



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

7929 Brookriver Dr. Ste. 750
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
Hotline: 800-806-7992
www.twu556.org

2nd Membership Meeting
May 12 – 29, 2014
MINUTES

Dallas
May 12, 2014

TWU Local 556 President Audrey Stone called the 2nd Membership Meeting of 2014 to order at 1115.

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

Negotiating Team Members Paul Sweetin and Brandon Hillhouse were present at the Meeting.

TWU Local 556 Grievance Committee Chairperson Becky Parker was present at the Meeting.

Shop Steward Renda Marsh was present at the Meeting.

Audrey Stone introduced the Executive Board Members, Negotiators and Chairpersons present at the Meeting.

Audrey Stone detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Audrey discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of votes conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Audrey explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. Audrey stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

Brett Nevarez made a **motion** not to read the Minutes aloud and to approve them as presented. Donna Keith **seconded** the motion. The motion **carried**.

TWU Local 556 Treasurer John Parrott submitted the March 2014 TWU Local 556 Financial Report. There was discussion.

Members present recognized John Parrott for his work as the Treasurer of TWU Local 556 and his outstanding efforts in turning around the finances of the Local.

Members present at the Meeting declared at which Session of the Membership Meeting they would be voting.

There was discussion regarding the motion on the floor.

Members present voted on the motions on the floor:

Motion: *“to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership.”*

Yea – 0 Nay – 7

Audrey Stone updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Audrey reported that the Union’s Negotiating Team met with Southwest Airlines Management’s Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Control (NOC). Audrey explained that the team spent the day watching Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Audrey went on to say that the Negotiating Team’s experience on the Scheduling floor was helpful during the current and ongoing discussions about reschedules at the bargaining table. Audrey reported that the Union’s Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. She said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26.

Audrey Stone updated Members present on the status of Southwest Airlines’ Operations. She explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Audrey said that she believed that the NOC would help with communications between all groups during irregular operations, to hopefully aid them in making better decisions. Audrey said that Southwest Airlines anticipated hiring approximately 1,000 New Hire Flight Attendants this year. Audrey explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran. Audrey noted that approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28. Audrey explained that these Flight Attendants would attend SMT classes in January 2015.

Audrey Stone reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union’s “International Flying Insights (tips)” for the upcoming Unity Magazine. Audrey noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Audrey reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Audrey reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings.

Audrey Stone reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with recently appointed Atlanta Domicile Executive Board Member Pamila Forte. Audrey said that Members present during the upcoming Atlanta Session of the Membership Meeting would elect Shop Stewards to represent the Atlanta Members of TWU Local 556.

In response to a Member’s question, there was discussion about international flying.

Paul Sweetin made a **motion** to recess. Brandon Hillhouse **seconded** the motion. The motion **carried**.

Audrey Stone recessed the Dallas Session of the Meeting at 1207.

Houston

May 16, 2014

President Audrey Stone called the Houston Session of the Membership Meeting to order at 1201.

Executive Board Members Audrey Stone, Cuyler Thompson and Valerie Boy were present at the Meeting.

Shop Steward David Jackson was present at the Meeting.

Audrey Stone detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Audrey discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of votes conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Audrey explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. Audrey stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

David Jackson made a **motion** not to read the Minutes aloud and to approve them as presented. Charla Miller **seconded** the motion. The motion **carried**.

Audrey Stone submitted the March 2014 TWU Local 556 Financial Report. Audrey reported that Treasurer John Parrott was standing by via text and email if further clarifications were needed. There was discussion.

Members present at the Meeting declared at which Session of the Membership Meeting they would be voting. It was noted that the probationary Flight Attendants in attendance at the Meeting were not able to vote on the motion on the floor.

There was discussion regarding the motion on the floor.

Members present voted on the motions on the floor:

Motion: *"to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership."*

Yea – 3 Nay – 2

Audrey Stone updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Audrey reported that the Union's Negotiating Team met with Southwest Airlines Management's Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Center (NOC). Audrey explained that the team spent the day watching Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Audrey went on to say that the Negotiating Team's experience on the Scheduling floor was helpful during the current and ongoing discussions about reschedules at the bargaining table. Audrey reported that the Union's Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. She said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26.

In response to Members' questions, there was discussion regarding the Articles of the Contract currently being discussed at the negotiating table.

Audrey Stone updated Members present on the status of Southwest Airlines' Operations. She explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Audrey said that she believed that the NOC would help with communications between all groups during irregular operations, to hopefully aid them in making better decisions. Audrey said that Southwest Airlines anticipated hiring approximately 1,000 New Hire Flight Attendants this year. Audrey explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran. Audrey noted that approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28, 2014. Audrey explained that these Flight Attendants would attend SMT classes in January 2015.

Audrey Stone reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union's "International Flying Insights (tips)" for the upcoming Unity Magazine. Audrey noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Audrey reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Audrey reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings.

Audrey Stone reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with recently appointed Atlanta Domicile Executive Board Member Pamila Forte. Audrey said that Members present during the upcoming Atlanta Session of the Membership Meeting would elect Shop Stewards to represent the Atlanta Members of TWU Local 556.

