

THE OFFICIAL PUBLICATION OF TWU LOCAL 555

Triple Nickel



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Cover illustration: Who clipped our wings?

You may have noticed the recent use of a 555 logo sans wings. TWU International has made the decision to move to one logo for all TWU locals. This means no more wings in the future. While the eventual logo isn't finalized, this was a good opportunity to get a jump on things with a wingless anniversary logo for our local's 20th commemorating 1996 to 2016.



TRANSPORT WORKERS UNION LOCAL 555

REPRESENTING THE RAMP, OPERATIONS, PROVISIONING, AND FREIGHT AGENTS OF SOUTHWEST AIRLINES
TRANSPORT WORKERS UNION OF AMERICA • AFL-CIO • AIR TRANSPORT DIVISION • TWU555.ORG
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CHANGE FOR THE BETTER

BROTHERS AND SISTERS, I would like to introduce you to the new format of our newsletter. As you can see, we have updated our format to focus on clean, uncluttered communication, with an eye toward maintaining our commitment to transparency. In addition to the changes here, we have recently done a complete makeover of our website. Some of the changes that you will immediately notice are that you can immediately access our contract, and download it to your mobile device. We have also included a brand new interactive pay scale, where all you need to do is point and click to see when you will be receiving each raise that you are entitled to. The best part about all of these changes is that we have removed the need to sign in, which translates into an easier experience for all members to enjoy. Feel free to check it out, you will



“The best part about these changes is that we have removed the need to sign in...”

be surprised by how easy it is to use and how much information is now available to each and every one of us.

One of my personal commitments to the members of our local is staying in touch, and providing face to face time with you all. Just in the last month alone, I have visited our operations in Dallas, Midland, New Orleans, Nashville, San Jose, Orange County, and San Diego. This is just a small start to what is to come in the future with station visits. The members of your Local Executive Board (myself included), are in the process of planning more station visits, and committed to spending more time in the field.

Greg Puriski
President

ANNIVERSARY YEAR

AS SOUTHWEST AIRLINES SPENDS TIME PROMOTING the 45th anniversary of our Company, take time to remember another very important anniversary this year. In 1996, our association known as ROPA, officially merged with the Transport Workers Union, creating Local 555. There have been a lot of changes to the Company during our 45-year history, as well as during the twenty-year tenure of TWU Local 555. The Company has not only adapted the business model and operational mind set, but also the way that it deals with labor. I doubt that any of you need a refresher on the past five years, but we should never forget the lengths that the Company was willing to go to in order to drag out negotiations. There has also been a lot of change to the executive board of Local 555 recently, and your new representatives have hit the ground running, adapting to how we deal with the Company. This isn't to say that we will be softer, or more forgiving, than our predecessors. Instead, we are confronting the fact that the Company has become smarter in how it deals with the grievance process, and it is up to us to change the tide. We are adjusting not only to a changing Company, but to a rapidly expanding membership, and to the notion that we have to become a more productive representative group; a "more perfect Union".



We are addressing the changing landscape of communication, trying to become more fiscally conservative, trying to be smarter about decisions we make, while considering long term impact for the local, all while tending to the day to day needs of our brothers and sisters.

For all that we have been looking to the future, however, we cannot and should not forget our past. During my transition to the role of Vice President, I came across a copy of the Charter agreement between our group and the Transport Workers Union from 1996. That document, along with the names of those that brought us (whom Gary Shults is now our International Representative, Mike Roach is the District 7 rep, and Brothers Jesse Soto and Charles Cerf are still active members) was the first thing that I framed and hung in my new office. It will remain there for the duration of my term, and hopefully for whoever may eventually succeed me. It should serve as a record of our local's history and a reminder that sometimes we need to adapt.

“...we should never forget the lengths that the Company was willing to go to in order to drag our negotiations out.”

Fraternally,
Cortney Thomas Heywood
Vice President

EXPLORING THE CASM

SINCE I WAS SELECTED to be on the negotiations team almost 5 years ago, I've had the fortunate opportunity to visit many stations in our system. Whether they're big or small, there is no shortage of opinions. Everyone has a different take on matters of part-time, compensation, benefits, and quality of life. While we all can agree we want to improve in these areas, everyone has their unique interpretations and suggestions on how to do it. Despite our differences, it seems everyone in every station at the time asked the same question whenever executive bonuses were announced: why are they getting paid generous bonuses while we sit with stagnant wages? The short answer is easy – you're responsible for making them that money.

Every year Southwest Airlines is required to file their annual proxy statement with the U.S. Securities and Exchange Commission (SEC) before their annual shareholders' meeting. In it you'll find pertinent information to shareholders like changes to company directives, the board of directors, and the center of our inquiry, executive compensation. The board of directors, under the guidance of its chairman Gary Kelly, forms a compensation committee tasked with the duty of formulating parameters for executive compensation.

In the company's 2015 proxy statement, the compensation committee crafted a "short-term incentive" compensation package rewarding top executives based on the following factors in 2014: AirTran integration, international flying, 737-800s, fleet modernization, and the reservation system. The lion's share of their "short-term" bonuses (80%) were based on targets for total operating revenue, cost per available seat mile (CASM), ROIC, employee satisfaction, and on-time performance.

Let's focus for a moment on the latter two variables, employee satisfaction and on-time performance. Who directly affects both those? The company asks you to fill out a survey to measure how satisfied you are with your employment with the company. Apparently, 80% of the company is satisfied with the current environ-

"If flat wages for the first four years, after the amendable date, was a 'very handsome' offer, what does he call his almost \$3 million stock award he received for 2014?"



ment because executives received a bonus on hitting that target in 2014. Anything less than 77% satisfaction would have added zero to their total bonus. They can max out their bonus relative to that variable if they hit 89% satisfaction. I wonder what that number would look like if over eleven thousand TWU Local 555 members took that survey and shared their discontent. That's roughly 23% of all employees at Southwest Airlines. If you have a problem with executives' bonuses, you might want to consider taking the time to actually fill out the survey and express your dissatisfaction. Complaining to each other in the breakrooms does nothing to diminish their bonuses.

As for on-time performance, top executives in the company make a hefty bonus based on hitting targets in this category. The range begins at 71% on-time, so anything less than this amount will yield no bonus relative to this category; and at 83% on-time, executives max out their bonus. According to the Bureau of Transportation Statistics (BTS), Southwest Airlines had on-time performance of 72.54% in June 2015 but then

jumped up to 79.48% in August 2015. That's almost a ten percent jump in just two months! Apparently, this work group was so disgruntled with the state of negotiations they decided to take the extreme action of working harder to improve on-time performance and compound those bonus dollars. In the meantime, executive bonuses

COMMITTEES ON THE RISE

I'M EXCITED TO REPORT the progress our union has made in getting our young workers involved. The Young Workers committee is geared towards all current members, in good standing, that are 35 years old or younger (we have approximately 4500 young workers). However, all members are welcome. The committee's goal is to help the youth become active in the labor movement. Last month I sent out a flyer to all of our stations to encourage our young workers to become involved in our youth movement.

