



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

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Executive Board Meetings March 8, 9, 10, 2004 Synopsis

Monday, March 8, 2004

Thom McDaniel called the meeting to order at 1330.

Board Members present were Thom McDaniel, Michael Massoni, Marcy Vinyard, Kathy Anderson, Mike Sims, Karen Amos, Stacy Martin, Bill Bernal, Mark Torrez, Lucy White and Jimmy West.

Thomas Mitchell was excused due to illness.

Allyson Parker-Lauck and Mike McCarthy were in transit.

Domicile Reports

Karen Amos presented the **Dallas Domicile** report. Karen reported that in Dallas there is currently one discipline matter that has been grieved. Karen informed the Board that the red broken heart pins have not been a problem in the Dallas base. Management agreed that the Flight Attendants can place the pins on their bags; however the pins may not be worn on the uniforms. There was one Supervisor who told a Flight Attendant that she could not place the pin on her bag, however when the Supervisor became aware that she misinformed the Flight Attendant, she called the Flight Attendant to correct what she told her and then apologized. The Lounge Mobilizations were well received. Flight Attendants had many questions regarding information that came out through the Sups, however they did seem to grasp the concept that even though an article has been tentatively agreed upon (TA'd) it is subject to change prior to the actual release of a Tentative Agreement for vote. Displayed on the table in the lounge was a representation of Jim Parker's offer in the form of a big basket of roasted peanuts. Flight Attendants signed many letters to send back to Mr. Parker to inform him that he may not negotiate with Members directly. The overall consensus of the Flight Attendants is that they are willing to stand behind the Negotiating Team and that they are not content with Mr. Parker's proposal.

Stacy Martin presented the **Houston Domicile** report. Stacy reported that in Houston, all Union materials have been distributed in a timely manner in all Flight Attendant mailboxes, the Red Rack updated, and the information in the Union glass case is up to date thanks to the help of many Flight Attendants. Stacy reported that activity in Houston has been hectic. There have no disciplinary meetings, but Stacy has had to meet with Houston Base Manager, Kevin Clark regarding Inflight Supervisors intimidating Flight Attendants who are participating in Union events. Stacy reported that the intimidation seems to have stopped, especially since Union Representatives are manning the

lounges, but there seems to have been an increase in gate checks, check rides and phone calls to Flight Attendants' homes. The Informational Picketing was very successful, and provided an avenue for Kevin Clark and Nancy Rimkus to approach the Flight Attendants, to inform them that instructions from Dallas were to issue discipline to Flight Attendants who were wearing the Red Broken Heart pins, however no discipline was issued.. There was strong support from other affiliated Union members. The official count was at 162 supporters. The majority of Flight Attendants are in support of the Union, and the Union can always count on Jim Parker's efforts to continue to keep the Flight Attendants united. Kevin Clark finally put up the Revision Board in the Houston lounge, but it took Stacy's article in the last Unity Update to get it done.

Bill Bernal presented the **Phoenix Domicile** report. Bill reported that the month of February was a very exciting month. This month there were very few discipline meetings. There was a special event on the 13th which attracted over 250 flight attendants as well as other Unions. Representatives from TWU Local 555, CWA, Hotel Union, IAM and Mail Carriers attended the event. There was a request to move the times of future events so more TWU Local 555 Members could attend. Bill informed the Board that when he was in the lounge passing out the red Union pins and informing Flight Attendants of the events, Phoenix Base Manager requested a meeting with Bill. She informed Bill that the pins were not company approved and could not be worn on the uniform. She stated that the order came from Headquarters. Bill asked her to provide the order in writing so he could show the Membership. She said that she could not provide that, but that she would issue discipline. Bill informed her that the Union considers the red pin a Union pin if worn without the regular pin. The Union informed the Membership at the event and most of them chose to leave them on. Bill reported that so many people attended the event that the city asked Union representatives to split up the group and both sides of the airport were covered. Bill informed the Board that there were quite a few television stations, and a few radio stations covering the event. There was also a reporter from the Arizona Republic walking with the Flight Attendants. Bill reported that toward the end of the month the Union made several lounge visits in order to answer a lot of questions regarding Jim Parker's letter campaign. When Jim Parker issued his Union Busting plans on MYSWA the Union was there to answer them as well. Bill reported that there were nothing but complaints from the Flight Attendants about Jim Parker and his proposal. Bill expressed thanks to all of the Flight Attendants who participated in the events.

