The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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TWU Local 556
Executive Board Meeting
August 16-18, 2016
Synopsis

<u>Tuesday</u>
August 16, 2016

Audrey Stone called the Meeting to order at 0900.

TWU Local 556 Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Michael Massoni and Brian "BR" Ricks were excused for personal reasons.

Matt Hettich was excused for vacation.

Sam Wilkins read aloud the **TWU Membership Pledge**.

The Executive Board recited the **Pledge of Allegiance**.

Todd Gage made a **motion (1)** to excuse Michael Massoni from today’s and the morning session of tomorrow’s Executive Board Meeting for personal reasons. Sam Wilkins **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Excused
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused

Rachel Brownfield	Yea
Pamila Forte	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Brett Nevarez made a **motion (2)** to excuse Brian "BR" Ricks from the August Executive Board Meeting for personal reasons. John DiPippa **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Excused
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Sam Wilkins made a **motion (3)** to excuse Matt Hettich from the August 16-18, 2016 Executive Board Meeting for vacation. Jimmy West **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Excused
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea

Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Rachel Brownfield made a **motion (4)** to excuse Todd Gage from Thursday’s Executive Board Meeting for personal reasons. Stacey Vavakas **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Excused
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Grievance Committee Chairperson Becky Parker entered the Meeting at 0908 and submitted the **Grievance Committee Report**:

TOTAL NUMBER OF GRIEVANCES:

149 total grievances:

25 terminations	*16.8%*
15 group grievances	*10.1%*
54 non term disciplinary	*36.2%*
55 individual contract	*36.9%*

Total Contract Grievances on file: 70	*47.0%*
Total Discipline Grievances on file: 79	*53.0%*

Grievance removals between July 13 and August 10 are broken down as follows:

22 Settled
20 Withdrawn
42 Total Removed

Operational Shutdown and Open Time Group Grievance Update:
At this time, we have 370 individuals added to the Operational Shutdown Group Grievance and 340 added to the Open Time Group Grievance. The Union held two meetings with Southwest Management on August 5 and 8. The parties worked jointly in researching and fixing as many issues as possible and will work through all remaining individuals as the grievance process continues. The outcome of the first two meetings resulted in 130 individual trips corrected in payroll audit prior to the close of payroll, 10 No Shows removed, and several individual situations brought forward that will need follow up and more discussion.
Board of Adjustments (BOA's)
We were scheduled for a BOA on August 23. That has been postponed at the request of the Grievant. As a result of the postponement, there are no BOA's scheduled for this month.

Arbitration Update:
As mentioned in last month's report, Management notified the Union of their plan to strike a Southwest Airlines-selected Arbitrator from the mutually agreed upon panel of Arbitrators. The Arbitrator was scheduled to preside over the Piece Back Pairing Group Grievance set for August 29-31. The Parties moved to the next Arbitrator in rotation. The next Arbitrator in rotation was not available on August 29-31. The parties agreed to extend the deadline to conduct the hearing in order to accommodate available dates provided by the next Arbitrator in rotation. The parties continue to discuss settlement options. The previous arbitration scheduled for August 4-5 has settled. The settlement involved reinstatement of employment with no back pay. The parties held Arbitration as scheduled on July 29. This Arbitration involved separation of employment. Post Hearing Briefs will be submitted and the parties will await the decision of the Arbitrator. I will update you once we have the arbitration decision. There are three individual discipline grievances involving termination of employment slated for arbitration at this time. The first case is scheduled to be held this Friday, August 19. The second is scheduled to take place on Tuesday, October 4 and the parties are working to secure a date for the third case.

Air Tran Points Conversion Update:
We have been working to go through all of the points and get an update to you. We should have an update next month.

Grievance Team Member Lauren Childs entered the Meeting at 0958 to discuss the merits of a Grievance.

The Executive Board spoke with a Grievant via conference call at 1000.

Lauren Childs was excused at 1034.

Cuyler Thompson made a **motion (5)** not to proceed on a Grievance. Sam Wilkins **seconded** the motion. The motion **carried**.

There was discussion regarding staffing of the TWU Local 556 Union Office.

The Executive Board took a break at 1051 and reconvened at 1106.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Michael Massoni and Brian "BR" Ricks were excused for personal reasons.

Matt Hettich was excused for vacation.

E-Membership Meeting Feasibility Committee Members Patrick Lucas, Thom Reeder and Rick Harton-Flynn were guests at the Meeting. Committee Member Erich Schwenk was unable to attend the Meeting.

Todd Gage chaired the Meeting.

The E-Membership Meeting Feasibility Committee presented research regarding the cost, functionality and feasibility of conducting TWU Local 556 Membership Meetings online. There was discussion.

The Executive Board talked with representatives from Cisco WebEx Meeting Center via an online electronic meeting and previewed the proposed services.

Members of the E-Membership Meeting Feasibility Committee **agreed** to draft a final report for publication to the TWU Local 556 Membership regarding the cost, functionality and feasibility of conducting Membership Meetings online.

Committee Members Patrick Lucas, Thom Reeder and Rick Harton-Flynn were excused at 1205.

Audrey Stone left the Meeting at 1205.

Brett Nevarez chaired the Meeting.

Grievance Committee Chairperson Becky Parker and Grievance Committee Member Drew Kennedy entered the Meeting at 1207 to discuss the merits of a Grievance.

Audrey Stone returned to the Meeting at 1209.

Audrey Stone chaired the Meeting.

The Executive Board spoke with a Grievant at 1215.

Grievance Team Member Drew Kennedy was excused at 1225.

Brett Nevarez made a **motion (6)** not to proceed on a Grievance. Sam Wilkins **seconded** the motion. The motion **carried**.

The Executive Board went to lunch at 1226 and reconvened at 1350.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Michael Massoni and Brian "BR" Ricks were excused for personal reasons.

Matt Hettich was excused for vacation.

Cuyler Thompson submitted the **July 2016 Executive Board Meeting Minutes** for review.

The Executive Board made corrections and changes to the Minutes.

Grievance Committee Chairperson Becky Parker and Grievance Team Member Renda Marsh entered the Meeting at 1435 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1440 to discuss the merits of the Grievance.

Renda Marsh and the Grievant were excused at 1452.

Brett Nevarez made a **motion (7)** not to proceed on a Grievance. John DiPippa **seconded** the motion. The motion **did not carry**.

Jimmy West made a **motion (8)** to proceed on a Grievance. Jessica Parker **seconded** the motion. The motion **carried**.

The Executive Board took a break at 1515 and reconvened at 1532.

Executive Board Members John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Michael Massoni and Brian "BR" Ricks were excused for personal reasons.

Matt Hettich was excused for vacation.

Audrey Stone and Todd Gage were absent.

Brett Nevarez chaired the Meeting.

Grievance Committee Chairperson Becky Parker and Grievance Team Member Lauren Childs were guests at the Meeting to discuss the merits of a Grievance.

Todd Gage returned to the Meeting at 1537.

Audrey Stone returned to the Meeting at 1539.

Audrey Stone chaired the Meeting.

A Grievant entered the Meeting at 1544 to discuss the merits of the Grievance.

Lauren Childs and the Grievant were excused at 1556.

Brett Nevarez made a **motion (9)** not to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

Grievance Team Member Renda Marsh entered the Meeting at 1600 to discuss the merits of a Grievance.

The Executive Board discussed the merits of the Grievance via conference call at 1609 with a Grievant.

Renda Marsh was excused at 1619.

John DiPippa made a **motion (10)** not to proceed on a Grievance. Brett Nevarez **seconded** the motion. The motion **carried**.

Todd Gage made a **motion (11)** not to proceed on four Grievances per the recommendations of the Grievance Review Committee. John DiPippa **seconded** the motion. The motion **carried**.