The flyer included contact information to the liaison of TWU Young Workers, Greg Gamboni GAMBONIGREG@YAHOO.COM. The flyer explained how Greg can provide members with information on joining meetings in their area through the AFL-CIO. Attending these meeting can lead to information on workshops, conferences, union actions and other affiliated groups. Information is also available on the TWU Local 555 website under the COMMITTEES tab.



Another committee that we are exploring is the Working Women's Committee (we have approximately 2,100 members that are women). Currently, the TWU International has developed a committee and has invited all of its locals to attend. Margaret Sadler once served as Co-Chair of the committee and has offered to be the liaison for our Local. One of her duties will be posting minutes from the meetings, which are held three times a year, on the TWU Local 555 website under the COMMITTEES tab. This will keep members notified of any WWC events or meetings. If you would like to contact Margaret for more information she can be reached at TWU555GIRL@GMAIL.COM. I have revamped our "Union Speak" classes to our new hires. I have been explaining the importance of strengthening our union and encouraging them to get involved in our committees once they become a member.

"I have been explaining the importance of strengthening our union..."

We are searching for a new chair for the Safety and Health Committee and interviews will be conducted shortly. The committee is continuing to train station safety representatives and is handling all safety and health issues.

Angela Kasse
Recording Secretary

WE ARE ONE!

GREETINGS BROTHERS AND SISTERS. These last couple of weeks have been filled with a lot of new information, valuable information that will be shared with the members. Along my journey, I've networked and gained close relationships with the LEB (Local Executive Board). Arbitration training was very insightful, and the extensive training from former board members has allowed me to earn the respect from the members in district 1 based on my work ethic. I'm learning a lot and putting you guys first in all of my decision making!

As you know, we have a lot of new members systemwide and they need to be educated. So I'll continue to stress that you study the ground ops manual and **learn the contract**, because

“They have the right to manage the work force and the right to MISMANAGE it.”

these so called “leaders” will try to take advantage of you if you are not knowledgeable on your own contract. Article 7 (Overtime), Article 20 (Grievance

Procedures), & Article 23 (Attendance) are very important. With the new Med/Arb procedures taking effect in July, we will get speedy results to better aide our members. Continue to check our new website designed by our very own Jason Sonnabaum (SAN) because we're starting to post key arbitration decisions so that our members are aware of new interpretations of the contract language.

Furthermore, it's hot outside, and I need you all to stay hydrated and most importantly safe. Follow what your supervisors/managers tell you to do, don't argue with them! They have the right to manage the work force and the right to MISMANAGE it. Let's be honest, if we followed every step in the ground ops manual, every flight would take a delay; JUST STATING THE FACTS! Nonetheless, analyze your situation, and think before you react, because I've seen long tenured employees with spotless records given final warning letters and unpaid suspensions for events so minor. They're head hunting so look out for each other. We are all we have.

In closing, I'll keep an open line of communication with my hard working dues paying members, passing along vital information from the board, and making sure that I get out to every station to hear your feedback on how I'm doing so that I can remain transparent. Just as I promised, because what you say will definitely be heard.

THERE IS STRENGTH IN NUMBERS.

Yours Truly,

Morial Nigel Hayes

District 1 Representative

We may encounter many defeats, but we must not be defeated. - Maya Angelou



PLAYING CATCH UP

I HONESTLY DON'T KNOW where to start. A lot has happened since our last news article. First, I would like to start out by saying "Thank you District 2", for voting me as your district rep again. I promise for those that voted for me and even the ones that didn't vote for me, you will not regret it. I always do what is best for the members, and the honesty and passion that I display in this job are unmatched. I really care for everyone, and will never turn into a politician that tries to lie to try to keep his position. While I am talking about the election, I would like to congratulate all the new board members that were voted in. I hope the new board will work together, and the only advice I have for them, is be real, don't ever be swayed towards the political issues that will arise at some point. I would like to also thank all the board members that are no longer with us, despite whatever reason that may be. I would like to recognize Mike Martinez, Mark Waters, Kevin Carney and Wolfie for giving me advice with grievances, amongst other things. You will all be missed.

Now the issue of our new CBA. Well, it's over and we must move on. Whether you voted yes or no on it. I will say this in my honest opinion. This union was not ready for what the company's tactics were from day one of this round of negotiations 5 years ago. We were playing catch up. This union, for the most part, has been used to a company that actually wanted good labor relations, and really never had to show its teeth, to even get to the table for that matter. We seriously need to understand, and I have said it before over and over again, but the company that once was, is DEAD. This is not HERB's airline anymore. I know for some that is a hard thing to grasp, but it's the reality brothers and sisters. Some things I say may not be popular with people, but it's the truth, point blank. So, the days of being in contract talks for 18 months are over. I believe you will never see it again. The company will not just give in because of a picket line, like they use to. To be honest, from what I saw, they couldn't care less about public opinion, which to be honest, doesn't bode well for us. We now need to start thinking of creative ways and have a plan and follow through with it, to combat the company in 2021. This will come faster than you think. I have nothing to hide. When I am at my stations I am very vocal and

"...the honesty and passion that I display in this job are unmatched."

straight up with everyone about what happened in contract talks, and don't mind at all people asking me questions about it. I won't sugar coat it, because we need to be ready next time. With talking about contract talks, I can't forget to mention the individuals that were involved in the SOCAL/MCO meetings. I still can't believe

that an arbitrator ruled against us in some of those decisions. It seriously made me sick for those that kept the last chance discipline letter. Words can't describe how emotional I was over that. I think the other district reps that had cities involved with this would tell you the same. I still don't get how, when the company declares a "state of emergency", that we can't use our contractual right for a personal day! This is one thing that I can honestly say: when the decisions came in, I was mad and upset at the same time. I have so much respect for these people. They took everything on the chin, and still are standing to this day. It's really amazing to me.

In closing, I hope everyone is having a good summer with family and friends. Please be SAFE. I know we always see this written by various people in these articles, but seriously be SAFE. If it is too much, call for help, go inside, cool off, and stand up for yourself. Without being insubordinate, of course. I look forward to making my rounds to my cities and meeting the new ones I have. By the time you see this article, college football season will be just around the corner. With that being said, GO IRISH!!!! And hopefully my Mets are in the playoffs again.

Phil McNally
District 2 Representative

A NEW DAY

BROTHERS AND SISTERS, first and foremost, I would like to formally thank each and every one of you for what you do, day in and day out. I would also like to thank all of those that chose to participate in the last election cycle, and allowing me an opportunity to represent you for another term. With that said, I want to talk about the next few challenges that we are sure to be confronted with in the very near future with the new Collective Bargaining Agreement. We also have several new representatives on the Executive Board. I, along with each and every one of them, look forward to working diligently in defending the membership of this great Local. Now, in the next few months we should expect to see several systemic changes made by the company, as they begin implementing the new language that they were successful in getting added to the contract. We may notice a shift in philosophy with regards to how we operate. There will undoubtedly be a great deal of heartburn over this and adjusting may not be easy. I have already seen an uptick in the hiring of part time agents for one, and I'm sure there is more to come. I have also noticed a rise in low level letters of discipline at some stations with regards to job performance. It appears to me that at these stations, local management is overly scrutinizing members just to issue letters of discipline, as opposed to offering leadership by coaching and motivating members to ensure the company's continued success.