Mark Torrez presented the **Oakland Domicile** report. Mark reported that although he was on vacation out of the country, he received nothing but positive reports about the event that was held February 13, 2004. About 100 Flight Attendants participated throughout the day. Mark learned from Allyson Parker-Lauck that there were some problems with Management but after she consulted with Mark Richard and Kevin Onstead, the issues were resolved. Mark also expressed thanks to Allyson for spearheading the event while also performing her other numerous officer and publication duties. Mark reported that discipline and fact finding meeting have been minimal but the few that have been held have been handled via conference call by Grievance Staff members at the Local. Mark informed the Board that lounge mobilizations have gone very well. After all the recent mailings from Management regarding Jim Parker's new proposal, an overwhelming majority of the Oakland Membership is behind the Negotiating Team. Mark has received tremendous help from the Membership in Oakland in distributing all Union materials. Mark expressed thanks to Joel Wright, Matthew Roe, Dana Garcia, Kim Cetwinski, Jymi Arguelles, Jennifer Meiners, Alicia Peterson, and all the many others who have helped distribute materials. Mark stated that although

he has been in the Flight Attendant lounge the majority of the time he has also had Valentin Lorient, Michael Quattlebaum and Cristina Wenzl staffing the lounge as well. He stated that he has also been trying to spend time with both CSA's and Ops Agents during off peak times in the lounge. His main problem with this is that he has to be escorted everywhere in the airport beyond the Flight Attendant lounge and is interested in looking into obtaining "SIDA" badge so he can get to these other areas. Mark informed the Board that initially there was a problem with the file requests. Flight Attendants were being told they had to schedule a file review to receive a copy of their file. After speaking with Supervisors regarding the Flight Attendants' Contractual rights, Flight Attendants have been able to obtain copies of their files. Also, Supervisors have been mostly professional regarding Jim Parker's new proposal. They have been asking Flight Attendants to take off their red pins but have not been pushing the offer with a few exceptions. Mark reported that he was made aware of at least one Supervisor promoting Jim Parker's proposal during a check-ride and a Recurrent Trainer discussing it during training. Mark informed the Board there are two new Supervisors in Oakland, both of whom are in Initial Training this month. Also, there is new carpet and furniture in the Oakland lounge. Mark informed the Board that Gary Bearly has taken up fighting the 50%+ increase in monthly parking recently imposed by the Port of Oakland. The biggest reason he has chosen to fight this increase is because of the move to a new lot that has less security (none actually, it's gated but the gates don't work and aren't staffed so they are constantly open). Mark is trying to help him generate a list of Flight Attendants who park in the new lot; however Mark has been denied this list by Oakland Base Manager, Jamie Willard, and the Port of Oakland.

Lucy White presented the **Baltimore Domicile** report. Lucy reported on the following topics:

- **Valentines Day Picketing Event:** Lucy reported that Baltimore had a tremendous turnout of 100 Flight Attendants, (not including husbands, boyfriends, kids and wives). There was an abundance of commuters, who flew in just for the event. There were 2 Members of Local 555 and 1 BWI First Officer walking with the Flight Attendants. The permit only allowed 37 picketers on airport property, 30 at the international terminal and 7 in front of the ticket counter. The overflow area was a train of cars (15) that circled the airport with red LUV picket signs all over their cars. Lucy informed the Board that Baltimore Base Manager, Tonja Harler, Station Manager, Mike Miller and Assistant Station Manager, Regee Barnes were outside to witness the event. Lucy reported that soon after the Station Manager spotted the cars, the Airport Director ordered the Flight Attendants to call off the cars and he told the Flight Attendants that the permit was being violated by having too many picketers in both areas. The event had to shut down early. The Airport Director relayed to Lucy that if the Flight Attendants were trying to get Southwest Airlines' attention, that the mission was accomplished. He said that every department called and wanted the event shut down immediately. Lucy stated that she was very impressed with the turnout and the spirit of the Flight Attendants on the picket lines, despite Management's harassment attempts. Lucy advised the Board that Baltimore Base Manager, Tonja Harler and several Supervisors repeatedly came out to the picket line and told the Flight Attendants to remove their red Union pins or discipline would be issued. Lucy advised the Flight Attendants to remove the pin if in uniform, but several of Flight Attendants left the Union pins on while in uniform. After the picket, several of the Flight Attendants walked into the lounge in uniform wearing the red pins but the Supervisors never said anything. Lucy reported that two Flight Attendants received discipline for the incidents with the red Union pins, but both of the

disciplines were removed with no loss of pay. There was also a Flight Attendant who received a verbal warning from Base Manager, Tonja Harler, as a result of his picture appearing in the Sun Paper. The verbal warning was noted in his file

