



TRANSPORT WORKERS UNION OF AMERICA, AFL-CIO AIR TRANSPORT LOCAL 556

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Executive Board Meeting March 11 – 13, 2014 Synopsis

Tuesday

March 11, 2014

Audrey Stone called the Meeting to order at 0830.

TWU Local 556 Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Rob Riddell, Addie Crisp, Matt Hettich, John DiPippa, Stacey Vavakas, Valerie Boy, Chris Sullivan, Karen Amos, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

TWU Air Transport Division Director Garry Drummond was a guest at the Meeting.

Audrey Stone updated the Executive Board on the Meeting Agenda.

Brett Nevarez read aloud the **TWU Membership Pledge**.

John DiPippa led the Executive Board in reciting the **Pledge of Allegiance**.

Audrey Stone submitted the **President's Report**:

Audrey Stone reports that she led our Negotiating Team (NT) at the table with Southwest Airlines Management on February 18, 19, and most recently on March 6. The NT was scheduled to meet on March 7 as well, but Southwest Airlines encountered scheduling difficulties so the day was spent partially in caucus in a meeting with Director Labor Relations Mike Mankin and Manager Labor Relations Kevin Allen to discuss outstanding issues related to moves in a base opening and to work on a Q and A for the Atlanta Base opening. Audrey also met with Senior Director Labor Relations Naomi Hudson and Senior Director Inflight Crew Operations and Automation Brendan Conlon on February 19 to discuss the final transition plan for airTran Flight Attendants. Since last reported, Audrey also met with our Communications Chair Cuyler Thompson and Public Relations Consultant Jamie Horowitz on February 20. During this time, she participated in two face-to-face meetings with reporters, as well as a follow up interview with the Wall Street Journal regarding negotiations, Southwest Airlines Senior Vice President Labor Relations Randy Babbitt informed Labor Leaders yesterday that the SWATogether site has now been encompassed in SWALife so that it is only viewable to Employees. Audrey participated in the monthly Shop Steward Conference Call on February 26. Audrey also met with Southwest Airlines

Pilot Association (SWAPA) President Mark Richardson on February 26 to discuss negotiations and labor issues. Audrey and Financial Secretary/Treasurer John Parrott met with Vice President Cabin Services Mike Hafner and Senior Director Base Operations Sonya Lacore on February 27. During this time we discussed many concerns, including the “Start Strong” program, a customer service survey, the Polar Vortex and continued operational challenges. Audrey and John Parrott met with Southwest Airlines Chief Executive Officer (CEO) Gary Kelly on February 28 at Gary’s request. It was her first meeting with Gary, and Audrey reports it was a respectful, productive meeting. Audrey wrote an article for the March 5 Unity Update. Audrey attended the Dallas Message to the Field on March 3. Audrey participated in the Grievance Review Committee on March 10 as well as our TWU Live Broadcast the same day. Audrey has continued to work with Grievance Chairperson Becky Parker who is leading our Grievance Team following Lyn Montgomery’s return to the line. Audrey thanks the Grievance Team for their continued professionalism in serving the Members of 556, and she and John will work with Becky moving forward regarding any staffing needs or concerns.

There was discussion regarding former Grievance Chairperson Lyn Montgomery and the fact that she returned to flying the line as a Flight Attendant.

The Executive Board discussed Southwest Airlines’ recently implemented Start Strong Initiative.

The Executive Board discussed reports that Customer Service Agents had begun closing Southwest Airlines flights too early, leaving revenue and non-revenue Passengers behind unnecessarily.

The Executive Board discussed reports that Inflight Scheduling had begun purposefully scheduling hotel vans earlier than necessary so that Flight Attendants could arrive at the aircraft much earlier than contractually required.

Audrey Stone discussed a meeting she had with Southwest Airlines Chief Executive Officer (CEO) Gary Kelly.

Audrey Stone discussed the ongoing Contract Negotiations between TWU Local 556 and the Southwest Airlines Company.

John Parrott submitted the **Office Manager’s Report**:

John reported the following statistics for February:

<i>Sick Days</i>	<i>2</i>
<i>Vacation Days</i>	<i>32</i>
<i>Vacation/Flex Convert</i>	<i>7</i>
<i>Flex Days Earned/Used</i>	<i>8/9</i>
<i>Doctor Appointments</i>	<i>3</i>
<i>Training</i>	<i>12</i>
<i>Total Days to cover</i>	<i>65</i>
<i>Temp Staff Days</i>	<i>33</i>

1st Vice President Todd Gage submitted his **Officer’s Report**:

Todd reports that on February 17 and 18 he, along with Oakland Domicile Executive Board Member (DEBM) Matt Hettich, and Recording Secretary Cuyler Thompson met in Dallas to work on finishing up the TWU Extreme Irregular Operations Response Plan (EIORP). Also, on February 18, he met with Senior Director of Base Operations Sonya Lacore to discuss a number of pending issues. Later that

same day Todd met with Sonya, Safety Chairperson Michael Massoni, Health Chairperson Michele Moore, Critical Incident Stress Management (CISM) Chairperson Eileen Rodriguez, and Senior Manager of Employee Outreach and Administration, Tom Crabtree. Items brought up during this meeting were communication from Southwest Airlines to TWU after an incident inflight, future protocol during irregular operations, and the Company's inconsistencies utilizing CISM. A representative from AT&T came to the Union Office to update Todd on the TWU Local 556 wireless plan. Todd would like to report that the plan has been modified in which will save the Local additional money each month. Todd wrote an article for Unity Update that went out on February 20. He also participated in the Shop Steward Conference Call on February 26 to explain the EIORP and to recruit Shop Stewards. On March 5, Todd met with the Training Department. He brought up the concerns of part time Recurrent Trainers getting pulled for an entire month to teach Recurrent Training (RT). On March 10 Todd participated in the Grievance Review Committee (GRC) as well as the Live Broadcast with President Audrey Stone later that evening. On March 25, he will be third chairing a Board of Adjustment (BOA) with Grievance Chairperson Becky Parker and Grievance Staff Member Barbara Fitzhugh.

2nd Vice President Brett Nevarez presented his **Officer's Report**. There was no written report submitted.

The Executive Board discussed a letter sent to all former TWU Local 556 Members who had opted to pay only the Agency Fee, rather than Union Dues to Local 556.

Brett Nevarez updated the Executive Board regarding a lawsuit filed by Stacy Martin, Chris Click and Jerry Lindemann against TWU Local 556.

The Executive Board took a break at 1028 and reconvened at 1048.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Rob Riddell, Addie Crisp, Matt Hettich, Stacey Vavakas, Valerie Boy, Chris Sullivan, Karen Amos, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

John DiPippa was excused for Union business.

TWU Air Transport Division Director Garry Drummond was a guest at the Meeting.

Rob Riddell submitted his **Officer's Report** as Board Member at Large:

Rob reports that he travelled to Dallas, Texas on February 9 for Executive Boards, February 10 through February 13, 2014. Rob participated in a conference call with Southwest Management and the Language of Destination/Origin (LODO) Subcommittee on February 11 and 12, 2014 - to work out remaining issues with the Language of Destination/Origin Program. Rob answered many Members' questions and phone calls during the first half of February. Rob was on vacation from February 19 through the end of the month.

Cuyler Thompson submitted the **Officer's Report** for Board Member at Large Tina Coffee:

Tina attended the Executive Board Meeting the week of February 10 through the 13. She was able to jetway trade for a Flight Attendant going home from the meeting during another weather meltdown in our system. Tina made 125 cupcakes for Ramp Agents in Phoenix on February 14. Tina and John DiPippa did a Lounge Mobilization on February 14 and 15. They handed out bags with kisses and

notes that said, "At the Heart of LUV is Labor" to the Flight Attendants in the lounge, to give to the Provisioning Agents. Tina made heart pins with "We are the LUV" to hand out to Flight Attendants at the Message to the Field on February 22. Tina attended the Message to the Field on February 22 and stood for a while and showed support for Local 555 while they marched around with informational signs in front of the venue. Tina attended the Maricopa Area Labor Federation meeting on February 26. There will be a scholarship available for Phoenix AFL-CIO members, which includes our Flight Attendants, who reside in Maricopa County. It will be an essay, and the applicants will have six weeks to apply. It is for Members or the children of Members going to college. More information will be available in May. The AFL-CIO is also looking for some young members that want to be involved in a program they have, which basically teaches them about the legislative process and labor issues. Tina attended the legislative meetings for the AFL-CIO on February 28 and March 7. Tina is learning how to look up bills on the AZ.GOV website and see how our Representatives voted and what these bills are about. They were also encouraged to call our State and Local Representatives and support the Clean Elections Bill. Tina has been making phone calls to them. Tina also read all emails, updated the Weekly Report, read the yellow sheets put out by the AFL-CIO, answered a few Union phone calls, was the Emergency Officer On-Call for a week, helped Flight Attendants with questions on Facebook, and has spoken to many Members recently regarding Union issues.

