



TWU Local 556
The Union for Southwest Airlines
Flight Attendants

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556 Galley Gazette



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





Lyn Montgomery

President of
TWU Local 556
and
Lead Negotiator

*"We are only as
strong as we are
united, as weak as
we are divided."*

- J.K. Rowling

Important Contact Information:

President Lyn Montgomery:

LMontgomery@twu556.org

TWU Local 556 Executive Board:

EB@twu556.org

Negotiations Committee:

NT@twu556.org

Communications:

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From the President's Desk

MAX 8:

The grounding of the 737 MAX 8 has been a sobering situation for the Company, Boeing, the FAA, and the flying public. We are the Safety Professionals who fly the 737 more than any other Flight Attendants in the industry. Southwest is the number one operator of the MAX 8, second only to American Airlines. Our deepest sympathies are with the families of the victims of the Ethiopia Airline and Lion Air crashes. The assurance that tragedies like these never occur again is paramount. Flight Attendant crews must know and feel they are safe to be able for the flying public to know and feel safe. It starts with us. We are Aviation's First Responders.

Ensuring that the MAX 8 is going to be airworthy once again is a process we are closely monitoring. The FAA, Boeing, and the Southwest Airlines Company must make all assurances that appropriate measures have been taken before the MAX 8 flies with passengers and crew. A thorough and transparent review of the aircraft design, MCAS system, AOA sensors, and pilot training and procedures are a must. Because we are an airline that operates one aircraft type, the success of Southwest Airlines hinges heavily on the reliability of the 737. Boeing and Southwest must not let this cloud the judgment needed and required to evaluate the aircraft's return to service.

As Flight Attendants, we know all about the pressure to "push" on time. This attitude, that is a cornerstone of our operation and competitive edge in the airline industry, must be set aside during this time of evaluation in order for Flight Attendants to be reassured in the safety of their work environment. We will also look to our Southwest Captains and First Officers. We trust that they will make decisions to keep us safe, knowing that they (like us) have flown more hours in the aircraft than any other airline crews.

Satellite Bases:

After many long hours and much work, we have negotiated a new and improved Satellite Base Testing Agreement and introduced a Phase II of the test. When I became President in May of 2018, I was concerned about the fact that Flight Attendants flying Satellite Base Pairings worked under a different set of rules than those working out of the main base. Management had no desire to change the language and wanted the parameters to remain the same.

When faced with this challenge, I informed Management that I believe in us, as Southwest Flight Attendants, to continue to make Satellite Bases successful. I truly believe we can handle better provisions and that we should be given the opportunity to show we can make this a mutually beneficial program. The new provisions are more in-line with our Collective Bargaining Agreement. This new phase will allow both Management and the Union to test and evaluate the Satellite Bases. Under the new agreement, Management can open up to three more Satellite Bases, for a total of five, including Austin and Fort Lauderdale. Being based in a Satellite Base is voluntary; no one will ever be forced to work under the agreement unless she/he chooses. We know Satellite Bases bring benefits to both the Company and Flight Attendants and I hope to see that continue.

I want to take a moment to thank so many of you who have given your support and encouragement. By supporting your Union, you are giving us the strongest tool to get the best working conditions and compensation package in the industry. Division leads to losses, so this is a special thank you to those who stay positive and involved. Your voice equals our power.

**In Solidarity,
Lyn Montgomery**



Southwest Announced Hawaii Expansion for 2020

Aloha!

With the grounding of the MAX 8 airplanes, we've seen routes disappearing and growth halted. But Southwest Airlines had some good news for 2020... **HAWAII EXPANSION!** Aloha! Next year we will see non-stop flights between Sacramento - Honolulu, Oakland - Lihue, San Jose - Kona, and more!

Contractually, there's not much different from Hawaii flying, except for your **REPORT TIME**. Article 5 defines a Regulatory Requirement (RR) Flight as: "Any flight to a destination for which passengers and Flight Crews are subject to governmental entry and/or exit requirements." Because HNL, OGG, KOA and LIH are considered RR flights, we are required to report to the aircraft **45 MINUTES PRIOR TO SCHEDULED DEPARTURE** (Article 8.2.A.1.b). This has nothing to do with the language in Article 8.2.A.1.c regarding report time for -800 series aircraft, as that language has not yet been implemented.

KEEP IN MIND: If you MBL on a Regulatory Requirement Flight (such as Hawaii), you must report to the airplane no later than 45 minutes prior to scheduled push. (Article 32.6 - MBL)

REGULATORY REQUIREMENTS (RR) FLIGHT: Any flight to a destination for which passengers and Flight Crews are subject to governmental entry and/or exit requirements.

While Service Procedures are not negotiated as part of our Contract (located in the Flight Attendant Handbook on your IEFB), inter-island service is abbreviated significantly because of its incredibly short duration. Much like when we did abbreviated Coke, Diet Coke and Sprite service on designated flights, service between the Hawaiian Islands consists of pretzels, water and pre-packaged juice cups, pick up the trash and voila, you're done!

