prevailing in 2021. We support one another through grief and stand strong together.

On this 9/11, we remember that we pledged to never forget. We honor the heroes and grieve the victims. And this year, more than in the past, we realize the value of helping each other.



Lyn Montgomery

President, TWU Local 556

lmontgomery@twu556.org | 214-640-4301

SAFETY TEAM

SEPTEMBER 11, 2001

THE DAY EVERYTHING CHANGED

In the days, weeks and months after the September 11, 2001 (9/11) attacks on America, many unprecedented changes occurred within our industry, our Country and our world. As we approach the 20th anniversary of what is one the most tragic days in U.S. history, I have decided to reprint the first Unity magazine article written by me after the attacks. I wrote this piece on New Year's Day (the first day of 2002) less than four months after 9/11. I think it is very representative of how fast everything was changing for all of us and on a personal note, as I reflect on it now, just how much 9/11 changed me. I hope you enjoy a look back at "September 11, 2001 – The Day Everything Changed" - that proved not only to change us personally but moreover, demonstrated our resilience as an industry and ultimately made us stronger as a people.

Those of us in the airline safety business have said it all along; "safety is our #1 concern" but September 11th changed every part of the Flight Attendant job forever. It can no longer be said that our main job is comfort and service. Instead, the truth has risen to the top of everyone's consciousness; our responsibility is safety and it is job one in our business. To sum it up: Safety and security onboard our aircraft is the Flight Attendants number one priority.

Local 556's Safety Team in conjunction with a number of Flight Attendant unions called for numerous security changes shortly after the attacks on America including: federalizing airport security screeners, reinforcing cockpit doors, limited carry-on luggage, revised and enhanced security training for Crew Members including self defense tactics and the expansion of the federal sky marshal program to mention a few. Our focus and belief are: the American flying public wants to feel safe and they will not feel safe until Flight Attendants do...and we still don't feel safe! Through a series of security directives, the FAA implemented some of the recommends quickly by calling for sky marshals on domestic flights, setting the one carry-on plus one personal item limit and issued requirements to reinforce cockpit doors.

A week after the attacks, Secretary of Transportation, Norman Minetta formed the Airport and Aircraft Rapid Response Teams to address airport and aircraft security problems. Again, in conjunction with other Flight Attendant Unions as well as representatives from all sectors of aviation, Local 556 participated in developing recommendations to these Rapid Response Teams. Secretary Minetta announced the final recommendations from both Rapid Response Teams on October 8th. Local 556 supported all of the Department of Transportation's recommends. We continue to monitor the implementation of these recommends and have offered feedback to

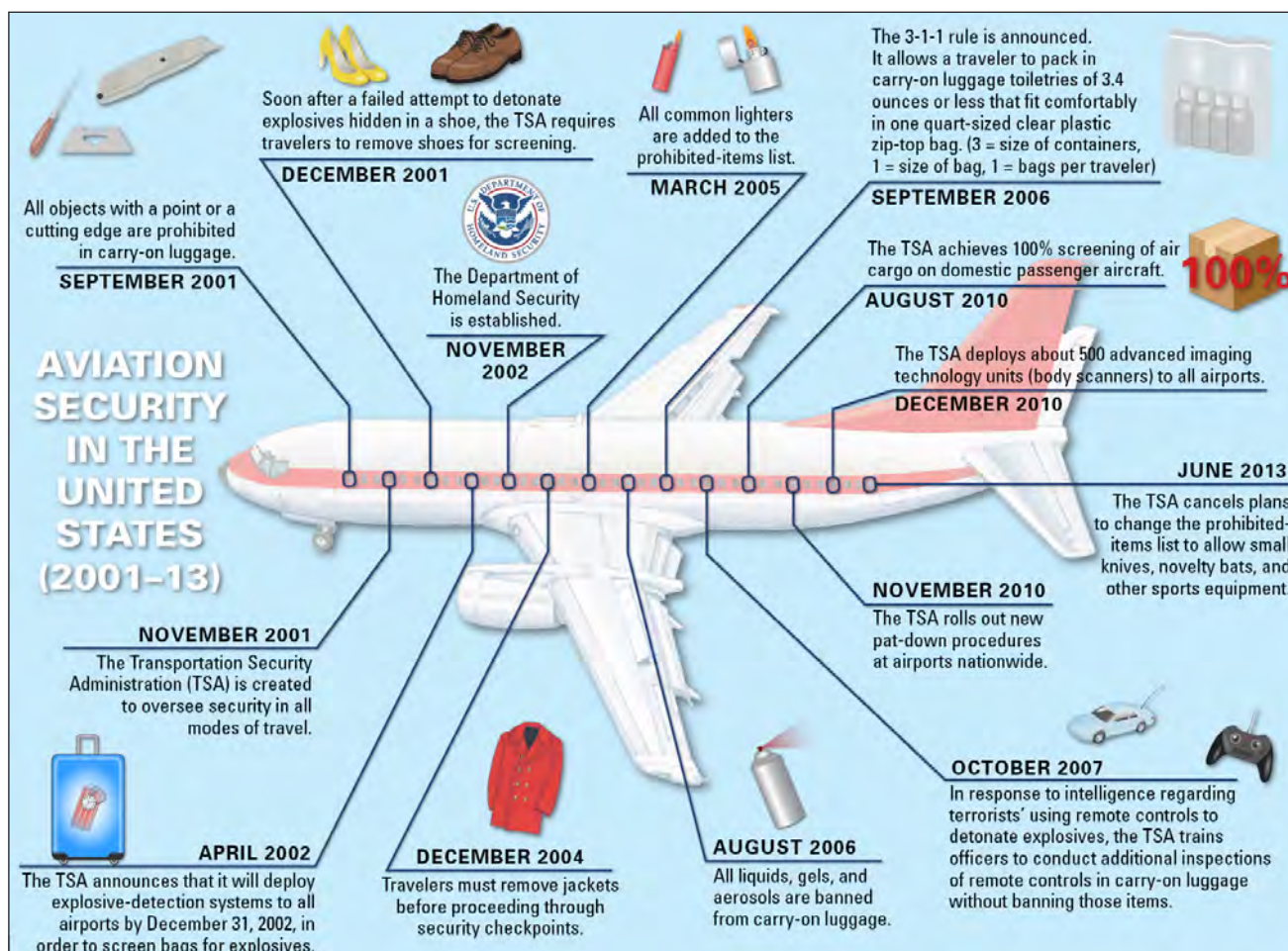
both the FAA and SWA when appropriate. In addition, Local 556 has met with officials of both the DOT and the FAA on numerous occasions concerning overall safety and security here at Southwest Airlines since the attacks on America.