- **Lounge MOB's:** Lucy expressed thanks to Karla Kozak, Cuyler Thompson, Brent Dansby, Patrick Dean, Lisa Happer and Dave Ullibarri for their help in the lounge over the last 2 weeks. Since the Union has had a presence in the lounge the Supervisors have not been pushing Mr. Parker's proposal. The Flight Attendants are extremely supportive of the Union and appreciate the Union staffing in the lounges.
- **Mandatory File Reviews:** Supervisors have been advising Flight Attendants that they must have a mandatory file review in order to receive a copy of their file. This is incorrect information and Lucy informed the Board that she has addressed this issue repeatedly with Base Manager Tonja Harler over the last two weeks. Lucy stated that she has also left messages for Regional Director of Employee Resources, Sandy Teichmann. As of this report, the problem still has not been corrected. On Thursday, last week, Lucy received a phone call from a Flight Attendant who was told that he was required to come in for a mandatory file review. Supervisors are suggesting that file reviews are mandatory stating that Baltimore Inflight will be requesting mandatory file reviews with all Flight Attendants in 2004, "so let's get your review done now". Lucy informed the Board that Flight Attendants, who request a copy of their file per the Contract, are only receiving 18 months of discussion logs, instead of a copy of their entire file. Also, Supervisors are telling Flight Attendants that points, commendation letters Doctors' notes and IPRs are not part of the file and the Supervisors are refusing to supply this information to the Flight Attendants who have requested a copy of their file. Base Manager, Tonja Harler told Lucy that those items have a different time frame than the rest of the file. Lucy reported that there have been several Flight Attendants who have errors in their files and Supervisor opinions in the discussion logs of their files.
- **Lock down:** Baltimore Inflight personnel continue to refuse to unlock the doors to the quiet room and the dressing room.
- **Bid box/Confidential box** Lucy informed the Board that it has been alleged, that Flight Attendants have been tearing up Mr. Parker's proposal and putting it in the bid box. Lucy put in a request for a copy of her file in the Bid box and was accused of throwing trash in the bid box. Baltimore Supervisor, Patricia wrote up a detailed report in the discussion log in Lucy's file.
- **Misc. Issues**
 - New Hire Base Orientation is scheduled for 3/23/04.
 - The lights in BWI are now on 24/7. The light switches have been removed from the lounge
 - Beth Ross is the new Asst. Base Manager in Baltimore. Her first day is 3/8/04. Also, Baltimore Inflight has a new Supervisor- Angelina. She is an internal OPS Supervisor from BDL.

Allyson Parker-Lauck entered the meeting at 1415.

Jimmy West presented the **Orlando Domicile** report. Jimmy reported that the Orlando base has definitely not been quiet this past month. Jimmy stated that he could not have been prouder of the Flight Attendants who showed up for the Orlando event on Feb. 13, 2004. There were

approximately 140 total participants. There were about 25 at the airport and the rest were all at the entrance to the airport in front of the TGI Fridays. Jimmy spoke to the Manager of TGIF the day before and explained that they were picketing Southwest Airlines and not his restaurant. Jimmy assured the Manager that he would be receiving a lot of business at the conclusion of the event- and that is exactly what happened. Jimmy informed the Board that the Company's Negotiating Team was in the Orlando lounge, but Flight Attendants did not care to talk to them. Jimmy overheard many Flight Attendants saying to the Company's representatives "My Team Speaks for Me". Jimmy also informed the Board that apparently the Orlando Station employees were not happy that when Jim Parker arrived on that Wednesday, he had a private car pick him up on the tarmac and would not go through the terminal to visit with his own employees. Jimmy reported that approximately 150 Flight Attendants and supporters attended the Message to the Field. There were members from other unions who agreed to wear the red shirts. Jimmy reported that many of the Company Employees appeared anxious to know what the Flight Attendants were planning.

