

It's a Matter of Respect



Unity

The Magazine of
TWU Local 556

Spring 2013

Dallas Love Field has arrived ...

True Story of Overwater Ditching

A Matter of Respecting
Your Employees

There is Help
- a true story of recovery

*DAL based Flight Attendant,
Prairie Mathews, displaying her
Southwest Spirit.*





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A MATTER OF RESPECTING YOUR EMPLOYEES

I recently read an article from www.nationaljournal.com which inspired me to write this editorial.

My middle daughter graduated with a business degree seven years ago. While completing her studies, she was tasked with selecting a company to be researched and evaluated for its success and business model, and she selected Southwest Airlines. Unlike many students who chose Southwest Airlines as the centerpiece for their research paper, the focus of her paper was to study exactly how many college students selected Southwest Airlines for their study project and what drove them to choose Southwest out of many other companies.

She found that 45% of business degree college students selected Southwest as their business model because of the company's renowned success, both with customers and employees. All of the published studies available at the time showed that 90% of Southwest's employees were there for the long-haul because the Company treated them well. The general consensus is that the company invests in the employee, and in turn, the employee is inspired to invest back into the company. The belief is as strong as it is fundamental: happy employees and are able to "pay it forward" to the passengers, who in turn pay their salaries.

I have pasted from the article below and highlighted the portions I believe are applicable to us; rather it be past practices of Southwest Airlines or the current trends that Management seems to be turning towards. You can read the full article at: <http://www.nationaljournal.com/next-economy/solutions-bank/why-the-trader-joe-s-model-benefits-workers-and-the-bottom-line-20130319>



Why the Trader Joe's Model Benefits Workers—And the Bottom-Line

Companies that invest in higher salaries for low-level employees find success in a competitive market.

The average American cashier makes \$20,230 a year, a salary that in a single-earner household would leave a family of four living under the poverty line. But if he works the cash registers at QuikTrip, it's an entirely different story. The convenience-store and gas-station chain offers entry-level employees an annual salary of around \$40,000, plus benefits. Those high wages didn't stop QuikTrip from prospering in a hostile economic climate. While other low-cost retailers spent the recession laying off staff and shuttering stores, QuikTrip expanded to its current 645 locations across 11 states. Many employers believe that one of the best ways to raise their profit margin is to cut labor costs. But companies like QuikTrip, the grocery-store chain Trader Joe's, and Costco Wholesale are proving that the decision to offer low wages is a choice, not an economic necessity. All three are low-cost retailers, a sector that is traditionally known for relying on part-time, low-paid employees. Yet these companies have all found that the act of valuing workers can pay off in the form of in-

creased sales and productivity.

"Retailers start with this philosophy of seeing employees as a cost to be minimized," says Zeynep Ton of MIT's Sloan School of Management. That can lead businesses into a vicious cycle. Underinvestment in workers can result in operational problems in stores, which decrease sales. And low sales often lead companies to slash labor costs even further. Middle-income jobs have declined recently as a share of total employment, as many employers have turned full-time jobs into part-time positions with no benefits and unpredictable schedules.

QuikTrip, Trader Joe's, and Costco operate on a different model, Ton says. "They start with the mentality of seeing employees as assets to be maximized," she says. As a result, their stores boast better operational efficiency and customer service, and those result in better sales. QuikTrip sales per labor hour are two-thirds higher than the average convenience-store chain, Ton found, and sales per square foot are over 50 percent higher.

The approach seems like common sense. Keeping shelves stocked and helping customers find merchandise are key to maximizing sales, and it

takes human judgment and people skills to execute those tasks effectively. To see what happens when workers are devalued, look no further than Borders or Circuit City. Both big-box retailers saw sales plummet after staff cutbacks, and both ultimately went bankrupt.

As global competition increases and cheap, convenient commerce finds a natural home online, the most successful companies may be those that focus on delivering a better customer experience. Ton's research on QuikTrip and other low-cost retailers—now a Harvard Business School case—is applicable across a variety of industries, she says. Toyota's production system, for example, gives all employees—including workers on the assembly lines—a voice in improving products.

But for a publicly traded company under pressure to show quarterly earnings, it's tempting to show quick profits by cutting labor costs. The bad economy has also made workers willing to take lower-paid positions rather than join the ranks of the unemployed. New employer-sponsored health insurance requirements under the Affordable Care Act are only going to give employers an additional

On The Cover

If you would like ordering information for the embellished apron, email communications@twu556.org

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incentive to shift workers to a part-time schedule.

There are also trade-offs to investing in employees. Businesses that spend more on their workers have to cut costs elsewhere. Trader Joe's streamlines operations by offering a limited number of products and very few sale promotions. Costco stocks products on pallets, as a warehouse would. And the QuikTrip model requires investors to have the fortitude to accept possible short-term drops in profits. "You have to take a loss for a little bit," says Maureen Conway, executive director of the Economic Opportunities Program at the Aspen Institute. "You have to pay above market. You have to change how you do business."

At the upper echelons of the American workforce, salaries have soared. Companies are accustomed to thinking of their highest-level employees as "talent," and fighting to hire and reward people who will help grow the company. Now Trader Joe's and QuikTrip are proving that lower-level employees can be assets whose skills improve the bottom-line as well.



I can only hope that our upper Management does not forget the simple fundamental truths that made Southwest successful. If you treat your employees as a valuable entity to your company, they will continue to contribute to the success of the Company. Let's hope that our upper management provides business students, for generations to come, a riveting story about a business that stuck to its original, fundamental values.

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

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BALTIMORE

I would like to start by taking a moment to remember Norma Bautista. She was a great person that will be greatly missed and I hope that everyone will keep her in your thoughts and prayers. Not only was she a Southwest Employee but a mother, wife, and friend and she has left behind a husband and three young children. Look on Facebook "Donations to Benefit the Family of Norma Bautista" to make a donation to the fund that has been set up to support her family.

We have had another change in the Inflight Office. Todd Kukura has resigned from Southwest Airlines and we wish him the best of luck. Not much else has been happening at the base level.

We have started our first Near International Destination. San Juan service began on April 14 with a celebration that was every bit the Southwest way. Just a reminder that while on an International overnight that the same rules do not apply. Be careful and mindful of just how much fun you decide to have on your overnight. Also make sure you look out for each other, the old Southwest way. I would recommend not venturing out on your own and keeping a close guard on not only your Southwest ID but your Driver's License as well.

I do want to take a moment to address my Base as to all the crazy that is going on, not only with the Executive Board but the Membership as well. I ran for this position to be there for the Membership and that is the way that it began and it has become a different monster over the past several months. I am not sure what went wrong and when it took a turn for the worst. There are a lot of untruths and there is a lot of anger and hateful comments that have been swirling through the Membership. Everyone is allowed to have their opinions and feelings but I do believe that what is happening at this point is just destructive behavior that will cost our Membership a great Contract and the cohesiveness that we will need to move forward. If we think about the fight that our Brothers and Sisters at Local 555 are going through with their Contract and the fact that they have been in this fight for over 20 months, do not be mistaken that the same fight will be headed our way. The only winner in all the contention within our own Membership is Southwest Airlines. Do not think that they are not looking at our group and loving every minute that we are publicly at odds. There has to be a way for us to come together and all fight for the same goals instead of fighting with each other.

The Negotiating Team is excited with the feedback and ideas that they have received. You can email them at nt@twu556.org.



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Donna Keith was not able to submit an article for the Spring Unity Magazine. Please look for the MDW e-Connection for the latest communication from your DEBM.

DENVER

Spring has finally arrived in Denver. After plenty of late season snow it's time to get out and enjoy the sunshine. For those of you who have recently moved to the area make sure to take advantage of all that Colorado has to offer. The mountain resorts aren't just for winter sports. The lifts operate in the summer and are great for hiking and mountain biking. If you're a baseball fan grab a \$5 Rockpile ticket and cheer on the Rockies. Whatever you're into, there is sure to be no shortage of people who are up for a new adventure. So rally your crewmembers, crashpad mates and friends and get out there and enjoy!

Check-in Phones - Recently DEN Flight Attendants gained access to the airport white courtesy phones for check-in purposes. To use these phones dial 5665 and follow the prompts from Scheduling to check-in. You may also use the check-in phones located at the end of the Southwest ticket counter (outside security) and at the A gate counter in the A concourse.

KCM - As a reminder DEN has two KCM access points located on the side of each security checkpoint in the main terminal. There is NOT an access point at the 'A' security checkpoint. If you lose your KCM card please see a base staff member to obtain a replacement. There will be no cost or discipline associated with a lost card.

3rd Quarter Membership Meeting - Unfortunately, the location of our next meeting has been changed to an off-airport location. We have been unable to contact the airport employee that handles the scheduling of meetings in the City Conference room that we have used in the past. Last quarter there was a 30-minute delay due to having to wait for someone to unlock the door. In the future we hope this problem can be resolved and we can return to the airport location. The meeting will be held on June 25th at 10:00am MST at the Marriott Courtyard Suites on 6901 Tower Road. The Courtyard is close to the airport in the area where most commuter hotels are located. For more specific information please call the hotel directly at (303) 371-0300.

Employee Parking - The RBF that was posted on March 26th, states that as of April 1st, F/A's that are DEN based and live in the DEN area will be given access to the Airside parking lot via a SIDA badge. If you commute and use the employee parking lot for your crash pad car you would qualify. Please see a DEN Inflight Staff Member to get the necessary paperwork started.

BASE NEWS

DALLAS

Passports – I strongly suggest that you include a short letter with your application requesting extra pages be added to your passport. By doing so, your passport will have double the number of pages of a standard passport at no extra charge. Later on this will help you avoid being ineligible to fly international pairings while you wait for the return of your passport. Remember to keep all receipts associated with obtaining or renewing your passport. You can choose to use the form on SWALife and be pre-paid by SWA for passport costs or submit receipts for reimbursement. Make sure to keep a copy of all your paperwork just in case there is a problem

Wellness Center (Gym) – If you haven't already, check out the gym located in the main terminal. Mike, the manager, would be happy to give you a quick tour. Specific information about joining the gym can be obtained from the DEN Inflight staff. Details have been posted in the Union Glass Case in the lounge computer room. Rates are \$15 per month or \$10 for a day pass. Free lockers are available on a daily basis or monthly for \$2.

PIN Blackout Dates - Please be aware of upcoming blackout dates for using your Personal Illness Notes (PIN). If your pairing begins or overlaps Memorial Day or July 4th you will be unable to use a PIN.

Paid Move to DEN - The F/A Relocation page is located under the "forms" tab on the SWALife Inflight page. The Union is aware that there have been several issues with the moving process as many F/A's have encountered problems dealing with the SWA representatives in DAL. If you, or someone you know, have had a bad experience with the move to DEN please contact Paul Sweetin at the Union office immediately. It is important that we document and address these issues so that they can be resolved as quickly as possible.

Did you know? - SFO has an employee cafeteria located just outside the SWA security checkpoint. They offer many different dining options for crew members. If you want to avoid lines inside the terminal or would just like to save a few bucks make sure to check it out.

Finally, if there is something specific that you would like to know that isn't listed here please call me at (800) 969-7932 Ext. 4356 or e-mail me at csullivan@twu556.org.

Your phone rings. You don't look at the number of the incoming call. You answer. It is a representative from your base on the other end of the line. Your mind is racing as you are trying to think of a viable reason they would be calling YOU! You can't think of an explanation for the call... but, nonetheless, your palms are sweaty as your nerves are running amuck. You are told the call has to do with a flight you were on, however, you are not told in detail exactly what the issue is. You will not know the issue until you get in the room with Management. Once in the meeting you are presented with a customer letter that does not reflect favorably on you. You try to explain how things really transpired between you and the customer but you get the impression that the customer's letter is carrying more weight than your side of the story. The meeting ends, and later in the week management calls and renders discipline that you now have to fight. It is now up to the Union to bring about the facts, not just accusatory information, to prove your innocence and remove the discipline.

Let's compare this above scenario with accusatory posts on Facebook. You read a post on a forum about a Flight Attendant, and the way it is written gives the impression that it is factual. Other individuals chime in and jump on the band wagon stating their own perception of what was posted. The thread grows and soon the individual is perceived to be at fault, a horrible person or perhaps has allegedly done something that is deplorable. You get the idea. The individual will either, do one of two things, get on the forum and attempt to explain what actually took place and receive a reprieve from their peers or choose not to address it, perhaps because they know it will be in vain and they will be attacked by co-workers who are on the forum.

Lets take a step back and look at this for a minute. Your Union is taxed on a daily basis to protect you from inflammatory false accusations. The job of the Union Representative is to gather any and all factual information that was not presented in the meeting to argue in favor of the Flight Attendant and remove unjust discipline issued by bringing out the truth!

So it is quite perplexing that on Facebook the opposite takes place. Our own Flight Attendants make accusatory statements that never are validated or proven, thus harming a co-worker. The worst part is no meeting is held, or documentation presented to show innocence. You have to ask, "Why would we do something to a co-worker that would not be tolerated by Management?" Many of us are guilty of this and there is no finger pointing here. Hopefully it is just an eye-opener or a viewpoint adjustment that will make us all pause prior to posting what is merely our opinion of someone or something that could have backlash on your work group or one of our own Flight Attendants. *It's simply a Matter of Respect*. Time to stand united and be careful what we share out there in cyber space.



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HOUSTON

While I normally touch on current issues in our base, I hope you all won't mind if I go a bit more global to address some things that may be affecting how we see our fellow Crew Members, our Company and our Union.

First and foremost, there is a lot of hearsay going around about the Executive Board. Like other Boards that have gone before us, there will always be conspiracy theories and differences of opinions among the Membership. My quick answer to this is to attend Membership Meetings and don't be afraid to ask questions of your Board Members.

A couple of points are worth mentioning here— the folks answering the general phone lines at the Union Office have a wealth of information, but they are not in the Boardroom with the EB. Please don't be upset with them if they don't know why Board Member X voted to suspend Board Member Y and other juicy tidbits of EB business. They are your Grievance Team and while we work together on many issues for the Membership, they are entirely effective on their own level. Note- they have our extensions and can pass you through to a Board Member. As you come across Shop Stewards on line, they also are not privy to what happens in the Boardroom. How they feel about the EB is all over the map, but each of them has the ear of their Base Reps and will step up to help you should you need them.