In the aftermath of September 11, an unprecedented number of meetings on security have taken place between your Union and Southwest Management. Needless to say, there have been conflicts on a number of issues including the ongoing seat bottom cushion dispute. There has also been a number of heated discussions concerning what we consider, proactive security measures that should be implemented prior to regulatory mandate namely; mandatory screening of ground personnel. It's not that we don't have a tremendous amount of respect and trust for our brothers and sisters who work in ground operations, but in these times of heightened security, we as well as the traveling public want to know that ground personnel who have access to the airplane are subject to the same

It has become more than apparent that Local 556 must continue to be diligent in representing you and your concerns as they relate to the FAA security directives and operational safety and security as a whole.

stringent security checks as those who fly on the airplanes. To date we have not seen the changes we have requested even though we were told that it would be taken care of some three months ago. Now because the FAA has not required it, SWA dismisses our sugges-

tion stating it would inhibit operational efficiency. Many of these conflicts we are experiencing revolve around interpretation of the security directives issued by the FAA as well as SWA's insistence on not implementing operational change unless mandated to do so by the regulatory bodies. It has become more than apparent that Local 556 must continue to be diligent in representing you and your concerns as they relate to the FAA security directives and operational safety and security as a whole. We would also like to remind Southwest Airlines, all the other carriers and the Air Transport Association (the airline industry's chief trade and lobbying group) that



"reaction to events" makes for poor operational strategy, especially in matters of security. And that it is only through "strategies of proactivity" events such as those that occurred on 9-11 can be avoided and/or thwarted.

On the regulatory and legislative front, President Bush signed into law the much-anticipated Aviation and Transportation Security Act (S. 1447) on November 19, 2001. The bill was slowed due to partisan bickering but was reconciled and passed in compromised form. The Bill requires all checked bags be screened within sixty days of its signing into law and that all baggage be screened for explosives by December 30, 2003. These baggage security screens will include cargo and mail by the December 30, 2003 deadline. Additionally, all security screeners will receive more extensive training and initially become federal employees (at the end of three years local airport authorities can option to hire private screeners at their own expense). Other key points of the bill are the hiring and training of more sky marshals, provisions for fortified cockpit doors, improved airport perimeter access security, enhanced security training for Crew Members and improved background check standards for security personnel.

The advent of the Aviation and Transportation Security Act also creates a new department under the DOT (The Transportation Security Administration) and a new Under Secretary of Transportation appointed by the President, both to oversee aviation security. The

Transportation Security Administration (TSA) will shift many security responsibilities away from the FAA and to the TSA. The legislation also allows for non-lethal weapons for Cockpit Crews and a government grant for the development of systems by which Flight Attendants can alert Cockpit Crews of security problems in the cabin. This new law will be very instrumental in achieving levels of security never seen in the US civil aviation system and should also provide Crews and passengers increased confidence in the overall security of our air transportation system.

It has been said over and over again since September 11, the world has changed. Aviation and our part in aviation has changed; we are all faced with the challenge that is safety and security in a very different world. Many changes have already taken place and others will happen over the next two years, the thing we all must keep in mind is: as Flight Attendants, safety and security should be our highest priority for our passengers, our families and ourselves. It is and always will be TWU Local 556's Safety Teams #1 concern.

Michael Massoni

1st Vice President and Safety Coordinator
mmassoni@twu556.org | 214-640-4302



"Pledge to LUV" Memorandum



NOW - OCT. 12

1130A

September 24, 2001

MEMORANDUM

TO: All Employees
FROM: Colleen and Jim
RE: Pledge To LUV

As Southwest Airlines Employees, each of us has been profoundly affected by the events of this tragic attack on our country, our industry, and our Company. As we have sifted through the emotions and impact of this crisis, countless numbers of you have asked, "How can I help?" "What can I do?"

You've offered your support in a variety of ways. Many of you have volunteered to clean bathrooms, to mow the grass, to bring food to your Fellow Coworkers working around the clock. You've asked if you could give up your paycheck, or donate a portion of your Profitsharing. Some of you have offered to sign over your excess 401(K) check, or give your tax refund to the Company. What magnificent gestures! You have proven once again that you are the most generous Employees in the country.

We have listened to your requests to "do whatever it takes." We have been heartened by your pleas to pitch in. Been awed by your resourcefulness. Been touched beyond words by your LUV. Been moved to tears by your generosity. And strengthened by your devotion to our Southwest Family.

In response to this groundswelling of calls, letters, and e-mails we have received, we are setting up the "Pledge To LUV," a grassroots effort by Southwest Employees to help strengthen our Company. Each Southwest Employee will have the opportunity to donate one to 32 hours of pay for salaried Employees, or one to 28 trips for Flight Crews. These pledges would be payroll deducted from your November and/or December paychecks. This effort is strictly on a volunteer basis, for those of you who want to contribute. This will be a one-time only type of offer and this is not a Company request; but, rather, an Employee request which the Company will handle administratively. In no way should anyone feel pressured to

DUE BY OCT. 12

1130B

participate--we are simply trying to facilitate a way for you to participate because so many of you have asked how you can do so.

We know many of you may want to do even more. For this, we are eternally grateful, but also recognize that your financial security is just as important as the Company's. We don't want you to give more than you can afford.

Every gesture, whether contributing hour(s) of pay, implementing cost-cutting efforts, assisting your Fellow Employees and valued Customers, or contributing to the relief efforts are spectacular, selfless acts of kindness.

Your LUV, compassion, and strength are unshakeable. As we stand together, shoulder to shoulder, we will emerge stronger than ever. For all that each of you do on a day-to-day basis, and for these grand acts of generosity, we thank you from the bottom of our hearts. For we know that if the greatness of a Company is measured by the hearts and souls of its People, then we are, indeed, the richest Company in the world.

[REDACTED]

Please complete the
"Pledge to LUV" form
drop in the "Other
Correspondence" &
Thanks!