Stacey Vavakas submitted the **Baltimore Base Report**:

Stacey reports that she spent several days in the lounge and met with Base Leadership to discuss the continued issues within the base. Stacey also distributed all Union literature, updated the red rack, and the Union Glass Case. Great progress has been made in calling Members within the base and collecting emails. To date, seventeen emails have been collected. Delays of flight, customer letters, and Employee write-ups continue to be the bulk of Fact-Finding Meetings within the base. Attendance Meetings have seemed to slow at this time for the Baltimore Base. Stacey also participated in the monthly Shop Steward Conference Call. Stacey has also spent several days answering phone calls, emails, and texts regarding Union issues.

Valerie Boy submitted the **Houston Base Report**:

Valerie reported that Flight Attendants were brought in for meetings for attendance, negative Customer letters, delaying flights, Class 1 Section 17's, and carrying prohibited items through a security checkpoint. Contract Live Resource Guidesheets were replenished on the red rack and all publications were distributed. Valerie updated Shop Stewards on new Letters of Understanding and general base news. An E-Connection was sent out on February 5 to all Members with email addresses on file with the Union. For the Flight Attendants that do not have email addresses on file, a note was left in their mailboxes requesting an email address to ensure they're receiving NT Updates, E-Connections and Unity Updates. Applications for the Quill Scholarship were placed on the red rack and lounge tables. The glass case was updated periodically with 555 Unity Day information and Domicile Executive Board Member "Luck" flyer. Valerie reports a surge in complaints from Members that their commuter flights are being closed out ten minutes or more prior to departure and she would like to address the 'ten minute standby rule' with Senior Leaders again during the March Board Session. Members also report being offered discipline without a Fact-Finding Meeting. Further research suggests these are cases in which Flight Attendants admit to wrong-doing in their Irregularity Reports. Valerie reminded Flight Attendants that other factors may have been at hand and they are always entitled to due process in the form of a Fact-Finding Meeting. Valerie answered Member concerns regarding President Stone's removal of Grievance Chairperson Lyn Montgomery. Valerie would like to state, for the record, she remains committed to supporting the Grievance Team as a whole.

Six American Family Life Assurance Company (AFLAC) Representatives entered the Meeting at 1100 to discuss supplemental insurance options for the Members of TWU Local 556.

John DiPippa returned to the Meeting at 1130.

The Executive Board continued to discuss supplemental insurance options.

The AFLAC Representatives were excused at 1216.

Jimmy West presented the **Orlando Base Report**:

Jimmy reported that the Orlando Airport Authority has taken away the Employee lane in Orlando. This now means that when Flight Attendants are non-revving around the system or attending Recurrent Training, they must use either the wheelchair lane or the Transportation Security Administration (TSA) Pre-Check lane if not in uniform utilizing the KCM lane. However, there is much confusion as to which lane is to be used depending on which TSA Officer the Flight Attendant encounters. Jimmy reported that he has met with Orlando Base Manager Brian Ridgeway and Brian informed Jimmy that he continues to have meetings with the Orlando Airport Authority and will keep Jimmy updated. Jimmy reported that it appears that Crew Scheduling, during irregular operations, are booking Flight Attendants in hotel rooms without securing the rooms first resulting in the Flight Attendants being forced to hold their room with their personal credit card. Jimmy reported that the Orlando Provisioning Station completely depleted the warehouse for a period of 48 hours the week of March 3, which resulted in the aircraft galleys basically having ice and trash service. Jimmy spoke to Provisioning Director Robert Rodriguez and informed him of the issue. Jimmy reported that he has received numerous phone calls and emails regarding President Stone's sole decision to return Executive Grievance Chairperson Lyn Montgomery back to the line. Jimmy reported the communication from TWU 556 Members were upset at this decision. Jimmy reported that he has responded to each Member. Jimmy would like to thank Orlando Shop Stewards Susan Kern-Johnson and Mitch Marks for their assistance in helping distribute the 2014 Winter Unity Magazine. Jimmy reported the Union Glass Case and Union Red Rack are up to date.

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

John wrote the February E-Connection and has organized the red rack and made sure the glass case was updated. John has been in constant communication with his Shop Stewards regarding issues affecting the Union and the industry in general. John was in the lounge with Board Member at Large Tina Coffee on February 14 and 16 visiting with Members and showing his support for TWU Local 555 during Valentine's Day weekend. John attended the Message to the Field and informational picketed with TWU Local 555 prior to the event. John met with Elizabeth Terrazas, the Assistant Parking Manager, and Lynda Dodd, the Parking Manager, in regards to parking issues/concerns at the base. John has met with the Assistant Chief Pilot Jeff Miller to keep him and the Chief Pilot in the loop about what John is doing in regards to parking at the base. John wants to thank Shop Steward Della Saucier for placing the most recent issue of Unity in the mailboxes. John has represented two Members in two different Fact-Finding Meetings. Finally, John was in the lounge on March 8 speaking with Members and will be in the lounge again on Saturday, March 15.

Matt Hettich submitted the **Oakland Base Report**:

Matt reported that Fact-Finding and Attendance Meetings have been infrequent since January 2014. Matt updated the Union Glass Case, updated the Base Page on the Union Website, tidied the Union Red

Rack, communicated with Oakland Shop Stewards via email, distributed the Winter Issue of Unity Magazine, distributed an Oakland E-Connection via Unity Update, and met with Oakland Inflight Management to discuss issues concerning Oakland Flight Attendants. Matt held an Oakland Lounge Mobilization on February 14 to show support for TWU Local 555 and helped clean aircraft with Oakland Shop Steward Sam Wilkins; Matt thanked Sam for attending. Matt held an Oakland Lounge Mobilization on March 5 to highlight the need for Members to have access to the Union Website and ensure Members are receiving the Unity Update publications. Matt thanked Oakland Shop Stewards Sam Wilkins, Lori Lochelt, Josh Rosenberg, Patrick Reynolds and Oakland Member Mario Galileo-Cendejas for attending.

Donna Keith submitted the **Chicago Base Report**:

Donna reports that the Chicago Base has been busy during the last month. Donna reports Phase One and Phase Two Attendance Meetings have decreased but still continue in the base. Fact-Finding and Step Two Meetings continue in the Chicago Base. Donna has updated the glass case, tidied the red rack, distributed all publications, sent out an E-Connection, been in contact with Shop Stewards, assisted in editing the Unity Update and Unity Magazine, spent time in the Chicago Lounge, and met with Chicago Base Management to discuss business of the base. Donna served a day of Weekend On-Call and as Emergency Officer On-Call during a week in March. Donna attended the TWU State Conference Chair Organizational Meeting in Washington D.C. at the TWU International Headquarters with Addie Crisp and Latonia Paul-Benoit. Donna also attended the Chicago Message to the Field with some of her Shop Stewards.

Addie Crisp submitted the **Las Vegas Base Report**:

Addie Crisp updated the glass case and organized the red rack. Addie Crisp and Shop Steward Mark Anthony Reyes passed out candy to Flight Attendants and Local 555 Members on Valentine's Day. Shop Steward Mark Anthony Reyes distributed the Winter Unity Magazine. Addie Crisp, Shop Stewards Bryan Orozco and Patti Phillips visited all local Congressional and Senate offices in the Las Vegas area to talk about "No Cell Phones in Flight" and "No Knives on Planes." Patti Phillips did a Lounge Mobilization in February. Addie Crisp, Donna Keith and LaTonia Paul-Benoit attended the TWU State Conference Chairs organizing meeting in Washington, D.C.

