



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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**TWU Local 556
2nd Membership Meeting
August 15-September 8, 2016
Minutes**

**Dallas
August 15, 2016**

TWU Local 556 President Audrey Stone called the 2nd Membership Meeting of 2016 to order at 1001.

Executive Board Members Audrey Stone, John Parrott, Brett Nevarez, Cuyler Thompson and David Jackson were present at the Meeting.

Negotiating Team Members Bill Holcomb and Trish Krider were present at the Meeting.

Critical Incident Stress Management (CISM) Committee Chairperson Eileen Rodriguez was present at the Meeting.

Grievance Committee Chairperson Becky Parker was present at the Meeting.

Shop Stewards Denny Sebesta, Ann Claire Crawford, Janette Golden, Stephanie Ayers, Jason O'Brien, Patsy Walker, Martha Wells, Jeanna Jackson, Vince Eakes, Roch Mikaulak, Jennifer Sykes and Yvetta Penry were present at the Meeting.

Audrey Stone welcomed those Members in attendance at the Meeting and introduced the leaders present. Audrey reminded those present that the Meeting was closed to Members only and noted that audio and/or video recordings of the Meeting were prohibited. Audrey noted that the Membership Meeting Packet contained the Meeting Agenda, 1st Membership Meeting Minutes Draft and TWU Local 556 Financial Report; she stressed the importance of Members returning the Packets before leaving the Meeting. Audrey explained that Membership Meetings were conducted in accordance with the parliamentary procedure Robert's Rules of Order and noted that a copy was available for review during the Meeting.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

Bill Holcomb made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Ann Claire Crawford **seconded** the motion. The motion **carried**.

Treasurer John Parrott submitted the **TWU Local 556 Financial Report** for review.

Those Members present discussed the Financial Report.

Lead Negotiator Audrey Stone updated those Members present regarding the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines Management. Audrey reported that the Negotiating Teams had been at the bargaining table on July 28 and 29, and again on August 9, 10 and 11. Audrey noted that the Executive Board had accompanied the Negotiating Team to the bargaining table on July 29, and delivered a strong statement to Management regarding the recent Southwest Airlines Operational Meltdown. Audrey explained that the Operational Meltdown had changed the “face” of Contract Negotiations. Audrey said that the most recent Negotiating Team Update had been emailed to Members on August 12.

Audrey introduced Negotiating Team Members Brett Nevarez, Bill Holcomb and Trish Krider and noted that the Negotiating Team was scheduled to meet with Southwest Airlines Management again on August 22 and 23, and again on August 25 and 26.

Audrey Stone thanked the Domicile Executive Board Members for their assistance with the system-wide informational picket on August 8.

There was discussion regarding the fact the TWU Local 556 Members would be participating in another informational picket with the Southwest Airlines Pilots Association (SWAPA) on August 24.

Bill Holcomb reported on the discussions at the bargaining table regarding extended duty days. He reported that the Negotiating Team recently spent more time in caucus at the request of Southwest Airlines Management, as they were still very busy recovering from the recent Operational Meltdown.

Trish Krider reported that while the Negotiating Team was present during the Dallas Session, they would be unable to attend most Sessions of the Membership Meeting due to an aggressive schedule at the bargaining table. However, Negotiating Team Members Bill Holcomb and Trish Krider would be visiting several Inflight Bases that week instead.

In response to Members’ questions, there was discussion regarding the Reserve System, the Fatigue Policy, Red-Eyes, Open Time, Extended Duty Days (EDD), Drop-Dead Clauses, Near and Far International flying, Crew “snacks,” and the likelihood of entering Mediation with Southwest Airlines Management.

There was discussion regarding the fact that a Flight Attendant had recently been disciplined after not finding a “fake” weapon, “planted” by the Transportation Security Administration (TSA), during the required security check.

In response to a Member’s question, there was discussion regarding the Precinct Captain (PC) Program.

In response to a Member’s question, there was discussion regarding TWU Local 556 President and Lead negotiator Audrey Stone.

In response to Member’s question, there was discussion regarding Members who do work on behalf of the Membership.

In response to Member’s question, there was discussion regarding the Contracts of Flight Attendants at other air carriers.

In response to Member’s question, there was discussion regarding Crew Rest.

Audrey Stone recessed the Meeting at 1131. The Meeting reconvened at 1145.

Audrey Stone discussed the recent Southwest Airlines Operational Meltdown.

Chris Click made a **motion** to suspend the Meeting Agenda to “ask one question.” Steven Hobbs **seconded** the motion. The motion **carried**.

Audrey Stone reported that Union leadership had been meeting with Southwest Airlines Management regarding the Meltdown since the first week of August. She explained that Management had agreed to expedite the handling of the Grievances that resulted from the Meltdown. Audrey said that more than 100 grievances had been settled thus far.

In response to Member’s question, there was discussion regarding how Group Grievance are processed.

In response to Member’s question, there was discussion regarding the fact that Audrey Stone had been away on a previously scheduled vacation when the meltdown began, and that 1st Vice President Todd Gage had acted on her behalf, in accordance with the TWU Local 556 Bylaws.

There was discussion regarding ways to improve communication during extreme irregular operations events.

There was more discussion regarding the fact that a Flight Attendant had recently been disciplined after not finding a “fake” weapon, “planted” by the Transportation Security Administration (TSA), during the required security check.

In response to a Member’s question, there was discussion regarding Aviation safety Action Program (ASAP) reporting.

