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

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TWU Local 556 Executive Board Meeting
May 8 – 11, 2012
Synopsis

Tuesday
May 8, 2012

Stacy Martin called the meeting to order at 0830.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

Jimmy West led the Executive Board in the Pledge of Allegiance.

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

There was discussion on how the Recording Secretary will write the minutes. The Executive Board discussed roll call votes and the requirements that are in the Bylaws. The Executive Board discussed the reason the motion was made for roll call voting. Stacy Martin and Jannah Dalak discussed that they had both spoken with Greg Hofer, the member that made the motion to amend the Bylaw, regarding the Intent and Rationale of Bylaw Article 2 (c).

The Executive Board discussed Base Reports and Officer Reports. It was discussed that Base and Officer Reports are not action items that directly affect the Membership. There was clarification on roll call voting. John DiPippa explained the history behind report approval; discussion was held.

Rob Riddell made a motion (#1) to accept Committee, Base or General Reports as presented with exception of Financial Reports. Said Reports will be included as presented in the minutes. Jimmy West seconded the motion. The motion carried.

Stacy Martin presented the President's report. No written report was submitted.

Donna Keith explained the process when Management is a guest at the meeting. There was discussion.

The Executive Board took a break at 0945 and reconvened at 1000.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

Grievance Chair Lyn Montgomery entered the meeting as a guest at 1000.

Southwest Airlines Inflight Management representatives entered the meeting at 1000. Mike Hafner, Mike Mankin, Sonya Lacore and Brendan Conlon were guests at the meeting. Mike Hafner thanked the Executive Board for giving them the opportunity to be guests at the meeting. They congratulated the new Executive Board and stated that there are many changes occurring and more on the way. Mike Hafner stated that his philosophical approach is that we should be able to agree to disagree. He stated that he knows when he makes a decision it is going to affect the Membership. Sonya Lacore stated that we all have different personalities and relationships with Management, and asked that we extend the same courtesy to them. Sonya Lacore stated that Management's vision may not be the same as ours and to contact her if we have any concerns so that we can all resolve our issues. Brendan Conlon stated that his door is always open to us. Brendan Conlon reported that there are going to be many changes ahead and there may be misperceptions. Mike Mankin stated that we are going to have disputes but we have to work together to resolve our problems. He reported that we need to partner together to make things better at Southwest Airlines. Brendan Conlon presented the Sick Leave and Productivity Report. Sonya Lacore stated that she thinks attendance has improved because of the Attendance Meetings that are being held. Valerie Boy stated that morale is low, Members feel like they are under a microscope. Sonya Lacore responded that Management is trying their very best to minimalize Attendance Meetings to try and save money. Management feels the meetings are worth the money to continue because there has been improvement in patterns. John DiPippa asked if there is a computer program that determines the patterns. Sonya Lacore stated that it is often a peer that brings the situation to the attention of Management. Chris Click stated that culture is important and Flight Attendants have expressed that they don't feel like Cultural Ambassadors anymore. Chris Click further stated that Flight Attendants are feeling micromanaged. Mike Hafner agreed. Stacy Martin asked when the Attendance Meetings will stop. Sonya Lacore stated that the meetings would continue because they have seen an improvement in the patterns. Lyn Montgomery stated that she could see both sides of the issue and that the problem is the disconnection on the topic. She stated that we have a Contractual Attendance Policy and the discipline is very clear. Further she stated that the problem now is that Members are receiving notations in their file saying the next step could be a termination, and that becomes a disciplinary meeting. Jimmy West addressed the hot aircraft issue. Jimmy West asked for clarification when Pilots refuse to use the APU. Mike Hafner stated that hopefully we are going to get better and be more proactive. Karen Amos inquired about the aircraft cooling procedure when an aircraft has returned from maintenance. Mike Hafner stated that the procedure is that the aircraft is to be cooled before it is boarded. Jannah Dalak asked if an ASAP and an IR should be submitted for hot aircraft issues. Sonya Lacore stated that an IR is distributed to Management; an ASAP report is not distributed. Sonya stated that Management is going back to assigned supervisors and encourages Flight Attendants to take their concerns to the base level.

Inflight Management left the meeting at 1115.

Lyn Montgomery left the meeting at 1115.

The Executive Board agreed to take a break at 1115 and reconvene at 1130.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

Chris Click introduced the Turning Point Voting Technology demonstration. There was discussion. The Executive Board agreed to use the Turning Point Voting Technology during the May Executive Board Meeting for testing purposes.

There was discussion regarding the staffing of the Local Union office.

The Executive Board agreed to recess for lunch at 1245 and reconvene at 1415.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

Jerry Lindemann made a motion (motion #2) to approve Lyn Montgomery as Grievance Chair. Jimmy West seconded the motion. The motion carried.

Lyn Montgomery entered the meeting at 1415 as a guest. Lyn Montgomery was congratulated on her new position as Grievance Chair. She thanked the Executive Board and left the meeting at 1420.

Jannah Dalak presented the **(Committee On Political Education) COPE Report submitted by Thom McDaniel**:

COPE REPORT – Thom McDaniel

The purpose of the Committee On Political Education (COPE) is to involve and educate our Members regarding legislative issues that affect Flight Attendants, the Airlines Industry, and working people and families. COPE also works to elect candidates of all political parties who are labor friendly.

The President is designated as the Chair of the COPE Committee. With the many duties of the President, the Executive Board has appointed COPE Co-Chairs in the past. I would recommend Susan Kern and Gwen Dunivent as COPE Co-Chairs. Both have shown a strong interest in Labor politics including serving in offices in their Local Central Labor Councils (CLC) and working on state and local campaigns to elect labor friendly candidates. I would recommend Matt Hettich or Addie Crisp to serve as Executive Board Liaisons since they have also been active in their CLC's and TWU State Conferences.

Jannah Dalak presented the **Critical Incident Stress Management (CISM) Report submitted by Eileen Rodriguez**:

Inflight CISM Team

May 1, 2012

Eileen Rodriguez

SWA/TWU556

Mission Statement and goal:

The Southwest Airlines Inflight CISM Team is mutually sponsored by TWU 556 and Southwest Airlines. The CISM Team started in 1996 and has been helping the Flight Attendants of Southwest Airlines since that date. The mission of the CISM Team is as follows:

“The mission of CISM is to assist the crew members and their families or significant others in case of duty related traumatic events”

The Committee members attend annual Recurrent training each year in April and are International Critical Incident Stress Foundation (ICISF) certified. The committee members are available to assist the crew members and their families, as necessary. Committee members would become personal liaisons between the Employee and Employee families in dealings with TWU 556 and Southwest Airlines.

Our goal is to assure the overall well-being of Crew members and their families in the effort to promote their healthy reentry not only in their flying career, but their normal family life also.

CISM Team Members are required to attend annual CISM Recurrent training each year and be certified in the ICISF Program. They are required to wear the CISM pager and take calls 24 hours a day once a year for a two week time period. They are also asked to volunteer four hours a month on additional ongoing projects.

The CISM Team is notified anytime a Flight Attendant is involved in an incident that would be considered irregular or traumatic. The notifications come from Inflight Scheduling, Inflight Management, TWU 556, SWA dispatch, Pilot CISM Team Members, and on line Flight Attendants. Below are some examples that would require CISM Team activation or notification:

- *Inflight Death*
- *Performed CPR- AED used*
- *Inflight Medical Emergencies*
- *Turbulence*
- *Hospitalization while on Duty*
- *RON van accident*
- *Physical Assault while on Duty*
- *Fears of personal safety on A/C or RON*
- *Cabin Decompression*
- *Major Aircraft System Failures (electrical, hydraulic, etc.)*
- *Serious A/C Incident*
- *A/C Accident*
- *Any on the job incident where there exists the real or perceived threat of death or serious injury to a crew member or customer*
- *Unruly passenger*
- *Bomb / Hijacking threat*
- *Assault on RON*
- *Suicide attempt or completion*
- *Any event that happens off duty that would be traumatic to a Flight Attendant*

During an average month the CISM Team gets between 45-60 notifications to our hotline. We contact the entire crew and any deadheading crews onboard the Aircraft.