Contract Negotiations are upon us. What you need to know about your NT is that they have a wide spectrum of experience and traits that make an amazing team. I have had the privilege of witnessing them work together—they're cost-conscious, dedicated and fired up to fight for an industry-leading Contract. As they call us all to action, my hope is that our similar goals will outweigh any differences and we will come together for the good of the whole. Your Union is more than the Executive Board— without the sum of its parts, and that includes you, we are ineffective.

The Company has changed. From the top of the food chain in Dallas, we are bombarded by negative messages about our work group. We are told that we are rude by people that have never walked a mile in our Danskos. We're nicked and dimed by countless VPs that don't pay for parking and can work just fine with a head cold. They produce graphs and numbers that, in my humble opinion, look nothing like the living, breathing, passionate people that Southwest was clever enough to hire in the first place. I challenge each VP to give the flying life a whirl and see if their worlds aren't rocked a bit. But, I digress. The point is, they are not on-line with us and we are not numbers. The concept of "Divide and Conquer" is as old as man itself, and it is brilliant in the world of negotiations. The old adage "talk it out, don't write it up" is critical, whether an issue is with another Flight Attendant or someone in another work group. Professional Standards can reach out to Flight Attendants and Pilots, and most of your Base Reps know Reps in other work groups that can mediate. If it's not a safety issue, please consider another means of conflict resolution besides writing someone up. When responding to requests for Irregularity Reports in regards to fellow Crew Members, consider that Management may "set the stage" by asking about a specific perceived violation. While a response is mandatory, doing their investigation for them isn't.

To wrap this up, every single one of us has a place in this Union. While the level of involvement varies from the President to the Individual Vote, each part is critical. Like me or hate me, my own position was won by just three

votes. It certainly puts things into perspective on my end. Houston, I am honored to serve you and fly with you. Truly.



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LAS VEGAS

Hello Las Vegas,

The Negotiation Team is working together to build upon our already great Contract. We have had a lot of involvement within the local Membership, whether it is holding us accountable, volunteering at the 555 Unity Days, helping bring awareness to the AFA Contract or helping our fellow Flight Attendants understand our Contract and Work Rules. We need Active/Aware Flight Attendants going into June, which is when our Contract Negotiations begin. Thank you for being active and aware.

I know that many people are on different Facebook groups and I just want to remind everyone to stay respectful. We are Brothers and Sisters with the same interests, taking care of our families and working for a great Company that appreciates its awesome employees. So it is our hope that when the time arrives, we can continue to Unite behind our great Negotiation Team.

Las Vegas is continuing to grow, please help out any new incoming Flight Attendants by showing them our Vegas Spirit. As we enter the dreaded summer months, stay cool and remember take care of yourself and the passengers by following the hot aircraft cooling tips. Remember to make the PA asking the passengers to close the window shades, and be vigilant in regards to the ground air. If you notice that the ground air is not working properly fill out an IR and ASAP report, be sure you include the Air Craft number, Date and Flight Number.

Please also attend the Union Meeting on June 13th, and stay up to date on what is going on in our Local by visiting twu556.org, twu556 Facebook page or the LAS Base Facebook page (SWA Vegas Baby!). I welcome calls from anyone of you at any time my number is 702-439-6059 or email me at las-debm@twu556.org.



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OAKLAND

Your Union needs your participation now more than ever!

With all the political drama encircling Brookriver Drive, your Union needs your participation now more than ever. Your Union needs to hear from its Membership and there are a number of ways you can make your voice heard.

Please attend the next **TWU Local 556 Membership Meeting** on June 11, 2013 at 1000 local. The meeting will be held at the Holiday Inn Hotel & Suites, located at 77 Hegenberger Road in Oakland. As part of the agenda, we will consider amendments to our Bylaws, we will take nominations for delegates to the TWU Convention, and we will be voting on motions made at the last Membership Meeting. Of the motions to be considered at the meeting, one was made by a Member to raise the Assessment Fee from its current amount of \$3.00 a month to \$5.00 a month. As many are aware, the Assessment Fee is one of the primary ways we pay for our negotiations efforts; the fund is solely for negotiations and the entire amount stays in house. Please hear and participate in what most likely will be lively debate; and, as always, bring your friends.

The **TWU Local 556 Negotiating Team** has finished its preliminary survey and will embark on a full length survey shortly. Your Negotiating Team needs to hear from the Membership as this is how they develop proposals to present to the Company. Your Negotiating Team acts as an extension of the Membership; and, as such, it takes its direction from rank and from Members. The Membership is a partner in the process of negotiating our employment Contract so we need to do our part and provide the team with our feedback when asked. Be on the lookout for the full length Negotiating Team survey and tell the team what is important to you.

There is a **recall petition** making its way through the Membership which seeks to recall three TWU Local 556 Officers. I would like to remind the Oakland Membership that the Union does not have an official position on the matter, as the campaign is driven by some Members. We simply ask that everyone use common sense and good judgment when approaching Members to sign or not sign the recall petition. The Company has stated that it is ok to collect signatures in the lounges and on the aircraft. The Flight Attendant mail boxes are off limits to recall materials as only official Union matters have access. Again, please use your best judgment when discussing the recall efforts as, like the theme of this magazine suggests, it is a *matter of respect* that we show each other the common courtesy of our varying opinions.

Finally, over the past year the Oakland Base has shown its ability to get active and engage in the issues that are important to us collectively. This involvement will serve us well as we head into negotiations and work toward a contract that is deserving of the best Flight Attendants in the industry. Let's keep the momentum going as we move forward together in Unity.



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ORLANDO

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Jimmy West was not able to submit an article for the Spring Unity Magazine. Please look for the MCO e-Connection for the latest communication from your DEBM.

Airline Angels

Your Union would love to brag on you –
Southwest Flight Attendants –
in regard to your community service,
including any and all volunteer projects.

Naturally, as a volunteer, you do not expect recognition, but we ask all you humble volunteers to share your story and pictures with us. Your personal story may inspire others to step out and get involved.

To share your experience, or if you know of an Airline Angel, please email name, employee number, contact information and a brief description of the service. Please attach pictures (if available)
AirlineAngels@twu556.org

PHOENIX

Spring is finally here...yeah. There hasn't been much going on in the base to report except for the change in the parking. I sent out an April E-Connection discussing parking and had a few questions that were asked that I thought everyone might like to know the answer to.

The second Employee Parking Lot at 44th Street, which will open next year is a little further from the SkyTrain Station than the first lot, so there will be a bus running from the Second Employee Lot ONLY to the SkyTrain Station.

If you park on the roof of Terminal 2, based on the information I was provided, you will continue to park there for the time being when the second lot opens at 44th Street.

In regards to the SkyTrain, to date (4/23), I haven't received any reports that Flight Attendants have had to MBL because the SkyTrain was malfunctioning. However, should this happen, if you receive discipline because of it, please let me know as I believe this to be unfair as the SkyTrain is the ONLY way to get from the 44th Street Employee Lot to Terminal 4. While I can't promise that the base will remove the MBL, I would hope that they would on a case-by-case basis.

On a final note in regards to parking, many of you have stated you would like to park in Terminal 4 again. I recently had RT and Chic Lang, one of the Assistant Chief Pilots, said that the City of Phoenix has agreed to do a study to determine whether to allow Employees to park there again.

Shifting gears, if you are called by a Supervisor for a meeting and tell them that you are requesting Union Representation but they still press you for details about what happened, please remind them that you will not say anything further without a Union Representative present. Also, if you are in meeting and the Supervisor asks if you would like to hear the IR's from your other Crew Members, please tell them that you would, as this information could be very beneficial to the Union in helping you not receive disciplinary action. For the record, the standard operating procedure is for the Supervisor to read the IRs in their entirety, and Shop Stewards are encouraged to request this, but there have been instances where the Supervisor has refused to read the IR and instead only read parts of it.

The next Membership Meeting is on Friday, June 14th at 10am in Terminal 4. The meeting will be in the B Concourse by Gate B21 in the conference room next door to the British Airways Lounge, which is upstairs. The agenda consists of the following: Motions to Amend Bylaws, Delegate Nominations (for the convention in LAS in September), and Motions to Vote on-there were 3 made at the last round of Membership Meetings.

In closing, regardless of how you feel about the recall petition that is being circulated, I think we can all agree that it has stemmed involvement and has created a sense of Unity in the Membership, which I am

hopeful that the Negotiating Team will use to their advantage in the upcoming Contract Negotiations that will start this Summer.



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JETWAY TRADE CHECK LIST

When calling to process a Jetway Trade with another Flight Attendant, below is a checklist you can go through to verify your Jetway Trade will be legal.

- Make sure both Flight Attendants are present.
- There needs to be more than five minutes available before the flight pushes.
- The flight may NOT be delayed due to a Jetway Trade.
- The accepting Flight Attendant:
 - must be FAR legal
 - cannot extend past a legal FAR duty day.
 - the Jetway Trade must allow nine hours rest (debrief to check in) before his/her assignment the next day or after an assignment the previous day.
- If he/she has a Reserve block the next day, the nine hours rest is calculated from debrief of Jetway Trade to the time the Reserve goes on call (start time of the Reserve day).
- The Jetway Trade must not take him/her past 14-hours check in to debrief for any assignments that day, unless separated by at least 9-hours rest.
- He/she must meet the legal FAR 24/7 requirement. There must be at least a 24 hour break in a seven day period.

Jetway Trade Check List for a Reserve on the last day of the Reserve obligation

- Accepting Reserve Flight Attendant must qualify with all of the above FAR legalities.
- Reserve Flight Attendant can accept a Jetway Trade if already released by Scheduling
- Can give away the last working leg(s) providing:
 - The Flight Attendant is not legal for an additional inbound Reserve assignment.
 - The accepting Reserve Flight Attendant must be a DH on the exact same flight number.
 - There cannot be an additional cost incurred to the Company.
 - Scheduling must not have a planned reroute for either Flight Attendant.

If both Flight Attendants have passed the above qualifications, call Scheduling to request your Jetway Trade. To help speed up the process, please give Scheduling:

- Both Employee numbers
- Flight numbers for Jetway Trade

By: Lucy White-Lehman
Shop Steward Committee Co-Chair
lwhitelehman@twu556.org

DALLAS LOVE FIELD HAS ARRIVED ...

Established on October 29, 1917 as an Army Base equipped with a grass field and a few hangers, Love Field has experienced a colorful history. Beginning airline service in 1929, Love Field's terminal originally was located by Bachman Lake, then moved to Lemmon Avenue and eventually found its current home on Herb Kelleher Way. With the Wright Reform Act of 2006, all domestic flights leaving Love Field will no longer have restrictions beginning 2014. Out of this agreement, the Love Field Modernization Program evolved.

Although the new terminal is spacious and there are more amenities, in actuality it has decreased in size by approximately 25% by replacing unused space with modern and efficient facilities. The Love-evoLution modernization has brought the past to the future. Upon the arrival to Love Field, bright red signage is reminiscent of the past terminal's. Once inside, the landing located above the security area is a reminder of the original terminal's Luau Room, where plane watching was turned into a spectator sport. Although now folks can plane-watch from the view at the Cool River Café located in the gate area.

The parking is even modernized! With options ranging from off-airport parking to two airport parking garages – equipped with charging stations for electric cars – to valet parking, passengers can now make a choice that fits their needs.



As I walked thru the new terminal on the first Friday it was opened, I chuckled as passengers that had left Love Field on Monday from the old terminal, approached me in the new terminal to ask if they were in Dallas. What a pleasant surprise and confusion they experienced.

This ain't no hillbilly airport; culture has landed at Love Field. Boasting an art gallery, displaying sculptures, showcasing art pieces throughout the airport serves as an entry to Dallas' many cultures. And if you need to power-up, new power and USB plugs are located on gate seats, and there are docking stations located throughout the terminal.

Now let's get to the stuff that all the Flight Attendants really want to know – FOOD! Airport concessions have doubled and there are more to come when gates 12-20 open, including the beloved *Chili's*, which originated 1975 in Dallas. There are definitely Texas roots evident at Love Field, everything from *Campisi's*, *Dickey's BBQ*, *La Madeleine*, *CRU Wine and Food Bar*, *Cantina Laredo*, *Cool River Café* all established roots right here in Dallas. Now we couldn't have a Dallas terminal without a Texas hamburger; *Whataburger*, established in Corpus Christi, has found its home at Love, along with *Jason's Deli* sandwiches featured at *Texpress Gourmet*. And to round off the choices, look for *Baskin Robbins*, *Dunkin' Donuts*, *Moe's Southwest Grill* and *Manchu Wok*.

Next on the priority list – SHOPPING. You will find some of the standard airport shopping at Love and you will have no doubt that you have landed in Texas, as you are able to shop for boots as well as Billy Bob's Texas memorabilia. Traveling with children? Visit the Creative Kidstuff store where you can sample items for their entertainment.

Last but not least – the LOUNGE. Spacious, spacious, spacious! Equipped with all the usual amenities, the one thing that will definitely not go unnoticed is the new ice machine.

I can not go without mentioning the bathrooms – finally, ladies now have room in the bathroom stalls to pull a roller bag in the stall AND shut the door without having to hover ... oh nevermind! Without having entered a men's restroom, I am going to make an assumption that the same is true for their stalls.

By: Robin Brewer, LAS Flight Attendant
Communications Co-Chair

*Enriching the lives
of our Members
and their families*

TWU LOCAL 556 IS PROUD TO ANNOUNCE THE 2012 SHANNA M. MARTIN MEMORIAL SCHOLARSHIP

TWU Local 556 Scholarship Program

Education is important to TWU Local 556, so our Local is proud to sponsor two Scholarships:

The Paul Gaynor Scholarship, awarded to Members of TWU Local 556, and the Shanna M. Martin Scholarship, awarded to family members of TWU Local 556 Members.