In response to a Member’s question, there was discussion regarding recent communications from Southwest Airlines Management regarding the Operational Meltdown.

In response to a Member’s question, there was discussion regarding Inflight Crew Scheduling.

Becky Parker made a **motion** to recess. Eileen Rodriguez **seconded** the motion. The motion **carried**.

Audrey Stone recessed the Dallas Session of the Meeting at 1313.

Houston **August 19, 2016**

Audrey Stone called the Houston Session of the Meeting to order at 1001.

Executive Board Members Audrey Stone, Brett Nevarez, Cuyler Thompson and David Jackson were present at the Meeting.

Negotiating Team Members Bill Holcomb and Trish Krider were present at the Meeting.

Shop Stewards Peggy Davis and Crystal Reven were present at the Meeting.

Audrey Stone welcomed those Members in attendance at the Meeting. Audrey reminded those present that the Meeting was closed to Members only and noted that audio and/or video recordings of the Meeting were prohibited. Audrey noted that the Membership Meeting Packet contained the Meeting Agenda, 1st Membership Meeting Minutes Draft and TWU Local 556 Financial Report; she stressed the importance of Members returning the Packets before leaving the Meeting. Audrey explained that Membership Meetings were conducted in accordance with the parliamentary procedure Robert's Rules of Order and noted that a copy was available for review during the Meeting.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

David Jackson made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Bill Holcomb **seconded** the motion. The motion **carried**.

Audrey Stone submitted the **TWU Local 556 Financial Report** for review. Those Members present discussed the Financial Report.

Audrey Stone introduced Negotiating Team Members Brett Nevarez, Trish Krider and Bill Holcomb.

Lead Negotiator Audrey Stone updated those Members present regarding the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines Management. Audrey reported that the Negotiating Teams had been at the bargaining table on July 28 and 29, and again on August 9, 10 and 11. Audrey noted that the Executive Board had accompanied the Negotiating Team to the bargaining table on July 29, and delivered a strong statement to Management regarding the recent Southwest Airlines Operational Meltdown. Audrey explained that the Operational Meltdown had changed the "face" of Contract Negotiations. Audrey noted that the Negotiating Team was scheduled to meet with Southwest Airlines Management again on August 22 and 23, and again on August 25 and 26.

Audrey Stone thanked the Domicile Executive Board Members, Shop Stewards, Precinct Captains and other Unions for their assistance with the system-wide informational picket on August 8.

There was discussion regarding the fact the TWU Local 556 Members would be participating in another informational picket with the Southwest Airlines Pilots Association (SWAPA) on August 24. There was discussion regarding an informational picket sponsored by the Aircraft Mechanics Fraternal Association (AMFA) Local 11 on August 23 in Dallas, Houston, Phoenix and Chicago.

Bill Holcomb and Trish Krider reported that they had spent the last three days at Inflight Bases, having conversations with Members about the status of our ongoing Contract negotiations.

Brett Nevarez discussed the success of recent informational picketing events and the added stress that it had placed on Southwest Airlines Management.

In response to a Member's Question, there was discussion regarding Airport Standby.

In response to a Member's Question, there was discussion regarding the time spent in caucus at the request of Southwest Airlines Management, as they were still very busy recovering from the Operational Meltdown.

Audrey Stone reported that Union leadership had been meeting with Southwest Airlines Management regarding the Meltdown since the first week of August. Audrey said that Management had recognized the failures which had occurred on many levels. Audrey explained that the Executive Board was working to update its own

Extreme Irregular Operations Plan, and had reviewed a proposal presented by the TWU Local 556 Education Committee the previous day.

Audrey Stone explained that Management had agreed to expedite the handling of the Grievances that resulted from the Meltdown. Audrey said that more than 100 grievances had been settled thus far.

In response to a Member's Question, there was discussion regarding the fact that a Flight Attendant could arrange for their own hotel room during irregular operations and would be reimbursed by Southwest Airlines Management.

David Jackson made a **motion** to recess. Crystal Reven **seconded** the motion. The motion **carried**.

Audrey Stone recessed the Houston Session of the Meeting at 1055.

Baltimore

August 23, 2016

TWU Local 556 1st Vice President Todd Gage called the Baltimore Session of the Meeting to order at 1001.

Executive Board Members Todd Gage, Cuyler Thompson and Stacey Vavakas were present at the Meeting.

Shop Stewards Melissa Grube, Patty Benson, Damion West, Michael Reid Rodriguez and Rob Swafford were present at the Meeting.

Todd Gage welcomed those Members in attendance at the Meeting and introduced the Union Leaders present at the Meeting. Todd noted that TWU Local 556 President Audrey Stone and the Negotiating Team were scheduled to meet with Southwest Airlines Management at the bargaining table that day.

Todd Gage reviewed the Meeting Agenda, contained in the Membership Meeting Packet. Todd reminded those Members present to sign in and to return the Membership Meeting Packet before leaving the Meeting. Todd stated that Membership Meetings were closed to Members only and that audio and/or video recording of the Meeting was prohibited. Todd explained that Meetings were conducted in accordance with the parliamentary procedure, Robert's Rules of order and reported that one copy of the procedure was available at the Meeting for review. Todd noted that Probationary Flight Attendants were welcome to attend the Meeting but were not allowed to vote.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

Stacey Vavakas made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Constance Cox **seconded** the motion. The motion **carried**.

Todd Gage submitted the **TWU Local 556 Financial Report** for review.

