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#### Cover: TWU Local 555's 20th Anniversary

Our local is celebrating 20 years as members of the Transport Workers Union of America. Prior to 1996, our work group was a part of IAM and our own unaffiliated union that went by the acronym of ROPA, which stood for Ramp, Operations, and Provisioning Association.

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#### 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 ESTABLISHED IN 1996 • 2608 INWOOD RD. SUITE 150. DALLAS. TX 75235 • 1.800.595.7672

# BUT, IT'S JUST FACEBOOK.

BY EDITOR Bryan Gaulle

HESE ARE THE RESOUNDING WORDS that we all have undoubtedly heard (or said) many times over. The truth is that many of us are connected to a multitude of social media sites, on which we network and interact with others on a daily basis. There is much to be said about having the convenience of being able to actively communicate your own opinions, relevant news stories, kitten videos, or whatever you feel like. The never ending stream of technological advancement has made it so we all have the ability to reach out to thousands upon thousands of individuals, with just a few presses from your phone. Social media has drastically shaped how we communicate, yet it has also created a new landscape for which the company has chosen to discipline their own agents.

When you look back to the September issue of "Luv Lines", you will undoubtedly find an interesting article that declares "The Southwest Airlines Listening Center is not in place to spy on you". This is a blatant misdirection that is proven just two paragraphs later when they go on to list scenarios in which "names, ironically, were changed to protect the guilty". This

#### "The absolute first thing you should do is remove any pertinent work history from your social media accounts."

facility actively monitors information that they (the company) have deemed relative, through the use of an incredibly misleading social media policy. If the listening center is truly not a place to "spy" on you, then why does our social media policy state "Southwest reviews and monitors all social media activity that is available to the public"? Often times, this policy is updated throughout the year with a pop-up that appears when you attempt to log into SWALIFE. The majority of us click "I Agree" without fully reading what we are agreeing to. Take the time to go over the changes that they make, because those changes could be the precursors to intended discipline. Subsequently, understand that this is a policy that we all sign off on every year with recurrent training; which is ironic because

management is rarely able to answer any question regarding this policy. The October issue of "Luv Lines" is even more deceitful than the previous month's issue. The company declares how seriously they take cyber security; explain how birthdays are horrible passwords and that their new "CyberBOT" computer based training programs are more like games. This is deceitful because once you turn the page, the company goes on to describe the new SWALIFE and their own social media outlet called "Connections". On "Connections" you will find that the company has created an entire profile for you. This profile is complete with your picture, employee number, work phone number, email, hire date, job title, department, location, and even your birthday. The company released all of this information internally, without your consent. Does that seem like they take cyber security seriously? Most of us take an incredible amount of pride in the job we do, and it has become truly sickening to realize that we cannot freely express that pride without the fear of retaliation from our employer. There are many steps that can be taken which help prevent this retaliation. The absolute first thing you should do is remove any pertinent work history from your social media accounts.

> Remove any pictures of yourself in uniform that the company may deem as "inappropriate". If you host a YouTube, Periscope, Twitch, or any video based channel, please make sure that there are no identifying emblems in your

frames (this includes the stack of clean laundry in the corner with your uniform on top).

Know that just because a group is set to "secret" or "closed", does not mean it is safe. They can still see some of what goes on in these groups. Understand that if you post anything regarding the company, they will see it. They do not care if you believe it to be "ok", because they make the final decision on what is acceptable in online communities.

This leaves us suffering the consequences of a social media policy that is only intended to suffocate our ability to freely express ourselves.

# OFF WITH THEIR HEADS!

BY EDITOR Jason Sonnabaum

**RANSPARENCY!"** THE DEMAND for it is heard constantly from the membership, and rightly so. Unfortunately, when I read these demands for transparency, they are often times accompanied by demands for specific information that is readily available. One member stated that information on committees should be available. The post was filled with angst and insinuated that the Union was keeping this information private. It was also stated that committees shouldn't be just for members in DAL and that Committees shouldn't be, "Good Ol' Boy Clubs". The truth is that committee information is available on the website. In fact, every single committee the local has in existence, regardless of how small or active, is now listed along with its members. We have 10 committees with 33 members, only three of which are in DAL and one that works at the TWU Office in Dallas. DAL members make up less than 1% of those appointed to committees. I presented this information to the agent making the aforementioned claims and was then accused of lying.

"They are forcing him to work injured!
Thanks for nothing LEB!" Another post was made about how an agent was being forced to work with a serious injury. Many responded by bashing the Union and the CBA. The problem with that was the member hadn't contacted the Union. Union representatives read the post and immediately took care of the situation. There isn't a magical text notification service set up to send representatives a message when the Company violates the CBA or your rights. Communication is necessary. Contact information is available on our website. Phone numbers, email addresses, and a contact form if you aren't sure who to address specifically.

#### "The LEB is partying with the Company because they are only a 2.6 miles away!"

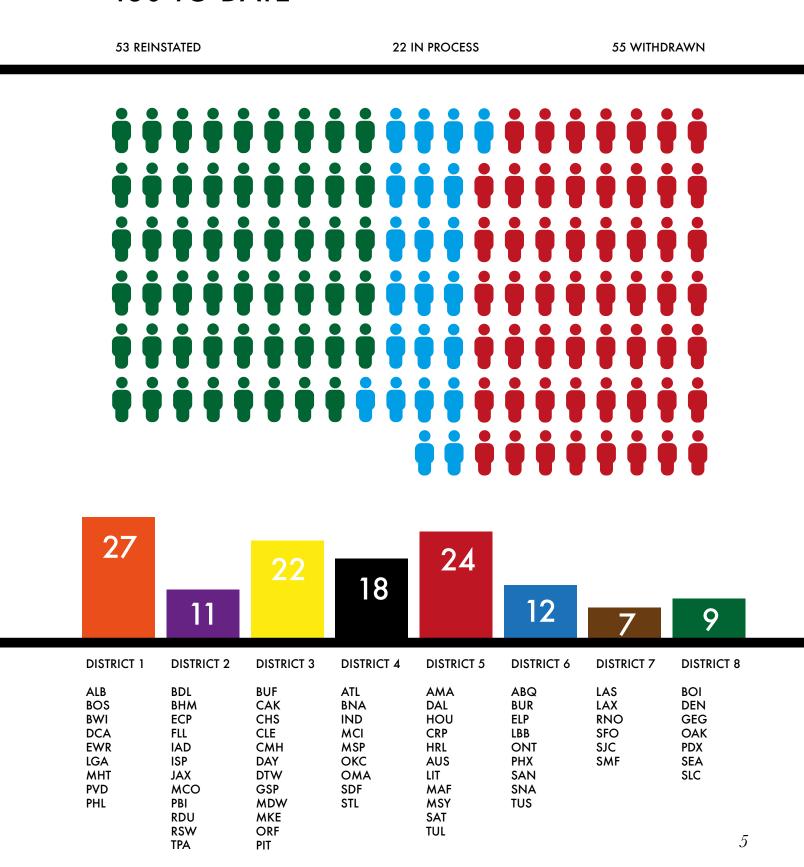
Seriously? I have seen this as a recurring theme and it is extremely frustrating for someone who has done their best to ensure information is available. Members are angry, and instead of attempting to find the information on our new website or to ask their Union rep-