Konner Speth,

daughter of Oakland Flight Attendant Kelly Daniels-Speth, plans to attend a university this fall pursuing a degree in journalism or communications. Konner currently attends high school in Southern California where she is president of her stu-



dent government. Konner was selected for the award because she demonstrated a capacity for leadership and has indicated her commitment to becoming an active future member within the Labor Community. Good luck Konner in your academic pursuits and congratulations on behalf of the TWU Local 556 Scholarship Selection Committee.

Application Requirements and Awards Criteria

For both Scholarships, applications including application form, letter(s) of endorsement, and essay were received on or before December 31, 2012. Each applicant was judged by the TWU Local 556 Scholarship Committee, consisting of the Local President, Scholarship Committee Chairperson, and one non-Member chosen by the Executive Board from the Academic or Labor communities. Scholarship selection was based on the level of support the applicant has given to the TWU Local 556 Member. Special consideration was given to applicants who demonstrated involvement in TWU Local 556 and/or Southwest Airlines activities or who showed a capacity for leadership, growth, and a commitment to the Labor movement.

THERE IS HELP

a true story of recovery



Valerie and her son Cooper

My name is Valerie Hartman Nichols and in April of 1991, I began my career as a Southwest Airlines with a bright future. I was in my early 20's and for many years I was a very solid employee for Southwest, as I was reliable and competent in my job until I suffered the loss of two family members in a violent way, and was prescribed drugs to handle the pain. On the outside everything appeared ideal, but on the inside I was taking a turn for the worse and was not aware of the dangerous path I was taking. I began self-medicating with others substances,

alcohol and cocaine, and I was very proud of how sneaky I was regarding our drug testing policy. Today I still feel ashamed of how I was cheating the Company out of a safe, hard working employee that they compensated me so well for. I also did a disservice to my fellow employees, who had to pick up the slack for me. I kept thinking I was fine, but I was slowly falling deeper into my addiction.

Being a Flight Attendant was such a big part of my life as I had grown up at Southwest Airlines; my addiction took all that away from me. The prescriptions that I kept getting from doctors by lying over and over again, in addition to the street drugs I was taking, had robbed me of everything that mattered, and almost took my life. I barely saw my son Cooper for almost 8 months and I lived in a hotel, away from everyone and everything I cared about. No matter how miserable I was, I could not accept the fact that the drugs were the problem. I thought it was everyone else's fault, or that there was something wrong with me, or that my situation was so much different than anyone else, when in fact, the problem was the drugs. Anna Bourdman Ward, Base Manager in BWI, confronted me almost 2 years ago, and was crucial in my path to recovery. Once I had time and distance away from what I was doing, and gave my body a chance to detox completely, I began to feel that I might have hope at becoming myself again. I tried three different 28-day programs, but it just wasn't enough.

Finally someone at Southwest suggested a program that differs from any recovery program I had encountered – that kind gesture saved my life. I have my family back, am happy on a daily basis and found a way to leave all of the things that happened to me in the past, I am able to set goals for myself now and have spent the last year helping other people find suitable treatment for their addictions. The program that worked for me is Narconon. It worked when nothing else did. I openly share my road to recovery in hopes of encouraging anyone whose life is spinning out of control due to substance abuse, to seek help.

The Narconon program differs from other rehabilitation facilities in that it is not centered on a "disease" based concept. The Narconon

program focuses on the physical and mental healing of an individual and provides life skills services thus giving one the power to once again maintain control of their lives and daily choices. Over the course of a year, I diligently worked through the following steps:

- Upon entering the facility I was introduced to Training Toutines, a.k.a. "TR's". The TR's emphasize three main concepts: **Control, Confront, & Communication**. These exercises established the foundation I needed for the program, as well as in life.
- The next phase of my program was the **New Life Sauna Detoxification Program**. This portion eliminates all drug toxins and residues from an individual's body. It is this vital step that prevents an addict from future relapse. I was not aware, until I came to Narconon, that drug residues are actually stored in fatty tissues within the body. This residue is then later re-released into the blood stream creating a frenzied craving for drugs.
- The **3rd step** of my program was learning how to learn. This course taught me to really retain and understand written information. Its intent is to prepare an individual to fully comprehend and duplicate the later course books of this program.
- The **4th step** of the program is a **Communications and Perceptions** course. The core of this portion is based on cognitive therapy. Through various exercises and drills I came to understand the root causes to my emotional and behavioral responses toward everyday life situations. Once I understood about my physical reactions towards the environment, then I was able to take the steps needed to change this recognized behavior pattern for future encounters.
- I was feeling renewed, and now that I felt physically and mentally fit, it was time to learn the skills that I would use to handle life from this day forward. I ventured into the **5th course** titled "**The Ups and Downs of Life**", which educated me about people and their personalities. I learned about the characteristics of both good and bad people and with this revelation I can now detect and surround myself with individuals who can enhance my life and I can confidently handle those who may hinder me in a negative way.

continued on page 11

Airline Angel



Michelle Lefler
PHX Flight Attendant

There are times when it becomes hard to see any good in the world today. Between wars, bombs, politics, and the crime on the news every day, it is easy to believe that nice people doing good things out of the kindness of their heart are only stories for books and children.

But it never fails that when these thoughts begin to creep in, we are reminded that there are still good people doing amazing acts of kindness working to make this a better place for others, they are our angels in disguise, and today I would like to reveal one of them.

The Airline Angel featured this month is Michelle Lefler. Michelle works with a non-profit organization called Honor Flight Network, Inc. This organization is dedicated solely to honor America's veterans for all their sacrifices and to afford them the opportunity to visit memorials in Washington D.C. Every Veteran deserves to see this, and Honor Flight makes it possible for those who may not have the means to make the trip on their own. For many, the trip itself is emotional and memorable. However, it is the people behind the scenes, like Michelle Lefler, that are able to make this event an extraordinary occasion.

Michelle, and others begin their work well before the flight itself. During the week before the flight she notifies the crew working the flight to let them know they will be working an Honor Flight, and she begins planning on-board games for the flight, which includes a trivia game with World War II

questions, and she even gathers prizes to pass out to winners of the on-board games. She then prepares a Thank You note for each member of the working crew. Days before the passengers are ready for boarding, volunteers are having school children create artwork on lunch sacks that are then used to pack a lunch for the Veteran's plane ride to Washington.

Now comes the good part – the day of the trip! Michelle and other volunteers arrive around 6am to adorn the gate area with red, white and blue balloons, flags and banners. Next, they proceed to the ticket area to assemble the veterans and their Guardians, someone who has volunteered to fly with the veteran to ... well ... be a Guardian. Michelle and other volunteers assist the group through security and to the decorated gate, where they are greeted with smiles, and a breakfast including coffee and orange juice.

While everyone is enjoying the donated breakfast, Michelle disappears from the crowd to greet the working crew on the plane. Having the insight that the Crew may not have been able to prepare for the Honor Flight, Michelle enables the working Crew to continue the tribute in flight as she presents each Crew Member with a patriotic ball caps to wear, the games and prizes that she has prepared, and personalized thank you notes and goody bags.

Michelle assists the veterans through the boarding process. On the journey down the jetway, Lori Less, another PHX based Flight Attendant presents each veteran with a small blue pillow that she has monogrammed with "Honor Flight". As the plane departs from the gate, the Pilot instructs the passengers to look out the window only to see an honored salute from ground personnel.

Wow, what a glorious send off! But it is not over yet. Unbeknownst to these honored men, there is another surprise awaiting them on their return flight. Reminiscent of



Michelle is ready to serve-up some breakfast.



Now boarded, ready to take this party to DC.



The amazing send-off. What an incredible tribute to our World War II Veterans ... a salute as they take off for Washington.

- **Book 6** in the program is about **Personal Values and Integrity**. This was where I took an in-depth look at my own personal ethics and how they had deteriorated since I used drugs. After confronting the negative actions that I imposed on myself, and others around me, it really sank in that this was no way for me to survive. At first it was not easy to be honest about the person I had become when using drugs, but the more that I wrote about my unethical conduct, I realized I had not been my true self, and that I had been living a destructive life - I hated myself for it, but I was now certain that I had a better way to live.
- Now that I had made a decision to live a pure life I entered **Book 7** of the program titled "**Changing Conditions in Life**". It was here that I had to assess the damage that drugs had inflicted in every aspect of my life and was given step-by-step formulas to make up the damage that I had caused with my addiction. I have memorized these formulas and can use them to overcome any situation that has the potential to harm me.

I wish I knew then, what I know now.... the technology of the Narconon program. Reflecting back, I can easily pin point where I had made bad decisions, surrounded myself with antagonistic people, been uncomfortable with myself, and lacked the confrontation needed to solve my problems, hence falling into a victim of my own circumstances. I am in control of my life each and every day. I am confident in myself and in my ability to live a drug-free productive life. I continue to work for Narconon to this day. I work in admissions and give to others the gift that was given to me ... true freedom. I am willing to do anything I can to help anyone out there in trouble. Don't wait until it's too late.

by: Valerie Hartman Nichols
valerien@narcononarrowhead.org
918-424-3728



On the ramp, getting ready for the send-off are (left to right) PHX FAs Frannie Oberman, Michelle Lefler and Laurie Liss.

the "mail call" they experienced during their time of service, they are handed letters from loved ones that contain pictures, poems or words of sentiment. Upon arrival at the airport, once again, the gate area is decorated and the guests are transported to an area where they are met by family members and friends, and are then serenaded by the Sweet Adeline Quartet.

This may be a three-day trip for these men, but for Michelle, the memory lasts forever. Thank you Michelle for honoring these men that have served our country well.

If you are inspired to participate in an Honor Flight in your area, go to www.Honor-Flight.org > **Regional Hubs**. Find your location and call the representative listed.

By: Robin Brewer, LAS Flight Attendant
Communications Co-Chair

A Message from Garry Drummond

TWU International Vice President and Director
Air Transport Division

I am often asked, "What sets the Transport Workers Union apart from other unions?" My response is always "local autonomy." While the International staff is there primarily to support the locals, "local autonomy" provides the members of each local the right to decide how to best handle the business of that local. That is how it should be. However, for "local autonomy" to be truly effective, there must be "local responsibility." I believe that each local Officer, Shop Steward and Member has the responsibility to ensure that their actions serve to enhance the greater good for all TWU members. If this personal responsibility is not met, our organization weakens, which in turn weakens our effectiveness as individual locals.

In my opinion, the TWU is not merely the International officers or even the local union officers. Our Shop Stewards and Members are the backbone and the strength of this Union. Honest disagreements will always exist within an organization, but we need to address those disagreements in such a manner as to strengthen that organization, rather than paralyze it and adversely affect our Members. There are processes outlined in both the Local 556 Bylaws and the TWU Constitution on how to handle any internal dispute. Personal attacks via social media and the spreading of rumors and disinformation have always hurt our Members and strengthened the employers' position, especially during contract negotiations. We simply cannot afford that.

I have been a proud member of the TWU for almost forty years, with a large portion of the last sixteen years spent working with and on behalf of the great members of Local 556 and am confident that working in unity we can continue to build on that legacy.

Letter from your Union Officers

For those who do not participate in social media, this is the same letter posted on the TWU556 FB page and the TWU556 Union website

Dear Members:

Incorrect information concerning Executive Board issues continues to be posted on several social media sites. To prevent further confusion and discord among the Membership, we clarify these issues below:

International Delegate Convention

Due to budget concerns, the Executive Board voted nine to five to send fewer delegates to this year's International Delegate Convention. However, after hearing from Members at recent Membership meetings, the Board reconsidered and voted unanimously to send a full contingent of delegates.

Board Approval for Transfer of Assets

The \$500,000 transfer of assets to the operating account in December 2012 was made with ***full knowledge and agreement by the Executive Board***. The first year of a new administration is usually its most expensive, and this administration's first year was no exception. Major costs included Shop Steward training, Officer/Executive Board training, Scheduling Committee recruiting and training, and two Side Letter 10 votes to ratify the Overwater Flying TA. Now that those necessary expenses have been paid, operating expenses have decreased dramatically in recent months. Just as the Executive Board recovered from a similar financial situation in 2009, this Board is recovering nicely now.

Board Meeting Policies and Procedures

A recent Facebook posting falsely stated that our Union President suspended Policies and Procedures. The decision to suspend the past P&P manual was made by a majority vote of the EB. The President does not have the authority to make this decision. It has been replaced with Policies and Guidelines, which again was a majority vote of the EB.

Board Member Access

A recent Facebook posting incorrectly reported that seven Board Members were denied access to the Board Room. This was not the case. There was a keycard issue in the Union office and some keycards were missing. Security concerns are a priority for reasons ranging from confidential Membership information to future Contract negotiations. Keycards were reset and reactivated.

Office Security Costs

A recent Facebook posting erroneously asserted that \$20,000 had been spent to sweep for electronic listening devices in the Union office. The actual amount spent was \$2,760.38. Due to the confidential Membership information for which the Union is responsible, there were valid reasons to take these security measures following major Union office turnover in May 2012.

Union President's Informal Meeting with Southwest Airlines Senior V.P. of Labor Relations

Building relationships with Company leaders is important to the goals of this Union. In keeping with that philosophy, our Local's President, Stacy Martin, while attending a conference in Washington, D.C. earlier this year, met with Southwest Airlines Vice President Randy Babbitt. This informal meeting was brief and cordial. Stacy attended the confer-

ence as a guest speaker on a panel that included representatives from several labor unions.

Finally, the Most Famous Computer Ever Used by a Union President

Much has been made about the computer purchased for Stacy Martin. Here are the facts: the outgoing administration ordered a computer package for the President's office that included a laptop, docking station and desktop monitor. Once in office, Stacy requested that the computer be returned, only to learn that the retailer would charge a \$1,000 restocking fee. Since there was no financial gain to be made by paying the restocking fee and then having to buy a new computer, the decision was made to keep the computer, which is the property of the Union. The most important fact about this computer: the prior administration is responsible for its purchase.

Let's Move Forward Together

Securing a strong Contract that provides fair compensation and a good quality of work life is vital to every Member in this Union. When we disagree on issues, let's respectfully agree to disagree, but at the end of the day, let's get the facts first and stand in solidarity to reclaim the Culture that you helped build and let's work together for the Contract that you deserve.