Allyson Parker-Lauck presented her **Officer Report** at this time. Allyson reported that the February 13th Picketing and Leafleting event in Oakland went extremely well. It is estimated that over 100 Flight Attendants, friends, spouses, Pilots, and other SWA employees were in attendance to show their support. During the morning preceding the event, Oakland Inflight Base Manager Jamie Willard approached Allyson to inform her that the red pin is not an approved uniform piece. Jamie stated that there would be a Supervisor monitoring the activities, and if they saw any Flight Attendants in uniform wearing the pin, they would be disciplined. Allyson relayed this information to Kevin Onstead, who consulted with our Local's attorneys. Before the event began, Kevin returned to the lounge to inform Jamie that Management's surveillance and intimidation at a legal Union event was illegal under the Railway Labor Act, and if Supervisors monitored the event, or if discipline was threatened, the Union would pursue legal action. During the event, there were no reports of Supervisors interfering or observing the events, nor have there been any reports of any discipline being issued from the event in Oakland. Allyson reported that the Local has submitted two requests for her to be pulled to conduct Union business and both have been denied by the Company.

The Board discussed the fact that the Company has been denying Union pulls.

Mike McCarthy entered the meeting at 1500.

Mike McCarthy presented the **Chicago Domicile** report verbally.

Mike Sims presented his **Officer Report** at this time. Mike reported that the Local office continues to run well. There are plans to hire additional permanent staff in order to better handle serving the Flight Attendants. Mike, along with Kathy Anderson interviewed a Flight Attendant who would be a perfect fit to serve a function similar to that of Amy Montgomery. Two people working in that capacity should cut down workload and stress of the entire Staff. There are tentative plans to add another permanent staff Member doing Grievance work as well. Marcy Vinyard will be returning this month from maternity leave and will presenting Board of Adjustment cases and filling in when extra staff is needed. The office phone system has presented a few challenges the previous two weeks. Technicians have been out on three separate occasions to fix phone lines. The technicians discovered that the problem is not with the office system but with Southwestern Bell's phone lines

that become saturated when it rains. This problem causes the phone to ring continually because the lines are not rotating, or there are busy signals when the other lines are down. This problem with the Southwestern Bell lines affects not only the Local office, but all of the buildings in the area. Thomas Mitchell has asked the phone company to upgrade their phone lines, but so far they have not complied. Mike reported that per the instructions of the Executive Board, he has been looking at better ways to handle the phone system. He has several ideas, none of which can be done without hiring one or two new Staff members. The opening of more incoming phone lines will be part of the solution as well as examining ways to better utilize the existing phone system. The Staff has been instructed to handle calls a little differently to cut down on hold time and busy signals. Mike expressed that in the future he would like to examine the feasibility of hiring a person to serve as a receptionist.

Committee Reports

Michael Massoni presented the **Safety Team** report. Michael reported on items that are currently under review by the Safety Team including Aviation Safety & Health Data Base (ASHDI) reports and Southwest Airlines Event Notification System (ENS) fielded events. Michael also reported on the following:

ASHDI Response Logs- After an ASHDI Incident has been received it is either “accepted” in which case, no further follow-up by the Union or the Company is required, or it is placed “under review” which then initiates an inquiry to look at the facts and circumstances surrounding the incident. Upon completion of the inquiry, the Company responds to the reporting Flight Attendant and to the Local 556 Safety Coordinator of the results of the inquiry as well as any remedies that might be gleaned through the investigation. If the Safety Coordinator is satisfied with the response, the ASHDI Incident is then “accepted” and the documented response is filed in the ASHDI Response Log for future reference. This log is available to all Officers and Staff and is maintained at the Safety Coordinator’s desk. The response logs have been made available to Officers in the Boardroom for review.

ENS Digest- The Event Notification System had an inordinate amount of declared emergencies in the last 30 days. The Safety Team believes that an overview of the emergency events is necessary for keeping the Executive Board informed on what hopefully was just a bad month.