resentatives, they decide to blast our local on facebook. I understand the frustration that members have over events that have occurred recently and that are still in need of rectification. I am frustrated over how some things are done as well. I constantly make the case for further education. I believe in the local and its members. I believe that if we embrace the membership, we can be a more powerful group that is prepared for the next round of negotiations. Not everyone agrees, and some believe it is a waste of time. We need your participation. I need your participation. It is constantly stated that education and information are desired and we need the participation of the membership when those items are delivered. The website, this newsletter, Contract Corners. Take the time to read them and ask questions. It's tough to make a case for more education when District reps are being called to answer FTO questions that were answered in the Contract Corner that went out a week prior.

"It wasn't posted in my station." We will never be able to personally stop by every station to post information, and while it would be nice if Station Representatives were able to do it, they are busy as well. I received an email through the website on December 7th requesting information regarding the Financial Secretary-Treasurer election that closed on November 2nd as to why they hadn't heard anything. It was posted on that very same website, and still is, on November 2nd. I'll continue fighting for more education and to provide you with more information, but I need you to take the time to read it. If you have questions, ask a rep. Reach out to a Committee or a member of the LEB. While you may be frustrated with the decisions or actions of some members or leaders of our Union, could you give the rest of us an opportunity? That is all I ask. There is a lot of necessary change that has happened and will continue to happen. It will take time. If after reaching out to station reps, district reps, committee members, president, vice president, recording secretary, treasurer, or leave specialist and you don't get the help you need, by all means, blast the Union, but no matter what you have heard, there are a lot of hard working, capable, and intelligent people that want to help you. Allow us the opportunity.

# 2016 TERMINATIONS

#### 130 TO DATE



# THE FIGHT CONTINUES

#### BY PRESIDENT Greg Puriski

O SAY THAT THIS PAST YEAR has been a challenging one for us all, would be an understatement. February saw the end of an overdue negotiation process with the passing of a new contract by less than 1%. In May, we welcomed seven new executive board members, who have all put forth incredible amounts of effort to become acclimated to their respective positions.

August brought forth even more challenges for our Local when our Treasurer was removed from his office. While there are many rumors and much spec-

ulation revolving around these changes, there is a constant notion that our Local "We are fighting a company who chooses to pervert contractual language and send injured agents back to work..."

is divided on many different accords. When I took office in May of 2015 I had high hopes; uniting our members, bringing the membership a contractual offer that they could vote on, and providing a level of transparency that our Local has never experienced. As time has gone by, however, these hopes have become increasingly more difficult to turn into a reality.

I would like to assure you all that I have not given up on these hopes, and that I still strive to bring all of these notions to our Local. This does not imply that it is an impossible task, but I would be remiss if I didn't admit that these notions are much more difficult to achieve solely on my own. I will say that the seemingly endless supply of rumors and misinformation that is currently being spread is detrimental at best. All of us have many questions that are still unanswered, but that does not mean that things are being "swept under the rug".

I pride myself on honesty, full and unabashed. This means that when there are still facts being actively sought after, providing an answer based solely on speculation is negligent.

It is disrespectful to the procedures in place, and insulting to those who have asked the questions.

I promise that when all of the information has been found and the remedies have been explained, that our membership will be completely informed on the findings. Moving forward I would like to remind everyone that we are actively fighting for the rights that we have earned.

We are fighting a company who chooses to pervert contractual language and send injured agents back to work prematurely, further endangering our health and well-being. A company that wishes to prevent our membership from performing protected duties

> that have been outlined for years. We are fighting for all of these rights and many

more, because it is our duty to ensure the protection and longevity of our membership. I want to remind you all of what we are fighting each and every day, and why we are fighting it.



# LAST MEMBER SANDING

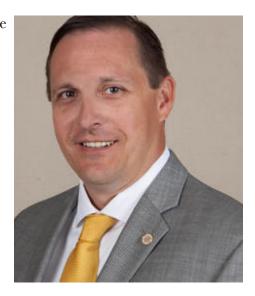
#### BY VICE PRESIDENT Cort Heywood

VE KEPT <u>THAT BUTTON</u> ON MY LANYARD  ${
m since}~{
m I}$ got it and it won't be removed until the last of our SoCal/MCO members are back to work or their cases are finished. It's been roughly a year since that fateful November week, when over 200 of our brothers and sisters attended Union meetings and were subsequently suspended. As many of you are well aware, most of the members involved have had their fates decided. However, we have one more brother who has been kept at bay since the events of last year. Matt Payne is a BUR Ramp Agent who called in during the early hours of November 18th. Following fact finding meetings and investigations, Matt was issued a 90-day suspension and Final/Last Chance letter by the Company (which he grieved). Matt was initially brought back, along with the others, in early January. Unfortunately, Matt made some comments on Facebook while he was out on his suspension and was suspended again just when he thought that he was returning to work. The Company cited his Final/Last Chance letter in their subsequent termination of his employment. Matt immediately filed a grievance, with his station rep Lou Mang, and the process of fighting for his job began. As the Union's Arbitration Consultant at the time, I was assigned Matt's case and have been working with him ever since.

The grievance for Matt's 90-day suspension and letter was amongst twenty-four page 2 grievances that the Company failed to respond to. The Union called time frames on the Company and we proceeded to arbitration. Ultimately, the Company was let off of the hook due to the Company's claims of malfunctioning fax machines on their end, and the letter stuck. We next held a system board of adjustment for Matt's termination. During that hearing his station manager inadvertently admitted that the fact finding letter, for Matt's social media issue, was issued outside of the required time frames. We then opted to call time frames on the fact finding process of his termination, but were eventually shot down (by the same Arbitrator who denied the

time frames on his suspension grievance). We were then faced with an October 13th date for merits on his termination, and the Arbitrator will now decide whether his termination was appropriate; whether it was for just cause. By the time that you all read this, we will have presented our case before the Arbitrator and I will have submitted Matt's post hearing brief. The only thing left

will be one more decision from the Arbitrator. Matt may not get his answer until 2017. So why fill you all in? Why tell you a story that may lead to frustration with your Union? Because in reflecting on the 20-year



anniversary between TWU and our work group, I want us all to mark another anniversary. No matter what you think of the fallout from the November 18th related events, we must realize that the Company will bully us whenever they see fit. We must realize that we have brothers and sisters amongst us who have made stands and sacrifices that some of us could never fathom. Those people, like Matt Payne, epitomize what it means to be a 555 soldier, to take the Company's best shot and stand firmly looking them back in the eyes. Make no mistake, it isn't easy and it's not for the faint of heart. I can only imagine the ramifications that Matt has felt at home. I can tell you all, first hand, that the general stress that goes with a separation from the Company (awaiting the grievance process) is more than most can bare. My personal story was an excruciating ordeal that lasted a mere four months. If Matt gets his job back, he will likely have spent 13 to 15 months away from work. Think 7 about that for a moment.