“What the hell was I thinking?”

SKREEEEEEEEEEEEEEEEEEEEEEEEEEEECH

Wait a minute, this isn't Southwest Airlines 1999. It's 2016. What the hell was I thinking? It is 2016 and this is the new SWA, with new uniforms on the way that represent a new image and new type of culture. We all better get ready. Now we have the “above wing” and “below wing” concept, and with it, different expectations with our jobs. It will be more important now than when we were in negotiations because we have until 2021 before we can think about changing the things that we find to be bad for the membership.

Enough with the old doom and gloom (for now), let's talk about a few more upbeat topics. I want to start by thanking the station reps and alternates in District 3 for the work that you do. It is a thankless job, where you are mostly unappreciated. You all step up on a daily basis and answer countless numbers of questions and are handling just as many issues and concerns. You are the true backbone of this local and should be rewarded for your service to the members.

I genuinely appreciate and thank each and every one of you for what you do. I want to thank Dan Chriss, Jessica Hayes and Dohn Conely and all of the alternate reps for ramp, ops and provo at the MDW Station; Jeremy Torres and his alternates at MKE; Gary Stanley and Geoff Mogus at CLE; Kevin Snowden and Kevin Glenn at DTW; Rich Perry and the alternates at BUF; Eric Moran, Dan Hilton and Don Friel and all the alternates at PIT; John Davis and alternates at CAK; John Parry at DAY; and new to District 3 Sammie Henderson at ORF; Ryan Wagener at CHS; Bryant Woodroof at GSP; Ben Faulisi and alternates at CMH; and also George Ross and all of the alternates at MSP who are no longer in our district, but I still want to thank you for all you have done and continue to do. These reps do the dirty work on a daily basis and are seldom thanked for their dedication and hard work.



CHANGE, ALL AROUND

WELL, HERE WE ARE. Here is the change that the majority of our membership wanted. We've got a new contract, new website, and now your new board. There is a lot of stuff that we are all going to have to get through together in the coming years. There has already been a lot of stuff that your new board has been working on. A lot of it has revolved around training. Not just you guys, but us, your new board, as well. Some of us are more fortunate than others. I've been damn lucky to have Mark Waters on my side for the last 15 years. I'm even more lucky, right now, to have him on my side. I've talked to him on several different occasions throughout the last few weeks. Everything from how's it going all the way to what is your opinion on what I should do with this case. Not to mention, just simple things, like, how should I word this, so that I don't screw something up. Mark is a guy that has fought for the members of this Local for years and years. His knowledge is something I'm going to rely on for years to come. I've talked to my Station Reps and have let them know that I'm not Mark. I've got to learn how to do this job. I can't recall the last 20 years of arbitration rulings off the top of my head. But, with that said, we've got Mark on our side to help us out. That's an invaluable resource to have. I've told Mark this probably 1000 times in the last few weeks, I'm sure he's tired of hearing it.....Mark, I appreciate it.



With all that being said, the show must go on. We've had system boards, arbitrations, and new grievances rolling in the door every day. We are still at odds every day with our Company. We are still fighting every day to try and protect our member's rights. Hopefully, with the new board, we can try and figure out a way to start working with the company, instead of always trying to fight everything out. Let's not forget, we all want this airline to succeed. If it doesn't, we are all looking for jobs. I used to be extremely proud of working for this company. Anymore, I'm not so sure. At some point in time, making money became more important than taking care of your employees. The LUV culture isn't near what it used to be. Morale is down systemwide. You have arguments on the employee website between airport employees and HQ employees. The way they like to censor what gets put on said website. The way they call you into a "meeting" just to "let you know that they know"

"At some point in time, making money became more important than taking care of your employees."

about your [Facebook](#) post. Something you posted out of frustration with your Company. They are trying to "fix" the problem by intimidating and getting rid of the "problem employees". Why not try and fix the problem

that is causing the frustration? Why not look at the very people who are frustrated and ask them what is wrong? When I got hired, if there was a problem, I was called into my Station Manager's office and he asked me what was up. I had a chance to vent my frustrations. Sometimes, I was wrong. He explained to me what was going on, and we went about our business. Sometimes, I was bringing up something to him that he wasn't aware of. He did a good job of trying to take care of the people that worked for him and we did a damn good job of making sure he looked good to his boss. That in turn, was taking care of our passengers. Not to mention, a lot of us, had a damn good time doing it. Working for the company used to be fun. I know that's hard to believe. Ask anyone who was here "back in the day". Now it's just that, work.

I've spent the last 3 weeks in Dallas. That's taken a lot of time away from my personal life. I knew it going into

KEEPING YOU INFORMED

I'M BEYOND PLEASED to be elected as the new District 5 representative. For those of you who don't know me, I started my career with SWA in 1993 in DAL. I have also worked in MCI, RDU and most recently in AUS. While in AUS, I served as the local TWU station representative and as an alternative on the local TWU safety committee. Throughout the years and at the stations I've been to, I've made some friendships, met some influential individuals and learned a great deal.

I ran my campaign promising to keep the local reps informed and to visit stations often, and I intend to do just that. As promised, I would like to update you on what has transpired. The last week of April we had new contract training, followed by district rep training. The first week of May involved transitioning over to the new position, along with being sworn in by the International President of TWU, a board meeting and finally a system board. Week two consisted of two arbitrations and a conference call with all other board members. It was decided that we will hold conference calls weekly. Week three included an arbitration and a meeting at headquarters with Labor Relations. Now I am seeing the light at the end of the transition tunnel and am looking forward to visiting stations. I did a station visit last week of May with President Greg Puriski and Vice President Cortney Heywood in DAL.



As most of you know, with the new contract came the MED/ARB process. On June 1, we met with the developer of this idea, it was nice to hear his thoughts. This week, June 5-10, we were in Baltimore for arbitration training.

A couple of other points of interest are the company's "NEW" 12-day rule and the part-time to full-time percentages. Some of you may have seen the company's memo on the 12-day rule. For those of you that have not, the company is stating that an agent cannot shift trade into the 12-day rule. The union strongly disagrees and is gearing up to fight this battle. I will keep you posted as more transpires. In the meantime, if an agent is in fact affected by the company's new stance on this issue, please file a grievance. With respect to the part-time/full-time percentages, you need to keep an eye on the part-time numbers locally. If you think the company may be in violation, please let me know. For example, we are dealing with an issue in a station that has one part-time shift and it happens to be a morning shift - that is 100% part-time on day shift. According to Article Ten, the company must allow the same percentage for full-time agents. Every station should have received the new contract books by now, however, it has come to our attention that there were not enough books shipped to a couple of cities. I don't believe this has occurred in our district but if I'm incorrect please let me know.

"I ran my campaign promising to keep the local reps informed and to visit stations often, and I intend to do just that."

Recently there were two great Arbitration rulings in our favor. One incident involved a supervisor performing covered work. The Arbitrator ordered the company to pay 16 hours. The second ruling involved a Nov 18th So Cal ordeal wherein two agents took the day off and were suspended. After the agents were finally allowed to return to work, grievances were filed seeking compensation for the lost wages and the potential lost overtime.