Our Crew Hotels on OGG, KOA and HNL are all wonderfully located, with plenty of amenities and activities close by. It is important to remember, however, that the transportation is a contracted service and not a hotel shuttle. Why is this important? Because if you are bringing along a guest (or two... or three...), the shuttle company may not allow for non-Crew passengers. There's an easy solution though! Both Lyft and Uber offer services into and out of OGG, KOA, and HNL.

Enjoy your fun in the sun, Sisters and Brothers! ALOHA!

Helpful Tips

Hawaii overnights are paradise! Yes, some are too short. Yes, you work hard on the flights to, from and in-between... but they're so worth it! Our overnight properties are nicely located, the people of Hawaii are excited that we're there, and there is so much to do! Here are a few tips for your Hawaii overnights:



GET OUT AND ABOUT

There's so much to see and do outside of your hotel room! On all of the islands, there are popular tourist destinations, and hidden gems. Pack your swimsuit and go swimming with the magnificent sea turtles. Rent a car and drive the Road to Hana. There's so much to see and do... you won't want to stay indoors!

EAT LOCAL

Hawaiian cuisine isn't all SPAM... even though you can definitely find it used in intriguing ways! An abundance of fresh seafood, unique flavor-pairings and a playful blend of cultural flair makes Hawaiian cuisine both interesting and yummy.

PACK SUNSCREEN

Even if it's cloudy, UV rays still get through! Working your way back to the mainland with a sunburn is the worst... trust me. To protect the beautiful coral, Hawaii has passed a law restricting the types of allowable sunscreen (effective 2021). Make sure that any sunscreen you intend to use is "coral safe" and doesn't contain oxybenzone and/or octinoxate.

WEAR WATER SHOES

There's nothing like swimming in the beautiful water of Hawaii, but your overnight will be ruined in a heartbeat if you step on a sea urchin!

Thank you to OAK FA Jennifer Patterson for the use of her photo!

Grievance Stats August 2019

194 Total Grievances:

39 Terminations

15 Group Grievances

52 Non-Termination
Disciplinary

53 Attendance

35 Individual Contract

**Total Contract
Grievances on File:**
50

**Total Discipline
Grievances on File:**
144

Fact Finding Meetings:

120 Fact-Finding
Meetings Held in
Domiciles

Chat App:

772 Chat App Messages
Received (Average of 25
Questions Submitted a
Day)



Gayle Ross

Grievance Committee
Chairperson

Flight Attendant Work & Conduct Rules - Class 1.17

“Failure to fulfill or complete reserve obligation by not being with 2 hours driving-distance from domicile (of the Reserve assignment) during Reserve contact hours.”

Violating Class 1.17 can lead to discipline of a minimum 30-day suspension, up to and including termination. This work rule continues to be one of the leading causes for Flight Attendant terminations... and it's not just affecting New Hires!

It's imperative to remember that you must be within **2 HOURS DRIVING DISTANCE** from the domicile of your Reserve assignment during contact hours.

RESERVE CONTACT HOURS:

AMR: 0300 - 1100 Local Daily

PMR: 1000 - 1800 Local Daily

RR: 2 Hours Prior to the First Scheduled Check-In at Base (No Earlier Than 0300 CST)
- Push of the Last Scheduled Turn on Final Day of the Block

Social Media Policy Violation

Annually, all Southwest Airlines Employees must read and acknowledge the Company's policy regarding conduct on social media. We have seen an uptick in Mandatory Meetings due to Flight Attendants engagement and interactions on Social Media platforms, such as Facebook.

While the Union continues to fight against this over-reaching policy, Members are being affected negatively and should be aware of the ramifications. Please take a moment to review the Social Media Policy:

**SWALife > My Work > Resources > Policies > People Policies >
Social Media Policy**

If you find yourself having conflict with a Sister or Brother, please call Professional Standards who may be able to assist in resolving the matter.

Professional Standards: 888-322-3735 -or- professionalstandards@twu556.org.

Attendance Policy

Article 32 of our Contract spells out how you accrue points (Article 32.6) and point reduction (Article 32.7). Points can also be reduced using doctor's notes (Article 32.4), personal illness notes (Article 32.5), and leaves of absences found in Article 15 and 16. In addition, removal of points due to special circumstances will be handled on an individual basis at the sole discretion of the Company (Article 32.10).

According to Article 32.6 it is up to the individual Flight Attendant to know the status of her/his own point accumulation. The Company shall provide the Flight Attendant's current point status via electronic means or on paper upon request.

Inflight Attendance & Leave: 214-792-5500 -or- InflightAandL@wnco.com

Hours: Monday - Friday 0800 - 1800 CST

If you find yourself in potential point trouble, please reach out to the Union Office for assistance **BEFORE YOU REACH 12 POINTS**. We can work together to come up with a plan for reducing your points and getting you back on track, whether that be record improvement or a leave of absence.

Education Committee Update

The goal of the Education Committee is to provide the Membership with Contract and Work Rules knowledge in a fun and easily understood manner. Spreading out the formats and forums, the Education Committee intends to nurture and expand the tools our Membership uses and enjoys (i.e. Contract 101s, Facebook Lives, etc.), and introduce additional content.