In response to a Member's question, there was discussion regarding the fact 90 Southwest Airlines Flight Attendants that were no longer Members of TWU Local 556.

In response to a Member's question, there was discussion regarding the fact that former TWU Local 556 Officers President Stacy Martin, 1st Vice President Chris Click and Treasurer Jerry Lindemann had filed a lawsuit against TWU Local 556. There was also discussion regarding the lawsuit that TWU Local 556 had filed against these former Officers.

David Jackson made a **motion** to recess. Valerie Boy **seconded** the motion. The motion **carried**.

Audrey Stone recessed the Houston Session of the Meeting at 1334.

Atlanta **May 17, 2014**

President Audrey Stone called the Atlanta Session of the Membership Meeting to order at 1220.

Executive Board Members Audrey Stone, Cuyler Thompson and Pamila Forte were present at the Meeting.

Shop Steward Josie Rose was present at the Meeting.

Audrey Stone welcomed those present to the 1st Membership Meeting of the new Atlanta Inflight Base and introduced Pamila Forte as the recently appointed Atlanta Domicile Executive Board Member.

Audrey Stone detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Audrey discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of the vote conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Audrey explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. She noted that three printed copies of Robert's Rules of Order were on hand and available to Members present at the Meeting. Audrey stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

Casey Rittner made a **motion** not to read the Minutes aloud and to approve them as presented. Josie Rose **seconded** the motion. The motion **carried**.

Audrey Stone submitted the March 2014 TWU Local 556 Financial Report. Audrey reported that Treasurer John Parrott was standing by via text and email if further clarifications were needed. There was discussion.

Members present at the Meeting declared at which Session of the Membership Meeting they would be voting.

There was discussion regarding the motion on the floor.

Members present voted on the motions on the floor:

Motion: *"to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership."*

Yea – 0 Nay – 9

Audrey Stone updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Audrey reported that the Union's Negotiating Team met with Southwest Airlines Management's Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Control (NOC). Audrey explained that the team spent the day watching Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Audrey went on to say that the Negotiating Team's experience on the Scheduling floor was helpful during the current and ongoing discussions about reschedules at the bargaining table. Audrey reported that the Union's Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. She said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26.

Audrey noted that the Negotiating Team would be publishing a special Negotiations Update that would be placed in all Flight Attendants' mailboxes in recognition of the one-year anniversary of the first Contract Negotiations bargaining session between TWU Local 556 and Southwest Airlines Management Negotiating Teams. Audrey reported that the TWU Local 556 Negotiating Team was currently looking for volunteers to serve on the Contract Action Network (CAN). Pamila Forte distributed commitment cards to Members present by which they could sign up to serve on the CAN.

Audrey Stone updated Members present on the status of Southwest Airlines' Operations. She explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Audrey said that she believed that the NOC would help with communications between all groups during irregular operations, to hopefully aid them in making better decisions. Audrey said that Southwest Airlines anticipated hiring approximately 1,000 New Hire Flight Attendants this year. Audrey explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran.

Audrey noted that approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28, 2014. Audrey explained that these Flight Attendants would attend SMT classes in January 2015.

Audrey Stone reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union's "International Flying Insights (tips)" for the upcoming Unity Magazine. Audrey noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Audrey reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Audrey reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings.

In response to a Member's question, there was discussion regarding the possibility of negotiating crew meals for Flight Attendants working international flights. There was discussion regarding how Southwest Airlines Crew Planning would build international flying into the current pairing structure.

Audrey Stone reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with Atlanta Domicile Executive Board Member Pamila Forte.

Audrey read the TWU Local 556 Bylaws which pertained to the election of Local 556 Shop Stewards. There was discussion. It was noted that only Flight Attendants who were currently based in Atlanta were eligible to be nominated to be Shop Stewards. It was also discussed that only Flight Attendants currently based in Atlanta were allowed to vote in the Shop Steward Election. Audrey explained that the Shop Steward Election would be conducted by secret ballot.

Audrey Stone opened to floor for nominations for the Office of Shop Steward.

1. Pamila Forte **nominated** Dana Warner to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.
2. Pamila Forte **nominated** Tara Cortes to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.
3. Pamila Forte **nominated** Raye Ann Lange to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.
4. Pamila Forte **nominated** Melissa Gardner to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.
5. Pamila Forte **nominated** Janie Taylor to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.
6. Pamila Forte **nominated** Rich Sims to be a TWU Local 556 Shop Steward. Dana Warner **seconded** the nomination.
7. Pamila Forte **nominated** Allison Head to be a TWU Local 556 Shop Steward. Cheree Best **seconded** the nomination.
8. Pamila Forte **nominated** LT Latham to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.
9. Pamila Forte **nominated** Georges Jones to be a TWU Local 556 Shop Steward. Dana Warner **seconded** the nomination.
10. Pamila Forte **nominated** Julie Murphy to be a TWU Local 556 Shop Steward. Dana Warner **seconded** the nomination.
11. Pamila Forte **nominated** Maureen Adamek to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.
12. Pamila Forte **nominated** Milton Matthews to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.

13. Jarvis Roberts **nominated** Paula Perry McKay to be a TWU Local 556 Shop Steward. Dana Warner **seconded** the nomination.