MAKING THE TOUGH CALLS

I FEEL VERY HUMBLLED to be sitting here writing my first article as the District 6 Representative. For the last year and a half I have served as Kevin Carney's alternate as he finished his long run as a Union steward. I have seen first hand the type of dedication that Kevin put into this work. I feel humbled to take his place. I hope I can serve the membership with the same type of dedication that Kevin gave this Local. I wish him all the best as he starts a new chapter in his life.

One of the things I have had the privilege to see over the last year is how difficult this job can be. Decisions have to be made that are not easy ones. I had a saying that I have told people many times about the purpose of the Union.

My saying is, "We protect the whole by fighting for the one." I firmly believe the purpose of the Union is, first and foremost, to protect the collective whole of the bargaining unit. Many times the collective whole is protected by fighting the case of the one individual member. When the Union fights for the member who was wrongfully terminated and through the process is restored back to their position, the Union as a whole becomes stronger. Unfortunately, there are times when the collective whole is better served by not fighting for the one. Every time we go through the process of a grievance and lose a case at arbitration, the decision the Union

receives back from the arbitrator can have a very negative impact on the collective whole of the membership. This is the difficult part of the job. Making a phone call to an agent saying, "we are withdrawing your grievance." I understand the emotions that can be wrapped up in a personal grievance. I was a ramp agent and provo agent for the last 22 years, and Kevin Carney can attest that I have filed many grievances that I felt were very valid and personal to me. I sometimes did not see the impact of what my grievance would have on the whole membership. I am sure over the years that Kevin was the District Rep he made a few phone calls to me to tell me he was withdrawing my grievance. I am sure those were calls he did not want to make either.

***"We protect the whole
by fighting for the one."***

November 18, 2015 was a day that had a very lasting effect on many members in Southern California, as well as November 20th for many Orlando employees. There are still a few lingering issues related to November 18th that are still ongoing and the Union is working as quickly as possible to get these issues resolved. During the last few months, some very difficult decisions were made in attempt to strengthen this Union as much as possible moving forward.



I know to some members the decisions do not make sense, especially when it comes to their own grievances. I can assure everyone that every decision on what grievance to push forward and which ones to withdraw were based entirely on the betterment of our Local. I will always do my best to put the entire membership as my first priority when doing my job as District Representative.

I will always do my best to explain the reasons why decisions were made. It is my goal that all the members in my District will have complete faith in me as their representative and will always trust that I am doing everything in the best interest of all the members.

By the time this article is printed, I will have visited 9 out of the 10 cities in our District. It has been a pleasure meeting all the hard working members of our District, and I feel very honored and blessed to be representing so many fine, hard working people. Our district has some great Station Reps and some great members. I thank you for all you do. I thank

THE BEGINNINGS OF LOCAL 555

IT IS HARD TO BELIEVE that TWU Local 555 will be 20 years old on November 1st of this year. We have been through a lot of changes over that period, none more than this year's elections on the Local Executive Board. On May 1st of this year, 7 new members were elected to the LEB. I would like to take this opportunity to thank the 7 members who served on this board for their leadership and dedication to the membership during their respective tenures. Mike Martinez served as District 1 Representative for 2 terms and Tennyson Berry served as District 8 Representative for 1 term. The other 5 former LEB members served on the board for 9 or more years. Those individuals who dedicated much of their careers to serving the membership as District Representatives are Kevin Carney, Mark Waters and Robert Bettinger. Jerry McCrummen served this Local

“We have a member who was terminated due to a Facebook posting.....”

in many positions including Grievance Specialist, District Representative and for many years Vice President. Twenty years ago, I had the honor of being sworn in with Jesse Soto, as two of the Charter mem-

bers of TWU Local 555. Jesse has served this Local as Financial Secretary Treasurer, Recording Secretary, and has been the Chairman of the Safety and Health Committee for many years.

These gentlemen have been a huge part of this Local for many years and many thanks to all of them. I have worked intensely with these individuals in several areas including System Boards, Arbitrations, Negotiations, Safety Issues, intense budget and Board meetings, etc. I am blessed to have been able to be a part of this Local since the beginning with each and every one of them. I value the relationships that we have developed over the years and am very grateful for the friendships that I will continue to have.

I would like to make every member aware of a pending Arbitration case from district 7. We have a member who was terminated due to a [Facebook](#) posting. I am very confident that the decision of termination will be overturned. The decision will be posted for the membership to review when the case is finalized.



Fraternally,
Mike Roach
District 7 Representative

NEGOTIATIONS ARE OVER. N O W W H A T ?

THIS IS MY FIRST ARTICLE as the new District 8 representative. My fellow Union Brothers and Sisters now that negotiations are over, we need to move forward in building a stronger future for our local. I will tell you firsthand that the new LEB is committed to Solidarity and Unity. It will take every member to be to get involved to make this a great and powerful local. What's in it for me needs to start being replaced with what's in it for us. Each of us can make a big contribution and you don't have to be a Union representative to do that. The company is adding future Union members every day. Let's embrace each and every one of them as they will make us stronger. Let's educate them on the contract as it should mean as much to them when they start as it does to all of us now. When we have union events, let's encourage them to join in and participate. Power is in numbers and we need all of them to understand and see what it means to be a part of a Union and an effective one at that.



Above all else, we absolutely have to enforce the contract. Whether you voted for it or against it, it's what we work under for the next 5 years.

“Above all else, we absolutely must enforce the contract.”

Learn it and please read it when possible, because it's our bible and we need to know

every word in it. We need to do better at protecting our rights under it as the company will definitely be challenging everything in it as they have done in the past.

I've selected Robbie Gadd PDX Ramp Representative as the Alternate District 8 Representative. He believes in Solidarity and Unity, and organizes Union events for his station. His passion is an asset to the District and our local.

In Solidarity,
Abilio Villaverde
District 8 Representative

Continued from page 12

you for your faith in me.

I also want to give one last thank you to all the former Union Board members. They all deserve a big thanks for all that they have done. I especially have to give a special thanks to Robert Bettinger, and Jerry McCrummen. They both have shared a lot of insight over the last year and a half that has helped me tremendously. To Kevin Carney, again, I cannot express the thanks for giving me an opportunity to serve as your alternate. You are the epitome of “serving the members.” In honor of Mr. Carney and his signature sign off,

Noli sinere te ab improbis opprimi.

Tyler Cluff
District 6 Representative

Continued from page 11

The Arbitrator ordered the company to pay these two employees their lost wages plus the amount of overtime they could have earned during their wrongful suspension.

Finally, I am pleased to inform you that I have chosen Oscar Camara as the alternate district rep. Oscar is a ramp agent in HOU. He has been with Southwest for 22 years and is the current local elected rep. Oscar will be a valuable asset to our district. If for some reason you cannot reach me and need immediate assistance, Oscar's number is (713) 480-3136.

In closing, I look forward to getting out to each station in District 5. Feel free to call or email me anytime.