Todd Gage made a **motion (12)** not to proceed on a Grievance. Cuyler Thompson **seconded** the motion.

John Parrott made a **motion (13)** to table motion #12. John DiPippa **seconded** the motion. The motion **carried**.

Todd Gage made a **motion (14)** not to proceed on a Grievance. John DiPippa **seconded** the motion. The motion **carried**.

Becky Parker was excused at 1706.

Cuyler Thompson made a **motion (15)** to recess. Brett Nevarez **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Excused
Stacey Vavakas	Nay
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea
Brian "BR" Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Audrey Stone recessed the Meeting at 1708.

Wednesday

August 17, 2016

Audrey Stone called the Meeting to order at 0900.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Michael Massoni and Brian "BR" Ricks were excused for personal reasons.

Matt Hettich was excused for vacation.

The Executive Board discussed potential topics of conversation for the Southwest Airlines Inflight Management Representatives, scheduled as guests later in the Meeting.

There was discussion regarding the Executive Board's 2016-2017 strategic planning session, scheduled to take place in September 2016.

Audrey Stone submitted one piece of correspondence from the Southwest Airlines Board of Directors regarding the votes of "no confidence" completed by the Unions representing Southwest Airlines Flight Attendants (TWU Local 556), Mechanics (AMFA), Pilots (SWAPA), and Ground Operations (TWU Local 555) Employees.

Audrey Stone submitted correspondence from Bonnie Schade, Senior Director for Corporate and Foundation Relations at University of Washington Medicine, in which Ms. Schade thanked TWU Local 556 for their donation to the Division of Medical genetics to support biotechnology research and the work of Dr. Clement Furlong.

Audrey Stone submitted correspondence from Dallas AFL-CIO Financial Secretary/Treasurer Mark York in which Mr. York thanked TWU Local 556 for the donation to the Dallas AFL-CIO Labor Movement.

Audrey Stone submitted correspondence from Aircraft Mechanics Fraternal Association (AMFA) Local 11 President Dale Dixon in which Mr. Dixon thanked TWU Local 556 and Negotiating Team Member Brett Nevarez, for participating in their Dallas informational picketing event.

Audrey Stone submitted correspondence from TWU International regarding Mike Mayes' appointment to serve as acting Director of the TWU Air Transport Division.

Audrey Stone reported that TWU International Vice-President Thom McDaniel had been appointed to serve as the "TWU International Representative" for TWU Local 556.

Grievance Committee Chairperson Becky Parker entered the Meeting at 0959.

Southwest Airlines Inflight Management Representatives, Senior Director Onboard Experience and Policy Steve Murtoff, Director Cabin Services Planning Adam Carlisle and Director of Base Operations Henry Townsend, entered the Meeting at 1000.

> *Adam Carlisle introduced himself and described his job at Southwest Airlines. Henry Townsend reported that Management continued to receive reports via the Hot Aircraft Reporting tab on SWALife. Henry said that he had not been able to follow up on a lot since the previous Executive Board Meeting due to the Southwest Airlines Operational Meltdown. He said that he continued to work to ensure that transportation vouchers were available to Flight Attendants in all outstations and that his department continued to work on a plan to use the Uber car service for Flight Attendants when hotel transportation was not available. He said that his department was still working on getting Ops Agents to provide Flight Attendants with a timely and up-to-date Specials Report. Henry said that his department was still looking for a solution to prevent beverage cans from exploding on the aircraft. Audrey Stone noted that the Executive Board had repeatedly asked that more communication be provided to assist Flight Attendants during extreme irregular operations events. Audrey said that many Flight Attendants were*

unaware of Network Operations Control (NOC) and Crew Operations Support (COSA) functions. She went on to say that most were unaware of the "trip remarks" section of Crew Web Access (CWA). Sam Wilkins suggested that Flight Attendants be provided the ability to communicate with COSA via email and noted that the Union made many such suggestions in the past. Henry Townsend suggested that his department round up with Flight Attendants again, and find out what can be done better. Steve Murtoff noted that Management needed to do a better job communicating with Flight Attendants during such irregular operations. Stacey Vavakas suggested creating a "living document" to be accessed by Flight Attendants on SWALife to provide information during irregular operations. Henry Townsend stated that Management would pay whatever price necessary to ensure that Flight Attendants had a hotel room, rated three stars or above, during irregular operations events and that Flight Attendants would be reimbursed if they secured the room for themselves. In response to Cuyler Thompson's question, Henry confirmed that this included all irregular operations. Stacey Vavakas requested that Flight Attendants be allowed to acknowledge Read before Flys (RBF) via computer, on SWALife, in addition to the Electronic Flight Bag (EFB). Steve Murtoff said he would look into it. Stacey said that the Executive Board had requested that RBF "search" functionality be returned to SWALife during the previous year. Steve said that he would look into it again. Pamila Forte discussed the ongoing issue that Atlanta Flight Attendants were having with Piedmont Healthcare, now "out of network" for Southwest Airlines Employees with United Healthcare. Steve said that he would follow-up to ensure that Southwest Airlines Benefits communicated something to Employees. Rachel Brownfield discussed the ongoing issue of NOC Managers refusing to pull or requiring detailed reasons for pulling Flight Attendants as requested by Executive Board Members. Henry said that he would round up with Mike Sims and follow-up with Audrey Stone regarding the matter. Sam Wilkins asked about the Union's previous request that an Inflight Scheduling Representative serve on the "bridge" at the NOC. Henry said that he believed that a Scheduler would be added to the NOC Bridge in November of this year.

Todd Gage and Brett Nevarez left the Meeting at 1030.

Cuyler Thompson thanked Management for publishing the Claim at Gate procedures for Crew Bags to the pertinent Southwest Airlines Departments. Cuyler noted that Ground Operations leaving unrequested supplies in the aft galley, on the counter or on the floor, continued to be a problem in some non-Provisioning cities; Cuyler provided pictures to Management. Cuyler Thompson requested an update on the Union's long-standing request that the correct language of the Unaccompanied Minor (UM) Procedures, as originally agreed upon by the Union and Management, be returned to the Ground Operations Manual (GOM). Steve Murtoff said that he would look into it and provide an update. Steve Murtoff discussed the EFB and said that working Flight Attendants may be audited by Management and asked to present an adequately-charged EFB as well as demonstrate the ability to utilize the EFB's "search" function. Steve noted that it was not considered a "no go" item when a working Flight Attendant did not have an EFB in their possession. Steve said that the Genius Bars would continue through September. Sam Wilkins asked about the discussion from the previous month's Executive Board Meeting in which Jamie Willard stated that the four types of audits to which Flight Attendants were subjected would be published by Management. Steve said he would look into it. Adam Carlisle said that Southwest Airlines would soon offer a sparkling wine beverage on all flights. There was discussion regarding what happens when a Flight Attendant fails an EFB audit. Steve said that Management was not interested in disciplining Flight Attendants regarding the EFB, unless they did not have one in their possession when working a flight.

The Southwest Airlines Inflight Management Representatives left the Meeting at 1103.

The Executive Board took a break at 1103 and reconvened at 1120.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Michael Massoni and Brian "BR" Ricks were excused for personal reasons.

Matt Hettich was excused for vacation.

Grievance Chairperson Becky Parker and Grievance Team Member Barbara Fitzhugh entered the Meeting at 1131 to discuss the merits of a Grievance.

The Executive Board discussed the merits of the Grievance with a Grievant via conference call at 1140.

Barbara Fitzhugh was excused at 1155.

Brett Nevarez made a **motion (16)** not to proceed on a Grievance. John DiPippa **seconded** the motion. The motion **carried**.

Becky Parker was excused at 1157.

