

# Waypoint

A SWAPAfamily  NEWSLETTER



## (Page 6) SPOUSE SPOTLIGHT

Karen Kaufman, wife of FO Ryan Kaufman (BWI/#99964) has spent a lifetime serving others.



SWAPAFamily Outreach Chair Jean Peck with Outreach team members in BNA.

## *It's Going to Be A Busy Summer*

Wow! What a great couple of months we've had since our last issue of *The Waypoint*. We've welcomed more than 260 new hire Pilots and their families into SWAPAFamily. That brings our total to 365 Pilots hired in 2017 so far. With approximately three classes each month containing 26 new hires, the Company estimates that it will hire another 400 by year's end. When hiring usually slows down in the summer months and around holidays, this year

they plan to push full-steam ahead. It will take all of our Pilots to fly the heavy loads anticipated this year and beyond.

In addition, we hit the road in April and May to spread the 2017 SWAPAFamily cheer and found lots of members and their families ready for a great time at our Celebration Events in Phoenix and Nashville! We have three more events planned for 2017 in Dallas, Denver, and Las Vegas. Please see page 9 for more

details about event dates, locations, and how to register. Depending on time and remaining funds in the Outreach budget, we would like to add more locations to visit before the end of the year so let us hear from you! It's inspiring to see our members connect with SWAPA and, more importantly, to connect with each other.

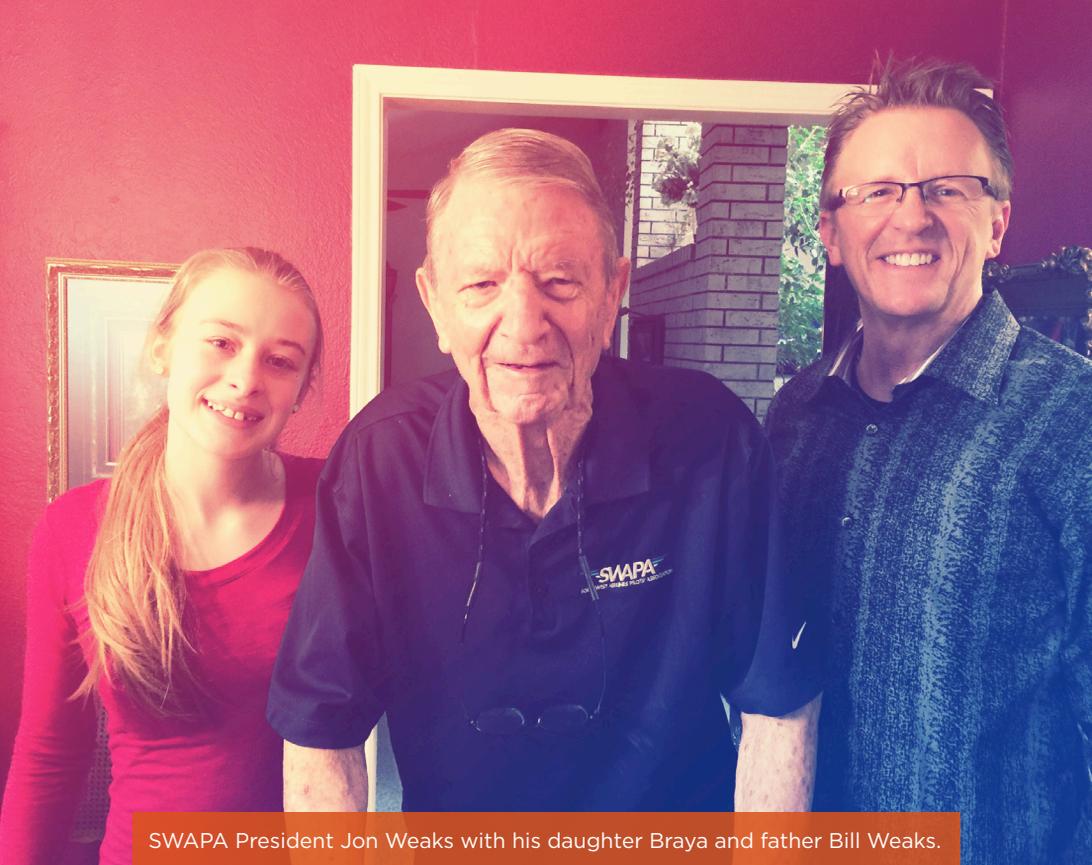
Speaking of communication, SWAPA has launched a series of membership polls to get your thoughts on what is important to correct, change, or improve in Contract 2020. Please take the time to answer these calls and give the pollster your honest feedback on what you want to see in our next contract. And to spouses and significant others, if you haven't been involved before, please get involved now with this process! After all, the contract affects the entire family, from pay to benefits to time off. Because you handle so much of the household duties and obligations, this is your chance to also have a say. If you remember in the end after the failed TA1, the Negotiating Committee (NC) asked for your guidance and support on what you thought were the most important items to conquer. The Core 4 emerged from those polls, and in the end, the NC was able to acquire higher pay rates, better retirement, etc., for us in Contract 2012. Your NC and SWAPA Legal are actually rewriting this contract to bring it up to standards this time around. Indeed, it is a monumental task, but will be worth it