John Spencer
District 5 Representative

Continued from page 5

are also based on CASM. As that number declines, their bonuses jump up. Since your wages and benefits are a significant portion of CASM, that might explain why the company stalled our negotiations; and it might explain why the company offered zero raises for 2011, 2012, 2013, 2014, and 2015. On October 15, 2015, in The Dallas Morning News, Gary Kelly called the company's last offer to TWU Local 555 "very handsome". If flat wages for the first four years after the amendable date was a "very handsome" offer, what does he call his almost \$3 million stock award he received for 2014? Considering it was 444% of his base salary, I bet you have a few choice words what to call it.

Since top executives are being rewarded generously for reaching these targets, I predict station managers will be strictly directed to focus on on-time performance (Start Strong?) and any other factors that will maximize executive bonuses. It is no coincidence the company is bulking up on managers. As early as January 2016, the company even sent out a mailer describing the importance of on-time performance and ROIC targets. To reward you, the company was flaunting the possibility of awarding SWAG points for reaching the same targets that maximize executive bonuses. While you bust your hump to earn fake money, executives are laughing all the way to the bank with real dollars – millions of them.

Of course, you'll follow right along and break your backs to reach record on-time performance because you're happy with your bonuses and raises. It's not like we had to concede anything to get them. We only gave up OJI benefits, part-time percentage limits, raises for five years, job security, etc. Why rock the boat when you're being rewarded handsomely? If you apply yourselves, you might go another five years without a raise once this contract becomes amendable.

Next time you're in the back of a plane by yourself or you have two planes down at the same time, and you compromise your safety and health by cutting corners to get those planes out on time, think about how you'll be compensated for a job well done. It won't be the \$5 million Gary Kelly received. It won't be the \$2.4 million Mike Van de Ven received. It won't even be the \$1.6 million Tammy Romo received. You might

be rewarded with a letter of instruction for not wearing your seat belt, or terminated for tapping a cart. While your discipline file fattens up, executive wallets do as well. I'd even bet they have an app on their phones that "dings" every time a plane goes out on time; but it won't be the iconic ding you hear on Southwest Airlines' commercials -- it'll be the familiar ring from a cash register. When it's time to collect their bonuses, you can guarantee they'll get them right on time.

Yours in service,

Alfonso Santoyo 49.6

Financial Secretary-Treasurer

Continued from page 9

In addition, I would like to offer my appreciation to the outgoing LEB members for their service to the membership over the many years. They have served the members fully and completely and deserve a thank you from myself, the new LEB, and the entire membership. I say thank you to Jerry McCrummen, Mike Martinez, Kevin Carney, Mark Waters, Tennyson Berry, Jesse Soto and Robert Bettinger for their service and I hope that all the members will join in to offer a collective thank you.

With that said, we have our work cut out for us, I hope that you are all ready.

In Solidarity,

Randy Barnes

District 3 Representative

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this, I'm just fine with that. I'm going to be getting on a plane in a couple hours and heading home to spend time with my girls. I'm hoping that this next 3 years will be a learning experience for them as well. Hopefully, one of the things they are going to learn from this is, you have to fight for what you want in life. Nobody is going to just give it to you and it's always better to fight with 11,632 members fighting with you for the same common goal. A better quality of life.

Tony Slavings

District 4 Representative

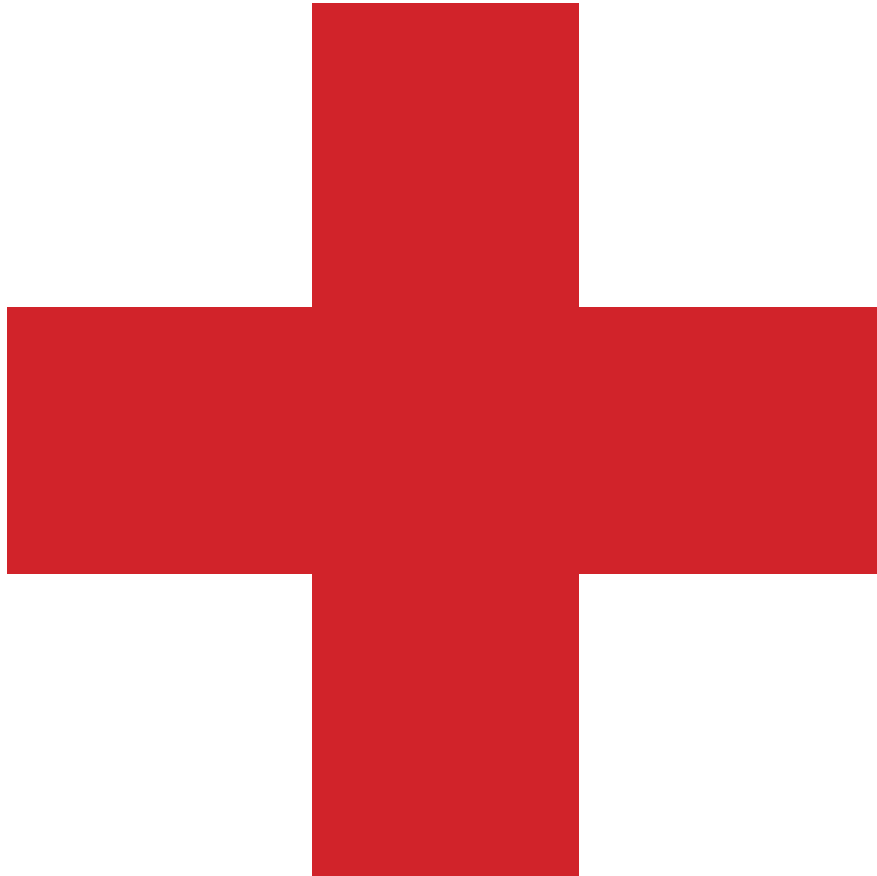
ARTICLE 13 CHANGES

ARTICLE 13 SECTION TWO **Occupational Injury Pay.** Effective July, 1st, there have been significant changes to our collective bargaining agreement, that was ratified earlier this year. It is imperative that we educate ourselves on this new language prior to experiencing it, in the unfortunate event that you encounter an on the job injury. Of the changes, the most notable is as follows:

Article 13 Section Two Letter I.:

OJI Return to Work Program: So long as the Employee is not being prescribed a drug by his treating physician that would impair his ability to safely perform classification duties, the Company may offer temporarily amended duties under Southwest Airlines' OJI Return to Work (RTW) program for a period not to exceed eight (8) calendar weeks to Employees who cannot yet perform all of their required job duties but have been released to return to work with restrictions. While working temporarily amended duties, Employees will not be permitted to work overtime (voluntary or mandatory), pick up shift trade/time trades, or perform work beyond their restrictions.

Under this program the Local and the Company have agreed upon a list of duties deemed appropriate to the employee's classification. A list of these duties can be found on the local's website, www.twu555.org, under RESOURCES > DOCUMENTS. For further information, check with your local Station Representative, District Rep, or email the education committee at EDUCATION@TWU555.ORG.



A message from the Education Committee.

WHY SHOULD I VOTE?

MANY OF OUR MEMBERS EXERCISE their right to vote. From Local Elections, to city, county, state and Federal elections. Even those that do exercise their right feel as though their vote doesn't "matter". That voting is an exercise in futility. Tell that to these Presidential Candidates:

In 1960, John F. Kennedy (D) defeats Richard Nixon (R) by 84 Electoral Votes and won the popular vote by 0.2%.