Audrey Stone passed the gavel to Cuyler Thompson at 1435 in order to nominate Flight Attendants to serve as Atlanta Shop Stewards.

Cuyler Thompson chaired the Meeting.

14. Audrey Stone **nominated** Allen Craig to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.
15. Audrey Stone **nominated** Kevin Smith to be a TWU Local 556 Shop Steward. Jarvis Roberts **seconded** the nomination.
16. Pamila Forte **nominated** Veronica Espinoza to be a TWU Local 556 Shop Steward. Dana Warner **seconded** the nomination.
17. Josie Rose **nominated** Deborah Scott to be a TWU Local 556 Shop Steward. Cheree Best **seconded** the nomination.

Cuyler Thompson passed the gavel to Audrey Stone at 1439.

Audrey Stone chaired the Meeting.

There was discussion regarding the candidates who had been nominated to serve as Atlanta Shop Stewards.

Cuyler Thompson distributed ballots to Members present at the Meeting who were eligible to vote. Eligible Members present cast their votes on the ballots provided and returned their secret ballots to Cuyler Thompson.

Audrey Stone declared a break at 1445 in order to tabulate the voting results with Cuyler Thompson.

The Meeting resumed at 1500.

Audrey Stone announced that Flight Attendants present at the Atlanta Membership Meeting elected Dana Warner, Tara Cortes, Raye Ann Lange, Melissa Gardner, Janie Taylor, Rich Sims, Allison Head, LT Latham, Georges Jones, Julie Murphy, Maureen Adamek, Milton Matthews, Paula Perry McKay, Kevin Smith, Veronica Espinoza and Deborah Scott to serve as Shop Stewards. Audrey noted that the eligibility of those elected must be verified before being allowed to join the ranks of the TWU Local 556 Shop Stewards.

In response to a Member's question, there was discussion regarding the Atlanta Inflight Lounge.

Josie Rose made a **motion** to recess. Casey Rittner **seconded** the motion. The motion **carried**.

Audrey Stone recessed the Atlanta Session of the Meeting at 1521.

Orlando **May 18, 2014**

President Audrey Stone called the Orlando Session of the Membership Meeting to order at 1200.

Executive Board Members Audrey Stone and Cuyler Thompson were present at the Meeting.

Board of Election Chairperson Susan Johnson was present at the Meeting.

Shop Steward Mitch Marks was present at the Meeting.

Audrey Stone explained that she would remain at the meeting as long as possible, but that she may need to leave before the Meeting recessed in order to catch a flight to Washington, D.C. where she would attend the TWU Legislative and COPE Conference on behalf of TWU Local 556.

Audrey Stone detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Audrey discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of the vote conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Audrey explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. She noted that three printed copies of Robert's Rules of Order were on hand and available to Members present at the Meeting. Audrey stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

Susan Johnson made a **motion** not to read the Minutes aloud and to approve them as presented. Thom Jolly **seconded** the motion. The motion **carried**.

Audrey Stone submitted the March 2014 TWU Local 556 Financial Report. There was discussion.

Audrey Stone updated Members present on the status of Southwest Airlines' Operations. She explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Audrey said that she believed that the NOC would help with communications between all groups during irregular operations, to hopefully aid them in making better decisions. Audrey said that Southwest Airlines anticipated hiring approximately 1,000 New Hire Flight Attendants this year. Audrey explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran. Audrey noted that approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28, 2014. Audrey explained that these Flight Attendants would attend SMT classes in January 2015.

Members present at the Meeting declared at which Session of the Membership Meeting that they would be voting.

There was discussion regarding the motion on the floor.

Members present voted on the motions on the floor:

Motion: *"to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership."*

Yea – 0 Nay – 4

Audrey Stone updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Audrey reported that the Union's Negotiating Team met with Southwest Airlines Management's Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Control (NOC). Audrey explained that the team spent the day watching Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Audrey went on to say that the Negotiating Team's experience on the Scheduling floor was helpful during the current and ongoing

discussions about reschedules at the bargaining table. Audrey reported that the Union's Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. She said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26.

Audrey noted that the Negotiating Team would be publishing a special Negotiations Update that would be placed in all Flight Attendants' mailboxes in recognition of the one-year anniversary of the first Contract Negotiations bargaining session between TWU Local 556 and Southwest Airlines Management Negotiating Teams. Audrey reported that the TWU Local 556 Negotiating Team was currently looking for volunteers to serve on the Contract Action Network (CAN).

Audrey Stone reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union's "International Flying Insights (tips)" for the upcoming Unity Magazine. Audrey noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Audrey reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Audrey reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings.

Audrey Stone reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with recently appointed Atlanta Domicile Executive Board Member Pamila Forte. Audrey said that Members present during the Atlanta Session of the Membership Meeting had elected sixteen new Shop Stewards to represent the Atlanta Members of TWU Local 556.

In response to a Member's question, there was discussion regarding the delay codes that were incorrectly placing blame on Flight Attendants.

In response to a Member's question, there was discussion regarding the new Short-Term Disability Program that was being implemented for non-contract Employees at Southwest Airlines.