in the long run.

Finally, I am happy to report that we now have automatic payroll deduction for the SWAPA Pilot Relief Fund! It will grow rapidly if we all chip in, even as little as \$5 per pay period — and it is tax-deductible! It is a Pilot-to-Pilot Fund designed to help and support those in our SWAPAFamily in the event of unforeseen emergencies or catastrophic events. Thanks to those of you who have already donated, the Fund has made tax-free grants to three of our members who had tragedies strike their lives. I love our willingness to help one another — it speaks volumes about who we are.

**JEAN PECK**, Chair

SWAPAFamily Outreach 



SWAPA President Jon Weaks with his daughter Braya and father Bill Weaks.

## *Your SWAPAFamily Is Here to Help*

Welcome to another edition of *Waypoint*. I hope you all have had a wonderful 2017 so far as we get into the full swing of the busy summer season. While we wish all of our families the best, we also know that there are some among us right now who are fighting their own personal battles. Whether it's family issues, health, stress, or something else, I know life doesn't consist of only crests. Troughs happen. Our responsibility, as members of the SWAPA family, is to look out for those among us riding out a trough and to help them in any way we can.

SWAPA is also here to help. For our families, the face of that assistance is SWAPAFamily. I want every SWAPA family member to know that help is a mere phone call away. I know that's a platitude, but I can't say it any plainer. Our Union has evolved over the past year from a collection of individuals into a cohesive group of tight-knit professionals and their families. Those bonds make up the foundation upon which we can all rely in times of need. Beyond simply a social networking group, SWAPAFamily has now become a singular extension of all the support programs SWAPA provides as well as

an avenue for our Pilots and families to seek out that assistance. We've come a long way in a short time with SWAPAFamily, and I would like to thank everyone who helped make that happen.

With summer upon us, please bear in mind that this season of flying can be the most demanding and/or rewarding part of the year, depending on your perspective. Expect the tight scheduling that has come to be the norm during recent summers, but take heart in the fact that SWAPA is trying to work with Flight Ops to try to implement solutions to help alleviate some of the summer scheduling pressure on our Pilots. Also, with all the plans families usually make during the summer, please remember to use your contractually negotiated Golden Days Off to help ensure that family commitments can be honored. On the other hand, if max income is your game this summer, you should have many opportunities to play in that arena as well.

Regardless of whether the season is low-flying winter or high-flying summer, one constant remains. That constant is the amazing group of families who support SWAPA Pilots so that we can do what we do best: Fly the jet! Just as it takes unique individuals to do what we do, it also takes unique individuals to be our families. The airline family lifestyle isn't for everyone. I thank you for being part of a special breed of

families. Families who don't instantly melt at the thought of mom, dad, husband, or wife being gone for three days. Families who persevere through the broken appliances and car repairs while dear Pilot is away. Families for whom we go to work and without whose support we couldn't do our work. Thank you from the bottom of my heart for being a part of our SWAPA family. We are here if you need us.

Leading Forward,

**JON WEAKS**

SWAPA President 



## *Spouse Spotlight*

Karen Kaufman, wife of FO Ryan Kaufman (BWI/#99964) has spent a lifetime serving others.

5:15ish. That's the time Karen Kaufman and I agree on to conduct a phone interview for this article. On our commute home from work, before the crazy "at-home" routine begins. Of course, as these things do for all parents, 5:15 becomes 5:45 and now I've caught her mid-errand.

"I'm actually sitting in the grocery store parking lot," she admits to me when we connect.