The CISM Team has three seats on the Go-Plane and would attempt to send one or two Team Members and the Chairperson to the accident site. The CISM Chairperson is trained on the Go-Team procedures and attends the yearly training. Below is a snapshot of my duties as Chairperson. There are many more but I wanted to give you an overview of what I am responsible to handle.

CISM Chairperson Responsibilities

Liaison with:

- *SWA Leadership- Henry Townsend, Brian Ridgeway*
- *TWU 556 Leadership – Michael Massoni*
- *Pilot Team*
- *Initial Training – for New Hire Classes*
- *Recurrent Training for RT Home study*
- *Care Team*
- *Emergency Response Committee*
- *Family Notification Communications Center (FNCC)*
- *Ground Operations – Station Emergency Plan (SEP)*
- *TWU – Executive Board Members*
- *FAAP Team*
- *Professional Standards Team*
- *Tania Glenn- Team Mental Health Director*
- *ALPA Industry wide CIRP for Pilots*

Daily Operations

- *24/7 backup for pager person*
- *Communicate daily with pager person*
- *Hotline technology operation*
- *Respond to all Team Members, Bases, TWU 556, and Company-wide Emergency Team Leads when they have questions about Crew's involvement.*
- *Remain up to date on industry wide CISM programs & support systems*
- *Oversee delegated & maintaining Team projects*
- *Upcoming Trainings: Basic CISM, CISM R/T, Care Team and TBC Committee*

Monthly Details

- *Payroll: submitting Pull & Pay Sheets, follow-up*
- *PPW (Pager wearer) Pull & Pay sheets*

- *Adjust Skytel online details for PPW changeover*
- *AT&T phones & Skytel plans*
- *Send monthly Team updates*
- *Send monthly SWA Leadership updates*
- *Send monthly TWU 556 Updates- Board Meetings*
- *Coordinate with TBC'S*
- *Onboard and Unity- Newsletter Articles*
- *After meetings, communicate w/ Team pertinent information*
- *Write appropriate articles for department newsletters*
- *Read meeting notes and communicate to Team when they are sent out by Care Team, ERC, JFSOC, SEP etc.*

Administration

- *Budgets*
- *Timesheets & Payroll*
- *Update CISM Manual*
- *Accounts Payable with Vendors*
- *Update SWA, TWU 556, and Care Team about any Team changes*
- *Plan yearly CISM Team Training*
- *Attend ICISF Conferences to stay current*
- *Attend Yearly ALPA training conferences*

The Inflight CISM Team has 51 active Flight Attendants serving our membership. We train yearly with our Pilot team and work closely throughout the year.

I met with US Airways last year and helped them put together a CISM program that models ours at SWA.

In conclusion, I have been the Chairperson for the CISM Team for four years and have put my heart and soul into this program.

I would like to continue my role as Chairperson for the Inflight CISM Team. Thank you for all the support you give the CISM Team throughout the year.

Eileen Rodriguez
SWA/TWU CISM Chairperson
Eileen.cism@gmail.com
214-592-3014

Jannah Dalak presented the **Grievance Report submitted by Denny Sebesta**:

Grievance Chair Committee
Report for Executive Board May 2012

Submitted by: Denny Sebesta – Interim Grievance Chair
***Grievances** - As of Friday April 25, 2012 we have **104** active Grievances*

- *New Letters of Agreement or Settlements as of April 30, 2012*
  - *Group Grievance – NCAA Charter Procedures*
  - *Letter of Agreement – Application of Average Daily Guaranty RIG*
  - *Group Grievance - Red Eye/Night Flights Maximum Duty Day (include deadheads)*

Scheduled Arbitrations-

- *May 3, 2012 Termination – Settled prior to hearing date*
- *May 22, 2012 Group Grievance– Override (extra seats 700 aircraft). This case is being presented by Labor Attorney Holly Van Horsten and Second Chair Kathy Anderson*

***Grievance Chair** – Allyson Parker-Lauck was the existing Grievance Chair until March 30, 2012. I agreed to step into that role as the Interim until a permanent Grievance Chair could be appointed, and then train that individual. On April 2, 2012 the incoming President notified me that the appointment had been made and the training should be completed by the end of April. The following training has been completed:*

- *Scheduled two separate meetings to review all responsibilities, including a detailed outline and review of weekly, monthly duties and all timelines for Board of Adjustment and Arbitration. First meeting held April 19, 2012; second meeting cancelled at request of incoming Grievance Chair.*
- *Reviewed detailed list of Group Grievances, including summary of issues and remedies. Referred to Group Grievance Specialist Kathy Anderson for an update on the more recent cases not included in summary.*
- *Briefing in person or via email on all new Letter Of Understandings (LOU) and/or Settlements and any outstanding extension of timelines for potential Group Grievances.*
- *Scheduled and confirmed May Grievance meeting with Management.*
- *Created a folder on the Union server that includes templates, detailed outline of responsibilities, Board of Adjustment Training Manual, Weekly Grievance Report tutorial (by Allyson Parker-Lauck), all LOU and Settlement Letters, and other items pertinent to the Grievance Chair duties. Location on "shared" server>Grievances>GRIEVANCE CHAIR folder*

FMLA - Update on Department of Labor Notice of Rule Making and Quarterly FMLA Meetings

On April 4, 2012 Thom, Denny and Catherine met FMLA Compliance and Employee Resources to discuss the Department of Labor's (DOL) Notice of Proposed Rulemaking decision on how airline crew's average workweek is determined. The proposed rule could affect the individual

Flight Attendant by using block hours versus duty hours, as well as individual calculations based on increments of usage that are very difficult to manage from the Company's position and potentially create confusion for the Employee. Southwest has used "duty hours" since the inception of FMLA, which includes check-in, ground time and debrief time.

Since April 4, 2012 Thom and Denny have participated in multiple conference calls with other Labor Groups and the Transportation Trade Division (TTD) to discuss the impact of proposed changes and to develop and submit a collective response to the DOL.

Thom and Denny had a follow-up meeting with Southwest Management to discuss their position on the Notice of Proposed Rule Making (NPRM). Management would prefer to stay with our current process outlined in the Letter of Understanding between the Company and Union. The Company will not submit individual comments, but will include their recommendations with the Airlines for America (A4A) trade group who lobby for the air carriers.

The original due date to submit all comments was April 16, 2012; however, an extension was granted through April 30, 2012. While there is no definitive timeframe on when a final ruling will be made and released, there is speculation it will be announced before the November 2012 Presidential election.

***Quarterly FMLA Meeting** – The Union and Company meet once a quarter to address any problems that may arise and work in a collaborative effort on education for Flight Attendants.*

April 12, 2012 Denny and Catherine met with FMLA Compliance and Employee Resources. We discussed the number of active cases – 1,288 (including approximately 20 cases Inflight at Headquarters or Management at Base level). The latest numbers reflect that 90% of FMLA cases within Inflight are intermittent leaves. They are seeing a trend of 50% of intermittent cases (new and renewals) requesting the majority of their schedule for frequency and duration two or more trips in a month. The Company is being proactive and requesting additional documentation from the treating physicians to confirm the need of duration. The Company is looking closer at renewals and has the option to do one of two things: request a second Medical opinion, which is costly and must be specialist specific to the serious health condition or, peer-to-peer review (doctor to doctor).

***737-800 Subcommittee** – The Union and Company have a Subcommittee as required by Side Letter 7. The Committee Members developed and implemented the 737-800 Subcommittee Agreement dated May 11, 2011, which was approved by the Executive Board.*
The Committee is comprised of six people, three Union and three Company. This agreement is for a six-month period beginning when the 737-800 aircraft entered the fleet -March through September 2012. As part of the agreement, the Committee meets monthly to address issues that develop with the 737-800s that are added to the lines, pairings, etc. The long-term goal is to evaluate and determine if the type of "mixed" and "D" only pairings, along with the reschedule language for those pairings should be necessary in the future. The long-term

solution is mandated in the Letter Of Agreement (LOA) and is required to be mutually agreed upon. Union Committee Members are Allyson Parker-Lauck, Denny Sebesta and Don Shipman. Company Committee Members are Brendan Conlon, Mike Mankin and Claire Taitte.