Cuyler Thompson submitted the **July 2016 Executive Board Meeting Minutes, Synopsis, Attendance Record and Voting Record and Vote Tally** for review.

Michael Massoni entered the Meeting at 1203.

The Executive Board made corrections and changes to the July 2016 Executive Board Meeting Minutes, Synopsis, Attendance Record and Voting Record and Vote Tally.

The Executive Board went to lunch at 1221 and reconvened at 1345.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Michael Massoni, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Brian "BR" Ricks was excused for personal reasons.

Matt Hettich was excused for vacation.

John DiPippa made a **motion (17)** to approve the July 2016 Executive Board Meeting Synopsis. Brett Nevarez **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Away
Michael Massoni	Yea
Stacey Vavakas	Yea
David Jackson	Yea

John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

John DiPippa made a **motion (18)** to approve the July 2016 Executive Board Meeting Voting Record and Vote Tally. Jimmy West **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Away
Michael Massoni	Yea
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

John DiPippa made a **motion (19)** to approve the July 2016 Executive Board Meeting Attendance Report. Jimmy West **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Away
Michael Massoni	Yea
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea

Brian "BR" Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

John DiPippa made a **motion (20)** to approve the July 2016 Executive Board Meeting Minutes. Jimmy West **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Yea
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea
Brian "BR" Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Grievance Committee Chairperson Becky Parker and Grievance Committee Member Barbara Fitzhugh entered the Meeting at 1349 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1403 to discuss the merits of a Grievance.

The Grievant was excused at 1414.

The Executive Board **agreed** to discuss the merits of a Grievance later in the Meeting.

The Executive Board discussed the merits of a Grievance with a Grievant via conference call at 1439.

Barbara Fitzhugh was excused at 1500.

John Parrott made a **motion (21)** to proceed on a Grievance. Jimmy West **seconded** the motion. The motion **carried**.

Becky Parker was excused at 1519.

Cuyler Thompson made a **motion (22)** to recess. John Parrott **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Yea
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Yea
Jessica Parker	Yea

The motion **carried**.

Audrey Stone recessed the Meeting at 1520.

Thursday

August 18, 2016

Audrey Stone called the Meeting to order at 0900.

Executive Board Members Audrey Stone, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Michael Massoni, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Todd Gage and Brian "BR" Ricks were excused for personal reasons.

Matt Hettich was excused for vacation.

Brett Nevarez presented his **Officer’s Report**. There was no written report submitted.

Becky Parker entered the Meeting at 0930 to discuss the merits of a Grievance.

Michael Massoni made a **motion (23)** not to proceed on a Grievance. John DiPippa **seconded** the motion. The motion **carried**.

John Parrott made a **motion (24)** to revisit a Grievance. John DiPippa **seconded** the motion. The motion **carried**.

The Executive Board voted on motion #12. The motion **did not carry**.

Jessica Parker made a **motion (25)** to proceed on a Grievance. Michael Massoni **seconded** the motion. The motion **carried**.

John DiPippa made a **motion (26)** to approve the proposed settlement to a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Becky Parker was excused at 1026.

Audrey Stone left the meeting at 1026.

Brett Nevarez chaired the Meeting.

Sam Wilkins submitted her **Officer's Report**:

> *Sam Wilkins attended the Executive Board Meeting July 12-14 in Dallas. Sam assisted Members via phone, email, text message and social media during the week of the operational meltdown. Sam accompanied the Negotiating Team along with the Executive Board July 29 in Dallas for a special session to address the operational meltdown. Sam attended the Oakland picketing event on August 8. Sam continues to assist Members via email, phone, text and social media.*

Michael Massoni submitted the **Safety Committee Report**:

> *Currently the Safety Team has the following open and/or resolved action items:*
> *Aviation Safety Action Program (ASAP) – Reports Under Event Review Committee (ERC) Review = 21*

ID	*Event Date*	*Status*	*Summary*
3821	*7/7/2016*	*Sent to ERC for review*	*3 Inflight SUP gate checking and offering SWAG points to board early when we have Security and Equipment checks to do.*
3830	*7/8/2016*	*Sent to ERC for review*	*Medical-Pax / Jumpseat / Was not able to land in jumpseat due to medical emergency.*
3847	*7/21/2016*	*Sent to ERC for review*	*Arm/Disarm Door / I got distracted by PAX and started opening door before fully disarming but caught myself before slide blew.*
3875	*7/26/2016*	*Sent to ERC for review*	*arm/disarm door / partial slide deployment*
3884	*8/3/2016*	*Sent to ERC for review*	*Pet / pet in exit row*
3892	*8/6/2016*	*Sent to ERC for review*	*Arm/Disarm Doors / As Provisioning was opening the Aft service door I noticed the orange slide bustle sliding out.*
3893	*8/7/2016*	*Sent to ERC for review*	*Arm/Disarm Door / Slide pack partially dropped from slide bussel, However did not deploy.*
3901	*7/31/2016*	*Sent to ERC for review*	*PAX landed in the aft lav*
3903	*8/8/2016*	*Sent to ERC for review*	*Three FA's on the 800 left the ac before next crew arrived leaving only 1 FA with 26 thru paxs.*
3905	*8/11/2016*	*Sent to ERC for review*	*Company Safety Policy / Cracked door on terminating flight*
3906	*8/11/2016*	*Sent to ERC for review*	*Cabin Temperature / Hot Aircraft*
3907	*8/14/2016*	*Sent to ERC for review*	*OWWE_Briefing / I forgot to brief emergency exit row*
3908	*8/13/2016*	*Sent to ERC for review*	*Landed on aft jumpseat*
3909	*8/14/2016*	*Sent to ERC for review*	*OWWE_Briefing / Failure to brief exit row*
3910	*8/14/2016*	*Sent to ERC for review*	*Peanut Allergy / Ops didnot communicate to me that we had a peanut allergy and pax never presented paper work to me while boarding.*

3911 8/12/2016 Sent to ERC for review Cabin Temperature / Hot Aircraft
3912 8/14/2016 Sent to ERC for review Medical-Passenger / Stepped out of ac during deplaning to help wheel chair pax.
3913 8/14/2016 Sent to ERC for review Maintenance / AFT lava was out of service. PAX standing in front galley area.
3914 8/14/2016 Sent to ERC for review Minimum Crew / During boarding I was demanded to get off the aircraft to take a call from scheduling.
3915 8/14/2016 Sent to ERC for review OWWE_Briefing / Did not Brief Exit Row prior to departure
3916 8/14/2016 Sent to ERC for review Maintenance / AFT lav out of service. PAX standing in forward galley.