Though we talk for more than an hour and, on the surface, have many things in common — working moms, two young kids, traveling spouse — it

quickly becomes evident through our conversation that Karen not only manages all of those things, but has spent a lifetime serving and taking care of those around her. A trait that she says was instilled in her at an early age and then fostered over the years by her parents while growing up in suburban Philadelphia. “My parents were both very dedicated, hard-working role models for me. They had always set the example that hard work would lead to success, no matter if that meant working long hours to meet a deadline or paying meticulous attention to the most minute details to ensure that things were done correctly. In order to best serve others, I would have to be resilient, accept challenge, and never give up. My dad always said, ‘if at first you don’t succeed, try, try again.’”

Unlike many teens, Karen spent countless free hours volunteering at local hospital ERs, and while in college at Penn State, helped organized the largest student-run philanthropy in the world. After graduation, and a few months into medical school, the events of 9/11 occurred, and again, Karen felt the profound pull to serve those around her.

“I just had this desire to do *something*,” she says. She was commissioned as an officer with the U.S. Navy, where she earned her medical degree and then spent 10 years as a Navy physician. She was well-known for her dedication to her patients but also trained numerous medical students and residents.



It was during her time in the Navy that she met a certain Navy Pilot who would later become her husband, BWI First Officer Ryan Kaufman.

After a couple of years of dating, the couple married 2010 and began their whirlwind journey together.

“We made a few moves with our careers, Ryan joined Southwest Airlines in 2012, we had our two boys, Wyatt and Damon, and I was still on active duty — life was pretty hectic,” says Karen.

In 2015, she decided it was time to resign her commission and make a new home in Vienna, Virginia.



“We just fell in love with Vienna. It seemed like a great place to raise a family with great schools for the boys and a reasonable commute for both of us — for Ryan to get to BWI and for me to get to Alexandria, where my practice is located. My patients include a lot of military members, government workers, police officers, people from all different cultures and backgrounds — it just felt right here.”

And, her practice quickly took off. Today, she puts in 50-plus hours a week at the Beauregard Medical Center as an allergist/immunologist, treating patients, day in and day out. In her off time, she spends as much time as possible with Ryan, when he’s not flying, and their young sons, 2-year-old Damon and 4-year-old Wyatt.

After a lifetime of looking out for others, Karen decided that she needed to do something for herself.

“I just felt like I was burning the candle at both ends. When I’m at work, I’m

100 percent focused on my patients, then when I come home, my hours are dedicated to my family. And I love it all but something was missing. I realized that I always came last on my list of priorities, something I think most moms can relate to. I was just not feeling great about myself. I needed to do something, even if just for 30 minutes, for myself.”

That’s when she discovered the Beachbody at-home fitness program.

“It was something easy I could do at my home before work. The baby weight just started dropping off and I was happier and feeling the way I should,” she says.

And, yet, of course, this became another avenue in which she’s been able to help others. “I signed up to become a coach, thinking this was the perfect way to reach others just like me — busy mom, little time for myself, traveling spouse, no babysitter — it just felt like a natural extension of being a physician, and it’s opened the door to a whole new community of women, all encouraging each other, rooting for each other. Their victories are my victories.”

“Life is still crazy and hectic,” she says. “I’m not sure how much we’ve slowed down, but I just soak it all in. I love my family. I love my job and my patients. And I love that I’m able to help others find that sense of health and fitness. I take pride in that.” 

## 2017 SWAPAFAMILY EVENTS

Mark your calendar for and plan to attend one of these SWAPAFamily Celebration Events. The whole family is invited to join in the fun!



**DAL**  
SWAPAFamily 

**6/20 @ 6:30p**

**DR. PEPPER BALLPARK  
7300 ROUGHRIDERS TRAIL  
FRISCO, TX 75034**



**DEN**  
SWAPAFamily 

**7/26 @ 6:30p**

**DAVE & BUSTERS  
2000 SOUTH COLORADO BLVD  
DENVER, CO 80222**



**LAS**  
SWAPAFamily 

**11/4 @ 6:30p**

**DAVE & BUSTERS  
2130 PARK CENTRE DR. SUITE 100  
LAS VEGAS, NV 89135**





# What's coming for Contract 2020

**Casey Murray, SWAPA Negotiating Committee Chair**

For as long as I have been a SWAPA member, our Association has treated our Negotiating Committee as a temporary construct. It was activated during Section 6 negotiations and then dismantled during the periods in between. Today, we're no longer a small-time union for a Texas regional. We are members of one of the big three professional Pilot unions in this country. As I write this, we represent 8,684 Pilots, a number projected to grow to more than 9,000 next year. Our airline is evolving at a rapid pace and we are facing internal and external issues we never would have dreamed of only a handful of years ago. Times have changed and our board of directors has directed our committees to start now and build on the successes of last year as we work toward Contract 2020.