Consider that concept of having your life turned upside down for over a year. Consider the Company you were so happy to get a job with, looking at you as their proverbial pound of flesh. In my time with the Union, I have only one other friend who spent a comparable amount of time away from his job. I won't mention him by name, but I imagine he's half smirking right now. I saw this friend react, even tear up a bit, at the relief of finally getting through his own arbitration. I saw the weight on his shoulders, the stress and change in life, and could see that it was so much more intense that even my own past nightmare.

Matt Payne's situation has been so much more than even that. The Company has dug in significantly more in this regard, than anything that I've seen. "No matter what you think of the fallout from the November 18th related events, we must realize that the Company will bully us whenever they see fit."

Now, who is Matt Payne? I've gotten to know Matt pretty well this year. I've seen him stand up and refuse to back down. I've seen his intellect shine through, in random conversations. I've spoken to Matt on what he's passionate about in life. And I've watched how he reacts in the face of adversity. Matt has reached out to me, asking to read up on arbitrators and arbitration decisions. He dissects them, analyzes them and looks for things to use in his own case. I love, even the research part of my job, but Matt has done a lot of research for me. It is to that point that I am once again reminded of my own experience. I was

certified collegiate paralegal program at the time of my separation with the Company. As I went through the process of our grievance procedures (Article 20), I worked with

Mike Roach on his representation of my own case. I showed up for my system board with a 60-page binder of useful information for him to utilize & he joked that I may end up writing my own brief if I had to see Arbitration (which I would have gladly done). Now I see Matt Payne providing me with the same sort of ammunition for his own fight, and while I hate seeing him go through this, I can't help but smile a bit when I think of the similarities. So, again, who is Matt Payne? He's a Union brother who deserves your support. He

is a Union brother with his own unique set of strengths and skills that, one way or another, may end up helping us all one day. Most importantly, he is an example of something that this local needs to accept as the times continue to change. We have an abundance of talent amongst our membership. We have people with skills that, when properly utilized, can only strengthen our work group and enhance our fight to strengthen our cause. Matt Payne is an example of that. He is an upstanding Union brother who is in the fight of his life and needs our support.

If you go to my Facebook page, you will see a background image featuring the SoCal/MCO image; the same image is featured on that previously mentioned button that stays on my lanyard. Please, adopt this

image for your own use and keep it posted until the resolution of Matt's case. It's a sign of unity. It's a sign of strength. And, who knows, it might even prompt the Company to offer settlement if they feel like their case didn't go that well. United we are unstoppable; that's the very reason that we got into this Union thing twenty years ago.

#### **ATTENDANCE ISSUES**

INCE MY ELECTION TO THE POSITION as your Vice President, I have seen a great number of termination grievances related to agents "pointing out" via our attendance policy within the contract. The overwhelming majority of these cases have been agents who are relatively new with the Company. For that reason I wanted to take a moment to encourage our newest brothers and sisters to not only review the attendance policy within the contract (Article 23, pages 69-74) & work rule interpretations (pages 38-39), but also to seek out your Union representation for clarification on any questions that you might have. You are entitled to the use of 4 doctor's notes per calendar year(1 between Nov. 1st and Jan 3rd), and also have the right to additional "relapse" notes that won't count against your total (Article 23 C. 1 & 2 on page 70) so long as you comply with the requirements. En-8 sure that you use your notes properly if you're

sick; excused absences (documented with doctor notes) do not count against your record improvement (and roll off). For every 90 day period without a chargeable occurrence, your attendance will receive a two point record improvement.

Your contract and work rule interpretations both contain useful information on the attendance policy, your allotted notes, your other attendance options, and the requirements that you must meet in order to properly call in a sick day or reported personal absence (RPA or personal day). Both the current contract & most recent work rule interpretations are available on our website (twu555.org), under the resources tab and can be downloaded to most smart phones and tablets.

If you find yourself dealing with not only attendance issues, but with your local state leave laws (California Protected Sick Leave/Kin Care, Maryland Flex, WamFam, etc.), please reach out to our

**Leave Specialist: Amye Thompson** Mobile: (214) 498-5118

Office: (800) 595-7672 (twu555 office) Email: a.thompson@twu555.org.

If Amye is unavailable, please contact your district rep or the Union office for further guidance. There have been a great number of cases in which the Company is attempting to pervert the language of State leave laws with regards to our members' usage of them. Amye, and a number of your district reps, have been fighting diligently to combat the Company on this front. She, and those assisting her, have had great success in combating these issues for you. She has held Labor Relations' feet to the fire and secured a number of referable awards based on some of your grievances and has also been victorious in arbitrations over these issues. Unfortunately, its not done yet. If there is one thing that the last few years have taught me, it's that the Company's Legal and Labor departments will stop at nothing in their attempts to combat your rights to utilize your state laws in cooperation with the contract. Please read and understand the contract and ask questions if you have any.

**Cortney Heywood Vice President** 

#### VIEWING MINUTES AND FINANCIALS

BY RECORDING SECRETARY Angela Kasse

T IS EVERY MEMBER'S RIGHT TO VIEW THE FINANCES and minutes of your Local. Since taking office in May, I have been trying to make the process of viewing minutes and finances easier for the membership. Most of the board attended a parliamentarian conference in August which has made our board meetings more orderly. The minutes are recorded after each meeting and a summary of the meeting is approved by the board. Summaries are available to the members through station visits. Another useful tool is the LM-2 reports of the Local.

These can be found by going to: https://www.dol.gov/olms/ in addition to our own website where it has been posted.

The LM-2's will give you a lot of financial information about your Local. I believe that this is a move

in the right direction to get the important information to the membership and to keep evervone updated on the state of the Local. If you are interested in viewing the minutes, please contact me and we can arrange



for you to review them.