As your Union Officers, we never forget that we work for you -- the best Flight Attendants in the industry. It's a job we take seriously and do with great passion.

In Unity,

Your Local 556 Union Officers

Scheduling Committee

The Scheduling Committee would like to help further explain the process of line building.

Each month the Company determines how many reserves are needed in each Domicile based on the number of Flight Attendant on leave, and the expected absences determined by past data. The Planning Department uses the reserve ratio to help determine how many Flight Attendants will receive a line. Since March, the reserve ratio has been high and the flying generated has been high as well.

When the reserve ratio is high, that means more reserves are scheduled to cover the anticipated absences. This reduces the number of Flight Attendants that can receive a line. The fewer lines create the inability to spread out the flying. Turn lines are reduced to the minimum of (2). Turns exclusively on a line require more staffing, and when the reserve ratio is high we simply don't have the lines to create more than the minimum required. The lines in the back are packed with pairings, and even sometimes the 'Pure' lines must be reduced to accommodate all of the trips required. Those lines tend to be popular for those with vacation, causing numerous vacation pulls.

When more reserves are needed, less VR lines can be built. This makes it difficult to build very many (if any) 'Pure' VR lines. The pairings for VR lines come from leaves and pulls from all sources. There is no guarantee of what type or how many trips will be pulled. But as many pairings as possible are placed on the VR lines to reduce open time. It is impossible to compare one month to the next in any base for VR lines, because there are so many 'unknowns'. However, we do our best to make weekend off lines and 'Pure' lines whenever possible.

Projecting forward, we anticipate that September's schedule may bring some reduced flying. In the meantime, ultimately, staffing will determine if line quality can improve. However, we have maintained consistent line quality averages for the last 12 months, and obtained more weekend off lines and fewer lines with 48 hour breaks for the Primary lines in the May schedule.

Your Scheduling Committee will keep you informed through the Union website and Unity articles. The Planning Department also publishes information each month regarding the schedule, which is where all statistics are available. Please use these resources to get information from the source or contact the Scheduling Committee directly if you have additional questions.

In Unity,

By: Michelle Zenici 24698 and Marcy Vinyard 22546
Scheduling Committee Chair and Co-Chair
schedulingcommittee@twu556.org

Professional Standards



We have been going through many changes in the last year, which can create great challenges. With new aircraft coming into the fleet, new people added to our ranks, and new procedures and work rules to implement it is very important to have clear and concise communication. As an individual we are responsible to ourselves and to

our work group to meet these changes and challenges with an open mind while communicating our needs and concerns with a professional attitude. Even with the most professional and respectful intent, we may have a communication breakdown with another coworker regarding many aspects of the changes, challenges, and communications.

Professional Standards is supported by both TWU Local 556 and The Company, and we exist for the sole purpose of resolving duty related conflicts within our work group. Professional Standards works to resolve conflicts while on duty regarding: F.A.R.s, Safety, Company Policy, Social Media, and CRM. Professional Standards role will be to attempt to confidentially resolve duty related conflict in a respectful manner so that all parties can work together as true professionals. We are not punitive nor do we report confidential information regarding a case to the Company. Nothing will appear in your file, and information about a case will never be used by the Company. We want to be your first resource to help resolve an issue with a coworker.

Professional Standards' core belief is "Respect within Conflict".

We have 18 committee members that volunteer their time and efforts to help our work group resolve conflicts within the scope of Professional Standards and to provide an alternative to resolve the conflict without Company involvement. By using Professional Standards to resolve a conflict we can lower the number of I.R.s filed and fact-finding meetings being held. The cost savings to our Union in grievance filings can be quite large depending on the call volume. On average we will handle 15 or more cases a month. We ask all parties involved in the conflict to be professional and to have realistic expectations in the resolution. Please remember when talking with a committee member that we are your peers and not representing the Company. Though we are unable to be all things to all people, we do hope that you will call Professional Standards if a duty related conflict does arise. The phone line is monitored every 24 to 48 hours and we can be reached at (888) 322-3735.

By: Kurtis Beggs, HOU Flight Attendant
Professional Standards Chair
professionalstandards@twu556.org

Grievance Committee - Update

I would like to give you a brief update on what is currently going on at your local Union office with regard to grievances. As of April 4, 2013, TWU Local 556 has a total of 154 active grievances. Of these grievances, there are 35 termination grievances, 42 non-termination discipline grievances, 50 individual contractual grievances and 27 group grievances.

Since January 1, 2013:

- 381 cases were opened
- 229 were resolved prior to the filing of a grievance
- 51 became active grievances
- 59 are pending resolution
- 20 grievances were settled in the Union's favor
- 21 grievances were withdrawn without prejudice

Of the 154 grievances on file, The Union is working diligently to find resolution to these disputes. Grievances that cannot be resolved are scheduled for Board of Adjustment or Arbitration Hearings. The Union and Company schedule two Board of Adjustment Hearings each month, as well as, Arbitrations. For those interested in the Arbitration Schedule since January of this year, it is as follows:

1. January 24, 2013 – Group Grievance regarding 143 seats override. This Arbitration took place and resulted in a 2 day hearing. We are currently waiting on a decision from the Arbitrator
2. February 6, 2013 – Termination Grievance regarding a Flight Attendant being terminated unjustly for a Class 1, Section 17 (Failure to be within 2 hours driving distance of Domicile during reserve contact hours) This Arbitration took place and we are currently waiting on a decision from the Arbitrator.
3. February 25, 2013 – Continuation of Group Grievance regarding 143 seats override. This Arbitration took place and we are currently waiting on a decision from the Arbitrator.
4. February 28, 2013 – Individual Contract Grievance due to the violation of contractual language. This Arbitration was settled. This hearing did not take place due to settlement.
5. March 13, 2013 – Termination Grievance for Alleged theft. This grievance settled. This hearing did not take place due to settlement.
6. April 4, 2013 – Termination Grievance regarding a Flight Attendant being terminated unjustly for a Class 1, Section 17 (Failure to be within 2 hours driving distance of Domicile during reserve contact hours) This Arbitration took place and we are currently waiting on a decision from the Arbitrator.
7. April 11, 2013 – Termination Grievance regarding a Flight Attendant being terminated unjustly for a Class 1, Section 17 (Failure to be within 2 hours driving distance of Domicile during reserve contact hours) This Arbitration settled. The Arbitration did not take place due to settlement.
8. April 23, 2013 – Termination Grievance for alleged violation of the Harassment Policy. This Arbitration took place and we are currently waiting on a decision from the Arbitrator.
9. April 25, 2013 – Termination Grievance regarding attendance points discrepancy. This arbitration settled and the hearing was cancelled.

The Following Arbitrations/Hearings are scheduled

11. May 2, 2013 - Group Grievance filed due to the Company's violation of contract language. This grievance was filed on behalf of the entire work group because the Company would not release a Flight Attendant's CWA screen to allow them to pick up trips after returning from leave as outlined in the CBA.
12. May 9, 2013 – Termination Grievance regarding a Flight Attendant being terminated unjustly for a Class 1, Section 17 (Failure to be within 2 hours driving distance of Domicile during reserve contact hours).
13. June 6, 2013 – Termination Grievance regarding a Flight Attendant being terminated unjustly for a Class 1, Section 17 (Failure to be within 2 hours driving distance of Domicile during reserve contact hours).
14. June 7, 2013 – Termination Grievance for a Flight Attendant terminated for allegedly threatening, coercing and intimidating a passenger.
15. June 20, 2013 – Termination Grievance for a Flight Attendant terminated for allegedly threatening, coercing and intimidating another employee.
16. June 25, 2013 – Termination Grievance regarding a Flight Attendant terminated for alleged theft. July 11, 2013 – Termination Grievance regarding a Flight Attendant terminated for allegedly violating the harassment policy.

These Hearings are very important as it is the final step in the Grievance Process. This means we are finally going to get a resolution. Ultimately, the Union's goal is to find a resolution prior to going to hearing but at the end of the day, we are thrilled to have exhausted all options available to our members and walk away knowing we put up the best fight we possibly could.

I just want to remind everyone that the grievance process is a very important process. It serves to assist each member when a problem or dispute arises between the Flight Attendant and the Company. One of the greatest benefits of having this process is that it provides our Flight Attendants with a voice when dealing with management. Although working conditions are negotiated and agreed upon, we all know that management does not always adhere to the agreement and sometimes there are disagreements about the intent of the language.

If a dispute should arise between you and Management, we encourage you to contact your Union Office for help. Once you have contacted your Union, a representative will assist you with your situation and help you thru the process. Furthermore, you may refer to Article 19 in your Contract which outlines the current grievance procedures.

If you have any questions, please contact us at 800-969-7932

*By: Becky Parker
Executive Grievance Committee Chairperson
214-640-4321*

TWU International Convention Delegate Nominations this June

In compliance with Article XI, Section 1 of the International Constitution, TWU International will be holding their next convention in September 2013. Per our Bylaws, Article VI (j), each member of the Executive Board automatically serves as a delegate, leaving additional delegate positions to be filled. Nominations for these positions will be taken during the June Membership Meetings. Voting will occur in August 2013 via computer and telephone.

In order to be eligible to run for the position of Convention Delegate, each nominee must meet the following conditions as outlined in Article IX (a) of the Local 556 Bylaws:

A Member, to be eligible for nomination and election to any office, including Board of Election and Negotiating Committee or a delegate or alternate to the TWU International Convention, must, in addition to all other requirements of the International Constitution and these Bylaws;

- 1. Be on the SWA Inflight seniority list for not less than a period of one (1) year at the time of nominations;*
- 2. Have maintained continued good standing in the Local for the same twelve (12) month period.*

The Board of Election will take nominations at each session of the June Membership meeting. Additionally, please be sure you have the correct mailing address on file with Southwest Airlines. Ballots will be sent to that address at the end of July.

If you have any questions, please feel free to contact the Board of Election at 800-969-7932 extension 4324.

In unity,

*Susan Kern
Chairperson TWU 556 Board of Election
Lori Lochelt
Will Brown*

General Union Meeting open to Members only
ID's will be checked.

OAKLAND

Tuesday, June 11, 2013, 10:00 A.M.
Holiday Inn Hotel & Suites Oakland Airport-
Hegenberger Road, Oakland, 94621
(510) 638-7777

LAS VEGAS

Thursday, June 13, 2013, 10:00 A.M.
Hampton Inn Tropicana, Fiji Room
4975 Dean Martin Drive, Las Vegas, NV 89118
(702) 948-8100

PHOENIX

Friday, June 14, 2013, 10:00 A.M.
Phoenix Sky Harbor International Airport
Terminal 4, the British Airways Lounge is upstairs, the
meeting room is next door to it. B Concourse near Gate
B21, meeting room is upstairs. (602) 273-4391

HOUSTON

Tuesday, June 18, 2013, 10:00 A.M.
Houston Marriott South Hobby Airport Hotel
9100 Gulf Freeway, Houston 77017
(713) 943-7979

ORLANDO

Wednesday, June 19, 2013, 10:00 A.M.
Fairfield Inn Airport
7100 Augusta National Drive, Orlando 32822
(407) 888-2666

DALLAS

Thursday, June 20, 2013, 10:00 A.M.
TWU Local 556 Union Office
7929 Brookriver Dr., Ste 750, Dallas, TX 75247
(214) 640-4300

DENVER

Tuesday, June 25, 2013, 10:00 A.M.
Courtyard Marriott Suites, 6901 Tower Road,
Denver 80249
(303) 371-0300

CHICAGO

Wednesday, June 26, 2013, 10:00 A.M.
Hampton Inn Chicago-Midway Airport
6540 S. Cicero Ave, Bedford Park, IL 60638
(708) 496-1900

BALTIMORE

Thursday, June 27, 2013, 10:00 A.M.
Four Points by Sheraton BWI Airport
7032 Elm Road, Baltimore, MD 21240
(410) 859-3300

MEETING AGENDA: Motions to Amend Bylaws, Delegate Nominations, Vote on February Motions, General Business.

C.O.P.E. Committee

Over the last couple of months we have begun to experience results from actions of the government. First we were told that due to budget cuts, the onset of furloughs would cause airport delays and longer security lines. Then, on March 5, 2013 a decision was announced that made no “plane” sense; TSA Administrator Pistole announced that he was lifting the ban on certain knives as a prohibited item on our airplanes. He also announced that effective April 25, 2013, certain sporting goods like golf clubs, hockey sticks that had also previously been prohibited as carryon items would be allowed back on the plane as carryon items as they did prior to 9/11. *And on April 22, a decision was made to delay implementation of the new rule that would allow passengers to carry these items in commercial flights.*

The results of sequestration are real: Long lines at security, staff reductions of air traffic controllers affecting some of the nations busiest airports. Airlines, are even encouraging customers to contact Congress. Beginning late February, we have been hearing what we should expect in our industry as a result of sequestration. The decision of allowing knives on back on airplanes is just as real. It’s not “if” something will happen as a result. It is “when” something will happen. The Coalition of Flight Attendants and TWU 556 agree that delaying implementation of lifting the ban is a step in the right direction.

Pardon me, but one has to wonder what in the world the TSA and its Administrator is thinking? Why would they make such a careless move to allow weapons and sporting equipment that can easily be used as weapons back on board an airplane, a tube that is enclosed flying possibly 30,000 feet in the air, with passengers - precious cargo that has unlimited value more than just in monetary means (you, our Crew Members, our Passengers) on a vessel that has been previously used as a weapon by terrorist, during uncertain economic times at best when crazies are willing to sell their souls, while even unstable minded people are in an abundance...you see where I’m going here? There are so many reasons why this is a BAD idea.

Since the announcement we have been fighting the change. The Administrator’s argument backing his decision is confused at best: to save time at checkpoints for TSA’s examining carryon knives (yet they will have to do a visual check and decide whether they are too long or whether they lock or not and to date they have not been trained on this issue), to bring the U.S. in compliance with ICAO standards (but 9/11 was an event here in the U.S. not in Europe), to enable better focus on IED’s (one would hope that they are looking at everything not just for knives). After the recent events reported in the media from the Texas knife incident to the Boston Marathon bombings, we have been on alert just waiting for the next incident to happen. It’s not we are waiting to see “if” something will happen, it’s more like “when” something will happen.