DUE OCT. 12!



Pledge to LUV

Pledge to LUV is a program designed for Employees who would like to pledge hours of their pay to Southwest Airlines during this difficult time for our nation, our industry, and our Company. The program was created at the request of our Employees and is a strictly voluntary effort.

Authorization for Pledge to LUV for Crew Employees

Employee Name (print): _____

Employee I.D. Number: _____

Employee Location: _____

I authorize a voluntary Pledge to LUV to be taken from the following paycheck(s):

(Use whole trips only, between 1 to 14 trips)

Check Date 11/20/01 I pledge _____ Trips

Check Date 12/20/01 I pledge _____ Trips

Total maximum pledge cannot exceed 28 trips.

This I pledge as my part to ensure the continued success and future of this great Company we all LUV so deeply. With the warrior spirit our Company was built upon, we will be resilient to change, dedicated to our cause, and strong of heart and spirit.

Employee Signature: _____

Date: _____

Please return this form to your Payroll Admin Coordinator by 10/12/01.

"Alone we can do so little, together we can do so much."

- Helen Keller

Four planes. Nineteen hijackers. Two thousand nine hundred ninety-seven lives lost. A nation left shattered. It's hard to believe that it's been 20 years since the World Trade Center and Pentagon were hit by hijacked airplanes, and since passengers took down an airplane in a Pennsylvania field to foil the terrorists on board. Now, 9/11 is known as the National Day of Service and Remembrance. Many will honor the lives lost and the heroic heroes who helped victims at 9/11 memorials or quiet services at home.

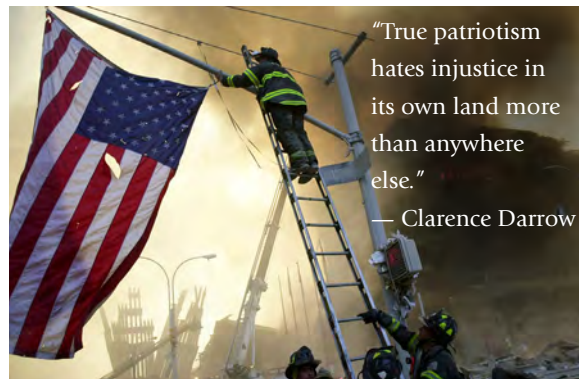
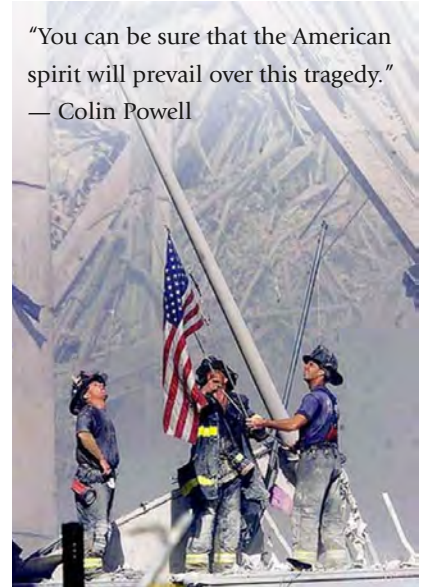
The attacks of September 11th were intended to break our spirit. Instead we have emerged stronger and more unified. We feel renewed devotion to the principles of political, economic and religious freedom, the rule of law and respect for human life. We are more determined than ever to live our lives in freedom."

— Rudy Giuliani



"You can be sure that the American spirit will prevail over this tragedy."

— Colin Powell



"True patriotism hates injustice in its own land more than anywhere else."

— Clarence Darrow

"Remember the hours after Sept. 11 when we came together as one! It was the worst day we have ever seen, but it brought out the best in all of us."

— John Kerry



"Americans never quit."

— Douglas MacArthur

"If we learn nothing else from this tragedy, we learn that life is short and there is no time for hate."

— Sandy Dahl, wife of Flight 93 pilot Jason Dahl.



"When Americans lend a hand to one another, nothing is impossible. We're not about what happened on 9/11. We're about what happened on 9/12."

— Jeff Parness

"September 11, 2001, revealed heroism in ordinary people who might have gone through their lives never called upon to demonstrate the extent of their courage."

— Geraldine Brooks

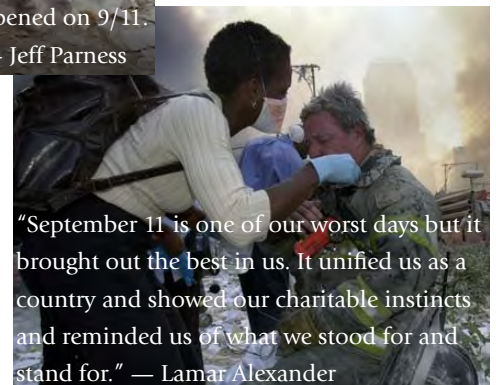


"What separates us from the animals, what separates us from the chaos, is our ability to mourn people we've never met."

— David Levithan

"Time is passing. Yet, for the United States of America, there will be no forgetting September the 11th. We will remember every rescuer who died in honor. We will remember every family that lives in grief. We will remember the fire and ash, the last phone calls, the funerals of the children."

— George W. Bush



"September 11 is one of our worst days but it brought out the best in us. It unified us as a country and showed our charitable instincts and reminded us of what we stood for and stand for."

— Lamar Alexander

LOOKING BACK ON 9/11/2001

20 YEARS LATER...

Many of us remember exactly where we were and what we were doing when the first plane hit the World Trade Center on September 11, 2001. I was the new President of TWU Local 556, and I was in Dallas for an Executive Board Meeting in preparation for upcoming Contract Negotiations. When I found out the first plane had hit, I thought it was a private plane involved in some freak accident. When I saw the second plane hit, I knew our world had changed forever.

I remember being told when all our Crews were all safely on the ground and feeling so grateful.

I remember that we immediately went to work; putting together a plan, reaching out to Management, and finding out what limited information we could for our Members. I remember being told when all our Crews were all safely on the ground and feeling so grateful. I remember all Southwest Airlines phone lines being jammed, making even basic communication impossible. I remember Southwest Airlines sending the New Hire Class back to the hotel; at that moment, they were certain those Flight Attendants would not be needed. I remember the Baltimore Flight Attendant who called me because she was on her way to check-in when she saw a plane hit the Pentagon—where her husband worked. I remember seeing the Twin Towers fall. I remember the sadness, the fear, the disbelief, and the uncertainty.