- The majority of declared emergencies were related to passenger medical incidents.
- Following the passenger medical emergencies, security issues were next in frequency of which, there was two instances of prohibited items found on the aircraft in operation and on instance of a specific bomb threat. Incidentally, the bomb threat is being investigated via ASHDI since a Flight Attendant had concerns and filed a report with the Safety Team.
- Following security issues would be decompression/pressurization problems.
- There were a number of mechanical problems including landing gear not indications down/locked and would not retract after takeoff. Of particular interest was another instance of flap spindle failure causing asymmetrical flap configuration. This caused enough concern that line inspection intervals have been changed from every 7 days (set after the incident back in the fall in which an aircraft was almost lost) to every 3 days.
- And last but not least there were two instances of a Flight Attendants hitting their heads on galley compartment doors causing severe injury- enough to require EMS

assistance. One of these incidents involved the Flight Attendant hitting her head while the aircraft was still at the gate and the Flight Attendant decided to continue on the trip. During flight, she passed out causing an emergency to be declared, diversion of the flight and her being transported to the hospital by EMS in an outstation.

SEAL Act- Congressman Ed Markey (D-MA) has introduced an important piece of legislation to plug the gaping holes in the aviation security system. The Secure Existing Aviation Loopholes Act, or SEAL Act, would provide for comprehensive, mandatory Flight Attendant security training as well as mandate cargo screening and better perimeter security at airports, which in essence should close the long-standing "back door" loophole. The Safety Team has been in contact with TWU International and has asked that they make this piece of legislation an "action alert" item on the TWU Political Action Website. Once this is done, there will be an "action alert" link on the Local 556 website and begin lobbying 556 Members' support on the legislation encouraging them to have their voices heard by lawmakers by utilizing this link.

New Inflight Corporate Safety Specialist – The Southwest Airlines Corporate Safety Department under Barry Brown, has hired a new Safety Specialist who among other duties will be the Inflight Corporate Safety Specialist in his department. At Mr. Brown's request, a joint meeting will take place between Corporate Safety, Inflight Training and Local 556's Safety Coordinator. The purpose of the meeting is to introduce the new Inflight Safety Specialist and discuss coordination of all efforts on Inflight safety issues.

Standing Meetings Tuesday March 9, 2004 at 1330 CST-

- Inflight Training and Corporate Safety
- Wednesday March 17, 2004- Inflight Services Directors (ASHDI Reconciliation)

The Board agreed that Jimmy West would Chair the **Care and Concern Committee** and that Karen Amos would Chair the **Uniform Committee**.

Mike Sims presented the **Grievance Committee** report. The Staff continues to excel in investigating, researching, and settling Grievances. Due to negotiations the Staff continues to experience challenges with the SWA Employee Resources Department. Mike and Kathy Anderson had a meeting with Director of Employee Resources, Naomi Hudson last week. She attempted to dictate how the Union should and should not behave in Board of Adjustment and how Board of Adjustment presentations would be conducted in the future. Apparently, she disagreed with the Union's method of presentation of a suspension case. The Union chose to argue time limits separate of the merits. Ms. Hudson stated that she does not believe that the CBA allows arguing time limits separately because it does not contain language similar to that of the contracts of other work groups. The Union maintains that since the CBA does not specify one way or the other, the Union will continue to argue in the best interest of the Flight Attendant. Ms. Hudson informed Mike and Kathy that if the Union attempts to present a case in the manner afore mentioned, she will "send her BOA players home". At that point, she stated that she had nothing else for the meeting and the meeting abruptly ended. Mike informed the Board that despite Ms. Hudson's wishes, the Union will continue to proceed with Board of Adjustment hearings the way it seems fit. Mike advised the Board of the two cases slated for upcoming Board of Adjustment hearings.