Those Members present discussed the Financial Report.

Todd Gage reported that the TWU Local 556 Negotiating Team was scheduled to meet at the bargaining table with Southwest Airlines four days that week. Todd read aloud an update from Lead Negotiator Audrey Stone. Todd said that after Southwest Airline Management had presented their Comprehensive Contract Proposal

(minus the economics) at the Union Negotiating Team's insistence, real progress towards reaching a Tentative Agreement began.

Todd explained that the Executive Board had accompanied the Negotiating Team to the bargaining table on July 29, and delivered a strong statement to Management regarding the recent Southwest Airlines Operational Meltdown. Todd explained that the Operational Meltdown had changed the "face" of Contract Negotiations. Todd reported that the Negotiating Teams recently spent more time "in caucus" at Management's request due to Southwest Airlines' Operational Meltdown.

There was discussion regarding the increased pace and schedule of Contract Negotiations which resulted from the Union's actions and activities on the day Southwest Airlines began inaugural service to Long Beach, California. There was discussion regarding recent informational picketing events and increased efforts via social media. Todd noted that TWU Local 556 and the Negotiating Team would be participating in an informational picketing event on August 24 in support of the Southwest Airlines Pilots Association (SWAPA).

Todd Gage updated those Members present regarding what the Union knew about the recent Southwest Airlines Operational Meltdown itself and actions taken by TWU Local 556 Leadership since the recent Meltdown. Todd noted that a large number of individual Grievances filed as a result of the issue had already been settled in meetings with Southwest Airlines Management. He explained that two Group Grievances had been filed regarding as a result of the Meltdown: one regarding Open Time not being released per the Contract and one regarding the Meltdown itself. Todd encouraged Members to continue to notify the Grievance Team with the specifics of how they had been harmed as a result of the Meltdown. There was discussion.

Todd Gage reported that the TWU Local 556 Executive Board was currently reviewing a proposal submitted by the Education Committee regarding how the Union could be better prepared during future extreme irregular operations events. There was discussion.

In response to Members' questions, there was discussion regarding Informational Picketing, the Precinct Captain (PC) Program and Hot Aircraft.

In response to a Member's question, there was discussion regarding online Membership Meetings. Todd Gage reported that the ad-hoc E-Membership Meeting Feasibility Committee had submitted its findings to the TWU Local 556 Executive Board the previous week.

In response to Members' questions, there was discussion regarding Delay Codes, Flight Attendants required to remain onboard with "thru" Passengers after their scheduled duty day, the Start Strong Initiative, Irregular Operations and extended duty days.

In response to a Member's question, there was discussion regarding ongoing lawsuits at TWU Local 556.

Baltimore Domicile Executive Board Member Stacey Vavakas discussed ongoing issues with Southwest Airlines' interpretation of the Maryland Flexible Leave Act (MD-FLEX).

In response to a Member's question, there was discussion regarding a recent picketing event at the TWU Local 556 Union Office.

In response to a Member's question, there was discussion regarding the Employee Parking situation in Baltimore.

Stacey Vavakas discussed Flight Attendant terminations.

Connie Cox made a **motion** to recess. Melissa Grube **seconded** the motion. The motion **carried**.

Todd Gage recessed the Baltimore Session of the Meeting at 1300.

Orlando

August 24, 2016

Todd Gage called the Orlando Session of the Membership Meeting to order at 1002.

Executive Board Members Todd Gage, Ct and Jimmy West were present at the Meeting.

Shop Stewards Anita Vinje, Michelle Oden, Christina Garcia, David Reed and Gisela Alvarez were present at the Meeting.

Todd Gage welcomed those Members in attendance at the Meeting and introduced the Union Leaders present at the Meeting. Todd noted that TWU Local 556 President Audrey Stone and the Negotiating Team were participating in an informational picketing event with the Southwest Airlines Pilots Association (SWAPA) in Dallas that day.

Todd Gage reviewed the Meeting Agenda, contained in the Membership Meeting Packet. Todd reminded those Members present to sign in and to return the Membership Meeting Packet before leaving the Meeting. Todd stated that Membership Meetings were closed to Members only and that audio and/or video recording of the Meeting was prohibited. Todd explained that Meetings were conducted in accordance with the parliamentary procedure, Robert's Rules of order and reported that one copy of the procedure was available at the Meeting for review. Todd noted that Probationary Flight Attendants were welcome to attend the Meeting but were not allowed to vote.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

Jimmy West made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Michelle Oden **seconded** the motion. The motion **carried**.

Todd Gage submitted the **TWU Local 556 Financial Report** for review.

Those Members present discussed the Financial Report.

Todd Gage reported that the TWU Local 556 Negotiating Team was scheduled to meet at the bargaining table with Southwest Airlines four days that week. Todd read aloud an update from Lead Negotiator Audrey Stone. Todd noted that the Membership should expect an update from the Negotiating Team after bargaining concluded at the end of the week. Todd said that after Southwest Airline Management had presented their Comprehensive Contract Proposal (minus the economics) at the Union Negotiating Team's insistence, real progress towards reaching a Tentative Agreement began.

Todd explained that the Executive Board had accompanied the Negotiating Team to the bargaining table on July 29, and delivered a strong statement to Management regarding the recent Southwest Airlines Operational Meltdown. Todd explained that the Operational Meltdown had changed the "face" of Contract Negotiations. Todd reported that the Negotiating Teams recently spent more time "in caucus" at Management's request due to Southwest Airlines' Operational Meltdown.