Today, however, on the twentieth anniversary of 9/11, I choose to remember different things. I remember the dedication of the Union Officers, Staff, and Management who were there for each other, 24 hours a day. I remember our Crew Members in the hotels taking care of each other. I remember Southwest arranging food vouchers for stranded Flight Attendants in hotels; not because they were contractually required to do so, but because it was the right thing to do. I remember our Union faxing urgent messages to Southwest Management for those Flight Attendants that needed immediate assistance. I remember using voice broadcasts and social media for the first time to get accurate information to our Flight Attendants, when it was needed so badly. I remember the first Southwest plane

taking off on September 14 and how good that felt. I remember the New Hire Class being called back to training knowing they would have jobs. I remember our Union continuing to put together a strategic plan that we would need for the future. I remember our Flight Attendants picking up trips after being stranded away from their homes and families for days. I remember Management pulling Flight Attendants from pairings, because they were not ready to go back and needed a few days at home. I remember getting on my first flight. I remember the husband of the Baltimore Flight Attendant, who had seen the plane crash into the Pentagon, calling me to tell me that he was being deployed overseas and that his wife was returning to flying. I remember Republicans, Democrats, and Independents singing “God Bless America” with hands clasped together on the steps of my Capitol. I remember happiness, hope, confidence, and belief in the indomitable spirit of our Members, our Union, our Company, and our Country.

On that day, the industry we all work in and love changed forever. To the Crew Members working on Flight 11, Flight 77, Flight 93, and Flight 175; we will never forget. To the people who showed up to work, as they did every other day; we will never forget. To the first responders who gave their lives trying to save as many people as possible; we will never forget. To the families and friends of those tragically affected; we will never forget.

Today, we face tremendous obstacles and challenges in our Union, our Company, and our Country. I hope that we will use this anniversary to not only honor our heroes and the greatness of our Country, but to remember what is so special about Southwest Airlines and TWU Local 556. In the days that followed 9/11, I truly learned what our Company and our Union were all about. We were headed toward what would be the most contentious negotiations of our history; however, when our Nation, our Employees, and our Customers were in need, we put that aside and worked together; and we are better for it.

Never Forget.

Thom McDaniel

TWU International Vice President



9/11 CREW MEMORIAL

On September 11, 2001, four United States commercial airplanes were hijacked in the most violent and destructive act of terrorism on United States soil in history. Terrorists took control of each plane, with intended targets of the Twin Towers of the World Trade Center and the United States Pentagon. It is likely that the Crews of these ill-fated flights, American Airlines Flight 11 and Flight 77 and United Airlines Flight 175 and Flight 93, began their workday as usual. Some began at home, packing their luggage, filling their food bags, and kissing their loved ones goodbye. Some commuted into Base the night before, awakening to the familiar sounds of their crashpads and hotels. Others awoke to a city other than their own, in a hotel on an overnight, prepared to conduct another day serving passengers in the sky. None of these Flight Attendants knew that September 11th would be their last and that their actions on that day would change the aviation industry forever. Their names and valiant efforts to secure the safety and security of all passengers aboard their flights will live on in infamy. Here is just a glimpse into some of the stories from that fateful day.

American Airlines Flight 11

Captain John Ogonowski
First Officer Thomas McGuinness
Flight Attendant Madeline Sweeney
Flight Attendant Sara Low
Flight Attendant Betty Ann Ong

Aboard the first aircraft to be hijacked in the coordinated terrorist attack, Flight Attendants Madeline Sweeney, Sara Low, and Betty Ann Ong contacted colleagues on the ground. The information relayed during these calls provided vital information about the attackers' identities and alerted officials that a terrorist attack was underway. The flight from Boston to Los Angeles struck the north tower of the World Trade Center at approximately 8:46 AM, killing all 92 people on board. The number of innocent lives lost on the ground resulting from the crash remains unknown.

United Airlines Flight 175

Captain Victor Saracini
First Officer Michael Horrocks
Flight Attendant Robert Fangman
Flight Attendant Amy Jarret
Flight Attendant Kathryn Laborie
Flight Attendant Alfred Marchand
Flight Attendant Amy King
Flight Attendant Michael Tarrou
Flight Attendant Alicia Titus

United Airlines Flight 175 from Boston to Los Angeles was hijacked between 8:24 AM and 8:46 AM. Flight Attendant Robert Fangman successfully contacted United Airlines maintenance, informing the company of the severity of the

attack. After several near misses with other aircraft and descending more than 24,000 feet in less than five minutes, the plane crashed into the south tower of the World Trade Center at 9:03 AM, killing 65 people on board and countless others at the crash site.

American Airlines Flight 77

Captain Charles Burlingame
First Officer David Charlebois
Flight Attendant Michele Heidenberger
Flight Attendant Kenneth Lewis
Flight Attendant Jennifer Lewis
Flight Attendant Renee May

During the hijacking of the flight from Washington Dulles to Los Angeles, Flight Attendant Renee May called her mother, asking her to alert American Airlines of the incident onboard. Passengers contacted air traffic control, informing them that the attackers used box cutters and knives during the event. The aircraft crashed into the Pentagon at 9:37 AM, killing all 64 people on board and 125 people at the Pentagon site.

United Airlines Flight 93

Captain Jason M. Dahl
First Officer Major LeRoy Homer
Flight Attendant Deborah Welsh
Flight Attendant Lorraine Bay
Flight Attendant Sandy Bradshaw
Flight Attendant Wanda Green
Flight Attendant CeeCee Lyles

Crew and passengers worked together to successfully divert United Airlines Flight 93 from its intended target of either the White House or the United States Capitol. Originally scheduled to travel from Newark to San Francisco, the plane crashed into a field in Somerset County, PA at 10:03 AM, killing all 44 souls on board. Flight Attendant Sandy Bradshaw alerted United Airlines of the terrorist attack and boiled water to deter the terrorists. Passengers reportedly fought back against their attackers, using galley carts and other equipment to breach the flight deck door. These combined efforts resulted in the flight crashing into the field, saving countless lives on the ground.