In 1844, James Polk (D) defeats Henry Clay (Whig) by 65 Electoral Votes and won the popular vote by 1.4%.

In 1916, Woodrow Wilson (D) defeats Charles Hughes (R) by 23 Electoral Votes and wins the popular vote by 3.1%.

In 2000, George W. Bush (R) defeats Al Gore (D) by 5 Electoral Votes but loses the popular vote by 0.5%.

In 1876, Rutherford Hayes (R) defeats Samuel Tilden (D) by 1 Electoral Vote but loses the popular vote by 3%.

So think about that. If more people had voted these elections could have turned out completely different. Possibly altering our countries future.

Okay it's time to vote, what should I keep in mind?

It's Election Day! The second Tuesday after the first Monday in November. Now what is a union member to do? I am not here to tell you who to vote for. Just simply to remind you how important voting pro-labor is for our way of life.

You may or may not be familiar with a term that is thrown around during election times. That term is "Pocket Book Issues". The dictionary defines "Pocket Book Issues" as "an issue whose settlement will affect financial resources". Also known as issues that will cost you and your family money. (Another Term used for this is "Bread-and- butter Issues".

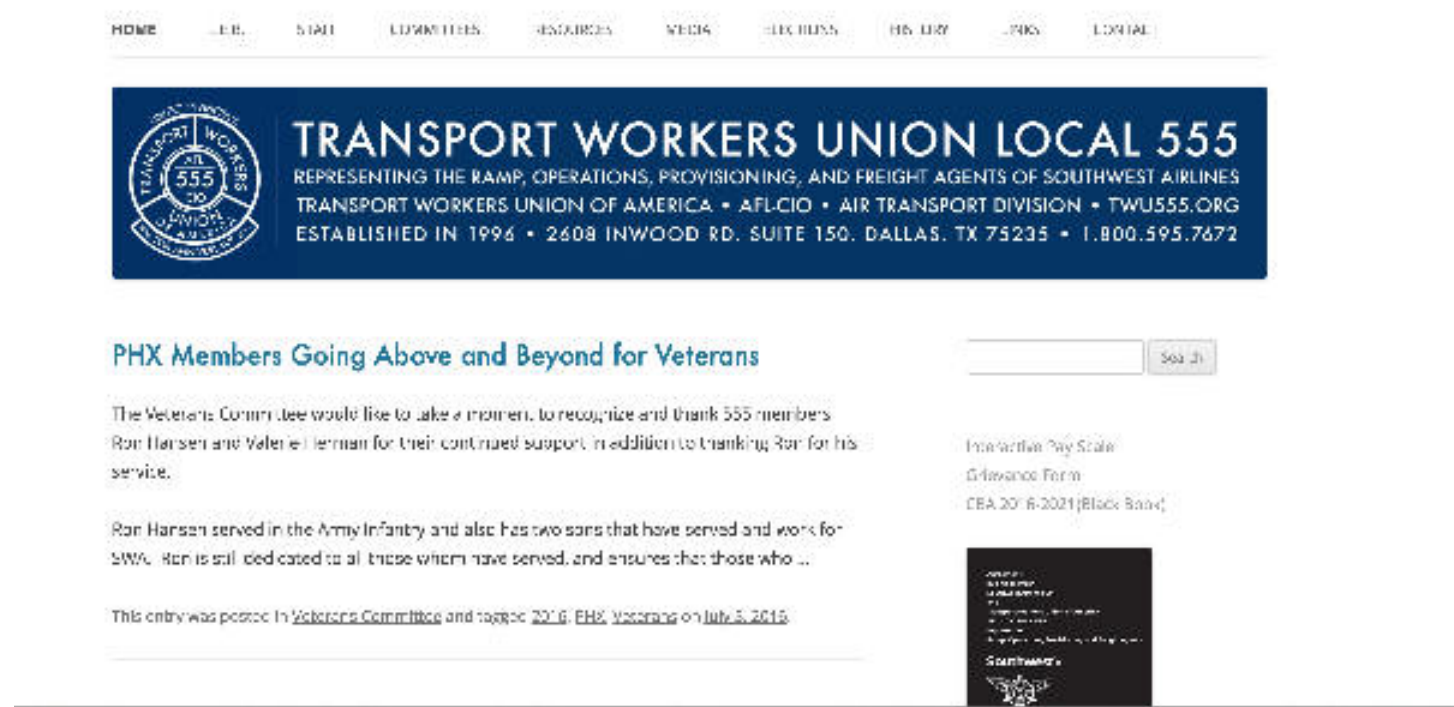
Voting for a candidate who has a track record of voting against organized labor would be like a rabbit voting yes for hunting season. Social issues aside, nothing will hurt the average working person more than taking away their right to provide for their family. Please take this into consideration when you go out in November to submit your ballot.

One last point I would like to make. There is more at stake than the White House. The Down ticket races matter almost if not just as much. House of Representative Seats, U.S. Senate seats, State and Local races. Get involved and GOTV! (Get out the Vote!)

WELCOME TO THE NEW WEBSITE.

LEB Meeting Minutes
Staffing Numbers
Arbitration Rulings
Interactive Pay Scale
“But, I Forgot my Password.”
The website no longer
requires a password!

OUR LOCAL’S WEBSITE AT WWW.TWU555.ORG was recently redesigned. Unfortunately, many members have yet to visit the new site since they are unable to remember their password. While the old website required members to log in, it is now accessible to anyone who would like to learn about our local. No username. No password. There are also new features, such as the Interactive Pay Scale, in addition to information that has never been available to our members before. All new arbitration rulings will be available, the minutes from local executive board meetings, staffing numbers, information and photos from station visits, local 555 events, with more to be added in the future. Utilize the contact form and let us know what you would like to see in the future. We are here to serve the membership, and it is our desire for the website to play a valuable role going forward. Why not log in today? And hey, it doesn’t matter that you can’t remember your password.



Suggestion: Utilize the pay scale now, and take a screenshot to refer to for the duration of this contract.
To begin, find your "hire date" category in the green bar (ramp)/ pink bar (ops), then down to your "step" at date of ratification, to view your pay scale.