ASAP Reports received Year-to-Date:	*602 Reports Covering 528 Events*
Accepted Reports Year-to-Date:	*530*
Excluded Reports to date:	*40*
Open Reports:	*32*
Total Reports Received over the Life of Program	*4319*

Southwest Airlines Event Notification System (ENS)
Fielded Events for Period:

- *07/11/16 through 08/16/16 = 409*
- *Emergencies Declared = 11*
- *2016 Year-to-Date = 1919*
- *All of 2015 = 2843*
- *All of 2014 = 2119*
- *All of 2013 = 1138**
- *All of 2011 = 1609*
- *All of 2010 = 1413*
- *All of 2009 = 1210*

**ENS tracking and trending was suspended for the period of May 2012 – June 24, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS events and will include the same in all future Safety Team Reports*

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Southwest Airlines Hot Aircraft Event Reporting
Events for Period:
07/11/16 through 08/16/16 = 155
2016 Year-to-Date = 439
All of 2015 = 788
- Year-to-Date OSHA 300 Log for all Domiciles (Attachment) for DEBM Review

Post Emergency Event Crew Coordination Working Group Update:
This working group (of which we are a participant) meets weekly and is tasked with trying to put together very clear set protocols and expectations or all parties involved in coordinating post emergency Crew Member support and advocacy efforts. The following is the latest working draft of the plan we are hoping to implement later this year or beginning of next:
Working Group:
*Action Items **before** 8/16 meeting*

1. *Training Requirements – Send Sandee training information (see notes for specifics)*
2. *Review the Process vs expectations*

ASAP Alert being issued this week concerning Security Searches and Boarding:

Inflight ASAP Alert Security Searches and Boarding

In the last twelve months, Flight Attendants have submitted over 100 ASAP reports concerning instances where security searches on originating flights were not completed before Passenger boarding began. If the security searches have not been completed when the Operations Agent notifies the "A" that boarding is about to begin, tell the Agent that more time is needed to complete the required security checks. Be vigilant and do not take shortcuts. Communication between the Operations Agent and the "A" Flight Attendant is the cornerstone to ensuring that all checks are complete and Flight Attendants are in their boarding positions before the first Passenger steps on board. We are working with Ground Operations to bridge the communication gap that is frequently reported. While we understand the daily pressures that go along with running an on-time airline, Safety and Security must always come first. Boarding may not commence until equipment checks and Security searches are complete and communicated to the Operations Agent by the "A" Flight Attendant.

Advance Draft - ERC Boarding Recommendation

Concern:

In the last twelve months, Flight Attendants have submitted over 100 ASAP reports concerning instances where security searches on originating flights were not completed before Passenger boarding began. Currently, both Ground Ops and Inflight manuals include instruction on boarding requirements (see attached manual sections). Ground Ops instructs Operations Agents to begin boarding "at least 30 minutes prior to departure." Flight Attendants are required to be at the gate 30 minutes prior to departure and are required to conduct cabin security checks before boarding can commence. Immediately, we have conflicting requirements. Although both manuals address this issue by requiring communication between the Ops Agent and the Flight Attendant before boarding can commence, we still see a number of instances where boarding begins before the Flight Attendants are able to complete their checks. Current operational initiatives such as Start Strong and Gap Time Reduction further strain the relationship between Ops and Inflight by impacting their abilities to meet their departments' requirements and expectations. Southwest Airline's Operational model of quick turn times allows us to use our aircrafts and Crews efficiently and productively, giving us a competitive edge over our competitors. Solutions such as earlier report times for Crews or extended time on the ground for our aircrafts could directly impact our bottom line. We are concerned about the potential operational safety, security and performance risks associated with our current procedures (e.g.; the potential of prohibited items being slipped aboard one of our aircraft and missed in the search, delays that occur on originating flights when cabin security checks are actually conducted according the FAM guidelines, violating FARs when boarding commences without communication, and the negative impact on historically positive relationships between our Operations Agents and Flight Attendants which also impacts communication.)

Proposal: *ERC proposes removing cabin security checks off the plate of Flight Attendants and have specifically trained personnel searching the entire aircraft (during extended ground times such as RON's) then sealing the aircraft until it is put back into operation which would be in alliance with other air carriers. We also propose addressing the training deficiencies in Ground Ops and Inflight pertaining to the communication piece required before boarding commences.*

Our recommendation would better serve the overall security, regulatory compliance and reliability of our operations. It would also relieve the undue burden placed upon our Flight Attendants in conducting weaponry searches that they are not adequately trained for or given the time to properly conduct. In the final analysis, our current procedures put Southwest Airlines operations at considerable risk of having a real safety/security of flight event; operational reliability issues; exposure to non-compliance sanctions and pose unacceptable occupational safety risks to our Flight Attendants.

GOM 6.2.5.1 Boarding Procedures
Revised: 12/16/2015
[14 CFR Part 121.391][14 CFR Part 121.394]

WARNING: ***During the boarding process, the engines must be shut down and the forward entry door must remain open.***

When conducting boarding/deplaning operations using airstairs, ensure operational safety and airport requirements are met. During a Flight Attendant Crew change when Customers remain onboard, one inbound Flight Attendant must remain onboard B737-300, -500, and -700 aircraft and two inbound Flight Attendants must remain onboard B737-800 aircraft until the outbound Flight Attendants board.

When boarding the flight:

- *The aircraft must have ground power or the APU running before boarding can begin.*
- *Power must be monitored by a Southwest Airlines Pilot while Passengers are onboard the aircraft. The Pilot is considered present while conducting the exterior pre-flight inspections.*
- *Begin the boarding process at least 30 minutes prior to departure, or as soon as possible if less time is available. Boarding of originators must begin as soon as the Flight Crews have boarded, completed safety and security checks of the aircraft, and Flight Attendants are in their boarding positions.*
- *Boarding for the outbound flight may not begin before the inbound flight's scheduled arrival time.*
- *All Flight Attendants must be onboard and in proper position before any Customer (revenue or nonrevenue) enters the jetbridge.*
- *The boarding process begins once the first person holding a boarding pass, a Flight Deck Jumpseat Notification document, or a Cabin Jumpseat Notification document goes down the jetbridge.*
- *Preloading the jetbridge with either preboarding or general boarding Customers is not acceptable and must not be done.*

Boarding Process
The following procedure is completed by an Operations Agent:

1. *Verbally confirm with the "A" Flight Attendant that all Flight Attendants are onboard, in position, and ready for boarding. After the "A" Flight Attendant gives verbal confirmation that all Flight Attendants are ready for boarding, the "A" Flight Attendant makes an announcement onboard to notify the other Flight Attendants that boarding is about to begin. All Flight Attendants must remain onboard the aircraft once boarding begins.*

   Note: *One required Flight Attendant may deplane during boarding to conduct safety-related duties in the immediate vicinity of the boarding door.*

2. *Communicate with the "A" Flight Attendant when general boarding begins to ensure that the exit seating policy is adhered to. Whether there are preboarding Customers or not, give the first Customer in general boarding his boarding pass with instructions to hand it to the Flight Attendant in order to signal that there are no or no more preboarding Customers. Refer to 4.8.4.5 Preboarding for more information.*

   Note: *If the first Customer in general boarding has a Mobile Boarding Pass, instruct him to display his Mobile Boarding Pass and verbally advise the "A" Flight Attendant that general boarding has begun.*

FAM 2.2.3 Preflight Duties
Revised: 04/28/2016
[14 CFR Part 121.571][14 CFR Part 121.571 (b)]

● Stow Crew luggage in approved stowage locations. FWD OHB and/or FWD windscreen (B737-300), FWD wheelchair compartment when not in use for passenger wheelchair stowage (B737-800) AFT OHB AFT OHB (B737-300/-500/-700), FWD OHB (B737-800)
AFT OHB
● Conduct cabin security checks (refer to Sensitive Security Information 5.0.0 Cabin Security Check and Equipment 1.2.0 Responsibilities).
● Check emergency equipment before the initial flight of the day and at each aircraft change (refer to Equipment 1.1.0 Cabin Equipment Checklist, Equipment 1.2.0 Responsibilities, and Equipment 1.4.0 Use, Check, and Operation of Equipment).