April 24, 2012 737-800 Subcommittee Meeting -There were two 737-800 aircraft early deployments for May. The flights affected on current pairings will be flagged and a message will be added to the pairing to update the A, B & C Flight Attendant that they will now be working a 737- 800 aircraft. There were 22 "D" position pairings (all Phoenix and Baltimore) added to Open Time for the aircraft moved from May 13, 2012 to May 6, 2012. There were eight "D" position pairings (six Baltimore and two Houston) added to Open Time for the one aircraft moved up from May 20, 2012 to May 13, 2012. This makes a total of 30 pairings added to Open Time.

The 737-800 only solution for June was approximately $100,000.00, which was costly; however, the Company believes the investment is well worth it due to the changes in cabin procedures. The Galley Trainers will be on the 737-800 flights for May and there are plans for lounge training modules (similar to the handheld devices).

There are six 737-800 aircraft added for June: two on June 10, 2012 and four on June 24, 2012. This will be a fleet change not an additional number of aircraft change. Adding these 737-800s will add to inconsistency in the pairings due to routes and frequency. There will actually be four 4-day pairings in June for the following bases: Baltimore, Houston and Las Vegas. This is due to the frequency or lack of the 737-800 flights in the schedule. Many of these pairings have deadheads built at the beginning or end of the pairing, which allow options for waiving deadheads. There is still no 737-800 flying in Dallas.

The Denver base opening may have between 300-500 Flight Attendants but this is a fluid number and could change. The Company may open up a June vacancy bid for early placement, which would allow Flight Attendants to move earlier. The Next scheduled 737-800 meeting is May 23, 2012 at 2:00p.m. Allyson, Denny and Don have confirmed their availability to attend this meeting.

Jannah Dalak presented the **Scheduling Report Submitted by Lisa Trafton and Don Shipman**:

TWU LOCAL 556: SCHEDULING COMMITTEE APRIL 30, 2012

Executive Board:

The Scheduling Committee is a group of active Flight Attendants that are tasked with producing the best quality of bid lines each month to protect our Members Quality Of Life (QOL). The Committee does not build the pairings that we bid for, but does write the final lines that are bid on by the Flight Attendants. The Committee is responsible for writing the monthly bid lines for

Primary bidding, and the Vacation Relief lines that are used in the Reserve bid packets each month at Southwest Headquarters.

In addition to one Chair, the ideal Primary Bid Line writing session includes one Flight Attendant per domicile tasked with constructing the lines from their base. Although Inflight Crew Planning may spend less than one half day writing a base to adhere to our Contract and Scheduling Policy, each Committee member typically spends twelve to sixteen hours. Although the software used by the Committee has improved to accommodate requirements of the negotiated 737-800 Subcommittee Agreement, the Committee expects the time needed to construct quality lines will only continue to increase. The Committee is currently dealing with many new challenges.

Beginning with the September 2011 schedule, the number of flight schedules produced by the Network Planning Department has included approximately ten changes per month, compared to the four to six schedule changes per year when printed timetables were available to our Customers just a few years back. The ever increasing flight schedule complexities make line writing extremely difficult to an extent that is not easily understood by the average Member beyond the inconsistent pairings each week on their bid awards. This, coupled with the recent addition of the Boeing 737-800 into our fleet, signals the end to the lines we have known.

Over the next year, the Committee will build lines for one or two new domiciles, and begin the process of finding efficient and desired ways of segregating the Boeing 737-800 and Near International pairings onto separate lines while maintaining our high Quality of Life standards of 70% line purity (pairings of the same length each week that start on the same day). Beyond the grunt work of line writing, Management believes the Scheduling Committee to be a very well respected member of our Union with both parties possessing a desire for that relationship to grow, and meetings with Inflight Crew Planning Management continue.

TWU LOCAL 556: SCHEDULING COMMITTEE APRIL 30, 2012

Current goals include the minimum of 6% turns and 12% two days per base (Article 28.1.D only requires minimums overall), and reducing the number of a.m. pairings that release past 1800 and p.m. pairings that report prior to 1200. Management is finding these goals more difficult since the introduction of 737-800 pairings. As actively advised by the Union during the 737-800 Subcommittee Negotiations, affected pairings must occasionally be generated with overnights in domiciles, 24-hour overnights, and abnormally excessive deadheads.

Going forward, the Committee continues discussions with Inflight Management about modifying the current vacation slots to begin each monthly calendar day as opposed to the current staggered slot allocation that has existed for several decades. Both parties believe the current system is inefficient, causing poor quality Vacation Relief lines, which needlessly increase staffing. Management has also indicated a strong desire to reintroduce Satellite Bases and the Co-Terminal concept they attempted to negotiate for inclusion in the recent Tentative

Agreement of Side Letter 10. Changes to the historically allocated vacation slots, introduction of Satellite Bases or Co-Terminals, and necessary modification to the Scheduling Policy called for within that agreement, would all require Letters Of Agreement (LOA) due to numerous contractual reinterpretation modifications or additions, and would need Executive Board approval if beneficial agreements were reached by both parties.

It is the strong recommendation of this Committee that it should continue unchanged with the current Leadership of Don Shipman and Lisa Trafton. Due to the introduction of Near International service to Hawaii likely dominating the Oakland domicile and his desire to make the introduction successful, the Committee recommends Oakland Domicile Executive Board Member Matt Hettich become the sole Executive Board liaison for the Scheduling Committee.

Respectfully,
Lisa Trafton
Scheduling Committee Chair
Don Shipman
Scheduling Committee Co-Chair
Matthew Hettich
Oakland Domicile Executive Board Member

Safety and Health Committee – no written reports submitted.

Jannah Dalak presented the **Education Report submitted by Audrey Stone**.

Audrey Stone reports that over the last three years, the Education Committee has had three main focuses: providing Contract education, expanding services provided, and making all services more accessible. We initially discussed having "Contract classes," but due to our mobile work group, it did not seem like the most effective way to get the information out there. Contract Live videos were then created that were short and easy to view anywhere, focusing on specific commonly asked questions in the Contract. Contract Resource Guidesheets were developed to coordinate with the videos, and these sheets are in each base and are sized, ready to be placed into the Contract. They use real examples to break down the Contract language. Contract Pop Quizzes have periodically been developed and placed on the Website to further supplement and provide information in a fun format. The Committee also expanded the Union's New Hire presentation to provide better education regarding who our Union is, what it does, and information about the Contract. Audrey reports that in the Baltimore Base, the Union presence at Base Orientation was expanded to include Contract education. The Committee has worked on various Contract and Tentative Agreement roll outs to provide education for the Flight Attendants regarding the agreements to be voted on. The expansion of services has primarily been the increased hours the Union provides. The Executive Board began this as a trial run, and made the decision to continue the Weekend On-Call hours due to positive feedback from the Flight Attendants, at having someone available on the weekends to answer their Contract or Scheduling questions while they are out flying. It was initially staffed *by Executive Board Members. At the beginning of 2012, the Executive Board made a decision to expand it to Holidays during which the Union Office was closed, starting 365 day a year service. Due to an increased cost at expanding the hours, a proposal was made to open the hours up to Members of the Grievance Team as well as Executive Board Members. This was approved by the Executive Board, and cut the financial cost of the service in half. Also, requests were made by Flight Attendants following the implementation of the first Emergency Sick Call Procedures, that the Union publish any Letters of Agreements/Settlement Letters such as the emergency procedures that affect Flight Attendants but are not currently in the Contract or Handbook. Audrey reports that the Education Committee worked to locate all applicable letters and they were placed on the TWU 556 Website. Since then, she has ensured that all new Letters of Agreement have been published following the approval of the agreements by the Executive Board. For the future of the committee, it is important that a plan be developed to assist the AirTran Flight Attendants in their transition to Southwest Airlines. They have been operating under a different Contract, and will receive very little training on the TWU Contract when they go through Special Merger Training.*

Rob Riddell presented the **Professional Standards report Submitted by Kurtis Beggs**.

Professional Standards Overview for TWU Local 556 Executive Board

Introduction:

Kurtis Beggs, Houston Flight Attendant since 1995 has been serving as Professional Standards Chair since November 1, 2011. Kurtis Beggs has served on the Professional Standards Committee from 1998 to 2012.