Todd Gage updated those Members present regarding what the Union knew about the recent Southwest Airlines Operational Meltdown itself and actions taken by TWU Local 556 Leadership since the recent Meltdown. Todd noted that a large number of individual Grievances filed as a result of the issue had already been settled in meetings with Southwest Airlines Management. He explained that two Group Grievances had been filed regarding as a result of the Meltdown: one regarding Open Time not being released per the Contract and one regarding the Meltdown itself. Todd encouraged Members to continue to notify the Grievance Team with the specifics of how they had been harmed as a result of the Meltdown. There was discussion.

Todd Gage reported that the TWU Local 556 Executive Board was currently reviewing a proposal submitted by the Education Committee regarding how the Union could be better prepared during future extreme irregular operations events. There was discussion.

In response to a Member's question, there was discussion regarding why President Audrey Stone was not chairing all Session of the Membership Meeting.

In response to a Member's question, there was discussion regarding online Membership Meetings. Todd Gage reported that the ad-hoc E-Membership Meeting Feasibility Committee had submitted its findings to the TWU Local 556 Executive Board the previous week.

In response to Members' questions, there was discussion regarding the housing of TWU Local 556 Negotiating Team Members, Southwest Airlines Labor Summits, Informational Picketing in Orlando, the Negotiations Assessment Fee, the Southwest Airlines Operational Meltdown, the Reserve System, Electronic Flight Bags and communications, the Southwest Airlines Network Operations Control (NOC) and the Critical Incident Stress Management (CISM) Committee.

In response to a Member's question, there was discussion regarding the way that vacation was reflected on Union Officers' Crew Web Access (CWA) screens.

In response to a Member's question, there was discussion regarding Union communication after the failure of a Tentative Agreement the previous summer.

In response to a Member's question, there was discussion regarding way to unify the Membership of TWU Local 556.

Todd Gage recessed the Meeting to consult with legal counsel at 1250. The meeting reconvened at 1258.

Gisela Alvarez made a **motion** to recess. Jimmy West **seconded** the motion. The motion **carried**.

Todd Gage recess the Orlando Session of the Membership Meeting at 1259.

Atlanta

August 25, 2016

Todd Gage called the Atlanta Session of the Meeting to order at 1006.

Executive Board Members Todd Gage, Cuyler Thompson and Pamila Forte were present at the Meeting.

Todd Gage welcomed those Members in attendance at the Meeting and introduced the Union Leaders present at the Meeting. Todd noted that TWU Local 556 President Audrey Stone and the Negotiating Team were scheduled to meet with Southwest Airlines Management at the bargaining table that day.

Todd Gage reviewed the Meeting Agenda, contained in the Membership Meeting Packet. Todd reminded those Members present to sign in and to return the Membership Meeting Packet before leaving the Meeting. Todd stated that Membership Meetings were closed to Members only and that audio and/or video recording of the Meeting was prohibited. Todd explained that Meetings were conducted in accordance with the parliamentary procedure, Robert's Rules of order and reported that one copy of the procedure was available at the Meeting for review. Todd noted that Probationary Flight Attendants were welcome to attend the Meeting but were not allowed to vote.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

John Justen made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Crystal Edwards **seconded** the motion. The motion **carried**.

Todd Gage submitted the **TWU Local 556 Financial Report** for review.

Those Members present discussed the Financial Report.

Todd Gage reported that the TWU Local 556 Negotiating Team was scheduled to meet at the bargaining table with Southwest Airlines four days that week. Todd read aloud an update from Lead Negotiator Audrey Stone. Todd noted that the Membership should expect an update from the Negotiating Team after bargaining concluded at the end of the week. Todd said that after Southwest Airline Management had presented their Comprehensive Contract Proposal (minus the economics) at the Union Negotiating Team's insistence, real progress towards reaching a Tentative Agreement began.

Todd explained that the Executive Board had accompanied the Negotiating Team to the bargaining table on July 29, and delivered a strong statement to Management regarding the recent Southwest Airlines Operational Meltdown. Todd explained that the Operational Meltdown had changed the "face" of Contract Negotiations. Todd reported that the Negotiating Teams recently spent more time "in caucus" at Management's request due to Southwest Airlines' Operational Meltdown.

In response to a Member's question, there was discussion regarding the response from the Southwest Airlines Board of Directors after the four major Unions had issued votes of No Confidence in CEO Gary Kelly and COO Mike Van de Ven. There was discussion regarding the announcement that Senior Vice President of Labor Relations Randy Babbitt was retiring from Southwest Airlines.

In response to a Member's question, there was discussion regarding On-the-Job Injuries.

Todd Gage updated those Members present regarding what the Union knew about the recent Southwest Airlines Operational Meltdown itself and actions taken by TWU Local 556 Leadership since the recent Meltdown. Todd noted that a large number of individual Grievances filed as a result of the issue had already been settled in meetings with Southwest Airlines Management. He explained that two Group Grievances had been filed regarding as a result of the Meltdown: one regarding Open Time not being released per the Contract and one regarding the Meltdown itself. Todd encouraged Members to continue to notify the Grievance Team with the specifics of how they had been harmed as a result of the Meltdown. There was discussion.

Todd Gage reported that the TWU Local 556 Executive Board was currently reviewing a proposal submitted by the Education Committee regarding how the Union could be better prepared during future extreme irregular operations events. There was discussion.