3.0.0 Passenger Boarding
Revised: 01/20/2016
NOTE: One required Flight Attendant may deplane during boarding to conduct safety-related duties in the immediate vicinity of the boarding door.
● Verbally confirm with the Operations Agent that the Flight Attendants are ready for boarding.
● Make the PA "Prepare for boarding."
● Ring one chime on the cabin call system. On hearing the boarding chime and the "A" Flight Attendant's PA,
"Prepare for boarding," assume respective boarding positions: Forward-entry area. Aft part of the aircraft. If the aft door is used for boarding, "B" takes position in the aft-entry area. OWWE area. Be positioned in the OWWE area until all exit seats are filled or upon hearing the All Passengers Onboard PA. Cabin area. The "D" is permitted to move about the cabin assisting Passengers.
CAUTION: Whenever Passengers are onboard the aircraft, at least one floor-level exit must be usable for egress. In most cases this is the forward-entry door.
3.1.0 Commencement of Boarding
Revised: 06/01/2014
● Must visually ensure "B," "C," and "D" are in boarding position

Hot Aircraft Cabin Cooling Update – published IIOTG on August 15
With temperatures on the rise, your reports about hot aircraft are more important than ever. Providing information about what you are experiencing through the Inflight Hot Aircraft Event Form on SWALife is the best way for you to update the appropriate departments so that they can respond as quickly as possible. The specifics you provide in the report are used to identify hot aircraft and gates that need attention. Inflight, Flight Ops, Ground Ops, Facilities, Tech Ops, and the NOC work together to prioritize and fix these problems and mitigate future issues. Every report regarding uncomfortable cabin temperature is specifically addressed to ensure attention is given to the aircraft that need it the most. Tech Ops uses all sources of data to find hot aircraft, including Aircraft Addressing and Reporting System (ACARS), Gate Services Reports, Inflight Hot Aircraft Forms, and Pilot and Flight Attendant Irregularity Reports. In many cases, the Inflight Form provides the most relevant information. Of particular interest to Tech Ops:
* Phases of flight with hot cabin: All Phases (including at gate, taxi, inflight) or Inflight*
* Whether cold air is distributed unevenly across the cabin*
Based on reports received so far in 2016, 83 Next Gen aircraft have had electrical connections and sensors cleaned and inspected. One of those planes had the right air cycle machine replaced, and two of those planes had the coalesce bag replaced on both packs. Twenty- two planes have had the ducting checked. Four of those had no findings, and the others were cleaned/repaired. On the Classic fleet, 75 aircraft have had electrical connections and sensors cleaned and inspected, and eleven have ducting evaluations. Eight of the eleven required ducting cleaning/repair. Pilots have been asked to use all available resources to keep the cabin as comfortable as possible and if Pre-Conditioned Air is not cooling adequately, to use the APU for cooling. Additionally, your encouragement for Customers to

lower window shades and open vents makes a difference when our aircraft are on the ground. Data has shown that these simple tasks can lower the cabin temperature. Thank you for all you're doing to, both follow summer aircraft procedures and to report when aircraft cannot be cooled adequately.

Scheduled and Standing Meetings:
Monday, August 22, 2016 – Health and Safety Coordination (HASC) Meeting
Tuesday, August 23, 2016 –ASAP ERC LOU Renewal Discussion
Tuesday, August 23, 30, September 06, 2016 –Post Emergency Event Crew Coordination Meeting
Wednesday, August 31, 2016 – ASAP ERC BWI Base Visit – Leadership Training
Wednesday, September 7, 2016 – Rescheduled ASAP ERC HOU Base Visit – Leadership Training

John DiPippa submitted the **Phoenix Base Report**:

John has done a few Lounge Mobilizations since the July Executive Board Meeting and was in the lounge on Thursday and Friday during the IT meltdown. John would like to thank Senior Manager Inflight Dave Kissman, who stayed late to help assist Flight Attendants by working behind the scenes to help them get hotels due to the long hold times with Scheduling. John made sure the red rack was tidy and the glass case was up to date. John has been in constant contact with the Executive Board and the Membership via emails and phone calls dealing with a variety of subjects. John attended the informational picket on August 8 and wants to thank Phoenix-based Flight Attendant Cyndi Bickel for being the point person on this. John reported to the Executive Board that besides SWAPA, AMFA, and TWU Local 555 showing up, also in attendance were various Members of other Unions. The other Union Members who attended were United Food & Commercial Workers (UFCW99), Communications Workers of America (CWA7019), National Association of Letter Carriers (NALC576), Bricklayers and Allied Craftworkers (BAC), American Federation of Government Employees (AFGE), Arizona Alliance for Retired Americans (AARA), International Union of Painters and Allied Trades (IUPAT), AZ AFL-CIO, and Association of Professional Flight Attendants (APFA). John also wants to thank Phoenix-based Flight Attendant Michael Broadhead, who was our designated media person and Phoenix-based Flight Attendant Jim Volpe who assisted Cyndi and Michael in various ways. John reported to the Executive Board that 150 people showed up, which was a great turnout. John sent out an E-Connection with a reminder to attend the Membership Meeting next month. John has also been in contact with the Shop Stewards. John has reviewed all of the Grievances that will be discussed at the Executive Board Meeting. As always, John is honored to represent the Phoenix Base and wants to remind Flight Attendants to call him if they need anything.

Stacey Vavakas presented the **Baltimore Base Report**. There was no written report submitted.

The Executive Board took a break at 1104 and reconvened at 1120.

Executive Board Members Audrey Stone, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Michael Massoni, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Todd Gage and Brian "BR" Ricks were excused for personal reasons.

Matt Hettich was excused for vacation.

David Jackson submitted the **Houston Base Report**:

David reports he attended the Executive Board Meeting in Dallas on July 12-14. He assisted the Office Team on July 23 answering calls from home. David participated in the Shop Steward Conference Call on July 26. David participated in the Minutes Review Committee. On July 29 David joined other Members of the Executive Board and the Negotiating Team for a negotiating session. David coordinated an informational picketing event on behalf of the Negotiating Team on August 8 and would like to thank all Flight Attendants, Precinct Captains and Shop Stewards for their help and support that day. David reports he conducted several Fact-Finding Meetings on various topics. He remained in constant contact with Members of the Executive Board, Houston Base Management and Flight Attendants.

Jimmy West presented the **Orlando Base Report**. There was no written report submitted.

Sam Wilkins submitted the **Oakland Base Report** for Oakland Domicile Executive Board Member Matt Hettich:

Matt reported that recent Fact-Finding Meetings have involved delay of flight and a probationary evaluation. Matt updated the Base Page on the TWU Local 556 Website, distributed an E-Connection, answered Member phone calls and emails, and served two weeks of Emergency Officer On-Call. Matt thanked fellow Executive Board Members Rachel Brownfield, Sam Wilkins, and Brett Nevarez for assisting with phone coverage while flying. Matt participated as a member of the Minutes Review Committee, reviewing the July Executive Board Meeting Minutes for grammatical changes only. Matt chaired the TWU California State Conference on July 26, in El Segundo, California. Matt attended a negotiating session between the TWU Local 556 Executive Board and Negotiating Team and Southwest Airlines Inflight Management on July 29, to discuss the operational meltdown that occurred July 20 through 24. Additionally, Matt has been in contact with the TWU Local 556 legal team handling the Oakland Sick Leave/California Kin Care grievance. Matt expects to have an update from the Department on Labor Standards and Enforcement (DLSE) soon. Matt thanked the TWU Local 556 Shop Stewards and activists for attending the informational picketing event at the Oakland International Airport on August 8. Approximately 65 TWU Local 556 Members were in attendance and were joined by several Members of TWU Local 555, SWAPA, AMFA Local 32, ATU Local 192, UNITE HERE Local 2850, and UFCW Local 5. Alameda Labor Council Executive Secretary-Treasurer Josie Camacho and California Labor Federation President Kathryn Lybarger both addressed TWU Local 556 Members and pledged the full support of both organizations. On the evening of August 8, TWU Local 556 Executive Board Members Matt Hettich and Sam Wilkins attended the Alameda Labor Council Delegates meeting and provided the delegates with a briefing on the TWU Local 556 informational picketing event and the state of Contract Negotiations. Matt thanked Sam Wilkins for attending the meeting. Additionally, Matt thanked Oakland Shop Steward Eric Hironymous and TWU Local 556 Member Maximillian Reynolds for leading the chants during the picketing event.