Audrey Stone was excused from the Meeting at 1408 in order to catch a flight to Washington, D.C. where she would attend the TWU Legislative and COPE Conference on behalf of TWU Local 556.

Cuyler Thompson chaired the Meeting.

In response to a Member's question, there was discussion regarding the fact that former TWU Local 556 Officers President Stacy Martin, 1st Vice President Chris Click and Treasurer Jerry Lindemann had filed a lawsuit against TWU Local 556. There was also discussion regarding the lawsuit that TWU Local 556 had filed against these former Officers.

In response to a Member's question, there was discussion regarding the fact that former Grievance Chairperson Lyn Montgomery had returned to the line as a Flight Attendant and was no longer working in the Union Office. Cuyler Thompson reported that current Grievance Chairperson Becky Parker was doing an excellent job leading the Grievance Team. He went on to say that the vacancy left by Lyn Montgomery on the Office Team had not been filled.

Susan Johnson made a **motion** to recess. Mitch Marks **seconded** the motion. The motion **carried**.

Cuyler Thompson recessed the Orlando Session of the Meeting at 1457.

Baltimore

May 19, 2014

2nd Vice President Brett Nevarez called the Baltimore Session of the Membership Meeting to order at 1011.

Executive Board Members Brett Nevarez, Cuyler Thompson and Stacey Vavakas were present at the Meeting.

Shop Steward Jennifer Vitalo was present at the Meeting.

Brett Nevarez explained that TWU Local 556 President Audrey Stone was currently in Washington, D.C. to attend the TWU Legislative and COPE Conference on behalf of TWU Local 556 and would not be present during Baltimore Session of the Meeting.

Brett Nevarez detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Brett discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of the vote conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Brett explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. He noted that three printed copies of Robert's Rules of Order were on hand and available to Members present at the Meeting. Brett stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

Stacey Vavakas made a **motion** not to read the Minutes aloud and to approve them as presented. Carl Scaglione **seconded** the motion. The motion **carried**.

Brett Nevarez submitted the March 2014 TWU Local 556 Financial Report. There was discussion.

Members present at the Meeting declared at which Session of the Membership Meeting they would be voting.

There was discussion regarding the motion on the floor.

Members present voted on the motions on the floor:

Motion: *"to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership."*

Yea – 1 Nay – 3

Brett Nevarez updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Brett reported that the Union's Negotiating Team, led by Audrey Stone, met with Southwest Airlines Management's Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Control (NOC). Brett explained that the Negotiating Team spent the day watching Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Brett went on to say that the Negotiating Team's experience on the Scheduling floor was helpful during the current and ongoing discussions about reschedules at the bargaining table. Brett reported that the Union's Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. He said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26. Brett noted that the Negotiating Team was currently looking for volunteers to serve on the Contract Action Network (CAN).

Brett Nevarez updated Members present on the status of Southwest Airlines' Operations. He explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Brett said that he believed that the NOC would help with communications between all groups during irregular operations, to hopefully aid them in making better decisions. Brett said that Southwest Airlines anticipated hiring approximately 1,000 New Hire Flight Attendants this year. Brett explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran. Brett noted that approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28, 2014. Brett explained that these Flight Attendants would attend SMT classes in January 2015.

Brett Nevarez reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union's "International Flying Insights (tips)" for the upcoming Unity Magazine. Brett noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Brett reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Brett reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings.

Brett Nevarez reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with recently appointed Atlanta Domicile Executive Board Member Pamila Forte. Brett said that Members present during the Atlanta Session of the Membership Meeting elected sixteen new Shop Stewards to represent the Atlanta Members of TWU Local 556.

Brett Nevarez reported that Rachel Brownfield had recently replaced Addie Crisp as the Las Vegas Domicile Executive Board Member. Brett noted that Addie was expecting her second child.

Baltimore Domicile Executive Board Member Stacey Vavakas reported on the progress being made on the new Baltimore Inflight Lounge.

Stacey Vavakas reported that Baltimore would be the first Inflight Base to experience Inflight Management's new role(s) for Inflight Supervisors. She reported that the Supervisors would be doing more Gate-Checks in outstations and overnighing at Crew hotels.

Stephanie Roberts made a **motion** to recess. Jennifer Vitalo **seconded** the motion. The motion **carried**.

Brett Nevarez recessed the Baltimore Session of the Meeting at 1211.

Chicago

May 20, 2014

1st Vice President Todd Gage called the Chicago Session of the Membership Meeting to order at 1001.

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

Shop Stewards Chris Kuchnicki, Brendon Remezas, Andrew Pitman and Tina Tyrrel were present at the Meeting.

Todd Gage explained that TWU Local 556 President Audrey Stone was currently in Washington, D.C. to attend the TWU Legislative and COPE Conference on behalf of TWU Local 556 and would not be present during Chicago Session of the Meeting.

Todd Gage detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Todd discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of the vote conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Todd explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. He noted that three printed copies of Robert's Rules of Order were on hand and available to Members present at the Meeting. Todd stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

Brendon Remezas made a **motion** not to read the Minutes aloud and to approve them as presented. Fred Commo **seconded** the motion. The motion **carried**.

Todd Gage submitted the March 2014 TWU Local 556 Financial Report. There was discussion.