Karen Amos submitted the **Dallas Base Report**:

Karen reported the Dallas Base has had a few Fact-Finding Meetings, however they were not Attendance Meetings. Karen reported the Company is working on a Phase Three Attendance Program. The details of the program have yet to be revealed. The Dallas weather has been intense this year and on numerous occasions a few Flight Attendants were unable to make the drive to the airport. The removal of the No Shows were not based on the conditions of the roads in the areas that the individual lived or the roads in their area nor the type of vehicle that the individual drives but rather on the number of Flight Attendants that no showed on a particular day. Karen shared with Management she found this basis for removal of No Shows to be inaccurate, unfair and ludicrous. Karen advised the Dallas Base Flight Attendants, if they find themselves in an inclement weather situation in the future to take pictures of the roads, note road closings and contact the Union. Karen is very happy to report that Dallas finally has a Known Crew Member lane at Terminal 2 in the airport. Karen attended the Working Women's Committee meeting on the third and fourth of March in Hurst Texas. Karen worked at the Union office on Friday 14, 2014. There are two new Supervisors in the Dallas Base. Michael Alaniz comes to us from airTran and will be attending SMT Training in the next few months and Jamie Dodson is a thirteen-year Southwest Airlines Flight Attendant. The Dallas Union Red Rack has been

straightened; the Union Bulletin Board has been updated for March, an E-Connection was sent out, the Dallas Base Page has been updated. All Union publications have been distributed. Karen continues to reach out to the Membership to hear their concerns and questions.

Chris Sullivan submitted the **Denver Base Report**:

Chris Sullivan reports that he attended the Executive Board meeting in Dallas February 11-13. The Union Glass Case and Union Red Rack were updated throughout the month. Chris conducted lounge visits and answered Members' questions and concerns. The Denver Base has been relatively quiet and there has not been a Fact-Finding, or similar meeting for the past two months. Chris handed out Hershey Kisses to TWU Local 555 Members at the Denver Station as part of a Valentine's Day lounge visit. Chris participated in the Denver Inflight Ronald McDonald House "Supes vs. Stews" event on February 19. TWU Local 555 held an Informational Picketing event at the Message to the Field in Phoenix on February 20. Chris attended and picketed alongside our 555 Brothers and Sisters. Chris distributed the Unity Magazine. Chris participated in a Shop Steward Conference Call, as well as an Executive Board Conference Call. Chris was scheduled to participate in a Denver Station Roundtable on March 10. After arriving at the airport for the meeting Chris was informed that it had been cancelled.

The Executive Board went to lunch at 1233 and returned at 1350.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Addie Crisp, Matt Hettich, John DiPippa, Stacey Vavakas, Valerie Boy, Chris Sullivan, Karen Amos, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

Rob Riddell was excused for Union Business.

TWU Air Transport Division Director Garry Drummond was a guest at the Meeting.

Two representatives from Corporate Benefits Solutions were guests at the Meeting to discuss potential supplemental insurance options for the Members of TWU Local 556.

The representatives from Corporate Benefits Solutions were excused at 1445.

Rob Riddell returned to the Meeting at 1445.

Brett Nevarez made a **motion (1)** to suspend the Meeting Agenda in order to consider a matter brought forth by Cuyler Thompson. Todd Gage **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
Cuyler Thompson	Yea
Brett Nevarez	Yea
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Yea

Stacey Vavakas	Yea
Valerie Boy	Yea
Donna Keith	Yea
Jimmy West	Yea
Karen Amos	Yea
John DiPippa	Yea
Addie Crisp	Yea
Chris Sullivan	Yea

The motion **carried**.

Audrey Stone was asked to excuse herself from the Meeting so the Executive Board could consider charges against her.

Audrey Stone was excused at 1452.

Cuyler Thompson submitted two charges filed against Local 556 President and Member Audrey Stone by Member Debbie LaFave in which she accused Audrey Stone of violations of the TWU Constitution and Local 556 Bylaws. The Executive Board **agreed** that the charges submitted by Member Debbie LaFave were comprised of two separate charges. The Executive Board **agreed** to consider the charges separately, referred to as Charge 1 and Charge 2.

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 two charges on the floor.

A **roll call vote (2)** was conducted regarding Charge 1:

*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	Excused
Todd Gage	Chair
John Parrott	Yea
Cuyler Thompson	Yea
Brett Nevarez	Yea
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Yea
Stacey Vavakas	Nay
Valerie Boy	Nay
Donna Keith	Yea
Jimmy West	Nay
Karen Amos	Yea
John DiPippa	Nay

Addie Crisp	Yea
Chris Sullivan	Nay

The Executive Board **agreed** that since Charge 1 did not state the exact nature of the alleged offense, it was not necessary to vote on questions (b), (c) and (d) of Article XIX Section 3 of the TWU Constitution. The Executive Board deemed Charge 1 improper.

A **roll call vote (3)** was conducted regarding Charge 2:

*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	Excused
Todd Gage	Chair
John Parrott	Yea
Cuyler Thompson	Yea
Brett Nevarez	Yea
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Yea
Stacey Vavakas	Yea
Valerie Boy	Yea
Donna Keith	Yea
Jimmy West	Nay
Karen Amos	Yea
John DiPippa	Nay
Addie Crisp	Yea
Chris Sullivan	Yea

The Executive Board **agreed** that since Charge 2 did not state the exact nature of the alleged offense, it was not necessary to vote on questions (b), (c) and (d) of Article XIX Section 3 of the TWU Constitution. The Executive Board deemed Charge 2 improper.

The Executive Board deemed that the charges filed against Local 556 President and Member Audrey Stone by Member Debbie LaFave were improper.

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

During the month of February, we had 50 incidents called into the CISM Hotline. We were conducting maintenance on our Website so this number should actually be a little higher but due to technical difficulties 50 were recorded. We had a higher number of Flight Attendant personal issues called in many of them related to depression. The CISM team (after April's training) is going to be working on some ways to help Flight Attendants cope with depression and anxiety while on the road. We are looking at some different ways to educate and get information to the Membership. I am also looking at ways to have handouts and things available on our Website so Flight Attendants can access them electronically. As a reminder the CISM training will be in Dallas on April 8-9, we will be training at the new TOPS building.

Below you will see the type of incidents we worked in February:

<i>Personal Issue-F/A</i>	8
<i>Mechanical</i>	8
<i>Passenger Misconduct</i>	4
<i>F/A Injury</i>	4
<i>Mechanical w/ Divert</i>	4
<i>Medical w/ Divert</i>	3
<i>Medical Emergency</i>	3
<i>F/A Illness on RON</i>	2
<i>F/A Hospitalization</i>	2
<i>Turbulence</i>	2
<i>Decompression</i>	2
<i>Volunteer Project</i>	2
<i>Death of F/A Family Member</i>	2
<i>Debriefing</i>	1
<i>Calls Related to F/A Family Member</i>	1
<i>Death</i>	
<i>Defusing</i>	1
<i>Aborted Takeoff</i>	1
	50

Audrey Stone returned to the meeting at 1325.

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

Lisa Trafton reported Line Writing for April lines was just as difficult as the previous months. Claire Taitte stated that all the extra pairings that were left for VJA were picked up with in the first five minutes of Open Time being released. The Scheduling Committee left 1,146 (almost 500 less than March) positions in Open Time after writing Primary Lines for April. This was the second highest amount of positions left in Open Time after writing Primary Lines since 2007. The Scheduling Committee will begin writing the Primary Lines for the Atlanta Base at the end of March. Please remember that according to our scheduling policy the first six months of a new base opening the Company is not required to meet the 70% purity and two turn lines. We will try our best to accomplish both but, with limited pairings and limited staffing it may take a few months. The Committee on average wrote 70.55% pure lines (lines starting on the same day each week containing Pairings of the same length); maintained 35.72% of the lines with all weekends off, and the lines containing three-on/off or 48-hour breaks did not exceed 17.78%. In total, the Committee wrote 7,361 individual lines (an increase of 358 individual lines from this month last year and an increase of 102 individual lines from last month) averaging 95.39 TFP. Please let Flight Attendants know they are always more than welcome to watch Primary or Secondary line writing. The Line Writers for the April Primary Lines were: Kim Foster, Richard Locher, Rebekah Knox, Shelley Taylor, Janet Lamy, Sheri Tyler, Kay McCurley, Cobia Gould and Lisa Trafton. The Line Writers for the April Secondary Lines were: Doreen Argyropoulus-Ricker, Rebekah Knox, Shelley Taylor, Cobia Gould, Sheri Tyler, Kay McCurley, Janet Lamy, Kim Foster and Lisa Trafton.

Audrey Stone submitted the **Committee on Political Education (COPE) Report**:

Audrey Stone reports that TWU International complimented Local 556 on their involvement with COPE, through donations made as well as participation in TWU State Conferences. During the recent International Executive Board Meeting, Audrey and Todd spoke about our upcoming Atlanta Base opening and looking forward to participation in the TWU Georgia State Conference. We also met a new International Government Affairs Representative. Addie Crisp attended the Las Vegas Central Labor Council Judicial Endorsement Interviews. In this meeting, 102 Candidates out of 117 were interviewed. The Judicial Candidates ranged from Nevada Supreme Court to Family Court. Questions asked of the candidates included child support, alimony, and division of care along with other important issues.