Once we were aware of the announcement TWU Local #556 joined forces with the Coalition of Flight Attendants

Unions (a group of all unionized US flight attendants) immediately to speak as one voice against the ban lift. Together we have leafleted the public, held press events, lobbied Congress, attended Congressional hearings, met with key administrative participants including TSA Administrator Pistole, participated on conference calls, participated with media interviews, and released news advisories. We were short 53,000 signatures on our petition to get the Obama Administration to give an official response to our request. As a Local we have also independently worked with SWA, reached out to passengers and fellow flight attendants on “out of the box” ideas to help promote the campaign to stop the release of the banned items. Together with TWU International we have worked hard to bring attention to the issue.

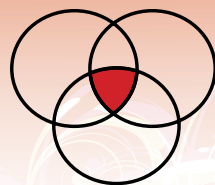
TSA Administrator Pistole stated from the start that it would take an act of Congress to get him to change direction on the ban release. Both U.S. House Members and U.S. Senate Members have been working in a bipartisan manner to keep the ban in place. At least 133 Members of the U.S. House realize the danger. In fact, Rep Grimm from NY has even publicized that the knife incident on the campus of a Texas school should be enough to change the Administrator’s mind and position. It is discouraging that Congress works so slow but it is good to know we have friends in Congress who support our jobs. Representative Thompson (MS), Representative Richmond (LA), Representative Jackson Lee (TX), Representative Markey (MA), Representative Swawell (CA), Representative Grimm (NY), Senator Schumer (NY), and Senator Murkowski (AK) have all been instrumental in bringing attention legislatively to the issue.

We have to continue to remain focused on making sure that whatever happens we will fight to be safe and out of harms way. In preparation, the first step is to make sure we have a voice to be heard. If you are not registered to vote, make this incentive enough for you to get registered. Then be prepared to vote in every election. It all comes down to politics and participating in the process. And, then when we speak we’ll speak as constituents that matter because we vote.

Go to the website and see what is prohibited as a carryon (<http://www.tsa.gov/traveler-information/prohibited-items>). The website differentiates the items that can be brought on as carry-ons, those that must be checked, as well as items not allowed at all on commercial jetliners. We have worked together and stood firmly in fighting the release of weapons back on our airplanes. Thank you, to those activists who have participated in our leafleting events and those who signed the petition. Stay tuned and prepared to be called to action to do whatever it takes to keep our workplace safe.

By: Portia Reddick White,
Co-Chair, TWU 556 Committee on Political Education (COPE)
TWU International Executive Board Member
pwhite@twu556.org
214-640-4328

CISM Team



By: *Mo Scott*
CISM Team Member
DAL Flight Attendant

2013 CISM Team Flight Attendants and Pilot Recurrent Training April 9-11 2013

Critical Incident Stress Management (CISM) represents a powerful, yet cost-effective approach to crisis response.

Each year our CISM Team joins together for recurrent training, which is lead by top mental health professionals. The CISM team is supplied with valuable information that prepares them to help the Inflight and pilot communities deal with a myriad of stressors, both on and off the aircraft.

After having been exposed to traumatic stress, employees may experience a range of reactions including deterioration of job performance, personality changes, increased anxiety, relationship discord, grief, depression or even suicidal ideations. These effects can be immediate, they can appear later or a combination of both. Early intervention by both professional and peer-support personnel who are specially trained, and follow an established standard of stress intervention techniques can positively impact recovery from traumatic stress.

Last year we added Air Tran peers to our ranks not only to ensure our colleagues at Air Tran have the same resources, but also to ensure enough trained CISM members are available as we integrate and grow into ONE airline.



Below is a list of some the types of incidents that we handled in 2012-2013

A/C Incident	Debriefing	Passenger Misconduct
A/C Mechanical	Decompression	Sexual Assault
Aborted Takeoff	Employee Fatality	Smoke in Cabin
Assault on Employee	F/A Family Member Death	Substance Referral
Bird strike	F/A Hospitalization	Suicide
Confidential Issues	F/A Injury	Suicide Attempt
Death of F/A	Jumpseat Intervention	Turbulence without injury
Death of F/A family member	Medical Emergency	Turbulence w/ Injury
Death on Board	Non Work Related Referral	Van Accident

Your CISM team is very well prepared to assist in any way possible, whether it's taking the time to listen to a your personal situation that is affecting your work life, or responding to the scene of an aircraft incident/accident. While we are often proactive after being notified of an aircraft incident, we are not always aware so please, be proactive and CALL CISM if you have experienced a traumatic event at work, or if a traumatic event is affecting your work-life.

If you have any questions or feel like we could be of assistance, please call us 800-408-3220.

Negotiating Team

Invest in Your Future for Just \$2 - For less than the price of a latte, beer, or glass of wine, you can help fund the Contract 2013 Membership Mobilization Campaign to educate and energize our workgroup throughout the country. Your current assessment fee is \$3, which covers the salaries of four negotiators. By investing just \$2 more, you will help us launch a Membership-driven strategic bargaining effort that includes a Contract Action Team, Community/Corporate Outreach efforts, Coordinating Council and the resources to leverage the full potential of online and social media.

We want to assure you that your money is being used wisely, so please attend the next Membership meeting available to you, ask questions, get answers and vote. Your participation is vital to getting the Contract you have earned!

Please email us directly at NT@TWU556.org or go to www.TWU556.org/NT to give us your questions, suggestions and concerns.

In Unity,

Your TWU 556 Negotiating Team

Safety Committee

The Safety Committee has been quite busy over the last few months and we have a lot to report. First I want to say thanks for working hard to remain safe online. I am first going to cover issues at the Local level before we move to the much grander scale of Domestic and National issues regarding safety.

Hot Airplanes

With summer approaching faster than we had hoped, per my request, the Company has agreed to issue a "Read Before Fly" mid-April that will request summer procedures begin a little earlier than normal. This change affects Flight Operations, Ground Operations and, of course, Flight Attendants. When you arrive at your destination city, please ask Customers to lower their window shades, and while tidying the cabin please lower any shades that are still raised. Last year your safety team brought a laundry list of items to help reduce cabin temperatures and our outgoing Director of Flight Operations, Greg Crum, made a commitment to work with us to develop as many of these changes as humanly possible. I am happy to report the Company has made some changes this year and coupled with our summer procedures, I believe we will be able to reduce cabin temperatures to a reasonable level. First understand that during the summer a hot cabin is unavoidable, our aim is to work together with the Pilots, Operations and Ground to keep cabins safe.

Some of the changes that have been implemented from the Company side involve installation of standard operating practice placards on each air conditioning unit. This allows the Ground personnel to standardize their operation and reduce the chance for errors. Some of their procedure changes were made to reduce the amount of time an arriving aircraft has no cabin air, from minutes to seconds. On arrival Ground Operations should be connecting air and then power, and conversely before pushback will disconnect power first and air last. Coupled with new procedures for APU startup with Flight Operations this should lower the amount of time the cabin is without cooling air. Ramp Agents should also be running air units several minutes before the aircraft arrives, to reduce the amount of

hot air stored in the duct of the A/C Unit. The air will blow 100% into the jetway and when the aircraft arrives, that airflow will be redirected 100% to the aircraft. In the past the mixture was 50% for both the jetway and the aircraft, and was activated when the aircraft arrived, not before.

The good news for those of you based in Phoenix, with the dry heat the A/C units in the past were having condenser issues which were causing the breakers on these devices to trip and render the unit not operable. Southwest Airlines and the city of Phoenix have agreed and secured the funding to replace all of the air units with new units that address the condensation and condenser issues. This should happen starting in May with an average of two to three installed per week. There will be several jetways that will continue to have breaker trip issues throughout the summer, and because of that and other air units across the system that may be inadequate or simply not operable, the Company is issuing an RBF to Flight Operations mid-April giving the Pilots more flexibility to use the APU while on the ground, without the risk of having to answer their reason for running the APU to Management. Pilots will be informed to work with Flight Attendants on the hot aircraft issue.

Now, lets talk about Single-Engine Taxi Procedures.

When we all read this memo I am sure we thought, oh great... There goes the summer, time to break out the shorts and extra deodorant. I am happy to report in discussion with Management, the Company has agreed to taxi on one engine and also leave the APU fully running and providing cabin air until the #1 engine has been started. Upon pushback the Pilots will start the #2 engine, and leave the APU Running. Upon nearing the departure end of the runway, the Pilots will start the #1 engine and once it is up and running, the Pilots will transfer cooling air to both engines and then shutdown the APU. After landing, the Pilot will start the APU, and once it is up and running will transfer cooling to the APU and then shut down the #1 Engine. For maintenance purposes, this will equalize the time each engine is running, but should also provide adequate cooling to each air conditioning unit on the aircraft. I am optimistic about this change, as we have argued for the use of the APU to provide cooling air since the Hot Aircraft Grievance was started.

800 Galley

Your Safety Team has reached out to the Company regarding the 737-800 Galley issues and has indicated that the AFT galley is not only a service issue for the Flight Crews, but we believe it is a safety issue as well. As your Safety Chair, I am prepared to take this issue further if needed, but have reached out to the Company in hopes that through good faith discussions we can reach a solution of the AFT galley problems we have all experienced.



The good news is that Inflight Strategic Planning has formed a small group aimed at finding ways to improve the galley situation on the 737-800. In the mean time we will continue to receive 737-800's with the current galley configurations that are a problem for all of us, but we are working to reach a solution. This process is in the early stages and we have a long way to go.

Knives on the Plane

On the National Scene, the plan to allow Knives and other dangerous items onboard aircraft is pressing forward. Your Safety Chair, as well as our COPE Co-Chair, President, Baltimore Domicile Representative and other Shop Stewards have attended a Congressional hearing on the matter and we are continuing to provide pressure on the Congressional Hill, pressing lawmakers to reverse Administrator Pistole's position allowing these weapons. In the hearing we have learned that the TSA does not have the training or resources to measure or investigate a blade to determine if it is 2 inches or 4 inches, if it is serrated or locking. In short, the knives will pass through the X-Ray scanning device and the TSA agent will not be looking at it, but instead looking for explosives. If an agent sees a blade that looks like it may be too long, he/she is allowed to open the bag and look at the knife, but not allowed to actually open the knife to inspect it. This creates a problem because if the agent cannot inspect the weapon, how does the agent know if it is a prohibited item or not. The answer will be, they don't. We are continuing our efforts, and I want to personally thank everyone who took the time to visit the website www.noknivesonplanes.com and sign the White

House petition. We did not get the number of signatures needed to call the White House to action and that was disappointing, but we are still working with members of the House and Senate to convince them that this policy change is just PLANE wrong. With your help and support we will be victorious in the effort. It is important to note that Pilot unions, the TSA Union, Air Marshal Union Leadership and Law Enforcement Unions across the country have joined our cause and support our position to keep these weapons off of our aircrafts. By the time this article goes to print we will have completed several more events and I want to thank all who attended those events through the months of March and April.

In the meantime, please remain safe and professional and Thanks for all you do.

LAST MINUTE UPDATE TO THIS ARTICLE - OUR VOICES WERE HEARD - *On April 22, a decision was made to delay implementation of the new rule that would allow passengers to carry these items in commercial flights. For all those that have been involved, keep up the good work! (by: Robin Brewer)*



By: Chris Click

1st Vice President

214-640-4302

vicepresident1@twu556.org

article submitted April 15, 2013

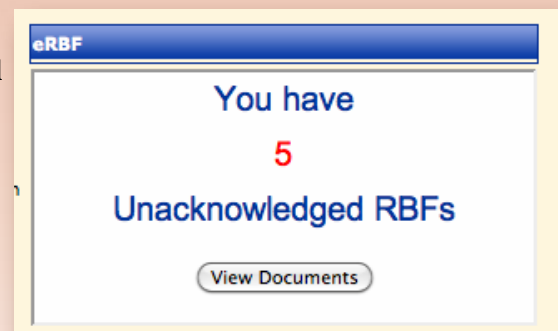
NEW ACKNOWLEDGEMENTS FOR READ BEFORE FLY REQUIRED READINGS

In keeping with technology the Company has implemented a new requirement that you acknowledge that you have read and received the information contained in normal Read Before Fly's (RBF's). We have become accustomed to ignoring these types of requests in everyday life as we purchase items on the internet, sign up for free accounts and perform online transactions. We ignore the legal speak and click the required button so we can get on with what we wanted to do in the first place. We hardly ever read the information and might even be agreeing to something we have not even read.

The Union is aware that some Flight Attendants will press the acknowledgement button without reading the information, and that the new RBF procedure cannot be a sure way of assuming that the information was fully read and understood, however please take that button seriously. An RBF may contain important information concerning safety procedures that you need to know prior to your first flight, or it may contain a new rule that by reading and fully comprehending may protect you from discipline – or even termination.

We encourage you to read the RBF thoroughly prior to pressing that acknowledgement button, because the Company will make the assumption that you have read it. If you violate a rule that was promulgated by RBF, and then later violate that rule, the Company will use the fact you acknowledged the RBF to show that you were fully aware of the change in procedure or work rule. Avoid this at all cost by carefully reading your RBF's before acknowledging. If this goes well hopefully this will serve as gateway into Electronic Flight Attendant Manuals.

"I personally love the idea that now on CWA, it shows the RBF's that I have not already read.