Members present at the Meeting declared at which Session of the Membership Meeting they would be voting.

There was discussion regarding the motion on the floor.

Members present voted on the motions on the floor:

Motion: *"to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership."*

Yea – 0 Nay – 7

Todd Gage updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Todd reported that the Union's Negotiating Team, led by Audrey Stone, met with Southwest Airlines Management's Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Control (NOC). Todd explained that the Negotiating Team spent the day watching Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Todd went on to say that the Negotiating Team's experience on the Scheduling floor was helpful during the current and ongoing discussions about reschedules at the bargaining table. Todd reported that the Union's Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. He said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26. Todd noted that the Negotiating Team was currently looking for volunteers to serve on the Contract Action Network (CAN).

In response to a Member's question, there was discussion regarding the methods by which the Negotiating Team was communicating with the Membership of TWU Local 556.

Todd Gage updated Members present on the status of Southwest Airlines' Operations. He explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Todd said that he believed that the NOC would help with communications between all groups during irregular operations, to hopefully aid them in making better decisions. Todd said that Southwest Airlines anticipated hiring approximately 1,000 New Hire Flight Attendants this year. Todd explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran. Todd noted that

approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28, 2014. Todd explained that these Flight Attendants would attend SMT classes in January 2015.

Todd Gage reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union's "International Flying Insights (tips)" for the upcoming Unity Magazine. Todd noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Todd reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Todd reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings.

Todd Gage reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with recently appointed Atlanta Domicile Executive Board Member Pamila Forte. Todd said that Members present during the Atlanta Session of the Membership Meeting elected sixteen new Shop Stewards to represent the Atlanta Members of TWU Local 556.

Todd Gage reported that Rachel Brownfield had recently replaced Addie Crisp as the Las Vegas Domicile Executive Board Member. Todd noted that Addie was expecting her second child.

Todd Gage reminded Members present of the importance of using the "VJA Button" when picking up trips for Voluntary Junior Available when Open Time was released that evening.

In response to a Member's question, there was discussion regarding Gate-Check procedures for Inflight Supervisors.

In response to a Member's question, there was discussion regarding the Southwest Airlines Start Strong Initiative and the friction that it had caused between work groups.

In response to a Member's question, there was discussion regarding the fact that Flight Attendants continued to be "shamed and/or bullied" into sitting on the jumpseat during full flights when our Contract guaranteed a seat in the main cabin.

In response to a Member's question, there was discussion regarding how to communicate to TWU Local 556 Members about the importance of securing themselves during turbulence. There was discussion regarding the realistic management of the seatbelt sign.

In response to a Member's question, there was discussion regarding female Members of TWU Local 556 being drug tested by male Employees without another female present.

In response to a Member's question, there was discussion regarding whether or not Flight Attendants are required to lift Passenger's bags.

Brendon Remezas made a **motion** to recess. Fred Commo **seconded** the motion. The motion **carried**.

Todd Gage recessed the Chicago Session of the Meeting at 1202.

Denver
May 21, 2014

1st Vice President Todd Gage called the Denver Session of the Membership Meeting to order at 1011.

Executive Board Members Todd Gage, Cuyler Thompson and Chris Sullivan were present at the Meeting.

Shop Stewards John Long and Jeff Burgower were present at the Meeting.

Todd Gage explained that TWU Local 556 President Audrey Stone was currently in Washington, D.C. to attend the TWU Legislative and COPE Conference on behalf of TWU Local 556 and would not be present during Denver Session of the Meeting.

Todd Gage detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Todd discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of the vote conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Todd explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. He noted that three printed copies of Robert's Rules of Order were on hand and available to Members present at the Meeting. Todd stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

Chris Sullivan made a **motion** not to read the Minutes aloud and to approve them as presented. John Long **seconded** the motion. The motion **carried**.

Todd Gage submitted the March 2014 TWU Local 556 Financial Report. There was discussion.

Members present at the Meeting declared at which Session of the Membership Meeting they would be voting.

There was discussion regarding the motion on the floor.

Members present voted on the motions on the floor:

Motion: *"to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership."*

Yea – 0 Nay – 5

Todd Gage updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Todd reported that the Union's Negotiating Team, led by Audrey Stone, met with Southwest Airlines Management's Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Control (NOC). Todd explained that the Negotiating Team spent the day watching Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Todd went on to say that the Negotiating Team's experience on the Scheduling floor was helpful during the current and ongoing discussions about reschedules at the bargaining table. Todd reported that the Union's Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. He said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26. Todd noted that the Negotiating Team was currently looking for volunteers to serve on the Contract Action Network (CAN).

Todd Gage updated Members present on the status of Southwest Airlines' Operations. He explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Todd said that he believed that the NOC would help with communications between all groups during

irregular operations, to hopefully aid them in making better decisions. Todd said that Southwest Airlines anticipated hiring approximately 1,000 New-Hire Flight Attendants this year. Todd explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran. Todd noted that approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28, 2014. Todd explained that these Flight Attendants would attend SMT classes in January 2015.

Todd Gage reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union's "Best International Flying Best Practices" for the upcoming Unity Magazine. Todd noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Todd reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Todd reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings.