Audrey Stone and John Parrott were excused to give the Union Presentation to the Special Merger Training (SMT) class at Southwest Airlines Headquarters at 1537.

Todd Gage chaired the Meeting.

Garry Drummond left the Meeting at 1600.

Cuyler Thompson submitted the **Uniform Committee Report** for Chairperson Crystal Reven:

The TWU Local 556 Uniform Co-Chairs have been very busy since our last report. On February 24, 2013, both Mark and Crystal attended the Uniform Steering Committee (USC) Meeting in Dallas. The issues discussed at the Meeting included:

- *Lands' End Modern Straight Leg was made available on January 30, 2014*
- *Lands' End Initiated Wear Test of Wool flat front pants*
- *Lands' End initiated Wear Test results for the chino pants*
- *New Uniform Status*
- *Appearance Standard Discussion*
- *Change in Inflight Appearance Standard verbiage in Flight Attendant Handbook*
- *Need for an alternative winter coat option*

Some notable items of interest on the items discussed above include that two wear-test pieces are being retested because Lands' End has changed those particular stock items. Notably on the women's chino pants, Lands' End added Lycra to the fabric make up allowing for a better fitting and more durable fabric. Similarly, Lands' End enhanced the pockets making them slightly deeper preventing them from sticking out at the top of the pocket. The feedback from the wear testers was primarily positive from themselves and those who saw the tester wearing the item. Some testers noted that the items had static cling and attracted lint. But all would like to see this particular version of the chino in both colors. The men's wool flat front wear testing results were not available at the time of the meeting but will be relayed once it is shared with the USC Members. Should Lands' End decide to make the items tested permanent to the stock line, the roll out for these new versions will be Spring/Early Summer 2014. Subjective appearance standard decisions at the base level continues to plague our workgroup. While the USC Members are not decision makers in the appearance standard rules, discrepancies/discipline and appearance standard concerns (complaints) are often referred to the USC Members, and especially the TWU Local 556 Uniform chairs. There will be changes in the verbiage of the Flight Attendant Manual appearance standard sections of our Flight Attendant Handbook. These changes are being brought about to streamline the wording and attempt to take out the "subjective understandings and/or opinions" of our Inflight Supervisors. Both Crystal and Mark have been invited to meet with Sonya Lacore, Courtney Shaw and Jamie Willard in March to discuss the changes being made to the Flight Attendant Handbook verbiage and discuss how to accurately communicate the changes in an effort to

have consistent compliant/noncompliant decisions made in each base. Over the last several weeks, at the request of the TWU Local 556 Uniform Chairs, many of our Members have written into the Uniform Committee about concerns and/or issues they are having with our uniforms. While other issues were expressed, these seemed to be the most common concerns.

Several repeated issues were as follows:

- *Need for better/warmer outerwear option*
- *See-through material of women's white blouse*
- *Inconsistent sizing on several uniform pieces*
- *Allergic reactions to wool*
- *Spots/ring around the collar on blue/white shirts (men and women)*
- *Dress material thinner/ hems unraveling*

Because we are anticipating an all-new uniform in the near future, the decision was made to avoid any changes to our current uniform pieces until the new uniform is presented. The rationale behind this decision is that once we transitioned over to Lands' End, the USC chose to take only stock items (items that were already created and available in bulk rather than to create an item and brand it). Stock items were a quick fix to make the transition happen and cost effective at the time. In the future uniform we will not go with stock items. Long story short, no significant changes will be made to the current selection unless it is brought on by Lands' End themselves who will bear the cost burden for the change and initiate necessary wear testing. Crystal and Mark continue to engage the Membership via email, phone and social media. All uniform related concerns can be directed to the TWU556 Uniform Committee chairs at Uniforms@twu556.org. Crystal and Mark thank you for the opportunity to continue to serve as the TWU Local 556 Uniform Chairs.

The Executive Board took a break at 1601 and reconvened 1612.

Executive Board Members Todd Gage, John Parrott, Cuyler Thompson, Addie Crisp, Matt Hettich, John DiPippa, Stacey Vavakas, Valerie Boy, Chris Sullivan, Karen Amos, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

Audrey Stone and John Parrott were excused from the Executive Board Meeting in order to give the Union Presentation to the Special Merger Training (SMT) class at Southwest Airlines Headquarters.

Todd Gage chaired the Meeting.

Cuyler Thompson submitted the **Communications Committee Report** for Co-Chairpersons Erich Schwenk, Robin Brewer and himself:

Mass E-Mails

The MailChimp account has been most recently used to send several E-Connections and Unity Update. The following bases have sent E-Connections since the last report in February:

- Oakland – (1)*
- Houston – (1)*
- Phoenix – (2)*
- Chicago – (1)*

The past ten E-Connections or base updates are displayed on their respective base pages on the Local's Website. The E-Connection platform is the requested means of Communication from Domicile Executive Board Members. Please utilize this tool. All Domicile Executive Board Members were sent an email reminding them to send an E-Connection and update their Base Page in February.

Website

The TWU Local 556 Website is constantly updated with current events. The main graphic continues to be changed for holidays and the image is used in Unity Update email blasts. During the past month, we have been delivered our new database from AppleTree MediaWorks. Some additional fields are being discussed and may be added before the project is complete. The database is not "live" yet. This month we added a poll to the front page of our Website. The poll is changed with new editions of Unity Update. We are hoping to see participation increase as more Flight Attendants become aware of it. Erich has have worked to clean up some of the behind the scenes data on our Website. Some of the older posts that are no longer relevant have been removed as well as past pages that are no longer needed. We had additional plugins that are not utilized and they have been removed. Domicile Executive Board Members are encouraged to update their base pages.

Publications

2014 Winter Unity Magazine

- *Finished the magazine layout/design, completed edits from Editorial Team Members and sent to printer.*
- *Front and back cover concepts/designs were completed using the new TWU Local 556 "look" that we created in January.*

Unity Updates on February 5 and 20

- *Provided edits/revisions suggestions*
- *Created Unity Update in PDF file to attach to email – design/layout*

Shop Steward Corner (SSC)

- *Worked with Lucy White-Lehman to prepare and finalize the February SSC; included edits, graphics, and layout. This particular SSC involved creating samples of schedules or a person's "board" to support the samples.*

Glass Cases –

- *Created glass case for March.*

TWU Local 556 – new logo

- *Created a mock-up of how the Website could possibly appear with the new "look and feel" that was reported last month.*

Negotiating Team (NT)

The NT site continues to be updated with the most current NT Updates.

Social Media

Facebook continues to a great way to reach the Members of TWU Local 556. Our Members are receptive to posts and this free tool reaches a lot of Members very quickly.

Addie Crisp submitted the **Civil and Human Rights Committee (CHRC) Report**:

Chicago Shop Steward Corliss King wrote TWU Local 556 Celebrates Black History Month for the February 20 Unity Update.

Stacey Vavakas submitted the **Shop Steward Committee Report** for Lucy White-Lehman:

The Shop Steward Corner for February was emailed out and the conference call was held on February 26. The Shop Steward Roster on the Website has been updated including base transfers. The Shop Steward Master List has also been updated. The next conference call is scheduled for March 27 at 1230 CST.

Matt Hettich submitted the **Scholarship Committee Report**:

Matt reported that the TWU Local 556 Scholarship Committee would kick off the scholarship campaign featuring an advertisement in Unity Magazine, postings in the Union Glass Case, and tri-fold scholarship application pamphlets for the Domicile Executive Board Members to distribute on the red rack or for distribution during lounge mobilizations. Applicants for the TWU Local 556 Scholarship Program will be able to apply online through the Union Website and through traditional paper submissions for the Paul Gaynor and the Madeleine Rolle de Milhaguet Howard Scholarships. Applications must be received by June 1. TWU International is once again offering the Michael J. Quill Scholarship. The Michael J. Quill Scholarship is awarded to relatives of current and former TWU Members and awards 15 four-year college scholarships each year. Each award recipient receives \$1,200 annually, for a total of \$4,800 over a four-year college period. Applications must be received by May 5; applications are available in each domicile on the Union Red Rack.

Chris Sullivan presented the **Veterans Committee Report**. There was no written report submitted.

Karen Amos presented the **Working Women's Committee Report** for Chairperson Cat Chacon. There was no written report submitted.