The board has created a panel to outline a standard process for viewing the minutes and the finances. This committee will be examining other avenues to make the information more available to the membership. I look forward to more steps in the right direction. Staying involved in your Local is important.

#### BASIC RIGHTS AND REPRESENTATION

#### BY DISTRICT 4 REPRESENTATIVE Tony Slavings

ELL, HERE'S ANOTHER BIG CHANCE to talk to the entire membership. All of the people that I've talked to that have been District Reps before, all said they hated doing these newsletters. They all said they never know what to write about. I just couldn't understand it. Seems like there is always something going on that needs to be talked about. Yet, here I am, trying to figure out what to write about. I'm with them, I hate these things. One thing that has surprised me in this last 6 months is how many members don't understand their basic Union rights. I don't understand why the membership wouldn't try to understand their BASIC rights. We are a closed shop. You must be a member of our Union. It's either that, or you opt out. If you opt out, you're saving about \$5. Is \$5 worth it when an accident happens at work and next thing you know you're lined up for a fact-finding meeting? What happens when you go into said fact finding meeting and you find out the supervisor that you thought you were cool with is being told they must issue you a Final Letter of Warning for not wearing a seat belt?

be able to help you write it and word it a little better. The Company is taking every little word you write and they are twisting it to fit their needs. You need to make sure that you're very clear in the way that you word it. We just had an arbitration that boiled down

to one witness and the way he worded his statement to the company. We won. The company had to pay for that one.

On the subject of your Local Reps, say "thank you" every now and again. You may not like

the guy or gal you have. You may not have voted for

"If management asks you to write one up, tell them you need to speak with your Union Rep."

Especially, since you've been a "good" ramp agent for 20 years. That's what they are being told to do. That is a reality. It is happening. I have had several managers and supervisors tell me about this. It was an email sent out to your local stations.

Another thing, when something at work happens and you're asked to write up a SOPI, don't just run right in there and get to writing. If management asks you to write one up, tell them you need to speak with your Union Rep. Talk to them. Let them give you advice. You may find yourself sitting in DAL in an arbitration testifying to why the Company decided to fire that agent. When you say, you don't want to come down for it, they subpoena you. Next thing you know, we, as Union Reps, are sitting there cross examining you to try and get this other agent's job back. I'm not saying to refuse to write it. I'm not saying to lie. If they ask you to, you need to write it and you need to be truthful. But, talk to your Union Rep first. They may

them. You may think they are the most worthless agent at the station. Whatever your personal reason is, thank them anyway. I

assure you, your local guys are putting in work. Even when they are sitting in the office and you think they aren't doing anything, they may just be trying to clear their head after handling a situation of some sort. Maybe they missed helping you out on a flight because they had a meeting with management of some sort. You just never know. If I haven't told you guys in District 4 enough, THANK YOU. You're my eyes and ears out there. You're the ones in the station and know the people. I appreciate it.

Anyway, look out for each other. Do what you've got to do to make sure everyone goes home safely. Watch each other's back. We are a Union. That's what it's all about. If you see something that doesn't look right, say something to your Local Rep. You might be surprised what they can get accomplished. Most times, it can be accomplished without the need of a Final Letter of Warning and a 5-day suspension. Common sense guys. Common sense.

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#### THEY'VE BEEN WATCHING YOU

#### BY DISTRICT 6 REPRESENTATIVE Tyler Cluff

AST YEAR WE HAD AN AGENT that for the most part was a good agent. He came to work, did his job, and was always where he was supposed to be. This agent worked in a small station and at times had some breaks in his schedule up to 3 hours in the day. I suppose this agent was very industrious, as the down time at work was

# "What is the big deal? He never missed any work..."

not to his liking, so he wanted to make the most of his time. This agent did make the most of his down time and used it to run errands, go to doctor appointments, stop home and say "hello" to the wife, all while on the clock. What is the big deal? He never missed any work, there were never any planes on the ground. In fact, many, if not all the time, this agent had a radio with him, so when a flight would call in range he would just run right back to the airport. Seems pretty harmless. Well, the Company found out about it and when they discovered how often, and how long he had been away from the airport, he was terminated. The agent will not be coming back, but that is not the point of the story. The other day I was watching TV and one of my favorite movies came on so I decided to sit and watch it. It was a remake of an old classic, Ocean's 11. There is a line in the movie where the casino owner tells his girlfriend after he pulls back from her advance to give him a kiss, "In my hotel, there is always someone watching." The same thing can be said with our work today, "At the airport, there is always a camera on you."

There are so many ways for the Company to see what you are doing from SIDA swipes, gate cameras, security cameras, bag drop logs, gate reader reports, time clock, parking lot swipes, to who knows what else. If you think you can get away with something; that the Company will not find out, you better think again. I have dealt with too many employees in my short time as a District Rep that have either lied, or really stretched the truth in telling me what happened and why they filed a grievance only to watch a video and see something completely different. I had an agent

get written up for using his cell phone while working a flight and tell me he just looked at his phone for 5 seconds to see the time. I watched a video to see that same agent look at his phone for over 40 seconds while walking around the provisioning truck to the belt loader and then stop and tap his fingers on the phone. I had another agent tell me after he had been written up for driving a lav truck while on his phone that he never is on his phone while driving. As I sat and watched this video, not only did it show the agent driving up in the Lav truck talking on his phone, but standing about 15 feet away from the truck was a supervisor waving to him holding his hand up to his ear indicating, "get off your phone." I had an agent tell me they were wearing their seat belt on a tug and that their letter was unjust only to watch a video of an accident where the agent flew off the tug after impact. The Union had a case where an agent said they did not damage an aircraft with a cart only to see a video where the agent pushed the cart into the engine, stopped to look at the engine to see the damage, and then look around to see if anyone saw what they did and then walk away

when they did not see anyone. The Union also had a case where two agents said they deiced "the entire aircraft," only to see a video where only half of the aircraft was deiced. I had an agent tell me they left



the airport only for an hour, and then the Company gives me the SIDA badge swipe report that shows they were gone for over 3 hours. I could go on and on, but I think you get the point. If you are in a situation where the Company starts asking you questions about something, first and foremost, make sure you have a Union Rep with you while being questioned, but 11

second, there is a pretty good chance the Company already knows what happened. There are too many things and ways for the Company to piece together what actually happened, and it is just not worth saying something that is not true. On the flip side, I have worked out cases and made settlements for lesser discipline because the agent was truthful. Not only do you make things worse for yourself by not telling the truth, you make the job of your Union Rep almost impossible to fight for your rights and your job when you start things off by not telling the truth. I want to fight your grievances, I want to make a case to have your discipline taken out of your file, but I cannot do any of that if the Company has evidence that your story is not the truth. Remember, at the airport, there is always someone watching.