TREASURER'S REPORT



Jerry Lindemann
Financial Secretary/Treasurer
HOU Flight Attendant
treasurer@twu556.org
214-640-4304



RUMOR CENTRAL:

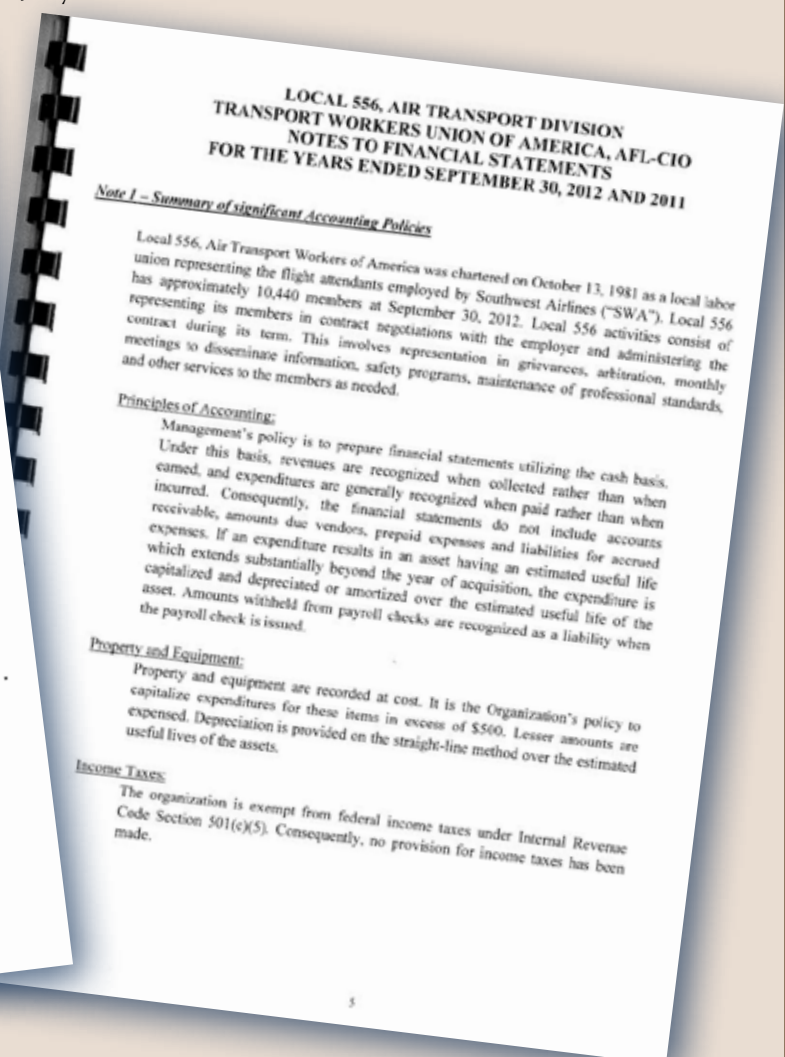
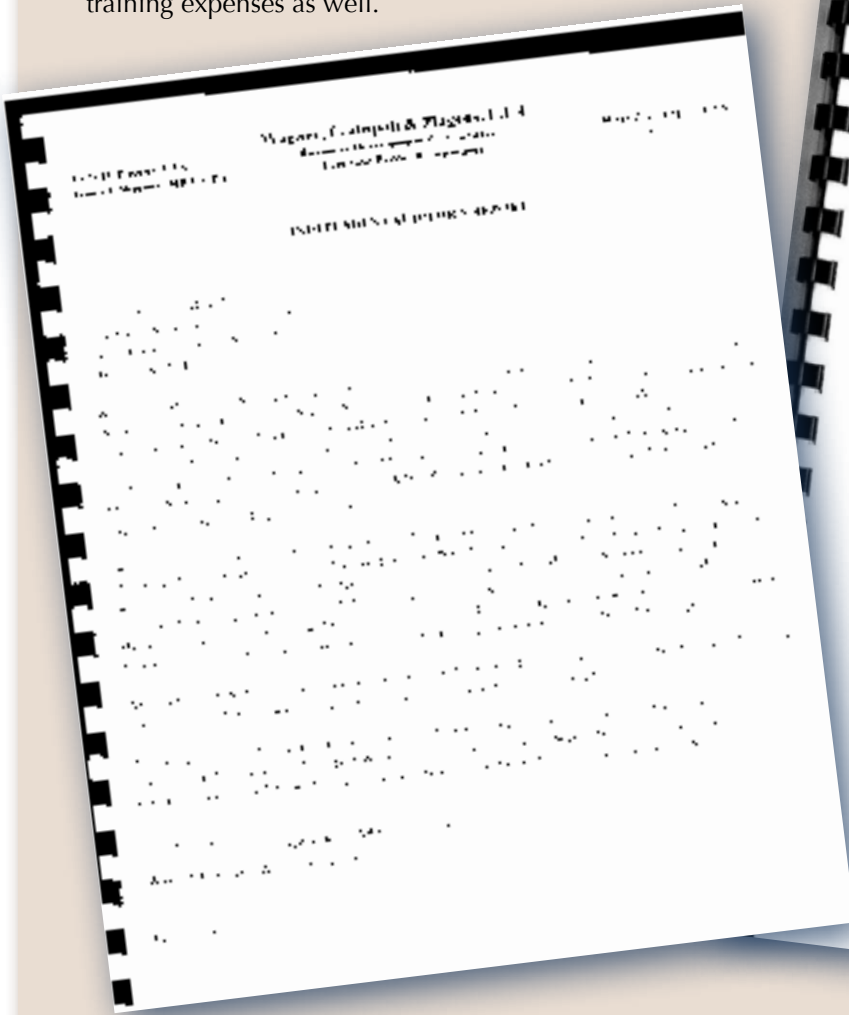
- **The Union is broke! No, not true.** The truth is the Union possesses assets, including cash, valued at over \$1.5 million dollars.
- **The Union is "missing" money! No, not true.** All money is accounted for every month.
- **The Union has been "misappropriating" funds! No, not true.** We have been audited by an independent auditor and I will let his statement speak for itself. All spending is approved by two Officers and all checks are signed by two Officers of the Union. As a matter of fact, as President Stacy Martin has already reported, the first year of any administration is usually the most expensive. The difference between the 2009-2012 first year administration spending and the current administration spending, for the first 8 months, was just over \$30,000. Being in the current administration, I can attest to the fact we had 4 membership votes to be paid for. We also had a near complete Executive Board turnover as well as office staff turnover which required significant training costs. We also had an entire committee turnover and that required training expenses as well.

Moving forward, January of 2013 reflected a gross profit of just over \$5000. In February of this year, though not yet approved by the Executive Board, the gross profit is up to over \$75,000. The financial future of our Union is trending in the correct way as we move into Negotiations.

I would also like to provide an update on our outstanding Dues. Currently, we are owed approximately \$60,000, which is a drastic reduction from when we first undertook this project. The most exciting element of this is our "aged" accounts, or more than 90 days overdue. At one time, this amount was over \$90,000. Due to the tremendous efforts of Allison Hare, this amount is less than \$37,000. Allison has been instrumental in calling many people as well as checking the accuracy of the statements and database. While we may think this is an impossible goal, it is our intention to bring all accounts up to date and bill only current owed Union Dues.

In closing, I would like to include the independent Auditors own words on the Finances of our Union.

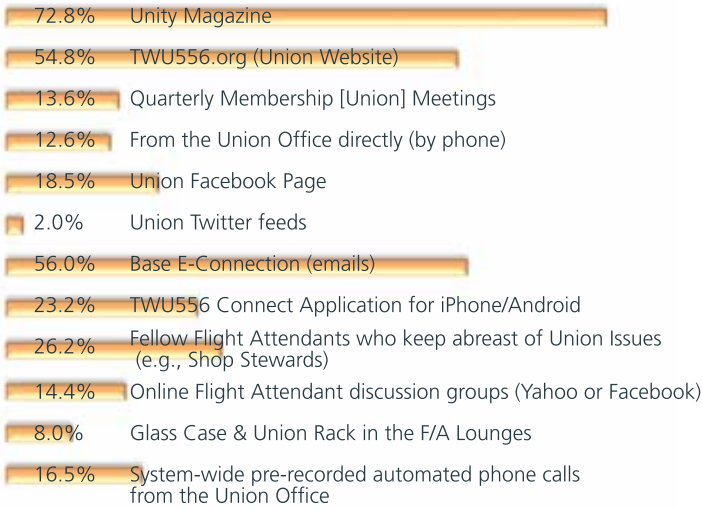
Jerry



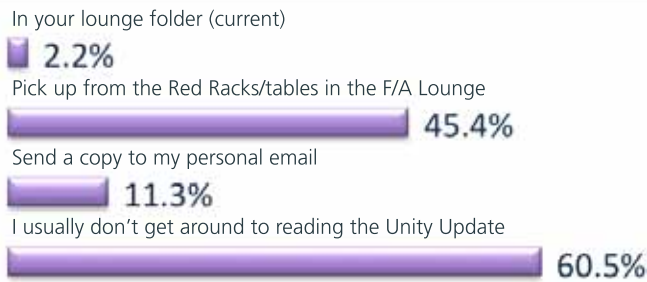
2013 Survey Results

Communications

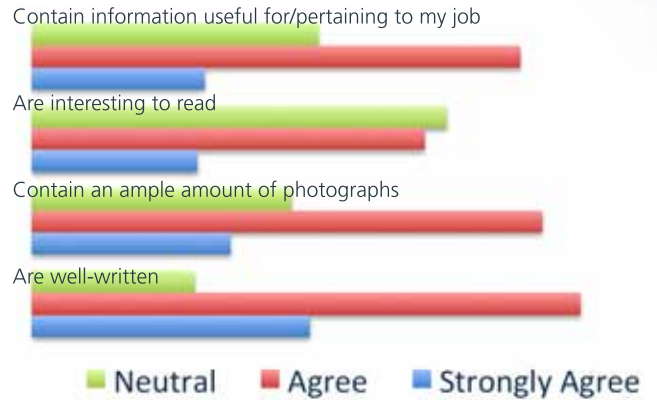
Where do you (or would you) prefer to receive Union information? (select all that apply)



How would you prefer to receive a copy of Unity Update (our monthly 2-4 page publication which supplements Unity Magazine)? (Select all that apply)



The articles in Unity Magazine and Unity Update publications: (select agree or disagree)

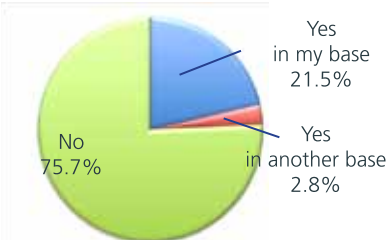


I like to read / I would like to see more Unity articles about: (select all that apply)



Union

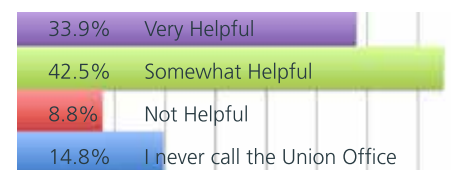
Have you attended a Union Membership Meeting in the last three years?



The Union has my best interests at heart.



When calling the Union Office, the Union representatives I speak to are:



Do you know who your Domicile Executive Board Member (DEBM) is?



Do you know how to contact your Domicile Executive Board Member (DEBM)?

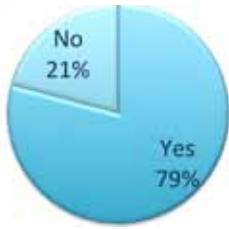


Other than the Lead Negotiator (TWU Local 556 President Stacy Martin), do you know of/about at least one other member of your Contract Negotiating Team?

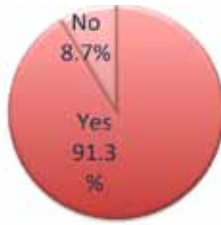


2013 Survey Results

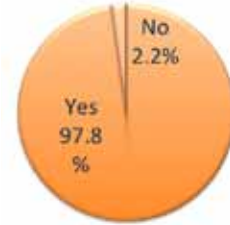
Do you know at least one Shop Steward in your Base?



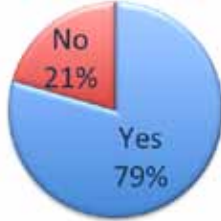
Do you know what the Professional Standards Committee is?



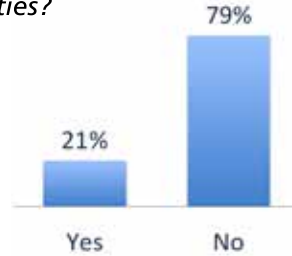
Are you familiar with the Critical Incident Stress Management (CISM) Team?



Did you know that it's possible to download a copy of the Contract to a laptop or even some cell phones?

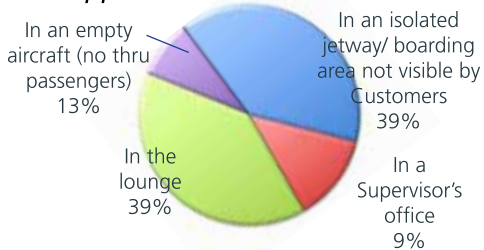


Are you willing to donate/volunteer your free time to assist with Union Activities?

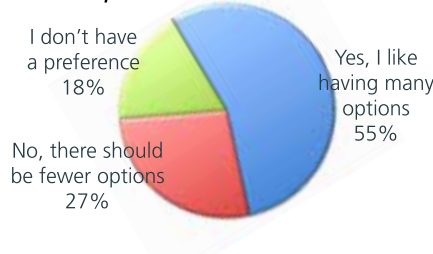


Uniforms

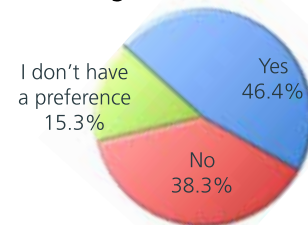
Out of the choices listed, which is the most appropriate location for an appearance check?



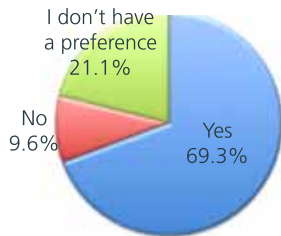
Do you like the many uniform options/looks that the current uniform provides?



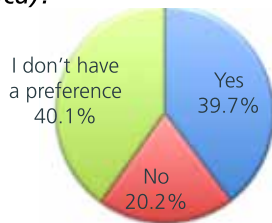
Do you think that the uniform shorts should continue to be a uniform option for Flight Attendants?



Should Inflight and Customer Service/Operations have separate uniforms?