Marcy Vinyard made a motion that the Local purchase the book, Cross Examination Techniques by Larry Pozner. The cost is not to exceed \$200. Michael Massoni seconded the motion. **All voting Members voted in favor of purchasing the book.**

Thom McDaniel presented the **COPE Committee** report. Thom reported that On March 1-3, 2004, he, along with Michael Massoni, Portia Reddick, Gwen Dunivent, and Deborah Danish, attended the TWU International Convention in Washington D.C. The Convention was attended by delegates from all TWU Locals in order to discuss pending legislation affecting working people, and to stress the importance of electing labor friendly candidates. This is a very important year for working people, because of the elections. The delegates attending were treated to workshops to learn different ways to be more effective in presenting labor issues to the elected Representatives and to the Public. In addition, during the morning sessions, several Senators, Representatives, and AFL-CIO Labor Leaders addressed the Convention about the serious issues facing TWU Members as well as the importance of Members registering and voting in the upcoming primaries and elections. Afternoons at the Convention were spent meeting with the Senators and Representatives of the districts that affect Southwest Flight Attendants and their staff members to discuss transportation issues and especially the state of Local 556's Contract negotiations as well as their potential effect on their districts. Due to the hard work of TWU Local 556 Legislative Representative, Portia Reddick, 16 meetings were held with Senators and Representatives from all states and Districts where Southwest has Flight Attendant domiciles, as well as Pennsylvania, the newest Southwest destination. The visits were very well received. The elected officials were genuinely interested in the Flight Attendant issues, and many pledged their support to help to achieve a fair Contract for the Flight Attendants. Thom expressed special thanks to Baltimore Flight Attendants, Michael Lutz and Scott Slasienski, who volunteered to go to Capitol Hill with the COPE Delegates. Thom stated that he had the pleasure of doing visits with Deborah and Michael, and that it was a wonderful contrast to be with a 27 year employee and a less than 2 year employee to hear their different perspectives. In closing, the Members of the Union face many important issues in this important election year. We must get our Members registered and to the polls to vote for the Representatives who will protect the rights and honor working people. In addition, the Local must step-up its education campaign and conduct a COPE drive to get as many people participating as possible.

Michael Massoni made a motion that the Local provide TWU Local 556 Legislative Representatives, Gwen Dunivent and Deborah Danish with business cards. Jimmy West seconded the motion. **All voting Members voted in favor.**

Allyson Parker-Lauck presented the **Publication Committee** report. Allyson reported that since the last meeting of the Executive Board, she has completed the February 15 issue of Unity Update, the March 1 issue of The Contract Connection, and has almost completed the March 15 issue of Unity Update. She continues to work on the April 15th issue of Unity Magazine, which will be a larger issue than usual. She has coordinated several special feature articles from Members. Additionally, she completed the "BINGO" card flier for the Negotiating Team which was distributed to the Membership at the end of February, assisted with the design of a billboard which will be unveiled soon in Philadelphia, and is currently finishing a new flier for the Negotiating Team. Allyson reminded the Board of the upcoming deadlines:

- March 10 - deadline for material for the April 15th Unity Magazine.
- March 15 - deadline for material for the April 1st Contract Connection

- April 15 - deadline for material for the May 1st Contract Connection
- April 25 - deadline for material for the May 15th Unity Update

Karen Amos updated the Board on the Union presentation to the current New Hire Class.

Karen Amos presented the **Drug and Alcohol Committee** report. The results for the drug testing that took place shortly after an informational picketing event in Baltimore have been verified. The name of the Flight Attendants that submitted a release of Drug and Alcohol information to TWU were indeed on the 3rd quarter random generated list, which Cindy Zuber supplied to the Union. It does appear that the big push to complete drug testing in the Baltimore base was due to an illness of the tester. Southwest chose to wait to see if the tester was going to be able to return to work rather than start the testing utilizing other drug testers from other bases. When it became apparent that the drug tester would not be returning to work, other testers were utilized, but the window of time that the testers had to complete the quota was greatly reduced. The computerized drug selection is generated 3 to 4 times a year depending on the number of employees tested and successfully completed. The quota mandated by the FAA that has to be met therefore Southwest had to bring testers from Houston and Phoenix to complete the testing within a small window of time, which just happened to be shortly after the picketing, however there appears to be no connection. Karen and SWAPA Representative, Russ Mason have discussed trying to get time to talk to the New Hire classes about the Southwest Airlines Drug and Alcohol Policy, as well as where they can go if they have a problem with drug or alcohol dependency. Through a combined effort information has been compiled which would be helpful to the new employees. This information has been submitted to Donna Conover for her approval and a response from Ms. Conover will hopefully be received in the near future.

Jimmy West made a motion to adjourn. Mike Sims seconded the motion. The motion **carried**.

Thom McDaniel adjourned the meeting at 1730.

Tuesday, March 9, 2004

Thom McDaniel called the meeting to order at 0830.