History:

Professional Standards has been around at Southwest Airlines for many years. We know that there was a program before Paul Sweetin was our Local's President and in about 1997/1998 it was "re-activated". Professional Standards has gone through approximately four updates. Throughout its existence, Professional Standards has continued to evolve and change as we learned more about other Professional Standards programs and as our membership grew and the complexities of Crew Resource Management (CRM), Regulatory compliance and Safety awareness grew as well. We also carefully shaped our program to reflect the core values of Southwest Airlines; primarily using "respect" as its foundation.

The last time our Professional Standards program had an extensive "redo" was in the fall of 2009. This has been discussed in many articles in Unity and Onboard since then highlighting the changes and reinforcing the message/expectation and definition of the program. TWU Local 556 and Inflight collaborated on a project to fully update the Professional Standards operating and training manual. Since March 1, 2010 this new Operations manual, training *manual and improved relationship with Inflight has worked very well and has made for a stronger, more effective program.*

<u>Current Program Status/funding:</u>

In the fall of 2009-Professional Standards negotiated a new relationship with Inflight. In addition to the long standing "support" offered by Inflight, Inflight now matches 50% of the funding for the program. TWU Local pays a total of 20 trip for pay (TFP) per month and Inflight pays the Chair of Professional Standards 20 TFP per month. The TWU TFP is allocated to the Chair and frequently the Committee Members based upon hours of work. To help reduce attrition and with the increased funding, Professional Standards now has the ability to partially pay Committee Members for some of their hours. Time sheets are submitted to the treasurer's office at the end of each month. Committee Members are trained and submit time sheets for months they receive TFP.

<u>Structure of Professional Standards:</u>

We function with one Chair and eighteen Flight Attendant Committee Members. Professional Standards has two liaisons under the new structure: One has been the Safety Coordinator of TWU Local 556. This liaison has worked very well as occasionally we need precise FAR clarification/interpretation when working cases. Professional Standards also has an Inflight liaison with Inflight: Chicago Base Manager Dave Kissman. We occasionally will get clarification on Southwest Airlines company procedures or policies to ensure we are providing accurate information in our case work. We do not violate issues of confidentiality with the liaisons and the additional support in case work has been effective. This was done to help the program give accurate information due to the high rate of change we are experiencing and the confusion and misinformation that exists. Reporting is completed on a monthly basis and submitted by the fifth of the following month to: TWU Local 556 Recording Secretary, Steve Murtoff, and Dave Kissman. A quarterly report is submitted to Sonya Lacore.

<u>Staffing and Training Committee Members:</u>

This past March we conducted an open recruitment and a two day training session. Total costs of this training were split 50/50 with the Union and Inflight Management. Once training was completed we also formed support teams within the committee to ensure new Committee Members were teamed up with returning Committee Members for peer support. In this new structure, TWU Local 556 and Inflight Management jointly review the names of all potential new Committee Members. This process has been done in open recruitment two times and has helped us select Committee Members.

Current information:

In the two and one half years since the program was redone: we have seen lower rates of Committee Member attrition, higher rates of positive case resolutions, reductions in the amount of "counter claims" (cases mishandled) and overall costs to the Local to operate the program have not increased.

Current statistics:

> *We average fourteen to twenty calls per month*
> *Eight to twelve cases worked*
> *85 percent of cases resolved favorably*

We do this all by closely monitoring our hotline and have a very detailed manner in which calls are assigned to Committee Members. We know that the overall reputation of the program is shaped largely by how quickly, fairly and respectfully we conduct the phone calls. We feel that when our Members use Professional Standards, and a case is handled by one of our trained Committee Members, the highest percentage of our Members have a positive and learning experience. We also understand that there are sometimes factors involved where we may not be able to handle a case, may need to suggest another resource to call, or ultimately inform the caller that the subject is outside the scope of Professional Standards. The phone line is monitored every 24 hours and no later than 48 hours. Calls from the hotline are returned immediately, vetted and then assigned to a Committee Member.

Scope of the program:

Professional Standards uses the definition of "duty related conflict" involving FARS, Safety and Southwest Airlines company procedures. We do this because we have come to know that it is impossible to have one program that encompasses all issues surrounding all work related differences and conflicts. Professional Standards has been shaped to focus on the most important aspects of our work, and times we must perform the duties of our work. Professional Standards does not engage in any personal matters, or matters that may involve the Southwest Airlines policy on harassment/ hostility in the work place. In fact, it is against federal law to handle those cases and we include detailed training to educate our Crew Members on how to best handle those types of calls.

Messaging of the Program;

Professional Standards uses Unity, Unity Update and Onboard to primarily distribute information about the program, how it operates, as well as address common "misinformation" about the program. Professional Standards just had an article in the last issue of Onboard and we anticipate having one in Unity very soon.

Professional Standards also is very fortunate to have a one hour time slot with every new hire Flight Attendant class. Three key components of the new hire presentation that are very effective are the "expectation statements" on conduct and behaviors, and dealing with duty related conflict from Mike Hafner, Steve Murtoff and Thom McDaniel that we include in the PowerPoint presentation. I will need to obtain an "expectation statement" from Stacy Martin so that I can update the power point presentation.

Chris Click presented the **Uniform Committee Report submitted by Crystal Reven**:

Since appointed to the Uniform Committee in 2009, I have worked diligently every month on acquiring a professional yet functioning uniform that every Flight Attendant will be proud to wear. Since taking over as the Uniform Committee Chair, many events have taken place that has reshaped the Uniform Steering Committee (USC) as a whole. David Curry, former USC Chairperson took another position within Southwest Airlines, vacating his position. Sonya Lacore later filled the position, and she is a wonderful and stylish addition who adds perspective to the USC. Additionally, the Cintas contract expired and for the first time in over a decade Cintas lost its bid as our Uniform Provider to Lands' End Business Outfitter. This process took a great deal of time and I pushed very hard for this change to happen as I heard the cries of the 'uniform wearers' who wanted a better quality uniform and an updated look; something that Lands' End can definitely provide.

In recent months, several great things have happened in the uniform world. The wear test period for the Uniform Dress began on March 16, 2012 and concluded on April 6, 2012. Wear-testers of all shapes and sizes were out on the line in the proposed uniform dress collecting feedback and testing the fit and functionality of what we hope will be the next addition to the uniform line.

Similarly, the Lands' End Uniform launch is in full swing. You may have heard me say (or read) repeatedly that Lands' End Business Outfitter is the right choice for Southwest Airlines customer contact employees, and it is ever so true - even now. Lands' End has worked tirelessly on making what they call "The Southwest Launch" successful, and boy is it ever! In the first 24 hours of the launch, over 4000 orders ($600,000 worth) were received from Southwest Airlines employees. I am reassured every day by how truly committed Lands' End is to the customer, our Flight Attendants.

Lands' End commitment to service was shining bright in the first week of the launch. <u>Not everyone has been happy with the change</u> and we understand that, but we are working through the dissatisfactions. Similarly, there were a few unanticipated glitches and oversights by the Uniform Steering Committee in the beginning such as inseam lengths, short sleeve shirts and smaller tall sizes. Lands' End quickly rectified these oversights by working around the clock to make accommodations for the employees of Southwest Airlines, and continue to do so daily. Lands' End embodies the word commitment and that is what will keep them around for the long haul.

The person that is chosen to fill the TWU556 Uniform Chairperson will not have decision making ability but must be equipped and ready to handle many daily emails and calls from Flight Attendants. Similarly, this person must attend monthly Uniform Steering Committee meetings in Dallas and participate in decision making collaborations via email and conference calls. The TWU 556 Uniform Committee Chairperson is a sought after and highly visible position within our workgroup, as I have found that uniforms is one area that all are passionate about. This person must resolve themself to know that you cannot please everyone all the time, especially without decision making authority. This is a practice I have come to understand vividly.