Although the events of this horrific day are filled with tragedy and sadness, all was not lost on the crisis that transpired on September 11th. Aviation experts carefully examined all that took place before, during, and after the attack. Life-saving safety and security policies and procedures have been implemented as a result. The proactive measures now available to Flight Crews to mitigate the risk of terrorist attacks have saved innumerable lives since September 11th. Some stories from the Crews' final moments will never be told, but these heroes did not perish in vain. Through tragedy grew a safer aircraft environment for passengers, Crew, and all citizens.

our Members' memories of September 11, 2001

Although I was not Inflight on the unforgettable morning of 9/11/2001, I was just reporting to work in Burbank as a CSA. I remember hearing something on the employee shuttle as we were entering airport property. I immediately ran into the terminal to our break room to clock in and watch the events unfold. As we were on the west coast, Burbank was able to board all five of our originators and then deplane them once the second plane hit. All checked bags were dropped down the carousel, and all flights were canceled. Within 45 minutes, it was a ghost town as all passengers went home. Strangely, we had it somewhat easy as there were no diversions nor displaced passengers. I was at the ticket counter that day and never knew what happened to any flight crew working the originators. I assume they all went to their respective hotels. Now being Inflight, I have the utmost respect for our ground personnel who may have worked that fateful day.

Paul Lober 43701
MDW
23 years in industry

That morning, I was home just starting to prepare for my afternoon turn. I had not turned on the TV or radio and was unaware anything was happening. My husband called me from work and said, "I don't think you will be working today."

I turned on the TV and saw the horror. No one could get through to Scheduling and could not get anyone at Southwest Headquarters on the phone. I decided I would go to Love Field because, in my gut, I felt a pressing need to be with other Southwest employees. Only another Flight Attendant could truly understand the way I was feeling. It felt extremely personal, both as an American and also as an airline employee.

Entering the airport was surreal, almost completely vacant of people entering the building, only throngs of white-faced people pouring out. The lounge was packed and eerily silent, but it still felt right to be there. All of us were glued to the lounge TVs. Hours later, supervisors came out and told us all to go home as flights were grounded that day and it was unknown what would happen going forward. We left in silence. There was nothing to say. We hugged, whether we knew each other or not. Leaving the airport was more surreal than the walk in because now the airport was deserted and ghost-like. I wondered if I would ever return or just what this new reality would bring.

Rebekka Kelly 2449
DAL
43 years in industry

The morning of September 11th, I awoke to a phone call from my best friend who worked in Washington DC. The first plane had just struck the first tower. After asking if I was okay, he described what was happening. I was based in Baltimore at the time, still in bed at my crash pad. I still had an hour before my alarm clock was going to ring so I could get up and get ready for my two-day San Antonio trip. As I listened to him and walked towards the living room to turn on CNN, the second plane hit the second tower. It was confusion and disbelief. At the time, my sister was flying for United. Those of us who were close to DC had a hard time getting a phone signal. I finally got through after 35 minutes to my family to inquire if my sister was flying and her whereabouts. Time stood still, and our industry changed forever. There is a piece of the tower at a memorial outside Nashville that I visit yearly. Never forget.



Sean "SayCo" Sako - 45000
MDW
24 years in industry

I was in Indianapolis on a PM trip, watching TV and getting ready to meet my Crew for breakfast when I saw the news. It was devastating. My life changed. My heart is not the same, and our careers faced new challenges. Our secure USA and beautiful, fun airline travel system have been tainted forever. Our Sovereign Creator is still in control, although we do not understand why He allows evil as 9/11.

Deborah Martin 4606
HOU

The Orlando Inflight base had just opened five weeks before 9/11 occurred. Many of us were just getting situated at our new domicile and home life after moving to Florida. I'd only been flying for about four years and just had my first child in June. My trip was a three-day PM with Salt Lake City and Seattle overnights. I tried to work Seattle overnights back then as my Dad resided in that city; however, as events unfolded, I never made it to Seattle on this trip.

On the morning of September 11th, I received a phone call at about 7:32 am. Mountain time. I was still asleep and groggy, having landed late the previous night in Salt Lake City. My wife called frantically,

saying that an airplane had just flown into the World Trade Center. I dismissively told her that it was probably some private pilot that got lost or exhibited other poor judgment. She was adamant that was not the case. I turned on the TV, and that's when I discovered that we were under some kind of attack.

As details emerged, the entire Crew had a briefing and talked about plans of action. The Captain was our primary source of information and was our designated point person. Cell phones were not nearly as prevalent, and many Flight Attendants still used calling cards. Texting, Facebook, Instagram, or Messenger did not exist. To stay informed, computers in lobbies of hotels or libraries became essential in getting additional information. For those who brought laptop computers, internet availability was minimal. These laptops were heavy, weighing between 10 and 20 pounds.

When it became apparent that some of the weapons used in the attack were now prohibited items, many of us found a post office to mail razors, apple slicers, blenders, food processors, scissors, knives, and other sharp objects back home.

It was challenging to remain calm as there was so much uncertainty. When we managed to contact Scheduling, the department had very little information available for concerned Crews. Our immediate flight schedule was unknown, as was the time we would return to our Base. We did not know if our standard duty day work rules still applied. There were so many questions but very few answers. Many of us thought about renting a car and driving to our closest family because we did not know if we were going to war.

We spent five days stranded in the Salt Lake City Red Lion Hotel. When the schedule finally resumed, we assumed flights would be full of travelers. Instead, most were empty, consisting mainly of Crews deadheading home.

Although I enjoy the Salt Lake City overnight, it is still a painful reminder whenever I have an overnight there. I still keep in contact with the two Flight Attendants that were on that trip. The Captain and First Officer have since retired.

David Reed 32763
MCO
25 years

I was flying day two of a two-day pairing on 9/11/01. We were scheduled to fly TPA-MHT-MCO and we were excited when we stepped onto the plane - a brand new 737-700. The flight was booked to less than half, and we looked forward to easy flights that day.

We finished service quickly and settled into the back of the plane for the flight. I was reading USA Today and chatting with the other FA when the "A" came walking back from the flight deck and told us about a message the pilots had received about a plane crash in

NYC. Of course, we were saddened about hearing this. But, we thought it must be a small plane. We were flying over Philadelphia about that time. We sat back down and started looking out the windows. Then the Pilots called back to us to say there had been another plane crash in NYC and that they could see the smoke rising from lower Manhattan.