Donna Keith presented the **Chicago Base Report**. There was no written report submitted.

Jessica Parker submitted the **Denver Base Report**:

Jessica attended the Executive Board Meeting in Dallas July 12-14. Jessica met with Inflight Leadership to discuss base specific issues. Jessica conducted Fact-Finding Meetings and Step 2 Hearings. Fact-Finding Meetings and Step 2 Hearings have been on the rise in Denver for various reasons. Jessica submitted an article to be published in the summer edition of the Unity Magazine. Jessica answered Member calls and texts during the system wide operational meltdown. Jessica assisted Office Team Members answering phones on July 23. On July 29, Jessica joined Members of the Executive Board and the Negotiating Team for a negotiating session to discuss the operational and technological failures that occurred July 20-24. Jessica helped organize and participated in the system-wide Informational

Picketing Event on August 8. Jessica would like to thank all Members who joined together in solidarity for the event as well as Members of SWAPA, TWU Local 555, AMFA, and other Unions who stood with us in support. Jessica would also like to thank Denver-based Flight Attendants Jamie Simpson, Ryan Wagner, Alexandria Jeffers, Randy Anglim, Matthew Dunn, and Paula Taub for their assistance with the event.

Rachel Brownfield submitted the **Las Vegas Base Report**:

Rachel attended the Executive Board Meeting in Dallas July 12-14. Rachel was in Dallas again from July 20 through July 29 during the operational meltdown. Rachel and 2nd Vice President Brett Nevarez attended the Labor Summit at the office of the Southwest Airlines Pilots' Association along with TWU Local 555, 550, 557, AMFA and Teamsters Local 19. Rachel attended the Labor Earnings Report at Southwest Airlines Headquarters to meet with Senior Leaders to discuss the record profits and the technology meltdown. Rachel worked in the Union Office answering phones and assisting with grievances. Rachel attended the Informational Picketing held by AMFA including SWAPA and TWU Local 556 in Dallas. Rachel and Dallas Executive Board Member BR Ricks went to the Network Operations Control (NOC) to spend time with Scheduling and the Crew Ops Support team at the Hotel Desk. Rachel attended the negotiations session along with the Executive Board and the Negotiating Team to speak about the operational meltdown and discuss an emergency plan. Rachel coordinated an Informational Picket Event in Las Vegas attended by 77 people including Members from TWU Local 556 and 555, SWAPA, and AMFA. The event was also attended by Union Members from Spirit Airlines. Rachel thanked all participants who were able to attend and endure the extreme heat. Rachel served on the Minutes Review Committee to edit spelling and grammatical errors.

Pamila Forte presented the **Atlanta Base Report**. There was no written report submitted.

Brett Nevarez submitted the **Scheduling Committee Report** for Chairperson Lisa Trafton:

Chairperson Lisa Trafton and Co-Chairperson Don Shipman reported line writing in July for September 2016 bidding had the normal challenges of reduced flying and reduced TFP that occur every September. The number of line positions that a Flight Attendant could be awarded increased by 634 line positions from 8,972 in August to 9,606 in September. The Scheduling Committee left 3 positions in Open Time for the month of September in comparison to August where they left 506 positions in Open Time. In September there was an average of 82% pure lines (starting on the same day each week containing pairings of the same length) maintained 41% of the lines with all weekends off, and the lines containing 3-on/off or 48-hour breaks did not exceed 7%. The average line pay was 86.36 TFP, a decrease of 10.98 from the August average which was 97.34 TFP. We are setting up line writing observation dates of September 6-8 for Flight Attendants that have requested to observe and have approximately eight Flight Attendants to attend. Please remind Flight Attendants that scheduled observation of the line writing process is available. The Line Writers for the September Primary Lines were: Shelley Taylor, Kay McCurley, Alexander Ricker, Chase Goldman, Janet Lamy, BR Williamson, Richard Locher, Rebekah Knox, and Don Shipman The Line Writers for September Secondary Lines were: Rebekah Knox, Sheri Tyler, Kay McCurley, Alexander Ricker, Richard Locher, Janet Lamy, Chase Goldman, Shelley Taylor, BR Williamson, and Lisa Trafton.

Michael Massoni presented the **Health Committee Report** for Chairperson Michele Moore. There was no written report submitted.

Jimmy West submitted the **Professional Standards Committee Report** for Chairperson Kurtis Beggs:

Professional Standards Activity Report For July 2016

CRM	*4*
I.R. FILED	*2*
UNPROFESSIONAL BEHAVIOR	*1*
WITHDRAWN	*4*
PILOT	*3*
NOT TAKEN	*4*
COMPANY POLICY	*2*
PROBATIONARY	*2*
SOCIAL MEDIA	*1*
SAFETY	*1*
IN PROGRESS	*2*
TOTAL CASES	*26*
POSITIVE RESOLUTION	*8*
UNRESOLVED	*2*

BASE

Phoenix	*1*
Houston	*6*
Atlanta	*3*
Orlando	*1*
Chicago	*3*
Las Vegas	*2*
Denver	*1*
Baltimore	*2*
Dallas	*3*
Oakland	*2*

Cuyler Thompson submitted the **Critical Incident Stress Management (CISM) Committee Report** for Chairperson Eileen Rodriguez:

CISM Chairperson Eileen Rodriguez attended the Labor Assistance Professionals (LAP) Conference in Las Vegas July 18-22. During the month of July the CISM Team handled a total of 113 incidents that were called into the hotline and provided 216 Flight Attendants with peer support.

Personal Issue	*31*
Medical Emergency	*21*
Flight Attendant Death of Family Member	*10*
Passenger Misconduct	*9*
Mechanical	*6*
Suicide of a Family Member	*4*
Flight Attendant Illness	*4*
Turbulence	*3*
Death on Board	*3*
Debriefing - Team Member	*3*
Technology Failure July 20	*2*

Professional Standard Referral	*2*
FADAP Team Referral	*2*
Sexual Assault	*2*
Smoke and Fumes in Aircraft	*2*
Terrorist Threat	*2*
Incident on RON	*1*
Prepare Cabin for Emergency	*1*
Decompression	*1*
Suicide Attempt	*1*
Hotel Van Accident	*1*
Aircraft Incident	*1*
Flight Attendant Injury	*1*
	113
Total Flight Attendants Assisted	***216***

Michael Massoni presented the **Uniform Committee Report** for Chairperson Jabari Smith. There was no written report submitted.

Cuyler Thompson submitted the **Communications Committee Report** for himself and Committee Co-Chairperson Erich Schwenk:

This month, the Communications Committee would like to call your attention to a few metrics, mainly the App usage and Twitter metrics. For the App, you can find more below in the full stats, but the Communications Committee would like to point out the usage. The "little App that could" is now pushing 10,000 installations and is an incredibly useful tool during irregular ops. This is a great tool that can, and should, be downloaded on every single Inflight Electronic Flight Bag (EFB). Any help talking to Members about this great, free tool would be appreciated. The Communications Committee is working on an update too.

This month the Communications Committee is pleased to add Twitter metrics into the report. This new report shows the number of tweets, impressions, visits, engagements, etc. The Communications Committee will be listing the tweets for the prior month and adding a few key metrics for ongoing analysis. You may also notice a difference in reporting data for videos. The online provider, Vimeo, has changed their statistics and provides some new data. An important one is how far into a video do viewers get before they stop watching. Great information that the Communications Committee received from Facebook but now also gets from vimeo too. Check out the updated numbers in the stats pages.