Much of the language of our current contract can be traced back not just to TA1, but to our 2006 CBA. Some of it even dates back to our 1994 contract! This evolution has allowed MOUs, policy manuals, and past practice to take precedence, even when we believe we have achieved a new agreement.

Size. Complexity. New threats. Past practice. The only way to address all of these concerns is a complete rewrite of our current CBA. Language that was perfectly acceptable years ago is simply

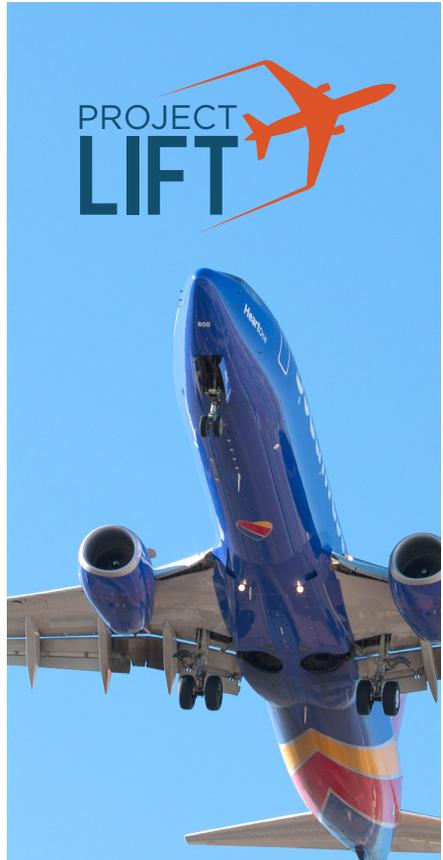
no longer sufficient. Language that has been superseded by MOUs signed in a different era must be rewritten. Keep in mind, however, a complete rewrite doesn't necessarily mean that we need to change how a process works. If our Pilots like the way the system works, it doesn't have to change. We simply need to update the language.

This effort will involve all of us. It will take a very aggressive two-year plan to cover every facet of our CBA. Each cycle begins with a blank survey on the topic for that series, which will allow us to receive your unfiltered inputs. This will be followed by a Negotiating Point, which will cover SWA's current practices, industry best-practices, and insights into what our SMEs see as future concerns for our Pilots. After that education period, a scientific online poll will then be conducted, which will help our committees set goals and draft language. The NC, SWAPA Legal, Contract Admin, and outside counsel (as needed) will then review and vet the proposed language. As this rolling timeline moves, our committee will go forward with economic forecasting, cost the proposed changes, and continue formulating strategy using polling and analysis. And throughout, the SWAPA BOD will oversee the process and provide their guidance.

In the end, everything we achieved in Contract 2012 was a result of our members' unprecedented unity and engagement. This process was designed to keep our group engaged and informed as the education cycle moves forward. SWAPA made great strides last year, and we will work tirelessly to build on those successes. That said, I know many of you may feel some negotiation fatigue. Last year was a challenge for all of us. You want to forget about our contract and enjoy flying airplanes and focus on your life outside of work. I understand that completely. But I implore you to participate in this process. Fill out surveys. Send us an email. Talk to your reps. Read the education our SMEs produce. An informed Pilot group is a powerful one. 

As we gear up for Contract 2020, make sure you and your family are staying connected and in the know.

- **“Like”** SWAPA on Facebook.
- **“Follow”** @swapapilots on Twitter.
- **Read** the Reporting Point and Negotiating Point now available in digital-only format on SWAPA.org and the SWAPA app.



**855-737-LIFT**

### **PILOTS HELPING PILOTS AND THEIR FAMILIES**

Pilots are a special category when it comes to any issue involving mental health, because counseling must be reported to the FAA. If you or your loved one needs help, contact Project Lift and a fellow Pilot can help guide you in the best procedures for getting help. It's completely confidential.