#### Tyler Cluff District 6 Representative



DON'T MIND US, WE ARE JUST LOOKING FOR WARRIOR SPIRIT.

#### WHAT ARE MED/ARBS?

BY DISTRICT 5 REPRESENTATIVE John Spencer

s MANY OF YOU KNOW, the new contract was ratified in February and came with some modifications. One that I would like to discuss is the Med/Arb process in Article 20, section 1, paragraph 16.

What does Med/Arb mean? It's a combination of Meditation & Arbitration. The company and the

union meet and each side makes an opening statement in front of an arbitrator. Next, the parties separate and the arbitrator goes back and forth between the parties as a mediator to attempt to find



a middle ground. If the arbitrator is not successful wearing his mediator hat, then both parties reconvene and the session continues. The arbitrator will hear both parties' arguments/concerns and issue a decision that day.

The Med/Arb process is only for discipline cases. Contractual grievance and terminations still follow the original procedure: system board and then arbitration. Exceptions to this are disciplinary grievances involving loss of pay (i.e., disciplinary days off). In those cases, either side will have the option of taking the case directly to arbitration by notifying the other side within 10 days from receiving step 3. So what's the difference, you may ask? As I stated above, the Med/Arb process results in a same day finding and a written ruling within 7 days. The original process is more involved and often takes several months to obtain a ruling. We have our 7th Med/Arb session scheduled in January. The process seems to be successful thus far.

## **REPORTING FROM DISTRICT 8**

#### BY DISTRICT 8 REPRESENTATIVE Abilio Villaverde

Y FELLOW UNION BROTHERS AND SISTERS, I've got to say that these past few months have been very eventful to say the least. We have representatives in Oakland and Spokane that are changing and I would like to thank Neil Raman and Mike Ingersoll for what they did for their respective stations and the dedication to their membership. I would also like to thank the new reps for stepping up and taking on what has got to be the most thankless and demanding position I have ever seen. Please take the time to thank your local elected reps and their alternates. Sometimes a "thank you", and letting them know they are supported, goes a long way.

Just coming from that very position, I definitely understand the demand that is put on our Brothers and Sisters that hold these positions. I recently put forth a motion to the board that passed with a majority vote to recognize a local rep each quarter system wide starting in January for this 4th quarter. Members system wide will be able to nominate any rep they feel is doing an outstanding job or going above and beyond what is expected. One nomination will be selected by the board and that winner will be recognized on our TWU 555 website, Facebook page and also receive a gift.

Our 20th anniversary was in November and we are actively planning to celebrate this event sometime this spring. In the meantime we hope to have something from the International to give to the membership to mark our anniversary. We all understand that despite

the adversity that our local is going that we still need

"I don't think we have ever had through currently, anything like our current challenges..."

to keep some focus on the positives that got us through our past twenty years. I don't think we have ever had the challenges that we currently have, but we have to stick together and take them head on to overcome them. As far as District 8 goes, I have visited most of the stations at least twice now. I campaigned on the premise that I would be visible and accessible and

I hope the members of my district have seen that. Over the next two months I have several Arbitrations that are out of our district that I'm fighting and will continue with the station visits when those are done. I sincerely appreciate the support that I received over my first five months as your district rep. A forum has

been created for our district and if you are not on there please contact myself or your local rep for information to access it.

Please try to check out the newly redesigned TWU 555 website as often as you can. Lots



of up to date information and Arbitration cases that have been won or lost that should be read by everyone. We all crave information and that is a great source. It's good to see how Arbitrators are ruling on things that affect us on a daily basis.

Please stay involved at your stations and your districts. Every dues paying member has a voice so let your Local rep, District rep and Officers know if you have concerns or opinions on anything that involves this local. Last but not least, ask questions. Make sure you have contact information for your Local Reps, District

> Reps and the Union Office. The dumbest question is the one not asked. Don't be afraid

to call and get information. Read the contract and know when you need to file a grievance. Your union has your back but you have to protect yourself. Help us help you!

# **GROWING PAINS AT 20?**

#### BY THE DISTRICT REPRESENTATIVES

s you are reading this article, we will be celebrating 20 years as TWU Local 555. Before we were a Local with the Transport Workers Union, we were an independent Union called ROPA (Ramp, Operations, Provisioning Association.) Our work group even had a brief associations with IAM. Our association with TWU is one our work group should be proud of. The Transport Workers Union began in 1934 in the middle of the Great Depression when unemployment was high and transit companies took advantage of their workers knowing many people were waiting in line for a job, and every employee was easily replaceable.

Believe it or not, it was a large group of Irish Republican Transit workers that started TWU. It was back then that the motto was created, "United Invincible." The founders of TWU took that motto seriously as the word "United", meant everyone. TWU was the first union to not discriminate based on race, job title, or ethnicity. It was based on this inclusion of everyone that gave TWU the strength to stand up to the powerful transit companies in the height of the Great Depression and create a Union that is going strong today with members all across the country in various industries. We are all proud to say that we are members of the Transport Workers Union that still gives a voice to EVERYONE!

Let's fast forward many decades to today and find ourselves celebrating 20 years with an International Union that has a very rich history of fighting for workers like you and me. We see the benefits of our Union all around us and how it has improved our lives and our families in numerous ways. Some evidence of the benefits that our Union has given us include, 10 paid freedays a year in addition to Thanksgiving and Christmas as paid Holidays, up to 5 weeks additional paid time off depending on your seniority, double time pay for mandatory OT assignments, the ability to trade shifts and work hours, seniority protection rights, uniform allowances, grievance procedures for quick resolution, and let's not forget, industry leading wages for our work. This is by no means an exhaustive list of what the Union has done for you, but despite all

these benefits, We still hear things like,"What has the Union done for me?" and, "The Company would have given us all of this anyway, the Union did not do anything." For all of you who think that, consider this... If the Company is so willing to "take care of us", on their own, why are so many workers having such a difficult time with the Return to Work Program after an On the Job Injury? Why is the Company telling all the doctors how to write prescriptions so that they can force you into the Return to Work program? Why is the Company threatening to take away benefits of injured workers if they don't come to work when the contract says they don't qualify for the Return to Work program due to the medication they are on? Why is the Company telling injured workers they have to go get another prescription from their doctor so that they can be eligible for the Return to Work program? Why is the Company forcing workers on crutches, workers who can barley walk, workers who are in so much pain they can barely move to come into work? Why is the Company making injured employees make a choice of coming into work hurt or take their contractual right to stay home and recover only to fight for their money through a grievance because the Company denies their claim?