Mass E-Mails
The Action Network account was used over the past month for National Campaigns, E-Connections and Shop Steward email campaigns. The Communications Committee corrected an issue where Members' first names were not displaying correctly in some emails. The Communications Team has completed a switch from MailChimp to Action Network, an AFL-CIO partner. As an affiliate of the AFL-CIO, the Union is provided access to the Action Network toolset at no cost to the Local. This is a savings of nearly $150/month. The MailChimp account is "paused" and the Union will not be billed for maintaining the account that allows access to historical data. All past E-Connections have been removed from the Base Pages on the Website. This ability was tied to the MailChimp account.

Website

The TWU Local 556 family of websites contains the Main, Dues, and People Behind the Profits sites. The main site is constantly updated with current events and the main graphics and slides are constantly updated for current events, holidays, Membership Meeting information, and special occasions.

Videos
The Live Webcast was not held in July, 2016.

The Live Webcast replays are published utilizing Vimeo, the online video streaming service. The videos are embedded on the TWU Local 556 Website for viewing.

Publications
The Summer 2016 issue of Unity Magazine was shipped from the printer in Houston. Recording Secretary Cuyler Thompson emailed the shipping information to all Domicile Executive Board Members and Base Managers.

Social Media
Facebook continues to be a great way to reach the Members of TWU Local 556. Members are receptive to posts and this free tool reaches a lot of Members very quickly. In addition, it's a great way to spread the word on the campaign and garner public support. During the month of February, the restrictions were removed from the TWU Local 556 Facebook Page: Members are now encouraged to post and comment on posts. Members are asked to review the updated "TWU Local 556 Facebook Page Terms of Service and Fair Play" which is found under the "about" section of the Facebook Page. Since lifting the restrictions, there has been an increase in the amount of interaction through the Facebook Page. The Communications Committee also turned on messaging functionality allowing the Communications Committee to answer Members' Contract or private questions. If you would like to share photos via the TWU Local 556 Facebook page please email them to Communications.

Mobile Applications
The TWU Local 556 App is a great resource for Members. The Communications Committee has seen an increase of Member submitted questions in the recent months, via the app or email. The Communications Committee has begun the process of refreshing the App. The following information is requested for the update:

- *Calendar*
- *CSS Codes*
- *-800 Informational Packet*

Cuyler Thompson **agreed** that the Communications Committee would look into another service which may provide emailed birthday greetings to Members since the new email server, Action Network, was not capable of the function.

The Executive Board **agreed** to enable "push notifications" for all posts communicated via the TWU 556 Connect mobile app.

Pamila Forte submitted the **Civil and Human Rights Committee (CHRC) Report** for Chairperson Lori Lochelt:

Chairperson Lori Lochelt coordinated the participation of TWU Local 556 in three additional 2016 Gay Pride Parades: Dallas, Orlando, and Atlanta. Atlanta Domicile Executive Board Member Pamila Oak and Orlando Domicile Executive Board Member Jimmy West coordinated the events in their respective domiciles. Dallas Flight Attendant Brandi "Ryan" Dunn will serve as the local Dallas representative *for the Dallas Parade. Lori will attend all three parades. Lori has purchased two hundred custom t-shirts to give to TWU Local 556 Members who walk in the parades. Lori had two banners made, one specific to Orlando with reference to the Pulse Nightclub shooting victims. Lori contacted Andrew Rangolan, Field Representative for Transport Workers Union International, to get the word out to other Transport Workers Union Locals and invite them to walk with TWU Local 556 in all three parades. Lori talked with Critical Incident Stress Management (CISM) Chair Eileen Rodriguez about adding a Civil and Human Rights component to the CISM training.*

Pamila Forte left the Meeting at 1215.

Sam Wilkins submitted the **Mobilization/Organizing Committee Report**:

Mobilization/Organizing Co-Chairperson Sam Wilkins assisted the Negotiating Team (NT) in mobilization efforts for the entire month of July. Sam assisted the Precinct Captains with digital media campaigns. Sam assisted with organizing the July 11-12, 28-29 Solidarity Days in all bases. Sam assisted with the NT Campaign "The People Behind the Profits—Return on Employee Contribution (ROEC)." Sam wrote an article for the Summer Unity Magazine. Sam encourages any Member who would like to get involved with mobilization efforts to email moborg@twu556.org. Sam would like to thank all of the Members who continue to participate in the digital campaigns on Facebook and Twitter.

Jessica Parker submitted the **Scholarship Committee Report**:

On July 19 the Scholarship Selection Sub-Committee, consisting of Jessica Parker, Scholarship Committee Chairperson, Todd Gage, TWU Local 556 1st Vice President, and Mark York, Secretary-Treasurer for the Dallas AFL-CIO, met to review and select recipients for the Madeleine Howard and Paul Gaynor Scholarships offered by TWU Local 556. After careful consideration and review, Chicago-based Flight Attendant LaVonne Ward was selected to receive the Paul Gaynor Scholarship and Kaiya Flecker, daughter of Denver-based Flight Attendant Lisa Flecker, was selected to receive the Madeleine Howard Scholarship. Jessica notified both LaVonne and Kaiya that they were selected to receive scholarships. Jessica notified those who were not selected via email and encouraged them to apply again in subsequent years. Notice of scholarship recipients was posted on August 4 on both the TWU Local 556 Facebook Page and the TWU Local 556 Website.

Rachel Brownfield submitted the **Veterans Committee Report** for Committee Chairperson Chris Sullivan:

The TWU Local 556 Veterans Committee Chairperson Chris Sullivan reports that the Transport Workers Union Veterans Committee (TWUVC) met July 12-14 in Tulsa. The meeting was hosted by TWU Local 514. Chris and TWUVC Vice Chair and Chicago-based Flight Attendant Brendon Remezas attended on behalf of TWU Local 556. During the meeting Committee Members toured the American Airlines maintenance facilities and took the Spartan Pledge. The pledge is part of an effort to help reduce the amount of Veteran suicides. On hand was a Spartan sword that was forged from steel taken from the World Trade Center site. Chris has collected, cleaned, tagged and shipped an additional 195 pairs of running shoes to San Antonio for the Hank Trujillo Memorial Free Post Exchange. Several more boxes will be picked up soon thanks to New Balance. Chris would like to thank the TWU Local 555 Members in the Denver Cargo office for their continued support in this effort. Chris met with Senior Manager of Employee Outreach Tom Crabtree to discuss the Honor Flight kits being developed for use in all Domiciles. The kits are designed to turn any gate into an instant Military gate. Chris participated in a conference call with TWUVC Recording Secretary and TWU Local 555 Member Charlana Bilodeau, Vice President (VP) Ground Operations Steve Goldberg and Senior Director for Central

Region Chris Johnson to discuss various Veteran related topics. TWU Local 555 has agreed to pursue many of the Veterans and Military issues Chris has raised with the Inflight Department. The intent is to provide a unified front and obtain as much support from department heads as possible. Based on previous discussions Chris believes that he will be able to obtain the support of Aircraft Mechanics Fraternal Association (AMFA) Local 11. Working together, all three groups will be able to push Southwest Airlines into adopting more Veteran and Military programs and initiatives. Brendon is currently working with TWU International and TWU Local 234 to finalize the 4th quarter TWUVC meeting. The meeting will be held October 11-13 in Philadelphia. Brendon worked with TWU Local 555 in assisting a Member with Military Leave issues with Southwest Airlines. Brendon is also working on a Prisoner of War/Missing in Action (POW/MIA) event at Tinker Air Force Base in Oklahoma City in September 2016. On behalf of the Veterans Committee, Chris would like to thank Members of TWU Local 556 who are serving, or have served in the Nation's Armed Services. The sacrifices made by these Members and their families must be honored and never forgotten.