Todd Gage reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with recently appointed Atlanta Domicile Executive Board Member Pamila Forte. Todd said that Members present during the Atlanta Session of the Membership Meeting elected sixteen new Shop Stewards to represent the Atlanta Members of TWU Local 556.

Todd Gage reported that Rachel Brownfield had recently replaced Addie Crisp as the Las Vegas Domicile Executive Board Member. Todd noted that Addie was expecting her second child.

Denver Domicile Executive Board Member Chris Sullivan reported that there had been no Fact-Finding Meetings in Denver during the previous month. He said that the new Denver Inflight Base Manager seemed to be working well in her new position. Chris discussed upcoming events in the Denver Base.

In response to a Member's question, there was discussion regarding the fact that former Grievance Chairperson Lyn Montgomery had returned to the line as a Flight Attendant and was no longer working in the Union Office. Cuyler Thompson reported that current Grievance Chairperson Becky Parker was doing an excellent job leading the Grievance Team. He went on to say that the vacancy left by Lyn Montgomery on the Office Team had not been filled. There was discussion regarding how the Grievance Chairperson position was filled.

There was discussion regarding Southwest Airlines posting Flight Attendant death notices in a more timely manner.

Chris Sullivan made a **motion** to recess. Jeff Burgower **seconded** the motion. The motion **carried**.

Todd Gage recessed the Denver Session of the Meeting at 1137.

Oakland

May 27, 2014

1st Vice President Todd Gage called the Oakland Session of the Membership Meeting to order at 1007.

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

TWU Local 556 Mobilization/Organizing Committee Co-Chairperson Sam Wilkins was present at the Meeting.

Shop Stewards Sam Wilkins, Josh Rosenberg, Boris Kurz and Eric Hironymous were present at the Meeting.

Todd Gage explained that President Audrey Stone was currently in Dallas, with the TWU Local 556 Negotiating Team and would not be present during Oakland Session of the Meeting.

Todd Gage detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Todd discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of the vote conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Todd explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. He noted that three printed copies of Robert's Rules of Order were on hand and available to Members present at the Meeting. Todd stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

Matt Hettich made a **motion** not to read the Minutes aloud and to approve them as presented. Mario-Galileo Cendejas **seconded** the motion. The motion **carried**.

Todd Gage submitted the March 2014 TWU Local 556 Financial Report. There was discussion.

Members present at the Meeting declared at which Session of the Membership Meeting they would be voting.

There was discussion regarding the motion on the floor.

Members present voted on the motions on the floor:

Motion: *"to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership."*

Yea – 6 Nay – 5

Todd Gage updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Todd reported that the Union's Negotiating Team, led by Audrey Stone, met with Southwest Airlines Management's Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Control (NOC). Todd explained that the Negotiating Team spent the day watching Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Todd went on to say that the Negotiating Team's experience on the Scheduling floor was helpful during the current and ongoing discussions about reschedules at the bargaining table. Todd reported that the Union's Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. He said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26. Todd noted that the Negotiating Team was currently looking for volunteers to serve on the Contract Action Network (CAN).

Todd Gage updated Members present on the status of Southwest Airlines' Operations. He explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Todd said that he believed that the NOC would help with communications between all groups during irregular operations, to hopefully aid them in making better decisions.

Todd Gage explained that the Union had created an Extreme Irregular Operations Response Plan that would be implemented in the event that Southwest Airlines and Members of TWU Local 556 experienced another extreme operational meltdown as had happened during January 2014.

Todd Gage reported that Southwest Airlines anticipated hiring approximately 1,000 New Hire Flight Attendants this year. Todd explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran. Todd noted that approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28, 2014. Todd explained that these Flight Attendants would attend SMT classes in January 2015.

Todd Gage reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union's "International Flying Insights (tips)" for the upcoming Unity Magazine. Todd noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Todd reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Todd reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings.

Todd Gage reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with recently appointed Atlanta Domicile Executive Board Member Pamila Forte. Todd said that Members present during the Atlanta Session of the Membership Meeting elected sixteen new Shop Stewards to represent the Atlanta Members of TWU Local 556.

Todd Gage reported that Rachel Brownfield had recently replaced Addie Crisp as the Las Vegas Domicile Executive Board Member. Todd noted that Addie was expecting her second child.

In response to a Member's question, there was discussion regarding the fact that the TWU Local 556 Shop Steward Conference Call had been scheduled during the Oakland Membership Meeting and that Shop Stewards in attendance at the Meeting were unable to participate on the call.

Oakland Domicile Executive Board Member Matt Hettich reported that recently, there had been no Attendance Meetings at the Oakland Base.

Matt Hettich reminded Flight Attendants of the importance of following the published Hot Aircraft Procedures to keep Southwest Airlines' aircraft cool while parked at the gate during the hot summer months.

In response to a Member's question, there was discussion regarding the Southwest Airlines Social Media Policy and recent discipline that had been issued to an Oakland Flight Attendant.

Matt Hettich reported that the Transportation Security Administration (TSA) had been conducting "spot checks" of Flight Attendants' crew bags in the hallway that led to the Flight Attendant Lounge.