<u>I recommend (with EB approval) that the TWU 556 Uniform Chairperson:</u>

- *Push for an additional Union seat on the Uniform Steering Committee to represent 12,500+ Members (one is just not sufficient).*
- *Push for increased allotment to offset the cost associated with higher quality uniform pieces provided by Lands' End.*
- *Continue with plans to implement a uniform subcommittee to represent the needs and wants of each base who will determine direction, design and delivery of the 'as promised' all new uniform for Southwest Airlines Flight Attendants.*
- *Work towards a more fluid uniform look by eventually eliminating Cintas pieces out on the line and differing from ground personnel.*
- *Solidify the female dress option following the wear test period.*
- *Introduce a tailored vest option.*

<u>Rationale behind these recommendations:</u>

Currently, our Contract only allows for one Union seat at the Uniform Steering Committee table. The Union's Uniform Committee leads the pack among Union committees because our Members are genuinely passionate about how they look on the job. This language has been in effect for many years. By the time AirTran is fully integrated into our work force, our Membership will most likely consist of over 13,000 Flight Attendants. Having only one person represent over 13,000 Members and various demographics within our blended family is simply insufficient and outdated.

We all know that our customer contact employees hit the uniform lottery when we switched providers from Cintas to Lands' End Business Outfitters, however with quality comes cost. Our leaders know that we are willing to pay more out of our allotment for higher quality pieces. Even though we are getting more for our money, the current stipend in our allotment does not reflect what we will actually need to offset associated costs of replacing Cintas items for Lands' End items; thus an allotment increase is needed.

In 2008, there were hopes of having an all new uniform by 2012; due to economic decline and other irons thrown into our fire that was not possible. However, by increasing not only our revenue seat miles (RASM) and our corporate footprint through the AirTran acquisition, now is the perfect time to begin working on an all new uniform to match the evolution of our legendary brand.

While we wait for our all new uniform, we can still work synergistically in the direction of a new look by introducing a small number of new pieces yet decreasing the overall number of uniform pieces and/or colors offered. These simple changes will afford us a more fluid uniform look, easily recognizable to our internal and external customers on and off the aircraft, elevate pride within our ranks, and positively promote our brand.

In closing, please know that I am requesting and happy to continue to serve as the Union's Uniform Committee Chairperson if the Executive Board so chooses. If chosen or not, I would like to see emphasis placed in the above areas and be addressed with fervor in coming years as I feel it is what our Flight Attendants have longed for.

Thank you for taking the time to consider my accomplishments and recommendations as the current TWU 556 Uniform Chairperson. I hope to continue to serve the Flight Attendants of Southwest Airlines in this arena, yet will support the decision of the Executive Board.

Sincerely,
Crystal Reven

Jannah Dalak presented the **Communications Committee Report submitted by Erich Schwenk and Kevin Barber**:

April 29, 2012
Dear Executive Board,

The TWU Local 556 Communications Committee Coordinators are hard at work each and every day managing and facilitating the following:

- *Publishing Unity, our award winning quarterly magazine. This includes layout, content management, editing and printing.*
- *Creating Unity Update, the monthly supplement to Unity Magazine.*
- *Maintaining our newly designed Website (www.twu556.org), the official source for TWU Local 556 information, news, current events, agreements, contract language, educational materials, resources, and more.*
- *Generating new content for the Website to drive Member involvement.*
- *Coordinating with Domicile Executive Board Members to send out their E-Connections.*

- *Preserving the “TWU 556” brand by ensuring a consistent look across all mediums.*
- *Maintaining an online presence on our main 556 social media site in a professional manner.*
- *Producing, filming, editing and posting TWU TV Live Webcasts to provide 556 Members a direct link and access to the information they need. These videos are edited and formatted for easy viewing on the Website anytime.*
- *Producing educational videos, Website, slides and other materials that Flight Attendants need to understand their Contract.*
- *Creating productions for new hire training including an up-to-date PowerPoint presentation.*
- *Photographing Executive Board Members, Office Team Members, and Flight Attendants to be used in print and other various mediums.*
- *Keeping Union bulletin boards up to date with relevant information.*
- *Maintaining the Union’s AT&T Wireless service.*
- *Handling various IT projects as needed.*
- *Ensuring luggage tags and other union supplies are designed, ordered and kept in supply.*
- *Liaison to AppleTree MediaWorks (AppleTree provides backend and ongoing maintenance for www.twu556.org).*

Your Communications Chairs are capable of and have been performing all the above listed duties.

We are producing high quality print, video, and online material on a consistent basis and at times with little notice. We have worked on projects that require confidentiality and understand the importance of coordinated launches of information so our Membership gets material at the correct and relevant time.

Addie Crisp presented the **Civil and Human Rights Report**:

Civil and Human Rights Committee Report for April

The Committee had no activity for the month of April. Past activities have included AFL-CIO Martin Luther King Observance and Community Service in Detroit. In honor of Martin Luther King (MLK) dedication to the Labor Movement and to the community, activities included painting a community center in Ann Arbor, Michigan, visiting a Civil Rights museum, Church services and the MLK Parade on the MLK holiday. Other activities included the TWU Civil and Human Rights convention where we were updated on workplace racism and sexual harassment violations.

Valerie Boy presented the **Shop Steward Report submitted by Cuyler Thompson:**

Since 2006, Susan Kern and I have served as Co-Chairs of the Local 556 Shop Steward Committee. We created procedures for accountability on the Committee, whereby Shop Stewards may be retrained on and/or reminded of what is expected of our Shop Stewards without necessarily being formally charged with violations of the Constitution or Bylaws. I have explained this procedure to Jannah Dalak.

Upon being elected to their positions in 2006 and 2009, Shop Stewards were invited to Dallas for a system-wide training. New Shop Stewards "shadowed" a more experienced Shop Steward or Domicile Executive Board Member before representing a Flight Attendant alone at a Fact-Finding Meeting. Halfway through their three-year terms, we provided Shop Stewards with Recurrent Training at the base level.

Susan Kern and I wrote and published a new Shop Steward Handbook in 2009; there are extra copies available at the Union Office.

I conducted monthly Shop Steward Conference Calls with the Local President and emailed a synopsis of the call to all Shop Stewards several days later.

I published a monthly Shop Steward Connection and emailed it to all Shop Stewards. The April 2012 publication was Volume 5, Issue 4 the 42nd issue, including special editions.

Shop Stewards have special access to an area on the Local 556 Website which hosts materials specifically for Shop Stewards, including all past issues of the Shop Steward Connection and information to help them be more effective in their roles.

The Domicile Executive Board Member (DEBM) serves as the "Lead Shop Steward" in their base. The relationship between the DEBM and their Shop Stewards is extremely important. DEBMs contact all of their Shop Stewards at least once monthly via phone, email or text message.

The list of Shop Stewards is updated monthly regarding the order in which the DEBM would like for the Union Office to contact Shop Stewards for Fact-Finding Meetings.

I recommend that the new Chair of the Shop Steward Committee be a Member of the Executive Board.

Thank you.
Cuyler Thompson

Jannah Dalak presented the **New Hire Report submitted by Thom McDaniel**.

New Hire Committee – Thom McDaniel

Over the last several years, the Executive Board has developed several initiatives to encourage and support our New Hire Candidates and Flight Attendants to become active and informed TWU Local 556 Members. These efforts include the New Hire Resource Book, New Hire Dinners, Contract Live Videos, New Hire Orientations, New Hire DEBM Introduction Cards, the updated New Hire Union Presentation, and distributing Union Pins while in training. I would continue all efforts to involve our newest Members in our Union and encourage the Executive Board to go the extra mile in attending all New Hire functions including the New Hire Dinner. This gives the Executive Board a chance to visit with the New Hire Class in an informal setting. It is also very popular for DEBMs to hand out information on crash pads and base specific FYIs to help with the transition for those who will be commuting.

As the Special Merger Training (SMT) begins, I would keep open communication with Association of Flight Attendants (AFA) Leaders to insure that there are no problems in transition. I would also recommend that the SMT class is audited to see if the Union can assist in developing Contract Training or adapt the New Hire presentation to address the issues that are most important as they transition to our Contract. These issues might also be addressed in the New Hire Resource Guide by adapting it for AirTran.