Cuyler Thompson submitted the **Flight Attendant Drug and Alcohol Committee (FADAP) Report** for Chairpersons Amy Peters and Natalie Salser:

During the month of February, the FADAP Team assisted seven Flight Attendants into inpatient treatment and made four outreach calls. The FADAP Co-Chairs Natalie and Amy were honored to accept a seat on the FADAP Advisory Board. We have participated in three one-hour conference calls with the FADAP Advisory Board to help rebuild the FADAP Database. We also had a conference call with Bob Romano United Behavioral Health (UBH), a division of United Healthcare, Heather Healy FADAP and Deb McCormick FADAP concerning insurance coverage for SWA Flight Attendants seeking treatment. From July 2013 through February 2014 TWU 556 FADAP Team has assisted 25 Flight Attendants into inpatient treatment and made 17 outreach calls.

Addie Crisp made a **motion (4)** to excuse Audrey Stone and John Parrott from the afternoon session of the Executive Board Meeting in order to give the Union Presentation to the Special Merger Training (SMT) class at Southwest Airlines Headquarters. John DiPippa **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Excused
Todd Gage	Chair
John Parrott	Excused
Cuyler Thompson	Yea
Brett Nevarez	Yea
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Yea
Stacey Vavakas	Yea

Valerie Boy	Yea
Donna Keith	Yea
Jimmy West	Yea
Karen Amos	Yea
John DiPippa	Yea
Addie Crisp	Yea
Chris Sullivan	Yea

The motion **carried**.

Brett Nevarez made a **motion (5)** to recess. Stacey Vavakas **seconded** the motion. The Executive Board voted by roll call on the motion on the floor:

Audrey Stone	Excused
Todd Gage	Chair
John Parrott	Excused
Cuyler Thompson	Nay
Brett Nevarez	Yea
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Yea
Stacey Vavakas	Yea
Valerie Boy	Nay
Donna Keith	Yea
Jimmy West	Yea
Karen Amos	Yea
John DiPippa	Yea
Addie Crisp	Yea
Chris Sullivan	Yea

The motion **carried**.

Todd Gage recessed the meeting at 1657.

Wednesday

March 12, 2014

Audrey Stone called the Meeting to order at 0830.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Rob Riddell, Addie Crisp, Matt Hettich, John DiPippa, Stacey Vavakas, Valerie Boy, Chris Sullivan, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

Karen Amos was excused for personal reasons.

Jimmy West made a **motion (6)** to excuse Karen Amos for personal reasons. Valerie Boy **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
Cuyler Thompson	Yea
Brett Nevarez	Away
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Yea
Stacey Vavakas	Yea
Valerie Boy	Yea
Donna Keith	Yea
Jimmy West	Yea
Karen Amos	Excused
John DiPippa	Yea
Addie Crisp	Yea
Chris Sullivan	Yea

The motion **carried**.

Audrey Stone submitted the **New Hire Committee Report**:

Audrey Stone reports that she, along with Financial Secretary/Treasurer John Parrott have continued to give the Union presentation to both Special Merger Training (SMT) classes and New Hire Flight Attendant classes. The most recent presentation has been to Class #279, the first class with external Flight Attendant candidates. Audrey and John will be presenting to Class #280, Special Merger Training (SMT), on March 11 immediately followed by the Union dinner. All Executive Board and Grievance Team Members are welcome and encouraged to attend.

The Executive Board discussed the Union presentation given to New Hire Flight Attendants.

John Parrott presented the **Information Technology Committee Report**. There was no written report submitted.

Grievance Committee Chairperson Becky Parker entered the Meeting at 0845 to present the **Grievance Committee Report**:

GRIEVANCES

Active	111
Settled Union	15
Settled Co	0
Withdrawn	20
Reinstatements	0

(The Grievance status report, the Settlements and Withdrawn report, and the most current active Company Grievance Report was provided to the Executive Board for review)

12 Terminations

17	<i>Group grievances</i>
25	<i>Non term disciplinary</i>
57	<i>Contract</i>

Board of Adjustments scheduled

March 25, 2014 –UM procedures

April 22, 2014 –Delay of Flight

April 24, 2014 –Class 2, Conduct which endangers the endangering the life and safety of others, and Class IV, Section 1, Delay of Flight (initially scheduled for March 27 but the Company requested a reschedule due to Management Meetings and the Union agreed)

Arbitrations

May 1, Termination – sick leave abuse

A one-day hearing scheduled to be held at the Embassy Suites Love Field

National Academy of Arbitrators Conference

On February 27, 28 members of the Grievance Committee as well as Crystal Reven attended this year's National Academy of Arbitrators Conference in Dallas. This conference offered Beginner and Advanced Advocacy courses and workshops. Joe Harris, Thom McDaniel and Ed Cloutman participated in leading some of these workshops, along with many others. Also two of our arbitrators from our panel, Arbitrator Maretta Toedt and Arbitrator William Mckee served as moderators. The conference was educational and served well for our Local.

Todd Gage made a **motion (7)** to proceed on a Grievance per the recommendations of the Grievance Review Committee (GRC). Addie Crisp **seconded** the motion. The motion **carried**.

Todd Gage made a **motion (8)** not to proceed on three Grievances per the recommendations of the GRC. John Parrott **seconded** the motion. The motion **carried**.

Todd Gage made a **motion (9)** not to proceed on a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Todd Gage made a **motion (10)** to proceed on a Grievance. Brett Nevarez **seconded** the motion. The motion **carried**.

Becky Parker was excused at 0935.

Local 556 Operational Safety Coordinator Michael Massoni and Health Committee Chairperson Michele Moore entered the Meeting at 0935. Michael and Michele explained the recent changes to the Aviation Safety Action Program (ASAP) to the Executive Board.

Michael Massoni and Michele Moore were excused at 0957.

Supplemental insurance representatives Lori Whitaker and Rick Robinson entered the Meeting at 0958 to discuss the insurance products currently offered to the Members of TWU Local 556.

Karen Amos entered the Meeting at 1017.

The Executive Board continued to discuss the insurance products currently offered to the Members of TWU Local 556.

The supplemental insurance representatives were excused at 1103.

The Executive Board took a break at 1103 and reconvened at 1121.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Rob Riddell, Addie Crisp, Matt Hettich, John DiPippa, Stacey Vavakas, Valerie Boy, Karen Amos, Chris Sullivan, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

Grievance Committee Chairperson Becky Parker and Grievance Team Member Kristen Loucks entered the Meeting at 1128 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1145.

Kristen Loucks and the Grievant were excused at 1222.

Karen Amos made a **motion (11)** to proceed on a Grievance. Stacey Vavakas **seconded** the motion. The motion **carried**.

The Executive Board discussed the fact that a Grievant, who had been scheduled to address the Executive Board that day, had been bumped from a flight and would be delayed.

The Executive Board went to lunch at 1234 and reconvened at 1359.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Brett Nevarez, Cuyler Thompson, Rob Riddell, Addie Crisp, Matt Hettich, John DiPippa, Stacey Vavakas, Valerie Boy, Karen Amos, Chris Sullivan, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

Rob Riddell submitted copies of a revised proposed agreement regarding the **Language of Destination/Origin (LODO) Program**.

The Executive Board discussed the revised proposed agreement regarding the LODO Program.

Todd Gage made a **motion (12)** to approve the Language of Destination/Origin (LODO) Program as presented by the LODO Committee. 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
Cuyler Thompson	Nay
Brett Nevarez	Yea
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Nay
Stacey Vavakas	Yea

Valerie Boy	Nay
Donna Keith	Nay
Jimmy West	Yea
Karen Amos	Nay
John DiPippa	Yea
Addie Crisp	Yea
Chris Sullivan	Nay

The motion **carried**.

Grievance Committee Chairperson Becky Parker and Grievance Team Member Beth Ross entered the Meeting at 1509 to discuss the merits of a Grievance.

A Grievant entered the Meeting at 1514 to discuss the merits of a Grievance.

Beth Ross and the Grievant were excused were at 1535.

The Executive Board took a break at 1541 and reconvened at 1555.

Executive Board Members Audrey Stone, Todd Gage, John Parrott, Cuyler Thompson, Rob Riddell, Addie Crisp, Matt Hettich, John DiPippa, Stacey Vavakas, Valerie Boy, Karen Amos, Chris Sullivan, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

Brett Nevarez was excused for Union business.

Grievance Committee Chairperson Becky Parker was a guest at the Meeting.

Addie Crisp made a **motion (13)** not to proceed on a Grievance. John Parrott **seconded** the motion. The motion **carried**.

Audrey Stone submitted copies of a Letter of Agreement regarding the Right of Return for Inflight Supervisors when they return to the line as a Flight Attendant.