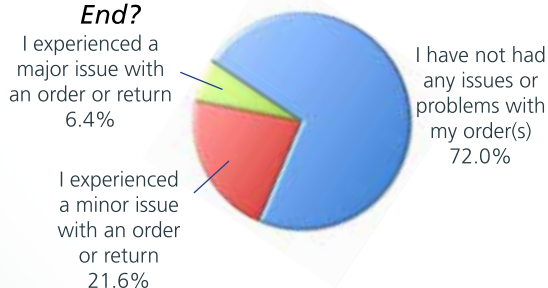
Should the Pilots and Flight Attendants uniforms coordinate with each other (e.g., like jetBlue or Virgin America)?



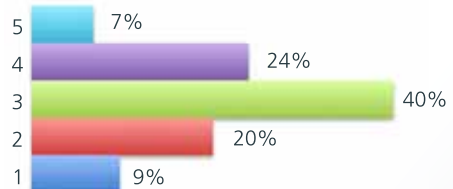
Are you satisfied with the overall quality of the uniform pieces from Lands' End?



How would you rate your ordering/returning experience with Lands' End?



On a scale of 1-5 (1 being "not comfortable" and 5 being "very comfortable") how would you rate your level of comfort in understanding AND locating specific language in your Contract?



2013 Survey Results

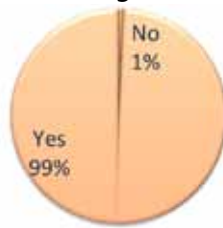
Other

2.4% of the FA's who took the survey are current AirTran FA's.

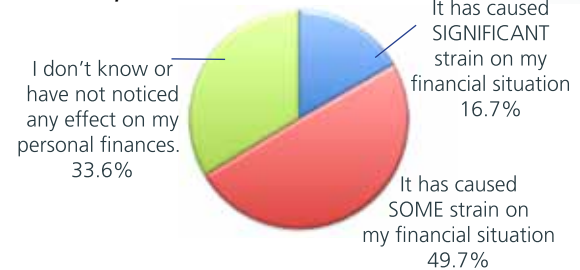
Are you a Veteran?



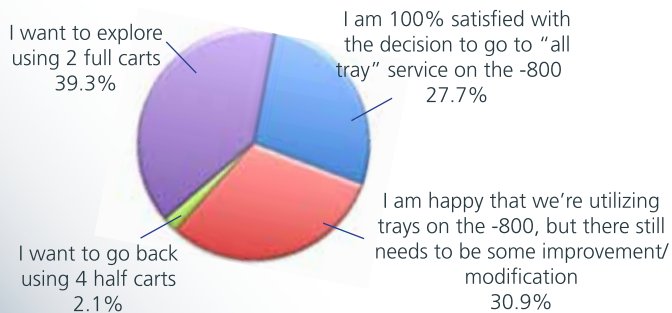
If you are actively drilling in the National Guard or United States Reserves, have you signed up for the Military Appreciation Program on SWALife?



To which extent has this year's increase in health care premiums/co-pays/deductibles affected your personal finances?



How do you feel about the decision to utilize trays for Inflight Service on the -800?



What do you feel are health and safety concerns in our workplace that you would like addressed with the Company?

1. Hot Airplanes - affects both PAX and FA's
2. Jumpseat - concerned about an experienced person sitting in JS in an emergency situation. The addition of another jumpseat person on the -800 is unsafe in the back galley area.
3. Pre-board PAX that have heavy luggage.
4. Air Quality
5. Lavatories seem very unsanitary
6. Hearing concerns - suggested having screenings in our lounges.
7. SWAG - although it is a privilege, there is concern that FA's are wanting to reep the privilages, thus coming to work sick.

Unity Should Begin in the Board Room

An Open Letter to TWU Local 556 Executive Board Members

Dear Fellow Board Members

I write this letter today to ask you to come together for the good of the Members -- the Members who voted us into office on the good faith that we would serve them with integrity, passion, and responsibility. We're now at a crossroad. We can either honor the principles we held when we were sworn into office just a year ago, or, we can remain divided, disregarding our oaths and commitments to those who gave us their trust.

As President of this Union, I've made mistakes in my first year that I regret and I've learned from those mistakes. I'm extending an olive branch with the hope that you too can evaluate some of the choices you have made, and that you share my desire to make amends. If we are truly committed to our Union, we can put aside our differences and work together to become a fully functioning board, focused solely on taking care of Union business in a manner that best serves the Members.

I appeal to you today to heed the advice we were given in our most recent board meeting to choose a path of resolution rather than dissolution. I am committed to take the path of resolution when it was posed to us, as did several other Officers.

To those on the Board who have not yet been able to put their personal feelings aside and commit to changing course together, I ask you again to reconsider your positions. Otherwise, we will be playing into the hands of Company management as we get ready to open our Contract on June 1 and it will be the Members who will ultimately pay the price.

We can resolve now to unite as a Board, or we can continue on the path of destruction, entering Contract negotiations as wounded, bleeding warriors who would rather fight each other than for the rights of those who elected us.

As we mark our first year anniversary as an Executive Board on May 1, let's honor the commitment we made one year ago to our Union, wipe the slate clean of agendas other than serving those who elected us, and show Company management that we are ready to stand together in solidarity.

In Unity,

Stacy Martin, President, TWU Local 556

IMPORTANT CHANGES TO THE ASAP PROGRAM

(Effective April 1, 2013)

By: Michele Moore Health Committee Chair / ASAP ERC Member

These questions may help you understanding the upcoming changes to our Memorandum of Understanding with Southwest Airlines regarding ASAP Program. If you need any additional clarification, please email Mmoore@twu556.org.

Question: Can I be disciplined for filing an ASAP report?

Answer: No, discipline will never be issued for filing an ASAP report.

Question: If I receive a gate check or audit from Inflight Management, can I complete an ASAP report for a safety infraction?

Answer: Yes, if a safety infraction occurs, the ASAP ERC will gain valuable information from the event. The purpose of ASAP and the ERC is to promote and improve safety. We welcome any information that will help us achieve that.*

Question: If I receive a gate check or audit from Inflight Management, can I receive discipline for a safety infraction?

Answer: Yes, if a member of Inflight Management witnesses a safety infraction, they can process the event through their normal channels.

Question: If I complete an ASAP report, will the contents of the report be shared with Inflight Management for the purpose of issuing discipline?

Answer: No, any information that is provided in an ASAP report will not be shared with the company for the purpose of issuing discipline or to be used in the Fact Finding process.

Question: Will the information that is submitted in an ASAP report ever be shared with the company?

Answer: When an ASAP report is submitted into the program, all the personal information is removed from the report prior to the ERC reviewing the report. If the report is accepted into the program, the unidentified information may be shared with the company to help alleviate and resolve the safety concern.

Question: If I inadvertently cause a safety event that the company gains knowledge of, can I complete an ASAP report?

Answer: Yes, an ASAP report can be completed anytime a safety event is committed or witnessed.

Question: How could the company gain knowledge of a safety incident that I commit if they do not actually witness it?

Answer: There are many ways the company gains their knowledge; they could receive an IR or report from another work group, receive a customer complaint or get a complaint from a fellow co-worker.

Question: If I inadvertently cause a safety event that the company gains knowledge of, can I receive discipline for the event?

Answer: If a member of Inflight Management does not witness the infraction, and the report is accepted into the ASAP program, then discipline will not be issued. If the report does not meet the selection criteria for acceptance into ASAP, and the report is excluded from the program, then the company can process the event through their normal channels. The information that was submitted in the ASAP report is NOT shared with the company to aid in

their investigation

Question: If I inadvertently cause a safety event that the company gains knowledge of, can the company investigate the event if I complete an ASAP report?

Answer: Yes, if the company receives notification of a safety violation, they will initiate an investigation into the event. The company will share their knowledge of the event with the ASAP ERC to aid the ERC in their investigation. If the report is accepted into the ASAP program, the company will take no further action. If the ASAP ERC excludes the report from the program, the company will be able to proceed with whatever action they deem appropriate.

Question: Does this process affect the discipline timeframe?

Answer: If the company is conducting an investigation into an event that an ASAP report has been filed on, disciplinary action will not be taken while the report is being reviewed in the ASAP program. If the ASAP ERC excludes the report, the 7 day timeframe starts on the day the Flight Attendant is notified that the report has been excluded.

Question: What are the changes that were made to the ASAP Program?

Answer: Under the old LOU (Letter of Understanding) between the Union and the Company, if an ASAP report was accepted into the program, even if a Member of Inflight Management witnessed it, discipline could not be issued. Also, if an ASAP report was filed, the company could not investigate the incident until the ASAP ERC accepted or excluded the report. If the report was accepted, then the company would not initiate an investigation. If the report was excluded, their investigation would not commence until notification of the exclusion.

Question: Why are these changes being made to the ASAP Program?

Answer: The intent of the ASAP program is to identify safety hazards in our workplace and it is the task of the ASAP ERC to try to alleviate or diminish the hazards. The integrity of the program became compromised by the number of reports that were knowingly being submitted as a means to escape discipline, instead of submitting them to help promote safety.

**For Clarification – the ERC is the Event Review Committee, comprised of a Union Representative, a Company Representative and a FAA Representative*

“If the ASAP report is excluded from the program, the ASAP ERC does not release any information that was gathered through the ASAP process to the Company to aid in their case.”

RIDING THE ROLLER COASTER



Feeling the knots in her stomach, Ginny answered the phone. Sure enough, the base supervisor was on the other end of the line.

“Hi Ginny, it is Sally from the base. We are ready to render a decision for Fiona Flighty. “

Ginny’s stomach turned over, “Yes please hold and I will get her on the phone.”

Ginny dialed the number for Fiona, “Hi Fiona? This is Ginny. I have the base on the other line and they are ready to render their decision based on the fact finding meeting that was held. The decision has not been shared with me and is their final decision. If you feel it is unfair or unjust you can file a grievance, but we will talk about that after we know the decision, ok?”

A weary smile spread across her face as she thought I am so honored to get to do this job.

Fiona took a deep breath and meekly acknowledged; worried about the pending outcome.

“After a thorough investigation based on the information received through irregularity reports and the fact finding meeting I have concluded that you were not seated on your jumpseat for landing and that you got up and retrieved your luggage from the overhead bin during taxi in to the gate. Furthermore I have determined that you failed to arm the back galley and entry doors. You denied all the allegations and stated that you were overly tired. Based on this information, among other things I have determined that you violated Class I Section 14, Intentional conduct which endangers the lives and safety of others including failure to comply with all safety rules and regulations and as a result, I am terminating your employment effective immediately. I will be sending you a certified letter and a Fedex envelope so that you can return your ID and manual.”

Silence pounded the phone.

Since Fiona was unable to speak, Ginny completed the phone call professionally and disconnected the conference call. She immediately called Fiona back. Even though it was already past Ginny’s time to get to face the traffic home, she patiently listened to Fiona for the next hour, explaining the grievance process to her, going over the facts of the case and reviewing the Irregularity reports written by the other Flight Attendants. She sympathized with Fiona but began to feel that she was not being forthright and was not telling her everything.

Immediately after getting off the phone with Fiona, Ginny realized that she needed to call one of the managers in employee re-

sources that had left her a message earlier. Luckily, the manager was at the office late and could speak with her. Joy! The manager informed her that they would like to offer a settlement including reinstatement for one of her recent termination cases. The Flight Attendant would be coming back to work. The settlement would be written and sent over tomorrow.

Once she had finished speaking with the manager, Ginny took a glance at her task list. POINTS, Oh, that points case she remembered. She grabbed the points file and stuffed it into her briefcase knowing that she would need to get these points completed and would be working a few more hours at home. At least at home she could work without the interruption of the phone. She shut down her computer and gathered her things to start her commute.

Ginny got in her car and released the brake; crawled forward, released the brake crawled forward all the way home. A weary smile spread across her face as she thought I am so honored to get to do this job.



Lyn Montgomery
Executive Grievance
Committee Chair
214-640-4317

Over the past year or so, we have added many new cities. Below is a “cheat sheet” with the new airport codes taken from our new hire list.
current Southwest destinations

CAK	Akron/Canton, OH
BKG	Branson, MO
CLT	Charlotte, NC
DAY	Dayton, OH
DSM	Des Moines, IA
FNT	Flint, MI
GRR	Grand Rapids, MI
EYW	Key West, FL
PWM	Portland, ME
ROC	Rochester, NY
SJU	San Juan, Puerto Rico
ICT	Wichita, KS

future Southwest destinations

CUN	Cancun, MX
BDA	Bermuda, BM
MJB	Montego Bay, Jamaica
MEM	Memphis, TN
MEX	Mexico City, MX
NAS	Nassau, Bahamas
PNS	Pensacola, FL
PUJ	Punta Cana, Dominican Republic
RIC	Richmond, VA
SJD	Cabo San Lucas/Los Cabos, MX

I EXPERIENCED A REAL LIFE OVERWATER DITCHING ... AND LIVED TO TELL ABOUT IT!

After two years of hard work opening a retail store in Salado, Texas, the three owners, Candy, Judy and myself, felt it was time for a much needed vacation. So on a beautiful spring day the three of us took off to Cozumel on a private plane owned by a friend. The flight going to Cozumel was uneventful on a 6-seater Piper Malibu plane – 2 pilot seats, 2 seats facing aft and 2 seats facing forward. As the vacation concluded, we all felt refreshed, ready to get back home and focus on business. As we boarded the plane, we had no idea that our flight home was going to be the flight of our lives.

We left Cozumel headed for Houston; we would need to go thru Customs before continuing to McGregor Airport, a private airfield in Waco, Texas. As we were cruising along over the Gulf of Mexico, laughing and enjoying our last bit of vacation, the plane suddenly lurched. At that instant, we all became very alert and I could clearly see the cockpit area where I noticed the pilot, Saeed, was on the radio and pushing every button he could push. We were respectfully quiet, not panicked, as we awaited information. The news came quickly; we had lost engine power and the plane was going down!

After a split second of disbelief, we all gave the pilot our full attention as he began instructions: retrieve the life raft and life vests, which were stowed in the baggage compartment behind all the aft seats; “wait to inflate” the raft; stuff all loose items, (luggage, bags, etc.) in the space behind the aft seats and secure with blankets; put our identification deep in our pockets.