Addie Crisp presented the **Working Women's Report.**

The committee had no activity for the month of April. Past activities have included quarterly meetings in rotating cities. We also participate as a group in the Susan G. Koman Breast Cancer Walk Dallas. I am requesting under the Airline Transit Division Working Women's (ATDWW) budget that we send two committee members to the next ATDWW meeting being held in Hurst Texas, that will include two rooms at the Hyatt Place for $99 each and one rental car. The meeting will be held on June 4, 2012 – June 5, 2012 with a travel day on both ends. Please check out the website@www.atdwwc.org

Jannah Dalak presented the TWU Local 556 Policy on Standing and Special Committees. The Executive Board began discussions on Committee Chairs.

The Executive Board discussed the Committee on Political Education (COPE) Chair. Garry Drummond clarified the language in the Constitution. The Constitution states the President is the Chair of the COPE Committee.

Matt Hettich made a motion (#3) to appoint Gwen Dunivent Co-Chair of the COPE Committee. Addie Crisp seconded the motion. Chris Click amended the motion (#3A) to include Portia Reddick White and LaTonia Paul Benoit with the understanding that the person with the highest number of votes will become Co-Chair. John DiPippa seconded the motion. Motion 3 carried. The Amendment motion 3A carried.

There was discussion on the previous motion. Motion 3 and motion 3A were combined to create motion (#4) made by Chris Click to vote between Portia Reddick White, Gwen Dunivent and LaTonia Paul Benoit. Jannah Dalak seconded the motion. The motion carried. Portia Reddick White is Co-Chair of COPE.

Jimmy West made a motion (#5) to recess. Jerry Lindemann seconded the motion. The motion carried. A roll call vote was not taken.

Stacy Martin recessed the meeting at 1702.

<u>Wednesday</u>
<u>May 9, 2012</u>

Stacy Martin called the meeting to order at 0830.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, Matt Hettich, Donna Keith, and Jimmy West.

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

Stacy Vavakas was excused for Union Business.

John DiPippa was excused for Union Business.

The Executive Board discussed the Turning Point Representative as a guest. The Executive Board agreed not to bring the Turning Point Representative into the meeting as a guest.

The Executive Board discussed the CISM Committee Chair position. Matt Hettich made a motion (#6) to appoint Eileen Rodriquez as CISM Chair. Karen Amos seconded the motion. The motion carried.

Stacy Vavakas entered the meeting at 0841.

John DiPippa entered the meeting at 0841.

The Executive Board discussed the Health Committee Chair. Addie Crisp made a motion (#7) to re-appoint Michelle Moore as Health Chair. Stacy Vavakas seconded the motion. The motion carried.

The Executive Board discussed the Scheduling Committee. The Executive Board was in agreement that Rob Riddell and Stacy Martin would call and speak with Lisa Trafton the Chair of the Scheduling Committee to clarify information about training more people in the

Scheduling Department. Karen Amos agreed to contact Kimberly Hamrick regarding the Scheduling Chair position.

Karen Amos left the meeting at 0900 to attend to Union Business.

Jimmy West left the meeting at 0902 to attend to Union Business.

Thom McDaniel entered the room at 0905 as a guest at the meeting.   Thom McDaniel updated the Executive Board on the Overwater/Near International Tentative Agreement.   Thom McDaniel stated that it is simply a transitional agreement. Thom McDaniel informed the Executive Board that the Negotiating Team had placed educators in the lounges. Thom McDaniel further stated that the Negotiating Team is holding virtual conference call meetings for the educators, and voting will close on May 21, 2012.

Thom McDaniel submitted his **Negotiations report**.

The Negotiating Team released the Overwater/Near International Tentative Agreement to the Membership on April 26, 2012 and began holding Go To Meetings for Lounge Educators on the first week of May. So far three Go To Training Meetings have been held with Val Lorien and Thom McDaniel moderating the meetings and other Negotiating Team Members participating as needed.

The Tentative Agreement was released for voting on May 4, 2012 at 1200 CST with a blast email and voice broadcast. There will be at least on more reminder to vote before the end of the voting period on May 21, 2012 at 1200 CST. The results will be announced as soon as possible after the voting closes.

Lounge Educators have staffed the lounge daily since the announcement of the Agreement. The Negotiating Team and Communication Team met by conference call May 4, 2012 and established a schedule of Go To Meetings for Members where the highlights of the Tentative Agreement (TA) are discussed and Members can ask specific questions. The dates and times of the Go To Meetings are:

May 6 - 1500 PM
May 7 - 1000 AM
May 10 - 1500 PM
May 11 - 1000 AM
May 14 - 1500 PM
May 16 - 1000 AM
May 19 - 1200 PM

In addition, conference call briefings are held on the same days as the Go To Meetings 45 minutes after the hour to address any questions, issues, or challenges that Lounge Educators *are experiencing and assist them in their role. All Executive Board Members are invited to give feedback and ask questions.*

There does seem to be some confusion over the Agreement. However, when Members read it and ask questions, they are easily resolved. It should be viewed as a transitional agreement to lay the groundwork for Southwest Airlines to move forward and due to the long lead time required for these kind of complicated issues, the Negotiation Team (NT) hopes the Executive Board recognizes that it is an industry leading agreement and does provide us the opportunity for growth and job security at our Company.

The Amendable Date for the current Collective Bargaining Agreement is May 31, 2013. While that may seem like a long way away, based on past experience and Membership Meeting dates, it is highly recommended that the TWU Local 556 Executive Board begin the process of installing a new Negotiating Team to allow for training and research as well as Membership input, mobilization, and feedback.

Jimmy West returned to the meeting at 0925.

Thom McDaniel left the meeting at 0955.

The Executive Board took a break at 1000 and reconvened at 1015.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

TWU International Vice President Garry Drummond was a guest at the meeting.

The Executive Board discussed the Safety Committee Chair position. John DiPippa made a motion (#8) to appoint Chris Click Chair of the Safety Committee and Karen Amos Co-Chair. Jimmy West seconded the motion. The motion carried.

The Executive Board discussed the Education Committee Chair position. Valerie Boy made a motion (#9) to appoint Matt Hettich Chairperson of the Education Committee. John DiPippa seconded the motion. The motion carried.

The Executive Board discussed the Professional Standards Chair position. Jimmy West made a motion (#10) to re-appoint Kurtis Beggs Chair of Professional Standards. Addie Crisp seconded the motion. The motion carried.

The Executive Board discussed the Uniform Committee Chair position. Jannah Dalak made a motion (#11) to appoint Dawn Wann as Uniform Chair. Stacy Vavakas seconded the motion. The motion carried.

The Executive Board discussed the Shop Steward Chair position. Jimmy West made a motion (#12) to appoint Valerie Boy as Chairperson of the Shop Steward Committee with Rob Riddell and Karen Amos serving as Co-Chairs. Stacey Vavakas seconded the motion. The motion carried.

Grievance Chair Lyn Montgomery and Grievance Team Member Becky Parker were guests at the meeting. Lyn Montgomery and Becky Parker entered the meeting at 1135 to discuss the merits of a Grievance.

A Grievant entered the meeting at 1142 to discuss the merits of her Grievance.

Becky Parker and the Grievant were excused at 1210.

Matt Hettich made a motion (#13) to proceed on a Grievance. Jimmy West seconded the motion. The motion carried.

The Executive Board went to lunch at 1218 and agreed to reconvene at 1400.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

Grievance Chair Lyn Montgomery was a guest at the meeting. Lyn Montgomery entered the meeting at 1400 to present an updated Grievance Report. No written report was submitted.

Grievance Team Member Sara Cunningham was a guest at the meeting. Sara Cunningham entered the meeting at 1502 to discuss the merits of a Grievance.

Stacy Martin left the meeting at 1504.

Chris Click chaired the meeting.

Stacy Martin returned to the meeting at 1506.

Stacy Martin chaired the meeting.

A Grievant entered the meeting at 1510 to discuss the merits of a Grievance.

Sara Cunningham and the Grievant were excused at 1529.

Matt Hettich made a motion (#14) not to proceed on a Grievance. Addie Crisp seconded the motion. The motion carried.

The Executive Board took a break at 1545 and resumed at 1604.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

Jerry Lindemann was excused for Union Business.

Grievance Team Member Chris St. Julian was a guest at the meeting. Chris St. Julian entered the meeting at 1604 to discuss the merits of a Grievance.

A Grievant entered the meeting at 1619 to discuss the merits of a Grievance.

Chris St. Julian and the Grievant were excused at 1655.