Addie Crisp made a **motion (14)** to accept the Letter of Agreement regarding the Right of Return for Inflight Supervisors returning to the Flight Attendant Line. Todd Gage **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
Cuyler Thompson	Yea
Brett Nevarez	Excused
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Yea
Stacey Vavakas	Yea
Valerie Boy	Yea
Donna Keith	Nay

Jimmy West	Yea
Karen Amos	Yea
John DiPippa	Yea
Addie Crisp	Yea
Chris Sullivan	Yea

The motion **carried**.

Becky Parker was excused at 1616.

Audrey Stone submitted the **Mobilization/Organizing Committee Report** for Co-Chairperson Sam Wilkins:

Co-Chair Sam Wilkins reports TWU Locals 555/556 LUV Week was a huge success. It was launched on Valentine's Day and ended on February 20, the last date on which TWU Local 555 met with Southwest Airlines Management and a Federal Mediator. Sam would like to thank Tina Coffee for making cupcakes and "556 Kisses Goodie Bags" to pass out in Phoenix. She would also like to thank all the Members who participated. A big thanks to the Communications Team for putting together the campaign. On Valentine's Day Oakland Domicile Executive Board Member Matt Hettich and Sam spent the day cleaning aircraft. They gave out 150 555/556 Kisses Bags to Oakland Flight Attendants to pass out while they are flying. Sam worked with Erich Schwenk and Cuyler Thompson finalizing the Membership Data Base. She also wrote an article for the Shop Steward Corner as well as the Winter Unity Magazine. Shop Steward Committee Chair Lucy White-Lehman and Sam worked on an Activist Survey for the Shop Stewards. They also came up with some talking points for our Shop Stewards while they are out flying. Sam has been in communication with Audrey Stone regarding meeting with the NT.

The Executive Board reviewed and updated the **Local 556 Strategic Plan**.

Grievance Committee Chairperson Becky Parker and Grievance Team Member Kristen Loucks entered the Meeting at 1639 to discuss the merits of a Grievance.

Addie Crisp recused herself from the Meeting at 1641.

The Executive Board continued to discuss the merits of the Grievance.

Kristen Loucks was excused at 1648.

A Grievant and Brett Nevarez entered the Meeting at 1651 to discuss the merits of the Grievance.

Todd Gage was excused at 1710 for personal reasons.

Brett Nevarez and the Grievant were excused at 1725 to return to the airport.

Addie Crisp returned to the Meeting at 1727.

The Executive Board continued to discuss the merits of the Grievance.

John Parrott made a **motion (15)** not to proceed on a Grievance. Cuyler Thompson **seconded** the motion. The motion **carried**.

Becky Parker was excused at 1745.

Chris Sullivan made a **motion (16)** 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	Excused
John Parrott	Yea
Cuyler Thompson	Yea
Brett Nevarez	Excused
Rob Riddell	Away
Tina Coffee	Excused
Matt Hettich	Nay
Stacey Vavakas	Nay
Valerie Boy	Yea
Donna Keith	Yea
Jimmy West	Yea
Karen Amos	Nay
John DiPippa	Yea
Addie Crisp	Nay
Chris Sullivan	Yea

The motion **carried**.

Audrey Stone recessed the Meeting at 1750.

Thursday

March 13, 2014

Audrey Stone called the Meeting to order at 0833.

Executive Board Members Audrey Stone, John Parrott, Brett Nevarez, Cuyler Thompson, Rob Riddell, Matt Hettich, John DiPippa, Stacey Vavakas, Valerie Boy, Karen Amos, Chris Sullivan, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

Addie Crisp was tardy.

Todd Gage was excused for personal reasons.

Audrey Stone discussed two pieces of correspondence.

The Executive Board continued to review the Local 556 Strategic Plan.

Addie Crisp entered the to the Meeting at 0845.

Matt Hettich and Cuyler Thompson updated the Executive Board regarding the progress of the Local 556 Extreme Irregular Operations Emergency Response Plan.

The Executive Board discussed the unanimous decision of the TWU International Committee on Appeals (ICA) to uphold the appeals of Matt Hettich, Karen Amos, Donna Keith, Jimmy West and John DiPippa. These Executive Board Members had appealed a ruling of former Local 556 President Stacy Martin in which he had incorrectly, and in violation of parliamentary procedure, ruled motions to suspend President Stacy Martin, 1st Vice President Chris Click and Treasurer Jerry Lindemann out of order. The TWU ICA had ordered that a vote be conducted on these motions, if the Executive Board still wished to consider the cases.

The Executive Board voted by roll call on the motion on the floor, originally made by Jimmy West and seconded by Addie Crisp during the March 2012 Executive Board Meeting, to suspend President Stacy Martin, 1st Vice President Chris Click and Treasurer Jerry Lindemann:

Audrey Stone	Chair
Todd Gage	Excused
John Parrott	Abstain
Cuyler Thompson	Abstain
Brett Nevarez	Abstain
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Yea
Stacey Vavakas	Yea
Valerie Boy	Yea
Donna Keith	Yea
Jimmy West	Yea
Karen Amos	Yea
John DiPippa	Yea
Addie Crisp	Yea
Chris Sullivan	Nay

The motion **carried**.

The Executive Board **agreed** that since former Local 556 President Stacy Martin, 1st Vice President Chris Click and Treasurer Jerry Lindemann had since been removed from office, no further action regarding the suspensions of these former Officers was necessary.

The Executive Board took a break at 1040 and reconvened at 1107.

Executive Board Members John Parrott, Brett Nevarez, Cuyler Thompson, Rob Riddell, Matt Hettich, Addie Crisp, John DiPippa, Stacey Vavakas, Valerie Boy, Karen Amos, Chris Sullivan, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

Todd Gage was excused for personal reasons.

Audrey Stone was absent.

Brett Nevarez chaired the Meeting.

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

Audrey Stone returned to the Meeting at 1115.

Southwest Airlines Inflight Management Representatives Mike Hafner, Sonya Lacore, Mike Mankin and Brendan Conlon entered the Meeting at 1120.

Sonya Lacore reported to the Executive Board regarding questions asked during the previous Executive Board Meeting. She addressed the “Start Strong” initiative and the associated behaviors of ground personnel, Customer Service and Operations Agents shaming Flight Attendants for not giving up their contractual cabin seat when deadheading, and the excess of carry-on luggage in the aircraft cabin. She reported that Inflight Management recently had conversations with the Southwest Airlines Ground Operations Directors about these things. Regarding the problem with carry-on luggage, Sonya reported that “we have a team of people” exploring ways to communicate our policy in a “more fun, less preachy” way. She explained that coats being placed in the overhead bins continued to be a problem. She said that “barking” orders regarding carry-ons was not helpful. She went on to say that Inflight Management created a committee to look for the best public addresses (PAs) and was to communicate with our Passengers regarding the stowage of carry-ons. Audrey Stone asked Management to look into reports that some Customer Service Agents appeared to be arbitrarily making up their own rules about when flights are closed out. Sonya agreed to look into that. John DiPippa asked what a “bin-ender” was. Sonya Lacore explained that it was a modification to the existing overhead bins on the 737-300 series aircraft that would expand the capacity of the bin. Sonya Lacore admitted that all of the things discussed thus far were definitely challenges. She said that the Inflight Department wanted to “partner” with the Ground Operations Department regarding the “best practices” to improve on-time performance. Sonya Lacore discussed the Net Promoter Score System (NPS) that all companies use. She said that Southwest Airlines’ goal was to achieve a score of 65% or better, meaning that those people would recommend flying on Southwest Airlines. Sonya admitted that NPS, when originally announced, had not been communicated well to the Flight Attendants. She explained that the components of the NPS had not been “broken down” to explain what the numbers really meant. Sonya reported that she had recently attended Customer Focus Groups, hosted by Southwest Airlines. She said that she found out that our Customers really love Southwest Airlines Flight Attendants. She went on to say that from these focus groups, Southwest Airlines learned that Customers wanted to feel safe, feel comfortable and confident, and did not want to feel like being a Passenger was an “us and them” relationship: they want to feel like part of the process. Sonya Lacore reported that a new survey about Flight Attendants was being sent to three or four thousand Southwest Airlines Passengers the day after they fly. Sonya said that from the Southwest Airlines Employee Survey, Management found out the Southwest Airlines Employees do not feel “recognized” for their contributions. Sonya said that Management wanted to use the surveys, “to generate commendations” for the Flight Attendants. Among other questions, the survey would ask the Passenger, “Do you want to recognize or identify a particular Flight Attendant’s actions?” Sonya said that the survey would not be used to issue discipline, but Management would explore it if they received multiple bad reports on the same Flight Attendant. Brett Nevarez asked who was conducting the survey, an “inside or outside” team. Sonya said that an outside team had been contracted to conduct the surveys. Cuyler Thompson asked if Management would contact the Flight Attendant regarding a survey that spoke negatively about them. Sonya replied that it depended on the severity of the situation. She said that Southwest Airlines wanted to use the surveys “like a gauge.” She went on to say that, “like complaints, we don’t always contact you about every one.” Sonya said that other carriers were doing this as well; Delta has already launched it. Brett Nevarez asked if specific cities or markets were being targeted. Sonya replied that only the east and

west coasts were being targeted because the central region of the country already knows Southwest Airlines so well. Sonya said, "What Customers love is our fun. Our PAs are unique and Customers love that." Valerie Boy asked if Management would tell the Flight Attendants that these surveys would be starting soon. Sonya said yes, and that Management would give Flight Attendants a copy of "what we are looking for."