Matt Hettich reported that although the Inflight Leave Specialist position had been moved from the base to Southwest Airlines Headquarters, Flight Attendants were still allowed to turn in Doctor's Notes to an Inflight Supervisor at the base.

Matt Hettich reported that he had clarified with Southwest Airlines that according to California law, Flight Attendants who had "pre-designated" their own personal doctors to treat them in the event that they were injured at work were not required to see a Company Doctor.

Matt Hettich reported that Oakland Flight Attendant Lotus Chiong Bonadona was again hosting a party at the Oakland A's versus the New York Yankees baseball game on June 13.

Matt Hettich made a **motion** to recess. Mario-Galileo Cendejas **seconded** the motion. The motion **carried**.

Todd Gage recessed the Oakland Session of the Meeting at 1153.

Las Vegas
May 28, 2014

1st Vice President Todd Gage called the Las Vegas Session of the Membership Meeting to order at 1203.

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

Shop Stewards Paul Buchheit, Rickie Spand, Patti Phillips, Eric Brothers and Sarah Hecox were present at the Meeting.

Todd Gage explained that President Audrey Stone was currently in Dallas, with the TWU Local 556 Negotiating Team and would not be present during Las Vegas Session of the Meeting.

Todd Gage detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Todd discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of the vote conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Todd explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. He noted that three printed copies of Robert's Rules of Order were on hand and available to Members present at the Meeting. Todd stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

Rickie Spand made a **motion** not to read the Minutes aloud and to approve them as presented. Rachel Brownfield **seconded** the motion. The motion **carried**.

Todd Gage submitted the March 2014 TWU Local 556 Financial Report. Todd noted that although TWU Local 556 Treasurer John Parrott was not present during the Meeting, he was available to answer questions via email and/or text message. There was discussion.

Members present at the Meeting declared at which Session of the Membership Meeting they would be voting.

There was discussion regarding the motion on the floor.

Patti Phillips **called for the question**. Rachel Brownfield **seconded** the motion. The motion **carried**.

Members present voted on the motions on the floor:

Motion: *"to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership."*

Yea – 23 Nay – 1

Todd Gage updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Todd reported that the Union's Negotiating Team, led by Audrey Stone, met with Southwest Airlines Management's Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Control (NOC). Todd explained that the Negotiating Team spent the day watching

Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Todd went on to say that the Negotiating Team's experience on the Scheduling floor was helpful during the current and ongoing discussions about reschedules at the bargaining table. Todd reported that the Union's Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. He said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26. Todd noted that the Negotiating Team was currently looking for volunteers to serve on the Contract Action Network (CAN) Team.

Todd Gage updated Members present on the status of Southwest Airlines' Operations. He explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Todd said that he believed that the NOC would help with communications between all groups during irregular operations, to hopefully aid them in making better decisions.

In response to a Member's question, there was discussion regarding passports.

Todd Gage reported that Southwest Airlines anticipated hiring approximately 1,000 New Hire Flight Attendants this year. Todd explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran. Todd noted that approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28, 2014. Todd explained that these Flight Attendants would attend SMT classes in January 2015.

Todd Gage reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union's "International Flying Insights (tips)" for the upcoming Unity Magazine. Todd noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Todd reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Todd reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings. There was discussion about the Global Entry Program.

Todd Gage recognized Rachel Brownfield as the new Las Vegas Domicile Executive Board Member. Those present at the Meeting expressed their gratitude for Addie Crisp's years of service.

Todd Gage reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with recently appointed Atlanta Domicile Executive Board Member Pamila Forte. Todd said that Members present during the Atlanta Session of the Membership Meeting elected sixteen new Shop Stewards to represent the Atlanta Members of TWU Local 556.

In response to a Member's question, there was discussion regarding Unity Magazine.

Rachel Brownfield reminded Members present at the Meeting to be sure and take the Southwest Airlines Employee Survey.

Rachel Brownfield reminded Flight Attendants of the importance of following the published Hot Aircraft Procedures to keep Southwest Airlines' aircraft cool while parked at the gate during the hot summer months.

A Member reminded Members to bring unused hotel amenities and Ziploc bags to the Inflight Lounge for donation to a local women's shelter.

In response to a Member's question, there was discussion regarding the survey that Southwest Airlines Management was sending to "A Listers" regarding their inflight experience.

A Member discussed an idea of creating a TWU Local 556-sponsored program for children to learn more about the aviation industry. Rachel Brownfield **agreed** to discuss the issue during the next Executive Board Meeting.

In response to a Member's question, there was discussion regarding Reciprocal Cabin Agreements.

In response to a Member's question, there was discussion regarding the Southwest Airlines Start Strong Initiative.

In response to a Member's question, there was discussion regarding provisioning at outstations.

Rickie Spand made a **motion** to recess. Veanne Reeder **seconded** the motion. The motion **carried**.

Todd Gage recessed the Las Vegas Session of the Meeting at 1424.

Phoenix

May 29, 2014

1st Vice President Todd Gage called the Phoenix Session of the Membership Meeting to order at 1015.

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

Shop Stewards Jeffrey Baker and Sandra Rall were present at the Meeting.

Todd Gage explained that President Audrey Stone was currently in Dallas, with the TWU Local 556 Negotiating Team and would not be present during the Phoenix Session of the Meeting.