We all went to the flight deck to look ahead, and on the horizon, we could see a plume of smoke rising from lower Manhattan. It was about that time that a message came from Dispatch instructing the Pilots to lock down the flight deck. We left.

I went to the back row and used the airphone to call my roommate in Orlando. When he picked up the phone, he told me what had happened. I sat down in the back row and just started crying. It was about that time that we were flying to the west of NYC and from 40,000 feet. We could see the damage to the World Trade Center.

We landed safely in Manchester, and that is where we found out that the World Trade Center had collapsed. We were not going home.

When I think back to that phone call to my roommate, I just think about Betty Ong making her phone call just an hour or so before me.

That image of the WTC on fire from 40,000 feet is an image I can never erase from my memories.

Steven Hobbs 50394
MCO
22 years in industry

I was only in 6th grade on 9/11/2001, but it was certainly a day I will never forget. My mom came running into my bedroom to wake me up earlier than usual. She was crying. She shook me awake and said, "Danielle, come downstairs. Something bad has happened." I groggily ran downstairs, thinking a family member had died. Not quite a family member but hundreds of humans. I stared at the TV, tears streaming down my face. I immediately asked, "Where's Aunt Mel?" Aunt Mel was an 11-year Flight Attendant for America West Airlines at the time, but we could not get ahold of her. I remember begging my mom not to make me go to school, and she agreed to take me late.

I got to school (a small catholic school in Orange County, CA), and everyone was distressed. My teacher, Mrs. Page, was hysterical, and we watched the news all day. We had discussions about faith and hope, finding strength, the heroes, etc. Later that day, we had an emergency mass in the church. Finally, when my mom picked me

up, I asked if she heard from her sister (Aunt Mel), and she still said no. I panicked. I knew she did not work for the airlines that were hijacked, but she non-revved all the time on her days off.

Finally, late that night, she called us. She had taken early maternity leave JUST THE DAY PRIOR and was so shaken up due to the timing of the horrific events. These events have forever changed me (as with most Americans), and while my Aunt's influence has helped, I think this is one of the reasons why I became a Flight Attendant. Those Crews were heroes, and I am forever grateful for their sacrifice.

Danielle St Onge 130267
DEN
5 years in industry

For many of my colleagues, September 11th was a life-changing day out on the line. They were stuck in hotels and cities for days with nothing but a bag packed for a turn. I was two weeks into my freshman year of high school. Like most my age, I was excited to begin the adventures of high school. I saw dances, proms, and football games in the near future. Suddenly, the cold reality of our world set in.

I remember sitting in science class that morning. We had a substitute teacher that day, and we were just doing busywork. Just after 8:00 am, a voice came over the loudspeaker that the World Trade Center had been bombed. As we made our way through our classes throughout the day, we watched news reports on the events. What struck me most was the second plane hitting the twin towers. I was fourteen years old. I had never experienced an event like this in my life. This event was going to define my high school career. For some classmates, 9/11 was a motivation to enlist in the military, including my brother, who went on to join the Air Force.

Fast forward to 2013 – I was a twenty-something kid looking for a new career. I stumbled upon the job of a Flight Attendant for a regional airline out of Detroit. I applied and was hired. I knew nothing about flying, except maybe serving a coke and a snack. At training, we learned about both the basics of service and keeping our passengers and aircraft safe from potential terrorists. We had a day where we listened to American Airlines Flight Attendant Betty Ong's audio that her aircraft had been hijacked on September 11th. She did not make it off of that airplane alive.

Our job as Flight Attendants is to not only provide hospitality and customer service to our guests onboard the aircraft but also protect them from outside threats. As we mark the 20th anniversary of 9/11, the industry is undergoing a period of change very similar to post 9/11. The COVID pandemic has caused increased regulation, an increasingly hostile traveling public, and ever-changing travel restrictions. But as Flight Attendants, we have a duty to protect our passengers and our aircraft from any threats that may arise. We are a family. Whether we fly for Southwest, Delta, Jetblue, or American, we are

an aviation family. We must stand together, unite, and protect our aircraft each day. Fly safe, family.

David Beaulieu 121356
MDW
8 years in industry

I was a Flight Attendant for United Airlines on September 11, 2001. I was based in Chicago O'Hare and volunteered for my Union, The Association of Flight Attendants (AFA). I had just arrived home on Monday the 10th from a 3-day CDG (Paris) trip that I was assigned on International Reserve. While cooking breakfast in my condo in Woodstock, IL before leaving for my Spanish class at McHenry County College, I received a phone call from my church's prayer chain. A lady at my church asked me to pray for those in the World Trade Center in New York City. I responded, "What?" She told me to turn on the television. I did so and immediately saw the aftermath of hijacked flight American Airlines Flight 11 and the haunting, fiery, smoking gash it left on one of the Twin Towers.

As I watched, perplexed, the unimaginable happened. United Airlines Flight 175 slammed and exploded into the second Twin Tower, and the collective conclusion sent immediate shockwaves: this was an act of terror.



After watching the grotesque and horrific scenes as both towers burned and collapsed, I called the AFA Council 8-Chicago office. I was asked to come into the office and help answer phone calls from our distraught Members upon learning about the fate of flights AA11, UA175, AA77, UA93, and the USA - ALL ground stop. Our AFA Local Executive Council (LEC) Office was in one of United's hangars on the field at Chicago-O'Hare. I was our LEC's Communication and Education Chairperson.

The next three days were gut-wrenching, taking calls from our Members, personal calls from frantic and concerned family members and friends, and learning how to navigate a forever changed reality. I remember the gut-punch of learning that Captain Victor Saracini was piloting UA175. Victor was one of those over-the-top friendly Pilots that I would not have forgotten flying with under normal circumstances during my three years based in Los Angeles.

I remember the eerie silence at Chicago-O'Hare for three days. I remember falling asleep for days to the 24/7 nonstop coverage of Ground Zero in Lower Manhattan, the Pentagon, and that smoldering field near Shanksville, PA. I remember the memorials for our murdered flying partners at United and our counterparts at American. I remember AFA fighting for our probationary Flight Attendants

when United Management announced they planned to terminate all of them (we won). I remember the thousands of furloughs, the cut-backs, the new service, safety, and security procedures. I remember being fingerprinted as a condition of continued employment. I remember visiting Ground Zero months later on an New York layover, and it was still smoldering. I remember desperately wanting things to go back to what they were before 9/11/2001.