The answer to all of those questions is quite clear. The Company is in the business of making money, and when a worker is not at work due to an injury, they don't make as much money. All of the above situations have actually happened. The Union has evidence on all of them, and you have all seen many of them. For every situation that the Union knows about, we are working to resolve them. The Union is doing all they can to make sure the Company does in fact take care of their injured workers and follow the contract. All of this fight is for when, God forbid, you get injured, when you actually get a prescription, you will be able to stay home and recover free from fear of having the Company deny your claim.

The Company has proven they are incapable of taking care of their injured workers, and the Union is working to make that happen. If you are injured, the first thing you should probably do after see-

ing the doctor is call the Union office and ask to speak with Amye, our leave specialist, so that we can ensure the Company does not trample over your rights.

The next thing is our "growing pains." There seems to be a bit of discord with our Local Executive Board. It would be easy to write this off as inexperience, but that does nothing for the membership. It is, however, important to note that we have a President with a year and 6 months experience being on the Executive Board. We have a Vice President with 6 months experience on the Executive Board. We have a Recording Secretary with 6 months experience on the Executive Board. We have a new treasurer with no experience on the Executive Board. We have five District Representatives with only 6 months experience on the Executive Board.

We all feel right now that all of you, the membership, are seeing some of this "inexperience", and it is effecting our goal as a Local and Union to truly be, "United Invincible." Like we said, this inexperience is not an

excuse for the Local Executive Board to fail you, the members, in conducting the business of this Local in a professional and fiduciary manner.

All eight District Reps have come together to commemorate our 20th anniversary with TWU by pledging to you, the membership, that we will be conducting business in a way that each one of us can always say, "I did what was in the best interest of the members." We want to get the business of this Local done. We want to shed ourselves of this "inexperience" and learn what we must to earn the faith and trust of all of our members. For many years this publication included a Latin phrase that was roughly translated,

"Don't let the bastards get you down."
We now think it is more appropriate to end with,
"Let's not let each other down."

Morial Hayes

District I Representative

Moist M. Hayel

Randy Barnes

District III Representative

John Spencer

District V Representative

Mile South

Mike Roach District VII Representive Phil McNally

District II Representative

Phil Me Melle

Tony Slavings

District IV Representative

Van M

Tyler Cluff

District VI Representative

Abillio Villiverde District VIII Representative

Alilie Villewelle

### BENEFITS AND REGISTRATION

#### BY VETERANS COMMITTEE CHAIR Charlana Bilodeau

D LIKE TO BEGIN BY ADDRESSING our 555 veterans. If you are not already registered with the Veterans Committee, please fill out the web form at www.twu555.org/veterans-committee-registration/. It's a way that we can get to know who our Veterans are and send you information about some of the events and benefits that apply. We will also send you a TWU Veterans pin to wear once you register.

Did you know that if you are a Veteran, a Veterans dependent, a surviving spouse, child, or parent of a deceased Veteran, or a uniformed service member that you may be eligible for VA benefits? To apply

fill out the VA Form 10-10EZ. If you qualify, you may be eligible for compensation, pension, health care, vocational rehabilitation and employment, education and training, home loans,

life insurance, and burial. All Veterans are eligible for a property tax deduction by going to your local town hall and requesting the Veterans tax credit.

Did you know that if you are currently serving in the military you are eligible for the America the Beautiful National Park and Federal Recreational Lands Pass? These can be obtained by going to any Federal park or land with your military ID. Active military are also eligible for TSA Pre check. When making a reservation and asked for your Known Traveler Number, use your DoD identification number.

When it comes to working and being in the military did you know that you can make up your 401K in addition to the company match?

Depending on your time in service and your individual situation there are many different things out there for you. Don't be shy, you signed the dotted line and these services are here for you to use. Be proud of what you did for you, your family, and your country. We can't thank you enough.

I would like to thank the stations that are going above and beyond on a daily basis to help with the Honor

> Flights and our military remains.

It is amazing to see such respect and dedication to making sure these moments are memorable and cherished by those who participate and witness. Some of these pictures are

posted on our web page, if you would like to see first hand how our 555 members are going above and beyond for our military.

We are Veterans helping Veterans so let us know what type of assistance you need and we will do our best to get you the information or help you request. Again, thank you for your service and your continued support.

# IT S LEVER "JUST A CONVERSATION" BY EDUCATION COMMITTEE MEMBER JASON SONNABAUM

NE OF THE TOPICS THAT IS EMPHASIZED in the representative training that we conduct is the Fact Finding. Ensuring station representatives are able to defend our members in a fact finding and are prepared for the tactics that management employs are vital. As a representative becomes more adept at conducting fact findings, it is no surprise that management would like to skip the process, especially where representatives are concerned, and get right to an interrogation followed by discipline. How do they go about circumventing the collective bargaining agreement? You've probably heard it before.

"Do you have a minute? I just want to talk to you."
"It's just a conversation, you don't need a rep."
"We just have some questions about your last flight."
"Nobody is going to get in trouble."

This is the point where each member needs to stand up for themselves and their rights under Article 20 and tell management, "I want a rep present." Do not, and I can't stress this enough, DO NOT ask the member of management if you need a rep. What do you think the response will be? They will tell you that you don't need a rep. That nothing will happen. Again, do not ask them if you need a rep. Inform them that you require the presence of your station representative during any private conversation. What is a rep going to do that you can't? The first necessary component of having a rep present is that they are a witness for the member. Many times a manager or supervisor

will have one or more members of management with them to witness the discussion. You need a witness on your side. Another part is experience and comfort. A representative has taken part in many fact findings and other situations with management and understands what questions are appropriate and is comfortable enough to take action when someone needs to step in and let management know that their approach or line of questioning is unacceptable. Many representatives have also received training in how management will behave and what the appropriate response will be. The final component is that representatives are provided specific protections in these situations with management as they are on an equal level when acting as representatives. I'll share a personal anecdote. I was taking notes in a fact finding last year, and at the conclusion, a Results Meeting was scheduled and the MRO attempted to schedule the meeting without a rep. "It is just a results meeting", he said. I told the agent that a rep should be present, and that while it may be nothing, we have no idea what management may say or do without one of us present. I don't think the MRO appreciated me saying that, but it needed to be said. The agent then agreed to schedule it later to ensure a rep was present.

Management told us before the results meeting that the agent would not be terminated. At the results meeting, where two reps were present, the company terminated the agent. We were able to keep the agent calm and begin the grievance process, which should be immediate.

#### **COMMUNICATION AND SAFETY**

#### BY SAFETY & HEALTH COMMITTEE CHAIR Karl Mager

Safety is something that happens between your ears, not something you hold in your hands.