Atlanta Domicile Executive Board Member Pamila Forte updated those Members present regarding the participation of TWU Local 556 in the upcoming Atlanta Gay Pride Parade, construction at the Atlanta Inflight Base and the ongoing contract negotiations between United Healthcare and Piedmont Healthcare.

In response to Members' questions, there was discussion regarding recall petitions, hot aircraft, 737-300 aircraft and Tentative Agreement rollout procedures and communication.

There was discussion regarding the fact that a Flight Attendant had recently been disciplined after not finding a "fake" weapon, "planted" by the Transportation Security Administration (TSA), during the required security check.

In response to a Member's question, there was discussion regarding online Membership Meetings. Todd Gage reported that the ad-hoc E-Membership Meeting Feasibility Committee had submitted its findings to the TWU Local 556 Executive Board the previous week.

There was discussion regarding potential growth at the Atlanta Inflight Base.

Pamila Forte made a **motion** to recess. Crystal Edwards **seconded** the motion. The motion **carried**.

Todd Gage recessed the Atlanta Session of the Membership Meeting at 1223.

Oakland

August 29, 2016

Oakland Domicile Executive Board Member Matt Hettich called the Oakland Session of the Membership Meeting to order at 1204.

Executive Board Members Matt Hettich, Sam Wilkins, Todd Gage and Cuyler Thompson were present at the Meeting.

Education Committee Co-Chairperson Josh Rosenberg was present at the Meeting.

Matt Hettich welcomed those Members present at the Meeting and noted that Vice President Todd Gage was enroute to the Meeting.

Matt Hettich reviewed the Meeting Agenda, contained in the Membership Meeting Packet. Matt reminded those Members present to return the Membership Meeting Packet before leaving the Meeting. Matt stated that Membership Meetings were closed to Members only and that Probationary Flight Attendants were welcome to attend the Meeting but were not allowed to vote. Matt noted that audio and/or video recording of the Meeting was prohibited. Matt explained that Meetings were conducted in accordance with the parliamentary procedure, Robert's Rules of Order and reported that one copy of the procedure was available at the Meeting for review.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

Mario Galileo-Cendejas made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Josh Rosenberg **seconded** the motion. The motion **carried**.

Matt Hettich submitted the **TWU Local 556 Financial Report** for review.

Those Members present discussed the Financial Report.

Matt Hettich reported that the TWU Local 556 Negotiating Team was scheduled to meet at the bargaining table with Southwest Airlines the following week. Matt read aloud an update from Lead Negotiator Audrey Stone and noted that due to recent progress, two additional days of bargaining had been scheduled that week.

Todd Gage entered the Meeting at 1230. Matt Hettich passed the gavel to Todd Gage.

Todd Gage chaired the Meeting.

In response to Members' questions, there was discussion regarding Retroactive Pay, Extended Duty Days, the structure of the Southwest Airlines Inflight Negotiating Team, the Language of Destination/Origin (LODO) Program and Inflight Audits.

Todd Gage updated those Members present regarding what the Union knew about the recent Southwest Airlines Operational Meltdown itself and actions taken by TWU Local 556 Leadership since the recent Meltdown. Todd noted that a large number of individual Grievances filed as a result of the issue had already been settled in meetings with Southwest Airlines Management. He explained that two Group Grievances had been filed regarding as a result of the Meltdown: one regarding Open Time not being released per the Contract and one regarding the Meltdown itself. Todd encouraged Members to continue to notify the Grievance Team with the specifics of how they had been harmed as a result of the Meltdown. There was discussion.

Todd Gage reported that the TWU Local 556 Executive Board was currently reviewing a proposal submitted by the Education Committee regarding how the Union could be better prepared during future extreme irregular operations events. There was discussion.

Todd Gage reported that the ad-hoc E-Membership Meeting Feasibility Committee had submitted its findings to the TWU Local 556 Executive Board during the August Executive Board Meeting and noted that the Committee's findings would be published to the Membership soon.

In response to a Member's question, there was discussion regarding the recent retirement announcement of Southwest Airlines Senior Vice President of Labor Relations Randy Babbitt.

In response to a Member's question, there was discussion regarding the response from the Southwest Airlines Board of Directors after the four major Unions had issued votes of No Confidence in CEO Gary Kelly and COO Mike Van de Ven.

In response to Members' questions, there was discussion regarding cultural differences on International Overnights (RONs).

There was discussion regarding the fact that a Flight Attendant had recently been disciplined after not finding a "fake" weapon, "planted" by the Transportation Security Administration (TSA), during the required security check.

Mario Galileo-Cendejas made a **motion** to recess. Sam Wilkins **seconded** the motion. The motion **carried**.

Todd Gage recessed the Oakland Session of the Meeting at 1418.

Denver

August 30, 2016

Todd Gage called the Denver Session of the Meeting to order at 1003.

Executive Board Members Todd Gage, Cuyler Thompson and Jessica Parker were present at the Meeting.

Shop Stewards Ryan Smith, Shannon Booth, Jamie Simpson, Matthew Dunn and Kristen Byrd were present at the Meeting.

Todd Gage welcomed those Members in attendance and introduced the Union Leaders present at the Meeting. Todd noted that TWU Local 556 President Audrey Stone and the Negotiating Team were scheduled to meet with Southwest Airlines Management that week.