TRANSPORT WORKERS UNION LOCAL 555 INTERACTIVE PAY SCALE

Hire date 2/24 to 3/03	Hire date 3/04 to 8/23	Hire date 8/24 to 9/03	Hire date 9/04 to 2/23	Ramp/Provisioning Agents Rates of Pay							
Step	Step	Step	Step	Current	3/1/16	9/1/16	3/1/17	3/1/18	3/1/19	3/1/20	3/1/21
		New Hire	New Hire	\$10.28	\$12.00	\$12.00	\$12.30	\$12.61	\$12.93	\$13.22	\$13.52
6 Month	6 Month			\$11.12	\$12.48	\$12.48	\$12.79	\$13.11	\$13.44	\$13.74	\$14.05
Step 1	Step 1	Step 1	Step 1	\$11.47	\$12.80	\$12.80	\$13.30	\$13.63	\$13.97	\$14.28	\$14.60
Step 2	Step 2	Step 2	Step 2	\$11.94	\$13.50	\$13.50	\$13.84	\$14.19	\$14.54	\$14.87	\$15.20
Step 3	Step 3	Step 3	Step 3	\$13.36	\$14.04	\$14.04	\$14.50	\$14.75	\$15.12	\$15.46	\$15.81
Step 4	Step 4	Step 4	Step 4	\$15.09	\$15.84	\$15.84	\$16.95	\$17.37	\$17.80	\$18.20	\$18.61
Step 5	Step 5	Step 5	Step 5	\$16.36	\$17.18	\$17.94	\$18.39	\$18.85	\$19.32	\$19.75	\$20.19
Step 6	Step 6	Step 6	Step 6	\$17.81	\$18.49	\$19.30	\$19.78	\$20.27	\$20.78	\$21.25	\$21.73
Step 7	Step 7	Step 7	Step 7	\$18.49	\$19.41	\$20.26	\$20.77	\$21.29	\$21.82	\$22.31	\$22.81
Step 8	Step 8	Step 8	Step 8	\$19.34	\$20.31	\$21.20	\$21.73	\$22.27	\$22.83	\$23.34	\$23.87
Step 9	Step 9	Step 9	Step 9	\$20.22	\$21.23	\$22.16	\$22.71	\$23.28	\$23.86	\$24.40	\$24.95
Step 10	Step 10	Step 10	Step 10	\$21.09	\$22.14	\$23.11	\$23.68	\$24.28	\$24.89	\$25.45	\$26.02
Step 11	Step 11	Step 11	Step 11	\$25.97	\$27.27	\$28.47	\$29.18	\$29.91	\$30.66	\$31.35	\$32.06

WHILE WE KNOW that covered work is clearly defined in Articles Two and Five under our current Collective Bargaining Agreement, what does that actually mean? Why should we grieve management helping us in our daily duties? How does removing management's ability to partake in job duties, help the agent turn the flight on time? While these are all important questions, we should take a moment to focus on the definition of covered work.

How do we, as a union, define covered work?

There are clear definitions in Articles Two and Five, but those can be broken down even further. Our Union is dedicated to protecting the rights that each and every individual has, which include the ability each member has to perform their job. Imagine if our job duties were not clearly defined in our bargaining agreement. The company would then be able to take your job duties, and have other departments or individuals (including managers, supervisors, or even a third party contract company) perform the job that our membership is hired to perform. Realistically, covered work comes down to the job security that we are all entitled to as TWU Local 555 members. How does this apply to the operations that we all see on a day to day basis? To answer that question, we need to look no further than an arbitration ruling on Article Two, which states the following:

“Such term in effect modified the intent of 2.b by spelling out the supervisor’s role in the performance of covered work, whereas in prior agreements, there was no restriction on a supervisor performing covered work. The term assist was proposed and accepted by the Union on February 26, 2008.”

“The fact that the term ‘assist’ was proposed and agreed upon by the parties does now change the supervisor’s role in that performing of covered work.”

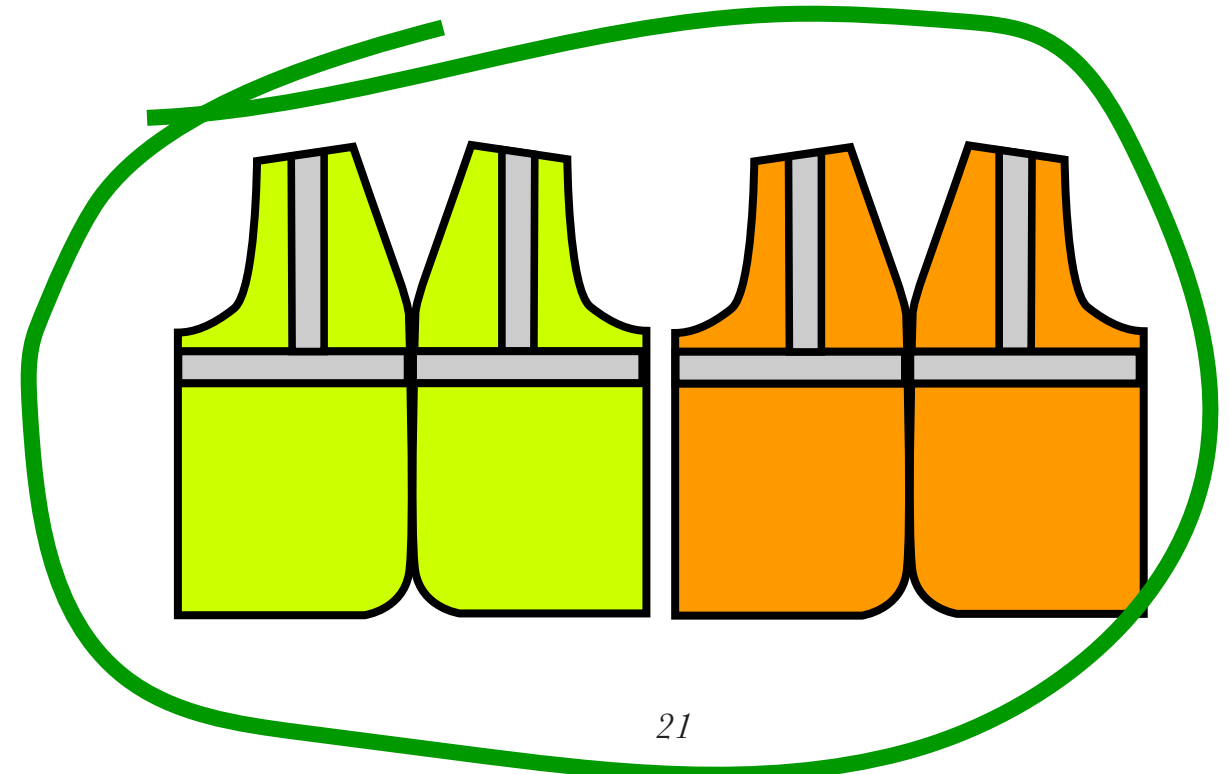
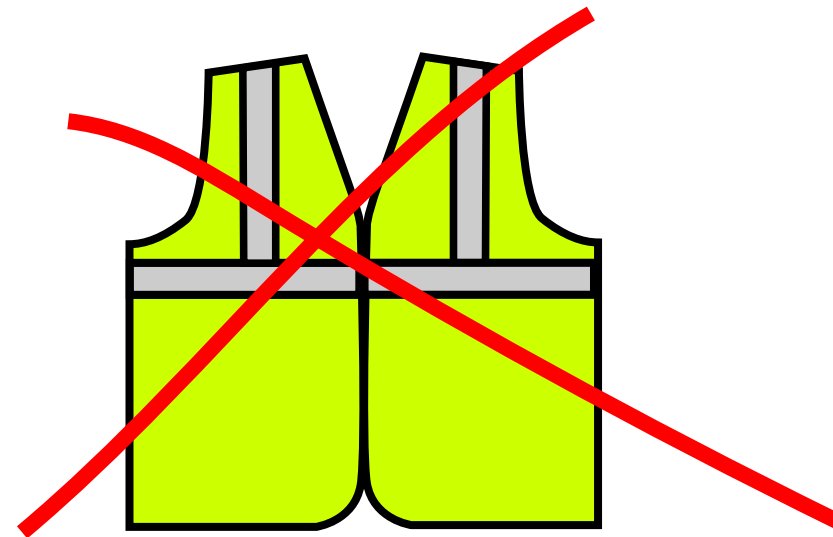
This means that while supervisors can assist with many aspects of turning an aircraft or performing job duties, they are limited to just assisting. Understand that there is a difference between a supervisor assisting an agent, and performing an agent’s job duty. Supervisors cannot cover lunch breaks, staffing shortages, or cover an agent’s duty for a long period of time. If a supervisor were to do so, it would circumvent your protected contractual right to perform your job duties. While covered work violations may help you immediately by turning your flight on time, it ultimately damages our job security. When these violations are allowed to happen uncontested, we are putting our own future at risk by allowing someone else to perform a duty that is our protected right. This protected right ensures the job

security and quality of life that each member hopes to maintain for the duration of their career. Simply put, this is the right to do our job.