- Jeff Cooper

REETINGS BROTHERS AND SISTERS, First I would like to thank my predecessor, Jesse Soto, for his relentless dedication to the safety of our local. His leadership, in my opinion, has been instrumental in allowing us to utilize Article 17 of our CBA effectively. I would like to continue down that path and stress the importance of the Safety Committees in each one of our stations as well as using all the tools that we have at our disposal in regards to safety. In stations where we have a local safety committee that is engaged and involved, I don't see our rights being violated as I do in stations where one is absent.

Article 17 begins by stating, "The Safety and Health of the employee shall be protected". It also goes into detail describing the rights afforded to Safety Committees in each station. One of our rights is to meet once a month and maintain a written record thereof.

This is OUR opportunity as safety advocates to speak up and bring hazards and issues to local management's attention. A wise man once said, "The pen is mightier than the sword", thus by speaking up at the monthly station safety meeting, we have documented our concern. From there, filling out a Safety Report via the Safety Reporting System, which is located on SWALIFE is our next step. Lastly, notifying either your District Representative, a member of our local's Safety and Health Committee, or myself of your particular issue or hazard. Your Local Safety & Health Committee is comprised of Steve Riley (DTW), Rudy Del Real (MDW), Dina Enders (LAS), Dan Hilton (PIT) and myself in TPA as Chairman. Effective Safety Committees in each station are the most efficient way of resolving issues, but if and when you come across a road block, the aforementioned Safety Committee members are ready, willing, and capable of helping you. Safety Committees in each station also conduct monthly safety inspections, which is another right under Article 17. These inspections encompass all of

our work areas as well as all of the ground equipment we utilize everyday.

On the Safety page at www.twu555.org/safety-committee/ there are generic inspection forms for gates, ground equipment, provisioning trucks and jet-ways. These forms will help you establish and maintain a record of your inspections. There is also a Safety Committee request form. This form is to request time from management to conduct safety duties in your station without loss of pay. This is a right per Article 17 as well. Accident investigations are another right afforded to us under Article 17. The second to last sentence in paragraph G of article 17 states: "All accident/ injury investigations will also include a Union Safety Committee member, when available." If a Safety Committee member is at work, THEY ARE AVAILABLE. If you are not being afforded this right, contact one of us on the TWU 555 Safety and Health Committee or file an Article 17 grievance. I urge all members to read Article 17 of our CBA. Understand what your rights are and put them to use. NEVER ALLOW MANAGEMENT TO COMPROMISE YOUR SAFETY!

By failing to adhere to the language that is mutually agreed upon between the Company and TWU 555 in Article 17 you are giving up your safety. So again, I re-emphasize, NEVER GIVE YOUR SAFETY AWAY! If you see a hazard, say something. If something doesn't seem safe, ask questions. Do not depend on others for safety. Help yourself. I would like to thank all of our Safety advocates in each station for your dedication and hard work in making our workplace safer for us all. With the holidays upon us, remember safety is not only something we should do at work, but also in our personal lives. The Holidays are a great time for reflection and a time to ask ourselves what can we do to make a difference in our lives, both professionally and personally.

I wish everyone a Happy Holidays and may the New Year bring you all good luck and good fortune. May we all benefit from a greater and stronger TWU 555. STAY INFORMED, STAY UNITED, AND MOST IMPORTANTLY, STAY SAFE!



# November 18, 2015

and the

# Suspended 6

N WEDNESDAY, NOVEMBER 18TH, 2015, an off-site Union meeting was held in El Segundo, CA. It was 70 degrees on that beautiful Southern California day. Stuck in heavy traffic on the 105, the message came that not a single ramp agent had shown up for work in BUR. We had all wondered just how many members would participate and this was the first sign that this might

I arrived early to help set up the power point presentation and was able to visit

be much bigger than amone had thought. "...unity doesn't mean we agree on everything. It means we stand together when it is necessary..."

with many brothers and sisters as they arrived. "How many would show up?", we wondered. "Was the hall too big?". More and more continued to show up until the hall was so full that walking through it from one end to the other was nearly impossible. Luckily, there wasn't a fire marshall present, or a fire for that matter. Members braved the notorious traffic of the region

and the equally notorious stand-by list to stand together on that day.

That isn't to say that we all agreed on things. We are from different places and come from different backgrounds and have different ideas about how things should be, but unity doesn't mean we agree on everything. It means we stand together when it is necessary. There isn't another day in my time as a member of Local 555 that I was more proud of this organization and its members. Over 350 members from BUR, LAX, ONT, SAN, SNA, RNO,

SJC, DEN, and PDX attended including members of the LEB, Committees, Grievance Specialists, Arbitration Consultants, Negotiators, and Station Representatives. Transport Workers Union Local 555 was in the midst of contentious negotiations with the Company and tempers flared. The meeting lasted for hours. The Railway Labor Act was discussed. Negotiations and our options were discussed. The desires of the

> members were made known. Some desires were louder than others. The Company had attempted to negotiate directly with the members and stated that the Local was

not presenting the truth. The members came that day to participate and to acquire information with the full knowledge that there was risk involved.

An Arbitration Consultant chased away a photographer with a zoom lens that was there shooting "real estate" photos.

#### TRANSPORT WORKERS UNION LOCAL 555 **REGIONAL UNION MEETINGS**



The threats from the Company had started prior to the meeting and the fallout continued immediately after the majority of members cleared the once buzzing hall. While myself and other members of the Education and Negotiations Committees spoke with members who had stayed behind or arrived late. Union leaders were in a dimly lit room on the other side of the building making phone calls and wearing the weight of the battle that had just begun.

In addition to the suspensions, the Company filed a lawsuit specifically naming four of Local 555's Officers, referring to the meeting as an "Unlawful 20



Job Action" seeking injunctions and unspecified damages. Fact finding meetings were held soon after the meeting resulting in 109 suspensions for 45 to 90 days along with "Last Chance" Final Letters of Warning. While the suspended agents were returned to work before their suspensions were up, the grievance process continued, fighting for back pay, overtime, and to remove the unjust discipline letters in their files.

However, there were two members, that after being returned to work, were also returned to fact findings, this time for violating the "Social Media Policy". The

result was termination for these two BUR members. One was later returned to work after working through the grievance process, but there is still one member left who is awaiting the Arbitrator's decision. Our Vice President, Cort Heywood goes into more detail on this situation on page 8 if you have yet to read his article.

Despite the unjust actions of the Company, an online donation account was created and maintained by the Dallas AFL-CIO that resulted in 1,190 donations totalling \$130,530. Donations came from 555 members and representatives, 556, AMFA, SWAPA, TWU International, and many other Unions and their members across the country.