Todd Gage reviewed the Meeting Agenda, contained in the Membership Meeting Packet and reminded Members to return the Membership Meeting Packet before leaving the Meeting. Todd stated that Membership Meetings were closed to Members only but noted that Probationary Flight Attendants were welcome to attend the Meeting but were not allowed to vote. Todd explained that audio and/or video recording of the Meeting was prohibited. Todd explained that Meetings were conducted in accordance with the parliamentary procedure, Robert's Rules of order and reported that one copy of the procedure was available at the Meeting for review.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

Matthew Dunn made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Jessica Parker **seconded** the motion. The motion **carried**.

Todd Gage submitted the **TWU Local 556 Financial Report** for review.

Those Members present discussed the Financial Report.

Todd Gage reported that the TWU Local 556 Negotiating Team was scheduled to meet at the bargaining table with Southwest Airlines the following week. Todd read aloud an update from Lead Negotiator Audrey Stone and noted that due to recent progress, two additional days of bargaining had been scheduled that week.

In response to a Member's question, there was discussion regarding the response from the Southwest Airlines Board of Directors after the four major Unions had issued votes of No Confidence in CEO Gary Kelly and COO Mike Van de Ven.

In response to Members' questions, there was discussion regarding the use of social media in the ongoing negotiations with Southwest Airlines Management and the use of "push notifications" on the TWU556 Connect app. There was discussion regarding Member Mobilization.

In response to a Member's question, there was discussion regarding the announcement that Senior Vice President of Labor Relations Randy Babbitt was retiring from Southwest Airlines.

In response to Members' questions, there was discussion regarding profit-sharing, SWAG, "me, too" clauses and Retroactive Pay.

In response to Members' questions, there was discussion regarding base closures and Inflight Scheduling.

Todd Gage updated those Members present regarding what the Union knew about the recent Southwest Airlines Operational Meltdown itself and actions taken by TWU Local 556 Leadership since the recent Meltdown. Todd noted that a large number of individual Grievances filed as a result of the issue had already been settled in meetings with Southwest Airlines Management. He explained that two Group Grievances had been filed regarding as a result of the Meltdown: one regarding Open Time not being released per the Contract and one regarding the Meltdown itself. Todd encouraged Members to continue to notify the Grievance Team with the specifics of how they had been harmed as a result of the Meltdown. There was discussion.

Todd Gage reported that the TWU Local 556 Executive Board was currently reviewing a proposal submitted by the Education Committee regarding how the Union could be better prepared during future extreme irregular operations events. There was discussion.

Denver Domicile Executive Board Member Jessica Parker updated those Members present regarding Employee Parking in Denver.

There was discussion regarding the recent Informational Picket held in the Denver Base and the signage provided by the Negotiating Team. There was discussion regarding the cost of advertisements in newspapers.

In response to a Member's question, there was discussion regarding the TWU Local 556 Instagram account.

Jessica Parker made a **motion** to recess. Angie Shafer **seconded** the motion. The motion **carried**.

Todd Gage recessed the Denver Session of the Meeting at 1347.

Las Vegas

September 16, 2016

Todd Gage called the Las Vegas Session of the Meeting to order at 1200.

Executive Board Members Todd Gage, Cuyler Thompson and Rachel Brownfield were present at the Meeting.

Shop Stewards Herman "JJ" Baker, Diana Williams, Dan Brady, Devin Johnson and Addie crisp were present at the Meeting.

Todd Gage welcomed those Members in attendance and introduced the Union Leaders present at the Meeting. Todd noted that TWU Local 556 President Audrey Stone and the Negotiating Team were scheduled to meet with Southwest Airlines Management at the bargaining table that week.

Todd Gage reviewed the Meeting Agenda, contained in the Membership Meeting Packet and reminded Members to return the Membership Meeting Packet before leaving the Meeting. Todd stated that Membership Meetings were closed to Members only but noted that Probationary Flight Attendants were welcome to attend the Meeting but were not allowed to vote. Todd explained that audio and/or video recording of the Meeting was prohibited. Todd explained that Meetings were conducted in accordance with the parliamentary procedure, Robert's Rules of order and reported that one copy of the procedure was available at the Meeting for review.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

Rachel Brownfield made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Cobia Gould **seconded** the motion. The motion **carried**.

Todd Gage submitted the **TWU Local 556 Financial Report** for review.

Those Members present discussed the Financial Report.

In response to a Member's question, there was discussion regarding recording the number of hours volunteered by Members.

Todd Gage reported that the TWU Local 556 Negotiating Team was scheduled to meet at the bargaining table with Southwest Airlines that week. Todd read aloud an update from Lead Negotiator Audrey Stone and noted that due to recent progress, two additional days of bargaining had been scheduled the previous week.

In response to a Member's question, there was discussion regarding the announcement that the Southwest Airlines Pilots Association (SWAPA) had reached an Agreement in Principle with Southwest Airlines.

In response to Members' questions, there was discussion regarding retroactive pay, "me, too" clauses, profit-sharing, Crew Meals/Snacks, international destinations, Reserve utilization, red-eyes and short flights.

In response to a Member's question, there was discussion regarding Passengers posting photos of Southwest Airlines Employees on social media without permission.

In response to a Member's question, there was discussion regarding President Audrey Stone's schedule.

Todd Gage reported that the ad-hoc E-Membership Meeting Feasibility Committee had submitted its findings to the TWU Local 556 Executive Board during the August Executive Board Meeting and noted that the Committee's findings would be published to the Membership soon.