Jerry Lindemann returned to the meeting at 1700.

John DiPippa made a motion (#15) not to proceed on a Grievance. Addie Crisp seconded the motion. The motion did not carry.

Jimmy West made a motion (#16) to proceed on a Grievance. Karen Amos seconded the motion. The motion carried.

Jerry Lindemann made a motion (#17) to recess. Rob Riddell seconded the motion. The motion carried.

Stacy Martin recessed the meeting at 1742.

Thursday
May 10, 2012

Stacy Martin called the meeting to order at 0835.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

There was discussion about the Website photos. The Executive Board agreed that the photos on the Website would be removed and retaken during the June Executive Board Session.

There was discussion regarding the recent problems experienced with the phone system. Discussion continued regarding the need for a phone system due to recent problems and the need for a system that would accommodate more users and handle the increased phone call volume as the Membership grows.

There was discussion about cell phone and computer inventory from the previous Executive Board. The Executive Board requested that Jerry Lindemann would take a full accounting of the inventory and make sure all Union owned equipment has been returned to the Local Union office from previous Executive Board Members. Donna Keith offered to assist Jerry Lindemann in researching the inventory. Donna Keith also requests an inventory be taken of all software purchased and owned by the Union.

There was discussion regarding the Local Website, the process of updating the Webpages and IT situations that have recently occurred. There was discussion regarding the Information Technology Committee. Karen Amos stated that Mark Torrez informed her he was going to make her an administrator of the phone system. There was discussion regarding the request of the administrator passwords and the refusal of past Executive Board Members to release passwords.

There was discussion regarding the President's staffing of the office.

The Executive Board took a break at 0940 and reconvened at 0952.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

Stacy Martin addressed the Executive Board regarding recent letters written by Thom McDaniel to Mike Hafner requesting his full time leave status.

The Executive Board took a break at 1030 and reconvened at 1050.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

There was discussion about Executive Board Member attendance documentation to be reported in the meeting minutes. It was agreed that an Executive Board Member who is absent from the meeting for ten minutes or more would be documented.

Stacy Martin passed the gavel to Chris Click.

Chris Click chaired the meeting.

Stacy Martin made a motion (#18) to donate $500 to the Piatt family to assist them directly for the critical care of their son. Stacy Vavakas seconded the motion. The motion carried.

Stacy Martin left the meeting at 1100 for Union Business. Jerry Lindemann left the meeting at 1101 for Union Business. Karen Amos left the meeting at 1101 for Union Business.

Stacy Vavakas made a motion (#19) to appoint Addie Crisp the Chair of the Civil and Human Rights Committee. Dawn Wann seconded the motion. The motion carried.

Jerry Lindemann returned to the meeting at 1106. Karen Amos returned to the meeting at 1106.

There was discussion about the Cabin Services Committee.

Matt Hettich made a motion (#20) to reappoint John DiPippa as Cabin Services Committee Chair. Stacey Vavakas seconded the motion. The motion carried.

There was discussion regarding the Veteran’s Committee. The Executive Board agreed that Matt Hettich would contact Denise Schmidt and Jerry Ariba to see if they are interested in the Veteran Chair position.

The Executive Board agreed that each Chair that is chosen will contact all interested applicants to thank them for their willingness to serve the Membership.

There was discussion regarding the Working Women’s Committee.

Jimmy West made a motion (#21) to appoint Cat Dusek as Chair of the Working Women’s Committee and Addie Crisp as Co-Chair. Stacey Vavakas seconded the motion. The motion carried.

Jerry Lindemann presented the Financial Report.

Chris Click left the meeting at 1140 for Union Business.

Jerry Lindemann chaired the meeting.

Chris Click returned to the meeting at 1146.

There was discussion regarding the Houston and Las Vegas base expenses. The Executive Board agreed to defer the discussion pending further research.

Jerry Lindemann left the meeting at 1153 for Union Business.

Chris Click chaired the meeting.

The Executive Board took a break at 1235 and agreed to reconvene at 1315.

TWU Local 556 Executive Board Members present were Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Karen Amos, Valerie Boy, Addie Crisp, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

Stacy Martin was excused for Union Business.

Rob Riddell was excused for Union Business.

John DiPippa was excused for Union Business.

Chris Click chaired the meeting.

Ed Cloutman and Garry Drummond entered the meeting as guests at 1330.

There was discussion regarding the motions that were made during the April Executive Board 2012 Session.

Jimmy West made a motion (#22) to rescind motion 46 "*to set the pay of the Grievance Chair to 'Average Line' plus 15% with average per diem*" from the April 2012 Executive Board Session. Addie Crisp seconded the motion. The motion carried.

Jimmy West made a motion (#23) to rescind motion 47 "*to set the pay of the Office Staff to 'Average Line' plus 15% with average per diem*" from the April 2012 Executive Board Session. Karen Amos seconded the motion. The motion carried.

Jimmy West made a motion (#24) to rescind motion 45 "*to set Full-Time Officer pay to 'Average Line' plus 15% with average per diem*" from the April 2012 Executive Board Session. Stacey Vavakas seconded the motion. The motion carried.

Jimmy West made a motion (#25) to rescind motion 48 "*to set the pay of the Negotiating Team Members to 'Average Line' plus 15% with average per diem*" from the April 2012 Executive Board Session. Rob Riddell seconded the motion. The motion carried.

Ed Cloutman Legal Counsel spoke on his legal opinion of the motions that were presented at the First Membership Meeting January 2012.

Chris Click was excused from the meeting at 1355 to attend to Union Business.

Jerry Lindemann was excused from the meeting at 1359 to attend to Union Business.

Dawn Wann chaired the meeting.

Ed Cloutman advised the Executive Board regarding charges against Chris Click from the April 2012 Executive Board Session.

Stacy Martin returned to the meeting at 1414.

Stacy Martin chaired the meeting at 1414.

Jerry Lindemann returned to the meeting at 1420.

There was discussion about the charges from the April 2012 Executive Board Session that Member Kyle Whiteley brought against Member Chris Click.

Jimmy West made a motion (#26) to rescind the action of the April 2012 Executive Board session. Karen Amos seconded the motion. The motion carried.

Jannah Dalak asked John DiPippa to read aloud the charges that Kyle Whiteley presented to the April 2012 Executive Board Session.

Kyle Whiteley alleges that Chris Click violated the following Article of the TWU International Constitution Article XIX Section 5. The following enumerated acts are set forth as typifying conduct unbecoming a member of the Union. This enumeration shall not be construed to exclude from disciplinary action other forms of unbecoming conduct.

(a) Violation of any of the provisions of this Constitution, any collective bargaining agreement, or working rule of the Local Union.

More specifically, the working rules of the Union that he violated are:

1. *The TWU Local 556 Bylaws, Article 4, "Responsibilities of Members", states, "(c) No Member shall improperly disclose confidential matters of the Union.*
2. *The TWU Local 556 Confidentiality Notice contained in all TWU 556 emails.*

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."

A roll call vote was conducted on the questions on the floor. (26a, 26b, 26c)

(26a) The charges were found proper.
(26b) The charges were found proper.
(26c) The charges were found improper.

According to the TWU Constitution a vote is not conducted on (d) if (c) is found improper.

Legal Counsel reiterated the confidentiality clause in regards to all parties associated with the charges.

The Executive Board took a break at 1452 and agreed to reconvene at 1505.

The meeting resumed at 1515.

TWU Local 556 Executive Board Members present were Stacy Martin, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

Karen Amos was excused for Union Business.

Frank Mastrangelo of M5 entered the meeting as a guest 1516 to discuss the Allworx 9224 phone system.

Chris Click entered the meeting at 1517.

Karen Amos entered the meeting at 1521.

There was discussion regarding the purchase of a new phone system for the Union office as the current system is antiquated and cannot be updated.

Frank Mastrangelo of M5 left the meeting at 1529.

Jerry Lindemann made a motion (#27) to purchase the Allworx 9224 phone system as quoted. Chris Click seconded the motion. The motion carried.

John DiPippa left the meeting at 1530 to attend to Union Business.

Jerry Lindemann left the meeting at 1530 to attend to Union Business.

There was discussion regarding CISM and that Donna Keith would be the Local's liaison to CISM.