My family and I pressed thousands of 1" buttons that were sent to 34 stations with the assistance of the many excellent station representatives that collected donations and/or ensured they were passed out among the members showing the Company that the

Transport Workers Union Local 555 Regional Union Meetings Strike Preparation Summit November, 18th 2 215 Richmond St. El Segundo, CA 90245 Join Us To Meet With Members Of The Negotiation And Education Committees To Discuss Our Options Going Forward, 10am Sharp - 5pm. Parking Is Scarce. Please Practice Solidarity Carpools. United.Invincible! TWU 555

support for these members was widespread. While the Company initially attempted to force our members to remove the buttons, the support of the members was tremendous and demonstrated to us all what it will take for unions to be successful in a country filled with corporations that have continually seen union membership reach drastic levels.

We must continue standing together, regardless of our differences to ensure longevity for current and future generations of unionized workers. I look forward to standing with my fellow union brothers and sisters

at our next union meeting.

My Station Manager has a photo framed in his office that was taken that day in BUR. It features a group of supervisors standing on air stairs. One day he noticed me looking at it and told me that it was one of his favorite photos. I didn't say anything at the time, but it is one of my favorite photos as well. Not because of who is in the photograph, but rather, because of who is not.

#### NO, THOSE AREN'T YOUR DUES AT WORK

BY Jason Sonnabaum

N WHAT HAS BEEN THE MOST DIVISIVE of elections, many members have questioned the Union's role in politics. All TWU members have received a mailer endorsing Hilary Clinton for President of the United States. This has made many of our members extremely angry, with some calling for our local to stay out of politics all together.

#### "How dare they use our dues!"

Allow me to clear up some of this. The mail that you receive endorsing candidates is not from TWU Local 555. We didn't send it to you. TWU International sent the mail. "Don't we send the International 30% of our dues though?" Yes, Local 555 sends the International 30% of our dues. "See! They are using our dues!" Hold on a second. TWU International makes political contributions and endorsements through the COPE fund. COPE stands for Committee on Political Education. COPE is a PAC, that is, a Political Action Committee. TWU International is a non-profit organization and as such, does not and can not utilize members' dues for political activity. Where does COPE get its money? From the voluntary donations of TWU members across the country.

Some members will undoubtedly still find this practice to be unsavory as the candidates that are endorsed may not be those that you support and you may still wish TWU to stay out of politics. The truth is that will never happen. Politics are the business of the International. Earlier this year, our local conducted a Contract Training in Dallas for station representatives throughout the system. There were question and answer sessions where representatives had an opportunity to address fellow representatives and Union leaders and one of the recurring complaints were issues that were governed by laws. Many wanted stronger contract language to protect our members from unscrupulous insurance companies among others outside of our agreement. The problem is that regardless of what language the Company and the Union agree on, many state and federal laws supercede the CBA. An example that many will remember involves the Airtran integration. Our collective bargaining agreement stated that in the event that the Company purchases another airline,

the ground operations employees from that carrier would be "stapled" to the bottom of our seniority list. The language was there. The strong language that the representatives clammored for that spring day at the Crowne Plaza Hotel. They were not stapled to the bottom. Our strong contract language meant nothing in this instance. Why? The Mckaskill Bond Act superceded our agreement. It stated that seniority integrations of this type must be done in a "fair and



equitable" manner. Back to politics. If Unions stay out of it, McKaskill -Bond won't be the last time our language is rendered meaningless. We need politicians in office who are on our side and who will ensure the issues that are important to us are addressed and that labor friendly legislation is passed and anti labor legislation is voted down. Make no mistake. No one is telling you or anyone else how to vote. If you decide that factors other than labor are more important in deciding who to vote for, by all means, vote for the candidate that you believe will best represent you. We all must understand the choices we make in addition to the consequences of those choices. If we prioritize issues other than labor, we can not expect the language of our CBA to protect us. We have already seen that it doesn't work that way. Anti labor corporations spend billions lobbying against us and what we do. They have no conscience and will stop at nothing to ensure that we have nothing. We may not always like the candidates TWU International endorses but we should thank them for lobbying on our behalf. For standing up for us in a way that individually, we can't. That is their job. 23

#### **CREATING FUTURE ADVOCATES**

#### BY YOUNG WORKERS COMMITTEE LIAISON Greg Gamboni

Gamboni and I'd like to share with you how I became involved in the Union in addition to telling you a little about my background. While I started to get involved early, it was not immediate. My career with the Company began at the age of 18. At first, I had no knowledge about labor unions and what they represented. Like many of you, I did not learn about labor unions in high school. I was first introduced to the union when I was working at my second station, FLL. The Union Representative approached me shortly after my first day to introduce himself, and tell me a little about the Collective Bargaining Agreement. Such a simple gesture went a long way for me.

In the beginning of 2009, I started my involvement in the Union as the appointed Safety Representative at the FLL station. I held that position for about 17 months. I then transferred to TPA where I continued my service in the Union. In 2011, I held the position of Alternate Station Representative for one year, and then in 2012, I ran for the position of TPA Ramp Representative. I was fortunate to win the election

by majority vote, and had the great pleasure in representing my brothers and sisters on the ramp. "It's important for young workers to get involved early and become strong advocates for their union."

In 2013, my involvement in the union continued to grow. The International started a Young Workers Committee. In search of members, the International reached out to each Local and asked the local President to select one young worker to join the committee. I was honored to be selected as the Young Worker Representative for Local 555. The purpose of the Committee was to promote the involvement of young workers in the union and that hopefully some of them would become leaders in the future.

It's important for young workers ages 18 to 35 to get involved early, become strong union members, and possibly even become leaders of the union. Being a part of the committee was a wonderful experience. As a part of the committee, I held the position of Member at Large. We participated in an action rally on May, 1st in New York City. I am strongly passionate about the Young Workers Committee and what it represents.

Currently, I hold the position of Alternate District 2 Representative. This position requires me to assist District 2 Representative Phil McNally with Grievances, System Boards, Arbitrations, and station visits. I am extremely excited that Local 555 is starting a Young Workers Committee. Local 555 is the third largest local within the Transport Workers Union, behind our sister Local 556, and Local 100. The Transport Workers Union is comprised of 94 Locals separated by 4 divisions. Transit, Rail, Air, and Gaming.

In closing, I would like to inform all the Young Workers of TWU Local 555, that I am networking with CLC (Central Labor Council) representatives from

around the Country. My goal is to obtain information from the CLC representatives in your area so you can attend

the monthly meetings. I encourage every member to get involved. If you have interest in attending the meeting in your area, please check with your Station Representative or contact me, and I will do my best to obtain information that is specific to your location.