Brett Nevarez left the Meeting at 1135.

Cuyler Thompson discussed reports that Inflight Scheduling made the van times earlier so that Flight Attendants would arrive at the airport extra early. He said that many Flight Attendants feel like this coincided with the Start Strong initiative. Mike Hafner stated that the Hotel Committee, headed by Ted Byron, set and provided the van times for Crew hotels and that the changes had come in cities where Crews had arrived late to the gate due to transportation issues. Addie Crisp reported that several hotels had recently required Crews to check out of hotels at the regular 1100 or 1200 check out time. Mike Hafner stated that he would make sure that everyone understands that Crews are an exception. Jimmy West discussed reports that some Flight Attendants had been required to surrender their own, personal credit card at some hotels for "incidentals" in order to be allowed to check into their hotel. Jimmy reported that Inflight Scheduling told the Flight Attendants to "deal with it." Mike Hafner and Brendan Conlon said that they would make sure everyone understands that this was not a requirement for Flight Attendants. Matt Hettich discussed an event in which hotel staff was used to assist in the reschedule of a Flight Attendant at a hotel restaurant. Brendan Conlon asked, "Why wouldn't they want to take the call?" Matt replied, "We have contractual language that states that we not responsible to take calls on overnights." Brendan Conlon stated, "If the Flight Attendant is there and available, they should answer the phone. Otherwise, we have to contact someone else." Audrey Stone reiterated the situation in question: "That is what happened; the hotel employee was hunting Flight Attendants down." She went on to say that the Union has examples of Flight Attendants not being allowed to check in at the Crew hotel until they speak with Inflight Scheduling and reports of van drivers turning a Crew van around and returning to the airport at the request of Inflight Scheduling. Audrey said that there was a big difference in asking a Flight Attendant to call Crew Scheduling and "repeated insistence" that a Flight Attendant call Crew Scheduling.

Becky Parker entered the Meeting at 1146.

Brett Nevarez returned to the Meeting at 1147.

Audrey Stone discussed reports that Inflight Supervisors in more than one base were advising Flight Attendants that they could "waive" their right to a Fact-Finding Meeting and just accept a disciplinary letter in their personnel file. Mike Hafner, Mike Mankin and Sonya Lacore agreed that this should not be happening and that there was no "due process" for the Flight Attendant if this was occurring. Audrey Stone reiterated that the Union was not comfortable with Inflight Management disciplining Flight Attendants without hearing their side of the story at a Fact-Finding Meeting. Audrey Stone explained that during conversations with Sonya Lacore and Mike Hafner, she learned that Inflight Management had no plans to implement Phase Three Attendance Meetings. Cuyler Thompson stated that this news was quite different from what had been reported to the Executive Board the previous months by Inflight Representative Mike Sims. Brett Nevarez reported that Mike Sims said that Phase Three Attendance Meetings, "was his baby and he was proceeding forward." Mike Hafner stated that Mike Sims now knows that there were currently no plans to implement Phase Three Attendance Meetings and that it wasn't going to happen. Mike Hafner said that Inflight Management would always address sick leave abuse, but not under a Phase Three Attendance Meeting program. He explained that Management must, "evolve a method to talk to Flight Attendants about attendance." Jimmy West asked

if Management would continue to conduct Phase One and Phase Two Attendance Meetings. Brendan Conlon stated that Inflight Management would be centralizing attendance monitoring to Southwest Airlines Headquarters, so “we are pulling back.” Donna Keith asked, “Are you changing the way the meetings are going, going in a different direction or will you still be having the Phase One and Phase Two Attendance Meetings?” Mike Hafner, Mike Mankin and Sonya Lacore denied that there would be more “phase meetings” but said that Management would continue to have meetings with Flight Attendants about their attendance and the verbiage communicated to a Flight Attendant during the meeting and noted in their personnel files would continue to be, “Any further such behavior could lead to discipline up to and including termination.” Donna Keith stated, “So the meetings aren’t changing at all.” Mike Mankin responded, “If we can prove Sick Leave Abuse, we will take action.” Sonya Lacore stated, “We will still have meetings to address attendance but they may not be called Phase One and Phase Two.” Audrey Stone discussed the opening of the new Atlanta Flight Attendant Base and the final airTran transition plan. There was discussion regarding the fact that a Special Merger Training (SMT) class, that would graduate immediately prior to the base opening, was able to bid for the Atlanta Flight Attendant Base and the fact that some Flight Attendants felt that this was unfair. The Executive Board and Inflight Management Representatives agreed that the class in question was being treated the same way as all other SMT classes and that if this particular class was NOT allowed to bid for Atlanta, it would be because they were being treated differently than all other SMT classes that graduated thus far. Audrey Stone requested that Inflight Management communicate to Flight Attendants that this particular SMT class was being treated the same as all other SMT classes. Karen Amos discussed several No Shows that Dallas Flight Attendants received due to road conditions in Dallas and reports that the Flight Attendants were being treated unfairly. Mike Mankin stated that, “We should let these cases move through the Grievance Process.” Karen Amos replied, “I would like to see you discuss the criteria for removing a No Show amongst yourselves.” Sonya said, “I don’t think we have any specific criteria. These are isolated incidents that must go through the process.” Audrey Stone reported that Todd Gage updated the Executive Board on his tour of the New Hire hotel. Jimmy West reported that a Flight Attendant had been incorrectly advised that Over Water Training Classes had been “suspended.” Brendan Conlon stated that Over Water Training Classes had not been suspended. Brendan Conlon and Mike Hafner reported that Overwater “Operations” had been suspended but that they understood why the Flight Attendant was confused and that her No Show would be removed. Jimmy West asked if the Flight Attendant would be paid. Brendan Conlon said yes. Brendan Conlon reported that former Director of airTran Crew Operations Jim Jordan would be filling in for Claire Taitte on the Inflight Management Team.

The Inflight Management Representatives left the Meeting at 1218.

John Parrott reported that he would be reconciling to whom the proximity cards, which allowed access to the Local 556 Union office, had been issued. John Parrott requested that Executive Board Members advise him if their card was working properly or not. Audrey Stone requested that Executive Board Members be extra mindful of who was allowed into the Union Office until the video door monitor was repaired.

The Executive Board went to lunch at 1227 and reconvened at 1413.

Executive Board Members Audrey Stone, John Parrott, Brett Nevarez, Cuyler Thompson, Rob Riddell, Matt Hettich, John DiPippa, Addie Crisp, Stacey Vavakas, Valerie Boy, Karen Amos, Chris Sullivan, Jimmy West and Donna Keith were present.

Tina Coffee was excused due to illness.

Todd Gage was excused for personal reasons.

John Parrott submitted the **January 2014 Local 556 Financial Report** for review.

The Executive Board discussed the Financial Report.

John DiPippa made a **motion (18)** to approve the January 2014 Local 556 Financial Report. Matt Hettich **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
Cuyler Thompson	Yea
Brett Nevarez	Yea
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Yea
Stacey Vavakas	Yea
Valerie Boy	Yea
Donna Keith	Yea
Jimmy West	Yea
Karen Amos	Yea
John DiPippa	Yea
Addie Crisp	Yea
Chris Sullivan	Yea

The motion **carried**.