**WWW.SWAPA.ORG/  
COMMITTEES/PROJECTLIFT**

# SWAPA Pilot Relief Fund

- A sudden disaster strikes your community or a member faces a personal, financial hardship — whatever the scenario, the SWAPA Pilot Relief Fund will provide a means of immediate financial assistance to SWAPA members and their families in times of need.
- The Pilot Relief Fund also establishes a means for SWAPA members to make **tax-deductible donations** to help other members and their families in the event of emergencies or catastrophic events.
- Those who qualify will receive a **tax-free grant**.
- The SWAPA Pilot Relief Fund is now set up and fully operational. Our membership and SWAPA staff can both donate and apply for a grant.

» **We currently have the following ways to DONATE to the Fund:**

- Automatic Payroll Deduction - Sign up on SWAPA.org on the homepage or under My Stuff > Pilot Relief Fund
- By credit card on the web portal - PayPal
- <https://emergencyassistancefdn.org/swapa-pilot-relief-fund/>
- Text-to-Give - Text the keyword "SWAPA" to 50155 and follow the prompts

- By sending a check to:  
Emergency Assistance Foundation, Inc.  
Center for Philanthropy - SWAPA Pilot Relief Fund  
700 South Dixie Highway,  
Suite 102  
West Palm Beach, FL 33401

• **How to APPLY for a grant:**

» **Who** can apply?

- SWAPA members employed by Southwest Airlines on the date of the application
- SWAPA members on approved medical leave or an approved leave of absence for no more than one year
- SWAPA employees
- In the case of death of a member or employee, eligible dependents may apply
- Fill out the online application at <https://emergencyassistancefdn.org/fluidreview.com/>

» **What** occurred for which you can receive a grant?

» **When** can you apply to receive a grant?



COMPONENT	SWAPA MODEL
Days after event that application may be submitted	180 Days
Application submissions are limited to	1 every 12 months
If grant is not approved, applicant may re-apply	6 months after date of non-approval
Maximum Grant (at this time)	\$2,500
Minimum Grant	\$500
Grant payments limited to vendors only	No

» **Additional Details:**

- The review and selection process is administered by the Emergency Assistance Foundation, Inc. (EAF), which is a U.S. 501c(3) tax-exempt, public, nonprofit organization with approval specifically for Employee/Member Hardship and Disaster Relief Funds.
- Once your application is complete, normal turnaround time is within 10 business days. Applicants can view and download their application after it is submitted.
- Your application is confidential and security of your personal information that the EAF may receive in connection with the SWAPA Pilot Relief Fund will be processed in accordance with the Privacy and Cookie Statement provided on the application. [MVA](#)





## Making Connections

One of the best things about SWAPfamily is the ability to connect families in order to make lifelong friendships. While there are lots of ways to accomplish this goal some of the most innovative we have heard have come about from a common thread: travel.

The LUV Pilot & Spouse Vacation Listings and Information page on Facebook is a group that was started in an effort to cater to the topic of vacations for SWA families. Anyone can join the page and the primary goal is to swap vacations ideas, homes, recommendations, discounts, etc. Started in November 2016, page founder, Catina Allen Hill says that the idea was borne of her love of Facebook groups and travel. "I find FB pages a great resource for information and help. I saw many SWA people posting about information for travel and oftentimes their inquiries were specific to SWA/airline/cruise travel. I knew it would be great if we had an all-inclusive place to ask and give advice," said Catina.

Posters to the page can request vacation properties in certain places, post vacation rentals they may have available,

or just discuss places they have been and what they enjoyed doing there. "It truly is a place for SWA families to come for vacation advice and to talk to other families who may enjoy doing the same activities," said Catina. "I also wanted to have a place for our SWA families to list and show their vacation rentals. I knew I felt that as a vacation homeowner, it would be good if I my family could support another SWA family member."

One of the sections that Catina has seen grow tremendously is advice and insights for cruise and travel outside of the U.S. "The page is intended to be for absolutely anything travel related with the sole purpose of answering those questions about using travel benefits and perks afforded to our families through the SWA life," said Catina.

The LUV Pilot & Spouse Vacation Listings and Information page is just one small example of how SWAPA families are coming together and sharing their experiences. Get on the SWAPfamily Facebook page today to see what other LUV families are sharing and how you can be a part of it.

# Non-Rev Travel Tips

## GET OUT OF TOWN!

We asked our SWAPA Pilots and our SWAPAFamily Facebook group for their best tips for non-revving. Below is a sampling of their best suggestions and advice.