Todd Gage updated those Members present regarding what the Union knew about the recent Southwest Airlines Operational Meltdown itself and actions taken by TWU Local 556 Leadership since the recent Meltdown. Todd noted that a large number of individual Grievances filed as a result of the issue had already been settled in meetings with Southwest Airlines Management. He explained that two Group Grievances had been filed regarding as a result of the Meltdown: one regarding Open Time not being released per the Contract and one regarding the Meltdown itself. Todd encouraged Members to continue to notify the Grievance Team with the specifics of how they had been harmed as a result of the Meltdown. There was discussion.

Todd Gage reported that the TWU Local 556 Executive Board was currently reviewing a proposal submitted by the Education Committee regarding how the Union could be better prepared during future extreme irregular operations events. There was discussion.

In response to a Member's question, there was discussion regarding the Precinct Captain Program.

In response to a Member's question, there was discussion regarding the Southwest Airlines Drug and Alcohol Policy.

Las Vegas Domicile Executive Board Member Rachel Brownfield discussed recent disciplinary trends at the Las Vegas Base.

Diana Williams made a **motion** to recess. Danielle Merson **seconded** the motion. The motion **carried**.

Todd Gage recessed the Las Vegas Session of the Meeting at 1448.

Chicago

September 17, 2016

Todd Gage called the Chicago Session of the Meeting to order at 1010.

Executive Board Members Todd Gage, Cuyler Thompson and Donna Keith were present at the Meeting.

Shop Stewards Mark Hoewisch and Corliss King were present at the Meeting.

Veterans Committee Co-Chairperson Brendon Remezas was present at the Meeting.

Todd Gage welcomed those Members in attendance and introduced the Union Leaders present at the Meeting. Todd apologized for the confusion regarding the location of the Meeting. Todd noted that TWU Local 556 President Audrey Stone and the Negotiating Team were scheduled to meet with Southwest Airlines Management at the bargaining table that week.

Todd Gage reviewed the Meeting Agenda, contained in the Membership Meeting Packet and reminded Members to return the Membership Meeting Packet before leaving the Meeting. Todd stated that Membership Meetings were closed to Members only but noted that Probationary Flight Attendants were welcome to attend the Meeting but were not allowed to vote. Todd explained that audio and/or video recording of the Meeting was prohibited. Todd explained that Meetings were conducted in accordance with the parliamentary procedure, Robert's Rules of order and reported that one copy of the procedure was available at the Meeting for review.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

Mark Hoewisch made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Bryan Ferry **seconded** the motion. The motion **carried**.

Todd Gage submitted the **TWU Local 556 Financial Report** for review.

Those Members present discussed the Financial Report.

Todd Gage reported that the TWU Local 556 Negotiating Team was scheduled to meet at the bargaining table with Southwest Airlines that week. Todd read aloud an update from Lead Negotiator Audrey Stone and noted that due to recent progress, two additional days of bargaining had been scheduled the previous week. Todd noted that the Negotiating Team would be participating in an Informational Picketing event the following day in support of SWAPA. Todd reported that TWU Local 556 would be conducting an Informational Picket in Baltimore and Los Angeles (LAX) on October 7 and would be supporting the Aircraft Mechanics Fraternal Association (AMFA) in an Informational picket on September 23.

In response to Members' questions, there was discussion regarding the announcement that the Southwest Airlines Pilots Association (SWAPA) had reached an Agreement in Principle with Southwest Airlines, why the

Negotiating Team had chosen to picket at LAX and the use of social media to further the cause of TWU Local 556.

In response to a Member's question, there was discussion regarding the recent retirement announcement of Southwest Airlines Senior Vice President of Labor Relations Randy Babbitt.

In response to a Member's question, there was discussion regarding the retirement of Garry Drummond as TWU Air Transport Division Director and Southwest Airlines Coordinator. Cuyler Thompson reported that Mike Mays had been appointed to serve as the new Air Transit Division Director and that Thom McDaniel would serve as the TWU Local 556 International "Rep."

In response to Members' questions, there was discussion regarding communication between TWU Local 556 and SWAPA leadership. There was discussion regarding ways Union leaders could better communicate with and educate the Membership. There was discussion regarding Member participation in Union activities.

In response to Members' questions, there was discussion regarding the AMFA Informational Picket in Chicago.

In response to Members' questions, there was discussion regarding Chicago Domicile Executive Board Member Donna Keith and her decision not to participate in the TWU Local 556 Informational Picket in Chicago.

In response to Members' questions, there was discussion Irregular Operations, Strategic Planning, Unity, the Shop Steward Committee, Member complacency, Membership attendance at Membership Meetings,

In response to a Member's question, Todd Gage reported that the ad-hoc E-Membership Meeting Feasibility Committee had submitted its findings to the TWU Local 556 Executive Board during the August Executive Board Meeting and noted that the Committee's findings would be published to the Membership soon.

In response to a Member's question, there was discussion regarding the fact that a Flight Attendant had recently been disciplined after not finding a "fake" weapon, "planted" by the Transportation Security Administration (TSA), during the required security check.

In response to Members' questions, there was discussion regarding Inflight Provisioning, the 737-800 Heart Interior and the G7 Galley Grievance. There was discussion regarding Flight Attendant uniform allotments and Unaccompanied Minor (UM) Procedures. There was discussion regarding Flight Attendant's boarding positions.