Twenty years later, so many of those memories come crashing into the present. I have learned that part of how I grieve and process trauma is by sharing my experiences and listening to others share theirs. In this, I hope to help preserve the memory of all we lost that day.

Jason Arnold-Burke 77020
DEN
28 years in industry

On Sept 11, 2001, I was a CSA working at Delta. The news aired that an airplane flew into the World Trade Center in NYC. At first, I thought it was a helicopter, not a commercial airliner. Later that day, we heard of three more airplane disasters, followed by the Towers collapsing and a flamed jetliner in the field in Shanksville, PA. It was gut-wrenching, filled with mixed emotions of fear and anger.

I went to work that day; the atmosphere was somber. We were nervous, scared, and some were angry. All eyes were glued to the national news. Throughout the day, there was silence across the country. Flights were grounded, and we also canceled many. Few people traveled, and those who did were quiet and sad. We all felt the same pain deep within.

Later I learned two of my friends perished on this day: Frank Munoz and Marianne McFarlane. I was a bridesmaid at Frank's wedding. He was in the WTC early that morning. Marianne and I worked at US AIR Express. She was a non-rev on UA175.

It was a time of indescribable grief, pain, and unimaginable loss. No words were spoken. We cried for days watching the many hours of footage of the aftermath. I remember the brave souls who risked everything to save others: the flight crew and passengers on UA93 and all first responders (firefighters and police officers) who risked their lives. All of them put aside personal safety for something greater; it was faith over fear. They all lost their lives, but their bravery left a legacy of the fortitude and resilience of the American spirit.

After 20 years, our beloved travel industry has changed permanently. TSA increased searching and screening of passengers and airline employees. Flight Crews are now more alert & vigilant onboard, trained to watch for suspicious behaviors, objects, and activities. Airlines have added extensive safety and security procedures for flight crew and also offer self-defense training.

Indeed, the original landscape of wonder, splendor, and simplicity of air travel has changed. The events of 9/11 could have divided Americans. Instead, we became more united. Despite our differences, we were all AMERICANS. We came together in love and respect, uniting together for the greater good. While we will never forget 9/11 in many ways, I will always choose to remember that GOOD will ALWAYS overcome evil.

T.B. Carr - 79270
DAL
27 years in industry

Our cruise ship had parked several hours earlier before dawn in Skagway, Alaska. As we went to sleep the night before on September 10th, we anticipated the well-known train ride up the mountains and steep valleys filled with stunning scenery. We remember the jarring noise in our rooms of the "emergency compulsory" announcements from the ship's Captain. It startled us. We were not capturing the verbiage of all that said until we heard, "All US air travel has been halted, and all US carriers are grounded." We are all familiar with the emotions felt that day.

As the day moved on, the airline employees on the ship naturally found each other and began to gather. We shared what new information each of us received. We even found some Southwest folks onboard. We were all deeply lost. The entire ship took on an intensely somber mood, but everyone was connected and courteous. There was graciousness and love felt every place you encountered people. The cruise line began charting new unknown courses each day, and our seven-day cruise turned into fourteen days. The cruise line comped everything after day seven.

For me, the most significant impact of 9/11 was being an integral part of the one-year ceremony held at the Washington Monument in DC for the forgotten thirty-five Crew Members. It was a somber and honorable service to honor our lost brothers and sisters. The name reading and white roses placed center stage for each person will forever be a part of my soul every day I wear my uniform. Since then, while at work, I display my 9/11 pin from that service on my uniform. I will NEVER forget the murder of my thirty-five brothers and sisters. Ever.

Michael Broadhead - 33877
PHX
35 years in industry



On September 11, 2001, it was a typical workday on the job when we were interrupted with breaking news that changed the world forever.

Hijackers took over four airplanes, killing every soul on board each aircraft. As the word quickly spread throughout the workplace, we all stood in disbelief, watching the footage across the TV screen of the shocking moments. Cries filled the room while many frantically made phone calls to check on their loved ones. There was a moment of silence in prayer for the victims and their families. With a heavy heart, I immediately began to write a song/poem as a tribute to all victims, heroes, men, and women, in uniforms who lived so freely yet died in such tragic chaos. To the families who will never forget that dreadful day God suddenly called your loved one's home, this is my contribution to you.

"To My Angel On High"

You now are gone
I hate to say goodbye to you
You now you gone
You had so much in life to do

All your hopes and dreams
You longed to one day fulfill
All that's left of you are memories
In time my heart will heal

You know are gone
I wish it didn't end this way
You know are gone
I didn't get the chance to say

That I love you and I truly miss
The times that we have shared
Looking back on every moment
I'll envision you are there

I must be strong and move on
Hard times will come
Every day that I go through
I'll look up and think of you
God is here to hold me now that are you gone

"To My Loves Down Low"

I now am laid to rest
There will be no more sadness
No more pain
I wish I could have stayed
To fulfill my dreams and see you again

No, it didn't have to be this way
Who would have thought this would be the end
To all my friends and family, I say
I Love You, I Love You

Oh I know how hard it will be
I know you physically cannot see me
Just hold on to all the memories you may have
And remember, I'll see you again one day

For my life God had great plans
Where I stood before, I no longer stand

If I could reach and grab your hand
Only to touch you again

All the many tears you shed for me
You'll look back but I'm not there
I'll be on the other side you see
I'll Miss You, I'll Miss You

The life that I have shared with you
Can never be replaced
A part of me still lives with you
No one can take that away

We are bonded in true love forever
Our hearts connect as one
I am glad we had our time together
God has come to lead me home

Forever In Our Hearts

Seanique Mallory - 94785
DAL
13 years in industry

I was home that horrific morning. My phone rang at 6:30 am with my daughter's frantic voice saying, "I'm so glad to hear your voice, mom." She then asked me to turn on the TV, and there it was. We decided to keep my stepson home from school that day and sat and watched the events unfold throughout the days to come. What hit me the most was 16 years later, my girlfriend and I went to the Freedom Towers Museum, and there was one of the Flight Attendant flight manuals opened to the page with Hijacking procedures. Sadly, this was found in the rubble.