Board Members present were Thom McDaniel, Michael Massoni, Marcy Vinyard, Thomas Mitchell, Kathy Anderson, Mike Sims, Allyson Parker-Lauck, Karen Amos, Stacy Martin, Bill Bernal, Mike McCarthy, Mark Torrez, Lucy White, and Jimmy West.

Kathy Anderson presented the February 2004 Executive Board Meeting Minutes for approval. Jimmy West made a motion to approve the minutes as amended. Lucy White seconded the motion. **All voting Members to approve the minutes as amended.**

Michelle Zenici entered the meeting at 0910 to present a grievance.

The Board placed a conference call to the grievant at 0920.

Thom McDaniel was excused at 0925 to attend a Labor Coalition Meeting.

Michael Massoni chaired the meeting.

The conference call with the grievant ended at 0945.

Michelle Zenici was excused at 1000.

The Board reviewed 4 grievances.

Mike Sims updated the Board on the modifications to the office phone system that will better serve the Membership. Additional incoming phone lines will be added and additional staff may be hired.

The Board agreed that Mike Sims be given the authority to interview and hire the new Staff Member(s).

Thom McDaniel entered the meeting at 1330.

Michael Massoni was excused at 1330 to attend a meeting with Inflight Training.

Thomas Mitchell will return to the Board with cost comparisons for purchasing a new phone system as opposed to re-working the existing phone system.

Michelle Zenici entered the meeting at 1340 to present a grievance.

Michelle Zenici was excused at 1405.

Becky Parker entered the meeting at 1405 and presented 2 grievances.

The Board placed a conference call to a grievant at 1415. The conference call ended at 1435.

Thom McDaniel updated the Board on the Labor Summit meeting he attended earlier today.

Ron Regan entered the meeting at 1540 and presented 3 grievances.

Michael Massoni entered the meeting at 1600.

Ron Regan was excused at 1615.

Michelle Zenici entered the meeting at 1615 to present a grievance.

Michelle Zenici was excused at 1630.

The Board discussed a RBF that had been issued in the Phoenix Base addressing security check point issues.

Mike Sims brought up concerns about Committee Chairs who are receiving compensation but not submitting reports of their work done on the committee.

Michael Massoni will contact the Committee Chairs about submitting their reports and time sheets without having to be contacted every month.

The Board discussed the possibility of Officers obtaining SIDA badges for certain Domiciles.

The Board discussed the discontinuation of the Union shirts that were previously agreed upon and selected another style. The shirts will be ordered for the Board, the NT, the Staff and Madeleine Howard.

Jimmy West made a motion to adjourn. Marcy Vinyard seconded the motion. The motion **carried**.

Thom McDaniel adjourned the meeting at 1730.

Wednesday, March 10, 2004

Thom McDaniel called the meeting to order at 0830.

Board Members present were Thom McDaniel, Michael Massoni, Marcy Vinyard, Thomas Mitchell, Kathy Anderson, Mike Sims, Allyson Parker-Lauck, Karen Amos, Stacy Martin, Bill Bernal, Mike McCarthy, Mark Torrez, Lucy White and Jimmy West.

The Board discussed the termination of a Flight Attendant outside Article 19 of the CBA.

Mike Sims briefed the Board on Grievance #2857- Rochelle Haendiges'- Termination
Becky Parker and Rochelle Haendiges entered the meeting at 0910.

Becky Parker and Rochelle Haendiges were excused at 0930.

#2857 Rochelle Haendiges- Termination

Allyson Parker-Lauck made a motion to **proceed**. Mike Sims seconded the motion. The motion **carried**.

The Board reviewed the following correspondence:

- Letter from Member: Dear Co-worker.
- Letter from Congressman Robert A. Brady to Jim Parker and Colleen Barrett Re: In support of the SWA Flight Attendants in Contract negotiations
- Letter from Thom McDaniel to Jim Parker Re: Denial of Union Pulls
- Letter from Jim Parker to Thom McDaniel Re: Denial of Union Pulls
- Letter from Mack Johnson SWA Shareholder to Tammy Romo, Senior Director Investor Relations, SWA Re: In support of the SWA Flight Attendants in Contract negotiations
- Response from Frequent Flyer Geoffrey B. Cooke to Jim Parker Re: Contract negotiations
- Letter to Geoffrey B. Cooke from Jim Parker Re: Contract negotiations

TWU International Vice President, Jim Little, TWU International Representative, Garry Drummond and Strategic Advisor Mark Richard entered the meeting at 1030 to discuss the Membership Driven Campaign.