While Saeed was preparing for overwater ditching, amazingly, we all remained calm as we carried out his instructions and began to plan amongst ourselves, assigning duties and order of evacuation. Candy would exit first with the raft; I would exit second, followed by Judy and Saeed. We completed the instructions given and upon glancing back, Saeed observed all three of us with our purses around our arms and clutching the armrest for dear life. He said “no, no, no”, stow the purses in the back with the other loose items.

He then instructed us how to pop open the entry door and the emergency exit door, which was opposite the entry door. We complied, however, the emergency exit door was on my side and when we opened the door, it broke off and came back into the plane between our seats. This had to be removed immediately or we could have been decapitated! We were able to push it off the plane, then felt it hit the tail of the plane before falling into the ocean waters.

We assisted the pilot, using clock hour positions, in locating an oil tanker ship that he knew was in the area. Sighting the tanker would help us keep a perspective in case we were scattered upon landing. He advised us that the waters were slightly choppy and had troughs and this could cause our ditching to invert, break the plane up, or flip.

There was enough time before the final ditch that we recited the 23rd Psalm together, and reflected on family, friends and good times. We all remained calm, cool and collected through the emergency landing preparation. I remember feeling absolutely confident that I was going to live. So much, in fact, that along with my passport, I thought to gather a picture of my daughter, my car keys, (because I would have to drive home from airport) a check made out to me for \$7,43 (for



who knows what), and about 10 credit cards – forgot insurance card.

Then the time came, it was more horrible than I can put into words. We hit the water three times before coming to a standstill. Upon the harsh “landing” my seat collapsed and all the stowed items came crashing forward and buried me. I lost consciousness for a brief moment. As water was pouring into the plane, Candy retrieved with the raft and exited the plane as planned. Saeed and Judy were able to dig me out of the rubble. As I regained consciousness, he told me “you have to get out now”. I explained to him that I could not move my legs and I was in excruciating pain. Assuming I was scared and in shock, he grabbed my shirt at the collar, pulled me forward and gave me a shove into the water. He and Judy followed. Realizing he had a head injury which was bleeding profusely, Saeed clearly knew he should not enter the water, as that would lure sharks to us, so he jumped on top of the quickly sinking plane and instructed us to inflate the raft. After inflated, he jumped into the raft and helped us in.

I remember I was oddly soothed by the warmth of the water and was not scared at all. I was floating on my back and realized I could not kick my legs and was floating away from the raft. Judy had a moo-moo dress with yards of fabric, which I was able to catch onto and pull my way to the raft. I remember looking at a beautiful sunset and thanking God that we were all alive.

As we watched the plane quickly sinking, we knew we had to get away so we began to paddle with our hands. When the plane gasped its final breath and sank, we cheered that we were alive. I will never forget that excitement.

After a brief celebration, we turned our attention to the oil tanker knowing that would be our vehicle of rescue. Although far away, it looked enormous and after some time it finally reached us. As we were being tossed around in the swells of the sea, I remember thinking how small our little raft was in the vast ocean.

After a split second of disbelief, we all gave him our full attention as he began instructions.

The men on board threw us a life ring but forgot to tie onto the ship! Obviously they had not had too many rescue missions. As the life ring floated away, they tried again; this time with success. Saeed caught the ring and pulled our raft closer to tanker.

I foolishly thought they would turn off the engines, extend a comfy ladder and we would easily climb aboard the tanker. Not so! We were very unstable in the water and time was of the essence. It was then, I told my friends that I could not move my legs and they should leave me behind. After a resounding "NO, you are going first", they lifted me up at the crest of a wave and I was able to grab the bumper tires on the tanker's side. Using my arm strength and the adrenaline flow, I climbed many rings of tires before the deckhands could grab my arms and pull me over onto the deck, where they had a body basket ready for my arrival and they carefully placed me in it. The pain was almost unbearable.

The other three followed up the bumper tires and climbed onto the tanker and off we went to a platform – aka rig. Upon arrival, they placed the body basket into a giant rope net that swung out over the Gulf and onto the platform. The others followed, all in the same rope net.

Once on the platform, the pilot and myself were moved to the heliport deck and awaited the Coast Guard helicopter to transport us to a Galveston hospital, as we had life-threatening injuries. Judy and Candy spent the night on the rig and were retrieved the next day.

I spent four days in the Galveston hospital. My injuries included 3 bulging discs and 2 herniated discs in my lower and back, 1 bulging and 1 herniated in my neck. Due to my head crashing violently on my right upper leg, I had lost all control of my leg muscles and sustained a fractured skull and broken nose.

On day four, I announced I was going home; I just needed to see my family. My choice for transportation home was either a five-hour car ride or a much quicker ride in a small plane – believe it or not – I chose the plane. Apprehension was high, but I kept the phone line to God busy the entire way – with my eyes shut!

In the end I was proud and humbled that we all came through this ordeal by remaining calm, following directions, using common sense and determination through faith. Our Pilot was instrumental, as he remained calm, and helped us carry out duties necessary for survival.

The wonderful ending to this story is that we all went on to other adventures. The Pilot was never cleared again to fly so he is now a pilot instructor; Judy has not been on a plane since that adventure and she now is an Episcopal Priest in Marlin, Texas. Candy decided that raising her three boys was enough excitement and she donates her time to working in her church. And me ... well on the 10th anniversary of the "incident", the crazy in me led me to apply for a Flight Attendant position at Southwest Airlines. Here I am today ... flying, serving and loving it, and ready for any challenge!

Experienced by Jane Biggio
authored by Robin Brewer

Co-Chair Communications



Jane Biggio
Dallas Flight Attendant
7624

FYI's

By: Kathy Anderson
TWU556 Grievance Team
214-640-4319



Even if you are a lineholder, you can be rescheduled at any point during your pairing, which includes being assigned additional flying during the 30 minute debrief at the end of your pairing.

If you experience any Open Time abnormalities or error messages, take a screen shot. Most computers are equipped with 'Screenshot' capabilities. This is so important when dealing with Open Time because it is fluid and constantly changing and we cannot go back and capture what you saw at the time of your transaction.

Always keep in mind that you are being taped whenever you call Scheduling, Payroll and Crew Planning, even when you are on hold.

When you call in sick for a pairing, you will not receive the RIG pay for the pairing.

When calling in sick, state you are calling in sick, give your employee number, pairing number and date and that's it. Do not go in to details about your conditions.

Please remember you do not have to answer your phone while on your RON (it doesn't matter if you are a reserve or lineholder); however, if you do answer the phone and actually speak to Scheduling or return Scheduling's call, you are liable for the assignment.

The Company has access to the IP addresses of the computers and phones anytime you log in to CWA, do trip trades etc. They may be able to identify the location from which you are processing your transactions.

You are responsible for calling in sick to Scheduling while waiting for approval of a Leave request such as Medical, FMLA, OJI, etc.

If you pick up a trip during your vacation and then call in sick for that trip, you will not be paid for that trip.



TWU LOCAL 555 UPDATE

On March 28, TWU Local 555 and 556 Members united in 16 participating cities to protect the future of Local 555 and to say "No Way, No How" to outsourcing and concessions. Members were strong on the picketing line and distributed leaflets to our Customers. Stations nationwide held j-line meetings in a strong display of solidarity.

A clear message was sent that Southwest Airlines' proposals would compromise customer service and the future of Local 555 Members. It is now the Company's responsibility to respond at the next mediation session scheduled for April 30th-May 2nd. Let's hope the Company makes the right decision and chooses to listen to thousands of its employees and customers.

If the Company chooses not to listen, this demonstration was only the first step. Local 555 is committed to making their voices heard and is prepared to negotiate as long as it takes to get an equitable contract, rather than taking unnecessary concessions.

Unfortunately, since the picketing event, Southwest has chosen to close ELP, PHL and SLC provisioning stations. TWU Local 555 vehemently opposed the Company's decision to close these three provisioning stations and believed it could have been handled by alternate methods. It is obvious that the Company has chosen profit over people.

Also, 300 AirTran employees in ATL were notified by Southwest Airlines that they would be required to transfer to another station, or separate from the Company. These employees are represented by the IAM (International Association of Machinists).



DEN



BWI



MDW



OAK



DAL



HOU



PHX

"I would like to thank the members of 556 for having our backs and helping us send a strong message to the company that outsourcing and concessions compromise customer service and our future. Thanks for all you do for us, sister. We really do appreciate you!"
Charles (Chuck) Serf,
President TWU Local 555

Go to YouTube.com and view the "TWU Local 555: INTEGRITY IS FOREVER" video



PROTECTING OUR WORKPLACE SAFETY AND COLLECTIVE BARGAINING RIGHTS

Our Union solidarity is never stronger than when we mobilize to protect our workplace safety and our collective bargaining rights. Our Local's campaign to keep knives off planes and our enthusiastic support of TWU Local 555 brothers and sisters in their efforts to gain a fair and equitable contract are two excellent examples of our Union solidarity in action.

No Knives on Planes Campaign

The Transportation Security Administration's April 22 announcement that it was reconsidering its recent ruling to allow knives on planes was met with a collective sigh of relief across the country from Flight Attendants and airline passengers alike.

Our Union responded to the TSA's March 5 announcement that knives and other potentially dangerous items would soon be allowed onboard commercial planes, with a statement to the media condemning the TSA's policy change. I soon found myself in a tidal wave of media interviews for news stories that appeared on network, cable and online news sources throughout the country, some even carried on international news outlets. This is clearly an issue that people care about.

A contingent of Local 556 Members went to Washington to urge Congress to keep knives off planes. We joined the Coalition of Flight Attendant Unions to meet with TSA Administrator John Pistole on March 13 and participated in a Capitol Hill press conference the following day. Congressmen Ed Markey (D-MA) and Michael Grimm (R-NY), bill sponsors of the No Knives Act of 2013, were featured speakers.

Many of our Members participated in leafleting events at airports from Boston Logan to LAX to enlist the support of passengers. The leaflet message encouraged passengers to sign the petition to the White House at www.NoKnivesOnPlanes.com and to call their U.S. Representative to support the No Knives Act now pending in Congress.

Although the nationwide petition drive fell short of the 100,000 signatures needed by April 6 to get White House attention, we will continue to support U.S. Reps. Markey and Grimm in their efforts to pass legislation to keep aircraft cabins safe from potentially dangerous weapons.

Kudos to all of you who made your voices heard to protect the safety of your work group and the flying public. Let's keep the pressure on to keep knives off planes.

To 555 Members: 556 Has Your Back

TWU Local 555 -- representing more than 9,400 Southwest Airlines' ramp, operations, provisioning and freight agents -- entered negotiations for a new contract in July 2011, yet are still no closer to reaching a fair agreement. Company management has called for deep concessions that include outsourcing jobs, increasing part-time workers and reducing medical and on-the-job injury benefits, with no structural pay increases.

In light of 40 straight years of Company profitability, along with the essential roles that ground crew workers play to ensure

flight safety, timely departures and customer service, it's both perplexing and disheartening to see our brothers and sisters at 555 confronted with these deeply cutting management demands. But you, the Members of 556, have truly shown that you have their backs.

I send a heartfelt thank you to every 556 Member who has participated in 555 Unity Day events or the informational picketing and leafleting events that were held in 16 cities across the country on March 28. We are witnessing unprecedented hardball tactics that would have seemed unimaginable in our workplace only a few years ago. It's crucial that we continue to support TWU 555 in their protracted struggle for fair wages and treatment. Let's continue to show up and stand on the front lines in solidarity with our 555 sisters and brothers.

Working Together Toward the Contract

Contract negotiation preparations are moving ahead quickly and deliberately. We are planning a Membership-driven strategic bargaining campaign that begins with listening to and reading your responses from Membership meetings and surveys. We will soon launch a new NT website to keep you current on negotiations issues and offer you a variety of ways to get engaged and help engage other Members. Collective bargaining -- with a fully engaged Membership -- is the only way to get the Contract you deserve.

Please wear your Union pin every day with pride and let's continue to put Union solidarity in action for the benefit of every TWU Member.

Stacy K. Martin

President, TWU Local 556

Culture of LUV or Culture of Discord?

Dear Local 556 Members,

Social media gives us ways to share important information, celebrate our Culture, and stay connected as a community, no matter the geographic distance between us.

But some Members are using social media in destructive ways -- ways that are damaging careers, devastating personal and family lives, costing the Union unnecessary expense, and, ultimately, dividing the Membership as we prepare for Contract negotiations. These same Members are trying to overturn the 2012 Officer election results through a recall effort that began on Facebook just three months into this administration's term. Some have even resorted to using intimidation tactics toward two of the Board Officers to silence their voices.

Perception can quickly become reality in absence of the truth. The stakes are too high to gamble our future at the negotiating table by using social media to spread misinformation -- whether to settle old political scores or for personal amusements.

I make this appeal not only to the Members, but to any Executive Board Member who has recklessly fanned the flames of discord through social media messaging or postings. Unity -- and healing -- should begin in the Board Room and we, the Executive Board Members, should lead by example.

Our Culture is built on working hard to deliver the Positively Outrageous Service we're known for on the job and for treating our fellow Flight Attendants with dignity and respect. Let's honor that Culture -- both because it's the right thing to do and because it's the only way we will succeed at the bargaining table.



STACY MARTIN

President TWU556
HOU Flight Attendant
president@twu556.org
or 214-640-4301

Evolution ... we've come a long way

Thank you to previous Negotiating Teams that have brought us this far.



Membership Survey from NT Coming Soon

You will soon receive from your Negotiating Team an online Membership Survey. Responding to this survey is your first step toward getting the Contract you work hard every day to earn.

This will be your opportunity to share with your NT your job-related concerns and priorities so that they can go to the negotiating table knowing what you need and want most in your Contract. The survey is comprehensive and your 15 minutes of time spent will be a smart investment in your future.

Contact your NT any time at NT@TWU556.org, or call them at 1-800-969-7932. Your participation in the survey and in the collective bargaining effort to follow is vital to a successful campaign for the Contract!

United We Bargain. Divided We Beg.