The Executive Board discussed the Scholarship Committee. Chris Click made a motion (#28) to appoint Stacy Martin as Chair of the Scholarship Committee with Mark Torrez as Co-Chair. The motion carried.

John DiPippa returned to the meeting at 1535.

Jerry Lindemann returned to the meeting at 1535.

The Executive Board discussed the Survey Committee. Addie Crisp made a motion (#29) to make James Gordon Chair of the Survey Committee and Mark Torrez Co-Chair of the Survey Committee. John DiPippa seconded the motion. The motion carried.

The Executive Board took a break at 1600 and reconvened at 1615.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Dawn Wann, Jerry Lindemann, Jannah Dalak, Tina Coffee, Rob Riddell, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

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

The Executive Board discussed the 800 Subcommittee which was formed in accordance with Sideletter 8.

Val Lorien entered the meeting at 1645 as a guest at the meeting.

Val Lorien exited the meeting at 1647.

Lyn Montgomery entered the meeting at 1649 to discuss Sideletter 8.

Val Lorien entered the meeting at 1700 as a guest at the meeting.

Val Lorien exited the meeting at 1703.

Lyn Montgomery exited the meeting at 1707.

Discussion continued. The Executive Board agreed to replace former Grievance Chair Allyson Parker-Lauck with the current Grievance Chair Lyn Montgomery on the 800 Subcommittee.

There was discussion regarding Thom McDaniel's full time union pull. Garry Drummond discussed TWU International President Jim Little's request to place Thom McDaniel on a full time leave status.

The Executive Board discussed the FAAP Committee. Valerie Boy explained that she or Donna Keith will attempt to communicate with FAAP Chairperson Brett Nevarez about the FAAP position.

The Executive Board re-entered discussion in regards to the Financial Report.

Rob Riddell made a motion (#30) to accept the Financial Report as presented. Jimmy West seconded the motion. The motion carried.

Jerry Lindemann left the meeting to attend to Union Business at 1840.

Donna Keith left the meeting to attend to Union Business at 1844.

Chris Click made a motion (#31) to recess at 1850. Karen Amos seconded the motion. The motion carried.

Stacy Martin recessed the meeting at 1850.

<u>Friday</u>
<u>May 11, 2012</u>

Stacy Martin called the meeting to order at 0830.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Jannah Dalak, Tina Coffee, Rob Riddell, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

Karen Amos was excused for Union business.

Jerry Lindemann was excused for Union business.

Dawn Wann was pre-excused for personal reasons.

Jerry Lindemann entered the meeting at 0841.

The Executive Board revisited the FAAP Committee. Valerie Boy made a motion (#32) to appoint Karen Amos Chairperson of the FAAP. Stacey Vavakas seconded the motion. The motion carried.

Karen Amos entered the meeting at 0907.

The Executive Board discussed the Communications Committee. There was discussion regarding the applicants and last minute submissions for the Committee. The Executive Board agreed that Jimmy West will contact the pre-selected applicants to present a publications presentation.

The Executive Board took a break at 1030 and agreed to reconvene at 1045.

TWU Local 556 Executive Board Members present were Chris Click, Jannah Dalak, Tina Coffee, Rob Riddell, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, Donna Keith, Stacey Vavakas, and Jimmy West.

Chris Click chaired the meeting.

Stacy Martin was excused for Union Business.

Jerry Lindemann was excused for Union Business

Karen Amos was excused for Union Business.

Dawn Wann was pre-excused for personal reasons.

The Executive Board discussed Officer On Call.

Stacy Martin returned to the meeting at 1050.

Stacy Martin chaired the meeting.

Karen Amos returned to the meeting at 1052.

The Executive Board continued discussing Officer On Call. Karen Amos explained past practice of Officer On Call.

Valerie Boy made a motion (#33) to amend the Policy and Procedures Manual in regards to the Officer On Call striking Executive Board Seniority and replacing it with Flight Attendant Seniority. Stacey Vavakas seconded the motion. The motion carried.

The Recording Secretary Jannah Dalak stated that she will update the Policy and Procedures Manual in accordance with motion 33.

The Executive Board discussed the New Hire Committee. Jimmy West made a motion (#34) to keep the current practice of President as Chair and Treasurer as Co-Chair of the New Hire Committee. Valerie Boy seconded the motion. The motion carried.

There was discussion regarding the Co-Chair position of the Safety Committee. Karen Amos respectfully declined the Co-Chair position of Safety. Donna Keith agreed to contact Michael Massoni to discuss the Safety Committee.

Valerie Boy made a motion (#35) to appoint Jill van der Werff as Co-Chair of the Safety Committee. Stacey Vavakas seconded the motion. The motion carried.

Lyn Montgomery was a guest at the meeting to discuss a Grievance.

Jerry Lindemann made a motion (#36) to proceed on a Grievance. Addie Crisp seconded the motion. The motion carried.

Jerry Lindemann left the meeting at 1205 to attend to Union business.

Stacey Vavakas made a motion (#37) to excuse Donna Keith, Rob Riddell, and Stacey Vavakas from the remainder of the April 2012 Executive Board Session. Valerie Boy seconded the motion. The motion carried.

The Executive Board agreed to break for lunch at 1210 and reconvene at 0140.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Jerry Lindemann, Jannah Dalak, Tina Coffee, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, and Jimmy West.

Rob Riddell was excused.

Stacey Vavakas was excused.

Donna Keith was excused.

Dawn Wann was pre-excused.

There was discussion regarding mandatory Attendance Meetings.

There was discussion regarding the Flight Attendant Handbook Work Rule and Conduct Class 1 number 17; failure to be within two hours driving distance during reserve contact hours. Lyn Montgomery was a guest at the meeting at 1416.

Stacy Martin left the meeting at 1437.

Chris Click chaired the meeting.

Lyn Montgomery left the meeting at 1441.

Discussion continued on the Reserve discipline issue of failure to be within two hours driving distance during reserve contact hours.

Karen Amos assisted in the bidding of Weekend On Call.

Stacy Martin returned to the meeting at 1449.

Stacy Martin chaired the meeting.

Discussion continued on Weekend On Call.

There was discussion regarding the Domicile Executive Board Member base page updating on the TWU Website.

Stacy Martin left the meeting at 1501.

Jerry Lindemann chaired the meeting.

Chris Click returned to the meeting at 1506.

Chris Click chaired the meeting.

There was discussion regarding the Office Team Outing and Team Building Lunches. Jimmy West clarified past practice. The Executive Board agreed to a new policy regarding Office Team Outings.

Stacy Martin returned to the meeting at 1507.

Stacy Martin chaired the meeting.

There was discussion regarding Turning Point Technology. Karen Amos made a motion (#38) to accept the proposal from Turning Point Technology Secure Voting System for $1,900.00 (Nineteen Hundred Dollars). Tina Coffee seconded the motion. The motion carried.

The Executive Board took a break at 1530 and agreed to reconvene at 1540.

TWU Local 556 Executive Board Members present were Stacy Martin, Chris Click, Jerry Lindemann, Jannah Dalak, Tina Coffee, Karen Amos, Valerie Boy, Addie Crisp, John DiPippa, Matt Hettich, and Jimmy West.

Rob Riddell was excused.

Stacey Vavakas was excused.

Donna Keith was excused.

Dawn Wann was pre-excused.

Lyn Montgomery entered the meeting as a guest at 1540 to discuss the structure of the 737-800 Subcommittee.

Lyn Montgomery left the meeting at 1545.

Chris Click left the meeting at 1550.

Val Lorien entered the meeting as a guest at 1550.

Val Lorien left the meeting at 1553.

Discussion continued on the 737-800 Subcommittee. Stacy Martin stated he will call the Company in regards to adding current Grievance Chair Lyn Montgomery to the 737-800 Subcommittee.

There was discussion regarding Negotiating Team Appointments. The Executive Board agreed to table the discussion until the June 2012 Executive Board Session.

Matt Hettich made a motion (#39) to adjourn. Addie Crisp seconded the motion. The motion carried.

Stacy Martin adjourned the meeting at 1610.

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

Jannah Dalak

Jannah Dalak
Recording Secretary

Stacy R. Martin

Stacy Martin
President