The Negotiating Team entered the meeting at 1040.

Jim Little, Garry Drummond and Mark Richard were excused at 1140.

The Board continued to discuss negotiations.

The Negotiating Team was excused at 1215.

There was discussion on the Company's denial of Union pulls. All agreed to continue submitting pulls in the same manner as in the past.

The Board agreed to extend the March Executive Board Meetings an additional day and to adjourn on Thursday.

Mark Torrez was excused at 1340 to attend the Message to the Field in San Diego.

Thomas Mitchell presented the December 2003 Financial Report.

Bill Bernal made a motion to **approve** the Financial Report. Jimmy West seconded the motion. The motion **carried**.

Jim Little, Garry Drummond and Mark Richard entered the meeting at 1510 to continue discussions on negotiations.

Thom McDaniel was excused at 1550 to attend to personal business.

Michael Massoni chaired the meeting.

The Negotiating Team was excused at 1550.

The Board continued to discuss the Strategic Campaign.

Michael Massoni passed the gavel Marcy Vinyard.

Michael Massoni made a motion that the Local file a lawsuit regarding Railway Labor Act violations by Southwest Airlines and further moved that the President contact the TWU- ATD International for assistance and participation on the suit. Lucy White seconded the motion. **All voting Members voted in favor.**

Marcy Vinyard passed the gavel to Michael Massoni.

Mark Richard entered the meeting at 1715 to further discuss Negotiations.

The Board discussed briefing the Staff on Negotiation items.

Bill Bernal requested a direct bill account from one of the national office supply chains in order to conduct Union business. Bill, along with Thomas Mitchell will research options and report back to the Board.

The Board discussed procedures and pay for Union pulls for Lounge work. The Board agreed to postpone discussions until Thom McDaniel could be present.

Marcy Vinyard made a motion to adjourn. Thomas Mitchell seconded the motion. The motion **carried**.

Michael Massoni adjourned the meeting at 1830.

Thursday, March 11, 2004

Thom McDaniel called the meeting to order at 0830.

Board Members present were Thom McDaniel, Michael Massoni, Marcy Vinyard, Thomas Mitchell, Kathy Anderson, Mike Sims, Allyson Parker-Lauck, Karen Amos, Stacy Martin, Bill Bernal, and Lucy White.

Mark Torrez, Jimmy West, and Mike McCarthy were excused.

Allyson Parker-Lauck distributed policies and procedures manual.

Allyson Parker-Lauck updated the Board on the Board of Election business for Sonia Hall. The Board of Election requested an additional day of training with Ballot Point. Sonia requested detailed documentation of the Board of Election budgetary allocations. Thomas Mitchell provided the requested documentation to the Board of Election via facsimile.

The Executive Board will review the training with Ballot Point to determine what additional training may be needed by the Board of Election. Allyson Parker-Lauck will relay this information to Sonia Hall.

Allyson Parker-Lauck informed the Board that Sonia Hall is experiencing problems with her Union cell phone and would like to look in to trading it in for another. The Board instructed Sonia to have the cell phone checked out.

Garry Drummond entered the meeting at 0900.

The Board discussed whether there is a need to schedule 4 day Boards in the future. All agreed that Boards will be scheduled according to the agenda. The Board agenda will be sent out to Board Members at least 48 hours in advance of the beginning of Board meetings.

Bill Bernal was excused at 0930 for a doctor's appointment.

The Board discussed Negotiations.

The Negotiating Team entered the meeting at 1115 to address Negotiation matters with the Board.

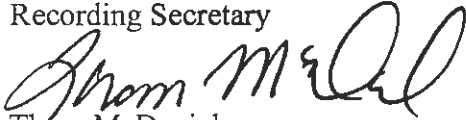
Marcy Vinyard made a motion to adjourn. Mike Sims seconded the motion. The motion **carried**.

Thom McDaniel adjourned the meeting at 1210.

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



Kathy Anderson
Recording Secretary



Thom McDaniel
President