Cuyler Thompson submitted the **Safety Committee Report** for Operational Safety Coordinator Michael Massoni:

Currently the Safety Team has the following open and/or resolved action items:

Aviation Safety Action Program (ASAP)

<i>Reports Under ERC Review:</i>	<i>70</i>
<i>ASAP Reports received to date:</i>	<i>1868</i>
<i>Accepted Reports to date:</i>	<i>1769</i>

Aviation Safety & Health Database Int'l (ASHDI) – Reports Received = 0

January Data

<i>Events</i>	<i>- 55</i>
<i>Reports</i>	<i>- 68</i>
<i>Non-sole source</i>	<i>- 1</i>
<i>Reports shared with other departments</i>	<i>- 17</i>

Southwest Airlines Event Notification System (ENS) and airTran Safety Information Reported Event Notification (SIREN)*

Fielded Events for Period:

<i>• 02/11/14 through 03/12/14</i>	<i>= 171</i>
<i>• Emergencies Declared</i>	<i>= 14</i>
<i>• All OF 2014 to Date</i>	<i>= 437</i>

•	<i>ALL OF 2013</i>	<i>= 1138**</i>
•	<i>ALL OF 2010</i>	<i>= 1413</i>
•	<i>ALL OF 2009</i>	<i>= 1210</i>
•	<i>ALL OF 2008</i>	<i>= 940</i>

**With the advent of SWA / AT SOC, TWU 556 receives both ENS and SIREN events from OCC. All ENS events will be tracked, trended and vetted for possible follow-up. All SIREN events will be tracked and trended but will not be vetted for follow-up as AT is covered under a different CBA and bargaining unit.*

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

TWU Local 556 Operational Safety Chair, Michael Massoni and Occupational Health and Safety Coordinator, Michele Moore are continuing to monitor Flight Attendant reported allergic reactions that are seemingly linked to Evolve interior converted aircraft. Since this phenomenon surfaced the TWU 556 Safety Team has encouraged Flight Attendants to report any and all suspected Evolve related allergic reactions via IR and/or ASAP. At this time the TWU 556 Safety Team, in cooperation with Management, are continuing research on the following:

- 1. Accessing all products and materials related to the Evolve interior this includes review of Material Safety Data Sheets (MSDS/SDS) on all furnishing coverings, textiles and mastics (all SDSs have been received) <and>*
- 2. Reviewing installation and cleaning procedures as it relates to Evolve conversions and maintenance and upkeep*
- 3. Tracking the progress of expedited carpet replacement from Interface Brand to Mohawk*
- 4. Reviewing all Flight Attendant uniform materials, dyes and textile processes and ensuring compliance with The Apparel and Footwear International Restricted Substance List (RSL) Management (AFIRM) toolkit and standard.*

Additionally, the Company has hired a dedicated Industrial Hygienist in the matter to assist in identifying causation in this epidemiological phenomenon. Other possible causes to be considered are the correlation between increased reports of allergic reactions and the introduction of cabin pets into the operation, as well as, any changes in pest control procedures and aircraft interior cleaning products/practices. Above all we will continue to investigate all substantiated reports in the matter until we have either definitively concluded the cause of these reactions or are forced to apply mitigation strategize if it is not operationally feasible to engineer the problem out of the work environment.

556 Safety recently met with the Company to discuss our LOU (Letter of Understanding) which addresses the non-discipline incentives attached to the Aviation Safety Action Program (ASAP). The previous LOU (dated April 1, 2013) gave Member(s) of In-flight Management the ability to discipline a Flight Attendant if they witness and reported a Safety event/infraction committed. The Flight Attendant(s) involved could still complete an ASAP report but acceptance of these report had no bearing on the ability of Management to issue discipline. Through the discussions with Management, agreement was reached to revise the LOU. Our new LOU went into effect March 1, 2014 and gives a Flight Attendant 24 hours from their point of knowledge of the Safety event/infraction to complete an ASAP report. If the report is filed within the 24 hours of knowledge and is accepted, no discipline will be issued by the company, even if it is witnessed by a Member of In-flight Management.

556 Safety both observed and participated in the 737-700 FAA Overwater Ditching Drill which was conducted in Dallas - This exercise was one of the final regulatory hurdles Southwest had to complete in order to start flying internationally later this year. The drill was successfully completed by 3 Flight Attendants that were randomly selected from a group of 10 that were brought to Dallas on behalf of the Safety and Regulatory Group from the Flight Attendant Strategic Team (FAST). While the 3 selected Flight Attendants aced the drill in the first attempt, there were several technical glitches encountered with life raft inflation. These glitches have led to the FAA giving provisional certification to Southwest pending corrective action by Southwest and its raft vendor in remedying observed systemic issues surrounding these life raft anomalies.

The FAA/OSHA Policy on Occupational Safety and Health Standards for Aircraft Cabin Crewmembers Policy – The U.S. Department of Labor’s Occupational Safety and Health Administration (OSHA) recognizes the value of establishing a collaborative relationship to foster safer and more healthful American workplaces. To that end, OSHA is seeking signatories including labor Unions such as TWU to form an Alliance to provide TWU members and others with information, guidance, and access to training resources that will help them protect the health and safety of commercial transport airline cabin crewmembers, particularly by reducing and preventing their exposures to bloodborne pathogens, occupational noise, and chemical hazards, and understanding the rights of workers and the responsibilities of employers under the Occupational Safety and Health Act (OSH Act). Through the Alliance, the organizations will use relevant injury and illness data in selected industries to help identify areas of emphasis for Alliance awareness, outreach, and communication activities. The Alliance will also explore and implement selected options to evaluate the effectiveness of the Alliance and measure the impact of its overall effort on improving workplace safety for employers and workers. In convening this Alliance, OSHA and the participants recognize that OSHA’s State Plan and On-site Consultation Project partners are an integral part of the OSHA national effort. The Participants intend to work together to achieve the following goals related to raising awareness of OSHA’s rulemaking and enforcement initiatives:

- To share information on occupational safety and health laws and standards, including the rights and responsibilities of workers and employers.*
- To convene or participate in forums, roundtable discussions, or stakeholder meetings on occupational safety and health hazards in the cabins of commercial transport airplanes, in particular, bloodborne pathogens, occupational noise, and chemical hazards, to help forge innovative solutions or to provide input on safety and health issues.*

556 Safety is in talks with OSHA in drafting an OSHA Alliance agreement that so far would include: The Association of Flight Attendants AFA-CWA, Airlines for America (A4A) and Transport Workers Union (TWU). Once this language is finalized a draft will be brought forth to the Executive Board for approval before entering into such an agreement.

SCHEDULED AND STANDING MEETINGS:

- Monday March 24, 2014 – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards and ASAP ERC*
- Monday March 24, 2014 – Quarterly ASAP Leadership Meeting with FAA*
- Tuesday March 11, 2014 – 737-MAX Galley Design Team (GDT) Update w/ Galley Renderings*
- Monday - Thursday March 4, 5, 6, 7, 2014 – ASAP InforShare, ERC, PHX Safety Fair ASAP Education*

The Executive Board discussed the upcoming Committee on Political Education (COPE) Conference and the Members who may attend and represent Local 556.

Audrey Stone presented information provided by Flight Attendant Gina Duvall regarding the “Crews in Schools” program. Chris Sullivan **agreed** to contact Southwest Airlines Management regarding whether or not Southwest Airlines currently participated in the program.

The Executive Board discussed reports that the bidding process for the new Atlanta Inflight Base was being incorrectly applied. Audrey Stone **agreed** to research the issue.

The Executive Board **agreed** that in accordance with the TWU Local 556 Bylaws, Atlanta based Flight Attendants who wished to be considered for appointment to the Atlanta Domicile Executive Board Member (Domicile Executive Board Member) position must have been a Member in good standing in the Local for at least one year. The Executive Board **agreed** that Audrey Stone would collect letters of interest for the position, which would be announced on the Local 556 Website, Facebook page and in upcoming publications of Unity Update.

Cuyler Thompson submitted the **February 2014 Executive Board Meeting Minutes** for review.

The Executive Board **agreed** to review the February 2014 Executive Board Minutes during the April 2014 Executive Board Meeting.

John Parrott made a **motion (19)** to excuse Stacey Vavakas from the April 2014 Executive Board Meeting. Jimmy West **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
Cuyler Thompson	Yea
Brett Nevarez	Yea
Rob Riddell	Yea
Tina Coffee	Excused
Matt Hettich	Away
Stacey Vavakas	Yea
Valerie Boy	Yea
Donna Keith	Yea
Jimmy West	Yea
Karen Amos	Yea
John DiPippa	Yea
Addie Crisp	Yea
Chris Sullivan	Yea

The motion **carried**.

John DiPippa made a **motion (20)** 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
Cuyler Thompson	Yea
Brett Nevarez	Yea
Rob Riddell	Nay
Tina Coffee	Excused
Matt Hettich	Yea
Stacey Vavakas	Yea
Valerie Boy	Yea
Donna Keith	Nay
Jimmy West	Yea
Karen Amos	Nay
John DiPippa	Yea
Addie Crisp	Nay
Chris Sullivan	Yea

The motion **carried**.

Audrey Stone adjourned the Meeting at 1627.

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



Cuyler Thompson
TWU Local 556 Recording Secretary