When we file a covered work grievance, we are

not “writing up the sup”. We are grieving a contractual violation. Our remedy does not request discipline for the supervisor, but simply that the proper overtime bypass be paid to the agent that should have been given the opportunity to perform those duties. We can’t pick and choose between which violations to grieve. It doesn’t matter if you get along with the supervisor or not, all violations must be grieved, regardless of who is perpetrating them. It is not personal, it is our job to enforce the collective bargaining agreement. Grieving covered work is not only part of enforcing the contract, it provides extra money to our fellow brothers and sisters. Management, by performing covered work, are taking money out of the pockets of the membership and failing to grieve the violations makes us complicit in denying our fellow members the money that is owed to them. Do you think management will give you a pass on a discipline letter because they like you? We have a member that was given the President’s Award in 2015 by the company and then terminated in 2016 by that very same company.

What is Covered Work?



A Discussion with Veterans Committee Chair Charlana Bilodeau

by Bryan Gaulle

CURRENTLY WITHIN OUR WORKFORCE, we are continually inundated with different groups, committees, and sub-organizations within our company. At times, I for one have found myself lost when attempting to decipher what each group does, and how it is composed. It was around one year ago I was made aware of the Veteran's Committee, and while I did not disregard the group I assumed that it was composed by the company. I was pleasantly surprised that this new committee is comprised and organized by our own TWU Local 555, with a significant presence on the International level. I then began to look for information on how our Veteran's Committee works with both veterans and veteran advocates within our Local. I had the pleasure of talking with the Chair of our Veterans Committee Charlana Bilodeau, and this is what she wants our members to know.

BG: Charlana, how would you define what our Veterans Committee does for our own Local?

CB: First and foremost, our Veterans Committee is all about serving our veterans. The TWU International Veterans Committee has the motto "Veterans helping Veterans"; a motto which we have adopted within our own Local. Overall we help our veterans by providing information relevant to both on and off the job issues so that we can help improve their quality of life. When soldiers are deployed we send them care packages, and reach out to their families to offer any assistance that they may need.

We keep our veterans informed of what specific benefits they are entitled to, in addition to worker rights that apply to them. We just want to be able to help our veterans in whatever manner they need, be it

personal or professional by providing resources and a person to contact. At times I've noticed that without that person to contact, our veterans get lost in a sea of paperwork and don't know which way to go.

BG: What would be the first thing that you want our active military members to know?

CB: That their time served counts toward their vesting; and that while on active duty, they are allowed to make up their 401k contributions (including the company match). The company is aware of this and has listed this information on SWALIFE; but even still there are many of our active duty veterans who may not know about these programs, or the timelines that must be met.

BG: Aside from registering with our Veterans Committee, what are some of the ways that our current veterans could become more active within our Local?

CB: If you know of any vet who may need help with anything, feel free to point them in my direction. The first step is registering with our Veterans Committee.

Anyone can get the registration forms and pass them out at the station level. Anyone who wishes to become more active can start by participating in "Operation Military Embrace". This is a program where we collect goods that are sent to a free PX at Brooke Medical Center in Texas. This

free PX provides a Christmas shopping experience (free of charge) to wounded and recovering vets currently staying there from around the nation. We are also joining up with "Building Homes for Heroes" with a goal of building an entire home for a soldier. We will accept donations for this project and as the

date gets closer, and if any member wishes, they are more than welcome to come on out to help us build the home. When it comes to legislative matters, a simple phone call to congressmen, state official, and senators is always helpful; the more people who call, the more we are able to help our veterans through proactive legislation.

BG: Why are you, Charlana, so dedicated to helping the veterans who are currently employed by SWA?

CB: I'm dedicated to helping our veterans because I too am a veteran. I served with the Army, and then the Army National Guard for a total of five years before I received a medical discharge. I understand the issues that involve active employment, as well as external issues regarding civilian life. Going through what I've gone through has enabled me to reach out and learn what resources are available, and find every avenue possible so that I can share this information with other veterans who may have similar circumstances. I want to assist in making sure that they are still able to be very active in society, and that they do not feel any discomfort in the process of doing so.

BG: What do you feel is one of the more difficult aspects of being a veteran who works for a civilian corporation?

CB: There are many issues that range from getting the proper time off for weekend drills, transitioning from active military to civilian life after being deployed, FMLA concerns, and ADA accommodations. Basically a lot of it has to do with the paperwork aspect of being a veteran, which ensures that the veteran will continue working for their respective company. At times it can be difficult for a veteran to deal with these issues because they are dealing with a civilian corporation. Civilian corporations are not familiar with the mental and physical challenges that our veterans face every day; and to ask a civilian who has no military experience, to provide an administrative service to our vets is a tall order. The corporation is not to blame in this scenario, they just don't have the mindset that veteran has. Nor are they able to

fully comprehend a military mindset without actively serving.

BG: Many members may not know your level of involvement at the TWU International level. What is your experience with International, and how do you intend for that experience to help the veterans in our Local?

CB: I am currently the Recording Secretary for the TWU International Veterans Committee. The resources that are available at the International level are so much more than what we have available at the Local level. The majority of the members on the International committee are veterans as well, who have each assisted their respective locals with issues pertinent to

veterans. I am able to bring those combined resources back to our Local to better assist the veterans within TWU 555. . One of the largest resources available with International is there Legislative team, who is actively lobbying in D.C. to better the quality of life for veterans around the nation. The most recent issue that has come up is the subject of "fringe benefits", and making those available to all veterans. Due to my involvement with TWU International, we have begun working with SWA in making sure that all of these benefits are available to our veterans. Through using all of these tools available, it allows the veterans within our Local to have a voice that reaches past TWU 555. To all the veterans and veteran advocates who are reading this, please feel free to register with the TWU Local 555 Veterans Committee on our website (TWU555.org). When you register with our committee you will have access to benefit explanation that applies specifically to veterans; some of which you may not know are available. Any veteran who registers with our Local will also receive a very specific veteran's pin to proudly display.

*If you are a veteran (or know a veteran) who needs assistance beyond our local, please feel free to contact the Veterans Crisis Hotline at 1(800)273-8255.



THIS COLLECTIVE
BARGAINING
AGREEMENT ISN'T
GOING TO
ENFORCE ITSELF.