Patricia Salazar - 46033
PHX
22 years in industry

I overnighted in Long Island on September 9-10 and tried to get other Crew Members to take a trip into the city. I had never been to the Twin Towers and was eager to tour the city. Unfortunately, no one wanted to go. I got home that night, only to wake up to see the disaster unfold, and I realized not only would I never see the towers, but I was also fortunate to have made it home safely. My heart aches for those who did not and their families.

Janie Corzco - 31007
PHX
26 years in industry

I flew for Southwest Airlines for seven years and left to join United in July 1999. I was initially based in Boston and transferred shortly after that to Newark. I met several new hire Flight Attendants, including CeeCee Lyles. We were roommates in Newark and became good friends. On the morning of September 11, 2001, my world was shaken. The night before, CeeCee called to ask if I would work her reserve assignment the next day (EWR-SFO) UA93. I declined because I was home visiting family in Dallas. I later found out as my mom and I watched the horrific events unfold of the hijacked crew on Sept 11th. I was friends with the entire Crew and was devastated.

That day changed my entire life in so many ways. We were furloughed within two weeks, left with unemployment and to mourn our dear friends and my roommate. I felt tremendous guilt for not taking the trip, but thinking, "My God, that would have been me." I resigned from United in 2004. I returned home to Southwest in 2017 as a Flight Attendant.



I will always carry that day and the legacy of all the Crew and passengers who perished. To this day, September 11th is incredibly difficult and extremely emotional for me. I wish to one day visit the 9/11 Memorial in New York City. Until now, I cannot mentally bring myself to do so. On this 20th anniversary, I will wear wings proudly for my fallen colleagues and my friend. The picture above was taken at CeeCee's funeral service in her hometown of Ft. Myers, FL.

Darryl Johnson - 13061
DAL
32 years in industry

That day, I woke, and watched one of the twin towers on fire. Soon after, I saw another plane fly into the other tower. I knew that second, the world was a different place. After days shut down with all aircraft grounded, a very eerie sound of silence in the skies, we flew again on that Friday. I worked one flight to Hartford, CT, and flew over ground zero along the way. Once I was at the hotel and checked in, the front desk called me. A Flight Attendant from another airline was there, having a very difficult time, and the staff asked if I would talk with her. I called her room, went up, and spent some time talking about all that was going on. She hadn't heard from her company, thought about quitting, wondered how she would get home to South Carolina, etc. I felt terrible for her as I knew our Company and Union had been checking on Crews everywhere, paying for movie tickets,

doing whatever was necessary to ensure our Crews were okay. I do not know what happened to her, but I knew I was so thankful to work for a Company that cared for its Employees and had our back. I am grateful for all this Company has given to me and my family over the past 32 years.

Michelle Smith - 13527
BWI
32 years in industry

September 11th is a day I'll never forget! I was not a Flight Attendant at the time, I was working from home and received a phone call from a friend that said I needed to turn on my TV. I did. I was affixed to the TV for hours, not believing what I was seeing; our country was being attacked! How could this be? We are the best country in the world.

It was, and still is, alarming to me how so much devastation an airplane could cause - the very place that I now work. The fact that this was done with a well thought out plan by a few people is frightening. It changed our security, the way people travel, how we have to be proactive, how we have to be vigilant of everything around us.

... Just think if those people set their minds on doing something good for the world, how different that might look. Although, with media being what it is today, sadly no one would know about it.

That event and so many of the events that have followed have been very eye-opening. There ARE evil people and they are at work behind the scenes to gain power, wealth and control. I have to believe that for every evil person, there are equal amounts of good people, and these good people need to keep on doing good and keep up the good fight - whether it be in big or small ways. And I have to hold on to the fact that God is in control.

On a recent trip, I had the honor of meeting a WWII war hero on the plane. I began to think how wars were many years ago versus how they are now, they are sometimes not so obvious. We now have to filter through all the media sources to find truths, and different people have different truths. That's what makes America so great - we have that freedom, and we need to do all we can to protect the freedoms that have been fought for through the years and that so many want to take away.

I realize that our America is not invincible, but I do believe that Americans have a spirit that cannot be destroyed.

Robin Thomas Kouns - 89745
DAL
13 years in industry

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CHANGES AFTER 9/11

CREW MEMBERS SELF-DEFENSE, MAKE IT YOUR PRIORITY

Air travel as we knew it changed forever on September 11, 2001. Flight Attendants became heroes overnight for their acts of bravery on that day. "Flight Attendants are aviation's first responders and last line of defense," Sara Nelson said in a statement following September 11th. In November 2001, Congress mandated self-defense training as part of Flight Attendant initial and recurrent training.

With an increase in safety and security, TSA developed the Crew Member Self Defense Training (CMSDT) program.



The CMSDT Program provides four hours of training to prepare active Crew Members of all domestic scheduled carriers for potential physical altercations both on and off the aircraft. Under the Vision 100-Century of Aviation Reauthorization Act enacted by Congress in 2003, the TSA Crew Member Self Defense Training Program equips flight and cabin Crew Members with effective responses for defending against an attacker in a commercial passenger or cargo aircraft. The program is available to all active Crew Members of all domestic scheduled carriers.

The training is designed to help Crew Members handle tense and violent situations with passengers. The training will also teach the Crew Members how to identify and deter potential threats through behavior recognition while applying apprehension and self-defense techniques on targets. These methods increase awareness and enhance safety for Crew Members and passengers.

There are 22 sites nationwide that offer this four-hour hands-on training for free. Students are allowed to repeat the training as many times they want. Conducted by certified TSA instructors, the techniques allow Crew to quickly respond to a threat.

To register for this training, search for the training course near you and submit the online registration form. Reporting instructions will be provided upon registration and successful verification of employment.

For more information:

Visit <https://www.tsa.gov/for-industry/training/crew-member-self-defense>

Email your inquiry: CMSDT_Info@ole.tsa.dhs.gov

Drew Shy

Orlando Domicile Executive Board Member

dshy@twu556.org | 214-640-4311





**Let us not forget ...
Keep the Flame of Freedom Burning in our Hearts**