Todd Gage updated those Members present regarding what the Union knew about the recent Southwest Airlines Operational Meltdown itself and actions taken by TWU Local 556 Leadership since the recent Meltdown. Todd noted that a large number of individual Grievances filed as a result of the issue had already been settled in meetings with Southwest Airlines Management. He explained that two Group Grievances had been filed regarding as a result of the Meltdown: one regarding Open Time not being released per the Contract and one regarding the Meltdown itself. Todd encouraged Members to continue to notify the Grievance Team with the specifics of how they had been harmed as a result of the Meltdown. There was discussion.

Todd Gage reported that the TWU Local 556 Executive Board was currently reviewing a proposal submitted by the Education Committee regarding how the Union could be better prepared during future extreme irregular operations events. There was discussion.

In response to a Member's question, there was discussion regarding the TWU Local 556 Bylaws.

In response to a Member's question, there was discussion regarding Southwest Airlines Charters, Inflight Scheduling hiding trips from Open Time, the Reserve System, Vacation Bidding, hot aircraft and the Aviation Safety Action Program (ASAP).

Brendon Remezas made a **motion** to recess. Mark Hoewisch **seconded** the motion. The motion **carried**.

Todd Gage recessed the Chicago Session of the Meeting at 1348.

Phoenix

September 8, 2016

Todd Gage called the Phoenix Session of the Meeting to order at 1000.

Executive Board Members Todd Gage, Cuyler Thompson and John DiPippa were present at the Meeting.

Todd Gage welcomed those Members in attendance and introduced the Union Leaders present at the Meeting. Todd noted that TWU Local 556 President Audrey Stone and the Negotiating Team were scheduled to meet with Southwest Airlines Management at the bargaining table that week.

Todd Gage reviewed the Meeting Agenda, contained in the Membership Meeting Packet and reminded Members to return the Membership Meeting Packet before leaving the Meeting. Todd stated that Membership Meetings were closed to Members only but noted that Probationary Flight Attendants were welcome to attend the Meeting but were not allowed to vote. Todd explained that audio and/or video recording of the Meeting was prohibited. Todd explained that Meetings were conducted in accordance with the parliamentary procedure, Robert's Rules of order and reported that one copy of the procedure was available at the Meeting for review.

Cuyler Thompson submitted the **Minutes of the 1st Membership Meeting of 2016** for review.

Bill Bernal made a **motion** to dispense with reading the Minutes aloud and to approve them as presented. Andrea Kirby **seconded** the motion. The motion **carried**.

Todd Gage submitted the **TWU Local 556 Financial Report** for review.

Those Members present discussed the Financial Report.

Todd Gage reported that the TWU Local 556 Negotiating Team was scheduled to meet at the bargaining table with Southwest Airlines that week. Todd read aloud an update from Lead Negotiator Audrey Stone and noted that due to recent progress, two additional days of bargaining had been scheduled the previous week. Todd noted that the Negotiating Team was participating in an Informational Picketing event that day in support of SWAPA. Todd reported that TWU Local 556 would be conducting an Informational Picket in Baltimore and Los Angeles (LAX) on October 7 and would be supporting the Aircraft Mechanics Fraternal Association (AMFA) in an Informational Picket on September 23.

There was discussion regarding the announcement that Senior Vice President of Labor Relations Randy Babbitt was retiring from Southwest Airlines.

Todd Gage updated those Members present regarding what the Union knew about the recent Southwest Airlines Operational Meltdown itself and actions taken by TWU Local 556 Leadership since the recent Meltdown. Todd noted that a large number of individual Grievances filed as a result of the issue had already been settled in

meetings with Southwest Airlines Management. He explained that two Group Grievances had been filed regarding as a result of the Meltdown: one regarding Open Time not being released per the Contract and one regarding the Meltdown itself. Todd encouraged Members to continue to notify the Grievance Team with the specifics of how they had been harmed as a result of the Meltdown. There was discussion.

In response to a Member's question, there was discussion regarding Flight Attendant Fatigue, the Crew Operations Support Desk and Inflight Scheduling.

In response to Members' questions, there was discussion regarding the Union's response to extreme irregular operations. Todd Gage reported that the TWU Local 556 Executive Board was currently reviewing a proposal submitted by the Education Committee regarding how the Union could be better prepared during future extreme irregular operations events. There was discussion.

In response to a Member's question, there was discussion regarding President Audrey Stone's schedule.

There was more discussion regarding how the Union could be better prepared during future extreme irregular operations events.

In response to a Member's question, there was discussion regarding the Occupational Safety and Health Administration (OSHA).

There was discussion regarding the fact that a Flight Attendant had recently been disciplined after not finding a "fake" weapon, "planted" by the Transportation Security Administration (TSA), during the required security check.

Todd Gage reported that the ad-hoc E-Membership Meeting Feasibility Committee had submitted its findings to the TWU Local 556 Executive Board during the August Executive Board Meeting and noted that the Committee's findings would be published to the Membership soon.

In response to a Member's question, there was discussion regarding Flight Attendant uniform allotments.

In response to a Member's question, there was discussion regarding the announcement that the Southwest Airlines Pilots Association (SWAPA) had reached an Agreement in Principle with Southwest Airlines. There was discussion regarding "me, too" clauses, Near International language, Reserve, Inflight Audits and Mobile Supervisors.

Those Members present observed a moment of silence to honor those who perished in the tragedies of September 11, 2001.

Mitch Peterson made a **motion** to adjourn. Kristen Vanden Branden **seconded** the motion. The motion **carried**.

Todd Gage adjourned the 2nd Membership Meeting of 2016 at 1229.

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



Cuyler Thompson
TWU Local 556 Recording Secretary