Be on the lookout for new Contract 101s, the introduction of 201s, an expansion of the "Basics Of" series, and more!

Join the Education Committee on the "The Official TWU Local 556 Facebook Group" for updates and new materials.

An **EDUCATED** Membership is an **EMPOWERED** Membership!



Amanda Gauger
Education Committee
Chairperson

"Education is the passport to the future, for tomorrow belongs to the people who prepare for today." - Malcolm X

Reschedules and Cancellations

With the decision to extend the grounding of all MAX 8 series aircraft, we will continue to see reschedules, trip adjustments, and cancellations across the system. It's important to remember that we have multiple pay protections in Article 21 of our Contract.

Article 21.12 - Cancellation Pay

When our flying experiences cancellations, we are guaranteed to be paid the original pairing TFP or what we fly (including premiums and overfly), whichever is greater. When determining what the original trip paid, refer to the bid packet for that pairing.

SWALife > My Work > Inflight > Bidding > Bid Info > View Bid Packets > Pairings

Article 21.22.C - DHR

Duty Hour Ratio (DHR) is one of the four Minimum Pay Rules (RIGs) located within our Contract. DHR protects our actual time spent on duty and ensures that we are compensated at least .74 TFP per every hour on duty.

Rpt 0600									
30 Jul	2360	BNA 0624	MDW 0745	700	130		121	342	160
30 Jul	2474	MDW 1127	OAK 1547	800	160		420	0 SP	530
			Rls 1617						54 (1017 761 D)

To calculate DHR you must first convert the minutes into a decimal point by dividing the number of minutes by 60.

EXAMPLE (duty day of 10:17): $17/60 = 0.283$ (to the thousandths)

Next you add back the hours and multiple by .74.

EXAMPLE (duty day of 10:17): $10.283 \times .74 = 7.61$ TFP (to the hundredths)

With the example of a 10:17 duty day, the DHR RIG makes sure that the minimum you will be compensated is 7.61 TFP. **Remember: You will be paid the RIG -or- what you fly (including premiums and overfly), whichever is greater.**

Downgrades

Per the -800 Subcommittee Agreement (which can be found on www.twu556.org under "The Contract" section), if an -800 is downgraded to a -700 and the entire Crew is scheduled to be on that airplane, the most senior member of the Crew will deadhead. If this is not the "D" Flight Attendant, the "D" will take over the position of the most senior Flight Attendant for the flying that was to be done on the -800 aircraft.



This is the **ONLY** situation where a more senior Flight Attendant can change their working assignment to have a more junior Flight Attendant work their position.

This language **DOES NOT** apply when a more junior Flight Attendant is scheduled to deadhead on your flight. It is particularly to **DOWNGRADES ONLY**.

Negotiation Dates at the Table

- September 18-20
- October 8-10
- November 5-7
- December 3-5

What YOU Can Do To Support Our Negotiating Committee

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



TWU Local 556 Office

Phone: 800-969-7932

Hours:

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

Chat App:

Monday-Friday
0800 - 2200 CST
Saturday & Sunday
0900 - 1700 CST

www.twu556.org

Questions? Suggestions? Ideas?

Contact the 556 Galley Gazette Team at:
Communications@twu556.org

The Negotiations Process

What is "Section 6 Bargaining"?

"Section 6 Bargaining" is a term that gets used often in communications from our Local, International, and even Management... but what does it mean?

As Members of TWU Local 556 we are protected by, and must abide by, the Railway Labor Act (RLA). This federal labor law was passed in 1926 (and later amended) and substitutes bargaining, mediation and arbitration in place of strikes. With the RLA, our Contract never expires (it becomes amendable) and must be kept "status quo" even when in lengthy or contentious negotiations.

Section 6 of the RLA defines how the negotiation process is to take place, and what each step entails. So, when someone says that we are in "direct negotiations under Section 6," they simply mean that our Team is still meeting with Management at the bargaining table.

What is a "Comprehensive Proposal"?

In the communication sent from Southwest Airlines Management in August, we were told that their Bargaining Team presented a "comprehensive proposal" to our Team. A comprehensive proposal is very simply, a proposal that contains every article of the Contract as a complete package which one Team presents to the other Team for acceptance or rejection. Our Negotiating Committee strongly rejected the comprehensive proposal presented by Management, as it did not address **OUR** concerns.

What is the status of our current negotiations?

Our Team has tentatively agreed (TA'd) four Articles: Article 1 (Nondiscrimination), Article 6 (Seniority), Article 7 (Probation Period), and Article 13 (Uniforms). Currently, there are multiple other articles that have been presented and are actively being discussed between the parties. To review all Negotiation Updates, please refer to the TWU Local 556 website (www.twu556.org) under the Negotiations tab.

The next session at the table is September 18 - 20, 2019.



Get all of your info from OUR Team at:
www.twu556.org/yourvoiceourpower



Contract Negotiations Progress Chart