Todd Gage detailed the contents of the Membership Meeting Packets, prepared by Recording Secretary Cuyler Thompson and distributed to Members present at the Meeting. Todd discussed the Meeting Agenda and explained that all votes during the Meeting would be conducted by a show of hands. The results of the vote conducted during all sessions of the 2nd Membership Meeting would be tabulated after the last session of the Meeting adjourned in Phoenix on May 29. Todd explained that the Meeting would be conducted in accordance with the parliamentary procedure Robert's Rules of Order, per the TWU Local 556 Bylaws. He noted that three printed copies of Robert's Rules of Order were on hand and available to Members present at the Meeting. Todd stated that audio or video recording of the day's proceedings was prohibited.

Cuyler Thompson presented the Minutes of the 1st Membership Meeting of 2014 for review.

Tina Coffee made a **motion** not to read the Minutes aloud and to approve them as presented. Jeffrey Baker **seconded** the motion. The motion **carried**.

Todd Gage submitted the March 2014 TWU Local 556 Financial Report. Todd noted that although TWU Local 556 Treasurer John Parrott was not present during the Meeting, he was available to answer questions via email and/or text message. There was discussion.

TWU Local 556 Treasurer John Parrott was recognized for his help in getting the Union's finances back on track.

Members present at the Meeting declared at which Session of the Membership Meeting they would be voting.

There was discussion regarding the motion on the floor.

Members present voted on the motions on the floor:

Motion: *“to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership.”*

Yea – 0 Nay – 5

Todd Gage updated Members present on the status of the ongoing Contract Negotiations between TWU Local 556 and Southwest Airlines. Todd reported that the Union’s Negotiating Team, led by Audrey Stone, met with Southwest Airlines Management’s Team on May 6 and 7, after spending May 5 on the Scheduling floor in the new Network Operations Control (NOC). Todd explained that the Negotiating Team spent the day watching Inflight Schedulers in action, rescheduling Flight Attendants as operational problems arose in real time. Todd went on to say that the Negotiating Team’s experience on the Scheduling floor was helpful during the current and ongoing discussions about reschedules at the bargaining table. Todd reported that the Union’s Negotiating Team continued to make progress towards reaching a tentative agreement with Southwest Airlines Management. He said that the Negotiating Teams were scheduled to meet again on May 22, 23, 28, 29, and June 16, 17, 18, 25, and 26. Todd noted that the Negotiating Team was currently looking for volunteers to serve on the Contract Action Network (CAN) Team.

Todd Gage updated Members present on the status of Southwest Airlines’ Operations. He explained that the new NOC included Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Maintenance, and Customer Service. Todd said that he believed that the NOC would help with communications between all groups during irregular operations, to hopefully aid them in making better decisions.

In response to a Member’s question, there was discussion regarding passports. Todd Gage reported that Inflight Management had recently stated that Flight Attendants must bring their passports to Recurrent Training.

Todd Gage reported that Southwest Airlines anticipated hiring approximately 1,000 New Hire Flight Attendants this year. Todd explained that this would be in addition to the remaining Special Merger Training (SMT) classes transitioning from airTran. Todd noted that approximately 330 Flight Attendants would remain across the airTran partition when airTran ceased operations on December 28, 2014. Todd explained that these Flight Attendants would attend SMT classes in January 2015.

Todd Gage reported that Executive Board Member-at-Large Rob Riddell had written an article regarding the Union’s “International Flying Insights (tips)” for the upcoming Unity Magazine. Todd noted that the new Language of Destination/Origin Agreement (LODO) would also appear in its entirety in the magazine. Todd reported that it was unclear when the LODO program would be implemented due to the costly technology upgrades required for its implementation. Todd reminded Flight Attendants that a new Work and Conduct Rule would soon be incorporated into the Flight Attendant Handbook regarding the requirement for Flight Attendants to carry their passports on all pairings. There was discussion about the Global Entry Program.

Todd Gage reported that several Executive Board Members had attended the opening of the new Atlanta Inflight Base earlier in the month with recently appointed Atlanta Domicile Executive Board Member Pamila Forte. Todd said that Members present during the Atlanta Session of the Membership Meeting elected sixteen new Shop Stewards to represent the Atlanta Members of TWU Local 556.

In response to a Member’s question, there was discussion regarding a Preferential Bidding System (PBS) and “Minimums.”

In response to a Member's question, there was discussion regarding the ongoing negotiations between Southwest Airlines Management and TWU Local 555.

Tina Coffee discussed attempts by Norwegian Air Shuttle to begin flights within the United States.

Cuyler Thompson reported the voting results of the motion currently on the floor to Members present at the Meeting:

Motion: *“to have a list of all Members published regularly (quarterly) and securely, only available to the TWU Local 556 Membership.”*

Yea – 33 Nay – 48

The motion **did not carry**.

Jeffrey Baker made a **motion** to adjourn. Tina Coffee **seconded** the motion. The motion **carried**.

Todd Gage adjourned the 2nd Membership Meeting of TWU Local 556 at 1424.

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

A handwritten signature in black ink, appearing to read 'C. Thompson'.

Cuyler Thompson
Recording Secretary
TWU Local 556