**Kerry York Currie** — Lots of chocolate and goodies!! Bribe, bribe, bribe, and be super sweet and understanding!

**John Cook** — Try to be on the first flight out, and bring a bag of York Peppermint Patties mini's.

**Gloria Burkett Ciecka** — Sit near the gate counter so the CSA can see you (hopefully not forget you) but not in his/her face.

**Tracey Boykin Phillips** — Someone is always late/oversleeps for those 0550 flights. Fly early!

**Chantelle Thompson Lang** — If traveling with kids, pack a deck of cards, Uno, Phase 10 and play with them while you wait. Most kids get enough screen time, and this is a great opportunity to have their undivided attention.

**Caroline Elizabeth Peck** — Check in as early as possible! If you are traveling to a destination that the other airlines are also flying to, have your phone or iPad up on SWALIFE Id90 so you can purchase quickly if you need to jump to another flight!

**Marisa Domster Seibert** — Always pack an extra change of clothes in your carry on for the kiddos and you. You never know if your luggage goes and you don't.

**Jackie N Allen Peterson** — Plan for multiple destinations so you have options. And \$5 Starbucks gift cards are gold!

**Christine May-Pilgrim** — I always pack plenty of snacks and buy drinks at the first place I see (I have 3 kids!) I buy an Enquirer when I fly. (Mindless reading.) Of course, lots of chocolate for bribery. Check in early. The kids pack their own carryon backpack.

**Maureen Erickson** — Fly mid week!

**Rachael Day Banton** — If traveling with kids, get the BubbleBum inflatable booster if they meet the requirements. They have to be 4 years old and 40 lbs. It deflates and makes life so much easier when traveling alone with the kids! Packs away perfectly. **Sue Cueva Cannon** — Use <https://stafftraveler.com/> if you are non-revving on other airlines to get accurate loads.



**Mike Weisser** — Turn SWAG points into space positive tickets.

## HAVE QUESTIONS? GET ANSWERS!

Whether you and your family are new to Southwest or have been with us for years, something is bound to come up that you aren't sure of or could use advice on from someone who has been through the same thing. The SWAPAFamily Facebook group can be that support system for you and your family. If you're not already a member, join today and see what other Pilots and family members are talking about. Here's a sample of real families helping families.



### SWAPAFamily Questions

June 8 • 🌐

Family is relocating to LAS in June and in search of a moving company (cross-country). Has anyone recently made the move as well and have a company recommendation? — Erin

👍 Like

💬 Comment

👍 34



**SWAPAFamily Answers** We used U-Pack. You pack and unpack the trailer yourself (we hired people to help with this) and they transport it. They can also store the trailer if needed. They were super easy to work with and the price was way below any of the traditional moving companies we looked at. Good luck on your move!

[Like](#) • [Reply](#)



**SWAPAFamily Answers** Get multiple quotes! When we moved the quotes ranged from \$6,000 to \$12,000. When we told the cheapest one that we had found a better solution, they came down to \$4,000. We hired them and were very pleased with them.

[Like](#) • [Reply](#)



HOU CA Kurt and Vickie Heidemann's four-legged kids.



## SWAPfamily Questions

June 6 •

Former military families: Question for you! My hub is a new SWA hire. Did you keep Tricare or switch over to the SWA medical benefits? — Casey

Like

Comment

34



**SWAPfamily Answers** We kept Tricare but are using dental and vision through SWA.

[Like](#) • [Reply](#)



**SWAPfamily Answers** We use regular plan as primary and Tricare standard as secondary. It's been working pretty well. We don't live near a military base

[Like](#) • [Reply](#)



**SWAPfamily Answers** Like some of the others above, we chose the SWA Regular Plan (which has no premium) and have Tricare Standard (for retirees) as our secondary. So far Tricare has pretty much filled the gap for any medical payments. We have been happy. (We also took SWA dental but didn't need vision).

[Like](#) • [Reply](#)



All dressed up and ready to fly, DAL FO John Cluck's 2-year old twins, Piper and Archer, join the crew for their first flight.



A round of applause to DAL FO Rafa Goff's wife, Adrianna and children (Logan (7), Eli (6), and Landon (2) who made SWA heart T-shirts as a show of support for dad's one day home during new hire training.



SOUTHWEST AIRLINES PILOTS' ASSOCIATION

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