Audrey Stone presented the **Working Women's Committee Report**. There was no written report submitted.

Brett Nevarez submitted the **Flight Attendant Drug and Alcohol Program (FADAP) Report** for Committee Chairperson Natalie Salser:

Chairperson Natalie Salser and Co-Chairperson Tom Spillers conducted a one day New Hire Flight Attendant Drug and Alcohol Program (FADAP) Peer Training in Houston on July 14. Four new Peers were added to the Team. Tom and Natalie attended the Labor Assistance Professionals (LAP) Conference July 17-22, in Las Vegas. The Team participated in the Shop Steward Call on July 25. Natalie attended the Leadership Dinner on July 27. The FADAP Team submitted an article for Unity Magazine regarding prescribed medications and flying safely.

Cuyler Thompson submitted an appeal, which had been submitted via email by TWU Local 556 Member Alison Carver, for review. The Executive Board discussed the appeal and TWU International's interpretation of the appeals process at the Local level.

Pamila Forte returned to the Meeting at 1238.

The Executive Board continued to discuss the appeal and TWU International's interpretation of the appeals process at the Local level.

Pamila Forte left the Meeting at 1305.

Donna Keith left the Meeting at 1310.

Michael Massoni made a **motion (27)** that TWU Local 556 Member Alison Carver's appeal on Bylaw Amendment MCO1 be denied as the original motion was out of order. John Parrott **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Yea
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Yea

Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Yea
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Away
Brian “BR” Ricks	Excused
Jimmy West	Yea
Donna Keith	Away
Jessica Parker	Yea

The motion **carried**.

Cuyler Thompson **agreed** to communicate the Executive Board’s decision to Alison Carver.

The Executive Board went to lunch at 1323 and reconvened at 1445.

Executive Board Members Audrey Stone, John Parrott, Brett Nevarez, Cuyler Thompson, Sam Wilkins, Michael Massoni, Rachel Brownfield, Stacey Vavakas, Pamila Forte, John DiPippa, Jimmy West, Jessica Parker, Donna Keith and David Jackson were present at the Meeting.

Todd Gage and Brian "BR" Ricks were excused for personal reasons.

Matt Hettich was excused for vacation.

Education Committee Members Angie Kilbourne and Josh Rosenberg were guests at the Meeting and submitted copies of a proposed TWU Local 556 Irregular Operations Protocol to update the Union’s response during extreme irregular operations.

Donna Keith left the Meeting at 1508.

The Executive Board continued to discuss the proposed TWU Local 556 Irregular Operations Protocol.

Michael Massoni and John DiPippa left the Meeting at 1522.

The Education Committee was excused at 1522.

Cuyler Thompson submitted Article XIX Charges filed by Member Malinda Hart-Goodman, in which she accused Member Audrey Stone of conduct unbecoming a Member of the Union by violating the TWU Local 556 Bylaws.

The Executive Board **agreed** that according to the TWU Constitution, Article XIX Section 3, “the Local Executive Board shall review the charges and consider them improper if (a) The charges do not state the exact nature of the alleged offense as required by Section 1 of this Article; (b) The charges are untimely under Section 2 of this Article; (c) The act complained of does not sustain a charge of a violation of the Constitution or conduct unbecoming a Member of the Union; (d) The charges involve a question which should be decided by the Membership at a Membership Meeting and not by the trial procedure.”

The Executive Board considered the charge submitted by Member Malinda Hart-Goodman.

A **Roll Call Vote (28)** was conducted pertaining to question (a), in accordance with Article XIX Section 3 of the TWU Constitution:

Article XIX Section 3 (a) "The charges ***do not*** *state the exact nature of the alleged offense as required by Section 1 of this Article"*

Audrey Stone	Chair
Todd Gage	Excused
John Parrott	Nay
Brett Nevarez	Nay
Cuyler Thompson	Yea
Sam Wilkins	Nay
Michael Massoni	Away
Stacey Vavakas	Nay
David Jackson	Nay
John DiPippa	Away
Matt Hettich	Excused
Rachel Brownfield	Nay
Pamila Forte	Nay
Brian "BR" Ricks	Excused
Jimmy West	Nay
Donna Keith	Away
Jessica Parker	Nay

A **Roll Call Vote (29)** was conducted pertaining to question (b), in accordance with Article XIX Section 3 of the TWU Constitution:

(b) The charges ***are untimely*** *under Section 2 of this Article;*

Audrey Stone	Chair
Todd Gage	Excused
John Parrott	Nay
Brett Nevarez	Nay
Cuyler Thompson	Nay
Sam Wilkins	Nay
Michael Massoni	Away
Stacey Vavakas	Nay
David Jackson	Nay
John DiPippa	Away
Matt Hettich	Excused
Rachel Brownfield	Nay
Pamila Forte	Nay
Brian "BR" Ricks	Excused
Jimmy West	Nay
Donna Keith	Away
Jessica Parker	Nay

A **Roll Call Vote (30)** was conducted pertaining to question (c), in accordance with Article XIX Section 3 of the TWU Constitution:

*(c) The act complained of **does not** sustain a charge of a violation of the Constitution or conduct unbecoming a Member of the Union;*

Audrey Stone	Chair
Todd Gage	Excused
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Away
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Away
Matt Hettich	Excused
Rachel Brownfield	Yea
Pamila Forte	Yea
Brian "BR" Ricks	Excused
Jimmy West	Yea
Donna Keith	Away
Jessica Parker	Yea

The Executive Board **agreed** that since Malinda Hart-Goodman's charge did not sustain a charge of a violation of the TWU Local 556 Bylaws or conduct unbecoming a Member of the Union, it was not necessary to vote on question (d) of Article XIX Section 3.

Malinda Hart-Goodman's charge that TWU Local 556 Member Audrey Stone had violated the TWU Local 556 Bylaws was deemed improper by the Executive Board.

The Executive Board **agreed** to recognize the numerous and extended hours worked by the TWU Local 556 Office Team during Southwest Airlines' recent Operational Meltdown with a gift of appreciation.

Jimmy West discussed Emergency Officer On-Call Procedures.

Pamila Forte **agreed** to research media training for Executive Board Members and present her findings during a future Executive Board Meeting.

Sam Wilkins discussed publishing information regarding Work and Conduct Rule, Class 1 Section 17. The Executive Board **agreed** to publish information provided by Sam Wilkins to the Membership via email.

Cuyler Thompson proposed that Members of the TWU Local 556 Executive Board attend the 9/11 Memorial Services in New York City and place a Remembrance Wreath at the 9/11 Memorial on behalf of the TWU Local 556 Membership. Rachel Brownfield, Stacey Vavakas and Pamila Forte **agreed** to attend the 9/11 Memorial Services and arrange for a wreath to be placed at the Memorial.

Audrey Stone reported that she would seek assistance from TWU International regarding a request made in Member Alison Carver's appeal to the Executive Board.

Pamila Forte discussed the Precinct Captain (PC) Program.

Stacey Vavakas made a **motion (31)** to adjourn. John Parrott **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Chair
Todd Gage	Excused
John Parrott	Yea
Brett Nevarez	Yea
Cuyler Thompson	Yea
Sam Wilkins	Yea
Michael Massoni	Away
Stacey Vavakas	Yea
David Jackson	Yea
John DiPippa	Away
Matt Hettich	Excused
Rachel Brownfield	Nay
Pamila Forte	Yea
Brian "BR" Ricks	Excused
Jimmy West	Yea
Donna Keith	Away
Jessica Parker	Yea

The motion **carried**.

Audrey Stone adjourned the Meeting at 1424.

To the best of my knowledge, these Minutes are an accurate account of these proceedings.

Cuyler Thompson
TWU Local 556 Recording Secretary